



murray river  
council

# **ATTACHMENTS**

**UNDER SEPARATE COVER**

**Ordinary Council Meeting**

**Tuesday, 22 October 2024**



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murray river  
council

# State of the *Region* Report

Reporting the progress made  
on implementing the 2022-2032  
Community Strategic Plan.



**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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 Published by  
 Murray River Council  
 PO Box 906 Moama NSW 2731

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 Cindy Power Photography,  
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 Destination NSW, Gavin Hansford



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

Murray River Council Vision





Welcome to our 2024 State of the Region Report. Through this document we look to track council's progress against the Community Strategic Plan (CSP) over the last council term.

Due to COVID 19, under direction from the NSW Government, the last term of council was extended and subsequently, the implementation period for our Community Strategic Plan was shortened to only two years and nine months.

To achieve so much in such a short time is absolutely compelling. Even more so, as council spent a considerable time and effort recovering from the devastating impact of the floods post December 2022. Since we adopted the Community Strategic Plan in early 2022, here are just some of our deliverables:

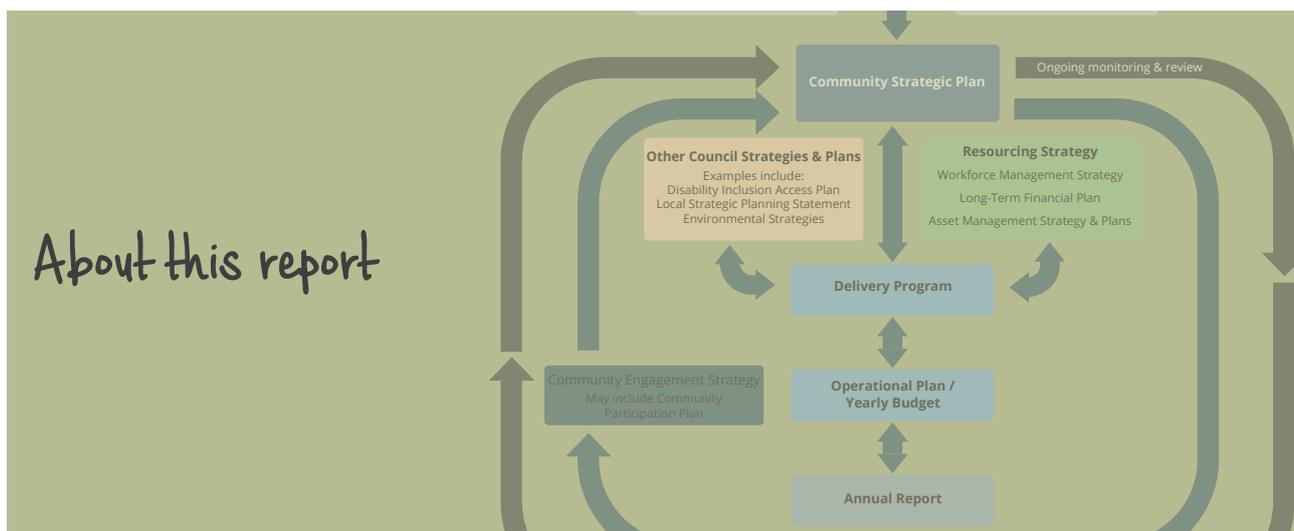
- Commenced the design of a new water treatment plant in Moama
- Installed a new raw water network in Koraleigh
- Commenced review and upgrade of the Moulamein Flood Study and Management Plan
- Finalised the Echuca Moama Flood Study
- Established better communications and management with our volunteers (355 Committees) with the appointment of a Manager Local Connections
- Restructured the Planning and Building Directorate (winning an industry award in the process)
- Continued to collaborate with Swan Hill Rural City Council in advocating for the replacement of the Swan Hill – Murray Downs bridge
- Managed the October to December 2022 flood emergency
- Successfully advocated for flood recovery support
- Launched 'Voice of Customer' program
- Advocated for tighter regulations surrounding dog breeding facilities.
- Launched 'Sustainable MRC' project

- Made a submission to the Productivity Commission's Local Water Utilities Inquiry
- Advocated to the NSW Government for improvements to the e-Planning Portal
- Completed our Local Housing Strategy
- Finalised FOGO (Food Organics, Garden Organics) program
- Council formally adopted and launched the Meninya Street Precinct Re-Development
- Initiated the River Country Art Trail
- Commenced school-based apprenticeship program
- Developed and delivered the new Moama Preschool
- Developed a Youth Engagement Program
- Delivered Moama Lights – winning acclaim from five different entities / associations
- Commenced Employment Lands Strategy
- Approved almond hulling facility in Murray Downs
- Sold industrial land to a multi-national company that will bring investment to our region
- Murray River Council was one of the driving forces behind the organisation of the 'Municipal Work Australia Field Day' held in Moama in June 2024
- Launched new digital platform for the management of cemetery data - winning an award for the project.

This is an incredible list of achievements - and there's still plenty more!

As the CEO of such a motivated team of people it makes me incredibly proud to sign off!

Terry Dodds, PSM



## Purpose

This State of the Region Report has been prepared in accordance with the Integrated Planning and Reporting (IP&R) Framework provided by the Office of Local Government NSW. It presents Council's performance over the last council term and the progress made in implementing the 2022-2032 Community Strategic Plan (CSP).

Our 2022-23 CSP and associated documents marked the beginning of a new CSP for Council. The new CSP was designed around community wants and needs and was based on an extensive engagement process undertaken across the region. The new CSP has provided MRC an opportunity to grow and shape the future of our region taking into consideration the current requests and requirements of our community.

## Report structure

Over the past two and a half years, Council has focused on delivering the activities set out in the 7 themes that drive our Community Strategic Plan. The Strategies in these themes set out high level outcomes supported by the delivery of projects and activities.

Details on performance against the CSP is detailed in our 'Progress Report' section and is structured around the 7 CSP themes:

- 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 and resilience
- Connected communities
- Tomorrow's technologies

An overview of Council's financial performance during this time is also included in the Progress Report.

# Our Councillors; September 2021-September 2024

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

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

Moama Ward



**Cr Frank Crawley**  
Mayor Sept 23 - Sept 24  
Deputy Mayor May 22 - Sept 23



**Cr Nikki Cohen**  
Deputy Mayor Sept 21 - May 22



**Cr Chris Bilkey**  
Mayor Sept 21- Sept 23  
(resigned from Council Oct 23)

Greater Murray Ward



**Cr Kron Nicholas**



**Cr Thomas Weyrich**



**Cr Geoff Wise**

Greater Wakool Ward



**Cr Dennis Gleeson**



**Cr Neil Gorey**  
Deputy Mayor Sept 23 -Sept 24



**Cr Ann Crowe**

## How we measure progress

We regularly monitor our progress against each of the objectives outlines in our CSP and DP via Council’s Monthly Operational Report. Each Business Units provides monthly updates on the progress of projects and programs of works identified within the Delivery Program and the yearly Operational Plan. These line items directly relate to the goals outlined within the CSP.

If a project or program of work requires a review of its timeline, outcome or implementation, Business Unit Managers are able to request a change to the requirements which is reported to Council as required.

## Reporting on our progress

Our 2022-32 CSP and 2022-26 Delivery Program had to become adaptive documents throughout the term of Council as we faced challenges such as Covid-19 and the devastating floods of 2022. Some of our targets were extended and others have been moved to future Delivery Programs as we were unable to complete them.

For the purpose of this report, we have undertaken a qualitative implementation review, with outcomes noted in the comments section of our reporting tables. We have also noted in the future actions column whether objectives have been absorbed into Business as Usual, are to be rolled over into the updated 2025-35 CSP / 2025-29 DP or removed from the future CSP as it is not a feasible option for Council to pursue at this time.

The progress of each objective is also provided a ranking:



**Complete**



**Underway**



**Not started**  
(or determined to be outside of Council's scope)

## Reporting on our highlights; The End of Term Report

Our 2021-24 End of Term Report provides additional information on some of the higher profile projects we have undertaken during this period.

The report offers an expanded overview of many of our achievements over the last council term and is a celebration of what council and the administration have been able to achieve.

The document can be read in partnership with this report and is available as an attachment to our 23/24 Annual Report or via the QR code below:



# Implementing the Community Strategic Plan...

## *Our Progress Report*





## **OUR FINANCIAL PERFORMANCE**

The following pages outline the Council's financial performance over the last Council term.



## Our actions

Over the course of our current Community Strategic Plan 2022-2032, we have undertaken a significant amount of work to review Council's financial position.

Like all councils, we are funded through the rates we collect and grants we receive, but we have little means to create additional income beyond this. The NSW Government has also put a cap on rate rises, which in recent years has been below the level of general inflation.

As a result, the cost of delivering essential services such as roadworks, rubbish collection, water supply, sewer removal plus our steadily expanding service list has meant that our costs have outpaced revenues, resulting in operational deficits.

Over the last 2 years we've been looking at ways to improve the financial sustainability of the council. We've called this project "Sustainable MRC".

Firstly, we looked internally to improve many of our own practices:

- We met with all staff and asked them to reduce all 'discretionary expenditure.' The 'bottom up' approach was an amazing success, taking \$100,000 off our operational expenditure per month.
- We formed a new council committee titled the 'Revenue Task Force,' chaired by the mayor. Over the last year we recycled many underutilised assets, not only gaining in excess of \$1million in revenue, but there is also a significant reduction in maintenance costs, and an increase in rateable premises.
- We built a matrix that tracked all actions by every single staff member to determine the exact expenditure in the Water, Sewer and Waste Funds. While most of the direct costs were correctly allocated (via time and plant sheets), approximately \$1.2 million in indirect costs were incorrectly attributed – inadvertently being subsidised by the General Fund. The correct allocation of indirect costs as a 'charge' to Water, Sewer and Waste Funds made an incredible difference to being able to maintain our assets paid for by General Rates.
- We investigated all our energy costs and discovered there was opportunities to reduce expenditure on power bills. We reviewed our tariff categories and identified locations where installation of on-site solar generation would provide a good payback. Currently we have applied for a grant to implement this project.

- We entered a collaborative effort with two JOs (RAMJO and HunterJO) for establishing a new Power Purchase Agreement, which is expected to save between \$60,000 and \$70,000 per year.
- We did a complete review of our depreciation. This was a huge project which turned out to be one of the most rewarding. We discovered that we'd over allocated \$4,500,000 against our depreciation for roads assets.
- We also looked at what additional skills some of our staff have and how we can better utilise them versus bringing in expertise from outside the organisation.
- We looked very carefully at our 'Yellow Fleet,' increasing utilisation overall, and retiring plant that was not cost effective.
- Largely through natural attrition we reduced permanent staffing levels from 216.7 to 191.5 FTEs.

All these actions reduced operational costs without compromising services. Our Operating Performance Ratio has now improved by a massive 84% (-31% to -5%). There has been a lot of planning, conversations and fact checking undertaken to make sure these decisions and their outcomes have the best results for our community.

## Moving forward

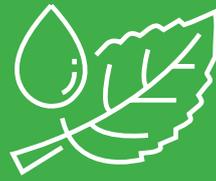
We are now focusing our attention on our services, our assets and avenues to increase income over the longer term:

- We have developed a Parks and Open Spaces Strategy which acts as a top-level guide for the ongoing monitoring and management of existing spaces, and any future open space development,
- We have closed several free waste drop-off stations, reduced opening hours at other locations and closed several legacy landfills which were at the end of their lifecycle and now require further rehabilitation as per the 10-year Waste Management Plan. We have developed a Buildings Strategy which covers facilities such as public halls, offices, libraries, public toilets and sports pavilions. The hierarchy classifications are defined by the current state of building, frequency of use, community visibility and the visitation rates for each site.
- We have begun reviewing our face-to-face opening hours, which will aim at freeing up a set number of hours each week for current staff to undertake work on services that are either lacking attention or have been added to council's growing service list (by way of cost-shifting from Government or community expectations).
- We have assessed in excess of 410 blocks of land and more than 820 buildings which Council manages or owns. The review was focused on the needs and demands for each asset, and it was determined that some assets are not providing value to the community like they once did. We will further this project with the intent of reducing the amount of assets that may offer little value to the community or are at 'end-of-life, over time.

At the Ordinary Council Meeting held on 12 December 2023, Council resolved to take the necessary action to address the financial deficit currently being experienced by Council, over a period of ten years. The intent is to reach a break-even position by the end of that period. The exact actions to be undertaken, both on the cost side and the revenue side are yet to be determined.

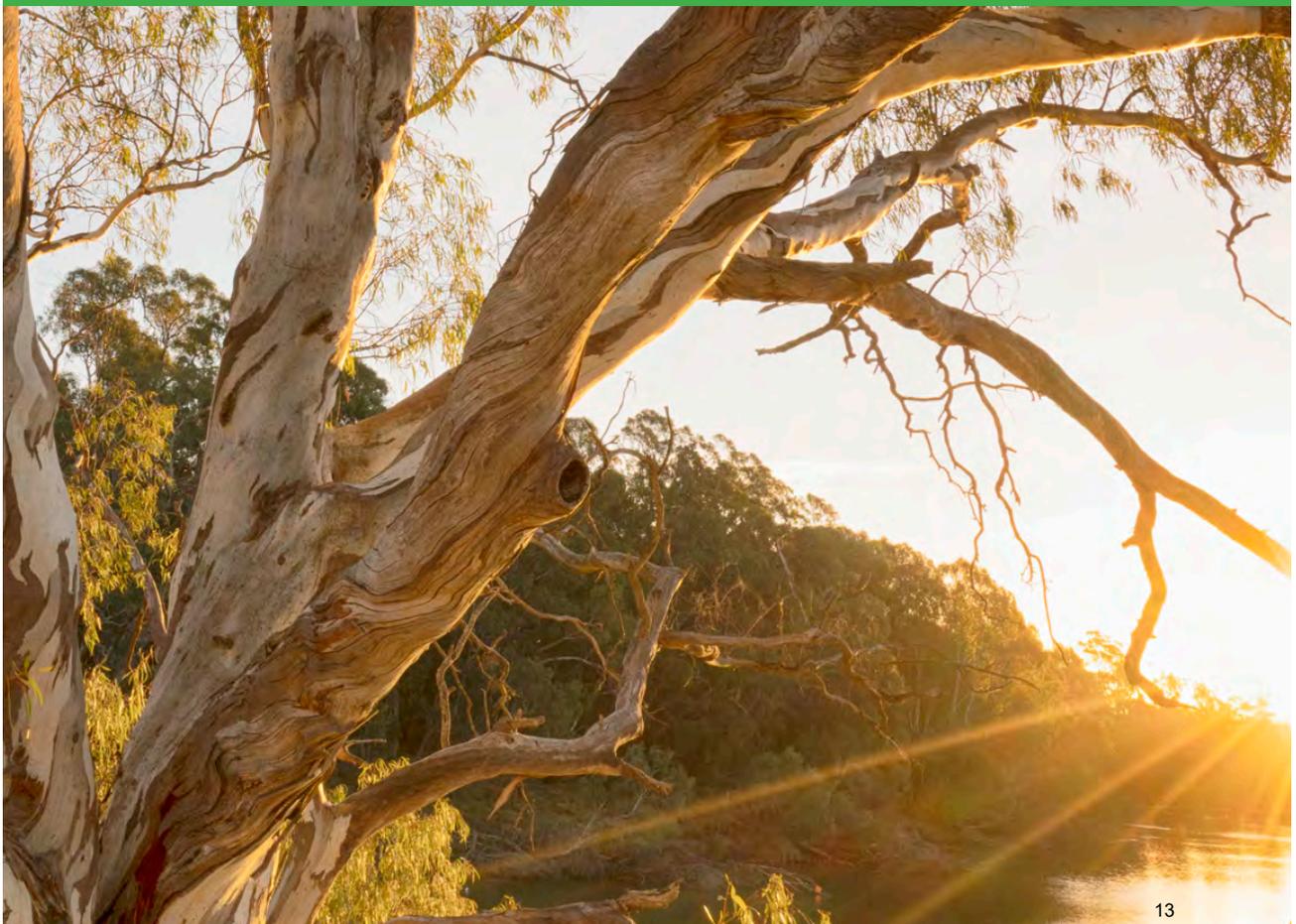
At the Ordinary Council Meeting held on 25 June 2024, through a Mayoral Minute, Council also determined to explore the possibility of a Special Rates Variation (SRV), with conversations likely to commence in early 2025.

It is likely the actions undertaken to implement the Council resolution to erase the deficit over the next ten years could have an impact on the implementation of the actions within the upcoming CSP 2025-2035. Any actions to be taken, including the application for an SRV will be subject to future community consultations.



## A PLACE OF ENVIRONMENTAL SENSITIVITY

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



Goal		Strategic Objective	How we will achieve the objective	Deliver, Partner, Advocate	How did we go/progress	Delivery	Future Actions (CSP numbers refer to the 2025-2035 CSP)
Facilitate circular economy.	1.1	Designing and promoting products that last and that can be reused, repaired and remanufactured.	Increase of waste diversions of reclaimed, recycled and remanufactured materials out of landfills.	Deliver, Partner, Advocate		Reuse, repair and remanufacture are now embedded into multiple business units across Council from road surface reuse on site, to replacement of park furniture.	This strategic objective is embedded into business as usual across multiple business units and is supported via the Sustainable MRC project. As such this objective will be removed from the next CSP.
	1.2	Enhance waste and recycling programs to increase resource recycling across LGA.	Develop & begin implementation of Waste Management Strategy.	Deliver, Partner, Advocate		FOGO was rolled out to all MRC townships. Well received – low contamination rates.  The Automated Depot built and operating in Moama. Council is an active participant in the National Garage Sale Trail.	This objective will continue into the next CSP – Theme 1.
Protect, enhance and sustain the natural environment.	1.3	Integrated Water Cycle Management.	Develop & begin implementation of Stormwater Strategy, Sewer Strategy and review of Drinking Water Quality Strategy.	Deliver, Partner, Advocate		Design of the new Moama Water Filtration Plant has been completed. Awaiting funding opportunities.  Installation of Raw Water Pipeline for Koraleigh. Reduced demand on Water Treatment Plant.  Smart Water Meters have been installed council-wide and is helping identify properties with unaccounted water leaks. Implementation of the Mi-Water platform to assist customers manager their water consumption.  Flood Studies including Echuca Moama Riverine Flooding and Moulamein Riverine Flooding has been reviewed and updated to reflect the data captured from the 2022 floods.  RAMJO Water Position Paper (largely driven and written by former MRC Mayor).  Provided a response to the Productivity Commission’s Local Water Utilities Issue Paper – which considers the challenges around funding for local water utilities.  Ongoing Water Mains Cleaning Program to improve water quality.  Upgrades to drainage systems and levees as needed.  Barham Water pressure issues rectified.  Sewer plant and network review complete. Review of Barham and Moama Sewer Treatment Plants in progress.  Involved in the development of the Southern Riverina Drought Resilience Plan.	This objective will continue into the next CSP – Theme 1.
	1.4	Improving areas of natural habitat.	Identify and enhance natural values/habitats as part of any landscape upgrades to Council Reserves.	Deliver, Partner, Advocate		Green space release in the future will be completed in line with the Housing Strategy and Parks and Open Space Strategy.  A Waterfront Strategy for the Riverina Region is under development by DPE.	Objectives 1.4 and 1.6 of this CSP will be consolidated into a single objective and continued in the next CSP - Theme 1.
	1.5	Landfill rehabilitation works.	Develop & begin implementation of Waste Management Strategy to rehabilitate landfill sites over the next 10 years.	Deliver		Koraleigh landfill rehabilitation commenced, where the capping of the land fill was completed as part of the first stage of the rehabilitation of the site. Other sites will continue to be rehabilitated into the future.  Non-essential landfill and reuse sites have been closed.	This objective will continue into the next CSP – Theme 1.

Goal		Strategic Objective	How we will achieve the objective	Deliver, Partner, Advocate	How did we go/progress	Delivery	Future Actions (CSP numbers refer to the 2025-2035 CSP)
						<p>A Landfill Rehabilitation Charge has been established as part of the Annual Rates and Charges and applied to all properties with a kerbside bin service to cover the costs of rehabilitation and reinstatement of unused landfills and cells.</p> <p>Construction of the new landfill cell at the Moama Waste Facility was a great success and has placed us in a good position for future waste management.</p>	
	1.6	Stewardship agreements for biodiversity and native vegetation management.	Work with relevant agencies to identify any projects that Council can support and contribute to.	Advocate		Native vegetation and stewardship of biodiversity values is encouraged through development processes.	This objective will be consolidated with Objective 1.4 and will continue in the next CSP – Theme 1.
Plan for the impacts of climate change.	1.7	Environmental Sustainability Program.	Develop & begin implementation of an Environmental Sustainability Strategy, containing energy efficiency and the impacts of climate change.	Deliver		<p>Environment sustainability initiatives are embedded in business as usual as well as through internal projects such as the LED light replacement project on Sport and Recreation reserves.</p> <p>Site assessments for solar installations has been completed and 8 sights have been submitted for grant funding. Awaiting decision from funding body.</p>	Environmental Sustainability has been embedded into various Business Units across the business and therefore a standalone strategy is no longer required, as such this objective will be removed from the next CSP.
Increase 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.	Deliver, Partner, Advocate		<p>MRC internal education programs have been developed relating to Water efficiency and What waste goes where.</p> <p>These sessions are based at an Early Learning / Preschool Level.</p> <p>Halve Waste has been engaged to undertake Waste Education Sessions at some Public Schools across the region.</p> <p>Petaurus Group developed and rolled out a pilot program relating to Weed Management. The program is currently on hold.</p> <p>Launch of the MiWater Platform to assist community members manage their water consumption and identifying properties with leaks.</p> <p>Scores on Doors program – launch of the Environmental Health program letting residents and diners know how well local food businesses are complying with food hygiene and safety requirements.</p>	This objective will continue into the next CSP - Theme 1.



## A PLACE OF PROGRESSIVE LEADERSHIP

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





Goal		Strategic Objective	How we will achieve the objective	Deliver, Partner, Advocate	How did we go/progress	Delivery	Future Actions (CSP numbers refer to the 2025-2035 CSP)
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.	Deliver, Partner, Advocate		Development of the Community Directory is ongoing and will be administered via the Live, Work, Invest platform.  New residents kit complete, hard copies distributed by real estate agents and available in all customer service centres. Download available via Council's website.  Service NSW services available at Barham, Moulamein, Moama.	This objective will continue into the next CSP – Theme 2.
	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.	Deliver		Commenced development of the Customer Experience Strategy.  Change of Customer Service hours to come into effect by the end of 2024.  Mobile Library and Service Centre visiting Wakool, Tooleybuc and Murray Downs on a fortnightly basis.	This objective will continue into the next CSP – Theme 2.
	2.3	Customer Service Charter.	Develop and implement a fully integrated Customer Relationship Management (CRM) process and system.	Deliver		Voice of Customer project underway to track customer journey and gain feedback on Customer satisfaction.  Commenced development of the Customer Service Strategy and Service Levels.	This objective will continue into the next CSP – Theme 2.
	2.4	Statutory Planning & Building.	Encourage improved standards of development applications.	Deliver, Advocate		Development Application approvals completed within statutory timeframes. Meeting these targets has provided support for the restructure of the Development Service Team.  Development Services Charter updated. The Charter will be reviewed and updated to reflect emerging trends and requirements.  Waterfront Strategy updated.	This objective will continue into the next CSP – Theme 2
Provide sufficient resources to meet statutory delivery timeframes.			Deliver Advocate		Development Services restructure was undertaken to allow for better resourcing with a focus on improved and increased administration functions to better support the local approval processes and enquiries.  As resources in the Development Services portfolio are hard to recruit across NSW, focus on cadetships to assist with the shortfall.	This objective will continue into the next CSP – Theme 2.	
Provide improved communication measures for planning enquiries.			Deliver Advocate		Building and Development checklists created alongside information sheets. These checklists have allowed for more succinct information to be provided to the community, freeing up time for planners and administration staff to work on approval processes.  Advocacy for improvements to the e-Planning Portal – central depository for lodging and access planning information which has been plagued with numerous issues.	This objective will continue into the next CSP – Theme 2.3.	
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.	Deliver, Partner, Advocate		Council formally launched Moama's Meninya Street Precinct redevelopment at the start of their council term in late 2021. Since then, the project has continued with much momentum including the development and public display of the concept designs for the precinct.  A Service Directory list has been developed to identify the services Council are responsible for.  Partnership opportunities have been investigated relating to the Country University Campus being hosted n MRC.  Liaison with neighbouring Councils on various projects and day to day business.	Partnering with Committees of Council and Council Volunteers will become a focus in the next CSP – Theme 2

Goal		Strategic Objective	How we will achieve the objective	Deliver, Partner, Advocate	How did we go/progress	Delivery	Future Actions (CSP numbers refer to the 2025-2035 CSP)
						<p>The Economic Development and Tourism (EDT) team worked with Campaspe Shire Council and Campaspe Port Enterprise to set up a new Visitor Information Centre (VIC), when the Echuca Moama Tourism run visitor centre closed.</p> <p>The EDT team worked with Campaspe Shire Council, Committee for Echuca Moama, Echuca Moama Accommodation Association, McPherson Media, Winter Blues Committee, Murray River Paddlesteamers and Campaspe Port Enterprise to develop a plan for destination marketing, when EMT announced they would dissolve.</p> <p>The EDT team coordinated a business breakfast with guest speaker Michael Licenblat for Small Business Month in October 2023. Michael spoke to 35 attendees about resilience and high-performing teams.</p> <p>The EDT team is also working with Campaspe Shire Council and local business stakeholders to coordinate the 2024 Campaspe Murray Business Awards (with the dinner to be held October 2024). Council has worked to support various community event organisers and community members on the development of the River Country Art Trail.</p> <p>Child Safe Strategy developed and implemented. All staff trained.</p> <p>Submission to the Federal Government inquiry into the Sustainability of local government, joint meeting with Swan Hill Rural City Council and renewed MOU with Campaspe Shire Council, Advocating for the upgrade for the Swan Hill bridge. Advocating for tighter regulations surrounding breeding facilities. Investigations undertaken into a shared services arrangement with neighbouring Councils</p> <p>Launch of Sustainable MRC project – improving the financial sustainability of Council.</p> <p>In excess of 35 Policies have been implemented or significantly updated between Sept 21 and June 2024.</p>	
			Review and enhance our values and behaviours within Council.	Deliver		<p>The MRC Values have been reviewed and adopted will now be embedded in the Business. New values embedded into internal process. PD's, appraisals, etc.</p> <p>MRC was recognised for its efforts relating to positive change achieved over time - winning the 2021 The Voice Project's Change Champions award.</p>	This objective will continue into the next CSP – Theme 2.
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.	Deliver		<p>As communication methods change, we will continue to adapt.</p> <p>Ongoing involvement in the Planning Portal upgrades to ensure community usability from a regional perspective.</p> <p>New website was created and is more user friendly with further updates to come including more online opportunities for loading applications and forms.</p> <p>Snap send solve has become an opportunity for Council to capture data relating to issues across the region.</p> <p>New recruitment banners were designed and rolled out to encourage a different style for local staff recruitment.</p> <p>Increased use of the Your Say Murray River website. This site allows for interaction and engagement on project rather than stagnant information pages.</p>	This objective will continue into the next CSP – Theme 2.

Goal		Strategic Objective	How we will achieve the objective	Deliver, Partner, Advocate	How did we go/progress	Delivery	Future Actions (CSP numbers refer to the 2025-2035 CSP)
	2.7	Improve internal services to better support community needs.	Develop Customer focused culture within Council.	Deliver		<p>As we grow as a business we will be implementing a Customer Service Strategy which will allow us to focus on providing improvements to our community needs.</p> <p>Accountabilities Framework and organisational restructure has assisted us with growing internally and providing better opportunities for increasing our service opportunities.</p> <p>In excess of 35 Policies have been implemented or significantly updated between Sept 21 and June 2024.</p> <p>The implementation of TechOne has tied together various business processes and has enabled better flow of information. Longer term this will allow staff to streamline customer transactions and enquiries.</p> <p>Council's intranet – MaRCo – has been developed to be a one stop shop for internal staff information sharing.</p>	This objective will be consolidated with objective 2.3 of this CSP and reported in the next CSP – Theme 2.
Achieve community driven results through collaboration and engagement (community and stakeholders).	2.8	Community and Council collaboration.	Increased interaction with Communities.	Deliver		<p>Council meetings have been and will continue to be held at various locations across the region. Meet the Council events (staff and councillors) will continue including the options for pop up sessions.</p> <p>Sustainable MRC project progressed.</p> <p>Increased advice to communities relating to grant opportunities for outside of Council grants system.</p> <p>Further development of partnerships with local community groups to implement community driven projects.</p> <p>2022 Floods – cross community approach for flood preparedness measures, advocacy after the flood, on ground monitoring and measurement of flood activities.</p> <p>Ongoing face to face engagement – CSP 2022 consultation, increased use of the Your Say portal to confirm findings, floods, flood recovery, budget and asset reviews.</p> <p>Establishment of a Manager of Local Connections to focus and work directly with S355 committees.</p> <p>Delivery of Community grants program – nearly \$200,000 provided in community grants awarded during this term of Council.</p> <p>Community Financial Assistance Program framework has been developed and covers Community Grants Fund, Quick Response Grants, Local Heritage Fund Program.</p>	This objective will continue into the next CSP – Theme 2.
	2.9	Community Engagement Framework.	Further development and implementation of Councils Community Engagement Framework.	Deliver		<p>Community Engagement has begun to be embedded into Councils Project Management Framework.</p> <p>Community Engagement Strategy and Policy reviewed and adopted. The Community Engagement Strategy will be reviewed at the beginning of the next CSP inline with the IP&amp;R Framework.</p>	This objective will continue into the next CSP – Theme 2.
	2.10	Community Engagement Tools.	Further development and implementation of Councils Community Engagement Toolkit.	Deliver		<p>Toolkit templates have been developed to assist departments with engagement options.</p>	This objective will be consolidated with objective 2.9 of this CSP and reported in the next CSP – Theme 2.





## A PLACE OF LIVEABLE COMMUNITIES

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





Goal		Strategic Objective	How we will achieve the objective	Deliver, Partner, Advocate	How did we go/progress	Delivery	Future Actions (CSP numbers refer to the 2025-2035 CSP)
<b>Create and maintain safe and accessible community spaces that enhance healthy living and promote active lifestyles.</b>	3.1	Sports and recreation facilities and spaces.	Outcomes of the Asset and service delivery review to be planned for and prioritised.	Deliver		The Parks and Open Spaces Strategy has been developed and is supported by a Service Levels document.  Future improvements and enhancements of open spaces, footpaths, sporting and recreational facilities, will be completed in line with the new strategy.  Jack Eddy change facility.  The Needs and demands assessment supported the development of the Parks and Open Space Strategy.	This objective will continue into the next CSP – Theme 3.
	3.2	Public buildings.	Building Asset Management Plan to determine Council's long term financial plans to deliver fit for purpose public buildings.	Deliver		The Building Strategy has been developed and is supported by a Service Levels document.  Focus is on delivery of a feasible level of service to the community.  The Needs and demands assessment supported the development of the Parks and Open Space Strategy.  Refurbishment Goodnight Hall/Recreational reserve toilet block, Noorong Hall, and Mathoura Hall	This objective will continue into the next CSP – Theme 3.
	3.3	Disability Action Plan for Open Spaces / Disability Inclusion Action Plan.	Comply with the Disability Discrimination Inclusion Act (DDA).	Deliver, Partner, Advocate		The DIAP was updated and adopted – a guide to improving access and inclusion for people with disabilities.  Formation of external community access and inclusion advisory committee emphasising commitment to fostering inclusivity and accessibility within our community.  Access and Inclusion Advisory Committee is in infancy stage. 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.	Ongoing review and implementation of the DIAP will continue.  This objective will continue into the next CSP – Theme 2.
	3.4	Community Safer Spaces.	Develop and implement Community Safer Spaces Strategy.	Deliver, Partner, Advocate		Minimal work has been completed in this space as it has been determined that this project is outside the scope of Council.	This objective was determined to be outside of Council's scope and has been removed from the next CSP.
	3.5	Lighting upgrades & improvements.	LED lighting Strategy and program across Council area (Street lighting and Parks and Reserves).	Deliver, Advocate		LED lighting replacement program – retrospectively has been completed and all new subdivisions are required to implement LED lighting as a standard – this is now embedded into BAU.  Several recreation reserves had lighting upgrades completed – Bham, Mathoura, Moulamein, Tooleybuc, Koraleigh and Bunnaloo.	This strategic objective is embedded into business as usual across multiple business unit.  This objective will be removed from the next CSP as it is now embedded into BAU
	3.6	CCTV strategy.	Develop CCTV strategy for all townships.	Deliver		The strategy was not developed due to competing priorities and has been postponed until the next CSP. Investigation of a Public Safety Strategy.	This objective will continue into the next CSP – Theme 3.
<b>Enable development of sustainable liveable communities.</b>	3.7	Housing Strategy.	Project that will guide the rezoning of future residential land over the next 5-10 years and beyond.	Deliver Advocate		The Local Housing Strategy was adopted in 2023 and allows for growth as our communities grow.  Future residential land releases will occur in accordance with the short, medium, and long-term release plan within the strategy and will be focused on projected population growth.	This objective will continue into the next CSP – Theme 3.

Goal		Strategic Objective	How we will achieve the objective	Deliver, Partner, Advocate	How did we go/progress	Delivery	Future Actions (CSP numbers refer to the 2025-2035 CSP)
	3.8	Community & Botanical Gardens.	Review and support the finalisation of existing community & Botanical gardens.	Partner		<p>Stage 5 of the Moama Botanical Gardens has been completed within the available budget.</p> <p>Ongoing monitoring and management will occur as per the requirements of the Parks and Open Space Strategy.</p> <p>This strategic objective is embedded into business as usual via the Parks and Open Spaces Strategy.</p>	This objective will be removed from the next CSP.
<b>Delivery best practise and complaint waste and recycling service and infrastructure that meets community needs.</b>	3.9	Kerbside, landfill and waste collection services and facilities.	Design and implementation of the Food Organics, and Garden Organics (FOGO) program.	Deliver		FOGO kerbside collection service implemented to all household townships across the Local Government Area. The program has since been expanded to incorporate businesses with the collection boundaries.	This objective will be removed from the next CSP.
			Develop & begin implementation of the Waste Management Strategy.	Deliver, Partner, Advocate		<p>Additional waste and recycling options investigated and actioned as per the strategy.</p> <p>Ongoing review and implementation of the Waste Management Strategy prioritising compliant waste facilities, focussing on the highest risk areas first.</p>	This objective will continue into the next CSP – Theme 3.
<b>Strategic planning which produces consistent, strategic, transparent outcomes.</b>	3.10	Streetscaping / Master Planning / Placemaking	Investigate and prioritise townships for placemaking, masterplans and streetscaping to be well-planned, design and implemented.	Deliver		<p>Renewal of priority Streetscapes and Masterplans within MRC has been undertaken and will be further tested in the next CSP.</p> <p>Several areas have been identified for investigation into Master planning / place making. Grants will be applied for to facilitate the planning or construction phases.</p>	This objective will continue into the next CSP – Theme 3.
	3.11	Town Planning / Land Use Strategies	Prepare new Development Control Plan and New Local Environment Plan for MRC	Deliver, Partner		Updated planning instruments for Council planning decisions including DCP, LEP, Waterfront strategy with the DCP being the first priority	This objective will continue into the next CSP – Theme 3.9.
<b>Update and review our open spaces to reflect community wants and needs</b>	3.12	Cemeteries / commemoration	Investigate level of services and complete an asset review.	Deliver		<p>Cemeteries now have an identifiable level of service from a maintenance provision perspective which is managed via the Parks and Open Space Strategy.</p> <p>Cemeteries NSW have revamped the requirements and a new Strategy and management requirements and standards are to be set.</p>	This objective will continue into the next CSP but will be moved to: A place of progressive leadership - Deliver exceptional and consistent service to our internal and external community – Theme 2.
	3.13	Upgrade, enhance and maintain Parks and Open Spaces that connect Communities and are accessible.	<p>Investigate and review current standards of existing parks and identify upgrades required including accessibility and amenity blocks where appropriate.</p> <p>Consider new areas of Parks &amp; Open Spaces where they link to high use areas, such as residential subdivisions.</p>	Deliver		<p>Development and implementation of the Parks and Open Space Strategy and Service Levels will see this goal fully incorporated into BAU into the future. All sites will be maintained to a prescribed standard.</p> <p>Moulamein Lake Reserve, Mensforth Park, Moama Soundshell playground, Picnic Point, Moama’s Botanic Gardens and Horseshoe Lagoon have been enhanced, recreation reserve lights have been upgraded, Murray Downs Boat ramp has been installed.</p> <p>The Parks and Open Space Strategy and the Housing strategy will see this goal incorporated into future project and programs of works. Specific requested items located in the current DP will be placed within the Action Plan for future review and implementation.</p>	This objective will be consolidated with objective 3.1 and will continue in the next CSP – Theme 3.
	3.14	Public Space waste and recycling services.	Investigate and implement rolling out a program for bins in public areas.	Deliver		Adequate waste and recycling bins in public areas under Council management. A consistent bin structure has been implemented along with installation of compostable doo poo bags and dispensers.	This objective will be removed from the next CSP.

Goal		Strategic Objective	How we will achieve the objective	Deliver, Partner, Advocate	How did we go/progress	Delivery	Future Actions (CSP numbers refer to the 2025-2035 CSP)
	3.15	Water Play parks.	Investigate commercial and public sector opportunities for splash and water parks throughout the region.	Partner, Advocate		<p>Splash parks operated in appropriate locations where they are offset by another commercial use to ensure ongoing viability. Splash parks are not financially feasible as standalone assets, nor do they align the with Councils Sustainable MRC project.</p> <p>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.</p>	This objective will be removed from the next CSP.
	3.16	Weed Management	Review and development a Weed Management Strategy.	Deliver		Weed Management Priorities are communicated annually with the community with an intent to reduce priority weeds spreading over time.	This objective will be consolidated with objective 1.3 and will be continued in the next CSP – Theme 1.





## A PLACE OF INCLUSION, CULTURE & WELLBEING

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



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Goal		Strategic Objectives	How we will achieve the objective	Deliver, Partner, Advocate	How did we go/progress	Delivery	Future Actions (CSP numbers refer to the 2025-2035 CSP)
<b>Develop community led strategy with a focus on social connections / social fabric and a sense of belonging.</b>	4.1	Signage across Council.	Develop a program to identify, upgrade and renew signs across Council.	Deliver		Internal signage at operational sites has been undertaken. Project to renew and update tourism signage is in progress. Update MRC site signage relating to services has been undertaken.	This objective will be removed from the next CSP.
	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.	Advocate		Several new projects and programs have been investigated.  Social programs currently being delivered by our Community Services Team include, but not limited to, Assisted Shopping, Chair Based Exercises, Lunch and Drive Outings, Cuppa and Chat, Cuppa and Cards, Social outings to the Cinema's in Swan Hill, Monthly Cinema at Tooleybuc, assisting clients to navigate online shopping, arranging appointments and Home Visits. We have also commenced a Social Movie Morning in Barham, held fortnightly.  Library based programs are successful in fulfilling social function - Book Clubs, Move and Grove, Friday Games days, Cuppa and Chat, Art Groups, School holiday programs and special event months.	This objective will continue into the next CSP – Theme 4.
	4.3	Health and Wellbeing program options for all residents.	Engage with Murrumbidgee Local Health Network and cross border equivalents.	Advocate		As part of our ongoing advocacy project we have been attending various Health Network meetings to be able to provide support for ongoing support services across the region.  Staff will continue to engage with <ul style="list-style-type: none"> <li>Local Health Advisory Committee (LHAC)</li> <li>Campaspe Murray Mental Health Network</li> <li>Loddon Mallee Public Health Unit (LMPHU)</li> <li>Buloke, Gannawarra &amp; Campaspe Stakeholder Huddle</li> <li>Deniliquin Mental Health Awareness Group.</li> <li>Murrumbidgee Health Network (Bi-monthly).</li> </ul>	This objective will be consolidated with 4.11 of the current CSP and will continue into the next CSP – Theme 4.
	4.4	Provide programs for targeted community demographics.	Develop after school programs, Youth engagement programs, computers for seniors etc	Deliver		Our Youth Engagement Program (YEP) has further developed over this council term, with our 'Y Hub' in Moulamein.  Skateboarding workshops have been held during Youth Week which have been very popular.  Our libraries run various programs which are targeted at different demographics on a regular basis. Computers for seniors, games groups are very popular.  Evaluation of current before, during and after school care programs is underway.	This objective will continue into the next CSP – Theme 4.
<b>Foster and develop strategy to recognise and celebrate our rich heritage and indigenous culture (in partnership with community).</b>	4.5	Indigenous Recognition.	Negotiate treaties with local indigenous nations.  Establish twice yearly meetings with indigenous leaders.	Advocate Partner Deliver		NAIDOC week celebrations undertaken at Barham, Bunnaloo and Moama Public Schools.  Meetings undertaken with Yorta Yorta Nation and Barapa Barapa people to discuss local opportunities for engagement and involvement  Future development of a Council Reconciliation plan.	This objective will continue into the next CSP – Theme 4.
	4.6	Regional History.	Celebrate significant local history milestones and develop an ongoing calendar of milestones.	Deliver Partner		Continued involvement with the Museum Advisor Service for various locations across the LGA.  Supported local museums, historical groups and event organisers to preserve, present and celebrate our local history.	This objective will continue into the next CSP – Theme 4.
<b>Actively promote and resource educational pathways into</b>	4.7	To attract quality staff to service community demands.	Be recognised as an employer of choice.	Deliver		The RDA Country Change Program has undergone a rebrand and now focuses more on attracting new businesses and residents to the Riverina Murray region. MRC now has a section dedicated on the platform.	This objective will be removed from the next CSP.

Goal		Strategic Objectives	How we will achieve the objective	Deliver, Partner, Advocate	How did we go/progress	Delivery	Future Actions (CSP numbers refer to the 2025-2035 CSP)
(working with) Council (retain and attract new people)						<p>Updated ongoing recruitment program. New branding of adds, change of spaces for advertising, worked with SEEK to define the parameters for location of roles.</p> <p>As part of the ongoing development of the recruitment model, the People and Culture Team have reviewed and embedded options for future recruitment campaign opportunities and local programs such as the RDA Country Change Program into their business as usual.</p>	
	4.8	Developing future leaders.	Develop a learning and development strategy including leadership opportunities.	Deliver		<p>School-Based Apprenticeship program has begun - undertaking qualifications in Heavy Diesel Mechanics.</p> <p>Cadetships in Building Services has also been undertaken.</p> <p>Council works to support its s.355 committees to support them to be resourced and skilled to deliver on their responsibilities.</p> <p>Emerging Leaders program developed for internal staff development.</p>	This objective will continue into the next CSP – Theme 2.
Support existing and new art projects and diverse community events.	4.9	Regional Arts and Culture Projects.	Develop a Public Arts and Culture Strategy.	Deliver		<p>The Arts and Culture Strategy has been developed and implementation has begun.</p> <p>River Country Art Trail was initiated and will continue to develop.</p>	This objective will continue into the next CSP – Theme 4.
	4.10	Regional Events.	Develop a Regional Events Strategy.	Deliver		<p>Council delivered events (e.g. Moama Lights) and supported the running and promotion of various events, as well as holding discussions with event organisers regarding the potential to bring events to MRC. Staff also provide advice and support to event organisers to navigate Council's event approval process</p> <p>Municipal Work Australia Field Day was hosted in Moama in 2024. Over 32 exhibitors and hundreds of staff from more than 20 Councils across Victoria and NSW attended.</p> <p>The Economic Development and Tourism (EDT) team remains heavily engaged in supporting, attracting and delivering events across our region. The team's efforts work to effectively serve our community's needs</p>	This objective will be consolidated with objectives 5.8 and 5.10 and will continue into the next CSP – Theme 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.	Deliver		<p>Social Health and Wellbeing Strategy 2017 under review, draft update in progress</p> <p>Attend local Mental Health Meetings and Forums, and the Murrumbidgee Health Network Meetings</p> <p>Active member of the Campaspe Murray Mental Health Network. Staff attend the Campaspe Family Violence Action Group, the Edward Murray Community Network, Deniliquin Mental Health Awareness Group and the Murrumbidgee Health Network meetings.</p> <p>Working collaboratively with Moama Lions Community Village Committee and Mathoura retirement Village Committee around future models of management.</p>	This objective reviewed will continue into the next CSP – Theme 4.10, likely in another format.
			Continue to deliver the Commonwealth Social Support Program, Community Transport Program and Home Modification Programs across Council.	Deliver		<p>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 to continue to 30/06/25.</p> <p>While programs remain funded we will continue to implement them across MRC. If funding sources change, we will review our commitments.</p>	This objective will continue into the next CSP – Theme 4.

Goal		Strategic Objectives	How we will achieve the objective	Deliver, Partner, Advocate	How did we go/progress	Delivery	Future Actions <i>(CSP numbers refer to the 2025-2035 CSP)</i>
	4.12	Service Provision.	Continue to provide and support services in remote communities with a focus on communicating the service availability and locations.	Deliver		<p>Inaugural Mental Health Month expo, held at Hopwood Gardens in Echuca on Thursday 19 October 2023. The expo was organised by the Campaspe Murray Mental Health and Wellbeing Network.</p> <p>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</p> <p>Council has trained Wellbeing Officers.</p> <p>Advocated for the retention of face to face medical services in Barham.</p> <p>Ongoing advocacy of services being available to those who do reside in main townships.</p> <p>Service NSW declined to include Service NSW accessibility within the Mobile Library Service Centre</p>	This objective will continue into the next CSP – Theme 4.





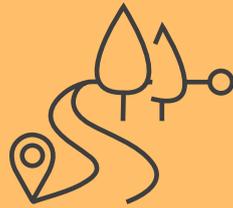


Goal		Strategic Objective	How we will achieve the objective	Deliver, Partner, Advocate	How did we go/progress	Delivery	Future Actions (CSP numbers refer to the 2025-2035 CSP)
Encourage and support economic development across the region.	5.1	Development of Business Parks / industrial expansion.	Include in Economic Development Strategy.	Deliver		<p>The business case relating to the expansion of industrial land, business parks and business growth required across the region is underway with a report expected late 2024.</p> <p>Council's Employment Land Strategy was finalised in June 2024, the report is expected to be adopted, in October 2024, following public exhibition.</p>	This objective will be consolidated with Theme 5.3 and will continue as in the next CSP - Theme 5.
	5.2	Commercial Investment Strategy.	Develop a prospectus of commercial investment opportunities.	Deliver		Development of a Regional Investment Prospectus is underway.	This objective will continue into the next CSP – Theme 5.
	5.3	Economic development / Attraction of Businesses	Prepare an Employment Lands Strategy	Deliver		<p>Employment Lands Strategy developed and due for implementation prior to the end of 2024.</p> <p>Future Business Parks and industrial land has been identified through this process.</p> <p>A Regional Investment Prospectus to promote business opportunities in the region is being developed.</p> <p>Ongoing support for the Campaspe Murray Business Awards.</p> <p>Almond hulling facility opened in Murry Downs and will continue to grow into the future.</p> <p>Sale of land to a multinational agriculture company occurred, with the commencement of operations to come.</p>	This objective will be consolidated with 5.1 above and will continue into the next CSP – Theme 5.
	5.4	Alternative and renewable energy investment opportunities.	Include in the prospectus of commercial investment opportunities.	Advocate		<p>Various renewable energy projects are being offered and advocated for across the region with further investigation to occur.</p> <p>With the declaration of the South West Renewable Energy Zone (SWREZ) by the NSW Government in 2022, our community has been given a defined role in the nationwide energy transition. The SWREZ and subsequent renewable energy projects development, presents the most significant change to our landscape, economy and community since settlement. Development of this scale presents both opportunities and challenges for small rural communities. Council is engaging deeply with developers, community, businesses, farmers, experts, state and federal government entities and councils in other REZs to understand the process, challenges and opportunities of renewable energy developments.</p> <p>The Council statement presented at the June 2024 Council meeting will be used to advocate on behalf of the community moving forward relating to renewable energy projects of significance.</p>	This objective will be updated and will continue into the next CSP – Theme 5.
	5.5	Chambers of Commerce / Progress Associations	Engage with local businesses.	Advocate		<p>Ongoing liaison and support where needed with various business groups, such as Barham Consolidated, Moulamein Community Development, Tooleybuc Progress, Murray Downs and Wakool.</p> <p>In partnership with Campaspe Shire, staff are organising the 2024 Campaspe Murray Business Awards.</p>	<p>Work collaboratively with business stakeholders to achieve positive outcomes for the local economy</p> <p>Ongoing support provided to local business stakeholder groups.</p> <p>Remove reference to Progress Associations.</p>

Goal		Strategic Objective	How we will achieve the objective	Deliver, Partner, Advocate	How did we go/progress	Delivery	Future Actions (CSP numbers refer to the 2025-2035 CSP)
							This objective will be updated and will continue into the next CSP – Theme 5.
<b>Continue to develop strong and resilient communities.</b>	5.6	Increased educational opportunities.	Review the education services available and required by our community including early childhood and adult community education.	Deliver, Partner, Advocate		<p>Bendigo TAFE launched new Skills and Jobs Centre in Echuca Moama.</p> <p>Advocation for CUC centre in LGA. Council will continue to bid for funding for a CUC campus or similar.</p> <p>Moama’s new preschool has been built within the Moama Education Precinct. The preschool has now relocated from the original building.</p>	This objective will be consolidated with 5.7 and will continue into the next CSP – Theme 5.
	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.	Deliver		<p>Council’s Community Recovery Officer has been meeting with various community group with the intent to build resilience towards adverse events – preparedness for drought, fire &amp; flood, Covid and others.</p> <p>Additionally, this assists Council building on regular community engagement, supporting businesses to diversify when required and focusing on increasing the number of jobs in the region.</p>	This objective will be consolidated with 5.6 and will continue into the next CSP – Theme 5.
	5.8	Promotion of local attractions.	Yealy Events Strategy and Marketing and Promotions Plan developed.	Deliver		<p>An annual Visit River Country Marketing Plan has been developed and is being implemented to promote our region to visitors. The annual marketing plan has replaced the yearly events strategy and will continue to be updated and prepared annually, implemented, and reported on.</p> <p>Launch of the Backroads Trail podcast – featuring 22 attractions across the local landscape.</p> <p>Delivery of River Country Marketing Collateral – marketing our region.</p> <p>New destination signage style guide has been developed and implemented across Council.</p>	This objective will be consolidated with 4.10 and 5.10 and will continue into the next CSP – Theme 5.
<b>Promote and grow tourism across the region.</b>	5.9	Promote advantages to visit, live, work and invest	Live, Work and Play in River Country Project further developed and implemented.	Deliver		<p>A New Residents kit has been developed to assist those who are new to the region with key services.</p> <p>A Workforce Attraction Plan has been developed and its implementation is underway.</p> <p>Live Work Invest platform has commenced. New Live Work Invest website to be launched and updated.</p> <p>A project to showcase local business success stories is underway.</p> <p>Development of a Regional Investment Prospectus is underway.</p> <p>Promotional activities were delivered and are ongoing as part of Council’s membership of the Country Change project, aimed at encouraging new residents to our region.</p>	This objective will continue into the next CSP – Theme 5.

Goal		Strategic Objective	How we will achieve the objective	Deliver, Partner, Advocate	How did we go/progress	Delivery	Future Actions (CSP numbers refer to the 2025-2035 CSP)
	5.10	Growing Tourism across the LGA.	Develop an Economic Development and Tourism Strategy.	Deliver		<p>Council's Economic Development and Tourism Strategy (EDTS) was adopted at the February 2024 Council meeting. Implementation of the Action Plan is underway.</p> <p>Annual Tourism Marketing Plan developed and implemented.</p> <p>Updated signage guideline for Tourism has been created. With new signage to be rolled out in 2024.</p> <p>Report developed relating to advocacy for steam trains and replica train stations across the region – determined not viable and is closed.</p> <p>Delivery of Moama Lights Events including lights show, ice skating, and additional items.</p>	This objective will be consolidated with objectives 4.10 and 5.8 and will continue into the next CSP – Theme 5.
<b>Partner with industry, community, and government organisations to promote and nurture innovation.</b>	5.11	Innovation.	Be engaged in innovation and technology platforms and networks.	Partner Advocate		<p>Staff participate in the Barham Biochar Working Group, coordinated by Western Murray Land Improvement Group.</p> <p>Staff participate in the Project Committee to oversee the Organic Waste Conversion – Novel biological products to increase agricultural production and reduce environmental impacts project.</p> <p>Staff support WMLIG on their agri-innovation precinct and hemp projects.</p>	This objective will be consolidated with Theme 5.12 and will continue into the next CSP – Theme 5.
	5.12	Research & Development (R&D).	Engage with universities and research institutions.	Advocate		<p>Biochar Working Group involvement – Organic Waste Conversion – Western Murray Land Improvement Group.</p> <p>Council is a member of the One Basin Cooperative Research Centre</p>	This objective will be consolidated with Theme 5.12 and will continue into the next CSP – Theme 5.





## **CONNECTED COMMUNITIES**

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





Goal		Strategic Objective	How we will achieve the objective	Deliver, Partner, Advocate	How did we go/progress	Delivery	Future Actions (CSP numbers refer to the 2025-2035 CSP)
<b>Develop strategies to deliver road and shared pathway infrastructure that is accessible to all.</b>	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.	Deliver		Funding bids were unsuccessful. New funding submissions will be investigated.	This objective will continue into the next CSP – Theme 6.
	6.2	Improved and consistent road signage across the region.	Develop a plan to focus on updating road and pathway signage across the region.	Deliver		Plan developed and implemented Consistent and accurate signage displayed across the region. New infrastructure is compliant and older assets continue to be updated and renewed as required.	This objective will continue into the next CSP – Theme 6.
	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.	Deliver		Developed plan ensuring feasible parking in all communities close to shops and town centres.  A trial has been developed for Moama and is soon to be actioned. Once trialled the plan will be reviewed and once adopted rolled out across the LGA.  Development of community infrastructure advisory group, pathway for committees of council to progress shovel ready projects	This objective will continue into the next CSP – Theme 6.
	6.4	Local road & drainage options.	Develop and implement a roads and drainage program of works.	Deliver		A reduction in complaints during storm events and water that is able to move through the system (where practicable).  Use of economically sustainable road materials.	This objective will continue into the next CSP – Theme 6.
			Sensitive design of roads to consider environmental factors, accessibility and amenity.	Deliver		Environmental factors, accessibility and amenity taken into account when designing new local roads and drainage.	This objective will continue into the next CSP – Theme 6.
<b>Advocate for and facilitate reliable communications infrastructure.</b>	6.5	Digital connectivity & communication infrastructure.	Develop and implement a Digital Communication and Network Strategy.	Advocate Partner		Developed and implement strategy.  Improved digital connectivity and communications infrastructure throughout the LGA, especially in some of our smaller towns.  Work with telecommunication providers to implement.  In conjunction with the Economic Development team, partnering with Telstra for improved connectivity. This includes possible joint applications for alleviating identified black spots.  Telstra has recently published a draft Connectivity Improvement Strategy.  The NBN Digital Plan endorsed at august meeting It has been developed to identify opportunities to improve digital connectivity and capability for residents of the Murray River Council Local Government Area.  The development of the NBN Digital Plan incorporates a range of data collection and analysis aimed at understanding the current availability of services, identifying underserved communities or regions, and exploring potential opportunities for future enhancements.	7.3 - Collaborate with Telecommunication providers to gather public information for improved tourism promotion and Economic Development decision making will be realigned with this action in the new CSP.  7.6 - Council will provide support as required to advocate to improved connectivity for our communities and businesses to promote the region as a node for New Fibre Optic Network will be realigned with this action in the new CSP.
<b>Advocate for improved public transport.</b>	6.6	Public Transport that connects towns.	Develop a Public Transport Strategy.	Partner, Advocate		Improved public transport network.  New bus shelters designed and installed (in town and regional areas)	This objective will continue into the next CSP – Theme 6.

Goal		Strategic Objective	How we will achieve the objective	Deliver, Partner, Advocate	How did we go/progress	Delivery	Future Actions (CSP numbers refer to the 2025-2035 CSP)
	6.7	Community Transport that connects our people.	Continue to deliver Community Transport options to a variety of community members.	Deliver, Partner, Advocate		<p>Community Transport (CTP) is available to transport disadvantaged person in our Area's. This includes the Moulamein to Swan Hill bus, which runs fortnightly, and the Wakool Express which runs to Deniliquin and Swan Hill 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.</p> <p>Community transport services have been expanded to encompass various community needs. Program is subject to ongoing funding opportunities.</p>	This objective will continue into the next CSP – Theme 6.
	6.8	Public Transport infrastructure.	Working with state governments and local transport companies to improve service and infrastructure requirements.	Deliver		Plan to upgrade and install additional infrastructure in agreeance with other parties.	This objective will be consolidated with 6.6 and will continue into the next CSP – Theme 6.
Enable commercial transport and connection opportunities.	6.9	Truck Parking.	Consult and apply for grant funding for upgrades and new truck parking sites.	Deliver		Installation of truck parking at opportunity sites. Future funding opportunities are being sought via the Safer Roads programs.	This objective will continue into the next CSP – Theme 6.
	6.10	Major Road Upgrades.	Road Asset Management Plan to deliver a financially sustainable road network across the LGA.	Deliver		<p>Road Asset Management Plan under continual renewal with a programme of deliverable projects.</p> <p>Barmah Road, Kyalite Road, Perricoota Road and Cobb Highway works have been undertaken.</p> <p>Various Road widening, reconstruction and rehabilitation projects have been undertaken along with general works. This was in addition to the post-flood road restoration works which identified more than 200 individual stretches of sealed and unseal roads which required repairs.</p> <p>Finalisation of the Timber Bridge Replacement Project.</p>	This objective will continue into the next CSP – Theme 6.



## TOMORROW'S TECHNOLOGIES

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



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Goal		Strategic Objective	How we will achieve the objective	Deliver, Partner, Advocate	How did we go/progress	Delivery	Future Actions (CSP numbers refer to the 2025-2035 CSP)
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).	Deliver		<p>GIS system available for use by internal users</p> <p>DBYD platform for auto generation of external service requests has been implemented.</p> <p>Bulk import of spatial details for 'developer contributed infrastructure assets into Councils GIS.</p> <p>Online cemetery records now available for all 6 operational cemeteries.</p>	This objective will continue into the next CSP – Theme 7.
	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.	Deliver		Initial investigations have occurred looking into automation and digitalisation processes - resourcing is currently at capacity and no ability to further progress at this time.	This objective will continue into the next CSP – Theme 7.
			Embed mobile devices to capture field data using existing processes.	Deliver		Field data being captured through mobile devices.	This objective will be removed in next CSP.
			Use new technology and software to capture information.	Deliver		<p>Drones equipped with AI capturing weed information.</p> <p>Works are underway to determine areas where efficiency gains and suitable integration and automation can occur.</p> <p>NSW Spatial Services data can be directly downloaded into Council mapping platform.</p> <p>Improvements to data integration and access internally.</p> <p>Subscriptions in place to access mobile phone and credit card data to make informed economic development decisions and to track impact of events and other initiatives</p>	This objective will be removed in next CSP.
	7.3	Apply data sources to improve corporate decision making.	Automate the process of business decision making.	Deliver, Partner		<p>Adopt deep learning and use of algorithms to manage data set and decision making in real time</p> <p>Subscriptions in place to access mobile phone and credit card data to make informed economic development decisions and to track impact of events and other initiatives</p>	This objective will be removed from the next CSP
			Enable interoperability between internal and Smart City systems.	Deliver, Partner		Implementation of IT systems that have the capacity to accept data generated and distributed through Smart Data Capture Devices.	<p>This objective is currently outside of Councils capabilities and is not currently required.</p> <p>This objective will be removed from the next CSP</p>
			Better management of Biosecurity risks through the use of AI (data capture).	Deliver		Increased efficiencies and effectiveness for biosecurity risks including priority weed management. Technology remains too expensive for major investment. No movement has been identified in this space as yet.	This objective will be consolidated into objective 7.2 (use new technology and software to capture information) in the next CSP.
			Collaborate with Telecommunication providers to gather public information for improved tourism promotion and Economic Development decision making.	Partner		<p>Partnership is in place to access information. Information is being used for effective decision making.</p> <p>This is covered in Objective 6.5</p>	<p>This objective will be realigned and captured within Themes 7 in the new CSP.</p> <p>This objective will be removed from the next CSP as it is reported on within Theme 6.</p>

Goal		Strategic Objective	How we will achieve the objective	Deliver, Partner, Advocate	How did we go/progress	Delivery	Future Actions (CSP numbers refer to the 2025-2035 CSP)
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.	Advocate, Partner		Various advocacy opportunities undertaken to review BCA and Australian Standards. No opportunities available to undertake a 3D printed building.	No further avenues currently available.  This objective will be removed from the next CSP.
	7.5	Enable Smart Agriculture.	Advocate for improved connectivity (bandwidth & speed) to facilitate smart agriculture.	Advocate		Advocacy plan has been developed and delivered.  Telstra and NBN have been successful in receiving grants for telecommunications improvements across Council	No further avenues currently required.  This objective will be removed from the next CSP.
	7.6	Promote advanced technologies.	Support local business to access or develop and introduce advanced technologies.	Deliver		Staff support Western Murray Land Improvement Group to deliver their innovative projects.  Council is a member of the One Basin Cooperative Research Centre	Council will continue to provide support to advocacy groups where possible.  This objective will continue into the next CSP – Theme 7.
				Advocate, Partner		Developed partnerships with appropriate external parties (WMLIG, Higher Education Institutions, CSIRO, RAMJO, DPI&E), to nurture advanced technologies to enhance existing industries and introduce new industries.  AFS automated manufacturing processes due to labour shortages. Council did not play a lead role in this. Advocacy only role	This objective will continue into the next CSP – Theme 7.
				Partner		Council will provide support as required to advocate for improved connectivity for our communities and businesses to promote the region as a node for New Fibre Optic Network.	This objective will be realigned and captured within Themes 6 in the new CSP.
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.	Advocate		Not identified as a priority initiative in ED strategies. As potential projects arise, Council will provide support as required.	This objective will continue into the next CSP – Theme 7.
	7.8	Waste to Energy.	Maintain currency with EPA's Energy from Waste Policy.	Partner		Energy from waste is embedded in the Environmental Sustainability Strategy. A feasibility study has been completed and Energy from Waste is not feasible for Council to pursue at this time.	This objective will be removed from the next CSP.
	7.9	Electric Vehicle charging stations.	Align public infrastructure with customer and community requirements.	Advocate, Partner, Deliver		Explore options for external funding of EV charging stations to meet demand. Council purchased its first EV which is a pool car available for all staff to use. Charging station installed.  Charging station plan and funding opportunities are still being investigated and further developed.  An Electric Vehicle Strategy and action plan are still to be developed.	This objective will continue into the next CSP – Theme 6.
	7.10	Gradual retirement of vehicles with Internal Combustion Engines (ICE).	Ensure Council's vehicle fleet is fit-for-purpose.	Deliver		Purchase decisions align to business cases based on changing circumstances and the cessation of the use of internal combustion engines.  All vehicles (yellow and white fleet) are assessed as fit-for-purpose prior to purchase.  Business Case Based Strategies to Transition out of Vehicles with ICE.	This is embedded into business as usual and will be removed from the next CSP.
	7.11	Adapt to Biodiversity and Carbon Offset (Carbon Credits) requirements.	Be prepared for more stringent biodiversity and carbon offset requirements.	Deliver, Partner		Framework to be developed and put in place to incorporate current and likely Biodiversity & Carbon Offset (Carbon Credits).  Requirements actioned in physical planning decisions.	This objective will continue into the next CSP – Theme 7.

Goal		Strategic Objective	How we will achieve the objective	Deliver, Partner, Advocate	How did we go/progress	Delivery	Future Actions (CSP numbers refer to the 2025-2035 CSP)
Monitor and assess emerging global technology Trends.	7.12	Be prepared to leverage emerging technologies for Economic & Community Development	Monitor the likely development of air taxis as an emerging mode of transportation.	Advocate, Partner		Several investigations have been undertaken and further options will continue to be monitored.	This is outside of Councils current scope and will be removed from the next CSP.
			Ensure funding is available as and when required for new infrastructure to facilitate Autonomous Vehicles (AV).	Advocate, Partner		Develop a Promotion and Advocacy Strategy for Autonomous Vehicles to deliver when required.	This is outside of Councils current scope and will be removed from the next CSP.
			Use technology to create interactive / talking tours for our region.	Deliver Partner		Investigate options and create a plan to develop interactive tours. No movement has been identified in this space as yet.	This is outside of Councils current scope and will be removed from the next CSP.



## Next steps; updating the Community Strategic Plan

The 2025-35 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, the updated plan has been reviewed to balance community expectations with the resourcing available, meaning some strategies, projects and programs of works have been updated or omitted.

Importantly, early on in this CSP we will be investigating the option of a Special Rates Variation (otherwise known as an SRV application). During this process we will consult with the community and determine what our residential and business communities are prepared to pay for. As such our CSP and Delivery Program will likely be amended to meet the outcomes of the SRV application.



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

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

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

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

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

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

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

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

- |  |  |   |
|--|--|---|
| 1.Strategic direction and planning                 | 28.Social media & website                    | 55.Regulating premises                      |
| 2.Corporate relations & inter-governmental affairs | 29.Customer services                         | 56.Assessment                               |
| 3.Corporate planning and reporting                 | 30.Sport and recreation (passive & active)   | 57.Built form compliance.                   |
| 4.Workforce planning                               | 31.Aquatic                                   | 58.Environmental regulation                 |
| 5.Workforce culture                                | 32.Open Space Amenities                      | 59.Public health                            |
| 6.Workforce performance                            | 33.Feral pests                               | 60.Noxious plants                           |
| 7.Business Intelligence                            | 34.Tree management                           | 61.Roads & footpath enforcement             |
| 8.Corporate communications                         | 35.Street and public domain lighting         | 62.Illegal dumping                          |
| 9.Legal services                                   | 36.Place (public domain)                     | 63.Domestic animal management               |
| 10.Procurement & Tendering                         | 37.Information and knowledge management      | 64.Transport (roads, bridges and airstrip)  |
| 11.Internal audit                                  | 38.Underground Petroleum Storage Systems     | 65.Water supply, filtering and distribution |
| 12.Business continuity and risk                    | 39.Information technology and communications | 66.Sewer                                    |
| 13.Disaster / emergency management                 | 40.Land and mapping information              | 67.Waste management and recycling           |
| 14.Workplace Health & Safety                       | 41.Business systems / solutions technology   | 68.Storm water                              |
| 15.Community services                              | 42.Financial planning and management         | 69.Natural waterways                        |
| 16.Tourism   | 43.Human resources Management                | 70.Property investments/divestments         |
| 17.Arts and Culture                                | 44.Workers Compensation                      | 71.Private works                            |
| 18.Library's                                       | 45.Project Management Office                 | 72.Cemeteries                               |
| 19.Community Grants                                | 46.Depot, store, fleet, plant & equipment    | 73.Quarries                                 |
| 20.Sponsorship                                     | 47.Assets Management                         | 74.Cycleways, paths, and footpaths          |
| 21.Economic Development                            | 48.Business support                          | 75.Crown lands (including Native Title)     |
| 22.Road safety & Traffic Committee                 | 49.Civic                                     | 76.Caravan Parks                            |
| 23.Community & Corporate Buildings                 | 50.Governance Land use planning              | 77.Commercial Leases                        |
| 24.Community buildings hire                        | 51.Urban design                              |   |
| 25.Community events                                | 52.Land use data management & mapping        |   |
| 26.Community engagement                            | 53.Land use reporting                        |   |
| 27.Media, branding, marketing, and communications  | 54.Heritage                                  |   |

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

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

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

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

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

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

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

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

## CONCLUSION

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

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

**Terry Dodds, PSM**

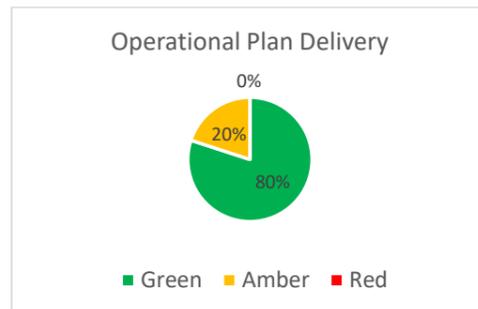
**Chief Executive Officer**

PART A: Section Accountabilities and Team Roles

CEO – Terry Dodds	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&amp;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 &amp; 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"> <li>• Recruitment and selection of all staff.</li> <li>• Retention of valuable employees.</li> <li>• Training, development, and education to promote individual success and increase the contribution to MRC of all employees.</li> <li>• Succession Planning</li> <li>• A safe and healthful working environment.</li> <li>• Inspiration and encouragement for a high level of employee engagement through recognition, effective communication, and constant feedback.</li> <li>• Resources for administering compensation, benefits, policies, and procedures.</li> <li>• All aspects of performance management</li> <li>• HR data and metrics</li> </ul>	<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 &amp; monitor policy and procedures including advice, training, templates and support services for both Procurement &amp; 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>

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**



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	Status
				1	2	3	4		
<b>Theme 2 – Goal 2 – Continue to be a trusted and ethical leader that leads by example</b>									
<b>2.5 – Leadership that is trusted, capable and collaborative</b>									
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.	●

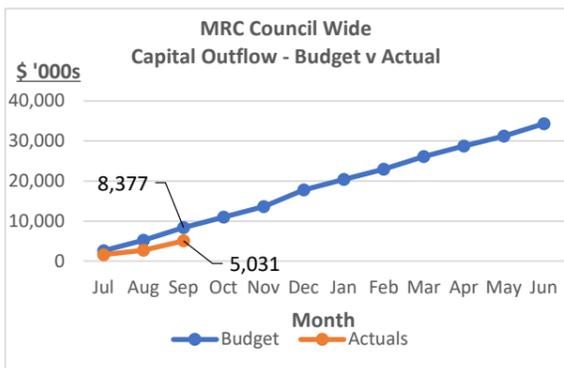
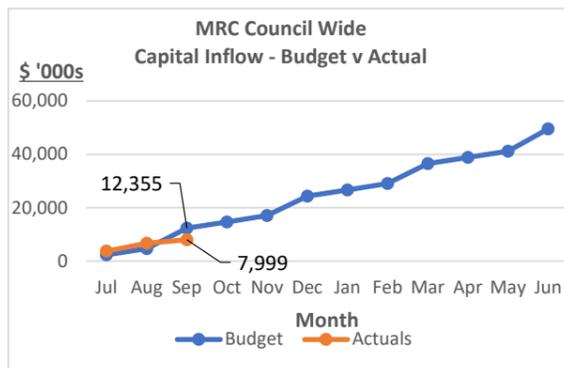
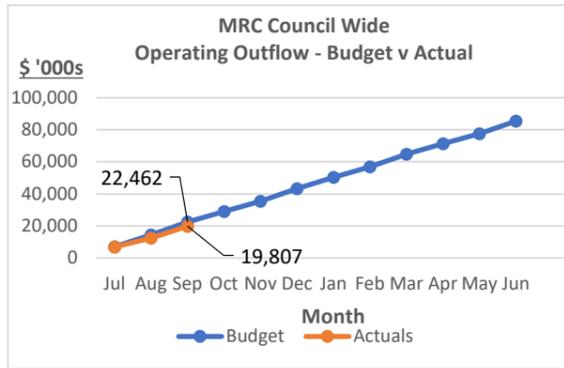
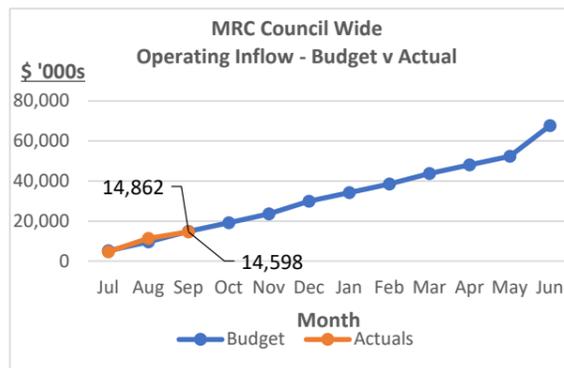
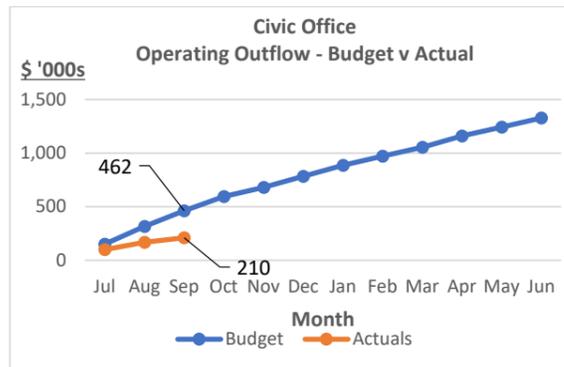
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	Deliver	(DP 2.5.4) Define internal and external services and responsibilities of what Councils is and is not responsible for.	B: CEO O:MCE	✓	✓		Completed 2012/2022: see CSP (with amendments).	●
<b>Theme 4 – Goal 2 – Foster and develop strategy to recognise and celebrate our rich heritage and indigenous culture (in partnership with community)</b>								
<b>4.5 – Indigenous Recognition</b>								
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>	●
<b>Theme 6 – Goal 3 – Advocate for improved public transport.</b>								
<b>6.6 – Public Transport that connects towns</b>								
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:		✓	✓		
<b>Theme 7 – Goal 2 – Explore technologies to forecast possible future opportunities.</b>								
<b>7.4 – Improve Housing Affordability</b>								
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>	
<b>Theme 7 – Goal 2 – Explore technologies to forecast possible future opportunities</b>								
<b>7.5 – Enable Smart Agriculture</b>								
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 <sup>th</sup> of April.	●
<b>Theme 7 – Goal 4 – Monitor and assess emerging global technology trends</b>								
<b>7.12 – Be prepared to leverage emerging technologies for Economic &amp; Community Development</b>								
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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	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

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken	
			●●●

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Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	<span style="color: red;">●</span> <span style="color: yellow;">●</span> <span style="color: green;">●</span>

Council resolutions completed

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/08/2024	Monthly Operational Report	<a href="#">060824</a>	<p><b>RESOLUTION 060824</b></p> <p>Moved: Cr Geoff Wise</p> <p>Seconded: Cr Nikki Cohen</p> <p>That the Monthly Operational Report as of July 2024 be received and the information noted by the Council.</p>	Dean, Courtney	CARRIED
<p><b>09 Sep 2024 2:37pm Dean, Courtney - Completion</b></p> <p>Completed by Dean, Courtney (action officer) on 09 September 2024 at 2:37:02 PM - no further action required</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Monthly Operational Report	<a href="#">060724</a>	<p><b>RESOLUTION 060724</b></p> <p>Moved: Cr Dennis Gleeson</p> <p>Seconded: Cr Neil Gorey</p> <p>That the Monthly Operational Report as of June 2024 be received and the information noted by the Council.</p>	Dean, Courtney	CARRIED
<p><b>09 Sep 2024 2:36pm Dean, Courtney - Completion</b></p> <p>Completed by Dean, Courtney (action officer) on 09 September 2024 at 2:36:52 PM - no further action required</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/08/2024	AR Bluett Award Submission	<a href="#">040824</a>	<p><b>RESOLUTION 040824</b></p> <p>Moved: Cr Ann Crowe</p> <p>Seconded: Cr Nikki Cohen</p> <p>That Council receives and notes the report regarding Murray River Council's submission to be assessed for the AR Bluett Memorial Award.</p>	Dodds, Terry	CARRIED

**26 Sep 2024 11:00am Leyonhjelm, Lindy**  
 Submission completed. Award is announced at the LGNSW Annual conference in Tamworth. Delegates attending from Council to be determined at 8 Oct meeting. CEO is registered and attending

**26 Sep 2024 11:01am Leyonhjelm, Lindy - Completion**  
 Completed by Leyonhjelm, Lindy on behalf of Dodds, Terry (action officer) on 26 September 2024 at 11:01:38 AM - completed, resolved at council

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/08/2024	Resolutions of the Council - Resolution Tracker & InfoCouncil Action Reports	<a href="#">050824</a>	<p><b>RESOLUTION 050824</b></p> <p>Moved: Cr Geoff Wise</p> <p>Seconded: Cr Neil Gorey</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>	Leyonhjelm, Lindy	CARRIED
<p><b>26 Sep 2024 10:59am Leyonhjelm, Lindy - Completion</b>                  Completed by Leyonhjelm, Lindy (action officer) on 26 September 2024 at 10:59:11 AM - completed</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/08/2024	Correspondence Report	<a href="#">200824</a>	<p><b>RESOLUTION 200824</b></p> <p>Moved: Cr Nikki Cohen</p> <p>Seconded: Cr Neil Gorey</p> <p>That the Correspondence Report be received and the information noted by the Council.</p>	Leyonhjelm, Lindy	CARRIED
<p><b>26 Sep 2024 10:59am Leyonhjelm, Lindy - Completion</b>                  Completed by Leyonhjelm, Lindy (action officer) on 26 September 2024 at 10:59:47 AM - Completed - resolved at Council</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/08/2024	Confirmation of Minutes - Ordinary Meeting held on 23 July 2024	<a href="#">020824</a>	<p><b>RESOLUTION 020824</b></p> <p>Moved: Cr Neil Gorey</p> <p>Seconded: Cr Dennis Gleeson</p> <p>That the minutes of the Ordinary Meeting of Murray River Council held on 23 July 2024 be confirmed as a true and correct record.</p>	Leyonhjelm, Lindy	CARRIED
<p><b>26 Sep 2024 10:59am Leyonhjelm, Lindy - Completion</b>                  Completed by Leyonhjelm, Lindy (action officer) on 26 September 2024 at 10:59:33 AM - completed - resolved at Council</p>					

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Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/08/2024	Council Operations Shutdown - Christmas 2024 / New Year 2025 Period	<a href="#">030824</a>	<p><b>RESOLUTION 030824</b></p> <p>Moved: Cr Nikki Cohen</p> <p>Seconded: Cr Ann Crowe</p> <p>That the Council notes the action of the Chief Executive Officer in making appropriate arrangements for Council’s operational shutdown over the Christmas 2024/New Year 2025 period, to the public, from close of business on Thursday 19 December 2024 to business open on Thursday 2 January 2025 inclusive. Staff will be attending a Council wide Christmas function on Friday 20 December and shutdown will commence as of close of business that day.</p> <p style="text-align: right;"><b>CARRIED</b></p>	Leyonhjelm, Lindy	
<p><b>26 Sep 2024 11:00am Leyonhjelm, Lindy - Completion</b></p> <p>Completed by Leyonhjelm, Lindy (action officer) on 26 September 2024 at 11:00:16 AM - Completed - resolved at council</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/08/2024	Sundry Delegates Report	<a href="#">210824</a>	<p><b>RESOLUTION 210824</b></p> <p>Moved: Cr Nikki Cohen</p> <p>Seconded: Cr Kron Nicholas</p> <p>That the Sundry Delegates Report of the Mayor and Councillors for the period 1 July 2024 through to 31 July 2024 be received and the information noted by the Council; and reasonable out of pocket expenses be met by Council.</p> <p style="text-align: right;"><b>CARRIED</b></p>	Leyonhjelm, Lindy	
<p><b>26 Sep 2024 11:00am Leyonhjelm, Lindy - Completion</b></p> <p>Completed by Leyonhjelm, Lindy (action officer) on 26 September 2024 at 11:00:01 AM - completed - resolved at Council</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/05/2024	Tooleybuc Bridge Keepers Cottage Lease	<a href="#">320524</a>	<p><b>RESOLUTION 320524</b></p> <p>Moved: Cr Neil Gorey</p> <p>Seconded: Cr Ann Crowe</p> <p>That:</p> <ol style="list-style-type: none"> <li>Council leases the Tooleybuc Bridge Keepers Cottage to Echuca Discoveries Swan Hill</li> </ol> <p style="text-align: right;"><b>CARRIED</b></p>	Rodriquez, Samantha	
<p><b>05 Jun 2024 9:18am Buckley, Karen - Reallocation</b></p> <p>Action reassigned to Rodriquez, Samantha by Buckley, Karen - Lease to be drawn up</p> <p><b>09 Jul 2024 11:53am Rodriquez, Samantha</b></p> <p>Lease to be formalised - awaiting particulars from Karen Buckley for inclusion in document.</p> <p><b>19 Sep 2024 9:02am Rodriquez, Samantha - Completion</b></p>					

Completed by Rodriguez, Samantha (action officer) on 19 September 2024 at 9:02:55 AM - Reviewed

Council resolutions outstanding within 3 months

Council resolutions outstanding outside 3 months

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	<a href="#">050624</a>	<p><b>RESOLUTION 050624</b></p> <p>Moved: Cr Frank Crawley</p> <p>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</p> <p style="text-align: right;"><b>CARRIED</b></p> <p><u>In Favour:</u> Crs Frank Crawley, Neil Gorey, Ann Crowe, Dennis Gleeson, Kron Nicholas, Thomas Weyrich and Geoff Wise</p> <p><u>Against:</u> Nil</p> <p style="text-align: right;"><b>CARRIED 7/0</b></p>	Dodds, Terry	
<p><b>04 Jul 2024 10:20am Leyonhjelm, Lindy - Target Date Revision</b></p> <p>Target date changed by Leyonhjelm, Lindy from 09 July 2024 to 10 March 2025 - process to apply for SRV will commence in February</p>					
<p><b>02 Oct 2024 3:10pm Leyonhjelm, Lindy - Reallocation</b></p> <p>Action reassigned to Dodds, Terry by Leyonhjelm, Lindy - Cr Crawley is no longer on Council</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/05/2024	Shared Services	<a href="#">150524</a>	<p><b>RESOLUTION 150524</b></p> <p>Moved: Cr Thomas Weyrich</p> <p>Seconded: Cr Nikki Cohen</p> <p>That council notes and condones the endeavours of the Administration to commence investigating shared services.</p> <p style="text-align: right;"><b>CARRIED</b></p>	Dodds, Terry	
<p><b>09 Jul 2024 2:04pm Leyonhjelm, Lindy - Target Date Revision</b></p> <p>Target date changed by Leyonhjelm, Lindy from 11 June 2024 to 01 October 2024 - Discussion with neighbouring councils to commence after LG NSW elections</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/01/2024	Notice of Motion - Discussion to split LGNSW to Shires Association of NSW & Local Government Association of NSW	<a href="#">160124</a>	<p><b>RESOLUTION 160124</b></p> <p>Moved: Cr Thomas Weyrich</p> <p>Seconded: Cr Neil Gorey</p>	Dodds, Terry	

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That Council advocate through RAMJO, NSW Country Mayors, and other local government entities, to demerge from the Local Government NSW association reverting to the Shires Association of NSW and Local Government Association of NSW to allow rural issues to be represented to government more robustly.

**CARRIED**

**13 Mar 2024 9:44am Leyonhjelm, Lindy**  
Cr Crawley & Terry Dodds discussing the necessary steps to enact on this NoM from Cr Weyrich.

**10 Apr 2024 10:54am Leyonhjelm, Lindy - Target Date Revision**  
Target date changed by Leyonhjelm, Lindy from 06 February 2024 to 01 June 2024 - Discussion and information to be gathered by CEO & Mayor

**02 Oct 2024 3:10pm Leyonhjelm, Lindy - Reallocation**  
Action reassigned to Dodds, Terry by Leyonhjelm, Lindy - Cr Weyrich is no longer on Council

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/02/2024	Mayoral Minute - for Council meeting 27 February 2024	<a href="#">040224</a>	<p><b>RESOLUTION 040224</b></p> <p>Moved: Cr Frank Crawley</p> <p>That it be noted that Councillors have little confidence in Cr Thomas Weyrich’s ability to adhere to the Councillor Code of Conduct and request him to either:</p> <p>(a) At an open Council meeting, apologise unreservedly to his fellow councillors and staff for his behaviour, commit to training on the Councillor Code of Conduct and guarantee that he will adhere to the Councillor Code of Conduct.</p> <p>OR</p> <p>(b) resign from Council immediately.</p> <p><u>In Favour:</u> Crs Frank Crawley, Neil Gorey, Dennis Gleeson, Kron Nicholas and Geoff Wise</p> <p><u>Against:</u> Nil</p>	Dodds, Terry	<p><b>CARRIED 5/0</b></p> <p><b>CARRIED</b></p>
	<p><b>08 Apr 2024 4:40pm Leyonhjelm, Lindy</b> Ongoing</p> <p><b>08 Apr 2024 4:40pm Leyonhjelm, Lindy - Target Date Revision</b> Target date changed by Leyonhjelm, Lindy from 12 March 2024 to 29 June 2024 - Review at a this date</p> <p><b>09 Jul 2024 2:05pm Leyonhjelm, Lindy - Target Date Revision</b> Target date changed by Leyonhjelm, Lindy from 29 June 2024 to 29 July 2024 - Waiting on information</p> <p><b>02 Oct 2024 3:11pm Leyonhjelm, Lindy - Reallocation</b> Action reassigned to Dodds, Terry by Leyonhjelm, Lindy - Cr Crawley is no longer on Council</p>				

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 26/03/2024	Recommendation for the sale of Former Moama Preschool site, Regent Street, Moama.	<a href="#">360324</a>	<b>RESOLUTION 360324</b>	Godfrey, Chris	

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Moved: Cr Nikki Cohen  
 Seconded: Cr Geoff Wise

That Murray River Council (Council) resolve to authorise the Chief Executive Officer (CEO) to undertake the necessary activities, including the entering into and signing of the required contractual arrangements to sell the land identified as Lot 11 DP 236459 and Lot 12 DP 236459 (the land parcel) through an open market approach of either Expression of Interest or Competitive Direct Sale, as suggested in the attached Valuation Report.

**CARRIED**

**09 Apr 2024 4:39pm Godfrey, Chris - Target Date Revision**  
 Target date changed by Godfrey, Chris from 09 April 2024 to 31 July 2024 - Expression of Interest process to be formulated and completed. The Probity advisor has been selected and the Conveyancer has been engaged to complete a Draft Contract of Sale for inclusion in the EOI process. Once identified, the successful applicant will notified and the terms of the sale will need to be formalised.

**08 Jul 2024 4:00pm Godfrey, Chris - Target Date Revision**  
 Target date changed by Godfrey, Chris from 31 July 2024 to 31 October 2024 - Expression of Interest did not identify any potential buyers. Discussion with one potential party currently underway. May have to change selling strategy if no other opportunity is found.

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/05/2024	Planning Proposal to reclassify 22 Lots of Murray River Council land from Community to Operational for drainage reserves.	<a href="#">130524</a>	<p><b>RESOLUTION 130524</b></p> <p>Moved: Cr Dennis Gleeson                      Seconded: Cr Neil Gorey</p> <p>That:</p> <ol style="list-style-type: none"> <li>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"> <li>- Moama Barnes Road-Graham Street Buffer Lot 126 DP 1264832</li> <li>- Moama Business Park Drainage Basin Lot 11 DP 1103416</li> <li>- Moama Lakeview Park Lot 16 DP 1084308</li> <li>- Moama Lea Court Buffer Lot 23 DP 256000</li> <li>- Moama Beer Road Business Park Buffer Lot 56 DP 1175457</li> <li>- Moama Perricoota Run Drainage Reserve Lot 91 DP 1220526</li> <li>- Moama Dungala Estate Lot 33 DP 1259774</li> <li>- Moama Dungala Estate Lot 34 DP 1259774</li> <li>- Moama Barbers Paddock Lot 34 DP 1209212</li> <li>- Moama Barbers Paddock Lot 104 DP 1256111</li> <li>- Moama Business Park Drainage Basin (South) Lot 17 DP 1175457</li> <li>- Moama Pump Station No. 27 – Ghost Gum Place Lot 95 DP 1201662</li> <li>- Moama Pump Station No. 30 – Winbi 2 Lot 131 DP 1226905</li> <li>- Moama Perricoota Road, Winbi &amp; Merool Drainage Basin Lot 2 DP 1255836</li> <li>- Moama Marsanne Drive Reserve Lot 171 DP 1245186</li> <li>- Moama Dungala Drainage Reserve Lot 115 DP 1268382</li> <li>- Moama Hermitage Drive Reserve Lot 226 DP 1261570</li> </ul> </li> </ol>	Godfrey, Chris	

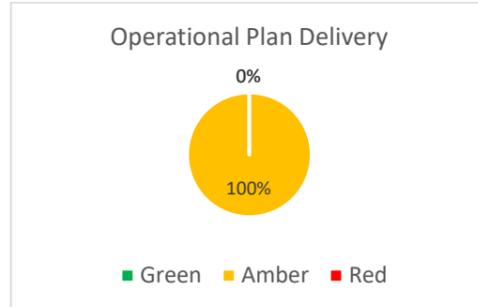
	<ul style="list-style-type: none"> <li>- Moama Perricoota Road Buffer Lot 61 DP 1082147</li> <li>- Moama Barber Court Buffer Lot 9 DP 841556</li> <li>- Moama Marsanne Drive Reserve Lot 121 DP 1238057</li> <li>- Moama Lakeview Drainage Basin Lot 194 DP 1251358</li> <li>- Barham Vinecombe Lane Reserve Lot 23 DP 1240379</li> </ul>
	<ol style="list-style-type: none"> <li>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</li> <li>3. Council staff complete all actions, as outlined in the Gateway Determination.</li> <li>4. Council notes that the Planning Proposals to reclassify community to operational land is interlinked and should read in conjunction with:             <ul style="list-style-type: none"> <li>- the Murray River Council Buildings Strategy</li> <li>- the Murray River Council Parks and Open Space Strategy</li> </ul> </li> </ol>
	Both of these documents form part of this month's Ordinary Council agenda.
	<p><u>In Favour:</u> Crs Frank Crawley, Neil Gorey, Nikki Cohen, Ann Crowe, Dennis Gleeson, Kron Nicholas and Thomas Weyrich</p> <p><u>Against:</u> Nil</p>
	<b>CARRIED 7/0</b>
	<b>CARRIED</b>
<b>03 Jun 2024 12:59pm Godfrey, Chris - Target Date Revision</b>	
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.	
<b>08 Jul 2024 3:58pm Godfrey, Chris - Target Date Revision</b>	
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.	

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

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 &amp; 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		Accountabilities	
<i>SBPO</i>	<i>Accountability</i>	<i>SBPO</i>	<i>Accountability</i>
B	Community Strategic Plan	P	External Communications
B	External Communications Development & Management	P	Website Development
B	Internal Communication	P	Election Communications
B	Council Branding & Corporate Image	P	Branding and Corporate Image
B	Community Engagement	P	Internal Communications
B	Website and Intranet	O	Corporate Advertising
B	Social Media	O	Council Branding and Corporate Image
B	Community Education	O	Internal Communication
P	Stakeholder Engagement for Strategic Planning	O	External Written Communication
P	Social Media Development	O	Community Newsletter
P	Community Engagement	O	Council Publications internal printing services
P	Community Education	O	MRC Social Media
O	Your Say Website	O	MRC Media Management
O	Community Strategic Plan	O	MRC Website
O	MRC Community Stakeholder Engagement		
O	Community Education		

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



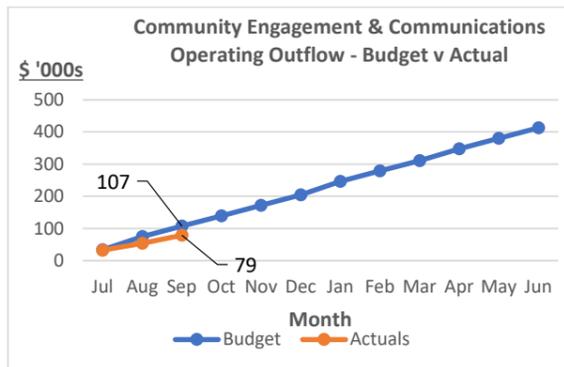
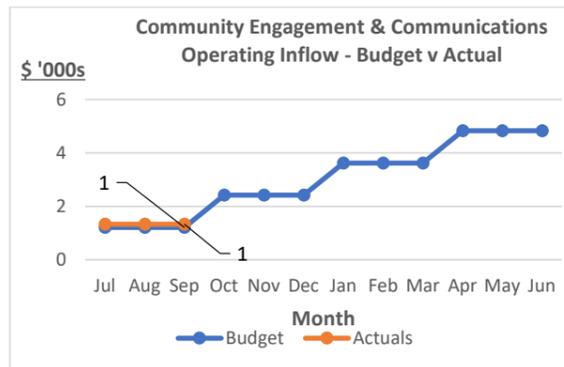
Under the 4 year Delivery Plan, the Community Engagement and Communication Section relates to: community engagement, community and schools education, branding, marketing and general communications. The Office of the CEO directly oversees the delivery of these outcomes

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments	● ● ●
				1	2	3	4		
<b>Theme 1 – Goal 4 - Increased awareness and education for environmental sustainability</b>									
<b>1.8 – Develop an education program focusing on Council Services</b>									
Development of schools, early childhood and community education program focusing on sustainability, weeds & invasive species, water, sewer, waste and illegal activities.  (S CEO)	Deliver, Partner	(DP 1.8.1) Develop an education program focusing on Council service - Sustainability - Rare and Endangered species	B: MCE P: MCE O: MCE		✓	✓	✓		
	Deliver, Partner	(DP 1.8.2) Develop an education program focusing on Council service - Water efficiency, Water Security and impacts on source water	B: MCE P: MWS O: MCE	✓	✓	✓	✓	Aug – ongoing issues with program used to issue water leak notices.	
	Deliver	(DP 1.8.3) Develop an education program focusing on Council service - Sewer systems	B: MCE P: MWS O: MCE				✓		
	Deliver	(DP 1.8.4) Develop an education program focusing on Council service - FOGO, Waste and Recycling	B: MCE P: MWC O: MCE	✓	✓	✓	✓	July - What Waste Goes Where presented to Goodstart Moama Preschool program – well recieved. Aug – Mathoura Public School enquiry for Waste Education Session – passed onto Petaurus Group to follow up as per HalvesWaste Contract.	●
	Deliver	(DP 1.8.5) Develop an education program focusing on Council service - Illegal activities	B: MCE P: MWC O: MCE	✓	✓	✓	✓		
	Deliver, Partner	(DP 1.8.6) Develop an education program focusing on Council service - Weeds and biosecurity	B: MCE P: PGOSB O: MCE	✓	✓	✓	✓		
	Deliver	(DP 1.8.7) Develop an education program focusing on Council service - Geospatial	B: MCE P: MSA O: MCE				✓		
<b>Theme 2 – Goal 3 – Provide clear, concise and consistent information that is easily accessible to our customers</b>									
<b>2.6 – Improve externally provided information and communication.</b>									
Further develop and enhance public communication materials.  (S CEO)	Deliver	(DP 2.6.1) Update and improve external community information pathways including - Website and online webforms - Your Say Portal - Use community noticeboards - Mobile library - Increase online and offline event frequency to communicate and drive outcomes - Snap Send Solve - Continue digitisation of externally available services	B: MCE P: CC O: MCE	✓	✓	✓	✓		

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	Deliver	(DP 2.6.2) Ensure accessibility guidelines are adhered to for all publications where possible (incorporated into Council’s Community Engagement Framework)	B: MCE P: CC O: MCE	✓	✓	✓	✓		
	Deliver	(DP 2.6.5) Upgrades to the MRC website to include - Web-based payment options - Interactive mapping of foot and cycle paths - Community directory - Move to more paperless documentation (online signing/ portal)	B: MCE P: CC O: CC		✓	✓	✓		
<b>Theme 2 – Goal 4 – Achieve community driven results through collaboration and engagement (community and stakeholder).</b>									
<b>2.8 – Community and Council collaboration</b>									
Increased interaction with Communities. (S CEO)	Deliver	(DP 2.8.1.) Review and update Councils Community Engagement Framework. - Plan to increase face to face engagement with communities - Provide updates on CSP and Delivery Program implementation - Council meetings being held in various locations across the region - Meet the Council events (staff and councillors).	B: MCE P: MCE O: MCE	✓	✓	✓	✓		
<b>Theme 2 – Goal 4 – Achieve community driven results through collaboration and engagement (community and stakeholder).</b>									
<b>2.9 – Community Engagement Framework</b>									
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	✓	✓	✓	✓		
<b>Theme 2 – Goal 4 – Achieve community driven results through collaboration and engagement (community and stakeholder).</b>									
<b>2.10 – Community Engagement Toolkit</b>									
Further development and implementation of Councils Community Engagement Toolkit. (S CEO)	Deliver	(DP 2.10.1) Develop overarching engagement toolkit and implement engagement tools into Council processes	B: MCE P: MCE O: MCE	✓	✓	✓	✓		

PART C: Financial Outcomes



**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.

**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.

**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

Still waiting on applications to be finalised in TechOne with relevant officers before finalising the content and building the pages on the web.

**Annual Report**

The Annual Report is the key method for the Council to maintain accountability and transparency with the community and is prepared in accordance with the Local Government Act 1993.

This year’s Annual Report provides a comprehensive account of Murray River Council’s performance from 1 July 2023 to 30 June 2024, detailing progress made against the Operational Plan for 2023-24.

The audited financial statements are also required to be included as an attachment to the report.

Currently in draft form, this document is being developed in partnership with the Governance Manager and must be submitted no later than Nov 30.

**PART E: Business as Usual**

Campaigns run during the month	Comments
Campaigns	<ul style="list-style-type: none"> <li>Roadworks –Beer Road, otherwise known as Martin Road Moama will be upgraded over a 9-week period, starting Monday 9 September 2024, Speewa Road – resurfacing works, Lignum Road reopened, Lignum Road closed (Beer Road – The Vines Blvd)</li> <li>Bridge Lifts – Nyah, Tooleybuc, Swan Hill, Murrabit, Barham</li> <li>Customer Service - Moama Head Office connectivity issue, Moama Customer Service Centre closing early, Service NSW connection issues,</li> <li>Service NSW visit to Barham, Tooleybuc,</li> <li>Water Services – Interruptions to filtered water supply, Moama (general, Moama Business Park and the Vines Estate) ,Wakool                         <ul style="list-style-type: none"> <li>- Interruptions to raw water supply – Moulamein, Moama (The Range Estate),</li> <li>- Filtered Water Mains Flushing to being - Moama and Mathoura</li> <li>- Cleaning the Raw Water basin – Barham</li> <li>- Ongoing issues with raw water at The Range Estate Moama</li> </ul> </li> <li>River Country Art Trail – Barham new brief now available, Tooleybuc sculpture consultation released,</li> <li>Positions Vacant – Waste Facility Operator, Finance Officer, Customer Service Operations Coordinator, Paraplanner, Water and Wastewater Technician (x2 positions), Regional Placemaking Project Officer (Strategic Planner), Senior Town Planner, Plant Operator – Moama / Mathoura, People and Culture Officer, EOI: Chairperson- Audit, Risk, and Improvement Committee, Stores Officer, Waste Facility Operator, Barham,</li> <li>Tooleybuc Bridge Works – undertaken by TfNSW</li> <li>Notice of weed spraying / vegetation management</li> <li>Drone flights assessing area around Swan Hill Bridge – Murray Downs</li> <li>Voting for the People’s Choice category in the Campaspe Murray Business Awards closes soon</li> </ul>
Collateral and promotional material Design work	<ul style="list-style-type: none"> <li>Library School Holiday Program promotions</li> <li>Moama Preschool updated plaque signage</li> <li>Community Recovery Officer sessions flyers</li> <li>New Residents Guide</li> <li>Community Strategic Plan updated document and artwork</li> <li>Return and Earn Automated Depot marketing materials</li> </ul>
Proactive Media Outreach (media releases / interviews / advertisements / social media posts)	<ul style="list-style-type: none"> <li>31 Aug social media posts 75 Sept social media posts</li> <li>4 fortnightly press features</li> <li>9 media releases</li> </ul>
MRC website	<p>Covering period: August 1 – Sept 30, 2024</p> <p><b>Users:</b> 10,243  <b>Average engagement time of users:</b> 1min  <b>Total overall page views:</b> 39,243  <b>Top 10 ranked page views for the month:</b></p>

murray river council Monthly Operational Report – August/September 2024 **Community Engagement and Communication**

	Page title and screen class	Views	Active users	Views per active user	Average engagement time per active user
	Total	39,243 100% of total	10,243 100% of total	3.83 Avg 0%	1m 08s Avg 0%
	1 Home Murray River Council	6,847	3,463	1.98	28s
	2 Search results Murray River Council	2,546	960	2.65	41s
	3 Current vacancies Murray River Council	1,823	928	1.96	21s
	4 Careers Murray River Council	1,128	622	1.81	8s
	5 Contact Us Murray River Council	871	606	1.44	26s
	6 Transfer stations and landfill sites Murray River Council	860	490	1.76	35s
	7 Find my bin day Murray River Council	831	473	1.76	49s
	8 Council Murray River Council	776	507	1.53	17s
	9 Our Councillors Murray River Council	722	466	1.55	43s
	10 Forms Murray River Council	669	167	4.01	57s

Projects active on Your Say Platform	<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"> <li>River Country Art Trail (<i>major peak in Aug – Barham revised concepts released</i>)</li> <li>Planning proposal – Land Reclassification – Drainage Basins (<i>consultation open Aug - Oct</i>)</li> <li>Working towards a Sustainable MRC (<i>page updated Aug to reflect growth of project</i>)</li> <li>2024 Local Government Elections (<i>page live during Aug, removed after elections in mid Sept</i>)</li> <li>Murray River Council Arts and Culture Strategy (<i>Aug project closed – Sept moved to past projects</i>)</li> <li>Meninya Street Upgrade</li> <li>Employment Lands Strategy (<i>submissions closed Aug</i>)</li> <li>MRC Customer Experience Strategy (<i>project updated – Aug project on hold until new Delivery Program, Sept removed from main page</i>)</li> <li>Parks and Open Space Strategy (<i>project closed moved to past project Sept</i>)</li> <li>Buildings Strategy (<i>project closed moved to past project Sept</i>)</li> <li>NBN Digital Plan – new project - (<i>submissions closed Aug</i>)</li> <li>2025 Australia Day - new project</li> </ul> <p><i>Note – significant interest in Murray River Country Art Trail project.</i></p>	<table border="1"> <caption>Your Say Murray River Page Views v Projects live</caption> <thead> <tr> <th>Month</th> <th>Total Visits</th> <th>Projects Live</th> </tr> </thead> <tbody> <tr> <td>July</td> <td>3355</td> <td>10</td> </tr> <tr> <td>August</td> <td>2694</td> <td>10</td> </tr> <tr> <td>September</td> <td>2307</td> <td>11</td> </tr> <tr> <td>October</td> <td></td> <td></td> </tr> <tr> <td>November</td> <td></td> <td></td> </tr> <tr> <td>December</td> <td></td> <td></td> </tr> <tr> <td>January</td> <td></td> <td></td> </tr> <tr> <td>February</td> <td></td> <td></td> </tr> <tr> <td>March</td> <td></td> <td></td> </tr> <tr> <td>April</td> <td></td> <td></td> </tr> <tr> <td>May</td> <td></td> <td></td> </tr> <tr> <td>June</td> <td></td> <td></td> </tr> </tbody> </table>	Month	Total Visits	Projects Live	July	3355	10	August	2694	10	September	2307	11	October			November			December			January			February			March			April			May			June		
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**PART F: Service Metrics**

Escalated Customer Service Reconciliations to CEO level

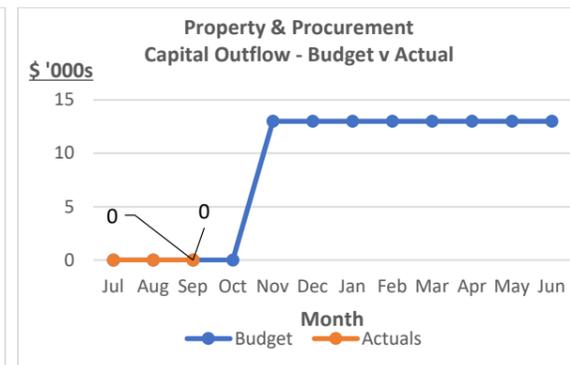
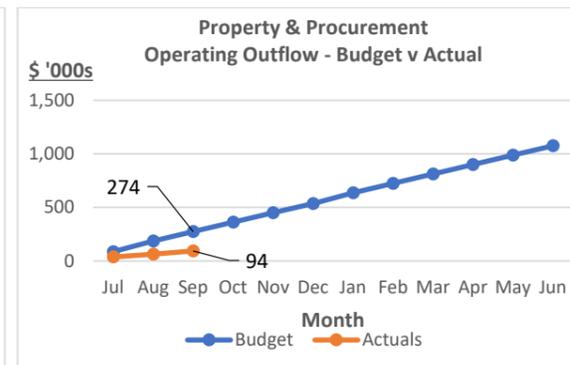
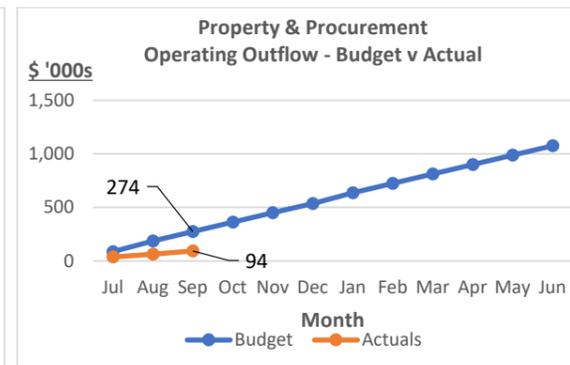
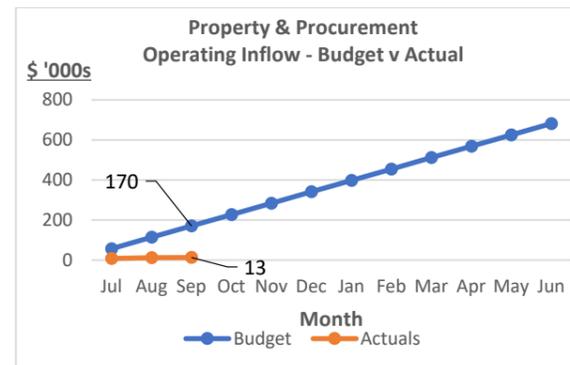
PART A: Section Accountabilities and Team Roles

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 advice.</p> <p>Ensure compliance with legislative requirements. Develop a high-level framework &amp; monitor policy and procedures including advice, training, templates and support services for both Procurement &amp; 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.</p>																																																																																																																																																									
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**PART B: 4 Year Delivery Program and 1 Year Operational Plan**

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

**PART C: Financial Outcomes**



**PART D: Project Status**

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

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

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

A newly created Procurement Lead position will be advertised towards the end of the year. This position was created in response to an identified need to address and prevent procurement compliance issues and move to a more strategic, centre-led 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.

**PART E: Business as Usual**

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

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

Internal Legal request system is working well, providing an ability to track the status of current matters.

**PART F: Service Metrics**

*Escalated Customer Service Reconciliations to CEO level*

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

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

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

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>																																																																																										
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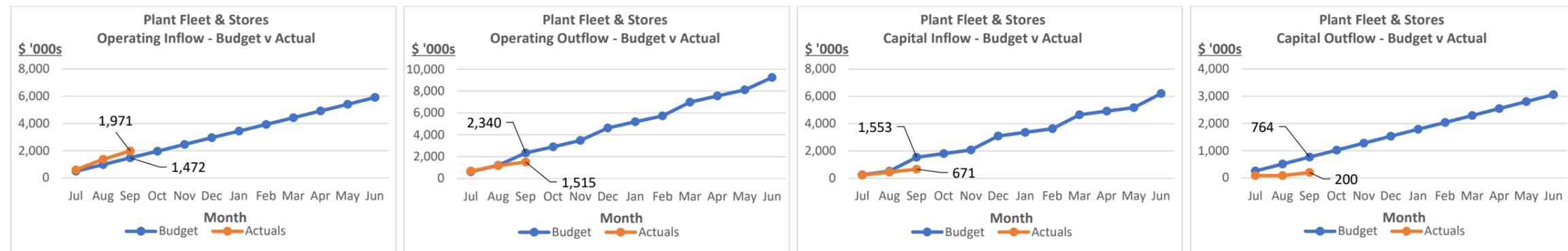
murray river council Monthly Operational Report – August/September 2024 **Commercial, Plant and Property**

**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	● ● ●
				1	2	3	4		
<b>Theme 3 – Goal 5 – Update and review our open spaces to reflect community wants and needs.</b>									
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. <i>(S DPE)</i>	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.	●
<b>Theme 7 – Goal 3 – To encourage, educate and enable environmentally sustainable approaches to energy management.</b>									
7.10 – Gradual retirement of vehicles with Internal Combustion Engines (ICE).									
Ensure Council’s vehicle fleet is fit-for-purpose. <i>(S DI)</i>	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.	●

**PART C: Financial Outcomes**

August fuel costs \$9k lower than Budget and September fuel costs \$25k lower with a continued decrease in average fuel prices since completion of the Budget process. QBR1 costs reduced in line with YTD reductions. Fleet asset charge rates revised in July to better reflect WOL costs. Revised rates expected to result in additional \$1.4M to Asset Replacement Reserve. 2024-25 Year Strategic Property revenue forecast will need to be revised in line with decision to not proceed with surplus open space assets disposal.



**PART D: Project status**

Gateway Determination by Department of Planning, Housing and Infrastructure received for reclassification of 22 land parcels from Community to Operational to correct classification for drainage basins. Process timeline received with Gateway Determination and currently working through the process. Public Exhibition of the Planning Proposal and communication with Crown Lands was commenced 4 September 2024 with closing date 4 October. Public Hearings to be completed at the end of October or early in November. Completion date for total reclassification process in to be no later than 1 April 2025 as per Gateway Determination.



Property acquisition completed for 8 Blair Street, Moama with settlement date of 17 October 2024. For more details on this acquisition, please refer to Planning and Environment Directorate MOR.



Old Moama Preschool building has been advertised through local Real Estate Agent, commencing 30/09/2024. Initial EOI process did not identify any interest in the site.

Initial discussions and information gathering completed in September regarding the investigation of commercial viability of provision of Service NSW function by MRC.

#### PART E: Business as Usual



2 x New Toyota Hilux Utilities for Moama/Mathoura Works teams acquired 29 August 2024 (above).

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

**PART F: Service Metrics**

*Escalated Customer Service Reconciliations to CEO level*

Date	Customer Compliant	Action Undertaken	● ● ●

*Risk Management*

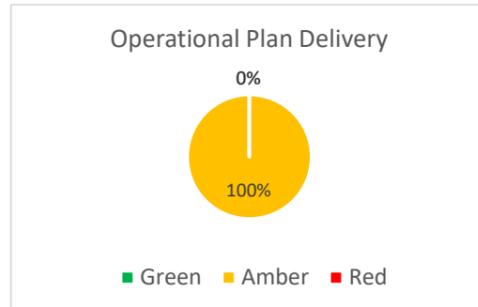
Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	● ● ●
	Plant and equipment unfit for purpose	Electronic Pre-Op forms being trialled now with 'Notification of maintenance required' being sent to workshop staff.	Project Replace existing formwork used for stormwater construction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

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

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"> <li>Recruitment and selection of all staff.</li> <li>Retention of valuable employees.</li> <li>Training, development, and education to promote individual success and increase the contribution to MRC of all employees.</li> <li>Succession Planning</li> <li>A safe and healthy working environment.</li> <li>Inspiration and encouragement for a high level of employee engagement through recognition, effective communication, and constant feedback.</li> <li>Resources for administering compensation, benefits, policies, and procedures.</li> <li>All aspects of performance management</li> <li>HR data and metrics</li> </ul>	<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 &amp; 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 &amp; Supervisors.</p>																																																																																																																																																																																																													
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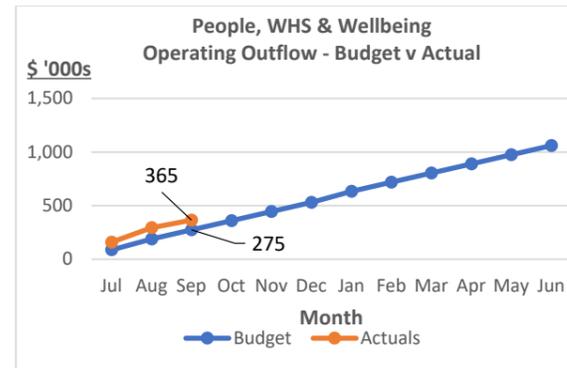
**PART B: 4 Year Delivery Program and 1 Year Operational Plan**



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

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

## PART C: Financial Outcomes



## PART D: Project Status

**HR Module – TechOne**

- Core focus within first half of 2024 – will be assisted by Melissa Fergusson.
- Ongoing - Discussions held with Director of Corporate Services on the possibility of fast-tracking e-recruitment priority as well as automated staff increases.
- HR module underway – with intention to go live within this FY.

**Training and Development – ongoing**

- Ongoing - CPO has launched 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 second part of the financial year.
- Learning and Development Strategy to be developed.

**Annual Performance Reviews**

- Performance Reviews for all staff to be finalised.
- Annual Performance reviews to be streamlined and to occur at the same time across the Organisation. 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.

**Policy & Procedure Review**

- Chief People Officer commenced review / rewrite of all HR policies and procedures.
  - Positive Workplace Behaviours (Bullying and Harassment) under review
  - Sexual Harassment under development (this is in line with Positive Duty obligations )
  - Bystander Policy under development.
  - Training and Development procedure under review and development.
  - Grievance Management Policy under review.
  - Psychological Safety Policy and Procedure to be written.

**WHS Document/Systems Reviews:**

- WHS procedure development ongoing

**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

murray river council Monthly Operational Report – August/September 2024

People, WHS and Wellbeing

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)

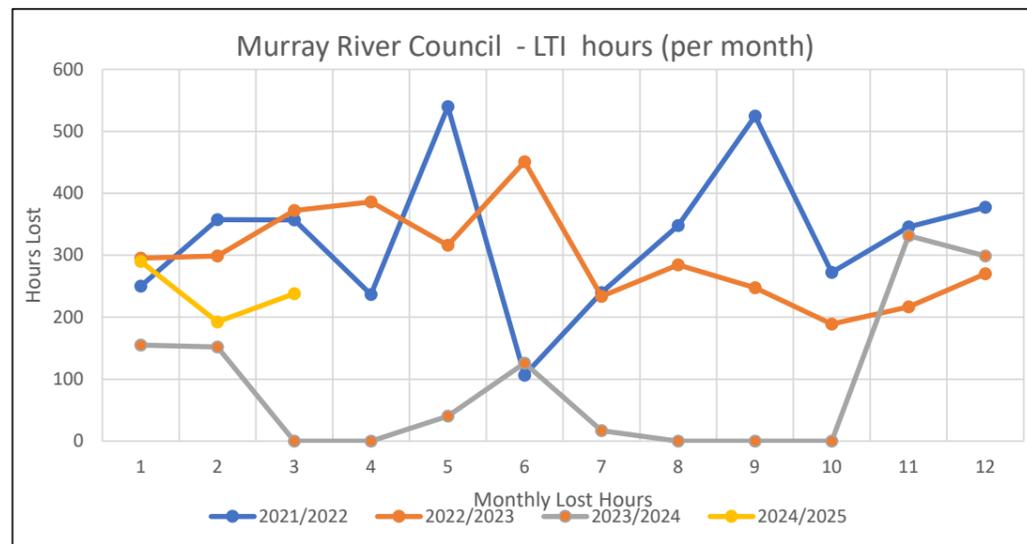
Offboarded: 2  
Onboarded: 4

	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									
Onboarded	5	6	6									
Turnover	0	1	4									
Internal movement	1	0	0									

Internal movement was a change of department.

PART F: Service Metric

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



Incidents	Jul 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										11
Injury to 3 <sup>rd</sup> Party													
Property Damage Council		1											1
Property Damage 3 <sup>rd</sup> Party													
P&E Council	5	6	8										19
P&E 3 <sup>rd</sup> Party													
Hazard Identified		1	66										67
Near Miss/ Other	1	2	1										4
TOTAL	10	15	77										102

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"> <li>Managing Psychosocial hazards Procedure</li> </ul>	<ul style="list-style-type: none"> <li>Draft, Consult &amp; implement Procedure into existing processes – Complete – awaiting approval</li> </ul>	●
July 24	High Risk Construction	<ul style="list-style-type: none"> <li>Construction process and documentation of all works and projects - Infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>Develop Construction Safety Procedure – Complete – needs approval</li> <li>Develop Chain of Responsibility Procedure and process – Complete</li> </ul>	● ●
July 24	Planning	<ul style="list-style-type: none"> <li>Develop departmental WHS Targets &amp; Objectives</li> </ul>	<ul style="list-style-type: none"> <li>Departments to create WHS targets and objectives for 24/25 – Complete</li> </ul>	●
July 24	Worker risks	<ul style="list-style-type: none"> <li>Volunteers risk controls</li> </ul>	<ul style="list-style-type: none"> <li>WHS Induction for Volunteers - drafted</li> <li>Volunteer induction checklist – drafted</li> <li>Supervision of Volunteers</li> </ul>	● ● ●
July 24	Contractor Management	<ul style="list-style-type: none"> <li>Contractor Management Procedure and associated process and operations per department</li> </ul>	<ul style="list-style-type: none"> <li>Review Contractor/Supplier register – Procurement/Tech One – System Platform</li> <li>Develop online Contractor WHS induction – WHS - Drafted</li> <li>Departmental process for managing contractors – each department</li> </ul>	● ● ●

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

This report highlights the key achievements, risks, and progress within People, Work Health Safety (WHS), and Wellbeing functions at Murray River Council (MRC) during August and September 2024.

**Key Achievements:**

**Performance Review Process:** The new annual performance appraisal system was completed in June 2023. It integrates MRC's values and behaviours into staff assessments, focusing on both the tasks and the attitudes/behaviours associated with job performance.

**Employee Training and Leadership Development:** MRC launched the Emerging Leaders Program in August 2024, with plans for further leadership development through the creation of a Learning and Development Framework and a Leadership Framework.

**WHS Initiatives:** Key WHS programs, including the creation of a Psychosocial Hazards Procedure and a Construction Safety Procedure, were drafted and are pending approval. The implementation of WHS procedures continues, targeting specific department objectives for 2024-2025.

**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.

**Operational Risks and Actions:**

**Staff Turnover:** MRC has identified a challenge in retaining skilled staff in critical roles. Succession planning, workforce planning, and strategies for employee attraction and retention are in development to address these risks.

**Difficulty in Attracting Skilled Workforce:** Creating an "Employer of Choice" environment is a key strategy, with plans to develop an Employee Value Proposition and a broader HR strategy to enhance employee retention and recruitment outcomes.

**WHS and Safety Performance:**

There were 77 hazards identified and 102 total incidents reported across July, August, and September 2024.

Lost Time Injuries (LTI): MRC recorded 238 hours of lost time in September, showing no new LTIs. WHS action plans continue to address internal procedures and high-risk areas such as construction and volunteer risk controls.

**Ongoing Projects:**

The implementation of the HR module in the TechOne system remains on track, with discussions held to fast-track e-recruitment and automated processes.

The review and update of MRC's HR policies and procedures continue, with specific focus areas including Positive Workplace Behaviours, Sexual Harassment, and Bystander Policies.

This period saw significant progress in the development of staff performance systems, WHS compliance, and employee engagement, positioning MRC for improved organisational efficiency and employee satisfaction.

PART A: Director Accountabilities and Key Performance Indicators

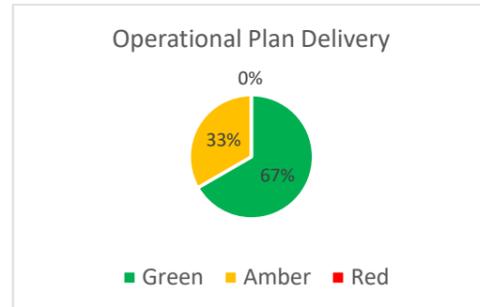
Director Corporate Services	Accountabilities
<p>Provide required internal services to operational departments to enable the delivery of community services.</p> <p>This bureau service manages Finance &amp; Accounting, Information/Communications Technology &amp; Business Intelligence, Governance &amp;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

Key Performance Indicator 2023/2024	Evidence/Comments	
In time for the 24/25 financial year manage the SRV process – in line with IPART	Council resolved not to proceed with an SRV.	n/a
Assist the CEO to harvest synergies with other Councils	Engaging with Edward River Council in integrating Council ERP with DPE Planning Portal. Early engagement also on the Compliance module. No further progress made in June. CEO & Mayor met with LG Minister to obtain support for a collaborative effort. Council resolution to this effect adopted.	●
Deliver the TechOne project as adopted by Council	The project is being delivered in modules. Release 1 (Finance, Procurement, Payroll, Asset Management) is in use. Some data loads for assets remains in progress. Release 2 is Property & Rating, which will be delivered in 3 phases Phase 1: Rating & Receipting, Phase 2: Compliance (development services, ranges etc.) and Phase 3: Customer service. Release 2 Phase 1: This is now operational. Release 2 Phase 2: Compliance module project is progressing. The go live date for this module has been postponed from June 24 to November 24 due to non-availability of TechOne consulting staff.	●
Advocate on behalf of MRC, in concert with RAMJO if required, to influence the NSW Government in relation to corporate services: finance, governance, records, and digitalisation issues and policies.	Continue to work on the Governance & Technology subcommittees of LG Professionals, NSW chapter. Working with RAMJO on energy initiatives. Working with Smart Cities Council on its Future of Place Initiative.	●
Identify and commence the process of implementing automation for software systems.	Given the focus of implementing the new ERP system, there is very little further capacity within the organisation to undertake additional automation projects. Some initial work is being undertaken to review Robotic Process Automation (RPA). Current automation initiatives are limited to what can be implemented within the TechOne ERP system. Awaiting arrival of new CIO.	●

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 &amp; Risk Committee and the internal audit function of Council.</p> <p>Provide support &amp; 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 &amp; 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 &amp; 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>

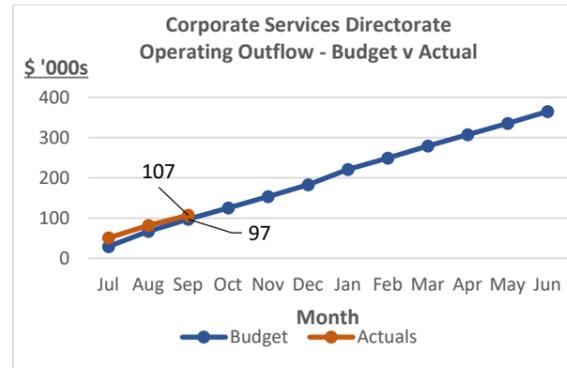
**PART B: 4 Year Delivery Program and 1 Year Operational Plan**



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

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments	Status
				1	2	3	4		
<b>Theme 1 – Goal 3 - Plan for the impacts of climate change</b>									
<b>1.7 – Environmental Sustainability Strategy</b>									
Develop & begin implementation of an Environmental Sustainability Strategy, containing energy efficiency and the impacts of climate change. (S DCS)	Deliver	(DP 1.7.2) Adopt an internal policy within MRC to address micro energy production – for MRC site usage	B: DCS P: MB&F O:			✓		Site assessments for Solar installations completed. Quotes being sought for 8 sites for inclusion in a grant application. Grant application submitted.	●
<b>Theme 2 – Goal 2 – Continue to be a trusted and ethical leader</b>									
<b>2.5 – Leadership that is trusted, capable and collaborative BAU</b>									
Develop and implement a Corporate Strategy	Deliver	(DP 2.5.6) Scope, develop and deliver a Corporate Strategy.			✓	✓	✓		
<b>Theme 4 – Goal 1 – Develop community led strategy with a focus on social connections / social fabric and a sense of belonging.</b>									
<b>4.1 – Signage across Council</b>									
Develop a program to identify, upgrade and renew signs across Council. (S DCS)	Deliver	(DP 4.1.1) Review all signage, develop a plan and begin renewal or replacement of all old Council signage including entranceways signs to all communities & towns, old Wakool signage and old Murray Shire signage	B: DCS, P: MSA, MBF, MPOS, MED O:	✓	✓	✓	✓	Internal signage at Council operational sites have been reviewed by WHS for conformance to requirements. Project to review and upgrade tourism signage is in progress by Economic Development team.	●
<b>Theme 5 – Goal 4 – Partner with industry, community, and government organisations to promote and nurture innovation.</b>									
<b>5.11 – Innovation</b>									
Be engaged in innovation and technology platforms and networks (S DCS)	Deliver, Partner, Advocate	(DP 5.11.2) Work with neighbouring LGAs on implementing a shared services module	B: DCS P: O:	✓	✓	✓		Engaging with Edward River Council in integrating Council ERP with DPE Planning Portal. Early engagement also on the Compliance module. Contact made with both ERC DCS Shelly Jones and Campaspe Shire DCS Matthew McPherson. No response from Campaspe Shire. DCS of Edward River has resigned.	●

**PART C: Financial Outcomes**



**PART D: Project Status**

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

**PART E: Business as Usual**

**PART F: Service Metrics**

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken	
	None		●●●

murray river council Monthly Operational Report – August/September 2024 Corporate Services Directorate

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	
10.01.22	Overall Financial Sustainability of Council	Cost Management (5.6% Savings), Revenue Taskforce Budget Process. Depending on extent of Grants to recover costs, flood event may make the deficit worse than budgeted. Application for an SRV submission is no longer an option. Change in Rate Cap methodology will result in NSW Councils loosing out on the two highest years of inflation being incorporated into the Rate Cap.	Work out and present to Councillors a budget for 2024/25 that is in keeping with the deficit reduction plan adopted by Council.  Wrote to LG NSW identifying the issue and requesting them to take the matter up with OLG.	●●●
10.01.22	Implementation of the Technology One system. Potential Time Delays and Cost Overruns. Technical Issues.	Project Management	P&R - Compliance & Regulatory - commenced August 23. Non-availability of TecOne consultants is causing some delays. Project Lifecycle Management Module will commence next financial year.	●
09.02.22	Conformity to Procurement Regulations	Procedures Resignation of Procurement Manager.	Educations & Communication Program Implementation of Contract Audit improvement actions. In progress. Regular reporting being planned.	●
13.02.23	Delays in Preparation of Financial Statements, Management Letter comments by Auditors	Tasks allocated to Finance Manager and Strategic Asset Manager. Restructure of Finance department and interim officers being in place.	Close Monitoring. Implementation of Processes. Strict plan and deadlines to be developed for 2023/24 audit. Onboarding of CFO, August 2023.	●
04.05.23	Cyber Security Risks	Basic defences around firewalls and motoring. Primarily reliant on IT Services contractor. Costs of expertise and resources to establish top end defence mechanisms. Human factor.	Review by external consultant completed. Work plan to be developed.	●

Council resolutions completed

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Workcover Renewal	<a href="#">090724</a>	<p><b>RESOLUTION 090724</b></p> <p>Moved: Cr Dennis Gleeson</p> <p>Seconded: Cr Geoff Wise</p> <p>That Council endorses and ratifies the payment of the 2024-2025 Workers Compensation Insurance Renewal up to \$1,500,000.</p>	Chalmers, Nikki	CARRIED
<p><b>09 Sep 2024 5:18pm Chalmers, Nikki - Completion</b></p> <p>Completed by Chalmers, Nikki (action officer) on 09 September 2024 at 5:18:02 PM - Report for approval for payment above CEO usual delegation</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/08/2024	Financial Report - Unaudited FY 24/25 Period Ending 31 July 2024	<a href="#">080824</a>	<p><b>RESOLUTION 080824</b></p> <p>Moved: Cr Kron Nicholas</p> <p>Seconded: Cr Geoff Wise</p> <p>That Murray River Council (Council) resolve to receive the Monthly Financial Report for the period to July 2024 (FY 2024/25) and note its contents.</p>	Chalmers, Nikki	CARRIED

09 Sep 2024 5:18pm Chalmers, Nikki - Completion

Completed by Chalmers, Nikki (action officer) on 09 September 2024 at 5:18:19 PM - Report is an update for financial position

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Financial Report - Unaudited FY 23/24 Period Ending 30 June 2024	<a href="#">070724</a>	<p><b>RESOLUTION 070724</b></p> <p>Moved: Cr Geoff Wise</p> <p>Seconded: Cr Kron Nicholas</p> <p>That Murray River Council (Council) resolve to receive the Monthly Financial Report for the period to June 2024 (FY 2023/24) and note its contents.</p>	Chalmers, Nikki	CARRIED
<p>09 Sep 2024 5:17pm Chalmers, Nikki - Completion</p> <p>Completed by Chalmers, Nikki (action officer) on 09 September 2024 at 5:17:42 PM - Report is update of financial position</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/05/2024	Quarterly Budget Review - Period Ended 31 March 2024	<a href="#">220524</a>	<p><b>RESOLUTION 220524</b></p> <p>Moved: Cr Kron Nicholas</p> <p>Seconded: Cr Dennis Gleeson</p> <p>That Council resolve to:</p> <ol style="list-style-type: none"> <li>1. Adopt the budget variations as detailed within the report and any subsequent changes made to those votes, in Council's estimates of income and expenditure for 2023/2024 financial year, which includes changes to the 2023/2024 Capital Listing as updated per Attachment 3 and the following Reserve movements:                             <ol style="list-style-type: none"> <li>a. to fund Capital activities:                                     <ol style="list-style-type: none"> <li>i. \$2,925,442 from General reserve</li> <li>ii. \$1,085,375 from Sewer reserve</li> <li>iii. \$991,036 from Water reserve</li> <li>iv. \$2,449,621 from Waste reserve; and</li> </ol> </li> <li>b. from Operational activities:                                     <ol style="list-style-type: none"> <li>i. \$4,794,646 to the General reserve</li> <li>ii. \$2,915,165 to the Sewer reserve</li> <li>iii. \$2,850,330 to the Water reserve</li> <li>iv. \$1,776,776 to the Waste reserve.</li> </ol> </li> </ol> </li> </ol>	Chalmers, Nikki	CARRIED
<p>09 Sep 2024 5:15pm Chalmers, Nikki</p> <p>System updated with Approved budget</p> <p>09 Sep 2024 5:16pm Chalmers, Nikki - Completion</p>					

Completed by Chalmers, Nikki (action officer) on 09 September 2024 at 5:16:48 PM - Budget approved & system updated

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 25/06/2024	Budget 2024-25: Operational Plan and 2024-25 to 2033-34 Long Term Financial Plan	<a href="#">100624</a>	<p><b>RESOLUTION 100624</b></p> <p>Moved: Cr Kron Nicholas</p> <p>Seconded: Cr Neil Gorey</p> <p>That Council resolve to:</p> <ol style="list-style-type: none"> <li>1. in accordance with Sections 404 and 405 of the <i>Local Government Act 1993</i>, Council adopt the Murray River Council 2023-2024 Operational Plan, including the 2023-2024 to 2032-2033 Long Term Financial Plan, and</li> <li>2. in accordance with Part 9, Division 5, Section 211(2) of the <i>Local Government (General) Regulation 2005</i>, Council approve expenditure and capital works as detailed in the Murray River Council 2023-2024 Operational Plan, including the 2023-2024 to 2032-2033 Long Term Financial Plan, and</li> <li>3. adopt the following Reserve movements:                             <ol style="list-style-type: none"> <li>a. from reserves to fund the following Capital activities:                                     <ol style="list-style-type: none"> <li>i. \$6,109,236 from General reserve</li> <li>ii. \$91,000 from Sewer reserve</li> <li>iii. \$2,724,250 from Water reserve</li> <li>iv. \$2,018,270 from Waste reserve; and</li> </ol> </li> <li>b. to reserves for the following Operational activities:                                     <ol style="list-style-type: none"> <li>i. \$1,812,508 to the General reserve</li> <li>ii. \$2,503,726 to the Sewer reserve</li> <li>iii. \$2,170,222 to the Water reserve</li> <li>iv. \$2,335,749 to the Waste reserve.</li> </ol> </li> </ol> </li> </ol>	Chalmers, Nikki	CARRIED
<p><b>09 Sep 2024 5:17pm Chalmers, Nikki - Completion</b></p> <p>Completed by Chalmers, Nikki (action officer) on 09 September 2024 at 5:17:23 PM - System updated with approved budget</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/08/2024	Sale of Lots 1, 2 & 3 - DP 251804	<a href="#">250824</a>	<p><b>RESOLUTION 250824</b></p> <p>Moved: Cr Neil Gorey</p> <p>Seconded: Cr Geoff Wise</p> <ol style="list-style-type: none"> <li>1) That Murray River Council (Council) resolve to note that:                             <ol style="list-style-type: none"> <li>a) Council resolved to sell Lots 1, 2 &amp; 3 of Deposited Plan 251804 (the Land) through auction for the recovery of unpaid rates and charges through item 11.1 of the Ordinary Meeting agenda of 26 March 2024, and</li> <li>b) the Land did not sell at the said auction.</li> </ol> </li> <li>2) That Council further resolve to:</li> </ol>	Fernando, Stephen	

	<ul style="list-style-type: none"> <li>a) in keeping with s716(2) of the Local Government Act 1993 (NSW), sell the said Land through a private treaty, for a price of \$9,100, and</li> <li>b) authorise the General Manager (Chief Executive Officer) to undertake the necessary actions give effect to the sale of the Land, including, entering into &amp; executing any contractual documents, and affixing the Council seal to any deeds of sale, and</li> <li>c) write off \$78.16 being the amount outstanding against the Land in excess of the proposed sale price for the Land.</li> </ul>	<p><b>CARRIED</b></p>
<p><b>09 Sep 2024 4:20pm Fernando, Stephen - Completion</b></p> <p>Completed by Fernando, Stephen (action officer) on 09 September 2024 at 4:20:12 PM - Sale process is underway.</p>		

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Insurance Renewals	<a href="#">080724</a>	<p><b>RESOLUTION 080724</b></p> <p>Moved: Cr Ann Crowe</p> <p>Seconded: Cr Kron Nicholas</p> <p>That Council endorses and ratifies the payment of the 2024-2025 insurance premiums totalling \$1,347,959.07.</p>	Gordon, Sandra	<b>CARRIED</b>
<p><b>14 Aug 2024 2:39pm Gordon, Sandra - Completion</b></p> <p>Completed by Gordon, Sandra (action officer) on 14 August 2024 at 2:39:32 PM - Finalised</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/08/2024	Community Financial Assistance Policy - Final Adoption	<a href="#">070824</a>	<p><b>RESOLUTION 070824</b></p> <p>Moved: Cr Neil Gorey</p> <p>Seconded: Cr Ann Crowe</p> <p>That the Community Financial Assistance Policy V#3 be adopted by Council and placed in the Policy Register.</p>	Gordon, Sandra	<b>CARRIED</b>
<p><b>09 Sep 2024 3:16pm Gordon, Sandra - Completion</b></p> <p>Completed by Gordon, Sandra (action officer) on 09 September 2024 at 3:16:04 PM - Published to CM9</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Petition - McMahan Park Moama	<a href="#">250724</a>	<p><b>RESOLUTION 250724</b></p> <p>Moved: Cr Nikki Cohen</p> <p>Seconded: Cr Geoff Wise</p> <p>That the Petition in regard to the reclassification of land – McMahan Park Moama be noted.</p>	Gordon, Sandra	

murray river council Monthly Operational Report – August/September 2024 Corporate Services Directorate

CARRIED

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

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

Council resolutions outstanding within 3 months

Council resolutions outstanding outside 3 months

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



**Finance**

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



**ICT, Systems & Processes**



- P&R - Compliance & Regulatory module implementation on track for November 2024 go live. Some concerns around Planning Portal integration.



#### Procurement

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



#### Governance

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



#### Assets

- Cyber Security Review completed. Action plan to be developed
- SCADA Review currently on hold. Cut over from 3G to 4g being prioritised.
- Asset Custodianship Framework completed.
- Revaluation of Water/Sewer completed. Revaluation for 24/25 being planned.
- Process for next update of the Asset Management Plans being established.
- Capitalisation for 2023/24 projects underway.

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

PART A: Section Accountabilities and Team Roles

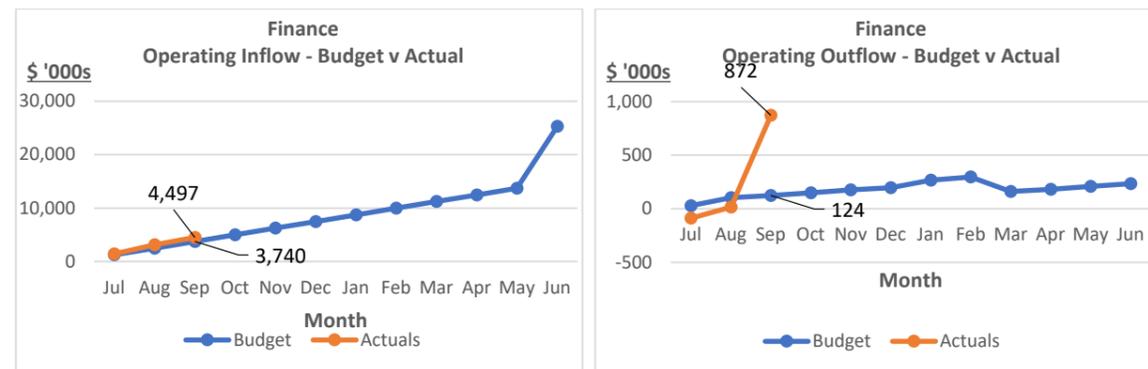
Chief Financial Officer	Management Accountant	Financial Controller	Coordinator Financial Operations	Rates Coordinator/Revenue Officer																																																																																																																																																
<p>Operate in a financially 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 &amp; 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 &amp; 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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**PART B: 4 Year Delivery Program and 1 Year Operational Plan**

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

**PART C: Financial Outcomes**

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



**PART D: Project Status**

Date Updated	Project	Comments	
September 2024	2024-25 Financial Statements	Commenced working on year end, statements are currently being reviewed by the External Auditors. Due for lodgement with OLG by the 31 October 2024	● ● ●
August 2024	2024-2025 Annual Rates & Charges Notices	Notices were issued 31 July 2024 and first instalment is due for payment by 31 August 2024.	●
August 2024	30 June 2024 Water Notices	Notices were issued 11 July 2024 and is due for payment by 16 August 2024.	●

**PART E: Business as Usual**

- The 2024-25 Budget 1<sup>st</sup> Quarter Review has been issued to Managers and due to be presented at the November 2024 Council Meeting.
- Work has been finalised on 2023-24-year end reconciliations for the 2023-24 Financial Statements.
- The 2024-25 Financial Statements have been lodged with the External Auditors. The statements are due to be lodged with the OLG by the 31 October 2024.

**PART F: Service Metrics**

*Escalated Customer Service Reconciliations to CEO level*

Date	Customer Compliant	Action Undertaken	
			● ● ●

*Risk Management*

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	
August 2024	Availability of Finance Resources	The restructure of the Finance team as caused some disruptions. Recruitment for CFO, FC and MA now completed, currently advertising for Finance Officer.	Chief Financial Officer (CFO), Financial Controller (FC) and Management Accountant (MA) have all commenced in their roles, conducting interviews in August for Finance Officer role.	●

Jan 2024	Change of contact auditor	Audit Office NSW has indicated that the contract auditor undertaking the audit will change from next year. This can cause some extra workload until the new auditors get up to speed with MRC specifics.	Closely manage the process of engagement with the new contractors.	●
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**PART G: Executive Summary** (Achievements of note, celebrations, recognition of team members, high risks, significant change, challenges, emerging trends or significant highlights)

- Restructure of Finance Team almost complete, appointment and commencement of CFO, FC and MA has all occurred. Finance Office role has been appointed and commenced on the 9 September 2024.
- 2023-24 financial statement have been lodged with the external auditors.
- Water Notices and Rates Notices have been issued and due dates were in August 2024.

**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

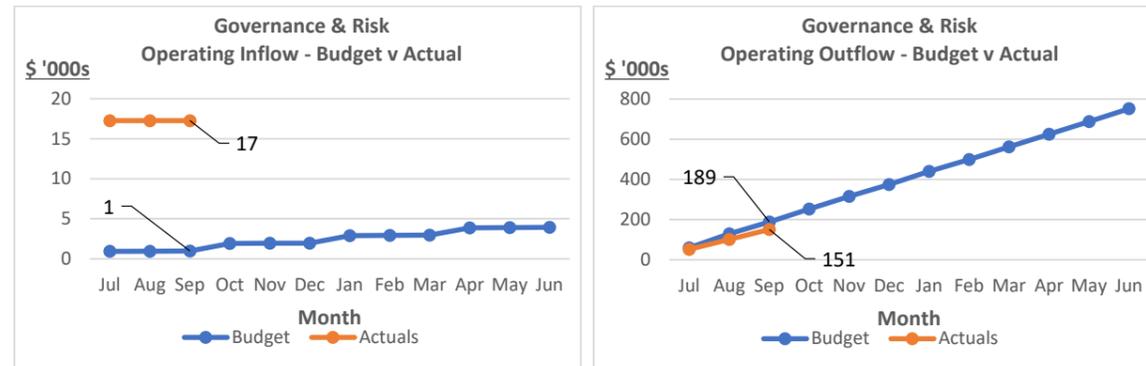
**PART B: 4 Year Delivery Program and 1 Year Operational Plan**

murray river council Monthly Operational Report – August/September 2024

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

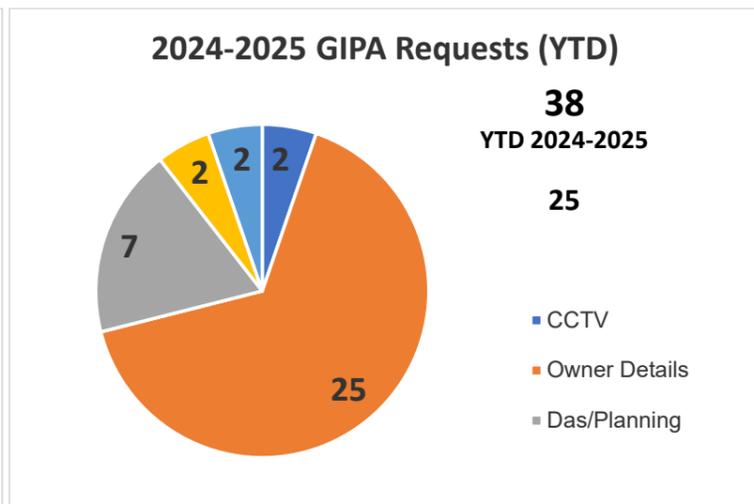
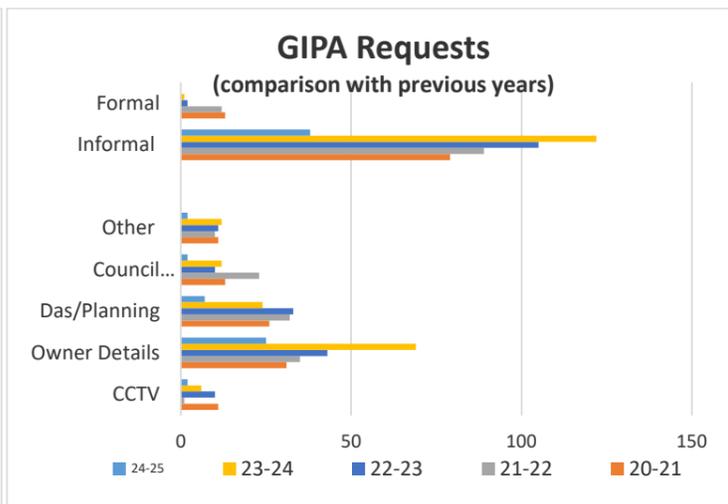
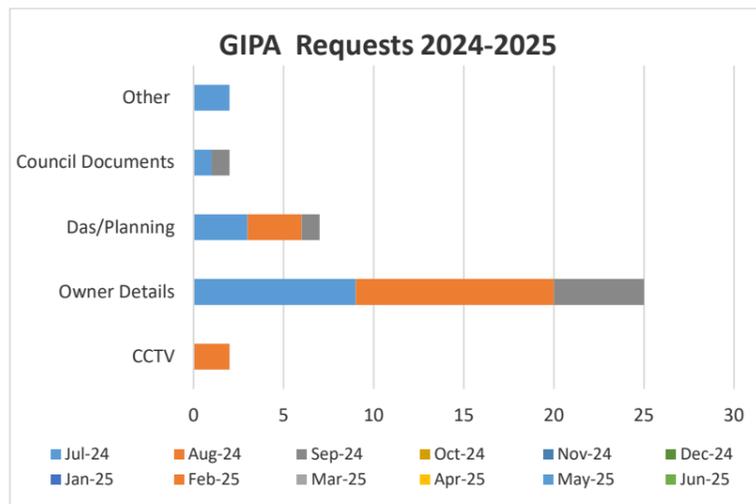
PART F: Service Metrics

Key Performance Indicators

Report Against Position Description	Officer	Comments: (Business Manager to provide short precis.)	
Ensure Legislative / regulatory compliance and reporting is met/adhered to.	MGR	<ul style="list-style-type: none"> <li>On-going review of amendments/ changes to legislation and advise management team of same</li> <li>PID Audit – completed</li> <li>Annual Report – <b>reporting to the Community Strategic Plan (CSP) for 2023-2024 completed</b></li> </ul>	● ● ●
Establish a framework for assessing and managing risk and ensure identified risks and mitigation strategies are documented & are actions follow-up.	MGR	<ul style="list-style-type: none"> <li>Risk Register – <b>Strategic section reviewed/updated – consultation later in October</b></li> </ul>	●
Establish adequate insurance cover for Council activities, in consultation with operational managers.	MGR	<ul style="list-style-type: none"> <li>Insurance Policies for 2024-2025 have been finalised</li> <li>2024-2025 Certificates of Currency – available in CM9</li> </ul>	● ●
Manage and develop Policies and Procedures	MGR	<ul style="list-style-type: none"> <li><b>Employment Lands Strategy - on public exhibition</b></li> <li><b>Arts and Culture Strategy 2024-2034 – adopted</b></li> <li><b>Parks and Open Space Strategy – adopted</b></li> <li><b>Water Strategy – noted by Council</b></li> <li><b>Community Financial Assistance Policy – adopted</b></li> <li><b>Volunteer Policy – adopted</b></li> <li><b>Quality Policy – on public exhibition</b></li> <li><b>MRC NBN Digital Plan - adopted</b></li> <li><b>Public Art Policy – on Public exhibition</b></li> </ul>	●

murray river council Monthly Operational Report – August/September 2024 Governance and Risk

Develop, maintain and report on Council’s suite of Corporate registers	MGR	<ul style="list-style-type: none"> <li>2023-2024 Related Parties – <b>finalised</b></li> <li>2024-2025 Secondary Employment returns – <b>approved</b> (process on-going)</li> <li>2023-2024 Disclosure of Interest Returns – <b>to be presented to the October 22 Council meeting</b></li> <li><b>Informal GIPA requests YTD – 38</b></li> <li><b>Formal GIPA requests YTD – 0</b></li> </ul>	●
Facilitate the Audit & Risk Committee function of Council	MGR	<ul style="list-style-type: none"> <li>2023-2024 ARIC Annual Report – commenced</li> <li>Meeting held 5 August 2024</li> <li><b>Currently recruiting for the ARIC Chairperson position</b></li> </ul>	●
Provide support & guidance to the Mayor and Councillors on their statutory obligations as elected officials	MGR	<ul style="list-style-type: none"> <li>Political Donations Forms – distributed to Councillors</li> <li>Preparing for the Council elections – 14<sup>th</sup> September 2024 – <b>elections finalised / New Councillor known</b></li> <li><b>Preparing for the 1<sup>st</sup> Council meeting of the new Council – October 8</b></li> </ul>	●
Managing the legal services relationships.	MGR	<ul style="list-style-type: none"> <li>Accountability under review - due to the employment of the Chief Legal Counsel</li> </ul>	●



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

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><b>Accountabilities</b></p> <table border="1"> <thead> <tr> <th>Number</th> <th>SBPO</th> <th>Accountability</th> </tr> </thead> <tbody> <tr><td>P</td><td></td><td>IT Asset Procurement</td></tr> <tr><td>P</td><td></td><td>Existing network systems and corporate business applications</td></tr> <tr><td>P</td><td></td><td>SCADA</td></tr> <tr><td>P</td><td></td><td>IT Security Systems</td></tr> <tr><td>B</td><td></td><td>Public Access Systems</td></tr> <tr><td>B</td><td></td><td>IT Networks</td></tr> <tr><td>B</td><td></td><td>Printing Services</td></tr> <tr><td>B</td><td></td><td>IT Support</td></tr> <tr><td>B</td><td></td><td>IT System Software &amp; Hardware</td></tr> <tr><td>B</td><td></td><td>Community Safety</td></tr> <tr><td>B</td><td></td><td>Portable Assets</td></tr> <tr><td>B</td><td></td><td>Communication Towers &amp; Radio Controls</td></tr> <tr><td>B</td><td></td><td>Point of Sale</td></tr> <tr><td>B</td><td></td><td>IT System Administration</td></tr> <tr><td>B</td><td></td><td>IT Asset Procurement &amp; Disposal</td></tr> <tr><td>B</td><td></td><td>IT – Product Development</td></tr> <tr><td>B</td><td></td><td>Internal Phone and Internet Services</td></tr> <tr><td>B</td><td></td><td>IT Cabling</td></tr> <tr><td>B</td><td></td><td>Library Management Systems</td></tr> <tr><td>O</td><td></td><td>Cyber Security</td></tr> <tr><td>O</td><td></td><td>Printing Services</td></tr> <tr><td>O</td><td></td><td>IT Asset Disposal</td></tr> <tr><td>O</td><td></td><td>Library Systems</td></tr> <tr><td>O</td><td></td><td>IT Systems</td></tr> <tr><td>O</td><td></td><td>IT Infrastructure &amp; Support to MBI</td></tr> </tbody> </table>	Number	SBPO	Accountability	P		IT Asset Procurement	P		Existing network systems and corporate business applications	P		SCADA	P		IT Security Systems	B		Public Access Systems	B		IT Networks	B		Printing Services	B		IT Support	B		IT System Software & Hardware	B		Community Safety	B		Portable Assets	B		Communication Towers & Radio Controls	B		Point of Sale	B		IT System Administration	B		IT Asset Procurement & Disposal	B		IT – Product Development	B		Internal Phone and Internet Services	B		IT Cabling	B		Library Management Systems	O		Cyber Security	O		Printing Services	O		IT Asset Disposal	O		Library Systems	O		IT Systems	O		IT Infrastructure & Support to MBI	<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><b>Accountabilities</b></p> <table border="1"> <thead> <tr> <th>Number</th> <th>SBPO</th> <th>Accountability</th> </tr> </thead> <tbody> <tr><td>P</td><td></td><td>Library Management Systems</td></tr> <tr><td>P</td><td></td><td>IT System Administration</td></tr> <tr><td>P</td><td></td><td>Portable Assets – IT</td></tr> <tr><td>P</td><td></td><td>Printing Services</td></tr> <tr><td>P</td><td></td><td>Point of Sale</td></tr> <tr><td>P</td><td></td><td>IT – Product Development</td></tr> <tr><td>P</td><td></td><td>IT Support Projects</td></tr> <tr><td>P</td><td></td><td>IT System – Software &amp; Hardware.</td></tr> <tr><td>P</td><td></td><td>IT Cabling</td></tr> <tr><td>P</td><td></td><td>Internal Phone &amp; Internet</td></tr> <tr><td>P</td><td></td><td>Community Safety</td></tr> <tr><td>P</td><td></td><td>Public Access Systems</td></tr> <tr><td>P</td><td></td><td>Communication Towers &amp; Radio Controls</td></tr> <tr><td>P</td><td></td><td>IT Networks</td></tr> <tr><td>O</td><td></td><td>IT System Maintenance</td></tr> <tr><td>O</td><td></td><td>IT System – Software &amp; Hardware</td></tr> <tr><td>O</td><td></td><td>Portable Assets – IT</td></tr> <tr><td>O</td><td></td><td>Community Safety</td></tr> <tr><td>O</td><td></td><td>IT Security Systems</td></tr> <tr><td>O</td><td></td><td>Internal Phone and Internet Services</td></tr> <tr><td>O</td><td></td><td>Public Access</td></tr> <tr><td>O</td><td></td><td>Communication Towers &amp; Radio Controls</td></tr> <tr><td>O</td><td></td><td>IT Cabling</td></tr> <tr><td>O</td><td></td><td>IT Network Support Services</td></tr> </tbody> </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><b>Accountabilities</b></p> <table border="1"> <thead> <tr> <th>Number</th> <th>SBPO</th> <th>Accountability</th> </tr> </thead> <tbody> <tr><td>O</td><td></td><td>Information and Records Management Service</td></tr> <tr><td>O</td><td></td><td>ECM Service Delivery</td></tr> </tbody> </table>	Number	SBPO	Accountability	O		Information and Records Management Service	O		ECM Service Delivery	<p>Coordinate &amp; 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><b>Accountabilities</b></p> <table border="1"> <thead> <tr> <th>Number</th> <th>SBPO</th> <th>Accountability</th> </tr> </thead> <tbody> <tr><td>O</td><td></td><td>Document Work Process</td></tr> <tr><td>O</td><td></td><td>Maintain Work Processes in keeping with Changing Work Practices</td></tr> <tr><td>O</td><td></td><td>Maintain System Set-up</td></tr> <tr><td>O</td><td></td><td>Administer System User-Access</td></tr> <tr><td>O</td><td></td><td>Provide First Level Help Desk Support</td></tr> <tr><td>O</td><td></td><td>Liaise with relevant Software Vendors and Service Providers</td></tr> <tr><td>O</td><td></td><td>Support Staff Training Activities</td></tr> <tr><td>O</td><td></td><td>TechnologyOne Post Implementation System Administration</td></tr> <tr><td>O</td><td></td><td>TechnologyOne Post Implementation Access Control</td></tr> <tr><td>O</td><td></td><td>Coordinate Systems Testing</td></tr> <tr><td>O</td><td></td><td>Liaise with relevant Software Vendors and Service Providers</td></tr> <tr><td>P</td><td></td><td>Support Systems Implementations</td></tr> <tr><td>P</td><td></td><td>Support Systems Upgrades</td></tr> <tr><td>P</td><td></td><td>Coordinate Systems Testing</td></tr> <tr><td>P</td><td></td><td>Support Cyber Security Initiatives</td></tr> </tbody> </table>	Number	SBPO	Accountability	O		Document Work Process	O		Maintain Work Processes in keeping with Changing Work Practices	O		Maintain System Set-up	O		Administer System User-Access	O		Provide First Level Help Desk Support	O		Liaise with relevant Software Vendors and Service Providers	O		Support Staff Training Activities	O		TechnologyOne Post Implementation System Administration	O		TechnologyOne Post Implementation Access Control	O		Coordinate Systems Testing	O		Liaise with relevant Software Vendors and Service Providers	P		Support Systems Implementations	P		Support Systems Upgrades	P		Coordinate Systems Testing	P		Support Cyber Security Initiatives	<p>Systems Administrator for Council’s business applications, including managing the access control, troubleshooting of issues and outages, internally as well as with system vendors.</p> <p>Lifecycle Information Management across all systems</p> <p>Provide advice on and coordinate business processes and workflows 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><b>Accountabilities</b></p> <table border="1"> <thead> <tr> <th>Number</th> <th>SBPO</th> <th>Accountability</th> </tr> </thead> <tbody> <tr><td>O</td><td></td><td>OneCouncil Post Implementation Security</td></tr> <tr><td>O</td><td></td><td>OneCouncil Post Implementation System Administration</td></tr> <tr><td>O</td><td></td><td>OneCouncil Post Implementation System Support</td></tr> <tr><td>O</td><td></td><td>IT/Software Training</td></tr> <tr><td>O</td><td></td><td>Business Improvement Delivery</td></tr> <tr><td>O</td><td></td><td>Existing Network systems and corporate business applications</td></tr> <tr><td>O</td><td></td><td>Microsoft 365</td></tr> </tbody> </table>	Number	SBPO	Accountability	O		OneCouncil Post Implementation Security	O		OneCouncil Post Implementation System Administration	O		OneCouncil Post Implementation System Support	O		IT/Software Training	O		Business Improvement Delivery	O		Existing Network systems and corporate business applications	O		Microsoft 365
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**PART B: 4 Year Delivery Program and 1 Year Operational Plan**



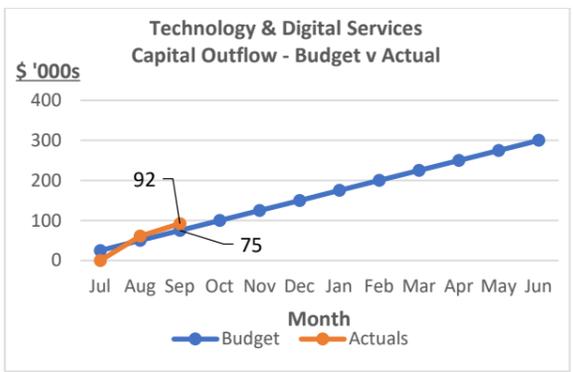
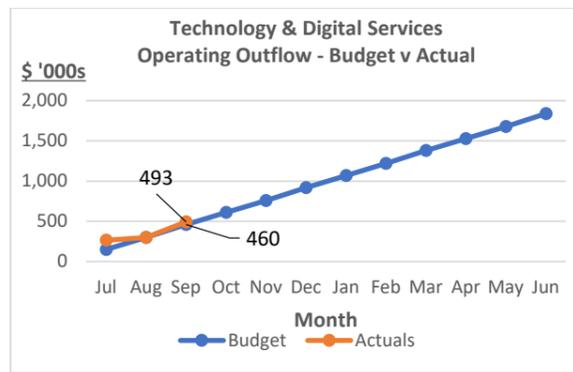
Under the 4 year Delivery Plan, the Technology and Digital Services section relates to: Adequate and appropriate ICT underpins all aspects of a local government's work. It is integral to the delivery of local government services: from the provision of information and advice, to providing better analysis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

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments	● ● ●
				1	2	3	4		
<b>Theme 2 – Goal 3 – Provide clear, concise and consistent information that is easily accessible to our customers</b>									
<b>2.6 – Improve externally provided information and communication</b>									
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.	
<b>Theme 2 – Goal 3 – Provide clear, concise and consistent information that is easily accessible to our customers</b>									
<b>2.7 – Improve internal services to better support community needs</b>									
Develop Customer focused culture within Council. (S DCS)	Deliver	(DP 2.7.1) Upgrades to internal services to increase accessibility of internal information - New CRM to improve customer interface - Develop intranet	B: MBI P: MBI O: MBI		✓	✓		Intranet: MaRCo (MRC intranet) launched and training provided across all depots. Ongoing improvement process in place. Support processes: Jira implemented to managed multiple support processes. Records Consolidation: Works continue on M365 to assist in managing creation of MS Teams & SharePoint sites. My Board on MaRCo now includes M365 provisioning for MS Teams & SharePoint. This will assist MRC manage information sprawl, and provide governance around external sharing to reduce data breaches. Staff training provided during December. Network Upgrades: Completed. Actions from the review to be integrated with security upgrades into a single schdule of works. Security Review: Completed. Actions from the review to be integrated with network upgrades into a single schdule of works.	
<b>Theme 3 – Goal 1 – Create and maintain safe and accessible community spaces that enhance healthy living and promote active lifestyles.</b>									
<b>3.6 – CCTV Strategy</b>									
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 impovrement strategy.	
<b>Theme 7 – Goal 1 – Embed a geospatial driven system into Council processes, including public interface.</b>									

murray river council Monthly Operational Report – August/September 2024 **Information Management**

7.2 – Leverage the GIS to improve the extent, efficiency and effectiveness of data capture.								
Use automated data capture processes to capture additional sources of data and more detailed data. <i>(S DCS)</i>	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. <i>(S DCS)</i>	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. <i>(S DCS)</i>	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 resurce availability to implment.
Theme 7 – Goal 1 – Embed a geospatial driven system into Council processes, including public interface.								
7.3 – Apply data sources to improve corporate decision making								
Automate the process of business decision making <i>(S DCS)</i>	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**



PART D: Project Status

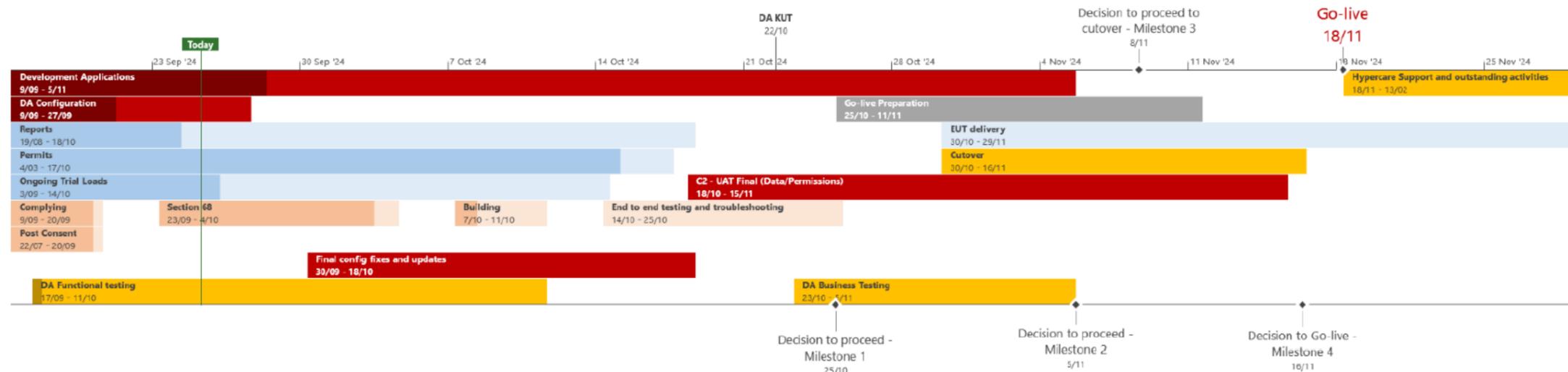
***TechonologyOne Project Status at the end of JULY***

Project Status Report: TechnologyOne - PnR Implementation REL 2

Project Manager:	Mark Nicklin	RAG Status	Amber
Project Progress			Overall 76% 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)	69%	Amber	27/09/24
Showcases (non-DA)	25%	On Hold	29/08/24
Data Migration	89%	Amber	18/10/24
DA/NSW Portal	76%	Amber	25/10/24
Sprints/Config (Bonds)	10%	On Hold	1/11/24
DA Testing	17%	Amber	11/10/24
Go-live	0%	Not started	18/11/24
Hypercare & Closure	0%	Not started	28/02/25

The project is progressing, the overall project status is currently amber, with significant concerns about delays in completing the DA configuration by the end of September. Although the project has been re-planned to accommodate this delay, the Go-live date of 18/11 may not be achievable, even if the DA configuration is completed on time. This would require paralleling multiple testing and training processes, which introduces risks to quality. Re-planning for a possible alternative Go-live date is in progress, with the project team focused on completing the DA configuration, but only 84% of the second batch (S68) has been configured as of 25/09. T1 have applied significant resourcing to the project to see if we can still meet our deadline, and we are amending the budget to accommodate the increased resources and are monitoring the progress weekly.

**Timeline**



Project Status Report: TechnologyOne – ECM PnR

- Quick add Profiles done.
- Training being organised by Key Users.
- Testing has begun on attachment types & Quick Add Profiles

**Strategic Projects**

**Asset Discovery Project**

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

Progress: Project is kicked off and Discovery is in progress by CT.

**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.

**Records Management Data Repository Consolidation**

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

**Strategic Projects**

<b><u>BI PROJECTS Status at the end of JULY</u></b>					
#	PROJECT	COMMENTS			
1	Vendor Panel	Ongoing, currently following their project plan			
2	Water Ride	Ongoing – Working on issues with comms on water tower			
3	T1 SMS System	Ongoing – Has been presented to Atturra to quote			

<b><u>ICT PROJECTS Status at the end of JULY</u></b>					
#	PROJECT	COMMENTS			
1	Parallels decommissioning	Ongoing – Need to wait for Compliance module in TechnologyOne to go live.			
2	Internet / WAN Rollout	Ongoing – Starlink Mathoura Proof of Concept live. Engaging network vendors to come up with a full internet solution.			
3	Moulamein clean up records shed	Awaiting trip out to Moulamein.			
4	3g to 4g upgrade project for water pump stations	Ongoing – config done, due to test first upgrade first week of October, and then complete by end of October to 61 pump stations.			
5	IT Inventory Stock Room Cleanup & Asset Register	Scope Identified, starting in October, as CT site lead starts 14 <sup>th</sup> October.			
6	Onboarding Forms Overhaul	Completed.			
7	Password Policy & MFA Review	Split off from Cyber Security Review, looking to bolster security posture with a few quick changes in our Password & MFA Policy.			
8	GIS Data Review	CT Investigating best practice solutions for using our GIS data.			
9	Council Chambers Refit	Quotes are in and are awaiting approval			
10	Moama HQ Switch Replacements	Hardware is here, needs full configuration by CT and plan installation over a weekend in October with the new Site Lead starting the 14 <sup>th</sup> .			
11	3CX Phone System Update	Due December during Christmas break			
12	Social Media Management Platform	Not yet Started – Review security around communication systems out of IT Control.			
13	Device Refresh Strategy	Device Strategy received, not fully adopted but we are using guidelines here. Will engage CT to see if they can manage this for us.			
14	Meeting Rooms Review	CT reviewing all meeting rooms and compiling support advice for them.			
15	Backups Risk & BCP/DR Review	Not yet Started – On Hold till we discuss in a CT meeting about options.			
16	Intune Mobile Device Management & Deployment	Project plan requested from CT to get android devices into an MDM setup, as well as setting up Intune polices for all new windows devices.			
17	CCTV Rollout	Some sites in progress, meeting scheduled to replan the rest.			
18	Security Software Systems Review	Interim solution was deployed, until current systems were fixed, and Interim solution was removed last week of September.			

PART E: Business as Usual

**Records Team**

**Creation of Records**

- Records captured into Content Manager (CM9) – Councils Electronic Document Management System (EDMS):  
Year 2024 (to date): 45,392 documents
- Year 2023: 60,288 documents
- Total: 752,227 documents

**Archiving & Disposal**

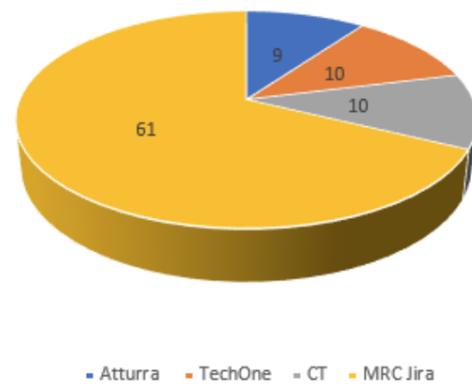
- Records Destroyed – This Year to Date: 0 documents
- Records Made Inactive- This Year to Date: 20,744 documents
- Records Custody Transferred (Permanent Archive) - This Year: 0
- Records Transferred to Off-Site Storage- This Year: 0

Records Destroyed – Total: 35,849 documents  
 Records Made Inactive- Total: 459,580 documents  
 Records Custody Transferred (Permanent Archive) - Total: 7 files  
 Records Transferred to Off-Site Storage- Total: 7 Files

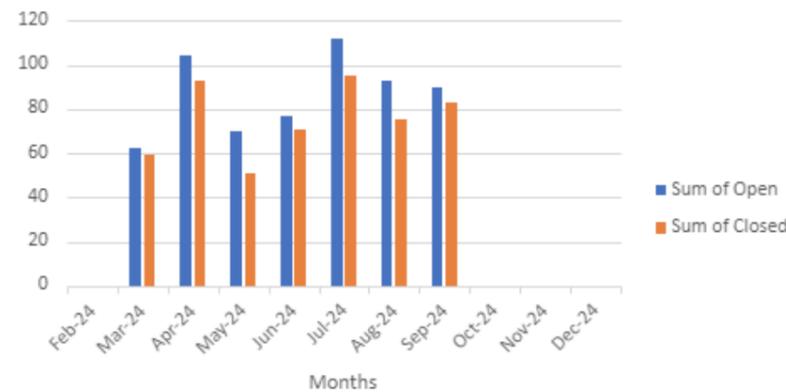


**Software & Systems Team**

Tickets Resolved in Sep 24

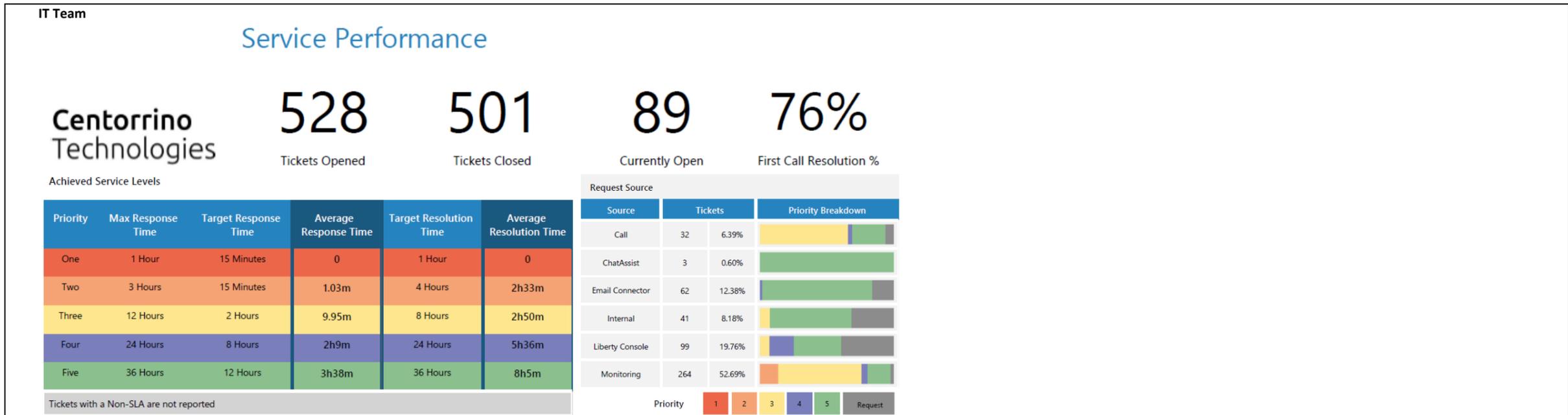


2024 Systems Support



- In TechOne, progress has been made across several areas. Authority reports are now functioning properly after resolving issues in collaboration with the internal team. The Test environment was successfully rolled back to version 2023B, and a temporary manual workaround was implemented to address an issue with payment file naming in coordination with Aus Post. Additionally, all duplicate suppliers in the Production environment have been deleted, and staff default locations were updated in the system to reflect their physical locations for more accurate requisition creation. A new HR Dashboard has been completed and published for key stakeholders, and ongoing work includes updates to Land information in PnR to ensure the correct population of GIS IDs. A new Customer Account Manager from TechOne was introduced, and a configuration change was made so EFTPOS transactions now use the session date as the settlement date. Outdoor staff now benefit from a new pay component for Saturday normal pay (150%), and contacts for all software vendors have been added to the Software Register. The team is also continuing to work with Atturra on changes to Rates Statements and 603 certificates.

murray river council Monthly Operational Report – August/September 2024 Information Management



**PART F: Service Metrics**

*Risk Management*

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	
31/07/2024	Cyber/Security Control – Loss of Information		Review current Disaster Recovery and Business Continuity Plans	
31/07/2024	Cyber/ Security Control – IT Infrastructure Failure		Test a full disaster recovery failover with CT – Currently requested and being scheduled	
11/10/2021	Non-compliance with regulatory requirements	Policy and Procedures in place Training and support to all EDMS users Trained Records Management staff Backups of current data	Task – Develop Information Asset Register	
			Task – Identify end user records management requirements	
			Project – Migrate network drive data and reduce/discontinue its use	
			Project – Migrate Content Manager (CM) and discontinue its use	
11/10/2021	Archiving and Disposal of Hardcopy records does not meet legislative requirements and/or business needs	Policy and Procedures in place Training and support for staff as required Trained Records Management staff	Task – Transfer hardcopy records to NSW State Archive for permanent archiving as per legislation. Works underway to proceed with the first transfer of Minute Books dating back to early 1900s through to 1960 to ensure safekeeping for future generations.	

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

As the new CIO in my 5th month now and mostly up to speed in the digital space at MRC. Having a good outlook on all things in progress with a high level of security in mind. I have drafted a 4 year roadmap with the DCS and plan to present it to councillors soon, which will cover a lot of aging systems and obtain recommended security levels.

Over the last 2 months, we deployed interim advanced security software while we bolstered our existing antivirus systems as we found coverage was only 40% across our network, and have since removed it as we are now meeting the almost 100%. We have also streamlined our new employee onboarding forms in relation to IT procurement, improving our efficiency when an employee starts.

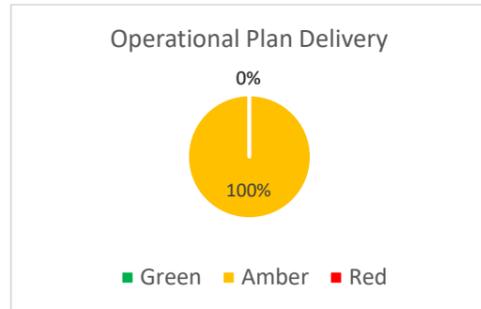
CT our IT provider has their site lead starting 14th October, so I should have more time to start working on these projects.

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.                      Provide an information and Advisory role to the rest of the organisation on the above.                      Manager Strategic Assets will also ‘map’ the 10-year financial plan, to not only ‘join the dots’ but make sure there is enough money to pay for it at the time the Projects are planned for.                      The keeper of all information related to our assets including Developing, Maintaining the Asset Register                      MRC has 35 Asset types dispersed across the organisation.                      The Assets team provide an advisory and information role to the Business Managers in the organisation.                      They provide a one stop shop for all information capture about all our assets including what they are, how many we have, what they are valued, what condition they are in, how long they will last, what we should be spending on them and when. This assists Business Managers to work out what &amp; how to categorise assets so at budget time listing and getting approval for ‘cluster’ business cases becomes easier.                      Other requirements of the Strategic Assets team include Management of GIS/Mapping, Maintenance Management and Addressing systems and data, Road Naming, Gazettal’s and Closures.</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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murray river council Monthly Operational Report – August/September 2024 **Strategic Assets**

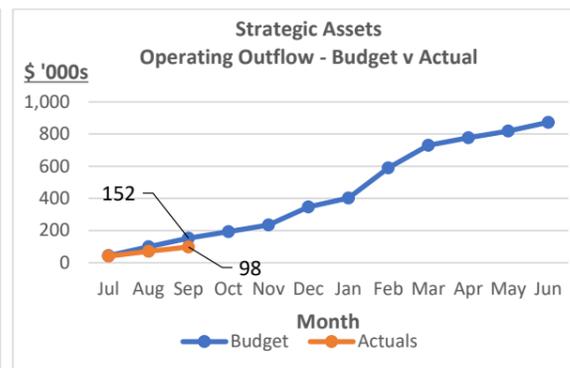
**PART B: 4 Year Delivery Program and 1 Year Operational Plan**



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

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments	Status
				1	2	3	4		
<b>Theme 7 – Goal 1 – Embed a geospatial driven system into Council processes, including public interface.</b>									
<b>7.1 – Enable data access through a Geospatial Interface for internal and external users</b>									
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 260 referrals provided in the Month of August and 274 in September.	●
<b>Theme 7 – Goal 1 – Embed a geospatial driven system into Council processes, including public interface.</b>									
<b>7.2 – Leverage the GIS to improve the extent, efficiency and effectiveness of data capture.</b>									
Use new technology and software to capture information (S DCS)	Deliver	(DP 7.2.5) Strategic Asset Management Plans supporting progressive development utilising emerging industry practises.	B: MSA P: ASC O: ASC	✓	✓	✓	✓	Works underway to review current systems and processes to determine areas for efficiency gains and suitable points of integration and automation. Collaboration with other Technology One SAM sites and adjacent LGAs in progress. BYD platform now live with buried asset data. Discussions held with other LGAs on gifted asset automation, import process established. FME now in use for NSW government agency updates and system integration	●

**PART C: Financial Outcomes**



**PART D: Project Status**

**PART E: Business as Usual**

Project Title	Total Project Budget	Expenditure to date	Budget Remaining	% Works Complete	Status/Comments	
Asset Management Strategy Update (2025-2029)	BAU			55%	Draft Asset Management Plans underway. Draft Asset Management Strategy underway awaiting final AM Plans, LTFP and forward works programs. Review with Finance staff underway, and planning sessions with BU managers currently occurring for 25/26 budget, alignment with LTFP and CSP. Planned for information sessions and Council adoption between December 2024 and March 2025, following Council elections and adoption of new CSP.	●●●
Water, Sewer and Stormwater asset Revaluation	\$47,300	\$47,300		100%	Comprehensive asset revaluation of Water, Sewer and Stormwater assets (as at 30 June 2024). Internal and external data collection complete. Onsite inspection of all complex assets complete. Final valuation received and provided for Audit.	●
IPPE fair value assessment	BAU			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 provided for Audit.	●
2024/2025 Revaluations	BAU			10%	Comprehensive asset revaluation of Office Equipment, Furniture & Fittings, IT Equipment, Other assets, Waste and Quarry assets (as at 30 June 2025). External valuer appointed. Data collection and cleaning underway. Onsite inspections scheduled between October and December 2024.	●
TechOne Asset Book load	BAU			40%	TechOne Asset Book load completed for Water, Sewer, Stormwater, Plant & Fleet, Land Improvements, Land, Swimming Pools, Kerb & Gutter. Remaining asset classes scheduled for completion by September 2025.	●
Aerial Imagery Capture	\$421,00		-	10%	2025-2027 Aerial Imagery Capture budget approved. Contract provision through NSW Spatial Services ResSE Scheme underway. Contract scheduled for presentation to Council for approval at November meeting.	●

**PART F: Service Metrics**

*Escalated Customer Service Reconciliations to CEO level*

Date	Customer Compliant	Action Undertaken	
			●●●

*Risk Management*

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	
				●●●

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

Water, Sewer and Stormwater asset Revaluation complete and lodged with Auditors. Desktop valuations (indexation) completed and lodged with Auditors. The TechOne build of asset details and asst books continues to progress in conjunction with BAU. Mapping of buried assets now loaded into Before You Dig (BYD) platform for auto-generation of external service requests, with 260 referrals provided in the Month of August and 274 in September.

PART A: Director Accountabilities and Key Performance Indicators

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

Key Performance Indicators 2024/2025	Evidence/Comments	
By June 2024 Prepare an Economic Development Strategy and Employment Lands Strategy	<p>Council’s Eco Dev and Tourism team have finalised the 2024 – 2034 Economic Development and Tourism Strategy. The draft strategy was formerly adopted Council’s February meeting.</p> <p>Council’s officers have appointed a consultant for the development of an Employment Lands Strategy. The focus of the ELS is to ensure that land use and transport activities explicitly reflect the employment and productivity objectives of the NSW Govt. The strategy should also recognise that jobs are an outcome of business activity and investment and that employment strategies will need to support/facilitate same. A draft strategy is complete. <i>Submissions closed during August 2024. Officers currently collating land use data for inclusion in final strategy to present to November Council meeting for endorsement.</i></p> <p>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. <i>A draft prospectus is complete awaiting design/</i></p> <p>The strategy aims to support existing business in Moama and those looking to invest in the Meninya Street Precinct in making informed business decisions on developments.</p>	●●●
By September 2023, working with the Director of Planning and Environment Replenish iN1 Zoning (Industrial Land)	<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>By December 2024 conduct a commercial developers forum to facilitate local business and other large business joint venture opportunities. Share findings and priority initiatives from the final ELS. <i>Regional Investment Prospectus is in production</i></p>	●
Work with Campaspe Shire Council’s Director Community to harvest synergies that may exist to expand services and therefore gain scale etc	<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 new partnership to deliver interim face to face visitor servicing in Echuca – September 2023 through to May 2024. Daily face to face numbers have been consistently increasing over the last three months at the new location in Murray Esplanade. An extended agreement has been executed with CPE providing visitor servicing through to 30 June 2025.</p> <p>EMT to close doors 30 June 2024. <i>MRC and Campaspe Shire have jointly taken over destination marketing for brand Echuca Moama.</i> 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 strategic property specialist.</p> <p>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 projects:</p> <ul style="list-style-type: none"> <li>-Submissions to Junction Rivers, Keri Keri Wind Farm and Baldon (EIS)</li> <li>-Meeting with LGAs across South West Rez and EnergyCo</li> <li>-VNI West Community Consultative Group Meeting</li> <li>-VNI West Draft Route Feedback Submission</li> <li>-On-going face to face GP services in Barham</li> </ul> <p>Resurfacing imminent funding required due to impacts of October Flood Event - environmental, social and economic flood support;</p> <ul style="list-style-type: none"> <li>-Meeting with NEMA and RA to discuss flood recovery and those businesses who have fallen through the funding gaps;</li> <li>-Meeting with Office Local Government;</li> <li>-Loss of capacity due to current flood event;</li> <li>-Draft NSW tourism support packages;</li> <li>-Support for affordable housing;</li> <li>-Support for health and aged care services;</li> <li>-Closure of community banking services;</li> <li>-Regularly hosting Govt Dept visits;</li> <li>-Internet and mobile connectivity – Wakool and Barham</li> </ul>	●

**PART A: Section Accountabilities and Team Roles**

	<ul style="list-style-type: none"> <li>-up to 8 new wind/solar projects vying for Energy Connect tenders in additional to VNI West.</li> <li>Drafting submission for Inquiry into insurers’ responses to 2022 major floods claims</li> <li>Renewable Energy State Significant Projects</li> </ul>	
<p>In relation to Tourism:</p> <ul style="list-style-type: none"> <li>• Advocate for the development of MRC at a regional level.</li> <li>• Expand network and zone of influence.</li> <li>• Create synergies leading to improved scale.</li> <li>• Maintain close relationship with service providers (product)</li> <li>• Seek grant opportunities</li> </ul>	<p>Flood recovery advocacy works</p> <p>Renewed partnerships with MRTB</p> <p>Short, medium, long-term strategy to facilitate visitor servicing for River Country and MRC Community</p> <p>Hosted famils DRM/DNSW</p> <p>Received funding through RTAF for new tourism product, public art trail</p> <p>DCED and EDO attended NSW Tourism Awards</p> <p>-Moama Lights 2024 tickets on sale.</p> <p>--Advancement of River Country Art Trail Project.</p> <p>-DCED &amp; MEDT attended EMT networking event</p> <p>-DCED met with CEO MRTB</p> <p>-Attended EMT Members update</p> <p>-EMT announced plans to dissolve. MRC and Campaspe Shire (together with key industry stakeholders) progressing destination marketing activities for brand Echuca Moama</p> <p>-A comprehensive report detailing shortlisted artists and recommended artists will be presented to Council as part of the River Country art trail project.</p>	●
<p>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.</p>	<p>--appointment of CRO funded by Resilience NSW</p> <p>-Council adopted Arts and Culture Strategy</p>	●
<p>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.</p>	<p>Social Health and Wellbeing Plan to be updated</p> <p>Regular newsletters</p> <p>-CEO &amp; DCED attended CLRS networking breakfast event</p> <p>-A community directory will be built as part of a new Live Work Invest platform for MRC. A web developer has been engaged and has commenced building the website and directory.</p> <p>-a new resident’s toolkit containing relocation information has been finalised. <i>The kit provides information on local services and is available via the Murray River Council Website and in hard copies at council service centres and real-estate agents and libraries.</i></p>	●
<p>In relation to Economic Development:</p> <ul style="list-style-type: none"> <li>• Seek to expand our economic footprint</li> <li>• Advocate for the maintenance of existing industries through and post crises (emergency grants)</li> <li>• Positively engage with industry associations</li> <li>• Maintain and improve working relationships with State and Federal Government agencies and bodies.</li> </ul>	<p>DCED attendance at National Economic Development Conference</p> <p>MEDT and EDO completed accredited economic development practitioner training</p> <p>Attendance at DRNSW Investment Attraction Workshop</p> <p>Undertaking EDA Cluster Network Development Training</p> <p>Recovery efforts working with RA</p> <p>DRNSW meetings with businesses in Murray Downs and Tooleybuc</p> <p>New Ministers</p> <p>ICAC Anti Corruption Training</p> <p>EDA Webinar – Smart Specialisation – focus on local key assets</p> <p>Meeting with DRNSW to discuss priorities MRC</p> <p>Finance for non-finance Managers training through Melbourne Business School</p> <p>Meeting with AusIndustry, Port of Melbourne and ARTC to discuss rail upgrades from VIC to NSW</p> <p>Meeting with Junction Rivers and VNI West Consultative Committee</p> <p>Meeting with YYNC regarding development of new MOU</p> <p>Investment Attraction Community of Practice (working group with EDA accredited professionals)</p> <p>-DCED met with Department Regional NSW</p> <p>-Attended Local Government NSW Destination &amp; Visitor Economy Conference</p>	●
<p>Investigate potential for introducing a Community Survey within this term of office.</p>	<p>Customer Service and Community Services have implemented customers satisfaction surveys</p>	●

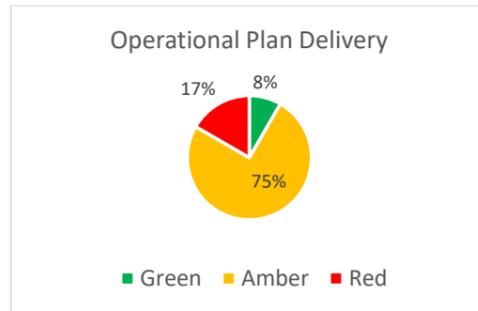
Manager Economic Development & Tourism

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. Beck's role is to support and enhance local business and visitor experiences in MRC. Promoting and facilitating economic development, business and employment opportunities and community development to promote and revitalise the communities within our LGA. Identification of state and federal funding opportunities to implement initiatives. Working with the volunteer committees across our communities to help achieve revitalisation projects such as construction of the new Wakool Bowling Club.</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. 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.  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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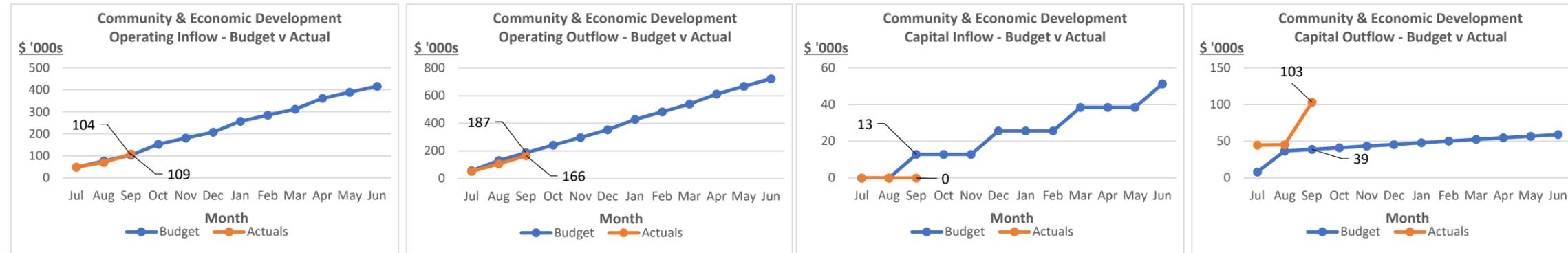


Under the 4-year Delivery Plan, the Community and Economic Development Directorate relates to: Community development through community engagement and advocacy, Provision of community services to aged, disadvantaged and at-risk members of our communities, Provision of Youth Services, Provision of internal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

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments	● ● ●
				1	2	3	4		
<b>Theme 2 – Goal 2 - Continue to be a trusted and ethical leader that leads by example.</b>									
2.5 – Leadership that is trusted, capable and collaborative									
Develop and implement a Corporate Strategy (S DCED)	Deliver	(DP 2.5.3) Develop a Child Safe Strategy and implement as per NSW legislation	B: DCED P: O:		✓			Officers participated in Office of the Children’s Guardian (OCG) Supported Assessment Program, a free initiative for the child safe team at the OCG to help with implementation of the Child Safe Standards in Councils under the Children’s Guardian Act 2019. Officers also attended the fourth annual Child Safe Forum for Local Government during Child Protection Week. All staff training will be undertaken next month.	●
<b>Theme 3 – Goal 1 – Create and maintain safe and accessible community spaces that enhance healthy living and promote active lifestyles.</b>									
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.	●
<b>Theme 4 – Goal 1 – Develop community led strategy with a focus on social connections / social fabric and a sense of belonging.</b>									
4.4 – Provide programs for targeted community demographics									
Develop after school programs, Youth engagement programs, computers for seniors etc. (S DCED)	Deliver, Partner, Advocate,	(DP 4.4.2) Investigate the requirement for targeted community programs for various demographics. Deliver programs as identified	B: DCED P: O:		✓	✓	✓	The MRC Mobile Library Service Centre visits Murray Downs, Wakool and Tooleybuc every fortnight and has public access computers for assisted access to online Government Services. The Service NSW Mobile Customer Service Centre visits Tooleybuc once a quarter. Library Services: <i>Barham – Move and Groove Thursday mornings, Saturday story time, tech savvy seniors sessions continue, job skills workshop, Barham High School Young Mentors Program, cryptic crossword workshops on Fridays and social book chat continue on Tuesdays.</i> <i>Moulamein – regular hours have resumed. Games day well attended on Friday afternoons.</i> <i>Mathoura – new shelving arrived and has been set up as a new book display. New books received, book club steady numbers and childre’ns area set up with games.</i>	●
	Advocate	(DP 4.4.3) Advocate for the implementation of an after-school care program for Mathoura	B: DCED P: O:		✓			Audit of current care programs before, during and after school currently underway	●
<b>Theme 4 – Goal 5 – Facilitate and advocate for accessible health and wellbeing services based on local community needs.</b>									
4.11 – Community Health and Wellbeing Services including; Mental Health Services Health Services Aged Care Special care (disability housing / assisted living).									

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

**PART C: Financial Outcomes**



**PART D: Project Status**

Economic Development & Tourism Strategy	<ul style="list-style-type: none"> <li>• Business and Economic Conditions Survey conducted. 58 x responses will now inform the development of an action plan to support EDT Strategy;</li> <li>• Draft and action plan in final stages, estimated completion end of September;</li> <li>• Employment Lands Strategy, project initiation meeting July 2023</li> <li>• Economic Development Assistance Policy review complete.</li> <li>• Eco Dev Strategy and Assistance Policy adopted by Council.</li> <li>• <i>New Residents Toolkit developed and distributed</i></li> <li>• <i>Four local business operators have been filmed and will feature during the launch of the Live, Work, Invest Website to promote business development and investment. Launch expected Dec.</i></li> <li>• <i>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.</i></li> <li>• <i>Officers attended the launch of C4EM Workforce, Education, Training and Leadership Subcommittee 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.</i></li> <li>• <i>Officers prepared a Workforce Research report outlining challenges and opportunities for attracting and retaining talent in the region.</i></li> </ul>
Barham Micro Abattoir	<ul style="list-style-type: none"> <li>• Construction complete.</li> <li>• MDBEDP final report submitted.</li> <li>• Occupation Certificate issued. Lease agreement signed by MPMC. Lease commenced 1 September 2023.</li> <li>• NSW DPI audit undertaken December 2023, recommended fit out rectifications for Council and process improvement for Murray Plains Meat Cooperative</li> <li>• RFQs prepared for rectifications works with a view to appoint a contractor during March.</li> <li>• Council resolved to complete the project. Contractor appointed.</li> <li>• Rectification works completed</li> <li>• <i>Murray Plains Meat Cooperative successfully achieved audit from NSW DPI during September and operations have commenced.</i></li> <li>• <i>Council seeking recompense from Contractor for rectification works.</i></li> </ul>
Australian Open Darts	<ul style="list-style-type: none"> <li>• Monday August 14 – Sunday August 20</li> <li>• The presentation Dinner - Saturday August 12 following the conclusion of the Australian Championships</li> <li>• Winner Economic Development Australia Awards for Initiatives for regions under 15,000 residents for delivery of 2022 event.</li> <li>• Not proceeding 2024</li> <li>• Council supported the Australian Darts Championships, DCED and DCS attended the launch event</li> </ul>
Moama Lights	<ul style="list-style-type: none"> <li>• Economic Impact of 2022 event in excess of \$11.5m to local economy.</li> <li>• Event launched 30 June</li> <li>• Event cancelled due to high water event July 2023</li> <li>• Dates confirmed 5-28 July 2024. Tickets on sale.</li> <li>• Moama Lights 2024 successfully delivered, almost 22,000 tickets sold. A report will be presented to Council during October.</li> </ul>
Murray Downs Industrial Land	<ul style="list-style-type: none"> <li>• Officers in continued discussions with NSW Aboriginal Land Council and Wemba Wemba LALC</li> </ul>
Section 355 Committees	<ul style="list-style-type: none"> <li>• Karen Buckley on secondment from Community Services to work with Section 355 committees to improve governance and risk mitigation</li> <li>• Legal advice obtained for Mathoura Retirement Village and Moama Lions Community Village</li> </ul>

	<ul style="list-style-type: none"> <li>• New instruments of delegation and suite of templates developed. Meeting with Committees to negotiate terms.</li> <li>• Independent consultant appointed to undertake an evaluation on the management of the Mathoura Retirement village.</li> <li>• DCED &amp; MLC met with Mathoura Retirement Village to draft new instrument of delegation</li> <li>• Moama Lions Village – new agreements drawn up for tenants.</li> <li>• A suite of volunteer management documents has been developed – volunteer recruitment, appointment and training;</li> <li>• Instrument of Delegation successfully negotiated and executed by Moama Lions Community Village Committee.</li> <li>• Morning Tea was held for all tenants of Moama Lions Community Village – new Tenancy Agreements were explained and delivered.</li> <li>• A suite of volunteer management documents has been developed in collaboration with the WHS Officer and Governance and Risk Manager</li> <li>• The first instrument of Delegation has been accepted and signed off by the Moama Lions Community Village Committee.</li> </ul>
Crisis Management	<ul style="list-style-type: none"> <li>• Support required for businesses due to October 2022 flood event, ongoing</li> </ul>
Caravan Parks	<ul style="list-style-type: none"> <li>• Officers met with PPCP to draft a schedule of responsibilities, develop a comms plan and Council engagement process.</li> </ul>
Renewable Energy	<ul style="list-style-type: none"> <li>• DCED attended VNI West Community Consultative Meeting. Agenda feedback on draft route report, property acquisition process and community benefits legacy projects.</li> <li>• <i>DCED &amp; DI attended round table meeting with Energy Co and Councils from South West Rez. Need round table scheduled October.</i></li> <li>• <i>Council advocating for retrospective allocation of commissioning commitment to progress community bridge building</i></li> <li>• <i>Officers and the Mayor attended the sod turning event of new Clean Peak solar farm in Moama on 26 August.</i></li> </ul>

**PART E: Business as Usual**

Customer Service (See detailed Customer Service Report)	<ul style="list-style-type: none"> <li>• Customer Experience Strategy to be developed. Customer and stakeholder engaged took place in December followed by a workshop. Four key priorities – people and culture, process and service capability, technology and voice of the customer. Draft strategy complete and currently being reviewed.</li> <li>• Proto Partners engaged; customer interviews are currently being conducted. Internal workshops have taken place and officers have commenced a service level review. A draft Customer Charter and Customer Experience Strategy are in development.</li> <li>• MCS attended NSW Local Government Professionals Customer Experience Conference</li> <li>• Increase in visitation to Mathoura VBC during January, sales of River Country merchandise up. Customer Service slammed with recent water quality event in Moama. Customer feedback consistent recommending SMS comms for future events. Currently being investigated.</li> <li>• NSW Government introduced the Interment Industry Scheme. The scheme is currently being phased in with completion in October 2024 when all operators must be licenced and compliant. Murray River Council has begun the application process.</li> <li>• Two team members have transitioned into other areas of the business leaving a gap in sufficiently accredited Service NSW customer service officers. Currently recruiting and will schedule further training with Service NSW.</li> <li>• Technical challenges have slowed transaction times and access to council services. MVBC closed on several occasions due to no connectivity. Eftpos down across various sites.</li> <li>• <i>Staff shortages continue to impact consistent service quality</i></li> <li>• <i>Significant increase in calls in August as rates notices were distributed</i></li> </ul> <table border="0"> <tr> <td><i>Service Requests</i></td> <td><i>946</i></td> <td><i>562</i></td> </tr> <tr> <td><i>Finalised</i></td> <td><i>564</i></td> <td><i>483</i></td> </tr> <tr> <td><i>Phone Messages</i></td> <td><i>366 (included in Service Request figures)</i></td> <td><i>285</i></td> </tr> <tr> <td><i>Snap Send Solve</i></td> <td><i>13 (included in Service Request figures)</i></td> <td><i>16</i></td> </tr> </table> <ul style="list-style-type: none"> <li>• <i>We had a total of 8 interments for August and 5 interments for September.</i></li> </ul>	<i>Service Requests</i>	<i>946</i>	<i>562</i>	<i>Finalised</i>	<i>564</i>	<i>483</i>	<i>Phone Messages</i>	<i>366 (included in Service Request figures)</i>	<i>285</i>	<i>Snap Send Solve</i>	<i>13 (included in Service Request figures)</i>	<i>16</i>
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Community Service (See detailed Community Service Report)	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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;</li> <li>• MCS attended Community Transport Organisation Conference in Port Macquarie</li> <li>• There have been a number of movie outings among other shopping and social activities.</li> <li>• Annual refresher training for all staff and volunteers.</li> <li>• During August community services held a shared lunch to thank and celebrate staff for Aged Care Employee Day</li> </ul>												
Community Development	<ul style="list-style-type: none"> <li>• Draft Arts and Culture Strategy finalised. Two submissions were received and are being incorporated into the ACS, which will go back to Council for adoption.</li> <li>• staff worked with South West Arts to scope a new art project to be delivered as part of NAIDOC Week in 2024.</li> <li>• Coordination of IWD, sold out event</li> <li>• Community Grants Rd 2 currently open</li> <li>• Grants applied for – NAIDOC week, Youth Holiday Break Program, Youth Week</li> <li>• Australia Day grant funding secured</li> <li>• Scoped new art project with South West Arts for Naidoc Week 2024</li> <li>• International Women's Day event in Barham was a sold out event and well received.</li> </ul>												

	<ul style="list-style-type: none"> <li>• Australia day events successfully delivered</li> <li>• Attended community meeting in Wakool to discuss variations to scope of public art trail.</li> <li>• South West Arts to deliver NAIDOC Week presentation and workshops at Bunnaloo, Moama and Barham Primary Schools: 3rd July- 7th July</li> <li>• -NAIDOC week activities took place at Bunnaloo, Moama and Barham Primary Schools Theme: Keep Fire Burning- Blak, Proud and Loud. Officers supported the attraction, running and promotion of various events. Promotion of July events included Moama Lights and Winter Blues Festival.</li> <li>• <i>CRO attended Australia Disaster Resilience Conference in Sydney</i></li> <li>• <i>Development of Community Recovery Plan in conjunction with community survey;</i></li> <li>• <i>Grab and Go bags will be distributed to community at upcoming events with tailors information recognising the Red Cross Redi Plan</i></li> <li>• <i>Officer has been engaged to work with ALL volunteers of Council, ensuring all requirements are met in regard to induction, training and ongoing safety.</i></li> <li>• <i>Registration of all volunteers has commenced.</i></li> </ul>
Economic Development (See detailed Economic Development & Tourism Report)	<ul style="list-style-type: none"> <li>• New Moama Market operator appointed</li> <li>• Support for Moulamein Heritage Village proposed opening, Barham Art Gallery discussions,</li> <li>• Campaspe Murray Business Awards planning well underway</li> <li>• A Workforce Attraction Plan has been developed and will be implemented during 2024 and 2025</li> <li>• EDO met with the Campaspe Careers Network, Workforce Australia and Regional Industry Education Partnerships (RIEP) to discuss potential skills development and career pathway events across the LGA. Discussions are ongoing.</li> <li>• Development of a new Live, Work Invest website is underway.</li> <li>• Council's Community Grants Program - Round 2 of Murray River Council's 2023-24 Community Grants Program closed.</li> <li>• Flagship Event Fund Application: Applied to secure funds for Moama Lights marketing to enhance the visibility and reach of this flagship event.</li> <li>• Community Energy Upgrade Program: Applied to secure funds aimed at installing rooftop solar systems across 8 Council-owned buildings.</li> <li>• Progress on CAT D Flood Funding Project: Pre-approval has finally been achieved for Project 6 (Picnic Point).</li> <li>• Annual Allocations: Applications closed April 26th.</li> <li>• Funding secured through Library Infrastructure Fund, NAIDOC Program and Regional Leakage Reduction Program</li> <li>• Finalists in the Campaspe Murray Business Awards were announced and judging is underway</li> <li>• Council received notification that its joint grant application for a Country University Centre to be established in Moama was unsuccessful. Officers are considering alternative ways to progress this project.</li> <li>• MRC in partnership with Campaspe Shire (and key tourism stakeholders) leading destination marketing activities for brand 'Echuca Moama'</li> <li>• <i>Negotiations continue to attract a significant event to Moama in February 2025</i></li> </ul>
Tourism	<ul style="list-style-type: none"> <li>• interpretive tourism signage has been mapped out for Moulamein and Barham River walks, Moulamein township, Horseshoe Lagoon and Old Moama.</li> <li>• Tourism signage for Wakool Recreation Reserve has now moved through to procurement phase</li> <li>• TO collaborating with Campaspe Shire to host the Volvo Car Club National Rally in 2024 and Backroads trail to coordinate updated brochure.</li> <li>• Local Aboriginal artist engaged for Moama Lights and River Country branding</li> <li>• Advancements River Country Art Trail – steering committee formation, engagement with stakeholders, logo design explored</li> <li>• Southern 80 planning</li> <li>• Tourism officer appointed.</li> <li>• Attended EMAA AGM</li> <li>• investigating options for a new tourism website (River Country) platform as the existing site agreement will cease by the end of the year.</li> <li>• A new digital partnership was established to manage targeted ads for River Country.</li> <li>• <i>Officers produced a new Official Visitor Guide (OVG) for Echuca Moama in partnership with Campaspe Shire.</i></li> <li>• <i>Launched the Visit River Country Spring campaign;</i></li> <li>• <i>Collaborated with Campaspe Shire on a spring campaign for the 'Echuca Moama' brand.</i></li> </ul>

**PART F: Service Metrics**

*Escalated Customer Service Reconciliations to CEO level*

Date	Customer Compliant	Action Undertaken	<span style="color:red">●</span> <span style="color:green">●</span> <span style="color:yellow">●</span>

*Risk Management*

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	<span style="color:red">●</span> <span style="color:yellow">●</span> <span style="color:green">●</span>
14/11/2023	New Moama Preschool	Council has resolved to move forward with the project subject to a significant capital contribution by the MDPS.	Construction complete. Lease agreement finalised. New term commencement February 2024	<span style="color:green">●</span>

			<i>Official opening June 2024</i>	
14/11/2023	Barham Micro Abattoir	<p>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.</p>	<p>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. <i>Rectifications are complete.</i> <i>Murray Plains Meat Cooperative successfully achieved audit on 10 September 2024.</i> <i>Council seeking recompense for cost of rectifications.</i></p>	●

Council resolutions completed

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/08/2024	AGM Minutes - Mallan Hall & Recreation Reserve S355 Committee	<a href="#">130824</a>	<p><b>RESOLUTION 130824</b></p> <p>Moved: Cr Neil Gorey</p> <p>Seconded: Cr Ann Crowe</p> <p>That Council</p> <p>1. Revoke existing members of the Mallan Hall &amp; Recreation Reserve Committee of Management and</p> <p>(a) Pursuant to Section 355 of the Local Government Act 1993 appoint new committee members nominated at the July 2024 AGM.</p>	Buckley, Karen	<b>CARRIED</b>
<p><b>24 Sep 2024 4:15pm Buckley, Karen - Completion</b></p> <p>Completed by Buckley, Karen (action officer) on 24 September 2024 at 4:15:15 PM - Committee advised of endorsement - no further action required.</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/08/2024	Murray River Council Volunteer Policy POL700, Volunteer Risk Management Procedure PRO032, Volunteer Information Manual	<a href="#">170824</a>	<p><b>RESOLUTION 170824</b></p> <p>Moved: Cr Ann Crowe</p> <p>Seconded: Cr Geoff Wise</p> <p>That Council receives and notes the Volunteer Policy POL700, Volunteer Risk Management Procedure PRO032, and the Volunteer Information Manual.</p>	Buckley, Karen	<b>CARRIED</b>
<p><b>24 Sep 2024 4:16pm Buckley, Karen - Completion</b></p> <p>Completed by Buckley, Karen (action officer) on 24 September 2024 at 4:16:10 PM - no further action required</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Old Moulamein Courthouse - Request to Dissolve Committee	<a href="#">190724</a>	<p><b>RESOLUTION 190724</b></p> <p>Moved: Cr Ann Crowe</p> <p>Seconded: Cr Neil Gorey</p> <p>That Council</p> <ol style="list-style-type: none"> <li>1. Revoke existing members of the Old Moulamein Courthouse Committee of Management.</li> <li>2. Dissolve the Old Moulamein Courthouse Committee of Management pursuant to Section 355 of the Local Government Act 1993.</li> <li>3. Hold the balance of funds in a reserve pending a further report to Council.</li> </ol>	Buckley, Karen	CARRIED
<p><b>26 Jul 2024 9:44am Buckley, Karen - Target Date Revision</b></p> <p>Target date changed by Buckley, Karen from 06 August 2024 to 20 August 2024 - letter sent to committee, waiting confirmation of bank account closure.</p> <p><b>24 Sep 2024 4:15pm Buckley, Karen - Completion</b></p> <p>Completed by Buckley, Karen (action officer) on 24 September 2024 at 4:15:44 PM - Confirmation of bank account closure received.</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/08/2024	SECTION 355 COMMITTEE MEETING MINUTES AS AT JULY 2024	<a href="#">120824</a>	<p><b>RESOLUTION 120824</b></p> <p>Moved: Cr Ann Crowe</p> <p>Seconded: Cr Nikki Cohen</p> <p>That Council receive and note the July Section 355 Committee report.</p>	Buckley, Karen	CARRIED
<p><b>24 Sep 2024 11:07am Buckley, Karen - Completion</b></p> <p>Completed by Buckley, Karen (action officer) on 24 September 2024 at 11:07:52 AM - no further action required</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/08/2024	DRAFT Public Art Policy	<a href="#">180824</a>	<p><b>RESOLUTION 180824</b></p> <p>Moved: Cr Geoff Wise</p> <p>Seconded: Cr Dennis Gleeson</p> <p>That Council adopts the DRAFT Public Art Policy and it be placed on public display.</p>	Hayward, Beck	CARRIED
<p><b>16 Sep 2024 6:14pm Hayward, Beck - Completion</b></p> <p>Completed by Hayward, Beck (action officer) on 16 September 2024 at 6:14:25 PM - The Public Art Policy has been placed on public display. Following this a further report will go to Council to consider adopting the final draft.</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/08/2024	Adoption of Final Draft Murray River Council NBN Digital Plan	<a href="#">150824</a>	<p><b>RESOLUTION 150824</b></p> <p>Moved: Cr Neil Gorey</p> <p>Seconded: Cr Ann Crowe</p> <p>That Council adopt the Final Draft Murray River Council <b>nbn</b> Digital Plan noting that limited feedback received during public consultation has been incorporated into the strategy where relevant.</p>	Ryan, Sarah	<b>CARRIED</b>
<p><b>24 Sep 2024 11:56am Ryan, Sarah</b></p> <p>SR - no further action required.</p> <p><b>24 Sep 2024 11:57am Ryan, Sarah - Completion</b></p> <p>Completed by Ryan, Sarah (action officer) on 24 September 2024 at 11:57:06 AM - No further action required</p>					

## Council resolutions outstanding within 3 months

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/08/2024	Dissolve Section 355 Committees - Tooleybuc Recreation Reserve Management Committee & Mathoura Recreation Reserve Management Committee.	<a href="#">160824</a>	<p><b>RESOLUTION 160824</b></p> <p>Moved: Cr Nikki Cohen</p> <p>Seconded: Cr Ann Crowe</p> <p>That Council</p> <ol style="list-style-type: none"> <li>Dissolve the Tooleybuc &amp; Mathoura Recreation Reserve Committees of Management pursuant to Section 355 of the Local Government Act 1993.</li> <li>Hold any balance of funds in a reserve to be used at the Recreation Reserves.</li> </ol>	Buckley, Karen	<b>CARRIED</b>
<p><b>24 Sep 2024 1:48pm Buckley, Karen - Target Date Revision</b></p> <p>Target date changed by Buckley, Karen from 10 September 2024 to 31 October 2024 - Letters sent to Committee, waiting confirmation of closure of bank account</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/08/2024	S355 Wakool Recreation Reserve Management Committee - Request to Dissolve Committee	<a href="#">140824</a>	<p><b>RESOLUTION 140824</b></p> <p>Moved: Cr Dennis Gleeson</p> <p>Seconded: Cr Geoff Wise</p> <p>That Council</p> <ol style="list-style-type: none"> <li>Revoke existing members of the Wakool Recreation Reserve Committee of Management.</li> <li>Dissolve the Wakool Recreation Reserve Committee of Management pursuant to Section 355 of the Local Government Act 1993.</li> <li>Hold the balance of funds in a reserve to be used at the Recreation Reserve as requested by outgoing committee.</li> </ol>	Buckley, Karen	

CARRIED

24 Sep 2024 1:29pm Buckley, Karen - Target Date Revision

Target date changed by Buckley, Karen from 10 September 2024 to 31 October 2024 - Letter of confirmation sent to Committee - waiting for confirmation of bank account closure.

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/08/2024	River Country Art Trail - Artist Engagement	<a href="#">190824</a>	<p><b>RESOLUTION 190824</b></p> <p>Moved: Cr Nikki Cohen</p> <p>Seconded: Cr Ann Crowe</p> <p>That Council endorse consultants FORM to engage the following artists to deliver artworks in the respective communities, as part of the River Country Art Trail project:</p> <ol style="list-style-type: none"> <li>1. Mathoura - DULK</li> <li>2. Moulamein - Heesco</li> <li>3. Moama - Twoone</li> </ol>	Christie, Tiana	CARRIED

Council resolutions outstanding outside 3 months

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 26/03/2024	Barham Micro Abattoir - Completion of Contract	<a href="#">240324</a>	<p><b>RESOLUTION 240324</b></p> <p>Moved: Cr Ann Crowe</p> <p>Seconded: Cr Geoff Wise</p> <p>That Council:</p> <ol style="list-style-type: none"> <li>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;</li> <li>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</li> <li>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.</li> </ol> <p><u>In Favour:</u> Crs Frank Crawley, Neil Gorey, Nikki Cohen, Ann Crowe, Kron Nicholas and Geoff Wise</p> <p><u>Against:</u> Cr Thomas Weyrich</p>	Ryan, Sarah	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.

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 25/02/2020	Murray Downs Land - Compulsory Acquisition	<a href="#">220220</a>	<p><b>RESOLUTION 220220</b></p> <p>Moved: Cr Neil Gorey</p> <p>Seconded: Cr Geoff Wise</p> <p>That the Council:</p> <ol style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>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.</li> <li>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.</li> </ol>	Ryan, Sarah	CARRIED
<b>17 Mar 2020 12:19pm Keogh, Kerri</b>					
	No comment received on this matter as at 17/03/20.				
<b>31 Mar 2020 2:45pm Harvie, John</b>					
	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.				
<b>21 Apr 2020 9:28am Keogh, Kerri</b>					
	No further comment/update received on the matter as at 21/04/20.				
<b>18 May 2020 2:37pm Keogh, Kerri</b>					
	No further comment/update on this matter as at 18/05/20.				
<b>27 May 2020 7:38am Harvie, John</b>					
	Wamba Wamba nation are finalising an exemption from statewide TSR land claim for the 20Ha parcel of land. Once received compulsory acquisition process will commence.				

**18 Jun 2020 9:43am Lewandowski, Rosemarie**

No further update at this time.

**16 Jul 2020 9:51am Harvie, John**

Still waiting on exemption from blanket TSR claim by NSW Aboriginal Land Council.

**07 Aug 2020 7:22am Harvie, John**

As above.

**14 Oct 2020 9:50am Harvie, John**

As above.

**23 Dec 2020 8:25am Harvie, John**

NSW Aboriginal Land Council taking steps to provide a 'No Objection' consent to enable the process to move forward.

**12 Feb 2021 9:25am Harvie, John**

As above

**05 Mar 2021 12:02pm Harvie, John**

Negotiations are continuing

**07 Apr 2021 9:07am Harvie, John**

Meeting with CEO Wamba Wamba wc 19/04/21

**10 Jun 2021 4:07pm Harvie, John**

Negotiations are still continuing slowly.

**15 Jul 2021 7:52am Harvie, John**

As above.

**14 Sep 2021 2:48pm Harvie, John**

As above

**12 Oct 2021 9:23am Harvie, John**

NSW Aboriginal Land Council and the Murray Downs Local Aboriginal Land Council have agreed to provide a 'No Objection' letter supporting a development application by council to develop a businesspark in Murray Downs.

**02 Nov 2021 9:07am Harvie, John**

Advice received from Kell Moore in relation to the procedure for compulsory acquisition.

**08 Dec 2021 8:34am Harvie, John**

DA being prepared.

**12 Jan 2022 10:50am Harvie, John**

As above

**11 May 2022 11:18am Leyonhjelm, Lindy - Reallocation**

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

**12 Jul 2022 4:47pm Leyonhjelm, Lindy - Reallocation**

Action reassigned to Harvie, John by Leyonhjelm, Lindy - JH to completed

**13 Jul 2022 7:39am Harvie, John**

Work in Progress

**13 Sep 2022 8:16am Harvie, John**

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 beneficially 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

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

*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.*

*The north west area of Murray River Council is located within the South West Rez footprint.*

*Significant change:*

- 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.*

*Challenges:*

*-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.*

*-Cumulative impact priorities:*

- 1. Housing – supply of short-term accommodation*
- 2. Water – potable water for worker accommodation, water treatment plant upgrades*
- 3. Maintenance of roads, management of road verge vegetation*
- 4. Health and community services – general practitioner shortage, hospital, mental health, nursing staff for aged care, childcare*

*- 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.*

*Opportunities:*

- Attract new industries to provide long-term employment*
- New essential worker accommodation (health, police, teachers)*
- Tertiary education opportunities*

*Community Services staff celebrated Aged Care Employee Day during August*

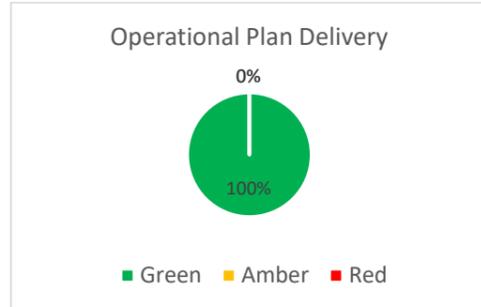


PART A: Section Accountabilities and Team Roles

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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murray river council Monthly Operational Report – August/September 2024 **Community Services**

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



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

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

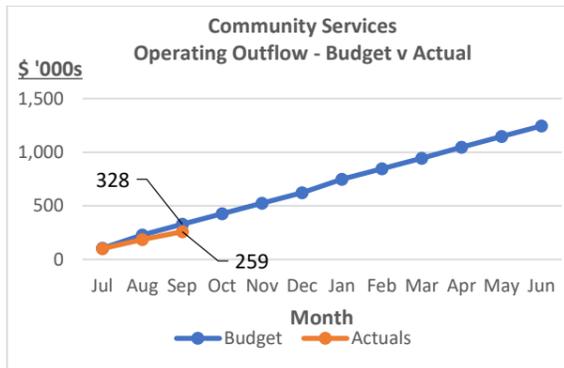
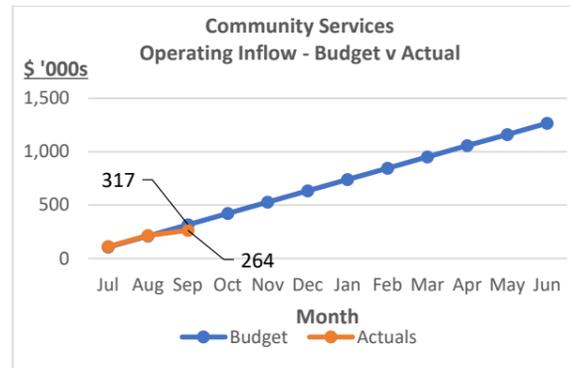
The Community and Economic Directorate directly oversees the delivery of these outcomes.

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

murray river council Monthly Operational Report – August/September 2024 **Community Services**

Community Health (S DCED)	Deliver	(DP 4.11.7) Develop a program to recognise and address loneliness across the Council region.	B: MCS P: MSC O: MSC		✓		
<b>Theme 4 – Goal 5 – Facilitate and advocate for accessible health and wellbeing services based on local community needs.</b>							
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
<b>Theme 6 – Goal 3 – Advocate for improved public transport.</b>							
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**

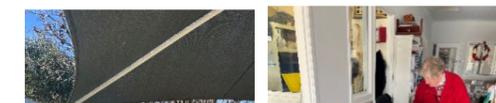
**PART E: Business as Usual**

**During August 2024 the Community Services team delivered the following supports:**  
 Social Support – 833hours – Social support consists of group activities, Respite services, as well as 1:1 supports including wellness checks/phone calls and supported shopping etc.  
 Meals – 239.  
 Zero jobs completed in Aug for Home Maintenance –  
 Home Modifications - \$4105.00  
 Transport – 971 One-Way trips

**Out and About with the Mathoura clients**  
 A CHSP clients recently moved into residential care,



**CHSP Clients Visit to Day Care**  
 Moama clients loved visiting the littlies at day care recently. And the children loved showing them around.



making her no longer eligible to receive MRC CHSP services. She was pleasantly surprised to receive a visit from friends who were part of her former CHSP regular outing group. Not only did it lift her spirits but also the spirits of her visitors and Peg (MRC staff) who have all been missing her presence in their group.

**Drivers and Transport Team are sometimes Superheroes**

Recently a client was being transported to Echuca to catch a bus to Melbourne, only to find there was a mix-up with the arrangements and the bus wasn't running. Our client was planning on visiting her terminally ill brother in Melbourne, so the trip was an important one.



Fortunately, our super transport team jumped into action. The driver was happy to help out. Quick arrangements were made to facilitate transport for our client to get to Wallan where her granddaughter was waiting to continue her trip to Melbourne.

We wouldn't be able to achieve such wonderful outcomes for our clients without the flexibility and willingness of our volunteers.

**PART F: Service Metrics**

*Escalated Customer Service Reconciliations to CEO level*

Date	Customer Compliant	Action Undertaken	
			● ● ●

*Risk Management*

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	
				● ● ●

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

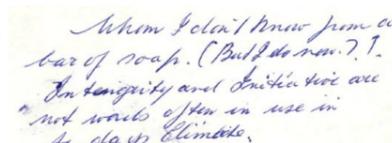


**– a special day dedicated to honouring and recognising the dedication and hard work of the 370,000 aged care workers caring for more than 1.5 million older Australians.**

On Wednesday August 07, MRC Community Services held a shared lunch to thank and celebrate the dedicated team. Staff shared in some delicious treats, and they all received a coffee voucher (generously donated by Moama Bakery). Leanne Orr, Managed Community Services (MCS), shared the following:

“...You all do such a great job, you are passionate and caring of your clients, and co-workers, and make such a difference to so many people.”  
When Moama Bakery was approached to purchase vouchers, they were only too happy to donate them because staff have frequently seen the wonderful service that is provided to older clients (including members of their own family).  
One staff member said, “My Mum used to use the services from Moama ..... and she just loved it so much.....”

Recently a letter was quietly dropped into a staff member's private letter box at home. It said,  
Dear .....,



*Whom I don't know from a bar of soap. (But I do now!)*  
*Integrity and initiative are not traits often in use in today's climate.*  
*Your position and care are far over and above the call of duty,*  
*in my humble opinion.*  
*Thank you for your help*  
*My kindest regards*

Moama Community Services Staff appreciated the \$10 Coffee Voucher donated by Moama Bakery in acknowledgement of Aged Care Employee Day 2024.

The residents of MRC **DO** definitely notice the wonderful caring service provided to older members of our communities via MRC Community Services Commonwealth Home Support Program (CHSP)

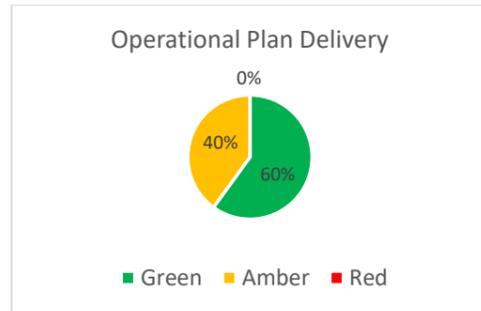
murray river council Monthly Operational Report – August/September 2024 **Customer Service**

**PART A: Section Accountabilities and Team Roles**

Manager Customer Service	Coordinator Customer Service																																																																								
<p>The Manager of Customer Services, 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><b>Accountabilities</b></p> <table border="1"> <thead> <tr> <th>SBPO</th> <th>Accountability</th> </tr> </thead> <tbody> <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> </tbody> </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><b>Accountabilities</b></p> <table border="1"> <thead> <tr> <th>SBPO</th> <th>Accountability</th> </tr> </thead> <tbody> <tr><td>O</td><td>Bookings of all other Recreation Reserve Facilities &amp; 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 &amp; 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> </tbody> </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



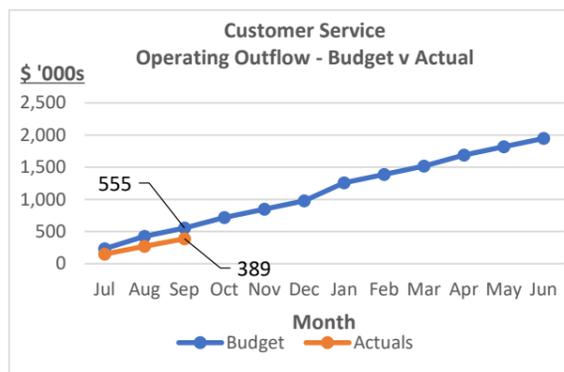
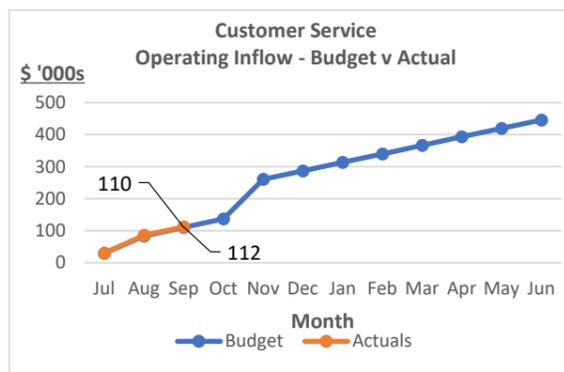
Under the 4 year Delivery Plan, the Customer Service Unit relates to: Customer Service, Library Services, Business Agencies, After Hours Call Centre. The Community and Economic Development Directorate directly oversees the delivery of these outcomes.

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments	Status
				1	2	3	4		
<b>Theme 2 – Goal 1 – Deliver exceptional and consistent service to our internal and external community</b>									
<b>2.1 – Visitor and Resident information</b>									
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: MUCUSS P: MUCUSS O: MUCUSS	✓	✓			<ul style="list-style-type: none"> <li>Service NSW services are offered in Barham, Moama and Moulamein.</li> <li>The Service NSW Mobile Customer Service Centre visits Tooleybuc and Mathoura once a quarter.</li> <li>All visitations are advertised on social media and via flyers.</li> </ul>	●
<b>Theme 2 – Goal 1 – Deliver exceptional and consistent service to our internal and external community</b>									
<b>2.2 – Provide a variety of options on how people can contact Council</b>									
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: MUCUSS P: MUCUSS O: CCUSS	✓					●
	Deliver	(DP 2.2.2) In addition to online information capture – continue to use paper-based forms for non-tech savvy community members	B: MUCUSS P: MUCUSS O: CCUSS	✓					●
	Deliver	(DP 2.2.3) Develop a community access/engagement strategy including digital platforms and by phone. Implement a customer satisfaction annual survey and rating system to note service satisfaction with Council services	B: MUCUSS P: MUCUSS O: MUCUSS		✓	✓	✓	<ul style="list-style-type: none"> <li>Permission sought from ELT to engage consultants to assist with creating a Customer Experience Strategy which will encompass digital platforms.</li> <li>Voice of Customer surveys commenced in 2022-23 fourth quarter to measure satisfaction rates and track customer journey. These are conducted every month.</li> </ul>	●
<b>Theme 2 – Goal 1 – Deliver exceptional and consistent service to our internal and external community</b>									
<b>2.3 – Customer Service Charter</b>									
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: MUCUSS P: MUCUSS O: MUCUSS	✓				<ul style="list-style-type: none"> <li>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.</li> </ul>	●
	Deliver	(DP 2.3.2) All Council staff to undertake and complete Customer Service Training	B: MUCUSS P: MUCUSS O: MUCUSS		✓	✓		<ul style="list-style-type: none"> <li>In consultation with HR.</li> </ul>	●

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	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"> <li>Technology One Request Management is under development and will be implemented in 2025.</li> <li>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.</li> </ul>	●
<b>Theme 3 – Goal 5 – Update and review our open spaces to reflect community wants and needs.</b> 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"> <li>Review commenced and ongoing by CT Management in conjunction with the Revenue Taskforce and council asset assessments.</li> <li>Service levels and standards for cemetery operations have been set in the Parks and Open Space Strategy</li> </ul>	●
<b>Theme 4 – Goal 1 – Develop community led strategy with a focus on social connections / social fabric and a sense of belonging.</b> 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"> <li>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.</li> <li>Tech Savvy for Seniors programs in Barham and Mathoura.</li> </ul>	●
<b>Theme 4 – Goal 5 – Facilitate and advocate for accessible health and wellbeing services based on local community needs.</b> 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"> <li>Response received from Service NSW who declined to include Service NSW accessibility within the Mobile Library due to having three Service Centres in LGA.</li> </ul>	●
<b>Theme 7 – Goal 1 – Embed a geospatial driven system into Council processes, including public interface.</b> 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"> <li>Our current phone system package does not allow call recording. Investigations of telephony software are underway.</li> </ul>	●

PART C: Financial Outcomes



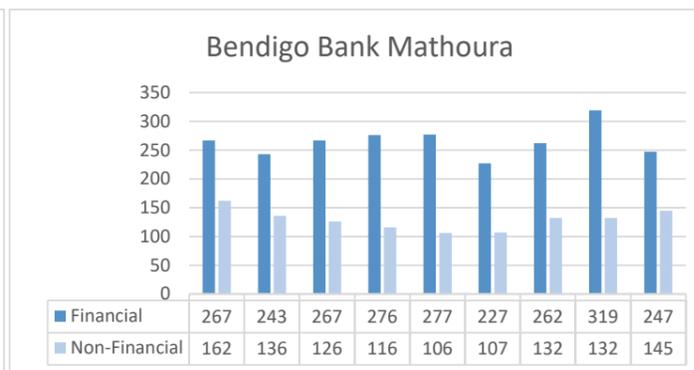
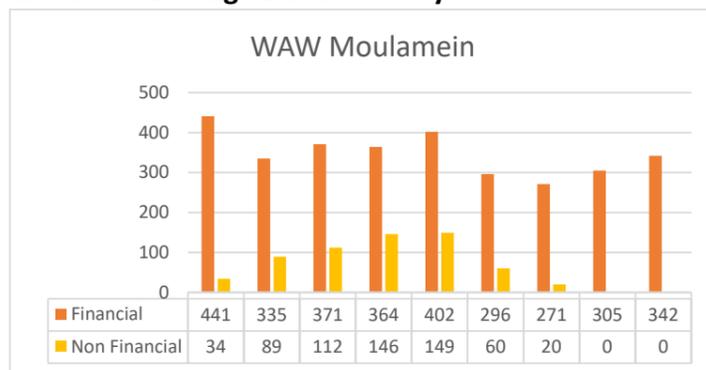
PART D: Project Status

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

**PART E: Business as Usual**

**WAW and Bendigo Bank Monthly Transaction Statistics**



**WAW Moulamein**

Month	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept
Financial	441	335	371	364	402	296	271	305	342
Non Financial	34	89	112	146	149	60	20	0	0
Total transactions	475	424	483	510	551	356	291	305	342

**Bendigo Bank Mathoura**

Month	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept
Financial	267	243	267	276	277	227	262	319	247
Non-Financial	162	136	126	116	106	107	132	132	145
Total transactions	429	379	393	392	383	334	394	451	392

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:

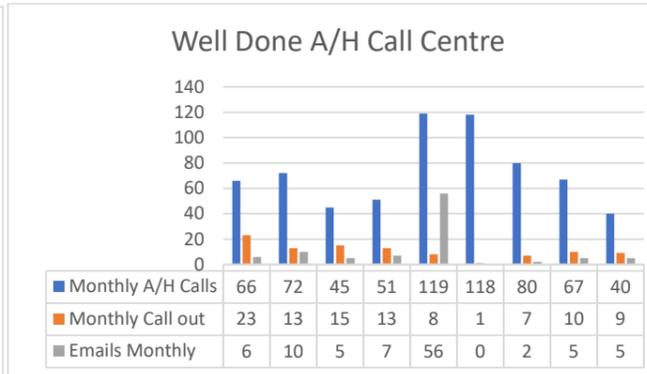
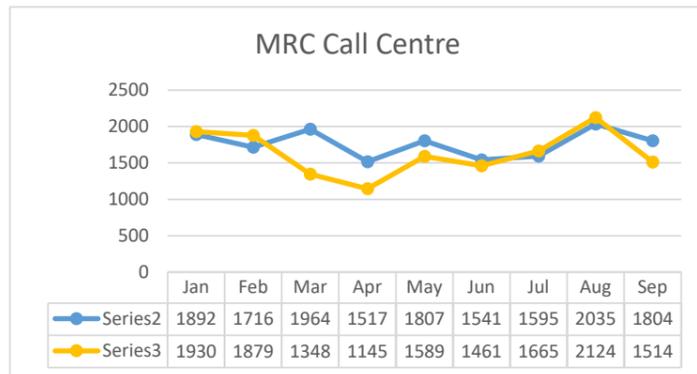
- **Basic Banking Services:** Account management, deposits, withdrawals, and cash handling.
- **Business Support Services:** Assistance for local businesses with banking needs, loans, and financial planning.
- **Lending Support Services:** Assistance for community members with personal lending and credit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

WAW number transactions increased in August and September, both months recording over 300 financial transactions. There was no recorded data for the non financial transactions.

Bendigo Bank increased financial transactions in August however they decreased over September. The non-financial transactions remained consistent during July recording 262 financial transactions and 132 non-financial transactions.

**MRC Call Centre Monthly Statistics**

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**Mathoura Call Centre**

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
Monthly total answered	1930	1879	1348	1145	1589	1461	1665	2124	1514
Monthly total unanswered	30	97	36	56	72	52	48	85	50

**Well Done**

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
Monthly A/H Calls	66	72	45	51	119	118	80	67	40
Monthly Call out	23	13	15	13	8	1	7	10	9
Emails Monthly	6	10	5	7	56	0	2	5	5

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 serving the community effectively at all times.

The Murray River Council call centre saw a significant increase in calls in August and this was a result of rates notices. Many customers were calling in regards to an additional charge for Waste and clarification on what the charge was for and about the Council elections, many unaware that there was an election on and enquiries about polling centres and which ward they were required to vote in. We historically receive higher calls in August when the rates have been received and are due. We saw a significant reduction in calls in the weeks following the elections which was reflected in the number of calls taken during September.

The After Hours call centre received 67 calls for August with 10 call outs for various matters including alarms, ranger services and water and sewer. There were 5 emails to our records team for distribution. 40 calls to the After Hours call centre were received in September with 9 call outs, 1 referral to an external agency and 5 emails for the records team to distribute.

**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 97 V/Line sales in August and 76 V/Line sales for the month of September, and lots of 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.
- **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.

	August	September
Service Requests	946	562
Finalised	564	483
Phone Messages	366 (included in Service Request figures)	285
Snap Send Solve	13 (included in Service Request figures)	16

## 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 formal complaints recorded for the month of September and none were lodged for August. One complaint was addressed and has been resolved, and one is under investigation.

## 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 August and 5 interments for September.

Cemetery	Interment	Occupied	Vacant	Reserved
Barham	4 Burials, 1 Ash Interment	1345	471	58 (69 Unavailable)
Mathoura Lawn	1 Burial	174	57	1 (1 Unavailable)
Mathoura Pioneer	0	430	312	16
Moama	7 Burials	1912	1303	127 (82 Unavailable)
Moulamein	0	447	273	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:** Move & Groove has once again seen the children enjoy some lovely stories read by our wonderful volunteer during and creating some beautiful craft. Move & Groove is on every Thursday morning at 10.30am until 11.30am. Our Saturday Storytime in August enjoyed the story "Bear Moves" by Ben Bailey-Smith, which was followed with the children creating their own mosaic disco ball. Our Saturday Storytime volunteer ensures all the children have a wonderful time. In September our Saturday Storytime participants enjoyed the story, "Footprint" by Phil Cummings and Sally Soweol Han. To celebrate the onset of Spring the children decorated a ceramic flowerpot to take home and plant some provided seedlings in. Tech Savvy Seniors sessions have commenced once again in August with some very enthusiastic participants. The popularity of Tech Savvy Seniors is still strong and class numbers are averaging between 8 and 12 participants each week. The sessions conclude on Wednesday 25<sup>th</sup> September. We hosted a live stream presentation on "Protect yourself against scams" provided by the eSafety Commissioner which was held at the Barham library on 20<sup>th</sup> August 2024 at 3.00pm. The hour-long presentation showed participants how to protect their personal information from scammers, how to safely make friends online, how to spot investment scams and where to go for help. The Job Skills workshop will commence in November with planning now fully underway and advertising to commence early October. The Barham High School has been collaborating with our library to undertake the Young Mentors program during term three. The sessions commenced on Friday 16<sup>th</sup> August and concluded on Friday 27<sup>th</sup> September. All mentors and mentees have been enjoying the interaction with lots of valuable tips coming from the mentors and the program has proven very successful and with interest shown by the High School to run the program again in early 2025. The Cryptic Crossword group have been meeting every Friday afternoon at 1.30pm. Participants are enjoying

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solving these elusive puzzles and each other’s company. The Social Book Chat group has been meeting every Tuesday morning at 11.00am and enjoy catching up on what everyone is reading and lots of discussion on current events. Everyone is welcome to join in. Following talks with The Barham Scrabble group it has been decided they will commence meeting weekly in the Barham library with their current membership of 12 participants.

**Moulamein Library:** The library has resumed regular hours in August and September. Games day has recommenced on Friday afternoons and patronage is high. With the weather warming up, some of the games have moved to outdoors and participants are enjoying down ball competitions again. Our library assistant has been on leave during September and we have still been able to maintain operating hours with the help of one of our customer service officers.

**Mathoura Library** New shelving arrived in the Mathoura Library and has been set up as a new book display. This is generating a lot of interest in borrowing with new releases being displayed face out which is more appealing and catching customer’s eye. New books have been received and put on display throughout the centre. Book Club is going well with steady numbers. The Book Club has just finished reading The Tilt which was written by Australian author Chris Hammer and is set in the local region. Posters were distributed in the local area regarding children’s activities in the library during the Victorian and NSW school holidays. The children’s area set up with Lego, puzzles and games which is being well utilised in the library. The Games/Art group has steady number which should rise with the warmer weather upon us. Mathoura Library has seen a steady increase in numbers due to advertising and word of mouth.

**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.

Awaiting Quarter 1 results 2024/25.

GLS – Service NSW: Office of Fair Trading, Maritime, Owner Builder applications, NCAT, Births Deaths & Marriages, Associations, Seniors Cards

OLGR – Office Liquor, Gaming & Racing: Responsible Service of Alcohol, Responsible Conduct of Gambling

Drives – Transport for NSW: Driver Licensing, Vehicle Registration, Mobility Parking Scheme, Firearms, Security, Commercial Agents & Private Inquiry Agent Licensing, Working with Children Checks

Service NSW have 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:

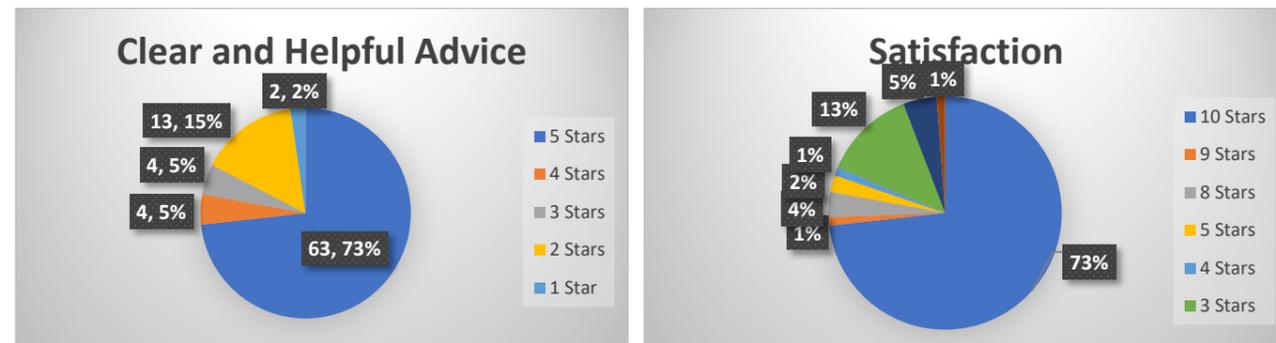
Barham	5900
Moama	18000
Moulamein	2200

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

**Voice of Customer**

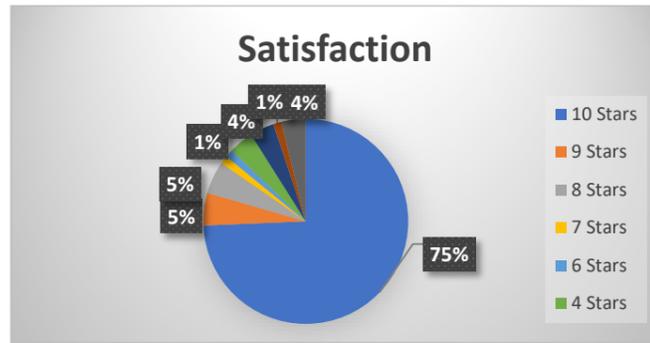
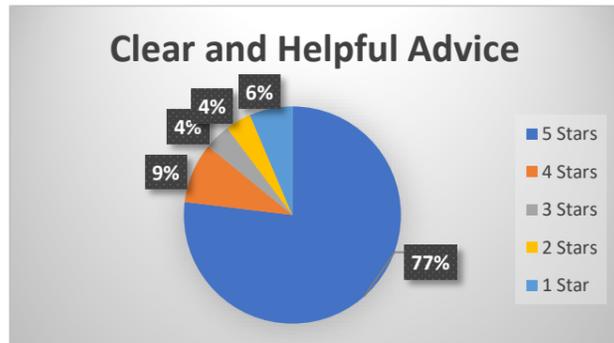
Voice of Customer (VoC) is the first step in understanding our customers’ expectations and where we rate in terms of satisfaction and service provision. The information collected from Voice of Customer calls allows Murray River Council to recognise gaps, pain points for the customer, preferences, expectations, 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 86 successful follow-up calls in August. The most common reason for dissatisfaction was not receiving a call from Council.



We conducted 78 successful follow-up calls in September. The most common reason for dissatisfaction was lack of response from Council.

murray river council Monthly Operational Report – August/September 2024 **Customer Service**



Risk Management

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

**PART F: Service Metrics**

Escalated Customer Service Reconciliations to CEO level

Date	Customer Complaint	Action Undertaken	
			●●●

**PART G: 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 are currently developing two distinct strategies: a Customer Service Strategy and a Customer Experience Strategy.*

*The **Customer Service Strategy** focuses on optimising our operational processes and improving the efficiency of service delivery. It aims to enhance how our team interacts with customers, ensuring that inquiries are addressed promptly and effectively.*

*In contrast, the **Customer Experience Strategy** emphasises the overall journey of the customer, looking at how they perceive and interact with our services at every touchpoint. This strategy aims to create a positive and memorable experience that fosters customer satisfaction and strengthens councils' reputation within the community.*

*Additionally, we are working on the development of a unified service request module through TechOne to streamline how service requests are handled, improving response times and tracking. We are also establishing a Knowledge Management System using SharePoint, which will centralise information and resources, making it easier for staff to access and share knowledge, ultimately enhancing our service delivery.*

Barham Library

*Cryptic Crossword*



*Storytime*



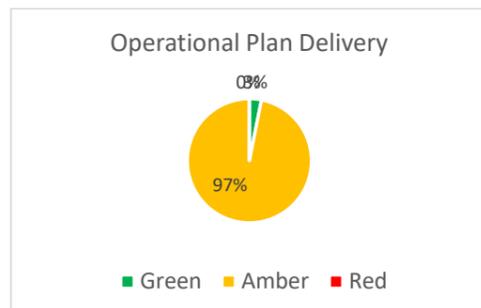
*Young Mentors*



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								

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



Under the 4 year Delivery Plan, the Economic Development and Tourism actions relate to strengthening 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	Status
				1	2	3	4		
<b>Theme 2 – Goal 1 – Deliver exceptional and consistent service to our internal and external community</b>									
<b>2.1 – Visitor and Resident information</b>									
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 new Live, Work, Invest Website is being built and will incorporate an online community directory.  <i>SEPTEMBER:</i> 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.	●
<b>Theme 2 – Goal 3 – Provide clear, concise and consistent information that is easily accessible to our customers</b>									
<b>2.6 – Improve externally provided information and communication.</b>									
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 will be built as part of a new Live Work Invest platform and will include support for new residents through a new resident’s kit and relocation information.  <i>SEPTEMBER:</i> 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. Relocation advice is being built into the new Live, Work, Invest Website along with a dedicated community directly. Work to build this is ongoing.	●
	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.	●
<b>Theme 2 – Goal 4 – Achieve community driven results through collaboration and engagement (community and stakeholder).</b>									
<b>2.8 – Community and Council collaboration</b>									
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	●

								<p>30 July 2024 – four Grant funding opportunities</p> <p>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</p> <p>SEPTEMBER 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"> <li>Moulamein Tennis Club</li> <li>Moulamein Racing Club</li> <li>Tooleybuc Manangatang Football Netball Club</li> <li>Tooleybuc Cricket Club</li> </ul> <p>2 newsletters were distributed and included:</p> <ul style="list-style-type: none"> <li>5 September 2024 – five grant opportunities</li> <li>20 September 2024 – six grant opportunities</li> </ul> <p>Direct emails with grant opportunities were also sent to:</p> <ul style="list-style-type: none"> <li>Echuca Moama Field and Game</li> <li>Tooleybuc Manangatang FNC</li> <li>Tooleybuc Cricket Club</li> <li>Cummeragunja Local Aboriginal Land Council</li> </ul>	
		(DP 2.8.3) Further develop partnerships with local community groups to implement community driven projects	B: MCE P: MCE O: MCE	✓	✓	✓	✓	<p>ONGOING Staff regularly provide information and support to community groups to support their projects.</p> <p>JULY Tourism Events and Marketing Officer met with Mathoura Speed Shear Committee to assist in the promotion of this year’s event. Grants Officer met with:</p> <ul style="list-style-type: none"> <li>Friends of Old Moama: to discuss their Jinker Shed project and suitable grant opportunities.</li> <li>Wakool Soldiers Heritage Walk Committee: Conducted a site visit and meeting to review their project and progress and discuss their future initiatives.</li> </ul> <p>Grants Officer provided Letters of support:</p> <ul style="list-style-type: none"> <li>Tooleybuc Manangatang Football Netball Club: Provided grant advice and a letter of support.</li> <li>Moama Cricket Club: Provided a letter of support for their facility expansion project.</li> </ul> <p>AUGUST Grants Officer supported the following Community Groups to further projects:</p> <ul style="list-style-type: none"> <li>Border Flywheelers</li> <li>Friends Of Old Moama</li> <li>Echuca Moama Triathlon Club</li> </ul> <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: 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. 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"> <li>Moulamein Tennis Club</li> <li>Moulamein Racing Club</li> <li>Tooleybuc Manangatang Football Netball Club</li> <li>Tooleybuc Cricket Club</li> </ul> <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"> <li>Collaborated with the Moulamein Automotive Group to promote and facilitate the Show N Shine event, successfully driving local engagement and participation.</li> <li>Worked closely with Riverdaze Event Organiser Faye Ashwin to support the planning and marketing of the Riverdaze 2025 event, ensuring effective coordination and promotion.</li> <li>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.</li> <li>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.</li> </ul> <p>These efforts reinforce our commitment to fostering strong relationships with local groups to deliver successful, community-focused events and projects.</p>	
<p><b>Theme 4 – Goal 1 – Develop community led strategy with a focus on social connections / social fabric and a sense of belonging.</b>                  4.2 – Formation of Networks – training and networking to fulfil social function and spark migration of ideas</p>									
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	●
<p><i>JULY</i>                  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> <p>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.</p> <p><i>August</i>                  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><b>Theme 4 – Goal 2 – Foster and develop strategy to recognise and celebrate our rich heritage and indigenous culture (in partnership with community).</b>                  4.5 – Indigenous Recognition</p>									
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.	
<p><i>JULY</i>                  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>									
<p><b>Theme 4 – Goal 2 – Foster and develop strategy to recognise and celebrate our rich heritage and indigenous culture (in partnership with community).</b>                  4.6 – Regional History</p>									
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	●
<p>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.</p> <p><i>JULY</i>                  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.</p> <p>New interpretive signage installed in Old Moama</p>									

									   <p><b>AUGUST</b>                  Museum Advisor is progressing works with LGA Museum bodies:</p> <ul style="list-style-type: none"> <li>• Border Flywheelers – working to develop an application to provide upskilling and development training.</li> <li>• Moulamein Heritage Village – New Collections Policy has been adopted and a draft Strategic Plan created.</li> </ul>	
<p><b>Theme 4 – Goal 3 – Actively promote and resource educational pathways into (working with) Council (retain and attract new people).</b>                  4.7 – To attract quality staff to service community demands.</p>										
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><b>JULY</b>                  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><b>SEPTEMBER</b>                  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 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><b>Theme 4 – Goal 3 – Actively promote and resource educational pathways into (working with) Council (retain and attract new people).</b>                  4.8 – Developing future leaders</p>										
Develop a learning and development strategy	Deliver	(DP 4.8.3) Ongoing development and use of skilled locals within S355 committees	B: MEDT P:	✓	✓	✓	✓	ONGOING		●

including leadership opportunities – Emerging Leaders Program (S DCED)			O:					Council works to support its s.355 committees to support them to be resourced and skilled to deliver on their responsibilities.	
<b>Theme 4 – Goal 4 – Support existing and new art projects and diverse community events.</b>									
<b>4.9 – Public Arts and Culture Projects</b>									
Develop a Public Arts and Culture Strategy (S DCED)	Deliver	(DP 4.9.1) Public Arts and Culture Strategy developed and implemented.	B: MEDT P: O:	✓	✓			Council adopted its Arts and Culture Strategy at its June 2024 Council meeting.  JULY Council has engaged with Bridge Arts Committee regarding funding applications and their proposed Under the Bridge project. Staff worked with local schools to include student artworks in the 2024 Moama Lights event, held in July 2024.  <i>AUGUST + SEPTEMBER</i> 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> <ul style="list-style-type: none"> <li>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.</li> <li>Council resolved at the August Council meeting to engage the following artists Mathoura – Dulk, Moulamein – Heesco and Moama – Twoone.</li> <li>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.</li> </ul> <i>SEPTEMBER</i> <ul style="list-style-type: none"> <li>Council resolved at the August Council meeting to engage the following artists Mathoura – Dulk, Moulamein – Heesco and Moama – Twoone.</li> <li>Individual meetings with engaged Artists re site requirements and contracts were held to progress the project to ensure two sites are completed in 2024.</li> <li>Steering Committee meeting held with both Tooleybuc and Barham to discuss Council process for artists recommendation in October and project next steps.</li> </ul>	●
	Deliver, Partner	(DP 4.9.5) Advocate for the Moama Bridge Arts Precinct – undertaken as part of the Meninya Street redevelopment project.	B: MEDT P: O:	✓	✓	✓	✓	The Bridge Arts Project has received \$4.95M funding from Regional NSW to design and construct an art gallery in Moama. Council is supporting the committee where possible.  JULY The Bridge Art Committee presented to a Councillor workshop on 9 July and a request was made by the committee to have a Council representative sit on a steering committee to oversee their gallery project, which was considered at the July Council meeting.  <i>AUGUST + SEPTEMBER</i>	●

								Staff are working on development of an MOU between Bridge Art Committee and Council regarding their proposed Under The Bridge mural project.	
	Advocate	(DP 4.9.6) Support Community Art groups including performing arts, exhibitions, displays, art classes and tuition	B: MEDT P: O:	✓	✓	✓		Eco Dev staff support community art groups where possible, including support to seek funding, promotion of various events and activities, inclusion in various tourism promotional activities, and also connections with South West Arts.  JULY NAIDOC Week activities took place at Bunnaloo, Moama and Barham Primary Schools Theme: Keep Fire Burning- Blak, Proud and Loud. The artists involved were Debbie Flower (weaving) and Brett Ross (visual artist painting and mixed media).	●
<b>Theme 4 – Goal 4 – Support existing and new art projects and diverse community events.</b>									
<b>4.10 – Regional Events</b>									
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:	✓	✓	✓	✓	JULY The economic development and tourism team worked to successfully deliver the Moama Lights and Moama Ice Skating event, with over 21,000 tickets sold to Moama Lights and over 6,500 to ice skating.  Staff supported the attraction, running and promotion of various events.  Continued negotiations with major event organiser to host their event in Moama. Staff attended at the Winter Blues launch, supporting local events and community engagement.  Staff are in discussions with various partners to consider attracting potential skills development and career pathway events across the LGA. Discussions are ongoing.  <i>August</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>September</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. 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.	●
	Partner, Advocate	(DP 4.10.3) Create ongoing opportunities for schools, community groups and businesses to develop events within the local community	B: MEDT P: O:	✓	✓	✓	✓	JULY NAIDOC Week activities took place at Bunnaloo, Moama and Barham Primary Schools Theme: Keep Fire Burning- Blak, Proud and Loud. The artists involved were Debbie Flower (weaving) and Brett Ross (visual artist painting and mixed media).  Staff supported the attraction, running and promotion of various events. Promotion of July events included Moama Lights and Winter Blues Festival.  Eco dev staff supported various community groups to plan and run events within our communities. These events include: <ul style="list-style-type: none"> <li>Approval and additional support for Run Echuca Moama (formally Johnno’s Run)</li> <li>Approval for Echuca Moama Cycling Club annual races</li> <li>Application received for Hudson’s Circus</li> <li>Development Application (DA) approval received for Moama Lights</li> </ul> AUGUST	●

								Staff met with a NSW Office of Sport Project Officer to discuss and explore an opportunity to introduce a Special Olympics team and competition in the Riverina Murray area. This aligns with objectives within Council’s Disability Inclusion Action Plan (DIAP).  <i>SEPTEMBER:</i> <i>Economic Development Officer is organising a small business workshop with Barham Consolidated to help support and grow skills within the local business community.</i> <i>Grants Officer is in discussions with Abilities Unleashed Australia to hold an all inclusive sports day for adults and children in May/June 2025 through funding from the DIAP.</i>	
	Advocate	(DP 4.10.4) Continue to support Community Markets – expand to new locations, live music, food trucks etc	B: MEDT P: O:	✓	✓			JULY Staff worked with the operator of the Moama Market to coordinate the market working in conjunction with the Moama Lights event on three occasions. Provided marketing support for local markets, including promotion on VRC mediums such as social media and the website.  August Promoted local Markets on Visit River Country Facebook page and website.  September Promoted local Markets on Visit River Country Facebook page and website.	●
<b>Theme 4 – Goal 5 – Facilitate and advocate for accessible health and wellbeing services based on local community needs.</b>									
4.12 – Continue to provide and support services in remote communities with a focus on communicating the service availability and locations.									
Service Provision (S DCED)	Deliver	(DP 4.12.3) Increase information available relating to services provided and attended across the LGA including Medicare, Legal aid, Centrelink, Doctors, Service NSW, Services Australia.	B: MEDT P: O:			✓		JULY Council’s New Resident’s Kit was finalised. This will provide new residents and existing community members with detailed information on the available services across the LGA. Printed hard copies will be provided to local real estates and displayed at Council service centres.  <i>SEPTEMBER</i> <i>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 and real-estate agents. Libraries will receive hard copies in the month of October.</i>	
<b>Theme 5 – Goal 1 – Encourage and support economic development across the region.</b>									
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:			✓	✓	<i>SEPTEMBER:</i> <i>Regional Investment Prospectus has been drafted and is in production.</i>	
<b>Theme 5 – Goal 1 – Encourage and support economic development across the region.</b>									
5.3 – Prepare an Employment Lands Strategy									
Prepare an Employment Lands Strategy (S DCED)	Deliver	(DP 5.3.1) Prepare and implement an Employment Lands Strategy	B: MEDT P: O:		✓	✓		JULY The draft strategy was endorsed by Council at its July meeting, to be placed on public display during July/August. Once feedback is received, it will be updated and presented back to Council for final adoption.  AUGUST <i>Public exhibition closed in August and feedback is being incorporated into the strategy, ready to present to the October Council meeting for adoption.</i>	●
		(DP 5.3.2, DP 5.33. DP 5.3.4, DP5.3.5)						All line items relocated to and reported under (DP 5.10.1)	
	Advocate	(DP 5.3.6) Continue to support and assist with Murray Connect project	B: MEDT P: O:		✓			ONGOING	●
	Deliver, Advocate	(DP 5.3.7) Continue to support and develop business opportunities across the region	B: MEDT P: O:	✓	✓	✓	✓	ONGOING Council’s Economic Development and Tourism Strategy has been adopted and the Action Plan will support and help develop business opportunities across the region.	●

									<p>JULY</p> <p>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.</p> <p>SEPTEMBER:</p> <p>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 is underway.</p> <p>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.</p>	
<p><b>Theme 5 – Goal 1 – Encourage and support economic development across the region.</b></p> <p>5.5 – Chamber of Commerce</p>										
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.	●
<p><b>Theme 5 – Goal 2 – Continue to develop strong and resilient communities.</b></p> <p>5.6 – Increased Educational opportunities</p>										
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. 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. 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>		
<p><b>Theme 5 – Goal 2 – Continue to develop strong and resilient communities.</b></p> <p>5.7 – Development of a resilient economy</p>										
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.	●
<p><b>Theme 5 – Goal 3 – Promote and grow tourism across the region.</b></p> <p>5.8 – Promotion of local attractions</p>										

<p>Yearly Events Strategy and Marketing and Promotions Plan developed. (S DCED)</p>	<p>Deliver, Partner, Advocate</p>	<p>(DP 5.8.1) Prepare a yearly Events, Marketing and Promotion Plan taking into account community suggestions and innovation forums.</p>	<p>B: MEDT P: O:</p>	<p>✓</p>	<p>✓</p>	<p>✓</p>	<p>Eco Dev have developed an annual marketing plan and will continue its implementation throughout the year.</p> <p>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.</p> <p>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 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. A new digital partnership was established to manage targeted ads for River Country and were up and running at the end of August.</p> <p>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.</p> <p>September: Key initiatives include:</p> <ul style="list-style-type: none"> <li>The <b>Spring campaign for Visit River Country and Echuca Moama</b> 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.</li> <li>A new partnership was established to support the development of the <b>Visit River Country</b> website, ensuring a refreshed digital platform to better promote the region.</li> <li>The <b>Echuca Moama Official Visitor Guide (OVG)</b> was successfully printed and delivered, providing both visitors and locals with a comprehensive guide to local attractions, events, and businesses.</li> <li>We are collaborating with <b>We Are Explorers</b> to produce targeted content for marketing campaigns, enhancing our digital reach and promoting the unique experiences available within the region.</li> </ul> <p>These efforts are central to our overall marketing and promotional strategy, designed to boost tourism and community engagement throughout the year.</p>	<p>●</p>
<p><b>Theme 5 – Goal 3 – Promote and grow tourism across the region.</b></p>								
<p>5.9 – Promote advantages to visit, live, work and invest</p>								
<p>Live, Work and Play in River Country Project further developed and implemented. (S DCED)</p>	<p>Deliver, Partner, Advocate</p>	<p>(DP 5.9.1) Development and implementation of Live, Work and Play in River Country Project.</p>	<p>B: MEDT P: O:</p>	<p>✓</p>	<p>✓</p>	<p>✓</p>	<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>●</p>
<p><b>Theme 5 – Goal 3 – Promote and grow tourism across the region.</b></p>								
<p>5.10 – Growing Tourism across the LGA.</p>								
<p>Develop an Economic Development and Tourism Strategy. (S DCED)</p>	<p>Deliver</p>	<p>(DP 5.10.1) Economic Development and Tourism Strategy developed and implementation has begun</p>	<p>B: MEDT P: O:</p>	<p>✓</p>	<p>✓</p>	<p>✓</p>	<p>ONGOING Council’s Economic Development and Tourism Strategy has been adopted and the Action Plan is being delivered.</p> <p>JULY Staff attended a steering committee meeting for Western Murray Land Improvement Group’s biochar project. Work has started on the development of an MRC Investment Prospectus. The New Residents Kit has been finalised.</p>	<p>●</p>

								<p>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"> <li>Completed production of an Official Visitor Guide (OVG) for Echuca Moama.</li> <li>Launched the Visit River Country Spring campaign partnering with McPherson Media for a targeted digital and Google Ads campaign.</li> <li>Collaborated with Campaspe Shire on a similar campaign for the Echuca Moama brand. Updated the Visit River Country website to reflect the Spring season.</li> <li>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.</li> </ul> <p>SEPTEMBER                  ECONOMIC DEVELOPMENT</p> <ul style="list-style-type: none"> <li>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.</li> <li>A Live, Work, Invest Website is currently in development to promote living, working and investing in the region.</li> <li>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.</li> <li>A Murray River Council Regional Investment Prospectus has been drafted and is in production.</li> <li>Development of an Expression of Interest process to redevelop the old Council office in Meninya Street is underway.</li> </ul>	
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>	●	
Advocate	(DP 5.10.3) Advocate for steam trains and replica train stations across the region	B: MEDT P: O:				✓	<p>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.</p> <p><b>Economic Viability</b>                  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.</p> <p><b>Infrastructure Challenges</b></p>		

							<p>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.</p> <p>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.</p> <p>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.</p> <p><b>Safety Concerns</b> 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.</p> <p><b>Environmental Concerns</b> 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.</p> <p><b>Weather Dependence</b> 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.</p> <p><b>Low Demand/ Practicality</b> 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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>
<p><b>Theme 5 – Goal 4 – Partner with industry, community, and government organisations to promote and nurture innovation.</b></p> <p>5.11 – Innovation</p>							
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:	✓	✓	✓	<p>Eco Dev staff are participating in the Barham Biochar Working Group, coordinated by Western Murray Land Improvement Group.</p> <p>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).</p> <p>Staff are investigating options for a new tourism website platform as the existing site agreement will cease by the end of the year.</p> <p><i>AUGUST: The Economic Development Officer is investigating options for new Email Marketing platform to maximise efficiencies and ensure quality marketing.</i></p>

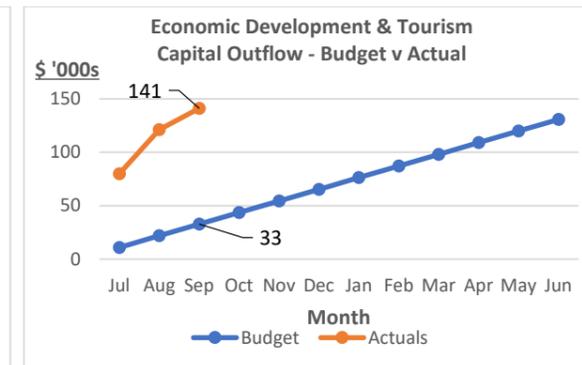
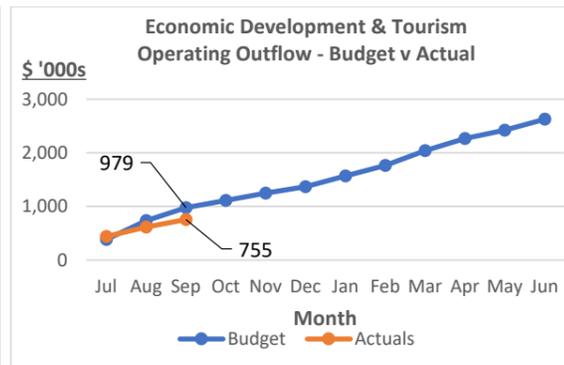
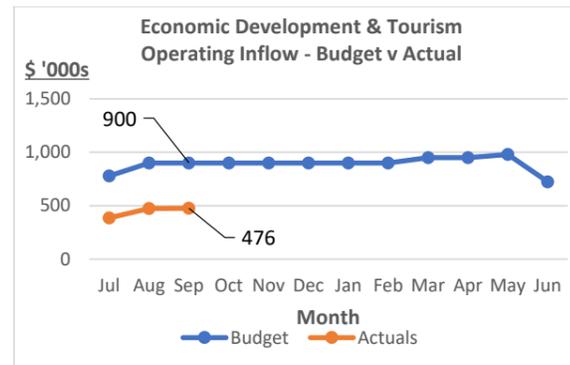
Theme 5 – Goal 4 – Partner with industry, community, and government organisations to promote and nurture innovation.									
5.12 – Research & Development (R&D)									
Engage with universities and research institutions.  (S DCED)	Partner, Advocate	(DP 5.12.1) Investigate and undertake pilot programs (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.  <i>AUGUST: Staff are utilising various platforms providing detailed data for analysis. The Economic Development Officer is investigating options for new Email Marketing platform to maximise efficiencies and ensure quality marketing.</i>	
Collaborate with Telecommunication providers to gather public information for improved tourism promotion and Economic Development decision making.  (S DCED)	Partner	(DP 7.3.5) Partnership in place and information is being used for effective decision making	B: MEDT P: O:				✓		
Theme 7 – Goal 2 – Explore technologies to forecast possible future opportunities.									
7.6 – Promote advanced technologies.									
Support local business to access or develop and introduce advanced technologies.  (S DCED)	Deliver	(DP 7.6.1) Business case to develop a technology hub completed.	B: MEDT P: O:				✓		
	Advocate	(DP 7.6.2) Continue to align strategic plans to future scenario planning	B: MEDT P: O:		✓	✓	✓	Council’s Economic Development Strategy has been adopted and the Employment Lands Strategy is in draft form and will be regularly reviewed and adjusted as appropriate.	●
	Advocate	(DP 7.6.3) Continue being an active member of advocacy groups to promote research and advancement	B: MEDT P: O:	✓	✓	✓	✓	Council will provide support to advocacy groups where possible.	●
Support local business to access or develop and introduce advanced technologies.  (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.									

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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:		✓			
	Deliver	(DP 7.9.2) Prepare a changing station plan for installation locations for EV charging stations	B: MEDT P: O:		✓			
	Deliver	(DP 7.9.3) Develop and begin implementation of an Electric Vehicle Strategy	B: MEDT P: O:		✓		JULY Ongoing discussions held with several potential consultants to finalise the strategy brief and define key requirements.	
Theme 7 – Goal 4 – Monitor and assess emerging global technology trends.								
7.12 – Be prepared to leverage emerging technologies for Economic & Community Development								
Use technology to create interactive / talking tours for our region. (S DCED)	Advocate, Partner	(DP 7.12.4) Investigate options and create a plan to develop interactive tours.	B: MEDT P: O:		✓	✓	JULY Staff met with Silo Arts Australia and discussed their new App and opportunities to work together once the River Country Art Trail is completed.	

PART C: Financial Outcomes



PART D: Project Status

MOAMA LIGHTS

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

EVENT ATTRACTION

- Negotiations continuing to attract a significant event to Moama in February 2025.

SIGNAGE

- Updated signage installed in Old Moama.

CAMPASPE MURRAY BUSINESS AWARDS

- Finalists announced and judging underway.

**RIVER COUNTRY ART TRAIL**

- 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

**PART E: Business as Usual**

**SEPTEMBER - Grants**

Grant Program	Project	\$ Requested	Outcome
RANSW Country Arts Support Program (CASP)	Murray River Collections and their Keepers - create a visual essay of the relationship between 12- 15 unique objects and their custodians for an exhibition trail across the LGA.	\$2,000	Successful
International Women’s Week	Enable them to thrive - Safe relationships, Safe communities. Guest Speaker to attend LGA high schools and empower young women by addressing critical issues such as confidence, peer pressure, and mental health.	\$10,000	Unsuccessful
Australia Day	Activities throughout River Country	\$10,000	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
Spontaneous Volunteers	Empower & Prepare: Community Volunteer Training Initiative. Suite of online learning modules and x10 laptops for execution.	\$57,170	Pending
Community Energy Upgrades	Cost-effective renewable energy and energy efficiency initiatives across eight designated Council buildings, incorporating a blend of Solar PV and battery storage systems. The primary objective is to significantly diminish electricity-based emissions within our operational footprint.	\$116,355	Pending

MRC Community Grant round 1 – closes October 1st with 38 expected applications. Report to October Council meeting for panel members.

**PART F: Service Metrics**

*Escalated Customer Service Reconciliations to CEO level*

Date	Customer Compliant	Action Undertaken	<span style="color:red">●</span> <span style="color:yellow">●</span> <span style="color:green">●</span>

*Risk Management*

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	<span style="color:red">●</span> <span style="color:yellow">●</span> <span style="color:green">●</span>

**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.

**PART A: Director Accountabilities and Key Performance Indicators**

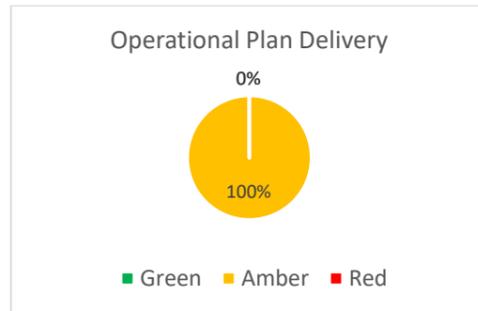
Director of Planning and Environment – Rod Croft	SBPO	Accountability
<p>The Planning and Environment Department has approximately 65 full time equivalent staff spread across 3 Branches – Waste and Regulatory Services, Parks&amp;&amp; Open Spaces and Biosecurity and Development Services. The Director 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 &amp;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:	
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. <a href="#">Discussions need to be started again to confirm some cross-border development opportunities.</a>	
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). <a href="#">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.</a>	
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. <a href="#">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.</a>	Complete
Advocate on behalf of MRC, in concert with RAMJO if required, to influence the	DPE workshop held late May to understand the population growth and the need for aggressive rezoning of land in the short to medium term. A ministerial letter has been prepared with a solution-focused approach to influence changes to how the NSW stage government address fundamental flaws in the Housing strategy guideline in relation to the definition of “Vacant land” amongst other aspects.	

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

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

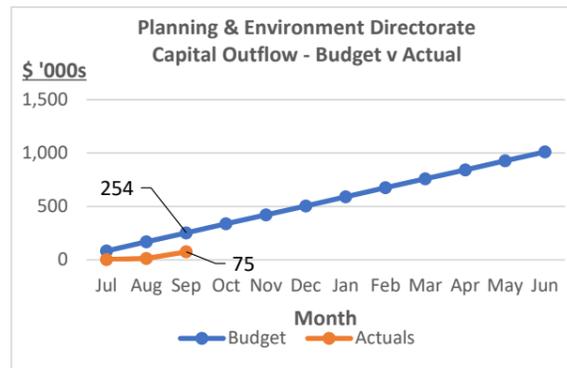
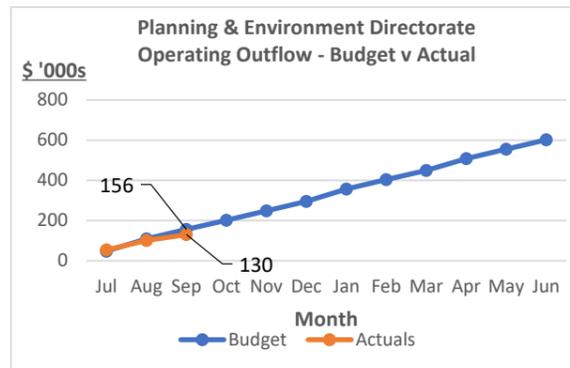
4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments	● ● ●
				1	2	3	4		
<b>Theme 1 – Goal 2 - Protect, enhance and sustain the natural environment</b>									
<b>1.6 - Stewardship agreements</b>									
Work with relevant agencies to 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		✓	✓	✓		
<b>Theme 1 – Goal 3 - Plan for the impacts of climate change</b>									
<b>1.7 – Environmental Sustainability Strategy</b>									
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:			✓	✓		
<b>Theme 2 – Goal 2 - Continue to be a trusted and ethical leader that leads by example</b>									
<b>2.5 – Leadership that is trusted, capable and collaborative</b>									
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.	●

										<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"> <li>1. Parallel Parking was adopted as the parking approach for the extent of Meninya Street</li> <li>2. Bike Path was revised from a separated 2.5m bike path to a 4.0m Shared User Path to resolve safety and design issues.</li> <li>3. Off-street parking was revised at the Meninya Street Office to relocate long vehicle parking to a more functional location.</li> </ol> <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><b>August September:</b></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"> <li>- Improvements to pedestrian crossing locations including the removal of excess crossing points to achieve a balance of pedestrian safety and traffic calming.</li> <li>- Reconfiguration of bus stops to improve connectivity and accessibility</li> <li>- Improvements to parking provisions including kerb outstands and DDA parking provisions.</li> <li>- Reconfiguration of parking and pathways on Boundary Road to improve connectivity to the twin town walk and points of interest.</li> <li>- 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.</li> </ul>
<p><b>Theme 3 – Goal 4 – Strategic planning which produces consistent, strategic, transparent outcomes.</b></p> <p>3.10 – Streetscaping / Master planning / Placemaking</p>										
Investigate and prioritise townships for placemaking, masterplans and streetscaping, to be well-	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

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planned, design and implemented. (S DPE)	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.	●
<b>Theme 3 – Goal 5 – Update and review our open spaces to reflect community wants and needs.</b>									
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.	●
<b>Theme 7 – Goal 3 – To encourage, educate and enable environmentally sustainable approaches to energy management.</b>									
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



PART D: Project Status

Project	Update Summary
Meninya Street Streetscape Upgrade	<p>Overview:</p> <ul style="list-style-type: none"> <li>- Master Plan was developed in 2018 based on feedback from the community and businesses to identify needs and wants from the streetscape</li> <li>- 2022, Project Manager and Advisory Committee commenced scoping discussions for a detailed Concept Plan</li> <li>- 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.</li> <li>- September, 2022 – Consultation Report presented to Council outlining all feedback received and areas of investigation for future improvement.</li> <li>- October 2022, Procurement and award of contract for video animation ‘fly through’ of Meninya Street.</li> <li>- April, 2023, Video Animation endorsed by Advisory Committee and Council following the completion of public consultation.</li> <li>- May 2023, Procurement commenced for Meninya Street Detailed Design, advertised by Public Tender.</li> <li>- September, 2023, Contract Awarded to Spiire Australia Pty Ltd for the detailed design of Meninya Street.</li> <li>- December 2023 – March 2024 – Feature Surveying Completed</li> <li>- March 2024 – Geotechnical Testing of Streetscape, Laneways and Footpath areas completed (minor service location undertaken to assist with bore-hole placement)</li> </ul>

	<ul style="list-style-type: none"> <li>- 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.</li> <li>- May 2024 – Major design changes adopted by Council following expert advice including:                         <ul style="list-style-type: none"> <li>o Parallel parking adopted</li> <li>o Removal of designated bike path, and adoption of a shared user path to improve safety</li> <li>o Revision of off-street parking at Blair Street South to support redevelopment.</li> <li>o Completion of ground penetrating radar (GPR) service location.</li> </ul> </li> <li>- 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 spiire. 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.</li> </ul> <p><b>August September:</b></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"> <li>- Improvements to pedestrian crossing locations including the removal of excess crossing points to achieve a balance of pedestrian safety and traffic calming.</li> <li>- Reconfiguration of bus stops to improve connectivity and accessibility</li> <li>- Improvements to parking provisions including kerb outstands and DDA parking provisions.</li> <li>- Reconfiguration of parking and pathways on Boundary Road to improve connectivity to the twin town walk and points of interest.</li> <li>- 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.</li> </ul>
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 202 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	

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	
15/2/2023	Development Services resourcing	<p>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.</p> <p>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.</p> <p>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.</p>	<ul style="list-style-type: none"> <li>- Continue to advocate for "stocktake process" to be completed Nationally via local government forums and consider international recruitment of planning staff</li> <li>- Advocacy at high levels through NSW Government to understand the impact on MRC growth etc.</li> <li>- 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.</li> <li>- 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 align skills and experience with the technical work and admin staff with more admin tasks. First stages of advertisement will be advertised in Early April.</li> <li>- Para planner roles and local government approval role has been filled. Senior technical roles and planning staff are being advertised currently until filled.</li> <li>- A council report will be seeking Council support for a longer term consulting arrangement to lower the cost of senior planning staff contracts, which securing longer term resources with in the department.</li> <li>- <a href="#">Regional Placemaking planner interviews in May, New Parra Planner appointed.</a></li> </ul>	

Council resolutions completed

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 25/06/2024	Recission motion - Planning Proposal to reclassify 18 lots of Murray River Council land from Commuinity to Operational	<a href="#">160624</a>	<p><b>RESOLUTION 160624</b></p> <p>Moved: Cr Dennis Gleeson</p> <p>Seconded: Cr Neil Gorey</p> <p>That:</p> <ol style="list-style-type: none"> <li>1. Council notes the information outlined in this report include reference to previous resolutions and the history of the project to date.</li> <li>2. Council notes that over the next 5 years with new residential subdivisions being finalised there will be a net gain of 2.25 hectares of open space, if the 18 lots (some partial) are disposed of following the land reclassification process</li> <li>6. Council considers the budget implications of the unbudgeted operational costs for the 2024/25 financial year and identifies the savings in the order of \$100,000 (\$67,988 Staffing costs plus services and consumables) to offset the financial impact to the operational budget by removing the four (4) areas identified to meet the previous Council resolution 041223 (<i>Setting the Financial Sustainability Path Gradient</i>).</li> </ol> <p>Recommendation numbers 3, 4, 5 &amp; 7 were deleted prior to debate as they were a duplication of the councillor notice of motion included in this meeting paper.</p> <p style="text-align: right;"><b>CARRIED</b></p> <p><u>In Favour:</u> Crs Frank Crawley, Neil Gorey, Ann Crowe, Dennis Gleeson, Kron Nicholas, Thomas Weyrich and Geoff Wise</p> <p><u>Against:</u> Nil</p> <p style="text-align: right;"><b>CARRIED 7/0</b></p>	Croft, Rod	
<p>04 Jul 2024 10:20am Leyonhjelm, Lindy</p> <p>Recission motion was amended to include all 18 lots that were included in the report to Council. The actions have now been revised as per the resolution of Council</p>					

**20 Aug 2024 1:31pm Croft, Rod - Completion**

Completed by Croft, Rod (action officer) on 20 August 2024 at 1:31:32 PM - Council voted to not-reclassify these parcels of land and therefore this action has been completed.

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 24/10/2023	Final Murray River Council Local Housing Strategy	<a href="#">171023</a>	<p><b>RESOLUTION 171023</b></p> <p>Moved: Cr Chris Bilkey</p> <p>Seconded: Cr Dennis Gleeson</p> <p>That;</p> <ol style="list-style-type: none"> <li>Council notes that information outlined in the council report in relation to the Final Murray River Council Local Housing Strategy.</li> <li>Council adopts the Final version of the Murray River Council Local Housing Strategy (both part 1 and 2) and forwards the document to the Department of Planning and Environment for endorsement.</li> <li>Council authorises the Chief Executive Officer or his delegate to make edits to the final document where required to publish the document. Noting that any major changes to the document will come back to Council for re-endorsement.</li> </ol> <p><u>In Favour:</u> Crs Frank Crawley, Neil Gorey, Chris Bilkey, Nikki Cohen, Dennis Gleeson, Kron Nicholas, Thomas Weyrich and Geoff Wise</p> <p><u>Against:</u> Cr Ann Crowe</p>	Croft, Rod	<p><b>CARRIED 8/1</b></p> <p><b>CARRIED</b></p>
<p><b>20 Aug 2024 1:28pm Croft, Rod - Completion</b></p> <p>Completed by Croft, Rod (action officer) on 20 August 2024 at 1:28:34 PM - Housing Stratgy finalised and displayed on Councils Website</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 26/09/2023	Bridge Art Project - Car Parking Options	<a href="#">220923</a>	<p><b>RESOLUTION 220923</b></p> <p>Moved: Cr Ann Crowe</p> <p>Seconded: Cr Chris Bilkey</p> <p>That Option 1 below be the supported option.</p> <p>Option 1 – That Council supports the current car park design due to the site constraints and projected patron use of the facility, which would allow car parking requirements to be met offsite utilising existing car park spaces for larger evening events (estimated at 45 car park spaces), additional to the 12 dedicated car park spaces onsite (including 1 accessible car park) for regular daily operation.</p> <p><u>In Favour:</u> Crs Chris Bilkey, Frank Crawley, Nikki Cohen, Ann Crowe, Dennis Gleeson, Neil Gorey, Kron Nicholas, Thomas Weyrich and Geoff Wise</p> <p><u>Against:</u> Nil</p>	Croft, Rod	<p><b>CARRIED 9/0</b></p>
<p><b>20 Aug 2024 1:30pm Croft, Rod - Completion</b></p> <p>Completed by Croft, Rod (action officer) on 20 August 2024 at 1:30:47 PM - Council voted on this action and has been included in the designs with Bridge Art Project</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Parks & Open Space Strategy 2024-2034	<a href="#">130724</a>	<p><b>RESOLUTION 130724</b></p> <p>Moved: Cr Kron Nicholas</p> <p>Seconded: Cr Geoff Wise</p> <p>That Council:</p> <ol style="list-style-type: none"> <li>Notes the formal responses received during the required 28-day public consultation period (attachment 3)</li> <li>Acknowledges the inclusions and alterations made to the final Parks and Open Space Strategy 2024-2034.</li> <li>Formally adopt the Parks and Open Space Strategy 2024-2034 (attachment 1)</li> <li>Endorse the Parks and Open Space Service Delivery Plan. (attachment 2)</li> </ol>	Keogh, Luke	CARRIED
<p><b>20 Aug 2024 1:32pm Croft, Rod - Completion</b></p> <p>Completed by Croft, Rod on behalf of Keogh, Luke (action officer) on 20 August 2024 at 1:32:13 PM - No submissions were received, and the Strategy was adopted by Council and will be put on Councils webpage and YourSay page.</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/05/2024	Addition to the Shedule of Fees and Charges	<a href="#">270524</a>	<p><b>RESOLUTION 270524</b></p> <p>Moved: Cr Neil Gorey</p> <p>Seconded: Cr Ann Crowe</p> <ol style="list-style-type: none"> <li>That Council agree to an amendment to the Council 2023/24 fees and charges in relation to Planning Proposal Scoping Reports - review and provide feedback to include a fee of \$1500 for 'Basic' and 'Standard' proposals and \$3500 for 'complex' and "principal" proposals, as defined in the Local Environmental Plan Making Guideline by the Department of Planning and Environment.</li> <li>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.</li> </ol>	McFarlane, Jessica	CARRIED
<p><b>06 Jun 2024 3:56pm McFarlane, Jessica</b></p> <p>under advertisement</p> <p><b>19 Aug 2024 10:12am McFarlane, Jessica - Completion</b></p> <p>Completed by McFarlane, Jessica (action officer) on 19 August 2024 at 10:12:34 AM - complerte</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/05/2024	Addition to the Shedule of Fees and Charges	<a href="#">300524</a>	<p><b>RESOLUTION 300524</b></p> <p>Moved: Cr Neil Gorey</p> <p>Seconded: Cr Ann Crowe</p> <ol style="list-style-type: none"> <li>That Council agree to an amendment to the Council 2024/25 fees and charges in relation to Private Sanitary Drainage Plan from \$50 to \$25.</li> </ol>	McFarlane, Jessica	

2. That Council, as per Section 610F of the *Local Government Act 1993*, place the amended fee on public exhibition for a period of 28 days.

**CARRIED**

06 Jun 2024 3:56pm McFarlane, Jessica  
under advertisement

19 Aug 2024 10:12am McFarlane, Jessica - Completion  
Completed by McFarlane, Jessica (action officer) on 19 August 2024 at 10:12:47 AM - Complete

Council resolutions outstanding within 3 months

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

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Planning Proposal PP-2023-1523 Post Consultation Report	<a href="#">160724</a>	<p><b>RESOLUTION 160724</b></p> <p>Moved: Cr Geoff Wise</p> <p>Seconded: Cr Neil Gorey</p> <p>That:</p> <p>1. The Council officers report be received and noted.</p> <p>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.</p> <p>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.</p>	O'Brien, Christopher	

	<p>4. Once amended, the Planning Proposal be sent to NSW Department of Planning, Housing and Infrastructure (DPHI) for final endorsement.</p> <p>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).</p> <p><b>Note: The majority of this report has been authored by Itto Vukeni, Consultant Town Planner.</b></p> <p><u>In Favour:</u> Crs Frank Crawley, Neil Gorey, Nikki Cohen, Ann Crowe, Dennis Gleeson, Kron Nicholas and Geoff Wise</p> <p><u>Against:</u> Nil</p> <p style="text-align: right;"><b>CARRIED 7/0</b> <b>CARRIED</b></p>
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Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Meninya Street Precinct Project - July Update	<a href="#">120724</a>	<p><b>RESOLUTION 120724</b></p> <p>Moved: Cr Ann Crowe</p> <p>Seconded: Cr Neil Gorey</p> <p>That:</p> <ol style="list-style-type: none"> <li>Council notes the Meninya Street Precinct Project Council adopted motions to date on the Project (attachment 1).</li> <li>Council note the fundamental objectives previously set for the Meninya Street Precinct Project outlined in this report.</li> <li>Council receive and note the June Project Update for the Meninya Street Precinct Project.</li> </ol> <p style="text-align: right;"><b>CARRIED</b></p>	Sherman, Matthew	

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

CARRIED

Council resolutions outstanding outside 3 months

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/02/2024	Murray Local Environmental Plan 2011- Planning Proposal PP-2023-2003 - Beer Road & Perricoota Road Moama to change zoning from RU1 Primary Production to R1 General Residential Zone for Lots 2 & 3 DP1213161 and Lot 15 DP1273625 and vary the minimum Lot from 120 Hectares to 500m2 minimum Lot size	<a href="#">130224</a>	<p><b>RESOLUTION 130224</b></p> <p>Moved: Cr Geoff Wise</p> <p>Seconded: Cr Kron Nicholas</p> <p>That:</p> <ol style="list-style-type: none"> <li>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<sup>2</sup>.</li> <li>The Planning proposal be sent to NSW Department of Planning and Environment (DPE) for 'Gateway Determination' in accordance with Section 3.34 of the <i>Environmental Planning and Assessment Act 1979</i>.</li> <li>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)</li> <li>Council notes if valid objections are received via the public exhibition process, a further report will come back to council for consideration.</li> </ol> <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>	Cartlidge, Ashleigh	<p>CARRIED 6/0</p> <p>CARRIED</p>
<p><b>06 May 2024 3:18pm Leyonhjelm, Lindy - Reallocation</b></p> <p>Action reassigned to Cartlidge, Ashleigh by Leyonhjelm, Lindy - Kellie Richmond has left the organisation</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 15/11/2023	Mandate for Planning matters	<a href="#">041123</a>	<p><b>RESOLUTION 041123</b></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"> <li>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.</li> <li>Investigate and provide Council with options to activate and address land banking issues that are occurring within Murray River Council area.</li> </ol>	Croft, Rod	

<b>CARRIED</b>
<b>CARRIED 7/0</b>
<p><b>20 Aug 2024 1:29pm Croft, Rod - Target Date Revision</b></p> <p>Target date changed by Croft, Rod from 29 November 2023 to 20 December 2024 - New DCP has been drafted, however awaiting new CSP.</p>

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 22/08/2023	Mayoral Minute - Victorian Government Gas Ban	<a href="#">030823</a>	<p><b>RESOLUTION 030823</b></p> <p>Moved: Cr Frank Crawley</p> <p>That:</p> <ol style="list-style-type: none"> <li>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.</li> <li>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.</li> </ol>	Croft, Rod	<b>CARRIED</b>
<p><b>12 Sep 2023 8:58am Croft, Rod</b></p> <p>Letter will be written within the coming weeks and sent to relevant minister.</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/04/2024	Notice of Motion - Council gives an update on the delivery of the Moulamein Main Street Redevelopment Project, including the timelines involved and community engagement.	<a href="#">270424</a>	<p><b>RESOLUTION 270424</b></p> <p>Moved: Cr Neil Gorey</p> <p>Seconded: Cr Geoff Wise</p> <p>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.</p>	McFarlane, Jessica	<b>CARRIED</b>
<p><b>25 Jul 2024 12:01pm Leyonhjelm, Lindy - Reallocation</b></p> <p>Action reassigned to McFarlane, Jessica by Leyonhjelm, Lindy - Jess has the update on the timelines as it has been placed in the 24/25 budget+</p>					
<p><b>19 Aug 2024 10:11am McFarlane, Jessica</b></p> <p>John Guilfoyle is working with Consultants to establish some quotes and scope of works for Moulamein &amp; Mathoura</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
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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	<a href="#">190324</a>	<b>RESOLUTION 190324</b>	McFarlane, Jessica
			Moved: Cr Thomas Weyrich	
			Seconded: Cr Geoff Wise	
			That:	
			<ol style="list-style-type: none"> <li>1. Council re-endorse the Planning Proposal prepared by Habitat Planning Pty to change zoning from R5 large lot to RU5 Village and vary the minimum lots size from 4000m2 to 450m2 for Lot 611 in DP806704 located at 6 Clifton Street, Mathoura NSW 2710.</li> <li>2. The Planning Proposal be sent to NSW Department of Planning and Environment (DPE) for final endorsement.</li> <li>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).</li> <li>4. <b>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.</b></li> </ol>	
			<u>In Favour:</u> Crs Frank Crawley, Neil Gorey, Nikki Cohen, Ann Crowe, Kron Nicholas, Thomas Weyrich and Geoff Wise	
			<u>Against:</u> Nil	
				<b>CARRIED 7/0</b>
				<b>CARRIED</b>
<b>06 Jun 2024 3:56pm McFarlane, Jessica</b>				
to be heard at June Council meeting for final endorsement				
<b>19 Aug 2024 10:11am McFarlane, Jessica</b>				
This PP is now with Habitat PPlanning for further amendments				

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	<a href="#">150624</a>	<b>RESOLUTION 150624</b>	McFarlane, Jessica	
			Moved: Cr Ann Crowe		
			Seconded: Cr Neil Gorey		
			That		
			<ol style="list-style-type: none"> <li>1. The Council to endorse the Planning Proposal prepared by Stimson Urban &amp; 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.</li> <li>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.</li> <li>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.</li> </ol>		
					<b>CARRIED</b>
			<u>In Favour:</u> Crs Frank Crawley, Neil Gorey, Ann Crowe, Dennis Gleeson, Kron Nicholas, Thomas Weyrich and Geoff Wise		

Against: Nil

**CARRIED 7/0**

19 Aug 2024 10:13am McFarlane, Jessica

With Consultant to amend PP prior to sending back to DPIE

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.	<a href="#">020624</a>	<p><b>RESOLUTION 020624</b></p> <p>Moved: Cr Geoff Wise</p> <p>Seconded: Cr Thomas Weyrich</p> <p>That:</p> <ol style="list-style-type: none"> <li>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.</li> <li>The Planning Proposal be sent to NSW Department of Planning, Housing and Infrastructure (DPHI) for final endorsement.</li> <li>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).</li> <li>No objections were received as part of the re-exhibition period ending 14<sup>th</sup> June 2024.</li> </ol> <p><u>In Favour:</u> Crs Frank Crawley, Neil Gorey, Ann Crowe, Thomas Weyrich and Geoff Wise</p> <p><u>Against:</u> Nil</p>	McFarlane, Jessica	<p><b>CARRIED 5/0</b></p> <p><b>CARRIED</b></p>
19 Aug 2024 10:12am McFarlane, Jessica	Habitat Planning making some amendments to the PP prior to public exhibition				

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 12/12/2023	MURRAY LOCAL ENVIRONMENTAL PLAN 2011 - PLANNING PROPOSAL TO CHANGE ZONING FROM RU1 PRIMARY PRODUCTION TO R2 LOW DENSITY RESIDENTIAL AND E1 LOCAL CENTRE FOR LOTS 1-2 IN DP1283567, LOT 1 IN DP1231552 AND LOT 1-3 IN DP854487 LOCATED AT 420-508 PERRICOOTA ROAD, MOAMA NSW 2731.	<a href="#">131223</a>	<p><b>RESOLUTION 131223</b></p> <p>Moved: Cr Geoff Wise</p> <p>Seconded: Cr Dennis Gleeson</p> <p>That:</p> <ol style="list-style-type: none"> <li>Council endorse the Planning Proposal prepared by Habitat Planning Pty to amend the Murray Local Environmental Plan 2011 (LEP) to vary the zoning of the site on Lot 1 in DP1283567 and Lots 1–3 in DP854487 from RU1 Primary Production Zone to R2 Low Density Residential Zone. Lot 1 in DP1283567 from RU1 Primary Production Zone to E1 Local Centre Zone. Subsequently, reductions in minimum lot sizes proposed for Lots 1 in DP1283567 and Lots 1–3 in DP854487, from a minimum lot size of 100 hectares to a minimum lot size of 2,000m2. Further, the minimum lot size for the E1 Local Centre Zone is proposed to be abolished.</li> <li>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.</li> </ol>	McFarlane, Jessica	

<p><b>11 Mar 2024 11:30am McFarlane, Jessica</b></p> <p>Planning Proposal forwarded to DPE for concurrence.</p> <p><b>06 Jun 2024 3:54pm McFarlane, Jessica</b></p> <p>on-going</p> <p><b>19 Aug 2024 10:10am McFarlane, Jessica</b></p> <p>Mapping is now being amended by Council for finalisation in the process</p>	<p>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).</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, Nikki Cohen, Ann Crowe, Dennis Gleeson, Thomas Weyrich and Geoff Wise</p> <p><u>Against:</u> Nil</p> <p style="text-align: right;"><b>CARRIED 7/0</b></p> <p style="text-align: right;"><b>CARRIED</b></p>
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Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 12/12/2023	Amendment to fees and charges	<a href="#">111223</a>	<p><b>RESOLUTION 111223</b></p> <p>Moved: Cr Neil Gorey</p> <p>Seconded: Cr Ann Crowe</p> <ol style="list-style-type: none"> <li>That Council agree to an amendment to the Council 2022/23 fees and charges in relation to Caravan Parks, Camping Grounds &amp; Manufactured Home Estates – Initial Application Fee for Approval to Operate (ATO)".</li> <li>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.</li> </ol>	McFarlane, Jessica	<b>CARRIED</b>

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 26/03/2024	MURRAY LOCAL ENVIRONMENTAL PLAN 2011 - PLANNING PROPOSAL TO CHANGE ZONING FROM RU1 PRIMARY PRODUCTION TO R2 LOW DENSITY RESIDENTIAL AND E1 LOCAL CENTRE FOR LOTS 1-2 IN DP1283567, LOT 1 IN DP1231552 AND LOT 1-3 IN DP854487 LOCATED AT 420-508 PERRICOOTA ROAD, MOAMA NSW 2731.	<a href="#">180324</a>	<p><b>RESOLUTION 180324</b></p> <p>Moved: Cr Neil Gorey</p> <p>Seconded: Cr Geoff Wise</p> <p>That:</p> <ol style="list-style-type: none"> <li>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 2,000m<sup>2</sup>. Further, the minimum lot size for the E1 Local Centre Zone is proposed to be abolished.</li> <li>The Planning Proposal be sent to NSW Department of Planning and Environment (DPE) for final endorsement.</li> </ol>	McFarlane, Jessica	

	<p>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).</p> <p>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.</p> <p><u>In Favour:</u> Crs Frank Crawley, Neil Gorey, Nikki Cohen, Ann Crowe, Kron Nicholas, Thomas Weyrich and Geoff Wise</p> <p><u>Against:</u> Nil</p> <p style="text-align: right;"><b>CARRIED 7/0</b> <b>CARRIED</b></p>
<p>19 Aug 2024 10:10am McFarlane, Jessica</p> <p>Mapping is now being completed for this process to finalise and amend the LEP</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	<a href="#">120223</a>	<p><b>MOTION</b></p> <p>Moved: Cr Geoff Wise</p> <p>Seconded: Cr Ann Crowe</p> <p>That Council resolve to:</p> <ol style="list-style-type: none"> <li>Consider this report and submissions for information, and</li> <li>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</li> <li>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.</li> </ol> <p>SEE AMENDED RESOLUTION WITH ADDITIONAL ITEM</p> <p><b>RESOLUTION 120223</b></p> <p>Moved: Cr Frank Crawley</p> <p>Seconded: Cr Neil Gorey</p> <p>That Council resolve to:</p> <ol style="list-style-type: none"> <li>Consider this report and submissions for information, and</li> <li>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</li> <li>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.</li> </ol> <p>Amendment - Additional item for resolution:</p> <ol style="list-style-type: none"> <li>Any subsequent DA relating to the sub division as a whole be brought to Council for a decision by Council.</li> </ol> <p style="text-align: right;"><b>CARRIED</b></p> <p><u>In Favour:</u> Crs Chris Bilkey, Ann Crowe, Neil Gorey, Frank Crawley, Kron Nicholas, Geoff Wise and Dennis Gleeson</p> <p><u>Against:</u> Crs Nikki Cohen and Thomas Weyrich</p>	McFarlane, Jessica	

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

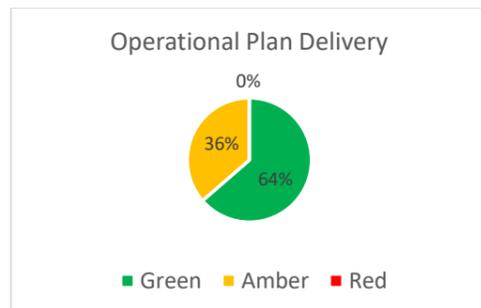
**PART G: Executive Summary** (Achievements of note, celebrations, recognition of team members, high risks, significant change, challenges, emerging trends or significant highlights)

- Completion of Horseshoe Lagoon landscaping project with the area open to the public. The project completed major enhancements to the northern embankment overlooking the lagoon with works funded by the NSW government under the Stronger Country Community Fund Round 5 (SCCF5). Enhancements included lighting, pathways, car parking, street furniture and greenery that will contribute to the Horseshoe Lagoon and Meninya Street Precinct.

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 months have been completed and released.</i></p>																																																																																																				
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O	Planning Proposals																																																																																																								
O	Statutory Planning Certificate Services																																																																																																								
B	Building Compliance Management																																																																																																								
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B	LG Act Approvals (e.g. Caravan Park)																																																																																																								
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**PART B: 4 Year Delivery Program and 1 Year Operational Plan**



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

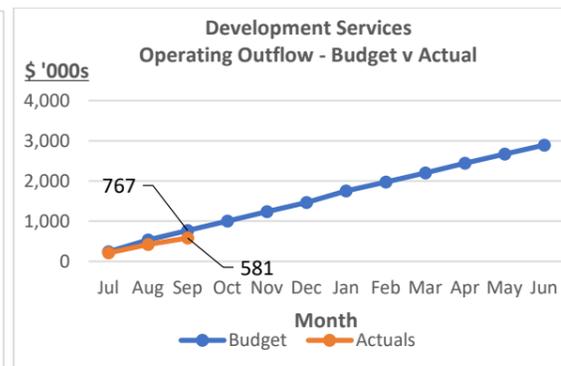
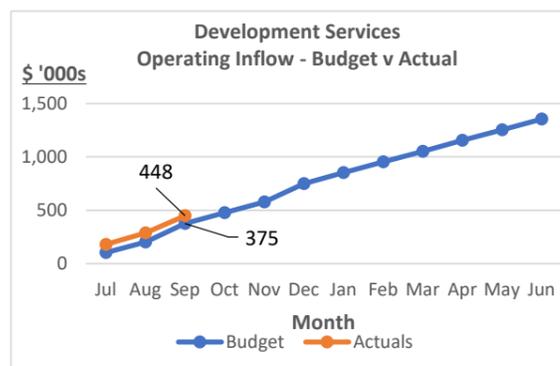
4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments	Status
				1	2	3	4		
<b>Theme 1 – Goal 2 - Protect, enhance and sustain the natural environment.</b>									
<b>1.4 - Improving areas of natural habitat</b>									
Identify and enhance 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.	●
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.	●
<b>Theme 2 – Goal 1 – Deliver exceptional and consistent service to our internal and external community.</b>									
<b>2.4 - Statutory Planning and Building</b>									
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 4 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.	●
	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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Development Services

Theme 3 – Goal 2 – Enable development of sustainable liveable communities.										
3.7 – Housing Strategy										
Development of a Residential Housing Strategy which will guide the rezoning of future residential land over the next 5-10 years and beyond. (S DPE)	Deliver	(DP 3.7.1) Develop a Residential Housing Strategy.	B: MDS P: O:	✓	✓				Final Copy uploaded onto Council website February 2024.	●
	Deliver	(DP 3.7.2) Review and update the Local Environment Plan in relation to the Housing Strategy Outcomes.	B: MDS P: O:			✓	✓			
Theme 3 – Goal 4 – Strategic planning which produces consistent, strategic, transparent outcomes.										
3.11 – Town Planning / Land Use Strategies										
Prepare new Development Control Plan and New Local Environment Plan for MRC (S DPE)	Deliver	(DP 3.11.1) Review and develop a new Development Control Plan	B: MDS P: O:		✓	✓			MDS is working with Council’s consultant Louise Collins to develop Council’s new DCP for the whole LGA. The framework/outline for the DCP is underway with a FIRST DRAFT expected 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 2025-2026	●
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



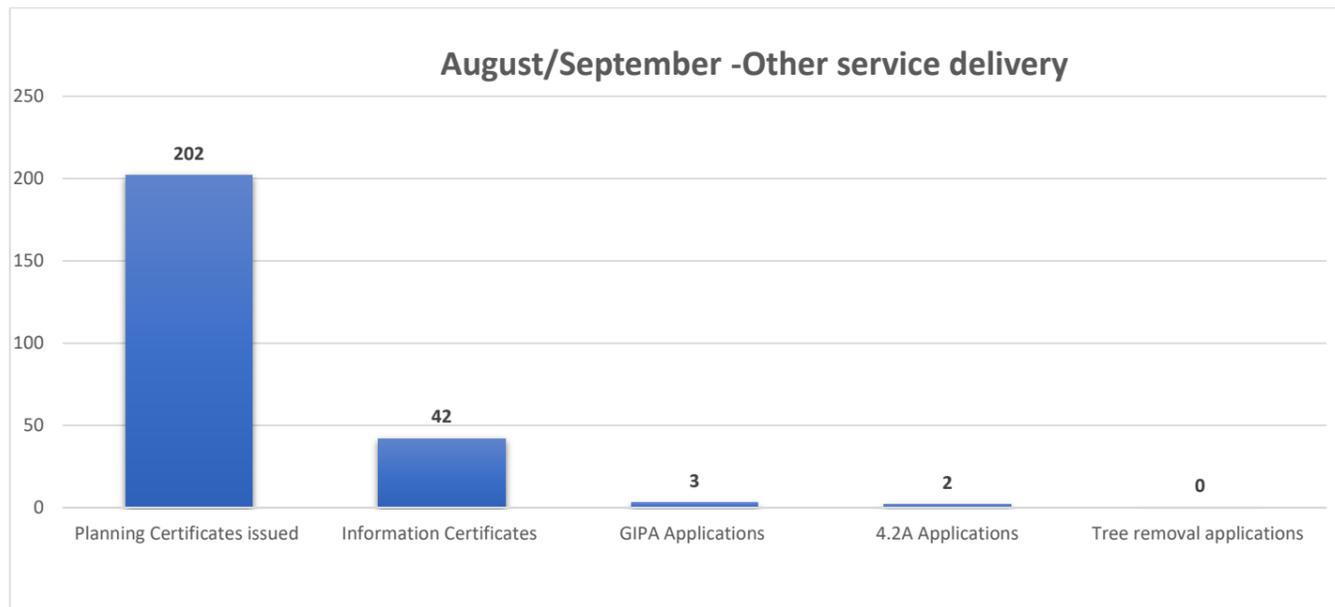
PART D: Project Status

August 2022	Residential Housing Strategy	Expected to be reported to the Council meeting September 2023 as per advice from Wakefield Planning.	COMPLETED – STRATEGY NOW IN IPLEMENTATION
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August 2022	<b>Waterfront Strategy</b>	Project to be reassessed.	<i>PROJECT CEASED – WATERFRONT MATTERS TO BE INCLUDED IN NEW DCP CHAPTER/STRATEGY BY DPIE</i>
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**PART E: Business as Usual**

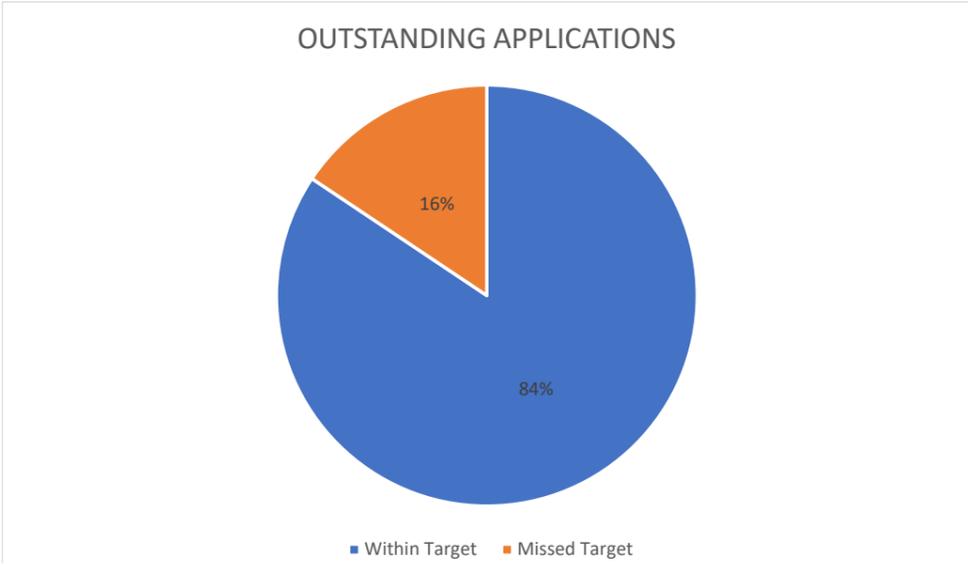
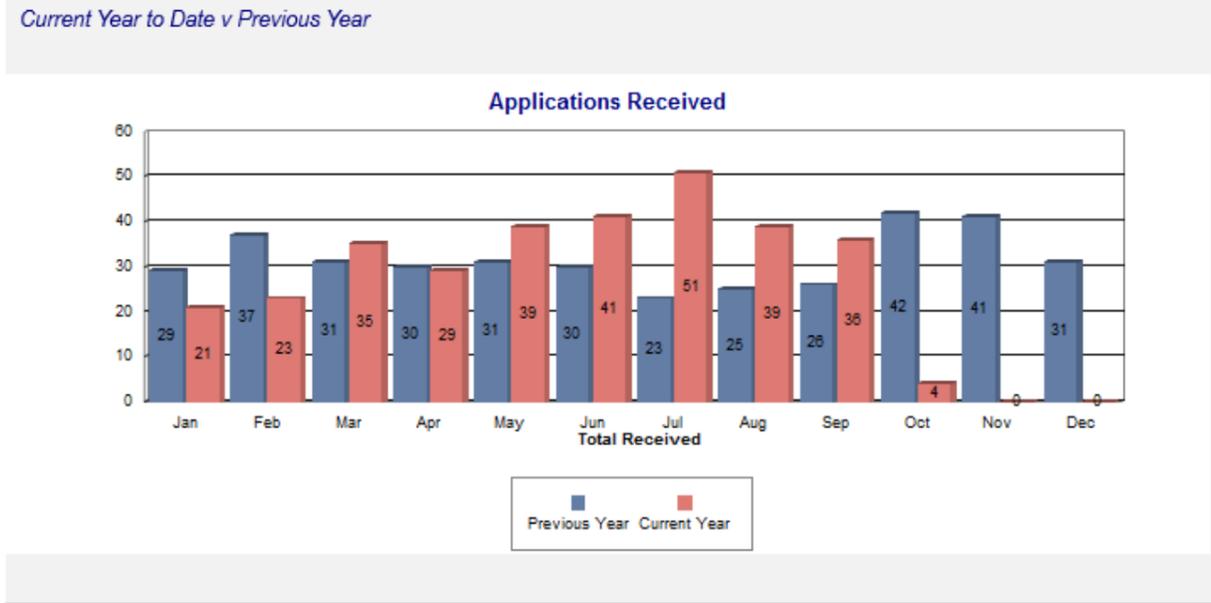
Planning Certificates issued	202
Information Certificates	42
GIPA Applications	3
4.2A Applications	2
Tree removal applications	0



DEVELOPMENT APPLICATIONS:

murray river council Monthly Operational Report – August/September 2024 **Development Services**

August:



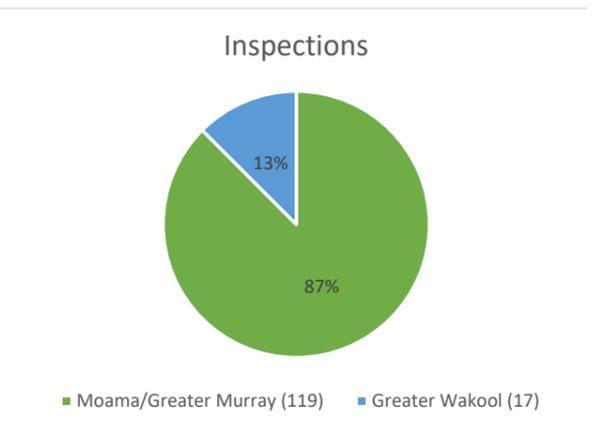
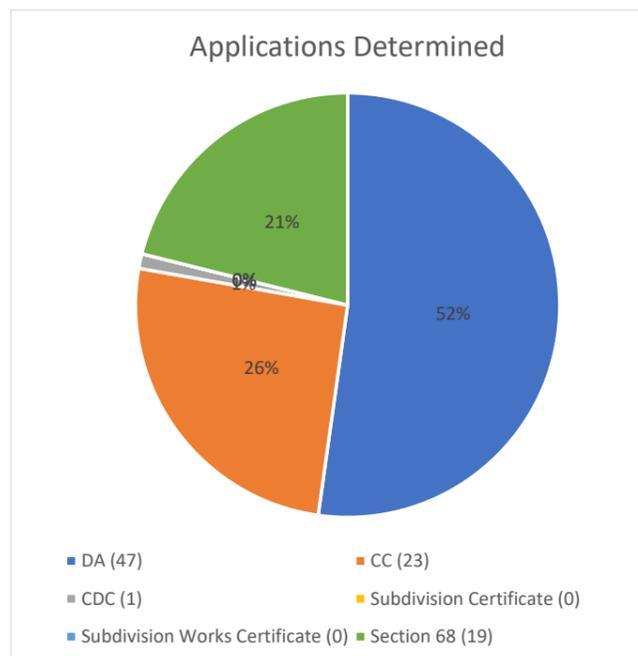
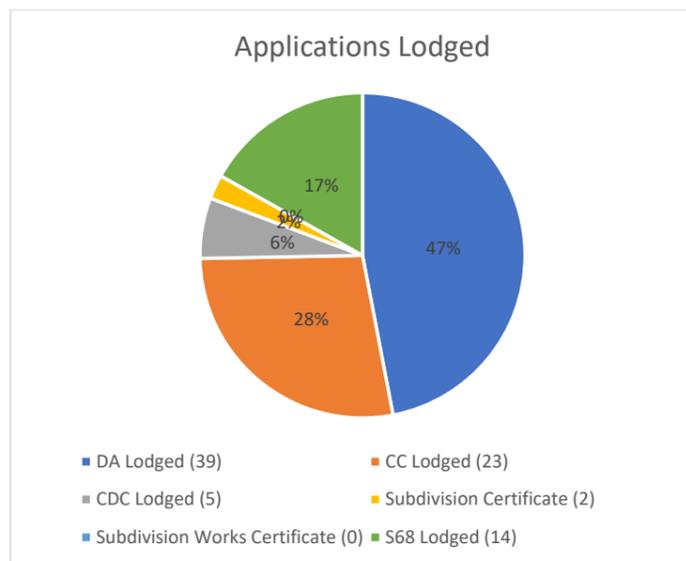
ALL COMBINED APPLICATIONS LODGED, DETERMINED and INSPECTIONS

Applications Lodged:

DA Lodged	39
CC Lodged	23
CDC Lodged	5
Subdivision Certificate	2
Subdivision Works Certificate	0
S68 Lodged	14

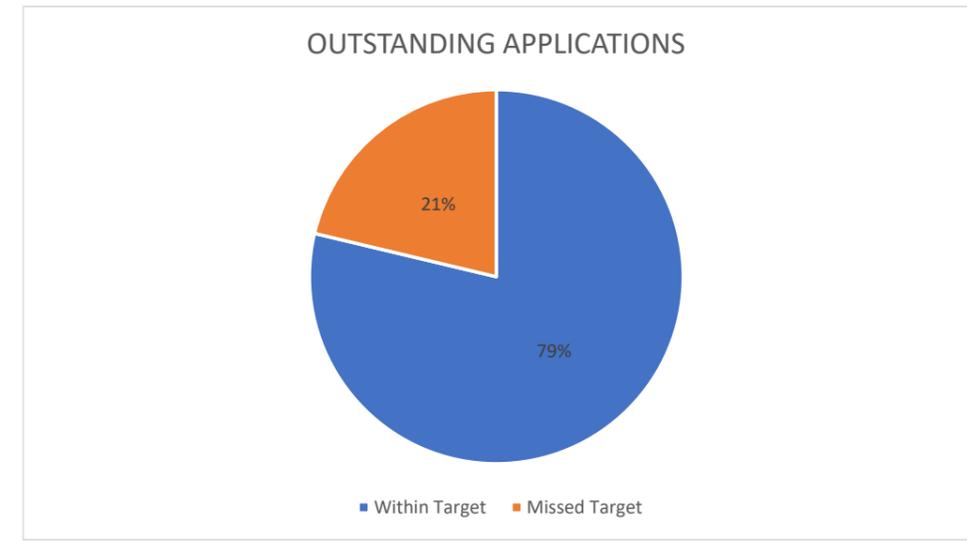
Applications Determined:

DA	47
CC	23
CDC	1
Subdivision Certificate	0
Subdivision Works Certificate	0
Section 68	19



murray river council Monthly Operational Report – August/September 2024 **Development Services**

September:



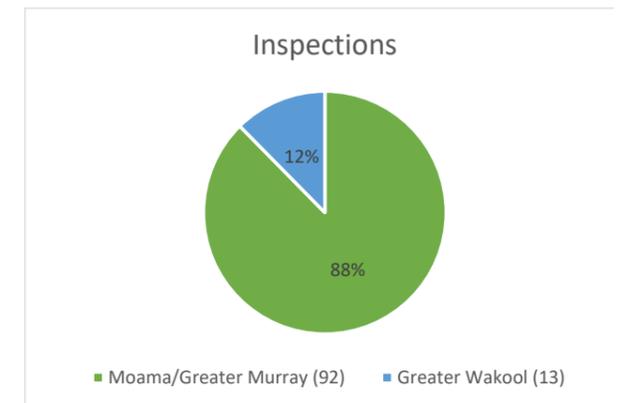
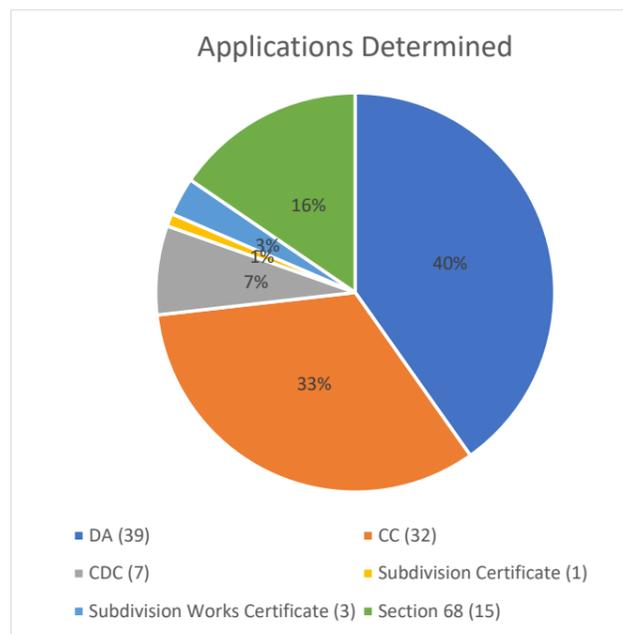
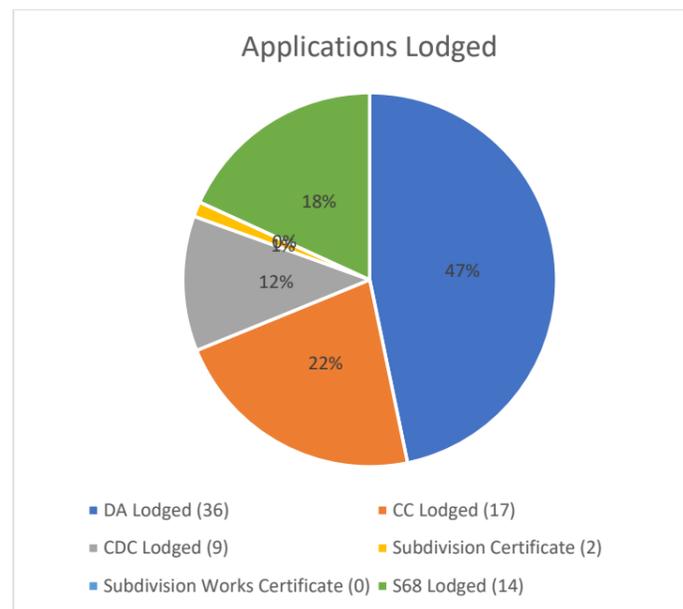
APPLICATIONS LODGED, DETERMINED and INSPECTIONS

Applications Lodged:

DA Lodged	36
CC Lodged	17
CDC Lodged	9
Subdivision Certificate	1
Subdivision Works Certificate	0
S68 Lodged	14

Applications Determined:

DA	39
CC	32
CDC	7
Subdivision Certificate	1
Subdivision Works Certificate	3
Section 68	15



**Applications in the Portal, under Request for Information:**

Development Applications – 23      Construction Certificates- 9      Section 68 -8      Complying Development Certificate – 2  
 Occupation Certificates – 10      Building Information Certificates – 2      Subdivision Works Certificate – 6      Subdivision Certificate - 5

**PART F: Service Metrics**

*Escalated Customer Service Reconciliations to CEO level*

Date	Customer Compliant	Action Undertaken	
			● ● ●

*Risk Management*

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	
June 2022	E Planning Portal Errors	Log and record the errors and raise these issues with the E Planning Portal technical support team.	<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. 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><b>Update: June 2022-</b> 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><b>Update May 2023 –</b> 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><b>Update October 2024 –</b> 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>	● ● ●
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.	● ● ●
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 <a href="#">NSW Planning Reform Action Plan</a> . From 30 June 2023, councils and planning panels will be required to use the standard format notice of determination on the NSW Planning Portal.	● ● ●

## 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"> <li>▶ project identification number and description.</li> <li>▶ the public amenity or public service the project relates to</li> <li>▶ amount of monetary contributions or levies used or expended on project.</li> <li>▶ percentage of project cost funded by contributions or levies.</li> <li>▶ amounts expended that have been temporarily borrowed from money to be expended for another purpose under the same or another contributions plan.</li> <li>▶ value of the land and material public benefit – other than money or land.</li> <li>▶ Whether project is complete.</li> </ul> (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)

Development Services has been developing Councils new combined DCP, seeing one effective document for the shire instead of the current two. The DCP aims to create a more streamlined user experience, ease of use and promote positive development outcomes across all aspects of development including residential, commercial, industrial, flood prone and waterfront. The first DRAFT is expected in early 2025 as we begin to navigate including flood controls that are clear for staff and the community to use.

In September Council welcomed our newest ParraPlanner, Peter Beaumont who returns to MRC after 18 months. Peter expressed a keen interest in Planning and has strong transferable skills from his LG history in Procurements and property and we look forward to having Peter as an important member of our team.

In 2023-2024 Council introduced our Fast Track Team and at present, average turn around assessment times for **residential and domestic** development is approximately 27 days.

The council is also currently undergoing the recruitment of Senior Town Planners, both Strategic & Statutory, in the hope of finding permanent staff to complement our team. At present, the Council still relies on the use of Town Planning Consultants to meet BAU demands for development applications, Planning Proposals and other Planning matters.

At present, the Development Services Team consists of:

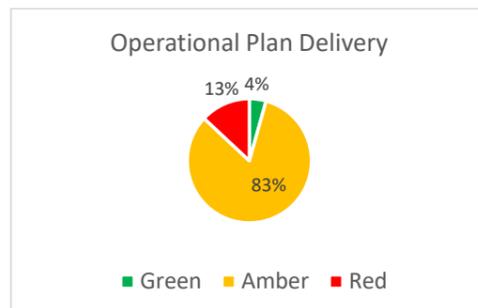
Jessica McFarlane – Manager Development Services  
Ashleigh Cartlidge – Senior Administration Officer  
Harvey McKinnon – Senior Building Surveyor – Accredited Building Surveyor  
Chris O’Brien – Senior Town Planner  
Daniel Tayles – Local Government Approvals Officer – Accredited Certifier (Building Inspector)  
Nancy Johns – Administration Officer  
Jack Rogerson – Building Surveyor – Accredited Building Surveyor (applied)  
Anna Schroeter – Cadet Building Surveyor – Accredited Building Surveyor (applied)  
Jacob MacDonald – Building Surveyor – Accredited Building Surveyor  
Josh McKay – Cadet Town Planner – Studying Diploma of Town Planning – UNE  
Louise Collins – Contract Town Planner

Ash Pidgeon - Cadet Town Planner – Studying Diploma of Town Planning – UNE  
John Guilfoyle – Placemaking Officer  
Jack Lees - ParraPlanner  
Sharen Steele – Administration Officer  
Peter Beaumont - ParraPlanner  
Jobin Paul – Subdivision Engineer – Studying Bachelor of Engineering (Honors) Civil  
Amy Jackson – Administration Officer  
2 x Vacant Senior Town Planning Roles  
Hugh Halliwell – Contract Town Planner  
Itto Vukeni – Contract Town Planner

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 &amp; 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 &amp; 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



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

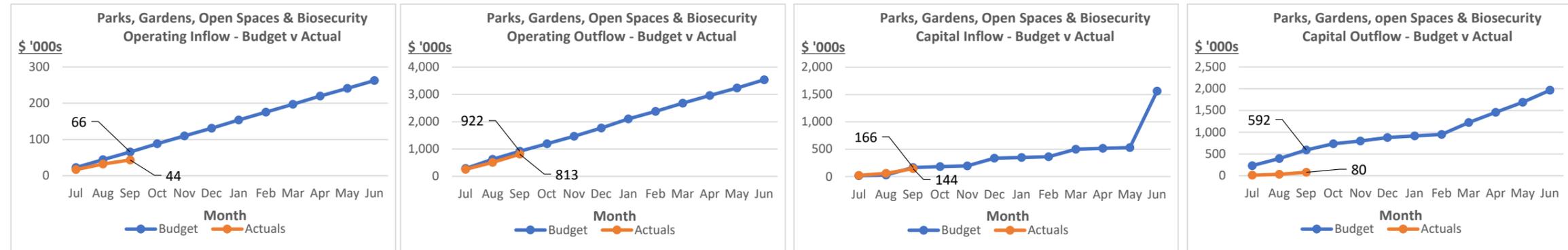
4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments	● ● ●
				1	2	3	4		
<b>Theme 3 – Goal 1 – Create and maintain safe and accessible community spaces that enhance healthy living and promote active lifestyles.</b>									
<b>3.1 – Sports and recreation facilities and spaces</b>									
Outcomes of the Asset and service delivery review to be planned for and prioritised. (S DPE)	Deliver	(DP 3.1.1) Develop a Service standards strategy for all Parks, Recreation reserves.	B: MPOSB P: MPOSB O:CPG	✓	✓			Parks and Open Space Strategy 2024-34 Adopted. Parks operational Service Delivery plan adopted.	●
	Deliver	(DP 3.1.2) Investigate and plan for development of various boat ramps across the region.	B: MPOSB P: MIP O:CPG	✓	✓	✓	✓	Murray Downs Boat Ramp project ongoing. Ramp maintenance completed at Tooleybuc by TNSW.	●
	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. Warm season sports transition begun, sports turf programs implemented.	●
	Deliver	(DP 3.1.4) Investigate and develop business cases and feasibility studies for outdoor exercise stations across the region	B: MPOSB P: O:				✓		
	Deliver, Partner	(DP 3.1.5) Investigate and develop business cases for change of ownership of Moulamein swimming pool and associated facilities	B: MPOSB P: O:			✓		Project not commenced	●
	Deliver, Partner	(DP 3.1.6) Ongoing monitoring and management of Moama and Mathoura outdoor swimming pools and associated facilities	B: MPOSB P: MPOSB O:SPG	✓	✓	✓	✓	Tender awarded to Belgravia Leisure at September 2023 Council meeting for Management of Moama & Mathoura outdoor Pools. 2024/25 Season preparation commenced. Maintenance on pools to commenced. Pool draining, cleaning in preparation for October repainting commenced at both Moama & Mathoura Pools.	●
	Deliver	(DP 3.1.7) Investigate and plan for development and upgrades of Skate Parks across the region.	B: MPOSB P: O:		✓	✓	✓	Project not yet commenced.	●
	Deliver	(DP 3.1.8) Ongoing monitoring and management of existing sports and recreation buildings.	B: MPOSB P: MPOSB O:CBF	✓	✓	✓	✓	All sports & recreation buildings currently maintained in accordance with service delivery schedules and applicable adopted master plans. Facilities managed in consultation with user groups and relevant Section 355 committees of management. Individual user agreements currently under development for all sporting clubs to list responsibilities. End of season change over commenced from Winter to Summer sports.	●
	Deliver	(DP 3.1.9) Undertake Master Planning for new sport and recreation buildings and grounds across the region.	B: MPOSB P: MPOSB O:MPOSB		✓	✓	✓	Project commenced and ongoing subject to approved budgets.	●
	Deliver	(DP 3.1.10) Undertake feasibility study for development of BMX / Mountain / Motor bike / Pump tracks across the region.	B: MPOSB P: MPOSB O:CPG		✓	✓	✓	Project not yet commenced.	●

	Deliver	(DP 3.1.11) Review and rationalise requirements for sports and recreation facilities, based on demands of such services, usage of existing facilities and affordability of maintaining and renewing such facilities.	B: MPOSB P: MPOSB O: MPOSB	✓	✓	✓	All sports & recreation 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. Further review and assessment of current usage trends to be undertaken. Noting decline in volunteers to continue to maintain sport and recreation facilities.	●	
<b>Theme 3 – Goal 2 – Enable development of sustainable liveable communities</b>									
<b>3.8 – Community / Botanical Gardens</b>									
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.	●	
<b>Theme 3 – Goal 5 – Update and review our open spaces to reflect community wants and needs.</b>									
<b>3.13 – Upgrade, enhance and maintain Parks and Open Spaces that connect Communities and are accessible.</b>									
Investigate and review current standards of existing parks and identify upgrades required including accessibility and amenity blocks where appropriate.  Consider new areas of Parks & Open Spaces where they link to high use areas, such as residential subdivisions. (S DPE)	Deliver	(DP 3.13.1) Investigate level of services and complete an asset review for all Parks and Open Spaces.	B: MPOSB P: MPOSB O: CPG	✓				●	
	Deliver, Partner, Advocate	(DP 3.13.2) Murray Downs Riverside Park – designed and implementation has begun	B: MPOSB P: MIP O: CPG	✓	✓	✓	✓	Concept design completed by Thompson Hay Landscape Architects. Boat ramp stage has been designed and is currently under construction.	●
	Deliver	(DP 3.13.4) Ongoing installation of drinking water fountains across the region	B: MPOSB P: CPG O: TLPG	✓	✓	✓	✓	Project commenced and ongoing in accordance with Capital budget allocation.	●
	Deliver	(DP 3.13.6) Deliver Township Beautician Projects in accordance with Master Plans / Streetscape Plans	B: MPOSB P: O:			✓	✓	Project not yet commenced.	●
	Deliver	(DP 3.13.7) Review of Council wide toilet / amenity blocks, their future use and accessibility features including parents room, disability access, amenity	B: MPOSB P: O:		✓	✓		Public amenities strategy to be scoped and completed as an action of the Draft Buildings Strategy. Due to commence late 2024 to 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.	●
	Deliver, Partner, Advocate	(DP 3.13.9) Smarty benches (USB charge stations, power points, wifi hot spots) - Consideration in future design and grant opportunities	B: MPOSB P: O:	✓	✓	✓	✓	Project commenced and ongoing. Inclusion of these items is currently being considered and assessed in all open space planning and design concepts.	●
	Deliver	(DP 3.13.10) Playgrounds - Feasibility and demand investigated for various locations across the region, complete an asset review and define level of service	B: MPOSB P: O:		✓	✓		Level of services included in the Parks & Open Space Strategy. Current assets reviewed and inspected in accordance with Parks Operational Service Delivery Plan.	●
	Deliver	(DP 3.13.11) Park bench program of works to be developed and considered for various locations across the region	B: MPOSB P: MPOSB O: TLPG	✓	✓	✓	✓	Project commenced and ongoing in accordance with Capital budget allocation. Furniture recently procured for installation across LGA to replace old assets.	●
	Deliver	(DP 3.13.12) Shade Sails program of works to be developed and considered for various locations across the region	B: MPOSB P: CPG O: TLPG	✓	✓	✓	✓	Project commenced and ongoing in accordance with Capital budget allocation and external funding opportunities.	●
	Deliver	(DP 3.13.13) Investigate opportunities for Jetties, Pontoon's and floating wharfs around the region.	B: MPOSB P: MIP	✓	✓	✓	✓	Project not yet commenced.	●
	Deliver	(DP 3.13.14) Investigate and develop feasibility studies for retaining walls around the region.	B: MPOSB P: MIP	✓	✓	✓	✓	Outstanding projects from 2022 floods have received CAT D funding approval. Projects include Riverside Caravan Park small section of wall beside cabin alongside Sewer Pump out station, East side of Riverside Caravan Park alongside Horseshoe Lagoon.	●

<b>Theme 3 – Goal 5 – Update and review our open spaces to reflect community wants and needs.</b>									
<b>3.14 – Public Space Waste and Recycling</b>									
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.	●
<b>Theme 3 – Goal 5 – Update and review our open spaces to reflect community wants and needs.</b>									
<b>3.16 – Weed Management</b>									
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.	●
	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.	●
<b>Theme 7 – Goal 1 – Embed a geospatial driven system into Council processes, including public interface.</b>									
<b>7.2 – Leverage the GIS to improve the extent, efficiency and effectiveness of data capture.</b>									
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			✓	✓		
<b>Theme 7 – Goal 1 – Embed a geospatial driven system into Council processes, including public interface.</b>									
<b>7.3 – Apply data sources to improve corporate decision making.</b>									
Better management of Biosecurity risks through the use of AI (data capture) (S DI)	Deliver	(DP 7.3.4) Implement Artificial Intelligence to assist in the management of priority weeds	B: MPOSB P: CB O:CB			✓	✓		

PART C: Financial Outcomes

murray river council Monthly Operational Report – August/September 2024 Parks, Gardens, Open Spaces and Biosecurity



PART D: Project Status

Location & Fund	Fund	Project Title	Project Phase	% Works Complete	Status	Comments
Barham Recreation Reserve	SCCF5	Barham Recreation Reserve Art & Tourism project viewing platform	Delivery	85%	Delivery	<p>Works currently ongoing.</p> <p>New amenities block completed, Dump point installed and footpaths completed. Landscaping ongoing with irrigation installed, turf installed and soft plantings commenced. Shelter has been installed onto concrete pad, edging installed and soft landscaping currently being completed.</p> <p>Outstanding works include fencing, tower uplighting, solar lighting and final landscaping.</p> <p>Works expected to be completed end of October 2024.</p> 

						
Moulamein	SCCF5	Moulamein Lake Accessibility & Infrastructure upgrade	Delivery	90%	Delivery	<p>Works ongoing. Final irrigation installation has commenced, project delivery expected by end of October 2024.</p> 
Moama	SCCF5	Horseshoe Lagoon Landscaping	Complete	100%	Complete.	<p>100% of Works Completed.</p> <p>Horseshoe Lagoon Landscaping works were completed in the month of August. Landscaped area is open for the public for users to enjoy. Funding Acquittal for the Stronger Country Community Fund Round 5 to be acquitted once all SCCF5 Projects have reached Project Completion Status.</p> <p>Project included:</p> <ul style="list-style-type: none"> <li>• 500m of path upgrades for accessibility</li> <li>• Solar Lighting</li> <li>• Shade Structures (5m x 5m Shelter) and Street Furniture (Tables, Seats and Seating Bar)</li> <li>• Rock Features</li> </ul>

						<ul style="list-style-type: none"> <li>• Turf and Landscaping including 70m Rock Wall</li> <li>• Fencing and Bollards</li> <li>• Car Parking, Kerb and Channel and Line Marking</li> <li>• Water Main Renewal to replace damaged main adding a variation to the Project.</li> </ul> <p>Photos of Before vs After:</p> 
Moama	LRCI	Moama Soundshell Playground	Procurement	30%	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"> <li>• Concrete path and edging</li> <li>• Softfall, mulch, sand pit and turf</li> <li>• Log play equipment</li> <li>• Slides, seesaws and swings</li> <li>• Balance beams, logs, play ropes and climbing walls</li> <li>• Mounds, climbing logs and retaining walls.</li> <li>• Street furniture including park seats.</li> </ul> <p>Progress to date:</p> <p>Procurement has commenced for all play equipment and landscaping materials with several orders confirmed and production underway. Tender for construction advertised via Tenderlink as per procurement plan with the tender submission period closing on the 1<sup>st</sup> of November 2024. Recommended supplier to be submitted to Council in November 2024.</p> <p>Photos Prior to Construction and Proposed Design:</p>

							
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PART E: Business as Usual

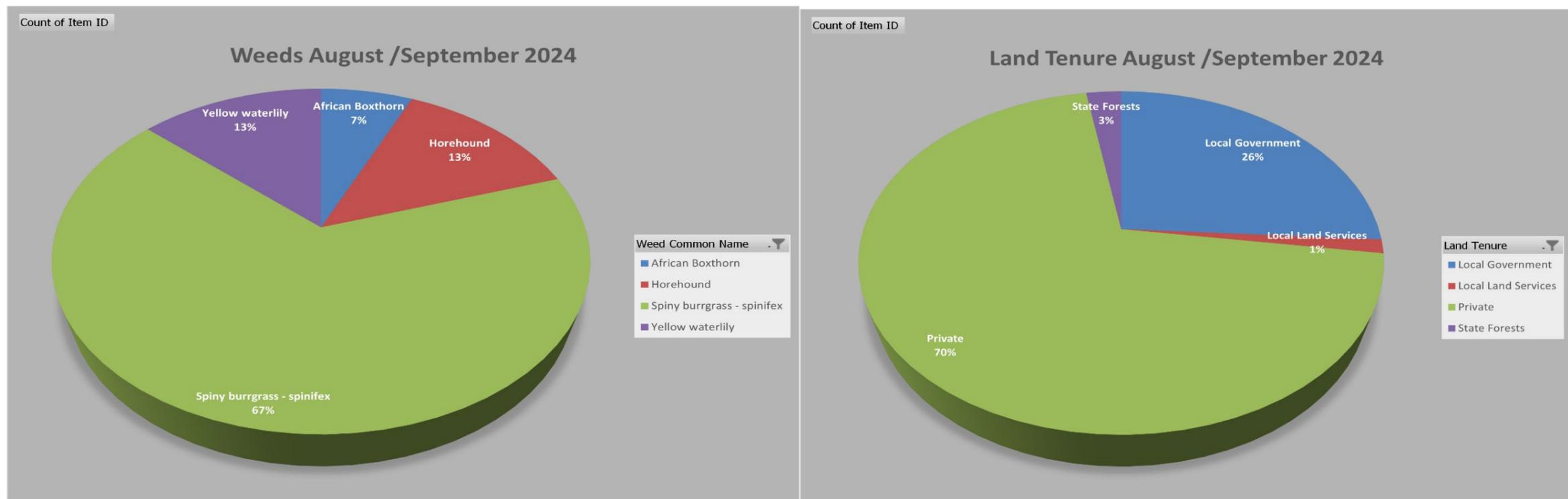
Weed Action Plan (WAP) agreed targets met. BIS reports being prepared for Murray Local Land Services.

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 – 238** Points recorded and reported to BIS.
- NIL infestations – 95
- Infestations – 143

70 Sites Inspected and 2019km Roads inspected.



GENERAL WEED CONTROL - Road Spraying –2190km sprayed.

Barham Township	Moulamein Township	MRC Stockpile sites	Moama township	Moama Cemetery
Womboota Township	Unsealed Rural Roads	MRC bike & shared paths	MRC Sealed Rural Roads shoulders	Moulamein Depot
Cobb HWY roadsides	Moulamein Broadleaf Parks	Tooleybuc township	Koraleigh Township	Wakool Township

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Roadside shoulder spraying all areas



Cemetery spraying

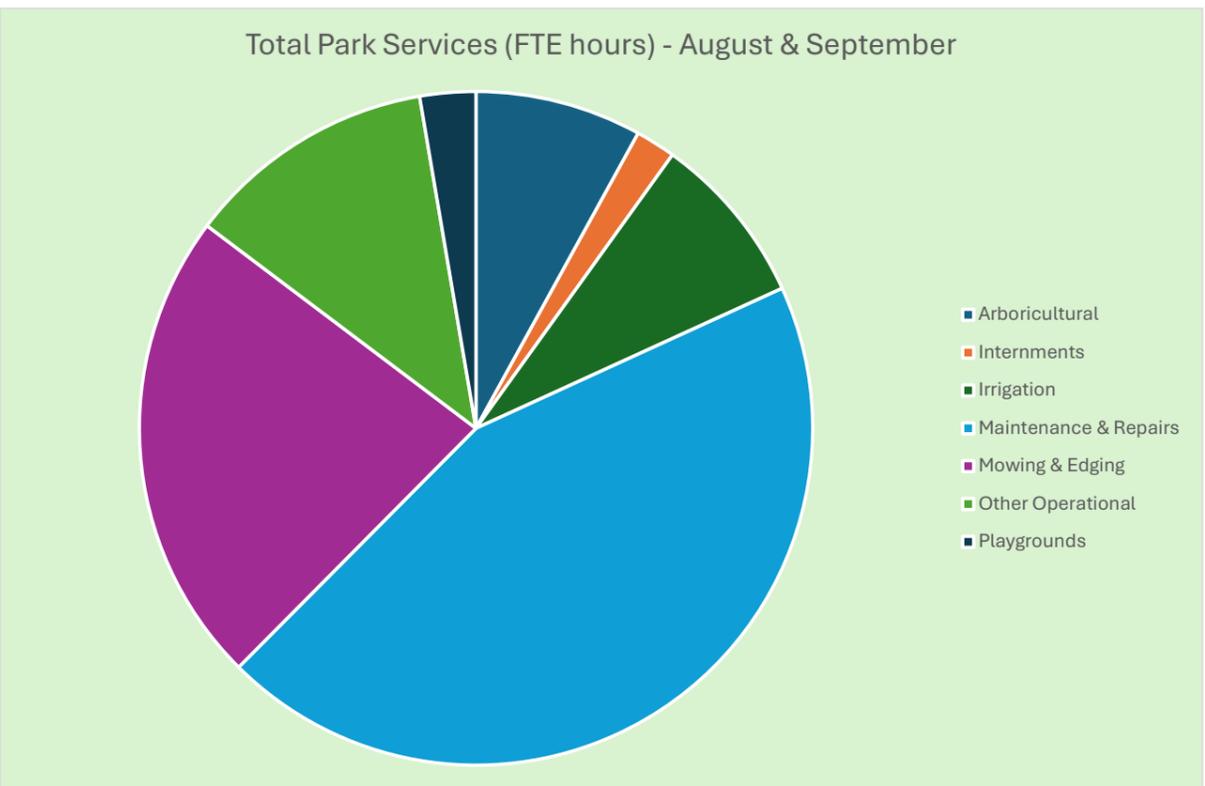
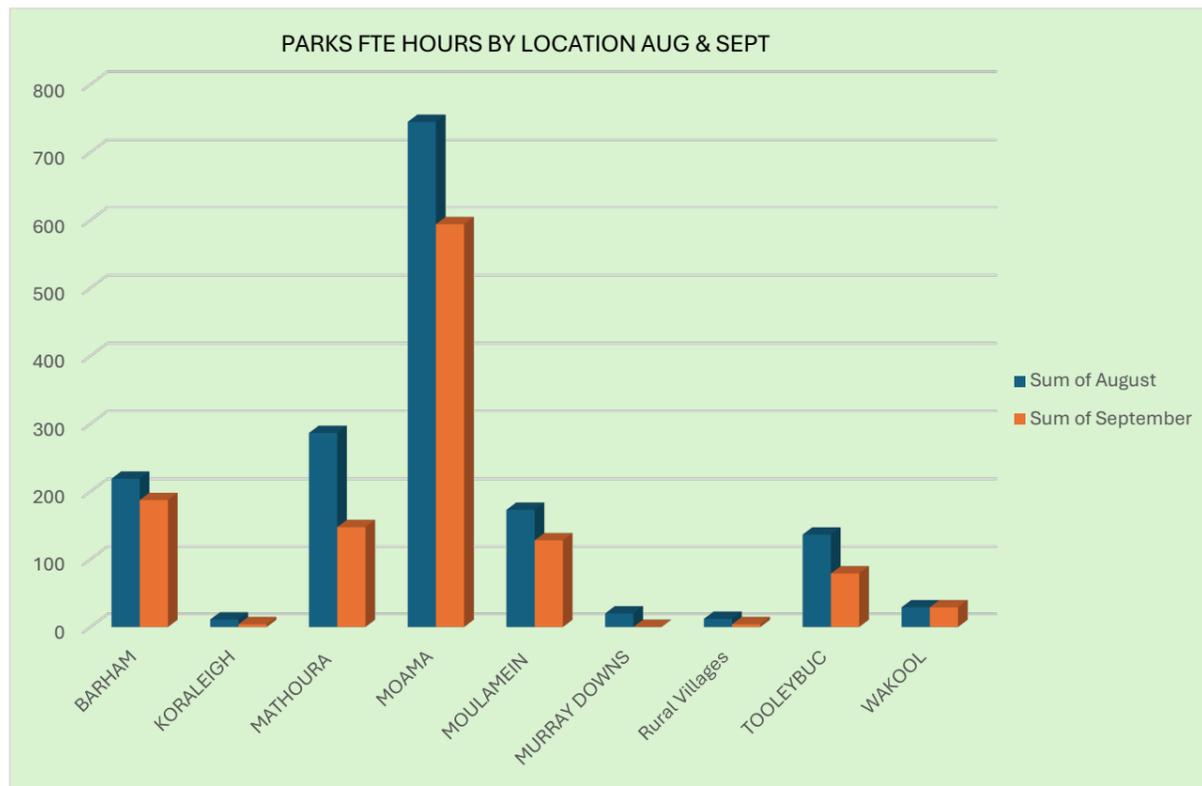


Cape Broom emergence



Biosecurity Officer attended Conference

GENERAL PARKS OPERATIONS:



<p><b>MOULAMEIN:</b></p> <ul style="list-style-type: none"> <li>• <b>Town Maintenance (M&amp;R)</b>-General mowing and cleaning of main street, general weed spraying.</li> <li>• <b>Horticulture (M&amp;R):</b> Parks broadleaf spray application.</li> <li>• <b>Irrigation</b>- Testing &amp; repairs of all systems, 4G modem upgrades to all sites</li> <li>• <b>Mowing</b>- As per service delivery Plans.</li> <li>• <b>Furniture (M&amp;R):</b> Removal of BBQ at Triangle</li> <li>• <b>Burial service</b>- One internment</li> <li>• <b>Inspections</b>-Quarterly playground and monthly park inspections completed</li> <li>• <b>Recreation (M&amp;R):</b> Broadleaf &amp; Insecticide application Moulamein South RR</li> </ul>	<p><b>TOOLEYBUC:</b></p> <ul style="list-style-type: none"> <li>• <b>Town Maintenance (M&amp;R)</b>-General mowing and cleaning of main street, general weed spraying.</li> <li>• <b>Horticulture (M&amp;R):</b> Parks broadleaf spray application.</li> <li>• <b>Playgrounds</b>- Softfall installation Mensforth Park</li> <li>• <b>Irrigation</b>- Testing &amp; repairs of all systems, 4G modem upgrades to all sites</li> <li>• <b>Mowing</b>- As per service delivery Plans.</li> <li>• <b>Burial service</b>- One internment</li> <li>• <b>Inspections</b>-Quarterly playground and monthly park inspections completed.</li> <li>• <b>Recreation (M&amp;R)</b>- Drainage works in front of Hall pavilion. Broadleaf &amp; Insecticide application Tooleybuc RR.</li> </ul>	<p><b>MURRAY DOWNS:</b></p> <ul style="list-style-type: none"> <li>• <b>Town Maintenance (M&amp;R)</b>- Clean-up of storm damages, general weed spraying.</li> <li>• <b>Horticulture (M&amp;R):</b> Parks broadleaf spray application</li> <li>• <b>Irrigation</b>- Testing &amp; repairs of all systems</li> <li>• <b>Mowing</b>- As per service delivery Plans.</li> <li>• <b>Arboriculture</b>- General pruning and uplifting.</li> <li>• <b>Inspections</b>-Quarterly playground and monthly park inspections completed</li> </ul>
<p><b>BARHAM:</b></p> <ul style="list-style-type: none"> <li>• <b>Town Maintenance (M&amp;R)</b>- Clean up of storm damages and cleaning of main street, general weed spraying.</li> <li>• <b>Horticulture (M&amp;R):</b> Parks broadleaf spray application</li> <li>• <b>Playgrounds</b>- Softfall installation Recreation Reserve</li> <li>• <b>Irrigation</b>- Testing &amp; repairs of all systems, 4G modem upgrades to all sites</li> <li>• <b>Mowing</b>- As per service delivery Plans.</li> <li>• <b>Burial service</b>- Four internments</li> <li>• <b>Inspections</b>-Quarterly playground and monthly park inspections completed.</li> <li>• <b>Recreation (M&amp;R):</b> Broadleaf and Insecticide application Barham RR.</li> </ul>	<p><b>WAKOOL:</b></p> <ul style="list-style-type: none"> <li>• <b>Town Maintenance (M&amp;R)</b>-General mowing and cleaning of main street, general weed spraying.</li> <li>• <b>Playgrounds</b>- NA</li> <li>• <b>Irrigation</b>- Testing &amp; repairs of all systems, 4G modem upgrades to all sites.</li> <li>• <b>Mowing</b>- As per service delivery Plans.</li> <li>• <b>Burial service</b>- One internment</li> <li>• <b>Inspections</b>-Quarterly playground and monthly park inspections completed.</li> </ul>	<p><b>MATHOURA:</b></p> <ul style="list-style-type: none"> <li>• <b>Town Maintenance (M&amp;R)</b>-General mowing and cleaning of main street, general weed spraying.</li> <li>• <b>Horticulture (M&amp;R):</b> Parks broadleaf spray application. General pruning and mulching</li> <li>• <b>Playgrounds</b>- Inspections. Playground replacement Picnic Point C/P</li> <li>• <b>Irrigation</b>- Testing &amp; repairs of all systems, 4G modem upgrades to all sites</li> <li>• <b>Furniture (M&amp;R):</b> New seating Picnic Point &amp; Harry McCormick Reserve</li> <li>• <b>Mowing</b>- As per service delivery Plans.</li> <li>• <b>Burial service</b>-NA</li> <li>• <b>Aquatic:</b> Clean out Pool for painting</li> <li>• <b>Inspections</b>-Quarterly playground and monthly park inspections completed.</li> <li>• <b>Recreation (M&amp;R)</b>- PDFNL Semi final preparation, Fertilising, Carpark re-sheeting, tree pruning, Broadleaf application</li> </ul>
<p><b>MOAMA:</b></p> <ul style="list-style-type: none"> <li>• <b>Town Maintenance (M&amp;R)</b>- Clean-up of storm damages and cleaning of main street, general weed spraying. Closure of Moama beach &amp; horseshoe Lagoon during high wind events and damages.</li> <li>• <b>Horticulture (M&amp;R):</b> Parks broadleaf spray application. Landscaping Horseshoe Lagoon Entry</li> <li>• <b>Playgrounds</b>- Inspections.</li> <li>• <b>Irrigation</b>- Testing &amp; repairs of all systems, 4G modem upgrades to all sites</li> <li>• <b>Arboriculture</b>- General pruning and uplifting. Storm cleanup.</li> <li>• <b>Furniture (M&amp;R):</b> New seating &amp; Solar Lighting Horseshoe Lagoon</li> <li>• <b>Mowing</b>- As per service delivery Plans.</li> <li>• <b>Burial service</b>- Multiple internments.</li> <li>• <b>Inspections</b>-Quarterly playground and monthly park inspections completed.</li> <li>• <b>Recreation (M&amp;R)</b>- MFNL Grand Final preparations, fertilising &amp; pest spraying</li> </ul>	<p><b>RURAL VILLAGES-BUNNALOO, WOMBOOTA &amp; CALDWELL:</b></p> <ul style="list-style-type: none"> <li>• <b>Town Maintenance (M&amp;R)</b>-General mowing and general weed spraying.</li> <li>• <b>Playgrounds</b>- Inspections, removal of damaged shade structure Womboota Hall</li> <li>• <b>Irrigation</b>- Testing &amp; repairs of all systems, 4G modem upgrades to all sites</li> <li>• <b>Horticulture (M&amp;R):</b> NA</li> <li>• <b>Furniture (M&amp;R):</b> NA</li> <li>• <b>Mowing</b>- As per service delivery Plans.</li> <li>• <b>Inspections</b>-Quarterly playground and monthly park inspections completed.</li> <li>• <b>Recreation (M&amp;R)</b>- Bunnaloo Recreation Reserve mowing as per service delivery plans.</li> </ul>	

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**PART F: Service Metrics**

*Escalated Customer Service Reconciliations to CEO level*

Date	Customer Compliant	Action Undertaken	● ● ●

*Risk Management*

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

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

**Highlights:**

- Implementation of Parks Operational service delivery plan. Staff providing feedback on delivery during spring period to continually improve and refine.
- Acting Parks Superintendent Tim Moodie appointed to role permanently after successfully completing probation period. This signifies the completion of the Parks & Biosecurity teams restructure.
- Murray Football Netball League Grand Final held at Moama Recreation Reserve. Attended by record crowd. Parks teams prepared grounds and facilities contributing to the success of the day. Picola Football Netball league held a Semi Final at the Mathoura Recreation Reserve again prepared by the Parks Teams.
- MRCs centralised irrigation system Galcon GSI upgraded to 4G by Parks Staff, work on 48 sites replaced all old 3G modems.
- Biosecurity Officer Scott McMillan represented council at the Australasian Weeds Conference in Brisbane.
- Scott McMillan attended and assisted at Henty Field Day for Murray LLS
- Biosecurity Staff hosted a field day/workshop for Yellow Water Lily
- Moama Parks team completed landscaping works at Horseshoe Lagoon in Moama with the installation of Solar Lighting and Furniture. Project funded through SCCF5 program.
- Multiple Section 355 Committees voted to dissolve at recent Recreation Reserve Management meetings. Moama & Barham Recreation Reserve committees have followed Tooleybuc, Wakool, Mathoura and Moulamein Centennial Reserve to move motions to dissolve and hand back full operational control to council.
- FTE replacement in Barham Parks team, Michael Woolhouse employed to fill advertised position.
- Staff training- CoR, Emerging Leaders program.
- Completion of Horseshoe Lagoon Landscaping Works and opening site to the public after Moama Lights Event.
- Tender publicly advertised for Moama Soundshell Playground Construction

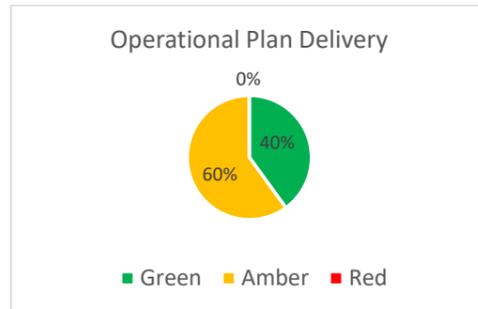
**Threats:**

- High risk weeds potentially emerging during spring.
- Increased customer requests for mowing during spring growth period.
- Negative feedback in relation to Parks Operational Service Delivery Plan introduction due to some service reductions in accordance with adopted plans.
- Dissolution of multiple S355 management committees at Recreation Reserves will potentially impact staffing work loads and service delivery with increased administrative duties and reduction in voluntary help to maintain recreational assets such as sports grounds and facilities.

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 &amp; 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 &amp; 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 &amp; 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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**PART B: 4 Year Delivery Program and 1 Year Operational Plan**



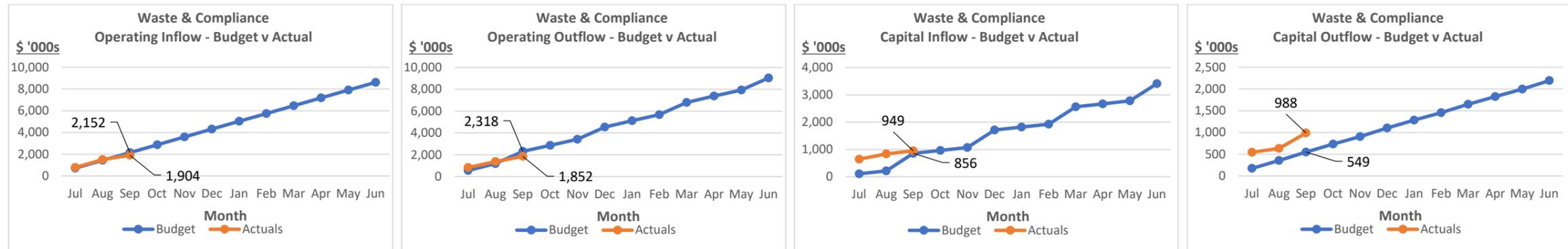
Under the 4-year Delivery Plan, the *Section* relates to ongoing and sustainably managing waste: reduction; recycling; landfill remediation and development; and public education. The Planning and Environment Directorate directly oversees the delivery of these outcomes.

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments	Status
				1	2	3	4		
<b>Theme 1 – Goal 1 - Facilitate Circular Economy</b>									
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. <i>(S DPE)</i>	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	✓	✓			Occupancy certificate received, all technology installed and commissioned, site is fully operational with an official opening scheduled for 1 October 2024.	●
<b>Theme 1 – Goal 1 - Facilitate Circular Economy</b>									
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. <i>(S DPE)</i>	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.	●
<b>Theme 1 – Goal 2 - Protect, enhance and sustain the natural environment</b>									
1.5 - Landfill Rehabilitation works									
Develop & begin implementation of Waste Management Strategy to rehabilitate landfill sites over the next 10 years. <i>(S DPE)</i>	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.	●
<b>Theme 3 – Goal 3 – Delivering best practice and compliant waste and recycling service and infrastructure that meets community needs.</b>									
3.9 – Kerbside, landfill and waste collection services and facilities									
Design and implementation of the Food Organics and Garden Organics (FOGO) program. <i>(S DPE)</i>	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 – August/September 2024 Waste and Compliance

Waste Management Strategy. (S DPE)										
<b>Theme 3 – Goal 5 – Update and review our open spaces to reflect community wants and needs.</b>										
<b>3.14 – Public Space Waste and Recycling</b>										
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**

- Final items for the Automated Depot were installed and commissioned during August and September. Occupancy certificate has been issued, all technology has been installed and commissioned, the site is fully operational with an official opening scheduled for 1 October 2024.
- The landfill leachate management system installation occurred in conjunction with air compressor install at the Automated Depot plant room. Commissioning occurred in September with leachate now being managed appropriately, pumped to the new leachate pond and evaporated in the warmer months.
- 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 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 planning pathway report have been received with final designs due early October.
- The methane gas collection trial being run at the Moama Landfill will be complete at the end of September. A report will be provided so that Council can make an informed decision about how methane will be managed ongoing.

**Compliance**

- Commencing implementation of Hazard Inspection Report at Barham and Moama Pounds and working together in addressing identified hazards and updating some equipment. Barham pound to be painted and sealed in November to meet compliance.
- Meetings with Iconyx in developing fire hazard reduction program to a more streamlined program in Rapid Maps. Fire hazard season and compliance activities will commence in October and run across the warmer months. Team training and testing booked for start of October.
- Compliance team and Development Services meeting fortnightly for panel meeting addressing 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.
- Educational media releases regarding use of public spaces, working with Community Engagement and Communications team.

- Conversations continue regarding MoA with surrounding Councils for compliance services and assistance where or when needed. Gannawarra Shire Council and Edward River Council interested. This is ongoing and conversations continuing. Swapping information and potential for Standard Operated Procedure development.

#### Environmental Health

- Leah Gullan from Osbourne Richardson Australia has commenced during Melissa Best maternity leave. Leah will be one to two days a week for six months or up until Feb 2025.
- Ongoing TechOne EH module being developed.

### PART E: Business as Usual

#### Waste

- Council Waste Officers have been working with RAMJO to enter a Joint Procurement contract for the collection of scrap metal and another for greenwaste mulching services. The scrap metal contract is now in effect and the greenwaste shredding contract is likely to be entered in October.
- The Return and Earn depot is now fully staffed with 2 full time staff, 2 part time staff and 1 casual.
- August marked the end of a successful career for both Bob Brewer and Darrell Trewin who spent 7 years working for Council operating the Barham, Wakool and Moulamein waste facilities. Both Darrell and Bob have moved into retirement and Council wishes them both all the best and is appreciative of the service they have provided.

#### Compliance

- A site visit with the planning department to address unpermitted land uses (motor bike track) and excavation of the Murray riverbank. Compliance to issue Notice of Intent and request a Development Application submission. Will work with Planning in commenting on submission and planning conditions.
- Gannawarra Shire Council, Edward River Council and MRC continue to assist one another with animal management matters. Discussions for a possible Memorandum of Understanding between Councils and providing assistance where required with ranger services is ongoing.
- Menacing dog that was seized for breaching Menacing Dog Orders continues to remain impounded with lawyers involved between Council and the owner of the dog. Council arranged a dog behaviorist to assess the dog and has a brief of evidence pending.
- New Compliance Officer Luke Baker started in the team and is settling in well.

#### Environmental Health

- Assessing food business applications in preparation for inspections and assisting the environmental health consultant.
- Responding to various enquiries from the public including, skin penetration, hair, beauty and food businesses.
- Attended second Local Government Contaminated Land Management – Overview of Legislation workshop and tools for enforcement.
- Ongoing drainage and wastewater issues being address and facilitated approach with real estate, landowners and plumber.



The machine referred to as a “singulator” sorting bottles and cans at the new Return and Earn facility in Moama.



The automated teller being installed at the Return and Earn facility, this will provide cash refunds to residents.

Inside the Return and Earn shed in operation at the Moama Waste Management Facility.



Compressor room housing equipment to operate the singulators and the landfill leachate management system.



Leah Gullan is acting Environmental Health Coordinator for Mel Best



This dog looks much nicer in a photo – is very aggressive.

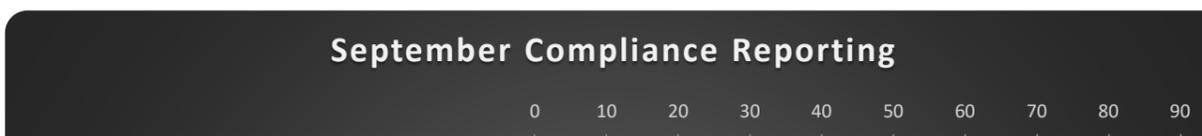
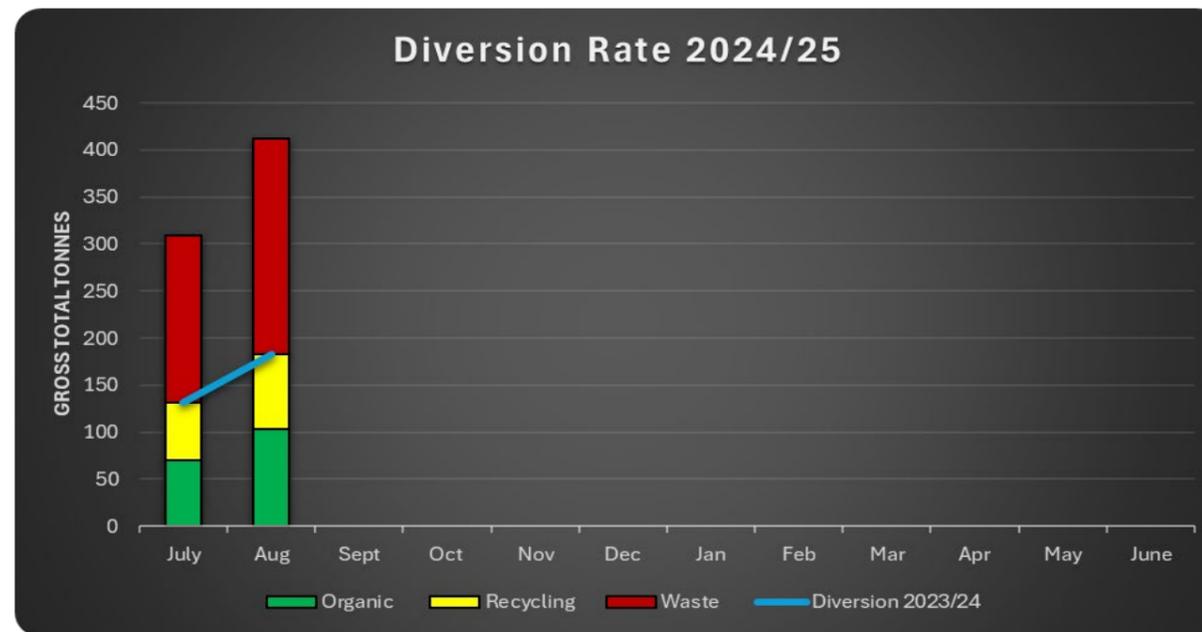
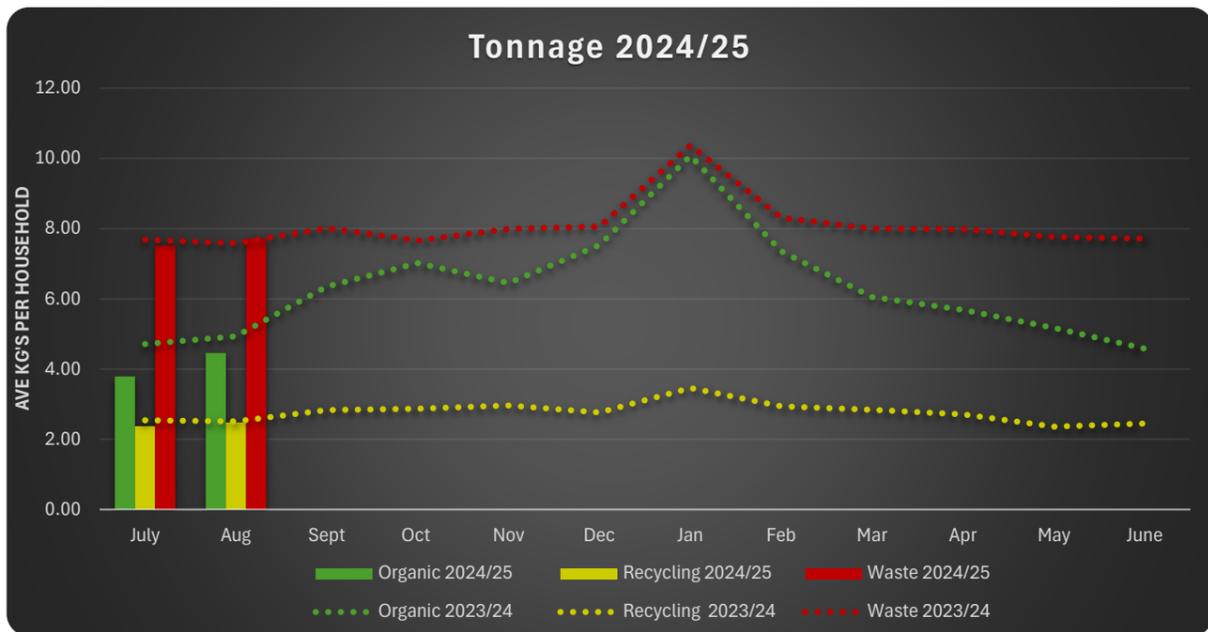


Ranger Shane with Dog behaviourist.



Site Inspection with Planning Department – Illegal Works

PART F: Service Metrics



*Escalated Customer Service Reconciliations to CEO level*

Date	Customer Compliant	Action Undertaken	●●●

*Risk Management*

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	●
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	●
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 late 2024.	●
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.	●
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)

- August marked the end of a successful career for both Bob Brewer and Darrell Trewin who spent 7 years working for Council operating the Barham, Wakool and Moulamein waste facilities. Both Darrell and Bob have moved into retirement and Council wishes them both all the best and is appreciative of the service they have provided.
- Final items for the Automated Depot were installed and commissioned during August and September. The Occupancy Certificate has been issued, all technology has been installed and commissioned, the site is fully operational with an official opening scheduled for 1 October 2024. This marks the culmination of a significant project that provides a very useful service to the community and income to Council.
- The landfill leachate management system installation occurred in conjunction with air compressor install at the Automated Depot plant room. Commissioning occurred in September with leachate now being managed appropriately, pumped to the new leachate pond and evaporated in the warmer months.
- New Compliance Officer Luke Baker started in the team and is settling in well.
- Gannawarra Shire Council, Edward River Council and MRC continue to assist one another with animal management matters. Discussions for a possible Memorandum of Understanding between Councils and providing assistance where required with ranger services is ongoing.

PART A: Section Accountabilities and Team Roles

**Director of Infrastructure –**

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

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

**Accountabilities**

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

Key Performance Indicator	Evidence/Comments:	● ● ●
By Nov 23 Investigate and work with other councils to harvest synergies.	Monthly meeting with Edward, Berrigan, and Murrumbidgee Director Engineering.	●
By Dec 23 lead the council wide energy reduction and management program: investigate, plan, business case, funding and delivery.	Energy Efficiency projects being prioritized. Federal Government have announced funding for Local Government Energy Efficiency Projects that will have guidelines released in December.	●
Consider opportunities to on-sell services, eg other councils, Transport for NSW etc		●
Flood expenditure under the DRFA to be claimed and reimbursed within 6 months.	Yes. Refer to Works update for up to date break down of submission	●
Advocate on behalf of MRC, in concert with RAMJO if required, to influence the NSW Government with regards to infrastructure issues and policies.	I am chair of the RAMJO Local Water Utility group. Recenelty commenced and starting to see some improvements through collaboration.	●
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.	●
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.	●

**PART A: Section Accountabilities and Team Roles**

Manager Water Services	Manager Infrastructure Projects	Manager Plant, Fleet and Stores	Manager Works	Manager Building and Facilities																																																																																																																																																																																																																																																																																																																																							
<p>This team is now solely focused on implementation and the “doing”.</p> <p>This team will provide these services based on Service Level agreements with Delivery Managers</p> <ul style="list-style-type: none"> <li>Water source access (including alternative supply options)</li> <li>Water and wastewater treatment processes</li> <li>Water distribution and quality</li> <li>Waterwater collection</li> <li>Water efficiency and reuse</li> <li>Emergency Services and After Hours Response</li> </ul> <p>Their work will include:</p> <p>Potable and raw water supply, safe water and wastewater treatment plant operations, stormwater reuse, leak detection &amp; repair, planned and unplanned pipe maintenance, pump operations and repair, customer response.</p>	<p>This group will be a one-stop-shop for all things Project Management.</p> <ol style="list-style-type: none"> <li>technical advice and information to the rest of the organisation</li> <li>Delivery Manager for some projects (almost all hard assets)</li> </ol> <p>If you have a ‘soft’ asset project it can still be handled here.</p> <p>Their services include:</p> <ul style="list-style-type: none"> <li>Scoping, Pricing, documentation</li> <li>Designing, project managing, on-site supervision</li> <li>Cost planning, procurement and contract administration, writing tenders, advertising and auditing.</li> </ul> <p>Next year Business Managers must bid for projects- and provide a Business Case &amp; use the MRC Project Management Framework. This team will provide advice on high level costing &amp; scope of the project, then if successful in getting funding through ELT &amp; Council, provide a detailed project brief, cost plan and project management (the delivery management).</p>	<p>This team will manage Council’s Commercial Functions that are the responsibility of Public Works</p> <ul style="list-style-type: none"> <li>Fleet – heavy and light</li> <li>Stores - buying</li> <li>Depots – facilities management and optimisation</li> </ul> <p>O Including Real Estate services (Delivery Management) to other Business Managers who are responsible for building assets (eg community buildings, park buildings)</p> <p>O Leases, Deeds high level agreements to do with all property issues. (Not to be confused with Building Maintenance or Building Asset Management Planning)</p> <p>This team will also provide commercial due diligence on any proposed “money making” projects within the Organisation.</p>	<p>This team is now solely focused on implementation and the “doing”.</p> <p>Ricki is the <b>Implementation Agent</b></p> <p>This team will provide these services based on Service Level agreements with Delivery Managers</p> <ul style="list-style-type: none"> <li>Civil Works</li> <li>Roads</li> <li>Bridges</li> <li>Ancillary furniture</li> <li>Emergency Services and After Hours Response</li> </ul> <p>Their work will include:</p> <p>Roads, Footpaths, Stormwater, , Bridges, Signage and Linkemarking, Bus shelters, Seats, Street scaping, Kerb and gutter, pavements, Verges, Traffic islands, Streetlighting etc</p>	<p>Manage the ongoing viability of Council’s approximately 300 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>Manage the annual capital and operational budgets.</p>																																																																																																																																																																																																																																																																																																																																							
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	B	Transport for NSW Services																																																																																																																																																																																																																																																																																																																																									
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	B	Management of Town Maintenance (Public Furniture – Transport)																																																																																																																																																																																																																																																																																																																																									
	B	Grant Funding applications for Footpaths and Bike paths under RMS																																																																																																																																																																																																																																																																																																																																									
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murray river council Monthly Operational Report – August/September 2024 **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		

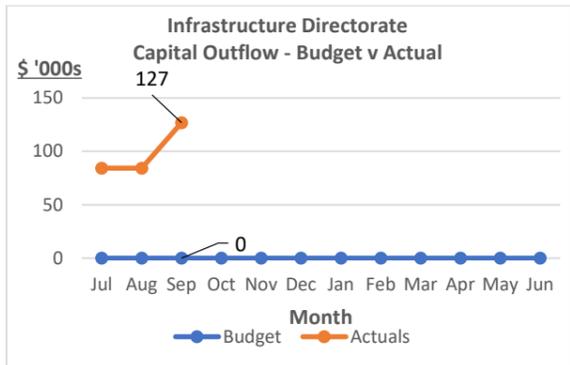
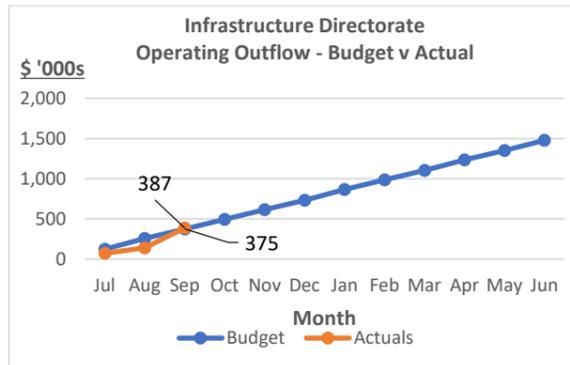
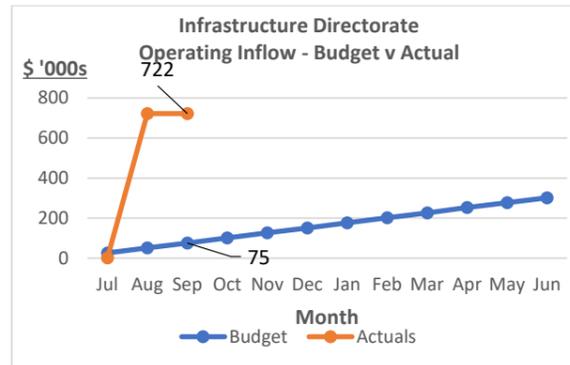
**PART B: 4 Year Delivery Program and 1 Year Operational Plan**

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 1<sup>st</sup> year of the Delivery Program.

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments	● ● ●
				1	2	3	4		
<b>Theme 1 – Goal 2 - Protect, enhance and sustain the natural environment.</b>									
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 applied for funding. Echuca Moama Torrumbarry Flood Study has been adopted and Risk Management progressing well. Onsite training has been held with operation staff to improve operation and maintenance knowledge. Funding has been given to Public Works to help complete and adopt our Levee Owner Manuals.	●
<b>Theme 3 – Goal 1 – Create and maintain safe and accessible community spaces that enhance healthy living and promote active lifestyles.</b>									
3.4 – Community Safer Spaces									
Develop and implement a Community Safer Spaces Plan and associated documentation (S DI)	Deliver	(DP 3.4.1) Community Safer Spaces Plan and associated documentation developed and embedded into Project Management Framework.	B: DI P: O:		✓			Minimal Strategic work has been completed on this to date.	●
		(DP 3.4.2) Community Safer Spaces Plan actions implemented.	B: DI P: O:			✓	✓		

**PART C: Financial Outcomes**

murray river council Monthly Operational Report – August/September 2024 **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	
			●●●

*Risk Management*

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	
				●●●

Council resolutions completed

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Water Strategy Update	<a href="#">100724</a>	<b>RESOLUTION 100724</b> Moved: Cr Neil Gorey Seconded: Cr Ann Crowe That Council note the former Water Strategic Work completed including the Integrated Water Cycle Management Plan and Options. 1. Integrated Water Cycle Management Plan (IWCM) 2. IWCM Options Report	Bond, Jack	

3. IWCM Issues Register update	<b>CARRIED</b>
<p><b>24 Sep 2024 3:12pm Bond, Jack - Completion</b></p> <p>Completed by Bond, Jack (action officer) on 24 September 2024 at 3:12:27 PM - Report noted. No follow up</p>	

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	BUILDINGS STRATEGY 2024-2034	<a href="#">110724</a>	<p><b>RESOLUTION 110724</b></p> <p>Moved: Cr Neil Gorey</p> <p>Seconded: Cr Dennis Gleeson</p> <p>That Council:</p> <ol style="list-style-type: none"> <li>Acknowledges the minor alterations made to the final Buildings Strategy 2024-2034.</li> <li>Formally adopt the Buildings Strategy 2024-2034 (Attachment 1)</li> </ol>	Bulmer, Glenn	<b>CARRIED</b>
<p><b>24 Sep 2024 3:29pm Bulmer, Glenn - Completion</b></p> <p>Completed by Bulmer, Glenn (action officer) on 24 September 2024 at 3:29:33 PM - Completed</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/05/2024	DRAFT BUILDINGS STRATEGY 2024-2034	<a href="#">250524</a>	<p><b>RESOLUTION 250524</b></p> <p>Moved: Cr Dennis Gleeson</p> <p>Seconded: Cr Neil Gorey</p> <p>That Council:</p> <ol style="list-style-type: none"> <li>Endorse the Draft <i>Murray River Council Buildings Strategy 2024-2034</i> (the Strategy) (attachment 1) to go out for public exhibition for the required 28-day period.</li> <li>Notes the Strategy is interlinked and should read in conjunction with:                             <ul style="list-style-type: none"> <li>- the Planning Proposals to reclassify community to operational land and</li> <li>- the Murray River Council <i>Parks and Open Space</i> Strategy</li> </ul>                             Both of these documents form part of this month's Ordinary Council agenda.                         </li> </ol> <p>Notes that all public submissions received in relation to the draft Strategy will be presented at the next Ordinary Council meeting, where valid public submissions will be included in the final <i>Murray River Council Buildings Strategy 2024-2034</i> for final adoption.</p>	Bulmer, Glenn	<b>CARRIED</b>
<p><b>05 Jun 2024 11:09am Bulmer, Glenn</b></p> <p>Buildings Strategy 2024 - 2034 currently on 28 day public consultation period (commenced 29/05/2024 on Council's Your Say page)</p> <p><b>08 Jul 2024 2:20pm Bulmer, Glenn</b></p> <p>Buildings Strategy 2024 - 2034: 28 day public consultation period (Closed on 28/06/2024). No submissions were recieved. Strategy will be presented at next meeting for adoption.</p>					

**24 Sep 2024 3:31pm Bulmer, Glenn - Completion**

Completed by Bulmer, Glenn (action officer) on 24 September 2024 at 3:31:02 PM - Adopted 23 July 2024

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/08/2024	Transport for NSW Swan Hill Bridge replacement project - Community Update	<a href="#">100824</a>	<p><b>RESOLUTION 100824</b></p> <p>Moved: Cr Neil Gorey</p> <p>Seconded: Cr Ann Crowe</p> <p>That the Officer’s report on Transport for NSW Swan Hill Bridge replacement project - Community Update as at July 2024 be received and the information noted by the Council.</p>	Donald, Jan	CARRIED
<p><b>09 Sep 2024 2:38pm Donald, Jan - Completion</b></p> <p>Completed by Donald, Jan (action officer) on 09 September 2024 at 2:38:05 PM - No further action required.</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/08/2024	Mid Murray Local Emergency Management Committee (incorporating Edward River Council & Murray River Council)	<a href="#">090824</a>	<p><b>RESOLUTION 090824</b></p> <p>Moved: Cr Neil Gorey</p> <p>Seconded: Cr Ann Crowe</p> <p>That the DRAFT minutes of the Mid Murray Local Emergency Management Committee (incorporating Edward River Council &amp; Murray River Council) together with the Mid Murray Local Rescue Committee held on 20 June 2024 be received and the information noted by the Council.</p>	Donald, Jan	CARRIED
<p><b>09 Sep 2024 2:39pm Donald, Jan - Completion</b></p> <p>Completed by Donald, Jan (action officer) on 09 September 2024 at 2:39:26 PM - No further action required.</p>					

Council resolutions outstanding within 3 months

Meeting	Subject	Resolution Number	Resolution
Council 27/08/2024	DRAFT Quality Policy POL-315 V#1	<a href="#">110824</a>	<p><b>RESOLUTION 110824</b></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>

murray river council Monthly Operational Report – August/September 2024 Infrastructure Directorate

CARRIED

Council resolutions outstanding outside 3 months

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 25/01/2022	Mathoura Residential Development	<a href="#">150122</a>	<p><b>RESOLUTION 150122</b></p> <p>Moved: Cr Thomas Weyrich</p> <p>Seconded: Cr Nikki Cohen</p> <p>That Council</p> <p>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>OR</p> <p>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> <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><b>CARRIED</b></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><b>CARRIED 5/2</b></p>	Bond, Jack	
<b>08 Feb 2022 1:08pm Donald, Jan</b>	Works have commenced on the engineering design following on from meeting with the consultants.				
<b>12 Jul 2022 4:16pm Bond, Jack</b>	DA has been applied for				
<b>30 Nov 2022 10:22am Donald, Jan</b>	Design and planning still underway. More information available in 2023.				
<b>04 Apr 2023 8:49am Donald, Jan</b>	Design and planning nearing completion. Actively seeking funding opportunities to support the development.				
<b>09 May 2023 3:56pm Donald, Jan</b>	No further update at this time.				
<b>08 Jun 2023 9:03am Bond, Jack</b>	Motion passed at May meeting to progress to detailed costing stage.				
<b>12 Jul 2023 1:09pm Bond, Jack</b>	Detailed design underway				
<b>12 Sep 2023 1:24pm Bond, Jack</b>					

Future report to Council for feasibility.

**17 Nov 2023 12:39pm Bond, Jack**  
No further update at this time.

**24 Nov 2023 10:54am Bond, Jack**  
Valuation will be sort for current land status.

**08 Mar 2024 8:10am Bond, Jack**  
Due to drainage constratints. Project to be varied in layout. Further report to Council coming once more design work is completed.

**07 Jun 2024 3:22pm Bond, Jack**  
Varied design progressing well

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 25/01/2022	Liston Caravan Park	<a href="#">290122</a>	<p><b>RESOLUTION 290122</b></p> <p>Moved: Cr Nikki Cohen</p> <p>Seconded: Cr Neil Gorey</p> <p>That Council resolve to:</p> <ol style="list-style-type: none"> <li>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.</li> <li>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"> <li>a) Cost to upgrade the park to a compliant standard.</li> <li>b) Management and operating models.</li> <li>c) Cost to decommission the site and develop the Caravan Park area into a passive recreation park.</li> </ol> </li> </ol>	Bond, Jack	CARRIED
<b>08 Feb 2022 7:47am Harvie, John</b>			Legal advice on termination of annual leases has been sought. Letters to annual tenants will be sent once legal advice is received.		
<b>07 Mar 2022 3:23pm Harvie, John</b>			Letters of termination have been sent. Two onsite meetings held with tenants. A further onsite meeting to be held on Monday 14 March.		
<b>04 Apr 2022 4:30pm Harvie, John</b>			Further report to council in April.		
<b>11 May 2022 11:17am Leyonhjelm, Lindy - Reallocation</b>			Action reassigned to Ryan, Sarah by Leyonhjelm, Lindy - Change of personnel		
<b>12 Jul 2022 8:07am Ryan, Sarah</b>			JH/SR - GB will prepare a report to Council.		
<b>12 Jul 2022 4:50pm Leyonhjelm, Lindy - Reallocation</b>			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		
<b>14 Jul 2022 2:43pm Bond, Jack</b>			G Bulmer progressing with closure and preparation of options		
<b>04 Oct 2022 4:25pm Bulmer, Glenn</b>					

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

**29 Nov 2022 4:24pm Bulmer, Glenn**  
Demolition of delatidated toilets / shower blocks completed. Site cleanup to be fininsh end November 2022. Options paper due Jan 2023.

**10 Jan 2023 12:20pm Bulmer, Glenn**  
Awaiting completion of the Options Report by Scope Project Consulting

**14 Feb 2023 11:10am Bulmer, Glenn**  
Options Report by Scope Project Consulting on target for completion 28/02/2023

**04 Apr 2023 8:21am Bulmer, Glenn**  
Staff currently reviewing the Options Paper submitted by Scope Consulting.

**09 May 2023 11:33am Bulmer, Glenn**  
Staff have finalised review of the Options Paper and are working with the Consultant to finalise the report. Crown Lands are due to provide options / advice to MRC by 12/05/2023

**05 Jun 2023 4:15pm Donald, Jan - Email**  
Hi Glenn - could you please update your actions on the above item in InfoCouncil. If there hasn't been any change since last month, just put that in there.,Thanks,Jan.

**07 Jun 2023 9:49am Bulmer, Glenn**  
The consultant is currently amending the options paper as a result of the staff review and recent advice from Crown Lands.

**11 Jul 2023 8:44am Bulmer, Glenn**  
The consultant has completed the report and staff are currently reviewing.

**11 Sep 2023 2:22pm Bulmer, Glenn**  
Councillor Workshop set for 12/09/2023 to discuss the report and options.

**14 Nov 2023 9:06am Bulmer, Glenn**  
Council report to be drafted for consideration of options at December 2023 meeting.

**24 Sep 2024 3:31pm Bulmer, Glenn - Reallocation**  
Action reassigned to Bond, Jack by Bulmer, Glenn - Reassigned to Jack Bond as requested.

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

**16 May 2019 12:11pm France, Malcolm**

Meeting to be had with Josh Tickle and James Allwood of NSW Health on the 23rd of May 2019 to plan a community consultation strategy

**20 Aug 2019 2:30pm France, Malcolm**

Received email from DPI Health on 16th August 2019 suggestions for consultation

**15 Oct 2019 11:40am France, Malcolm**

I have been waiting on information from the NSW Health Dept but have had no response. I have now contacted our communications officer to work out what is the best approach by MRC to implement a communications plan with the community

**19 Nov 2019 12:23pm Keogh, Kerri**

No further comment received on the matter as at 19/11/19.

**10 Dec 2019 11:54am Keogh, Kerri**

No further comment received on this matter as at 10/12/19.

**14 Jan 2020 1:30pm Keogh, Kerri - Reallocation**

Action reassigned to Barber, Scott by: Keogh, Kerri for the reason: Direct report to Manager.

**17 Mar 2020 11:45am Keogh, Kerri**

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

**01 Apr 2020 4:06pm Barber, Scott**

Management has decided to hold off on Barham fluoridation until the Smart Meter Project is complete. Review in January 2021.

**01 Apr 2020 4:10pm Barber, Scott - Target Date Revision**

Revised Target Date changed by: Barber, Scott From: 11 Dec 2018 To: 11 Jan 2021

**23 Oct 2020 11:27am Barber, Scott - Target Date Revision**

Revised Target Date changed by: Barber, Scott From: 11 Jan 2021 To: 01 Oct 2021, Reason: Review post NSW Health requirements for COVID, including checkpoints, building access, sewage sampling and other.

**23 Oct 2020 11:29am Barber, Scott - Target Date Revision**

Revised Target Date changed by: Barber, Scott From: 1 Oct 2021 To: 01 Oct 2021, Reason: MRC priorities include completion of LGA Smart Meter Project, Integrated Water Cycle Management Strategy with Public Works Advisory, DPIE and NSW Health.

**12 Oct 2021 1:51pm Leyonhjelm, Lindy - Reallocation**

Action reassigned to Bond, Jack by Leyonhjelm, Lindy - Sent to director Infrastructure Jack Bond

**22 Nov 2021 3:06pm Donald, Jan**

Revised date December 2022. Due to Smart Meter Project being completed early 2022 and NSW Health able to provide assistance (post COVID).

**14 Jul 2022 2:37pm Bond, Jack**

Progressing with December 2022. Working on booster pump station for the town to complete both projects at the same time

**30 Nov 2022 10:21am Donald, Jan**

Booster pump station underway. Fluoridation design completed. Work recommencing in 2023.

**04 Apr 2023 8:51am Donald, Jan**

Works are underway to boost town water pressure in the first instance. Project is on track for completion late 2023 pending community consultation.

**09 May 2023 3:56pm Donald, Jan**

No further update at this time.

**08 Jun 2023 9:04am Bond, Jack**

No further update at this time

**12 Jul 2023 1:09pm Bond, Jack**

No further update at this time

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**07 Aug 2023 8:21pm Bond, Jack**  
 Construction of Booster Pump commencing. Staff completing required training by DPI in coming months.

**12 Sep 2023 1:22pm Bond, Jack**  
 Staff have attended required training. Booster pump is in construction to be finalised before peak summer periods. Quotes for fluoride equipment being sort now.

**17 Nov 2023 12:38pm Bond, Jack**  
 No further update at this time.

**10 Jan 2024 8:56am Bond, Jack**  
 No further update at this time.

**08 Mar 2024 8:09am Bond, Jack**  
 Booster Pump is operational! Now to progress with Community Consultation of Fluoride

**11 Jun 2024 2:27pm Bond, Jack**  
 No further update

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/07/2021	Notice of Motion - Perricoota Road sealing of unsealed 22km of road	<a href="#">250721</a>	<p><b>RESOLUTION 250721</b></p> <p>Moved: Cr Geoff Wise</p> <p>Seconded: Cr Alan Mathers</p> <p>That Council</p> <ol style="list-style-type: none"> <li>Resolve that the sealing of the 22Km unsealed section of Perricoota Road is a priority.</li> <li>Ask the Chief Executive Officer to do all that is necessary to obtain funds to complete the works by 30 June 2025.</li> </ol> <p style="text-align: right;"><b>CARRIED</b></p> <p><u>In Favour:</u> Crs Chris Bilkey, Nikki Cohen, Tony Aquino, Ann Crowe, Neil Gorey, Alan Mathers, Thomas Weyrich and Geoff Wise</p> <p><u>Against:</u> Cr Gen Campbell</p> <p style="text-align: right;"><b>CARRIED 8/1</b></p>	Bond, Jack	
<b>10 Aug 2021 4:22pm Leyonhjelm, Lindy</b>	CEO Terry Dodds to take on until new Director Operations & Major Projects commences as MRC				
<b>10 Aug 2021 4:24pm Leyonhjelm, Lindy - Reallocation</b>	Action reassigned to Dodds, Terry by: Leyonhjelm, Lindy for the reason: Scott Barber leaving MRC				
<b>12 Oct 2021 1:46pm Leyonhjelm, Lindy - Reallocation</b>	Action reassigned to Bond, Jack by Leyonhjelm, Lindy - Jack Bond is now the director Infrastructure to manage this action				
<b>22 Nov 2021 3:35pm Donald, Jan</b>	Further investigation into viability of sealing Perricoota Road (unsealed section) and future funding opportunities to be considered to be considered by Council.				
<b>17 Jan 2022 11:18am Donald, Jan</b>	Engineering seeking funding opportunities. Further detailed report in March 2022.				
<b>14 Jul 2022 2:39pm Bond, Jack</b>					

Funding had been applied to Federal and still yet to hear an announcement.

**30 Nov 2022 10:20am Donald, Jan**

Council has not yet been success with funding opportunities, maintenance works planned to improve level of service.

**16 Mar 2023 12:50pm Bond, Jack**

Council have been successful in \$1.4mil to resheet that problem areas of the road and improve drainage issues., Planning to hold community meeting in coming weeks to hear concerns of the users of the road to ensure alignment of priorities.

**04 Apr 2023 8:50am Donald, Jan**

Currently in early planning stages.

**10 May 2023 12:27pm Donald, Jan**

Perricoota Road Community Update is being conducted on Thursday 18 May 2023 from 2pm to 6pm at the Womboota Hall. Residents are encouraged to pop in and bring along ideas for increasing safety measures along the road.

**08 Jun 2023 9:03am Bond, Jack**

Communtiy session was well represented by community. Comments have been taken into consideration is we progress into detailed design and scope.

**12 Jul 2023 1:09pm Bond, Jack**

Project planning well underway

**07 Aug 2023 8:20pm Bond, Jack**

Design contract awarded

**12 Sep 2023 1:24pm Bond, Jack**

Minor works commencing and material being purchased.

**17 Nov 2023 12:38pm Bond, Jack**

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

**24 Nov 2023 10:53am Bond, Jack**

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

**10 Jan 2024 8:56am Bond, Jack**

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

**08 Mar 2024 8:10am Bond, Jack**

Project progressing well.

**05 Apr 2024 4:07pm Bond, Jack**

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

**07 Jun 2024 3:22pm Bond, Jack**

Majority of works completed.

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

*I am very impressed to see the continued growth of a Project Control Group. Our Manager Project Office has continued to improve the quality of project reporting and governance. Some major projects are reaching some early milestones so it will be great to get Councillors on board with them. Moama WTP and Moama STP.*

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>																																																																									
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murray river council Monthly Operational Report – August/September 2024 **Buildings and Facilities**

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

Operational Plan Delivery

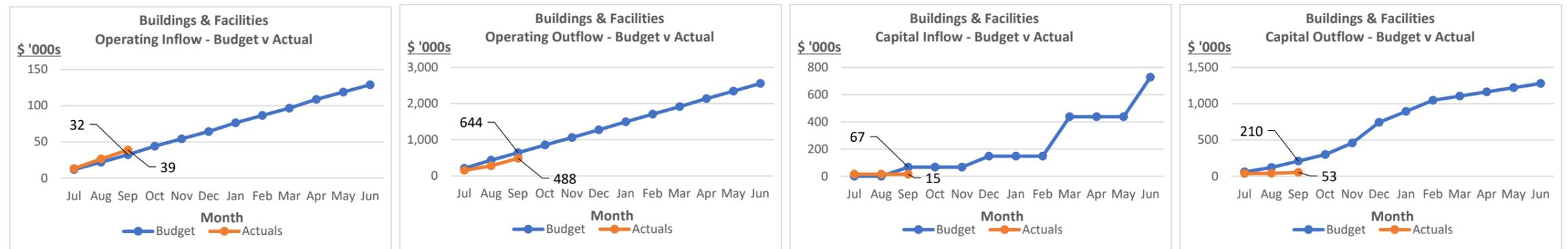
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Under the 4 year Delivery Plan, the Building and Facilities relates to: asset maintenance and operations, planning, development, amenity and deliver new buildings that are well planned, connected, safe and designed to support our communities, industries, 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	Status
				1	2	3	4		
<b>Theme 3 – Goal 1 – Create and maintain safe and accessible community spaces that enhance healthy living and promote active lifestyles.</b>									
<b>3.2 – Public Buildings</b>									
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"> <li>Refurbishment of Mathoura Memorial Park Toilet Block – aging asset. Includes update of fixtures and fittings, replacement of defective components, render and painting.</li> <li>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.</li> <li>Caldwell Hall - Bathroom (x 2) refurbishment and re-stumping the child care building.</li> <li>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.</li> <li>Womboota Hall – Full external repaint completed</li> </ul>	●
		(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**



## PART D: Project Status

Project Title	Total Project Budget	Expenditure to date	Budget Remaining	% Works Complete	Status/Comments	
Asbestos remediation works – Council Buildings (FY25)	\$55,500	\$0	\$55,500	0%	Planning phase. Quotes being sort for QR codes tracking system.	● ● ●
Security & Compliance upgrade (FY25)	\$25,000	\$0	\$25,000	80%	Ongoing rollout of the Salto system and the commencement of the installation of the Promaster system in the western area of the Council. <i>Installation of CCTV at Moulamein Depot underway.</i>	●
Liston CP Revitalisation	\$75,500	\$67,717	\$7,283	85%	Current site holder notified to fully vacate sites by 01 Sept 2022. Full site audit and associated report completed. Councillor briefing session held 31/05/2022. RFQ for options paper sent to specialist tourist park consultants 08/06/2022 (closes 22/06/2022). Awaiting legal opinion regarding several matters. MRC to send further communication to site holders once received. Additional correspondence sent to site holders 22 June 2022. Large skip bin supplied to assist site occupants with disposal of smaller items. Stage 1 works will commence in mid August 2022 to demolish derelict buildings (old toilet blocks & shed). Demolition works now scheduled for mid October – delayed due to weather. Only one site remaining which has been partially decommissioned – due to be finalised by 18/10/2022. Demolition works completed November 2022. Scope Consulting have submitted draft final report. Staff currently reviewing findings and recommendations. Report being revised based on staff review and recent advice from Crown Lands. Councillor workshop held on 12/09/2023 to discuss report and options. Report to be drafted for next Council meeting.	●
Caldwell Hall - Bathroom (x 2) refurbishment and re-stumping the child care building.	\$59,290	\$0	\$59,290	0%	Planning phase. <i>Quotes received for restumping and contractor appointed.</i>	●
MVBC Park Public Toilets Upgrade	\$187,926	\$0	\$187,926	0%	Subject to successfully obtaining grant funding.	●
Wakool Memorial Hall – General Renewal	\$40,900	0%	\$40,900	0%	CTMG recommended capital renewal program for this asset. Kitchen fit out is deteriorating in both the main area and the tea room. External ramps leading from the hall to the storage ramp are too steep and there have been several near falls. Kitchen renewal and ramp upgrade required. Currently in planning phase.	●
MVBC Stage 1 – Security Upgrade & Library Renovation	\$310,000	0%	\$310,000	10%	Finalising Tender documents.	●
Mathoura Memorial Park Toilet Block	\$23,000	0%	\$23,000	0%	CTMG recommended capital renewal program for this asset. Refurbishment of Mathoura Memorial Park Toilet Block – aging asset. Includes update of fixtures and fittings, replacement of defective components, render and painting. Planning phase.	●
Yanga RFS Shed	\$590,674	\$567,308	\$0	99%	Tender awarded to Tony Campbell Steel Fabrications. Preliminaries underway. Construction certificate has been issued. Concrete slab and under slab plumbing has been completed. Framework has been completed and the building is at lockup stage. Internal fit is well underway and the project is due for completion at the end of May 2024. Final Inspection booked for 13/06/2024 and first claim against RFFF has been lodged with NSW RFS. <i>Build completed and now in 12 month defects monitoring period.</i>	●
Moama Water Treatment Plant - Auto Sliding Gate	\$35,000	\$32,811	\$0	98%	Quotes currently being obtained for the works. Works nearing completion. Issue with communications being investigated. <i>All issues resolved and gates are operational.</i>	●

## PART E: Business as Usual

**Building Inspections:**

Dave Dundee and Glenn Bulmer completed the 2024 buildings inspections. The inspections identified around 180 defects such as repair of leaking taps, painting, replacing floor coverings and investigation of structural issues. Currently implementing prioritised rectification program.

**Moama Lions Units – 7 Berry St:**

Full replacement of water mains to rectify ongoing leak issues. Site fully ameliorated.

**Moama Preschool:**

Maintenance works completed to address dead turf and resulting slip hazard in Kinder Yard.



**PART F: Service Metrics**

*Escalated Customer Service Reconciliations to CEO level*

Date	Customer Compliant	Action Undertaken	● ● ●

*Risk Management*

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	● ● ●

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

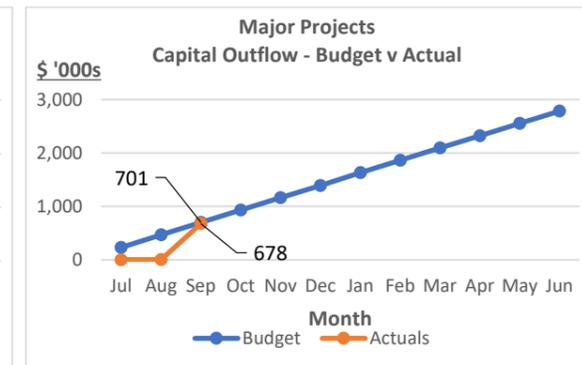
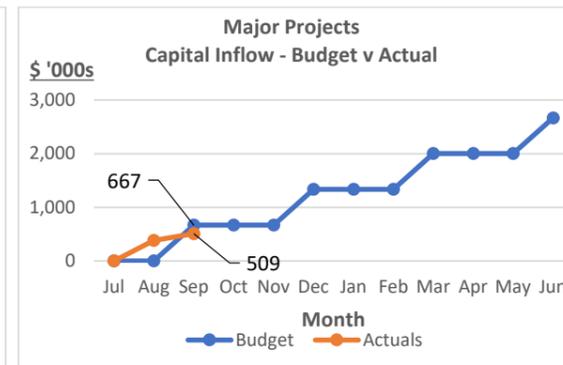
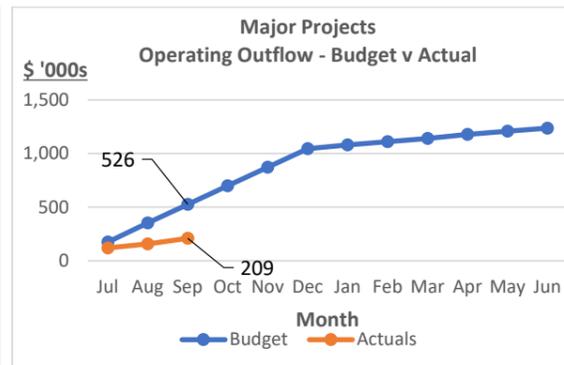
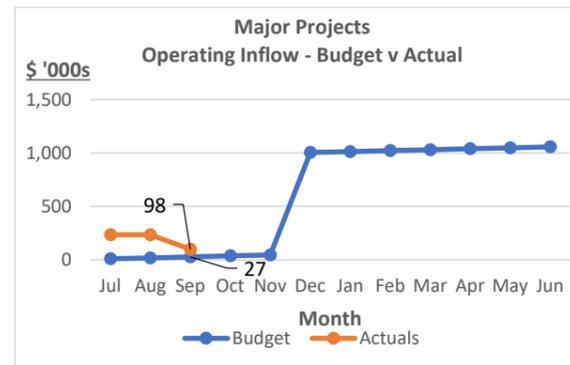
PART A: Section Accountabilities and Team Roles

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

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

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

**PART C: Financial Outcomes**



**PART D: Project Status**

Projects	Comments:	
Tooranie Road/Yarrein Creek Bridge (Fixing Country Bridges)	Contractor is engaged for bridge replacement. Waiting on review of funding by TfNSW before project proceeds to construction. Likely to commence in early 2025.	●●●
Murray Downs Foreshore Boat ramp and associated works (Boating Now Round 3/Council)	Project previously delayed by very high river levels on the Murray at this location. Boat ramp works on track for completion in 2024/25.	●●●
Barham River Estate Levee Upgrade	Project is funded under the 2023 Floodplain Management Grants. Tender for construction works currently advertised.	●●●
Moama major overland flow flood study	Study is in progress and has included opportunities for community input.	●●●
Moulamein flood study review	Project received funding under the 2023 Floodplain Management Grants. Review is underway.	●●●
Moulamein Water Treatment Ring Levee, Riverine/Stormwater Backflow Prevention and upgrade of points of weakness in the levee	Funding deed has been signed by NSW Treasury. Tenders are currently being assessed for the design and specification of the works under the project.	●●●
Design for Barham Sewage Treatment Upgrade	Design being undertaken by NSW Department of Public Works. Pump station design 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.	●●●
Condition assessment of Murray Irrigation Limited Structures on the road network for Murray River Council, Edward River Council, Murrumbidgee Council, Berrigan Council and Federation Council. Project being delivered to improve road network performance.	Funding deed for \$3.8M has been signed by NSW Treasury. Condition assessments are in progress with 384 Level 2 and Level 3 inspections completed to date.	●●●

**PART E: Business as Usual**

N/A

**PART F: Service Metrics**

Nothing to report.

Date	Customer Complaint	Action Undertaken	
	Nil		● ● ●

*Risk Management*

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

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

A contract for renewal of over 1.2 kilometres of water mains across Barham, Moama, Moulamein and Wakool has been completed.

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 <b>Implementation Agent</b>.</p> <p>This team will provide these services based on Service Level agreements with Delivery Managers</p> <ul style="list-style-type: none"> <li>Civil Works</li> <li>Roads</li> <li>Bridges</li> <li>Ancillary furniture</li> <li>Emergency Services and After Hours Response</li> </ul> <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"> <li>the number of vehicles per day.</li> <li>the vehicle travel speeds.</li> <li>direction of travel.</li> <li>percentage heavy vehicles.</li> </ul> <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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PART B: 4 Year Delivery Program and 1 Year Operational Plan



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

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments	Status
				1	2	3	4		
<b>Theme 1 – Goal 1 - Facilitate Circular Economy</b>									
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.	Amber
<b>Theme 1 – Goal 2 - Protect, enhance and sustain the natural environment</b>									
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"> <li>Protection of properties along the breakout depression near Tindarra Resort that crosses Perricoota Road.</li> <li>Increased security for the Moama town levee.</li> </ul> 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.	Green
	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	Amber

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								the design process. The total project cost comprising Commonwealth funding of \$702,631, State funding of \$577,272 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	✓	✓	✓	✓	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. Works completed, in progress or still under investigation include, but not limited to, the following: <ul style="list-style-type: none"> <li>• Goldfinch Court, Murray Downs and surrounding overland flow and storage.</li> <li>• Waugorah Road, Waugorah.</li> <li>• Clark Court, Moama.</li> <li>• Moama Overland Drainage Strategy.</li> <li>• Barham Overland Drainage Strategy (submitted for funding).</li> <li>• Mathoura MUSIC modelling to assess for water treatment.</li> <li>• Various pit upgrades.</li> <li>• Various culvert and roadside drainage upgrades on road reconstruction projects.</li> </ul> These works demonstrate our proactive approach in addressing the region's stormwater infrastructure needs, ensuring resilience against future challenges. Furthermore, other than upgrade works, Council also completed increased maintenance works on roadside drainage, table drains, inground pipes, pits and gross pollutant traps (GPTs).	●
<b>Theme 3 – Goal 1 – Create and maintain safe and accessible community spaces that enhance healthy living and promote active lifestyles.</b>									
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	✓	✓	✓	✓	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.	●
<b>Theme 6 – Goal 1 – Develop strategies to deliver road and shared pathway infrastructure that is accessible to all.</b>									
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	✓	✓	✓	✓	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. 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.	●
<b>Theme 6 – Goal 1 – Develop strategies to deliver road and shared pathway infrastructure that is accessible to all.</b>									
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	✓	✓	✓	✓	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. 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.	●
<b>Theme 6 – Goal 1 – Develop strategies to deliver road and shared pathway infrastructure that is accessible to all.</b>									
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		✓	✓	✓	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.	●
<b>Theme 6 – Goal 1 – Develop strategies to deliver road and shared pathway infrastructure that is accessible to all.</b>									
6.4 – Local road & drainage options									

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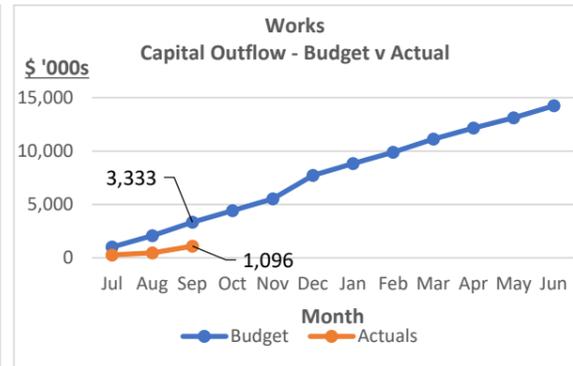
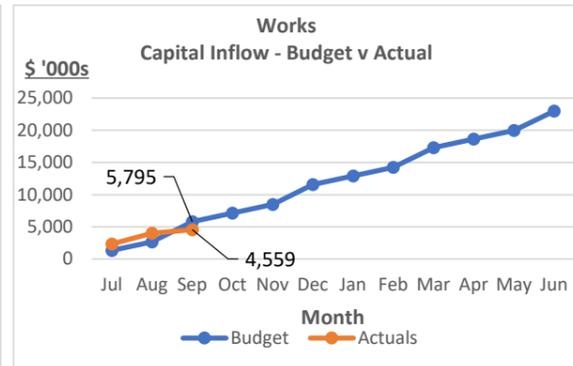
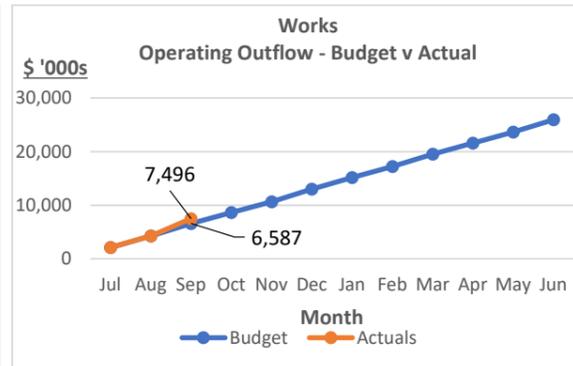
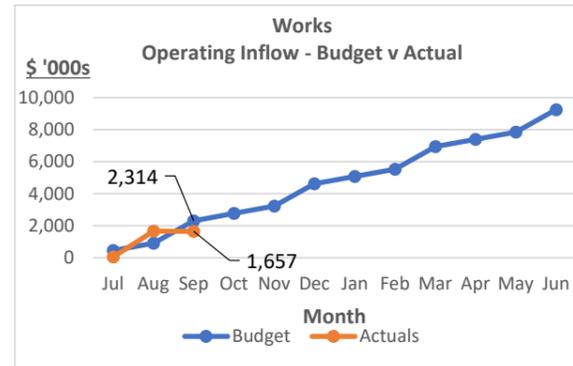
Develop and implement a roads and drainage program of works. (S DI)	Deliver	(DP 6.4.1) Develop and begin implementation of roads and drainage program of works for all of Council which addresses community concerns and feedback	B: MW P: PE O: CW	✓	✓	✓	✓	Ongoing. Program completed for 2024/25. Monthly meetings 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.	●
<b>Theme 6 – Goal 3 – Advocate for improved public transport.</b>									
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.	●
<b>Theme 6 – Goal 4 – Enable commercial transport and connection opportunities.</b>									
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.	●
<b>Theme 6 – Goal 4 – Enable commercial transport and connection opportunities.</b>									
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 – August/September 2024

Works

for NSW (TfNSW) along the Cobb Highway, ensuring that the needs of our community are actively represented in discussions about future road improvements.

PART C: Financial Outcomes



PART D: Project Status

Location	Fund	Project Title	Project Phase	% Works Complete	Status	Comments
Barham	Roads to Recovery (R2R)	Wakool Street & Chester Street Intersection Traffic Calming	Planning	15%	In progress.	Designs completed. Final planning documentation pending project approval from funding body.
Barham	Roads to Recovery (R2R)	North Barham Road Rehabilitation	Planning	10%	In progress.	Construction documentation nearing completion. Construction expected to commence in January 2025.
Speewa	Roads to Recovery (R2R)	Speewa Road Widening & Reconstruction	Construction	50%	In progress.	Subgrade and subbase works completed. Completion by end of October.
Moama	Roads to Recovery (R2R)	Centre Road Widening & Reconstruction	Planning	5%	In progress.	Designs completed. Final planning documentation in progress.
Various	Disaster Recovery Funding Arrangements (DRFA)	AGRN 1034 – NSW Flooding from 14 September 2022	Construction	77%	In progress.	137 out of 160 damages completed. Tender documentation in progress for Maddy's Bridge.
Various	Regional Emergency Roads Repair Fund (RERRF)	Regional Emergency Roads Repair Program 2024-2025	Planning	15%	In progress.	Detailed work plan approved by TfNSW. Scheduling of 24/25 works drafted and to commence in September.
Moama	Regional Emergency Roads Repair Fund (RERRF)	Barmah Road Rehabilitation & Widening	Planning	10%	In progress.	Construction scheduled for mid October.
Kyalite	Co-funded Fixing Country Roads Round 6 (55%) Council – Block Grant (45%)	Kyalite Road Widening	Planning	2%	In progress.	Geotechnical investigations in progress.
Various	Council	LGA Levee Program	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	Planning	2%	In progress.	
Mathoura	Local Roads & Community Infrastructure (LRCI)	Mathoura Footpath Construction	Initiation	0%	Not commenced.	
Mathoura	Local Roads & Community Infrastructure (LRCI)	Mathoura Footpath Renewal Program	Planning	2%	In progress.	RFQ in preparation.

Moama	Local Roads & Community Infrastructure (LRCI)	Cycle Path – Five Mile	Initiation	0%	Not commenced.	
Moama	Local Roads & Community Infrastructure (LRCI)	Cycle Path – Solar Lights	Initiation	0%	Not commenced.	
Various	Local Roads & Community Infrastructure (LRCI)	Kerb & Gutter Renewals	Initiation	0%	Not commenced.	
Moulamein	Local Roads & Community Infrastructure (LRCI)	Moulamein Footpath Construction	Planning	2%	In progress.	Preliminary site inspections completed.
Moama	Local Roads & Community Infrastructure (LRCI)	Kiely Road Footpath	Initiation	0%	Not commenced.	
Moama	Council	Clark Court Stormwater	Planning	5%	In progress.	Designs completed. Tender documentation in progress.
Various	Council	Urban Street Reseals	Planning	2%	In progress.	List finalised, final inspections to be completed for prioritisations and identify any pre-works by Council. Works to be advertised under a public tender.
Various	Regional Emergency Roads Repair Fund (RERRF)	Local Road Reseals	Planning	2%	In progress.	List finalised, final inspections to be completed for prioritisations and identify any pre-works by Council. Works to be advertised under a public tender.
Various	Block Grant	Regional Road Reseals	Planning	2%	In progress.	List finalised, final inspections to be completed for prioritisations and identify any pre-works by Council. Works to be advertised under a public tender.
Various	Block Grant	Regional Road Signs & Guardrails	Initiation	0%	Not commenced.	

**PART E: Business as Usual**

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



Workers on Foot Training in Mathoura (during July).



Brassi Road during the 2022 floods.



Brassi Road flood restoration works.



Completed shared path in Murray Downs.



Kerb and gutter works in Barham, prior to sealing.



Footpath maintenance.



Footpath maintenance.

**Road Opening Permit & Driveway / Crossover Applications**

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

For August and September, 41 new applications have been processed for ROPs and driveway / crossover applications.

**August**

Application	Received YTD	Completed YTD	Received August	Completed August	Pending / To be Completed	Application Returned for Further Information
Road Opening Permits	36	36	21	21	0	0
Driveway / Crossover Applications	14	10	6	5	0	4

Pre-pour inspections for driveways / crossovers: 15

Culvert installation inspections: 0

Pre-application consults: 8

**September**

Application	Received YTD	Completed YTD	Received September	Completed September	Pending / To be Completed	Application Returned for Further Information
Road Opening Permits	56	56	20	20	0	0
Driveway / Crossover Applications	14	10	0	0	0	0

Pre-pour inspections for driveways / crossovers: 15

Culvert installation inspections: 0

Pre-application consults: 5

**Flood Recovery**

Council has completed 138 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
- Cornalla Road
- Dhuragoon Road
- Dungula Way
- Edgar Road
- Finn Road
- Fraser Road
- Gilmour Road
- Goldsborough Road
- Gonn Road
- Gorey Road
- Holmes Street
- Kyalite Road
- Leetham Road
- Maude Road
- Milgate Road
- Millewa Road
- Minnie Bend Lane
- Moama Street
- Morton Road
- Moulamein Road
- Nacurrie Road North
- Nineteen Mile Road
- Noorong Road
- Officer Road
- Old Barmah Road
- Old Deniliquin Road
- Old Morago Road
- Perricoota Road
- Perricoota-Forest Road
- Picnic Point Road
- Riverside Caravan Park Access Road
- Sandy Bridge Road
- South Street
- Swan Hill Road
- Tarragon Road
- Wakool Road
- Wanera Lane
- Waugorah Road
- Wamboota Road

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

#### 5 Year Crash Statistics

79% of the crashes were single vehicle crashes.

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

Year	# Crashes	# Casualties	Degree of crash - detailed	# Crashes	% of Total	Degree of casualty - detailed	# Casualties	% of Total
2018	28	43	Fatal	6	7.0%	Killed	6	5.1%
2019	21	25	Serious Injury	6	7.0%	Seriously Injured	8	6.8%
2020	12	18	Moderate Injury	25	29.1%	Moderately Injured	31	26.3%
2021	16	18	Minor/Other Injury	46	53.5%	Minor/Other Injured	66	55.9%
2022	9	14	Uncategorised Injury	3	3.5%	Uncategorised Injured	7	5.9%

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

**PART F: Service Metrics**

*Escalated Customer Service Reconciliations to CEO level*

Date	Customer Compliant	Action Undertaken	
			● ● ●

*Risk Management*

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	
				● ● ●

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

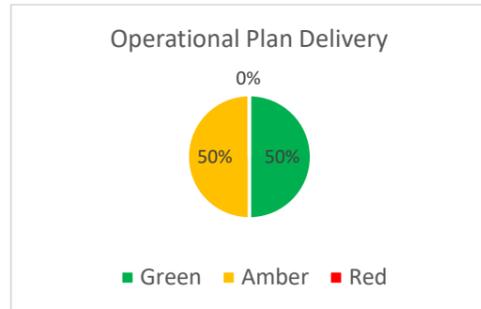
Road inspections are being improved and completed at an increased rate to previous years.  
 RMCC induction completed for 2024/25.  
 R2 prequalification and G registration completed for TfNSW.  
 Heavy patching program completed for TfNSW and costs to be confirmed through a Work Order from TfNSW. Works are expected to commence in October and finish by Christmas.  
 We welcome a new Project Engineer, Bernie O'Donnel, who is located in Barham.  
 Resources continue to be shared across the LGA as needed and where practical, including Moulamein / Barham crews assisting Mathoura / Moama with edge repairs and patching.  
 Tenders being prepared for Supply of Quarry Materials and Plant Hire.

PART A: Section Accountabilities and Team Roles

Manager Water Services	Supervisor Water & Wastewater (By Location)	Assistant Supervisor																																																																																																															
<p>This team is now solely focused on implementation and the “doing”.</p> <p>Murray is the <b>Implementation Agent</b></p> <p>This team will provide these services based on Service Level agreements with Delivery Managers</p> <ul style="list-style-type: none"> <li>Water source access (including alternative supply options)</li> <li>Water and wastewater treatment processes</li> <li>Water distribution and quality</li> <li>Wastewater collection</li> <li>Water efficiency and reuse</li> <li>Emergency Services and After-Hours Response</li> </ul> <p>Their work will include:</p> <p>Potable and raw water supply, safe water and wastewater treatment plant operations, stormwater reuse, leak detection &amp; repair, planned and unplanned pipe maintenance, pump operations and repair, customer response.</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 assistant supervisor of the Wastewater and Water teams is responsible for all daily assistance to the supervisors as required.</p>																																																																																																															
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murray river council Monthly Operational Report – August/September 2024 **Water Services**

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



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

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments	Status
				1	2	3	4		
<b>Theme 1 – Goal 2 - Protect, enhance and sustain the natural environment</b>									
<b>1.3 - Integrated Water Cycle Management</b>									
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.	Green
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.	Amber

**PART C: Financial Outcomes**

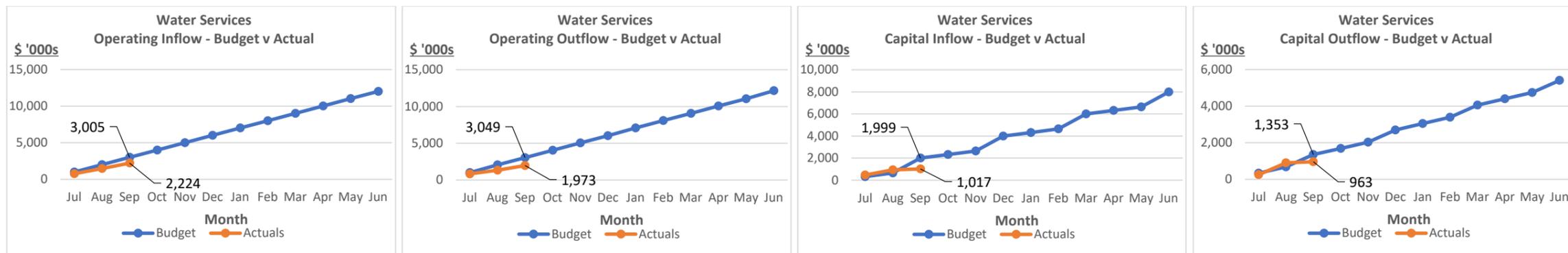
**PART D: Project Status**

Location & Service	Type of Work	Project Description	Status	% Works Complete	Comments
Barham Filtered water	Capital Upgrade	Booster pump for Barham Filtered water town supply. The project will result in a significant increase in water pressure for Barham residents.	Under Construction	100%	Detailed design complete.  Essential valves and fittings installed to network for connection of pump. Contractor Engaged for construction of building required onsite. Slab and foundations complete. Pumps have arrived and the fittings are being fabricated. Power meter installed and pumps commissioned. Maintenance flushing of mains complete.
Koraleigh Raw Water network.	Capital Project	Design, consultation, and construction of Raw Water network in Koraleigh.	Complete	100%	Design is and consultation complete. Project is out to tender for construction. Tender process completed materials ordered for construction. Construction completed and network is operational.
Barham Sewer Scheme	Capital Upgrade	Design and construction of Barham Town Sewer Scheme.	Tender	60%	Tender in progress Preliminary Environmental assessment drafted. Preliminary designs revised and feedback provided for consideration.

murray river council Monthly Operational Report – August/September 2024 **Water Services**

Moama Sewer Scheme	Capital Upgrade	Design of the Moama Sewer treatment to support growth and sustainability.	Tender	30%	Review of strategic documents required for design tender. Draft plans and feasibility documents completed for concept designs. DCCEEW consultation in progress for proposed concept designs.
Wakool water reservoir renewal	Capital Renewal	Replacement of the existing filtered water reservoir for Wakool water supply (Stage 1 of 2)	Under construction	30%	Procurement and design complete. Design finalised. Dates for construction TBC.

**PART E: Business as Usual**



**PART F: Service Metrics**

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken	
1/08/2023	Complaint to EPA regarding reported odour near Moama Sewer Treatment Works.	Met EPA onsite 3 <sup>rd</sup> of August to investigate odour complaint. No issues to be resolved following inspection by EPA.	●●●

Risk Management

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

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

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

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

PART A: Section Accountabilities and Team Roles

**Manager Local Committees**

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

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

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

**Accountabilities**

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

**Community Recovery Officer**

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

**Accountabilities**

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

murray river council Monthly Operational Report – August/September 2024 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	
				1	2	3	4		
<b>Theme 4 - A place of inclusion, culture and wellbeing</b>									
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 existing in the community that are under utilised by existing businesses and exploit	B: MLC P: MLC O:					Regularly attends Committee Meetings to support members	
<b>Theme 2 - A place of Progressive Leadership</b>									
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"> <li>Community Recovery Officer (CRO), actively engages with the community through the 355 committees and established connections with other local community groups and organisations.</li> </ul>	

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.
- 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 Deliverable 1 – Establish and/or expand operation of Community Recovery Networks

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

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.

**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
- Barham Recreation Reserve
- Mathoura Retirement Village
- Kyalite Progress Association
- Koraleigh Recreation Reserve & Hall
- Mallan Hall & Recreation Reserve
- Moulamein South Recreation Reserve
- Wakool Hall

**Service Metrics**

*Escalated Customer Service Reconciliations to CEO level*

Date	Customer Compliant	Action Undertaken	<span style="color:red">●</span> <span style="color:yellow">●</span> <span style="color:green">●</span>

*Risk Management*

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	<span style="color:red">●</span> <span style="color:yellow">●</span> <span style="color:green">●</span>

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



# SCHEDULE OF FEES

Financial Year 2024 - 2025

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Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	

## Murray River Council

### ADMINISTRATION

#### DEVELOPER CONTRIBUTION

Subdivision Works: Engineering Charges			2% of Cost
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#### GENERAL

Dishonoured Cheque Administration Fee	\$26.00	\$0.00	\$26.00
Reprinting of Rates/Water Notices, Debtors Account	\$10.50	\$0.00	\$10.50
Fee is for hardcopy re-print of requested information. For rates and water notices, these can be accessed at no cost by signing up to eNotices. Please contact Council's Finance department for more information on signing up to eNotices.			
Certificate as to the Classification of Land (Sec 54 of LG Act 1993)	\$37.50	\$0.00	\$37.50
Section 603 Certificate (7 business days)	\$100.00	\$0.00	\$100.00
Section 603 Certificate (2 business days)	\$140.00	\$0.00	\$140.00
Section 603 certificate - refund if cancelled by applicant	\$25.00	\$0.00	\$25.00
If Council is required to refund an overpayment of a payment.			

#### SALES & SERVICES

Internet Browsing			No charge
Binding: up to 50 pages/book	\$4.73	\$0.47	\$5.20
Binding: 50 -100 pages/book	\$9.45	\$0.95	\$10.40
Government Information (Public Access) Act 2009 (GIPA): Access Application Fee	\$30.00	\$0.00	\$30.00
In accordance with Section 41 (1)(c) of the GIPA Act, an application fee applies to all access applications & includes 1 hour of processing by Council			
Government Information (Public Access) Act 2009 (GIPA) : Access Application (Review)	\$40.00	\$0.00	\$40.00
Government Information (Public Access) Act 2009 (GIPA): Processing Charge (per hour)	\$30.00	\$0.00	\$30.00
In accordance with Section 64 (1) of the GIPA Act, Council may charge a processing fee per hour of time spent on the application. The application fee counts as payment towards any processing charge payable by the applicant. In the case of an application that is estimated to take over 10 hours an advance deposit of 50% of the estimated cost may be required.			

Name	Year 24/25		
	Fee (excl. GST)	GST	Fee (incl. GST)

## SALES & SERVICES [continued]

Government Information (Public Access) Act 2009 (GIPA): Personal Information Processing charge (per hour after 20 hours)			\$30 per hour after 20 hours
			Min. Fee: \$30.00
In accordance with Section 67 of the GIPA Act, if Council receives an access application for personal information about the applicant, Council cannot impose any processing charge for the first 20 hours of processing time. However after that a per hour charge will be levied.			
Laminating: A4 and A3	\$2.50	\$0.25	\$2.75
Laminating: A2 and over (available only at Mathoura Office, Conargo St, Mathoura)	\$12.50	\$1.25	\$13.75
Maps: Plan Print Map - Large (A1 & A0)	\$28.36	\$2.84	\$31.20
Plan Print Map - Small (A4 & A3)	\$14.09	\$1.41	\$15.50
Document Scanning: per 5 minutes	\$6.36	\$0.64	\$7.00
Print/Copy: Black & White A4 Single sided (per Page)	\$0.36	\$0.04	\$0.40
Print/Copy: Black & White A4 Double sided (per page)	\$0.41	\$0.04	\$0.45
Print/Copy: Colour A4 Single sided (per Page)	\$1.05	\$0.10	\$1.15
Print/Copy: Colour A4 Double sided (per page)	\$1.18	\$0.12	\$1.30
Print/Copy: Black & White A3 Single sided (per page)	\$0.45	\$0.05	\$0.50
Print/Copy: Black & White A3 Double sided (per page)	\$0.55	\$0.05	\$0.60
Print/Copy: Colour A3 Single sided (per page)	\$1.91	\$0.19	\$2.10
Print/Copy: Colour A3 Double sided (per page)	\$2.14	\$0.21	\$2.35
Council Business Papers: e-copy (available on Council's website)			No Charge
<a href="http://www.murrayriver.nsw.gov.au">www.murrayriver.nsw.gov.au</a>			
Books: Galleries of Pink Galahs	\$22.73	\$2.27	\$25.00
A history of the Shire of Murray 1838 - 1988			
Books: Postage (within Australia)	\$14.18	\$1.42	\$15.60

Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	

## PUBLIC ORDER & SAFETY

### FIRE SAFETY

Administration Fee	\$201.00	\$0.00	\$201.00
Fire Safety Non-Compliance: Follow-up Fee	\$469.00	\$0.00	\$469.00
Annual Fire Safety Statement Registration	\$29.09	\$2.91	\$32.00

### ANIMALS

NSW Office of Local Government (OLG) set the registration fees on an annual basis in July/August. The fees and charges will be updated when this information is made available.

Common (Mathoura) – Agistment fee per head per month	\$19.09	\$1.91	\$21.00
Animal Impounding & Release - Veterinary Care	As Charged by Veterinary Clinic		
Animal Impounding & Release: First release (per animal)	\$88.00	\$0.00	\$88.00
Animal Impounding & Release: Second release (per animal)	\$94.00	\$0.00	\$94.00
Animal Impounding & Release: Third release (per animal)	\$125.00	\$0.00	\$125.00
Surrender of Dog	\$140.00	\$0.00	\$140.00
Vet check &/or Euthanasia plus Collection fee			
Surrender of Cat	\$94.00	\$0.00	\$94.00
Vet check &/or Euthanasia plus Collection fee			
Pound and Sustenance - if impounded by other Council	As per Fees Charged on release by other LGA		
Sustenance of Impounded Animal (Cats/Dogs) (per animal per day)	\$21.00	\$0.00	\$21.00
Late fee - additional fee if a permit is not paid for by 28 days after the permit requirement takes effect	\$22.00	\$0.00	\$22.00
This additional fee is applicable for all registrations and permits if not paid for by 28 days after the registration requirement of 6 months of age.			
Dog Annual Permit Fee - Dogs of a restricted breed (or declared to be dangerous) - in addition to lifetime pet registration fee	\$230.00	\$0.00	\$230.00
Dog Registration Fee: Purchased from eligible pound or shelter	No Charge		
Dog Registration Fee: Not Desexed or Desexed (after relevant age)	\$262.00	\$0.00	\$262.00
Dog Registration Fee: Not desexed (with written notification from a vet that it should not be desexed)	\$78.00	\$0.00	\$78.00

Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	

## ANIMALS [continued]

Dog Registration Fee: Not desexed (owned by registered breeder who is a member of the Royal NSW Canine Council or a Recognised Breeder Body under Clause 3(1) of Companion Animals Regulation 2008)	\$78.00	\$0.00	\$78.00
Dog Registration Fee: Desexed (by relevant age)	\$78.00	\$0.00	\$78.00
Registration fee for a dog desexed by six months of age.			
Dog Registration Fee: Desexed (by relevant age) owned by a pensioner	\$34.00	\$0.00	\$34.00
Dog Registration Fee: Not desexed (owned by an eligible pensioner with written notification from a vet that the dog should not be desexed)	\$34.00	\$0.00	\$34.00
Microchip Implanted by Murray River Council (Dog/Cat) - before impounded dog will be released	\$68.18	\$6.82	\$75.00
Dog Registrations Fee Exemption (proof required): A person who trains or keeps a dog, for use as a guide or assistant for a person who is blind or partially blind, or who is deaf or partially deaf			No Charge
Microchipping & registration required			
Dog Registration Fee Exemption (proof required): Trained assistance dogs owned by a person who is blind, partly blind, deaf or partly deaf			No Charge
Dog Registration Exemption (proof required): A person who uses a dog for working rural properties or for driving stock			No Charge
Microchipping or registration NOT required			
Dog Registration Exemption (proof required): Greyhounds registered under the Greyhound Racing Authority Act 1985			No Charge
Cat Permit Late fee - additional fee if a permit is not paid for by 28 days after the permit requirement takes effect	\$22.00	\$0.00	\$22.00
This additional fee is applicable for all registrations and permits not paid for by 28 days after the registration requirement of 6 months of age.			
Cat Annual Permit - cats not desexed by 4 months of age (in addition to lifetime pet registration fee)	\$96.00	\$0.00	\$96.00
Cat Registration Fee: Not Desexed	\$68.00	\$0.00	\$68.00
Cat Registration Fee: Not desexed (with written notification from a vet that it should not be desexed)	\$68.00	\$0.00	\$68.00
Cat Registration Fee: Desexed	\$68.00	\$0.00	\$68.00
Cat Registration Fee: Not desexed (owned by an eligible pensioner with written notification from a vet that it should not be desexed)	\$34.00	\$0.00	\$34.00
Cat Registration Fee: Cat (owned by an eligible pensioner)	\$34.00	\$0.00	\$34.00
Cat Registration Fee: Non-desexed (owned by a registered breeder who is a member of the NSW Cat Fanciers Assn, Waratah State Cat Alliance or a recognised Breeder Body approved under Clause 3 (1) of the Companion Animals Regulation 2008)	\$68.00	\$0.00	\$68.00
Cat Registration Fee: Desexed (purchased from eligible pound or shelter)			No charge

## IMPOUNDED ARTICLES

Impounding of Signs: First Offence (per sign)	\$73.00	\$0.00	\$73.00
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Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	

**IMPOUNDED ARTICLES** [continued]

Impounding of Signs: Release (per sign)	\$130.00	\$0.00	\$130.00
Impounding of Signs: 2nd & Subsequent Offences (per sign)	\$198.00	\$0.00	\$198.00
Ranger Attend Wandering Stock: First Occurrence			No charge
Ranger Attend Wandering Stock: 2nd & Subsequent Offences	\$208.00	\$0.00	\$208.00
Impounding Large Animals (Bovine/Equine)(per animal – up to 4 animals)	\$94.00	\$0.00	\$94.00
Plus \$10 per Animal after 4 Animals			
Impounding Small Animals – Sheep / Goat / Pig (per animal – up to 4 animals)	\$52.00	\$0.00	\$52.00
Plus \$5 per Animal after 4 Animals			
Stock Impounding Notification Fee	\$52.00	\$0.00	\$52.00
Stock Impounding Advertising Fee	\$208.00	\$0.00	\$208.00
Conveyancing Large Animals (Bovine/Equine)			Cartage Fee plus 15%
Conveyancing Small Animals (Sheep / Goat / Pig)			Cartage Fee plus 15%
Sustenance Large Animals (Bovine/Equine) (per animal per day)			Cost plus 15%
Sustenance Small Animals – Sheep / Goat / Pig (per animal per day)			Cost plus 15%
Release of Impounded Large Animals (Bovine/Equine) (per animal)	\$52.00	\$0.00	\$52.00
Release of Small Animals (Sheep / Goat / Pig) (per animal)	\$20.80	\$0.00	\$20.80
Impounding of Abandoned Vehicle	\$182.00	\$0.00	\$182.00
Impounding of Abandoned Vehicle: Towing			Tow charge plus \$100.00 handling fee
Release of Impounded Vehicle	\$156.00	\$0.00	\$156.00

Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	

## HEALTH

### FOOD PREMISES INSPECTIONS

Food Premises Inspections/Re-inspections: High Risk	\$208.00	\$0.00	\$208.00
Food Premises Inspections/Re-Inspections: Medium Risk	\$182.00	\$0.00	\$182.00
Based on risk class and time spent			
Food Premises Inspections/Re-Inspections: Low Risk	\$156.00	\$0.00	\$156.00
Based on risk class and time spent			
Application Fee: Mobile Food Vendors	\$30.00	\$0.00	\$30.00
Food Premises Inspections/Re-Inspections: Mobile Food Vendors	\$182.00	\$0.00	\$182.00
Food Premises Inspections: Statutory Improvement Notice (Section 66AA (1) Food Act)	\$330.00	\$0.00	\$330.00

### HEALTH INSPECTIONS

Compliance Re-Inspection: Regulated Premises (Public Health Act) eg. Skin Penetration Premises	\$166.00	\$0.00	\$166.00
Compliance Inspection: Public Swimming Pools, Spas, Water and Splash Parks (Public Health Act)	\$166.40	\$0.00	\$166.40
Public Health Premises Notification: New business (Public Health Act)	\$100.00	\$0.00	\$100.00
Swimming Pool Inspections: Exemption Application (Clause 12 Sec 22 Swimming Pools Act)	\$450.00	\$0.00	\$450.00
Compliance Inspection: High Risk	\$198.00	\$0.00	\$198.00
Compliance Inspection: Low Risk	\$156.00	\$0.00	\$156.00
Swimming Pool Inspection: Certificate of Compliance - First Inspection (Sec 18A Swimming Pools Act)	\$136.36	\$13.64	\$150.00
Swimming Pool Inspection: Certificate of Compliance - Subsequent Inspection (Swimming Pools Act)	\$90.91	\$9.09	\$100.00

### ENVIRONMENTAL INSPECTIONS

Underground Petroleum Storage Systems (UPSS) Inspections (UPSS Regulation)	\$260.00	\$0.00	\$260.00
Underground Petroleum Storage Systems (UPSS) - Follow Up Inspection (UPSS Regulation)	\$200.00	\$0.00	\$200.00

Name	Year 24/25	
	Fee (excl. GST)	Fee GST (incl. GST)

**ENVIRONMENT**

**WEEDS & PEST CONTROL**

Utility & Spray Equipment Hire: Wet (No chemicals) (per hour)	\$220.00	\$0.00	\$220.00
Roadside Shoulder spray: Operator, Truck and Spray Equipment, No Chemical (per hour)) - No Chemical	\$220.00	\$0.00	\$220.00
Biosecurity Certificate	\$200.00	\$0.00	\$200.00

Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	

## WASTE MANAGEMENT

### LANDFILL GATE CHARGES

General Waste - Commercial (per tonne) Minimum charge \$30.00)	\$186.36	\$18.64	\$205.00
General Waste - Domestic (per tonne) Minimum charge \$10.00)	\$161.82	\$16.18	\$178.00
General Waste (per cubic metre) - at all sites other without a weighbridge	\$50.00	\$5.00	\$55.00
General Waste: 120/140 litre (per unit)	\$9.09	\$0.91	\$10.00
Contaminated Soil: with Clearance Certificate (per tonne) (Moama Landfill site only)	\$163.64	\$16.36	\$180.00
Cover Material: Not Suitable for Clean Cover (per tonne)	\$30.00	\$3.00	\$33.00
Cover Material: Suitable for Clean Cover (per tonne)			No charge
Green Waste (per tonne) Moama Landfill site only - Minimum charge \$5.00	\$56.36	\$5.64	\$62.00
Green Waste (per cubic metre) at sites without a weighbridge	\$13.64	\$1.36	\$15.00
Regulated Waste: Asbestos (per tonne) Minimum charge \$150.00) - Moama Landfill site only	\$418.18	\$41.82	\$460.00
Miscellaneous Waste: Concrete & Bricks (per tonne) - Moama Landfill site only	\$45.45	\$4.55	\$50.00
Miscellaneous Waste: Concrete and Bricks (per cubic metre) - Barham and Moulamein only	\$31.82	\$3.18	\$35.00
Miscellaneous Waste: Solar panels (per unit)	\$4.55	\$0.45	\$5.00
Miscellaneous Waste: Mattresses (per unit)	\$29.09	\$2.91	\$32.00
Miscellaneous Waste: Fridges / Air Conditioners (per unit)	\$20.00	\$2.00	\$22.00
Recyclables: Scrap Metal			No charge
Recyclables: Automotive Batteries (domestic quantities only)			No charge
Recyclables: Automotive Oil (domestic quantities only)			No Charge
E-Waste: Computers, Monitors and Peripherals			No charge
Community Recycling Centre (CRC) Material (domestic recyclables)			No charge
Recyclables: Domestic (Comingled)			No Charge
Recyclables: Domestic (Cardboard)			No Charge
Miscellaneous Waste: Car/Motorbike Tyre (per tyre)	\$12.73	\$1.27	\$14.00
Miscellaneous Waste: Small Truck Tyre (per tyre)	\$15.45	\$1.55	\$17.00
Miscellaneous Waste: Truck Tyre (per tyre)	\$26.36	\$2.64	\$29.00
Miscellaneous Waste: Super Single Tyre (per tyre)	\$70.91	\$7.09	\$78.00
Miscellaneous Waste: Small Tractor Tyre (up to 1.0m diameter) (per tyre)	\$141.82	\$14.18	\$156.00

Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	

### LANDFILL GATE CHARGES [continued]

Miscellaneous Waste: Large Tractor Tyre (1.0 -1.5m diameter) (per tyre)	\$274.55	\$27.45	\$302.00
Miscellaneous Waste: Earthmoving Tyre (per tyre)	\$354.55	\$35.45	\$390.00
Miscellaneous Waste: Tyre on rim (per tyre)	\$22.73	\$2.27	\$25.00
Miscellaneous Waste: Contaminated tyres (per tonne)	\$336.36	\$33.64	\$370.00
Miscellaneous Waste - Gas Bottles (9kg or less)	\$4.55	\$0.45	\$5.00
Miscellaneous Waste - Soft Furnishings (couches, lounge suites etc)	\$31.82	\$3.18	\$35.00
Sale: Crushed Concrete/Brick (per tonne)	\$42.73	\$4.27	\$47.00
Sale: Crushed Concrete/Brick (per cubic metre)	\$27.27	\$2.73	\$30.00
Sale: Mulch (per cubic metre)	\$0.00	\$0.00	\$0.00
Bio Waste: Small animals (sheep, goats, pigs etc) (Moama Landfill only)	\$23.64	\$2.36	\$26.00
Bio Waste: Large animals (cattle, horses etc includes machine hire (Moama Landfill only)	\$185.45	\$18.55	\$204.00
Per hour			
Bin Replacement: Waste Bin – 140L (red lid)	\$106.00	\$0.00	\$106.00
Bin Replacement: Recycle Bin – 240L (yellow lid)	\$119.00	\$0.00	\$119.00
Bin Replacement: Green Waste Bin – 240L (green lid)	\$119.00	\$0.00	\$119.00
Community Events: Less than 10 Bins (per bin charge per week or part thereof)	\$17.27	\$1.73	\$19.00
Community Events: More than 10 Bins (per bin per week or part thereof)	\$13.64	\$1.36	\$15.00

Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	

**COMMUNITY SERVICES**

**COMMUNITY CARE**

Home Maintenance/Modifications (per hour + materials at cost)	\$25.00	\$0.00	\$25.00
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**SOCIAL RESPITE (SAM)**

Social Respite Support (Groups): Full Day Support Contribution (per person)	\$12.00	\$0.00	\$12.00
Social Respite Support: Half Day Support Contribution (per person)	\$6.00	\$0.00	\$6.00
Social Respite Support (Group): Transport (per person)	\$5.00	\$0.00	\$5.00
Social Respite Support (Individual)(per hour) - after first hour	\$6.00	\$0.00	\$6.00
Social Respite Support (Individual): Transport (per person)	\$5.00	\$0.00	\$5.00

Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	

### COMMUNITY TRANSPORT

In cases of financial hardship Service Users can request assistance. Please ask the Community Services Co-Ordinator for more information.

Individual Transport: Within Wakool township	\$8.00	\$0.00	\$8.00
Individual Transport: Wakool to Albury	\$100.00	\$0.00	\$100.00
Individual Transport: Wakool to Barham	\$15.00	\$0.00	\$15.00
Individual Transport: Wakool to Bendigo	\$60.00	\$0.00	\$60.00
Individual Transport: Wakool to Cohuna	\$25.00	\$0.00	\$25.00
Individual Transport: Wakool to Deniliquin	\$20.00	\$0.00	\$20.00
Individual Transport: Wakool to Echuca	\$35.00	\$0.00	\$35.00
Individual Transport: Wakool to Kerang	\$25.00	\$0.00	\$25.00
Individual Transport: Wakool to Shepparton	\$55.00	\$0.00	\$55.00
Individual Transport: Wakool to Swan Hill	\$30.00	\$0.00	\$30.00
Individual Transport: Within Barham township	\$8.00	\$0.00	\$8.00
Individual Transport: Barham to Albury	\$100.00	\$0.00	\$100.00
Individual Transport: Barham to Bendigo	\$50.00	\$0.00	\$50.00
Individual Transport: Barham to Cohuna	\$15.00	\$0.00	\$15.00
Individual Transport: Barham to Deniliquin	\$30.00	\$0.00	\$30.00
Individual Transport: Barham to Echuca	\$30.00	\$0.00	\$30.00
Individual Transport: Barham to Kerang	\$15.00	\$0.00	\$15.00
Individual Transport: Barham to Shepparton	\$50.00	\$0.00	\$50.00
Individual Transport: Barham to Swan Hill	\$30.00	\$0.00	\$30.00
Individual Transport: Within Moulamein township	\$8.00	\$0.00	\$8.00
Individual Transport: Moulamein to Albury	\$100.00	\$0.00	\$100.00
Individual Transport: Moulamein to Balranald	\$20.00	\$0.00	\$20.00
Individual Transport: Moulamein to Barham	\$20.00	\$0.00	\$20.00
Individual Transport: Moulamein to Bendigo	\$70.00	\$0.00	\$70.00
Individual Transport: Moulamein to Cohuna	\$30.00	\$0.00	\$30.00
Individual Transport: Moulamein to Deniliquin	\$30.00	\$0.00	\$30.00
Individual Transport: Moulamein to Echuca	\$50.00	\$0.00	\$50.00

Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	
<b>COMMUNITY TRANSPORT</b> [continued]			
Individual Transport: Moulamein to Kerang	\$30.00	\$0.00	\$30.00
Individual Transport: Moulamein to Shepparton	\$70.00	\$0.00	\$70.00
Individual Transport: Moulamein to Swan Hill	\$20.00	\$0.00	\$20.00
Individual Transport: Within Tooleybuc township	\$8.00	\$0.00	\$8.00
Individual Transport: Tooleybuc to Balranald	\$15.00	\$0.00	\$15.00
Individual Transport: Tooleybuc to Bendigo	\$70.00	\$0.00	\$70.00
Individual Transport: Tooleybuc to Mildura	\$60.00	\$0.00	\$60.00
Individual Transport: Tooleybuc to Nyah West	\$10.00	\$0.00	\$10.00
Individual Transport: Tooleybuc to Swan Hill	\$15.00	\$0.00	\$15.00
Individual Transport: Moama to Albury	\$70.00	\$0.00	\$70.00
Individual Transport: Moama to Bendigo or Shepparton	\$40.00	\$0.00	\$40.00
Individual Transport: Moama to Deniliquin	\$20.00	\$0.00	\$20.00
Individual Transport: Moama to Rochester or Kyabram	\$15.00	\$0.00	\$15.00
Individual transport: Within Moama township	\$8.00	\$0.00	\$8.00
Individual Transport: Mathoura to Albury	\$70.00	\$0.00	\$70.00
Individual Transport: Mathoura to Bendigo or Shepparton	\$50.00	\$0.00	\$50.00
Individual Transport: Mathoura to Deniliquin	\$15.00	\$0.00	\$15.00
Individual Transport: Mathoura to Moama	\$15.00	\$0.00	\$15.00
Individual Transport: Mathoura to Rochester or Kyabram	\$20.00	\$0.00	\$20.00
Individual Transport: Within Mathoura township	\$8.00	\$0.00	\$8.00
Group Transport: Moama/Mathoura to Albury (adult per person)	\$30.00	\$0.00	\$30.00
Group Transport: Moama/Mathoura to Albury (minor (under 18) per person)	\$15.00	\$1.50	\$16.50
Group Transport: Moama/Mathoura to Bendigo (adult per person)	\$20.00	\$0.00	\$20.00
Group Transport: Moama/Mathoura to Bendigo (minor (under 18) per person)	\$10.00	\$1.00	\$11.00
Group Transport: Moama to Deniliquin (adult per person)	\$15.00	\$0.00	\$15.00
Group Transport: Moama to Deniliquin (minor (under 18) per person)	\$5.00	\$0.50	\$5.50
Group Transport: Mathoura to Deniliquin (adult per person)	\$5.00	\$0.00	\$5.00
Group Transport: Mathoura to Deniliquin (minor (under 18) per person)	\$2.50	\$0.25	\$2.75
Group Transport: Mathoura to Moama (adult per person)	\$5.00	\$0.00	\$5.00

Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	

## COMMUNITY TRANSPORT [continued]

Group Transport: Mathoura to Moama (minor (under 18) per person)	\$2.50	\$0.25	\$2.75
Group Transport: Moama/Mathoura to Rochester or Kyabram (adult per person)	\$10.00	\$0.00	\$10.00
Group Transport: Moama/Mathoura to Rochester or Kyabram (minor (under 18) per person)	\$5.00	\$0.50	\$5.50
Group Transport: Moulamein to Swan Hill (adult per person)	\$15.00	\$0.00	\$15.00
Group Transport: Moulamein to Swan Hill (minor (under 18) per person)	\$5.00	\$0.50	\$5.50
Group Transport: Barham to Swan Hill (adult per person)	\$15.00	\$0.00	\$15.00
Group Transport: Barham to Swan Hill (minor (under 18) per person)	\$5.00	\$0.50	\$5.50
Group Transport: Barham/Wakool to Deniliquin (adult per person)	\$15.00	\$1.50	\$16.50
Group Transport: Barham/Wakool to Deniliquin (minor (under 18) per person)	\$5.00	\$0.50	\$5.50
Frozen Meal Delivery: Main (per meal)	\$9.00	\$0.00	\$9.00
Frozen Meal Delivery: Soup (per meal)	\$5.50	\$0.00	\$5.50

## Delivered Meals

Frozen Meal Delivery - Dessert (per meal)	\$2.50	\$0.00	\$2.50
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## COMMUNITY CARE

Mathoura Retirement Village: Low Rental Unit Fee (paid fortnightly)		25% of Income	
Mathoura Retirement Village: Standard Unit Ingoing Fee (one off)	\$40,000.00	\$0.00	\$40,000.00
Mathoura Retirement Village: Standard Unit Maintenance Fee (per quarter)	\$550.00	\$0.00	\$550.00
Moama Lions Community Village: Standard Unit (per month)	\$260.00	\$0.00	\$260.00
Moama Lions Community Village: Low Rental Unit (paid fortnightly)		25% of Total Income	
NSW Department of Housing requirements			
Moama Lions Community Village: Low Rental Unit Lawn Maintenance Fee (per fortnight)	\$12.00	\$0.00	\$12.00

## CENTRES/HALLS

Monday - Friday outside of program activities

In 2021/2022 Council aligned the hire fees across the council area. No comparative data shown for 2020/2021.

Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	
Moama Seniors Community Centre: Groups & Agencies (per 2 hours)	\$14.55	\$1.45	\$16.00
Moama Seniors Community Centre: Groups & Agencies (per half day)	\$25.45	\$2.55	\$28.00
Moama Seniors Community Centre: Groups & Agencies (per day)	\$58.18	\$5.82	\$64.00
Moama Seniors Community Centre: Community Groups	\$6.36	\$0.64	\$7.00
Moama Seniors Community Centre: Client Room			No Charge
Barham Community Services Hub Meeting Room: Groups & Agencies (per 2 hours)	\$15.45	\$1.55	\$17.00
Barham Community Services Hub Meeting Room: Groups & Agencies (per half day)	\$30.00	\$3.00	\$33.00
Barham Community Services Hub Meeting Room: Groups & Agencies (per day)	\$60.91	\$6.09	\$67.00
Barham Community Services Hub Meeting Room: Groups & Agencies (per hour)	\$6.82	\$0.68	\$7.50
Barham Community Services Hub Meeting Room: Client Room			No Charge
Mathoura War Memorial Centre: Groups & Agencies (per 2 hours)	\$15.45	\$1.55	\$17.00
Mathoura War Memorial Centre: Groups & Agencies (per half day)	\$30.00	\$3.00	\$33.00
Mathoura War Memorial Centre: Groups & Agencies (per day)	\$59.09	\$5.91	\$65.00
Mathoura War Memorial Centre: Groups & Agencies (per hour)	\$6.82	\$0.68	\$7.50
Tooleybuc Community Services Room: Groups & Agencies (per 2 hours)	\$15.45	\$1.55	\$17.00
Tooleybuc Community Services Room: Groups & Agencies (per half day)	\$30.00	\$3.00	\$33.00
Tooleybuc Community Services Room: Groups & Agencies (per day)	\$59.09	\$5.91	\$65.00
Tooleybuc Community Services Room: Groups & Agencies (per hour)	\$6.82	\$0.68	\$7.50
Tooleybuc Community Services Room: Individual Client Room			No Charge
Moulamein Business Centre: Individual Client Room			No Charge

## CENTRES/HALLS [continued]

Name	Year 24/25		
	Fee (excl. GST)	GST	Fee (incl. GST)

## DEVELOPMENT & CONSTRUCTION

### TOWN PLANNING

Section 7.11 Contributions: Community Facilities (per equivalent tenement)	\$198.00	\$0.00	\$198.00
Section 7.11 Contributions: Domestic Waste	\$374.00	\$0.00	\$374.00
Section 7.11 Contributions: Stormwater	\$562.00	\$0.00	\$562.00
Section 7.11 Contributions: Section 7.12 Development Cost >\$100,000		1% of DA Approval	
Section 7.11 Contributions: Open Space (per equivalent tenement)	\$562.00	\$0.00	\$562.00
Section 7.11 Contributions: Car Parking (per equivalent tenement)	\$832.00	\$0.00	\$832.00
Section 7.11 Contributions: Roads (per equivalent tenement)	\$2,246.00	\$0.00	\$2,246.00
Section 7.11 Contributions: Barham Service Area	Public Open Space \$623.30, Community Services \$391, Roads \$276, Stormwater \$407.10. Total \$1,697.40		
Section 7.11 Contributions: Koraleigh and Murray Downs Service Areas	Public Open Space \$288.65, Community Services \$396.75, Roads \$282.90, Stormwater as required. Total \$968.30 plus stormwater as required.		
Section 7.11 Contributions: Moulamein Service Area	Public Open Space \$595.70, Community Services \$376.05, Roads \$264.50, Stormwater as required. Total \$1,236.25 plus stormwater as required.		
Section 7.11 Contributions: Tooleybuc and Wakool Service Areas	Public Open Space \$580.75, Community Services \$366.85, Roads \$256.45, Stormwater as required. Total is \$1,204.05 plus stormwater as required.		
Planning Certificate (s10.7(2))	\$66.00	\$0.00	\$66.00
Under Sec 290 (3) EP&AR			
Planning Certificate (s10.7(2)&(5))	\$100.00	\$0.00	\$100.00
Under Sec 290 (3) EP&AR			
Planning Certificate (s10.7) - Urgent Service (3 working days)	\$52.00	\$0.00	\$52.00
LG Act s735A Certificate	\$100.00	\$0.00	\$100.00
EP&A Act Section 121ZP Certificate	\$100.00	\$0.00	\$100.00
LG Act & EP&A Act Combined Certificate	\$150.00	\$0.00	\$150.00

Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	

**TOWN PLANNING** [continued]

Advertised Development	\$1,385.00	\$0.00	\$1,385.00
Development for which an Environmental Planning Instrument or Development Control Plan (DCP) Requires Notice to be Given	\$1,385.00	\$0.00	\$1,385.00
Designated Development Requiring Advertising	\$2,784.00	\$0.00	\$2,784.00
Maximum Fee - In accordance with EP&AR			
Amusement/Entertainment Device Approvals: Application Fees (devices at designated site)			At cost
Amusement/Entertainment Device Approvals: Application Fee for Temporary Structures (includes inspection of structure - Sec 68 D3)	\$179.92	\$0.00	\$179.92
Amusement/Entertainment Device Approvals: Inspection & License/Insurance check (per device)			At cost
Application to Review Development Application Determination under Division s8.2 EP&A Act: (Schedule 4, Part 7, Section 7.1 - 7.4 of EP&A Reg): Up to \$5,000	\$71.00	\$0.00	\$71.00
Application to Review Development Application Determination under Division s8.2 EP&A Act: (Schedule 4, Part 7, Section 7.1 - 7.4 of EP&A Reg): \$5,001 to \$250,000 - Base Fee	\$111.00	\$0.00	\$111.00
Application to Review Development Application Determination under Division x8.2 EP&A Act: (Schedule 4, Part 7, Section 7.1-7.4 of EP&A Reg: \$5,001 to \$250,000 - Additional Fee (per \$1,000 or part of the estimated cost)	\$1.50	\$0.00	\$1.50
Application to Review Development Application Determination under Division s8.2 EP&A Act: (Schedule 4, Part 7, Section 7.1 - 7.4 of EP&A Reg): \$250,001 to \$500,000 - Base Fee	\$651.00	\$0.00	\$651.00
Application to Review Development Application Determination under Division x8.2 EP&A Act: (Schedule 4, Part 7, Section 7.1-7.4 of EP&A Reg: \$250,001 to \$500,000 - Additional Fee (per \$1,000 or part above \$250,000 of the estimated cost))	\$0.85	\$0.00	\$0.85
Application to Review Development Application Determination under Division s8.2 EP&A Act: (Schedule 4, Part 7, Section 7.1 - 7.4 of EP&A Reg): \$500,001 to \$1,000,000 - Base Fee	\$927.00	\$0.00	\$927.00
Application to Review Development Application Determination under Division x8.2 EP&A Act: (Schedule 4, Part 7, Section 7.1-7.4 of EP&A Reg: \$500,001 to \$1,000,000 - Additional Fee (per \$1,000 or part above \$500,000 of the estimated cost)	\$0.50	\$0.00	\$0.50
Application to Review Development Application Determination under Division s8.2 EP&A Act: (Schedule 4, Part 7, Section 7.1 - 7.4 of EP&A Reg): \$1,000,001 to \$10,000,000 - Base Fee	\$1,284.00	\$0.00	\$1,284.00
Application to Review Development Application Determination under Division x8.2 EP&A Act: (Schedule 4, Part 7, Section 7.1-7.4 of EP&A Reg: \$1,000,001 to \$10,000,000 - Additional Fee (per \$1,000 or part above \$1,000,000 of the estimated cost)	\$0.40	\$0.00	\$0.40
Application to Review Development Application Determination under Division s8.2 EP&A Act: (Schedule 4, Part 7, Section 7.1 - 7.4 of EP&A Reg): More than \$10,000,000 - Base Fee	\$6,167.00	\$0.00	\$6,167.00
Application to Review Development Application Determination under Division x8.2 EP&A Act: (Schedule 4, Part 7, Section 7.1-7.4 of EP&A Reg: More than \$10,000,000 - Additional Fee (per \$1,000 or part above \$10,000,000 of the estimated cost)	\$0.27	\$0.00	\$0.27
Application to Review Development Application Determination under Division s8.2 EP&A Act: (Schedule 4, Part 7, Section 7.1 - 7.4 of EP&A Reg): Not Involving Erection of Building, Carrying Out of Work or Demolition			50% of Original Fee

Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	
Application to Review Development Application Determination under Division s8.2 EP&A Act: (Schedule 4, Part 7, Section 7.1 - 7.4 of EP&A Reg): Dwelling-House < \$100,000	\$238.00	\$0.00	\$238.00
Under Division 8.2 EP&AA (Schedule 4, Part 7, Section 71. - 7.4 of EP&AR)			
Application to Review Development Application Determination under Division s8.2 EP&A Act: (Schedule 4, Part 7, Section 7.1 - 7.4 of EP&A Reg): Additional Fee if Notice of Application Required to be Given under s8.3 of EP&A Act	\$777.00	\$0.00	\$777.00
Application to Modify a Consent for Local Development: Minor Error, Misdescription or Miscalculation (s4.55(1))	\$89.00	\$0.00	\$89.00
Maximum \$89 In accordance with Section 8.3 of EP&AA (Schedule 4, Part 4 EP&AR)			
Application to Modify a Consent for Local Development: Involving Minimal Environmental Impact and the Development to which the Consent as Modified Relates Substantially to the same Development as the Development for which the consent was Originally Granted (s4.55(1A) or s4.56(1))			\$808.00 or 50% of Original DA Fee, whichever is the lesser
Application for Modification, which is not of Minimal Environmental Impact: Fee for the Original Application < \$100 (no notice required)			50% of the Original Fee
Application for Modification, which is not of Minimal Environmental Impact: Fee for the Original Application <\$100 (additional amount if notice of the application is required to be given under section 4.55(2) or 4.56(1) of the Act)	\$834.00	\$0.00	\$834.00
Application for Modification, which in the opinion of the consent Authority, is not of Minimal Environmental Impact: Not Involving Erection of Building, Carrying Out of Work or Demolition (no notice required)			50% of Original Fee
Application for Modification, which in the opinion of the consent Authority, is not of Minimal Environmental Impact:Not involving Erection of Building, Carry Out of Work or Demolition (additional amount if notice of the application is required to be given under section 4.55(2) or 4.56(1) of the Act in accordance with EP&A Reg)	\$834.00	\$0.00	\$834.00
Application for Modification, which in the opinion of the consent Authority, is not of Minimal Environmental Impact: Erection of a Dwelling-house <= \$100,000 (no notice required)	\$238.00	\$0.00	\$238.00
Application for Modification, which in the opinion of the consent Authority, is not of Minimal Environmental Impact: Erection of a Dwelling -house \$100,000 or less (additional amount if notice of the application is required to be given under section 4.55(2) or 4.56(1) of the Act in accordance with EP&A Reg)	\$834.00	\$0.00	\$834.00
Application for Modification, which in the opinion of the consent Authority, is not of Minimal Environmental Impact: Up to \$5,000	\$68.00	\$0.00	\$68.00
Application for Modification, which in the opinion of the consent Authority, is not of Minimal Environmental Impact: \$5,001 to \$250,000 - Base Fee	\$106.00	\$0.00	\$106.00
Application for Modification, which in the opinion of the consent Authority, is not of Minimal Environmental Impact: \$5,001 to \$250,000 - Additional Fee (per \$1,000 or part, by which estimated cost exceeds \$5,000)	\$1.50	\$0.00	\$1.50
Application for Modification, which in the opinion of the consent Authority, is not of Minimal Environmental Impact: \$250,001 to \$500,000 - Base Fee	\$627.00	\$0.00	\$627.00
Application for Modification, which in the opinion of the consent Authority, is not of Minimal Environmental Impact: \$250,001 to \$500,000 - Additional Fee (per \$1,000 or part, by which estimated cost exceeds \$250,000)	\$0.85	\$0.00	\$0.85
Application for Modification, which in the opinion of the consent Authority, is not of Minimal Environmental Impact: \$500,001 to \$1,000,000 - Base Fee	\$893.00	\$0.00	\$893.00
Application for Modification, which in the opinion of the consent Authority, is not of Minimal Environmental Impact: \$500,001 to \$1,000,000 - Additional Fee (per \$1,000 or part, by which estimated cost exceeds \$500,000)	\$0.50	\$0.00	\$0.50

Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	
<b>TOWN PLANNING</b> [continued]			
Application for Modification, which in the opinion of the consent Authority, is not of Minimal Environmental Impact: \$1,000,001 to \$10,000,000 - Base Fee	\$1,237.00	\$0.00	\$1,237.00
Application for Modification, which in the opinion of the consent Authority, is not of Minimal Environmental Impact: \$1,000,001 to \$10,000,000 - Additional Fee (per \$1,000 or part, by which estimated cost exceeds \$1,000,000)	\$0.40	\$0.00	\$0.40
Application for Modification, which in the opinion of the consent Authority, is not of Minimal Environmental Impact: More than \$10,000,000 - Base Fee	\$5,942.00	\$0.00	\$5,942.00
Application for Modification, which in the opinion of the consent Authority, is not of Minimal Environmental Impact: More than \$10,000,000 - Additional Fee (per \$1,000 or part, by which estimated cost exceeds \$10,000,000)	\$0.27	\$0.00	\$0.27
Application for Modification, which in the opinion of the consent Authority, is not of Minimal Environmental Impact: Additional Fee for Referral to Design Review Panel (Schedule 4 Part 4 EP&A Reg)	\$3,763.00	\$0.00	\$3,763.00
Application for Modification, which in the opinion of the consent Authority, is not of Minimal Environmental Impact: Additional Fee for Modification Application that is Accompanied by Statement of Qualified Designer	\$953.00	\$0.00	\$953.00
Section 64 Contributions: Filtered Water - Moama and Mathoura	\$3,796.00	\$0.00	\$3,796.00
Section 64 Contributions: Raw Water - All Areas	\$416.00	\$0.00	\$416.00
Section 64 Contributions: Filtered Water - Barham, Koraleigh, Moulamein, Tooleybuc, Wakool & Murray Downs	\$4,160.00	\$0.00	\$4,160.00
Section 64 Contributions: Sewer - Moama and Mathoura	\$1,768.00	\$0.00	\$1,768.00
Section 64 Contributions: Barham	\$5,200.00	\$0.00	\$5,200.00
Section 64 Contributions: Moulamein, Tooleybuc, Wakool and Murray Downs	\$4,160.00	\$0.00	\$4,160.00
Sewerage not applicable for Koraleigh			

## DEVELOPMENT APPLICATION

Additional Processing Fee for Applications Requiring Concurrence Under Schedule 4, Part 3, Section 3.2 EP&AR 2021	\$227.50	\$0.00	\$227.50
Additional Processing Fee for Applications that are Integrated Development Schedule 4, Part 3, Section 3.1 EP&AR 2021	\$227.50	\$0.00	\$227.50
Concurrence (for Concurrence Authority) (Schedule 4, Part 3, Item 3.2 EP&AR 2021)	\$521.30	\$0.00	\$521.30
Approval Body (Integrated development) (Schedule 4, Part 3, Item 3.1 EP&A Reg)	\$521.30	\$0.00	\$521.30
Assessment for Dwelling Houses under s4.2A LEP	\$1,541.00	\$0.00	\$1,541.00

Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	
<b>DEVELOPMENT APPLICATION</b> [continued]			
Application for the Removal or Pruning of Trees Under Chapter 2 of the Biodiversity Conservation SEPP 2021	\$179.40	\$0.00	\$179.40
Designated Development (Additional Fee) Maximum under Schedule 4, Part 3, Item 3.3 EP&AR 2021, in additional to Other Fees Payable	\$1,154.00	\$0.00	\$1,154.00
Management Statements & Development Contracts: Standard Development Under the Community Land Development Act 2021	\$1,976.00	\$0.00	\$1,976.00
Management Statements & Development Contracts: Complex and Detailed Development under the Community Land Development Act 2021	\$3,328.00	\$0.00	\$3,328.00
Management Statements & Development Contracts: Strata Development Contract / Strata Management Statement under the Strata Schemes Development Act 2015	\$1,794.00	\$0.00	\$1,794.00
Minor (Basic & Standard) Amendments to Murray (2011) and Wakool (2013) Local Environmental Plan (LEP): Initial Assessment	\$4,680.00	\$0.00	\$4,680.00
Minor (Basic & Standard) Amendments to Murray (2011) and Wakool (2013) Local Environmental Plan (LEP): Advertising and Notification fee	\$1,560.00	\$0.00	\$1,560.00
Minor (Basic & Standard) Amendments to Murray (2011) and Wakool (2013) Local Environmental Plan (LEP): Preparation of LEP	\$1,560.00	\$0.00	\$1,560.00
Minor (Basic & Standard) Amendments to Murray (2011) and Wakool (2013) Local Environmental Plan (LEP): Mapping	\$2,600.00	\$0.00	\$2,600.00
Minor (Basic & Standard) Amendments to Murray (2011) and Wakool (2013) Local Environmental Plan (LEP): Requires DCP Amendment	\$3,120.00	\$0.00	\$3,120.00
Major (Complex & Principal) Amendments to Murray (2011) and Wakool (2013) Local Environmental Plan (LEP): Initial Assessment	\$4,680.00	\$0.00	\$4,680.00
Major (Complex & Principal) Amendments to Murray (2011) and Wakool (2013) Local Environmental Plan (LEP): Advertising and notification fee	\$1,560.00	\$0.00	\$1,560.00
Major (Complex & Principal) Amendments to Murray (2011) and Wakool (2013) Local Environmental Plan (LEP): Preparation of LEP	\$2,080.00	\$0.00	\$2,080.00
Major (Complex & Principal) Amendments to Murray (2011) and Wakool (2013) Local Environmental Plan (LEP): Mapping	\$4,160.00	\$0.00	\$4,160.00
Major (Complex & Principal) Amendments to Murray (2011) and Wakool (2013) Local Environmental Plan (LEP): Requires DCP Amendment	\$6,240.00	\$0.00	\$6,240.00
Administrative Cost of Preparing and Giving Clean Up Notice (PEO Act s94)	\$728.00	\$0.00	\$728.00
Administrative Cost of Preparing and Issuing Prevention Notice (PEO Act s100)	\$728.00	\$0.00	\$728.00
Administrative Cost of Preparing and Giving Noise Control Notice (PEO Act s267A)	\$728.00	\$0.00	\$728.00

## SALES & SERVICES

Swimming Pool Resuscitation Chart	\$23.64	\$2.36	\$26.00
Murray or Wakool Development Control Plan (DCP) Each Chapter	\$31.20	\$0.00	\$31.20
Murray or Wakool Local Environmental Plan (LEP): Document (excl. Maps)	\$31.00	\$0.00	\$31.00
Murray or Wakool Local Environmental Plan (LEP): Document w/Maps	\$94.00	\$0.00	\$94.00

Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	

## SALES & SERVICES [continued]

Murray or Wakool Local Environmental Plan (LEP): Murray River Council Development Strategy	\$31.00	\$0.00	\$31.00
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## SUBDIVISION

Subdivision Certificate Application: Minimum Fee	\$260.00	\$0.00	\$260.00
Subdivision Certificate Application: Additional Fee (per lot)	\$52.00	\$0.00	\$52.00
Subdivision Certificate Pre-Application Assessment	\$1,040.00	\$0.00	\$1,040.00
Subdivision Development Application - Involving Creating a Public Road: Minimum Fee	\$833.00	\$0.00	\$833.00
Subdivision Development Application - Involving Creating a Public Road: Additional Fee (per additional lot as per EP&A Regs)	\$65.00	\$0.00	\$65.00
Subdivision Development Application: Not Involving Creating a Public Road: Minimum Fee	\$414.00	\$0.00	\$414.00
Subdivision Development Application: Not Involving Creating a Public Road: Additional Fee (per additional lot as per EP&A Regs)	\$53.00	\$0.00	\$53.00
Subdivision Development Application: Strata Sub-division: Minimum Fee	\$414.00	\$0.00	\$414.00
Subdivision Development Application: Strata Sub-division: Additional Fee (per additional lot as per EP&A Regs)	\$65.00	\$0.00	\$65.00

## CEMETERIES

For the purpose of this Schedule "interment" includes the sinking of the grave, placement of coffin or ashes therein, backfilling the grave, removal of debris.  
In 2021/2022 Council aligned the cemetery fees across the council area.

Interment Levy - Burial	\$156.00	\$15.60	\$171.60
Interment Levy - Ash Interment	\$63.00	\$6.30	\$69.30
Lawn Cemetery - First Interment	\$1,960.00	\$196.00	\$2,156.00
Lawn Cemetery - Second Interment	\$1,400.00	\$140.00	\$1,540.00
Single Plaque - 6 lines	\$504.55	\$50.45	\$555.00
Dual Conversion Plaque - First Interment	\$631.82	\$63.18	\$695.00
Detachable Plate - Second Interment	\$259.09	\$25.91	\$285.00
Monument - First Interment	\$1,960.00	\$196.00	\$2,156.00
Monument - 2nd Interment	\$1,400.00	\$140.00	\$1,540.00
Tombstone/Slab - Second Interment	\$574.55	\$57.45	\$632.00
Permission to Perform Monumental Work	\$200.00	\$0.00	\$200.00
Cremated Remains Interment - Rose Garden - First Interment	\$380.00	\$38.00	\$418.00

Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	
<b>CEMETERIES</b> [continued]			
Cremated Remains Interment - Rose Garden - Second Interment	\$250.00	\$25.00	\$275.00
Cremated Remains Scattering	\$65.45	\$6.55	\$72.00
Cremated Remains - Interment into Existing Grave	\$250.00	\$25.00	\$275.00
Cremated Remains - Niche Wall Interment	\$190.91	\$19.09	\$210.00
Desk for Rose Garden Plaques - Moama	\$177.27	\$17.73	\$195.00
Memorial Bench Seat		Price on Application	
Lawn Cemetary Burial - Weekend or Public Holiday Surcharge	\$1,150.00	\$115.00	\$1,265.00
Cremated Remains - Weekend or Public Holidays Surcharge (per hour)	\$125.45	\$12.55	\$138.00
Lawn Cemetary Burial - Midweek After Hours Interment Surcharge (per hour)	\$420.00	\$42.00	\$462.00
Exhumation		Price on Application	
Private Burial Site - Administration		Price on Application	
Private Burial Site - Interment		Price on Application	
Reservation - Lawn & Monumental	\$500.00	\$0.00	\$500.00
Reservation - Cremated Remains	\$125.45	\$12.55	\$138.00
Memorial Plaque		Price on Application	
Transfer Interment Right	\$121.00	\$0.00	\$121.00
War Grave Administration Fee	\$138.00	\$0.00	\$138.00

Name	Year 24/25		
	Fee (excl. GST)	GST	Fee (incl. GST)

## WATER SERVICES

### SALES & SERVICES

Water Meter Supply: 20mm (smart meter) - Filtered Other Sizes by Quotation	\$312.00	\$0.00	\$312.00
Water Meters Supply: 20mm (smart meter) - Raw Water Meter Supply: Sizes other than 20mm	\$312.00	\$0.00	\$312.00
Water Meter Read: On Site (at customer request)	\$88.00	\$0.00	\$88.00
Water Meter Pressure & Flow Test Refunded if inaccurate by more than 3%			Price on Application
Back Flow Prevention Device Inspection	\$156.00	\$0.00	\$156.00
Standpipe Supply: Filtered Water (per kilolitre)	\$3.10	\$0.00	\$3.10
Standpipe Supply: Raw Water (per kilolitre)	\$2.00	\$0.00	\$2.00

### CONNECTION & DISCONNECTION

Water Service/Meter Upgrade: New Developments			Owners Cost
Water Service/Main Extension			Owners Cost
Water Connection: Filtered - 20mm (simple connection only, meter cost additional)	\$728.00	\$0.00	\$728.00
Water Connection: Filtered - 25mm (simple connection only, meter cost additional)	\$936.00	\$0.00	\$936.00
Water Connection: Filtered - 32mm (simple connection only, meter cost additional)	\$1,820.00	\$0.00	\$1,820.00
Water Connection: Filtered - 40mm (connecting meter to existing property connection only. Additional pipework excluded)	\$2,600.00	\$0.00	\$2,600.00
Water Connection: Filtered - 50mm (simple connection, meter cost additional)	\$4,160.00	\$0.00	\$4,160.00
Water Connection: Filtered - 80mm (simple connection only, meter cost additional)	\$10,400.00	\$0.00	\$10,400.00
Water Connection: Filtered - 100mm (simple connection only, meter cost additional)	\$15,600.00	\$0.00	\$15,600.00
Water Connection: Raw - 20mm (simple connection only, meter cost additional)	\$1,040.00	\$0.00	\$1,040.00
Water Connection: Raw - 25mm (simple connection only, meter cost additional)	\$1,560.00	\$0.00	\$1,560.00
Water Connection: Raw - 32mm (simple connection only, meter cost additional)	\$3,640.00	\$0.00	\$3,640.00
Water Connection: Raw - 40mm (simple connection only, meter cost additional)	\$3,900.00	\$0.00	\$3,900.00
Water Connection: Raw - 50mm (simple connection only, meter cost additional)	\$6,240.00	\$0.00	\$6,240.00

Name	Year 24/25	
	Fee (excl. GST)	Fee (incl. GST)

**CONNECTION & DISCONNECTION** [continued]

Water Connection: Raw - 80mm (simple connection only, meter cost additional)	\$16,640.00	\$0.00	\$16,640.00
Water Connection: Raw - 100mm (simple connection only, meter cost additional)	\$23,920.00	\$0.00	\$23,920.00
Water Connection: Complex Connections			Price on Application
Water Service Disconnection	\$416.00	\$0.00	\$416.00
Water Service Reconnection	\$416.00	\$0.00	\$416.00
Water Pressure & Fire Service Testing	\$208.00	\$0.00	\$208.00

Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	

## SEWER SERVICES

### LIQUID TRADE WASTE

PLEASE REFER TO COUNCIL'S LIQUID TRADE WASTE POLICY 2017 (POL301.V5)

Trade Waste Application Fee: Category 1	\$156.00	\$0.00	\$156.00
Trade Waste Application Fee: Category 2	\$234.00	\$0.00	\$234.00
Trade Waste Application Fee: Category 3	\$520.00	\$0.00	\$520.00
Trade Waste Re-inspection Fee	\$125.00	\$0.00	\$125.00
Septic Tank Waste Disposal Charge: Effluent/Sludge (per kilolitre)	\$41.50	\$0.00	\$41.50
On-Site Wastewater Management System: Approval Fee (Industrial/Commercial only)	\$780.00	\$0.00	\$780.00
Trade Waste Pollutant Fee: BOD (per kilogram)	\$1.00	\$0.00	\$1.00
Trade Waste Pollutant Fee: Total Suspended Solids (per kilogram)	\$1.35	\$0.00	\$1.35
Trade Waste Pollutant Fee: Total Oil and Grease (per kilogram)	\$1.92	\$0.00	\$1.92
Trade Waste Pollutant Fee: Total Kjeldahl Nitrogen (per kilogram)	\$0.25	\$0.00	\$0.25
Trade Waste Pollutant Fee: Ammonia Nitrogen (per kilogram)	\$3.00	\$0.00	\$3.00
Trade Waste Pollutant Fee: Total Phosphorus (per kilogram)	\$2.00	\$0.00	\$2.00
Trade Waste Pollutant Fee: Total Dissolved Solids (per kilogram)	\$0.10	\$0.00	\$0.10
Trade Waste Pollutant Fee: pH	\$0.62	\$0.00	\$0.62
Charge (\$/KL) = 0.43 x (actual pH-approved pH) x 2 (actual pH-approved pH)			

### GENERAL

Sewer Diagram Copy	\$25.00	\$0.00	\$25.00
Sewerage Compliance Inspection	\$166.50	\$0.00	\$166.50

### PUMP OUT STATION

Sewer Pump Out: Annual Charge - Private Vessels	\$208.00	\$0.00	\$208.00
Sewer Pump Out: Discharge Charge - Commercial Vessels (per kilolitre)	\$20.75	\$0.00	\$20.75
Sewer Pump Out: Key Charge (per key)	\$66.14	\$6.61	\$72.75

Name	Year 24/25	
	Fee (excl. GST)	GST

### CONNECTION & DISCONNECTION

Sewer Connection Fee: Barham, Moulamein, Wakool, Tooleybuc, Murray Downs, Mathoura & Moama	\$520.00	\$0.00	\$520.00
Sewer Connection Fee: Tooleybuc (contribution to CEDS development only)	\$2,340.00	\$0.00	\$2,340.00
Sewer Connection Fee: Murray Downs – Low Pressure Sewerage	\$2,340.00	\$0.00	\$2,340.00
On-site Wastewater Management System: Connection Fee (includes 1 inspection)	\$364.00	\$0.00	\$364.00
Sewer Connection: Alteration	\$208.00	\$0.00	\$208.00
Sewer Connection: Alteration to On-Site WWMS	\$208.00	\$0.00	\$208.00
Sewer Connection: Connect to Common Effluent Drainage Systems	\$312.00	\$0.00	\$312.00

Name	Year 24/25		
	Fee (excl. GST)	GST	Fee (incl. GST)

## RECREATION AND CULTURE

Public Swimming Pools: Adult Entry	\$5.45	\$0.55	\$6.00
Public Swimming Pools: Child Entry	\$2.27	\$0.23	\$2.50
Public Swimming Pools: Season Family (maximum of 2 adults & 2 children)	\$100.00	\$10.00	\$110.00
Public Swimming Pools: Season Single	\$63.64	\$6.36	\$70.00

## LIBRARIES

Lost/Damaged Library Items - Item Replacement			Replacement Value
Lost/Damaged Library Items - Processing fee	\$11.00	\$0.00	\$11.00
Internet Browsing			No Charge

## OPEN SPACES

Council Open Spaces - Beaches, Parks etc. (up to 3 hours)	\$15.00	\$0.00	\$15.00
Kerrabee Sound Shell: Commercial Hire (per day or part)	\$272.73	\$27.27	\$300.00

## GENERAL

Issue/Re-issue Electronic Access Key - all relevant facilities	\$29.09	\$2.91	\$32.00
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## SPORTS FACILITIES

Hire of equipment, where applicable, by negotiation with facility Management Committee

Moama Sporting Complex: Facility Bond (refundable after clearance of Council inspection)	\$500.00	\$0.00	\$500.00
Moama Sporting Complex: Facility Hire (per day)	\$330.91	\$33.09	\$364.00
Moama Sporting Complex: Facility Hire (per hour)	\$42.73	\$4.27	\$47.00
All Recreation Reserves: Bond (refundable after clearance of Council inspection)	\$750.00	\$0.00	\$750.00
Mathoura Recreation Reserve: Mathoura Football Netball Club (per annum)	\$3,229.09	\$322.91	\$3,552.00
Mathoura Recreation Reserve: Mathoura Tennis Club (per annum)	\$500.00	\$50.00	\$550.00
Mathoura Recreation Reserve: Pavillion Hire (per day or part)	\$190.91	\$19.09	\$210.00
Mathoura Recreation Reserve: Pavilion Hire (Half Day)	\$100.00	\$10.00	\$110.00

Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	
<b>SPORTS FACILITIES</b> [continued]			
Mathoura Recreation Reserve: Key Deposit (refundable on return of key)	\$33.00	\$0.00	\$33.00
Mathoura Recreation Reserve: Ground Hire (full day)	\$327.27	\$32.73	\$360.00
Payable 2 Weeks Prior to Use, 50% Deposit Required on Booking			
Mathoura Recreation Reserve: Ground Hire (half day - up to 4 hours)	\$163.64	\$16.36	\$180.00
Payable 2 Weeks Prior to Use, 50% Deposit Required on Booking			
Mathoura Recreation Reserve: Events	Price on Application		
Includes Bond			
Moama Recreation Reserve: Echuca-Moama Cycling Club (per annum)	\$2,272.73	\$227.27	\$2,500.00
Moama Recreation Reserve: Echuca-Moama Little Athletics (per annum)	\$3,178.18	\$317.82	\$3,496.00
Moama Recreation Reserve: Moama Anglican Grammar School (per annum)	\$13,000.00	\$1,300.00	\$14,300.00
Moama Recreation Reserve: Moama Cricket Club (per annum)	\$6,909.09	\$690.91	\$7,600.00
Moama Recreation Reserve: Moama Football Netball Club (per annum)	\$11,000.00	\$1,100.00	\$12,100.00
Moama Recreation Reserve: Moama-Echuca Border Raiders Soccer Club (per annum)	\$5,931.82	\$593.18	\$6,525.00
Moama Recreation Reserve: Moama-Echuca Touch Association (per annum)	\$2,272.73	\$227.27	\$2,500.00
Moama Recreation Reserve: Moama Junior Football Club (per annum)	\$3,409.09	\$340.91	\$3,750.00
Moama Recreation Reserve: Stadium (Oval & Pavillion) Hire (full day)	\$363.64	\$36.36	\$400.00
Payable 2 Weeks Prior to Use, 50% Deposit Required on Booking			
Moama Recreation Reserve: Stadium (Oval & Pavillion) Hire (half day)	\$200.00	\$20.00	\$220.00
Payable 2 Weeks Prior to Use, 50% Deposit Required on Booking			
Moama Recreation Reserve: Events	Price on Application		
Moama Recreation Reserve: Stadium Hire Deposit (refundable after clearance of Council inspection)	\$2,500.00	\$0.00	\$2,500.00
Moama Recreation Reserve: General School Utilisation	\$150.00	\$15.00	\$165.00
Moama Recreation Reserve: Moama Echuca Community Botanic Gardens Hire (up to 3 hours)	\$320.00	\$32.00	\$352.00
Moama Recreation Reserve: Multi Purpose Pavilion - No Use of Grounds (full day)	\$190.91	\$19.09	\$210.00
Moama Recreation Reserve: Multi Purpose Pavilion - No Use of Grounds (half day)	\$100.00	\$10.00	\$110.00
Moama Recreation Reserve: Small Meeting Room Hire (per hour)	\$30.00	\$3.00	\$33.00
Kyalite Recreation Reserve: Hall Hire (per day or part)	\$25.91	\$2.59	\$28.50

Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	
<b>SPORTS FACILITIES</b> [continued]			
Kyalite Recreation Reserve: Hall Hire (per day)	\$52.05	\$5.20	\$57.25
Kyalite Recreation Reserve: Supper Room Hire (up to 3 hours)	\$7.27	\$0.73	\$8.00
Barham Recreation Reserve: Cricket Club	\$759.09	\$75.91	\$835.00
Barham Recreation Reserve: Polo Club	\$759.09	\$75.91	\$835.00
Bunnaloo Recreation Reserve - Hall Hire (Per Day)	\$50.00	\$5.00	\$55.00
Moulamein South Recreation Reserve: Complex Hire Football & Netball Clubs - excl. Cleaning (per day)	\$2,572.73	\$257.27	\$2,830.00
Moulamein South Recreation Reserve: Tennis club	\$554.55	\$55.45	\$610.00
Moulamein South Recreation Reserve: Gym	\$604.55	\$60.45	\$665.00
Moulamein South Recreation Reserve: Complex Hire Moulamein Working Sheep Dog Club - excl. Cleaning (per day)	\$109.09	\$10.91	\$120.00
Moulamein South Recreation Reserve: Pavillion Hire (per day)	\$190.91	\$19.09	\$210.00
Moulamein South Recreation Reserve: Pavillion Hire (per half day)	\$100.00	\$10.00	\$110.00
Moulamein South Recreation Reserve: Cleaning Charge	\$27.27	\$2.73	\$30.00
Moulamein South Recreation Reserve: Key Deposit (refundable on return of key)	\$33.00	\$0.00	\$33.00
Moulamein Lakes Boat Ramp: Annual Fee	\$159.09	\$15.91	\$175.00
Moulamein Lakes Boat Ramp: Casual Hire: (per day)	\$22.73	\$2.27	\$25.00
Barham Recreation Reserve: Hire for Shows		11% of Gate Takings	
Barham Recreation Reserve: Koondrook Barham Football Netball Club (per annum)	\$3,200.00	\$320.00	\$3,520.00
Barham Recreation Reserve: Rent of Caretaker's Cottage (per week)	\$160.00	\$16.00	\$176.00
Barham Recreation Reserve: Hire of Faulkner Pavilion - Commercial - excl. sound and lighting (per hour)	\$18.18	\$1.82	\$20.00
Barham Recreation Reserve: Multi Purpose Pavilion Hire (full day)	\$190.91	\$19.09	\$210.00
Barham Recreation Reserve: Multi Purpose Pavilion Hire (half day)	\$100.00	\$10.00	\$110.00
Barham Recreation Reserve: Small Meeting Room Hire (up to 3 hours)	\$30.00	\$3.00	\$33.00
Barham Recreation Reserve: Grounds & Pavilion Hire (full day)	\$300.00	\$30.00	\$330.00
Barham Recreation Reserve: Grounds & Pavilion Hire (half day)	\$150.00	\$15.00	\$165.00
Tooleybuc Recreation Reserve & Hall: Hall Hire - Football Club (per annum)	\$3,100.00	\$310.00	\$3,410.00
Tooleybuc Recreation Reserve: Cricket Club	\$759.09	\$75.91	\$835.00
Tooleybuc Recreation Reserve & Hall Hire (full day)	\$190.91	\$19.09	\$210.00
Tooleybuc Recreation Reserve & Hall Hire (half day)	\$100.00	\$10.00	\$110.00
Koraleigh Recreation Reserve - Pavilion Hire (Per Day)	\$45.45	\$4.55	\$50.00

Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	

## SPORTS FACILITIES [continued]

Mallan Recreation Reserve: Hall Hire (half day)	\$38.18	\$3.82	\$42.00
Moulamein Centenary Reserve: Race Club and Polo Club (per annum)	\$250.00	\$25.00	\$275.00
Moulamein Centennial Reserve - Hire of Multi-purpose Shelter (Per Day)	\$227.27	\$22.73	\$250.00
Mallan Recreation Reserve: Tennis Courts (per day or part)	\$28.36	\$2.84	\$31.20
Wakool Recreation Reserve Hire (full day)	\$190.91	\$19.09	\$210.00
Wakool Recreation Reserve Hire (half day)	\$100.00	\$10.00	\$110.00
Wakool Recreation Reserve: Main Pavilion Hire (per half day)	\$50.00	\$5.00	\$55.00

## COMMUNITY CENTRES & HALLS

Hire of equipment, where applicable, by negotiation with facility Management Committee

Moulamein Business Centre: Office Space Hire - no use of equipment (per day)	\$81.82	\$8.18	\$90.00
Murray Shire Hall Mathoura: Weekend/Public Holiday Hire (per day)	\$122.73	\$12.27	\$135.00
Murray Shire Hall Mathoura: Weekday Hire (per day)	\$70.91	\$7.09	\$78.00
Murray Shire Hall Mathoura: Hire Bond (refundable after clearance of Council inspection)	\$665.60	\$0.00	\$665.60
Murray Shire Hall Mathoura: Key Deposit (refundable on return of key)	\$31.00	\$0.00	\$31.00
Murray Shire Hall Mathoura: Set up/Cleaning Fee	\$42.73	\$4.27	\$47.00
Additional to Function Charge if use of Hall is required outside the abovementioned times			
Barham Community Centre: Meeting Room Hire - School of Arts, Ground Floor (up to 3 hours)	\$12.27	\$1.23	\$13.50
Barham Community Centre: Main Hall Hire - hall only (per day or part)	\$141.82	\$14.18	\$156.00
Barham Community Centre: Main Hall Hire - Hall+PA system+lighting+change rooms (per day or part)	\$232.73	\$23.27	\$256.00
Barham Community Centre: Main Hall Casual Hirers (subject to conditions)	Price on Application		
Barham Community Centre: Reception Room & Kitchen Hire - incl. Kitchen Equipment & Utensils (per day or part)	\$174.55	\$17.45	\$192.00
Barham Community Centre: Hall, Reception Room & Kitchen Hire - incl. Kitchen Equipment & Utensils (per day or part)	\$260.00	\$26.00	\$286.00
Barham Community Centre: Reception Room Hire - for Meetings only, no Kitchen Facilities (per day or part)	\$66.36	\$6.64	\$73.00
Barham Community Centre: Cleaning & Damage Deposit (refundable after clearance of Council inspection)	\$255.00	\$0.00	\$255.00
Barham Community Centre: Reception Room Power Charge - Heating and/or Cooling (per hour through coin operated meter system)	\$7.73	\$0.77	\$8.50
Barham Community Centre: Booking Deposit (refundable only if cancellations are more than 30 days from the booking date)	\$56.36	\$5.64	\$62.00
Wakool Memorial Hall: Hall & Kitchen Hire (per day or part)	\$150.91	\$15.09	\$166.00

Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	
<b>COMMUNITY CENTRES &amp; HALLS</b> [continued]			
Wakool Memorial Hall: Kitchen Hire Only (per day or part)	\$51.82	\$5.18	\$57.00
Wakool Memorial Hall: Kitchen Space Hire as a Meeting Room (up to 3 hours)	\$11.82	\$1.18	\$13.00
Wakool Memorial Hall: Hall Hire Only (per day or part)	\$112.73	\$11.27	\$124.00
Wakool Memorial Hall: Gas Heating (per hour)	\$15.91	\$1.59	\$17.50
Goodnight Public Hall: Hall Hire (per day or part)	\$47.27	\$4.73	\$52.00
Goodnight Public Hall: Hall Hire (per day)	\$52.05	\$5.20	\$57.25
Goodnight Public Hall: Hall Hire for Meetings (up to 3 hours)	\$19.09	\$1.91	\$21.00
Goodnight Public Hall - Hire of Supper Room	\$12.73	\$1.27	\$14.00
Koraleigh Hall: Main Hall Hire (per half day)	\$28.41	\$2.84	\$31.25
Koraleigh Hall: Main Hall Hire (per day)	\$47.27	\$4.73	\$52.00
Koraleigh Hall: Supper Room Hire (up to 3 hours)	\$11.82	\$1.18	\$13.00
Mathoura Visitor & Business Centre: Training Room Hire Not-for-Profit - includes Data Projector & Whiteboard (per hour)	\$24.55	\$2.45	\$27.00
Mathoura Visitor & Business Centre: Training Room Hire Not-for-Profit - includes Data Projector & Whiteboard (per day)	\$72.73	\$7.27	\$80.00
Mathoura Visitor & Business Centre: Training Room Hire Commercial - includes Data Projector & Whiteboard (per hour)	\$48.18	\$4.82	\$53.00
Mathoura Visitor & Business Centre: Training Room Hire Commercial - includes Data Projector & Whiteboard (per day)	\$190.91	\$19.09	\$210.00
Moulamein Hall: Hall Hire (per half day)	\$70.00	\$7.00	\$77.00
Moulamein Hall: Hall Hire (per day)	\$111.82	\$11.18	\$123.00
Moulamein Hall: Key Deposit (refundable on return of key)	\$31.25	\$0.00	\$31.25
Noorong Community Centre: Hire (per half day)	\$70.00	\$7.00	\$77.00
Noorong Community Centre: Hire (per day)	\$112.73	\$11.27	\$124.00
Noorong Community Centre: Hire for Recreational Activities (up to 3 hours)	\$12.36	\$1.24	\$13.60

Name	Year 24/25	
	Fee (excl. GST)	Fee (incl. GST)

## DEVELOPMENT & CONSTRUCTION

Long Service Levy	0.25% of Value of ALL Building work over \$250,000	
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## BUILDING

Complying Development Certificate - Value between \$5,001 to \$50,000: Base Fee	\$0.00	\$0.00	\$0.00
Complying Development Certificate - Value up to \$100,000: Base Fee	\$170.45	\$17.05	\$187.50
Complying Development Certificate - Value up to \$100,000: Variable Fee (per \$100)	\$0.63	\$0.06	\$0.69
Complying Development Certificate - Value up to \$100,001 to \$250,000: Base Fee	\$585.45	\$58.55	\$644.00
Complying Development Certificate - Value up to \$250,000: Variable Fee (per \$100)	\$0.38	\$0.04	\$0.42
Complying Development Certificate - Value up to \$250,001 to \$1,000,000: Base Fee	\$1,160.00	\$116.00	\$1,276.00
Complying Development Certificate - Value \$250,001 to \$1,000,000: Variable Fee (per \$100)	\$0.25	\$0.03	\$0.28
Complying Development Certificate - Value over \$1,000,000	Price on Application		
Complying Development Certificate - Minor Change	\$113.64	\$11.36	\$125.00
Complying Development Certificate - Major Change (Maximum Fee: \$1000)	50% of original CDC fee or \$1,000 whichever is the lesser		
Complying Development Certificate - Demolition of Building	\$454.55	\$45.45	\$500.00
Construction Certificate: Assessment of Performance Solution, BCA Classes 1 and 10	\$1,363.64	\$136.36	\$1,500.00
Construction Certificate: Assessment of Performance Solution, BCA Classes 2 through 9	\$2,045.46	\$204.55	\$2,250.01
Construction Certificate: Value Up to \$100,000: Base Fee	\$147.73	\$14.77	\$162.50
Construction Certificate: Value Up to \$100,000: Variable Fee (per \$100)	\$0.56	\$0.06	\$0.62
Construction Certificate: Value \$100,001 to \$250,000: Base Fee	\$627.27	\$62.73	\$689.99
Construction Certificate: Value \$100,001 to \$250,000: Variable Fee (per \$100)	\$0.31	\$0.03	\$0.34
Construction Certificate: Value \$250,001 to \$1,000,000: Base Fee	\$1,050.00	\$105.00	\$1,155.00
Construction Certificate: Value \$250,001 to \$1,000,000: Variable Fee (per \$100)	\$0.21	\$0.02	\$0.23
Construction Certificate: Value Over \$1,000,000	Price on Application		
Construction Certificate: Order to be issued on behalf of Private Certifier	\$454.57	\$45.46	\$500.03
Construction Certificate: Order to be issued on behalf of Private Certifier Follow-up Action (per hour)	\$227.28	\$22.73	\$250.00
Construction Certificate: Appointment of Council as replacement Principle Certifier (excluding inspections)	\$312.50	\$31.25	\$343.75
Miscellaneous building/plumbing inspection and report	\$385.00	\$38.50	\$423.50

Name	Year 24/25	
	Fee (excl. GST)	GST

**BUILDING** [continued]

Construction Certificate: Objections to application of regulations and local policies (Section 82 LG Act 1993)	\$880.00	\$0.00	\$880.00
Construction Certificate: Miscellaneous on-site meetings with Building Surveyors, rural location	\$367.50	\$36.75	\$404.25
Construction Certificate: Miscellaneous on-site meetings with Building Surveyors, non-rural location	\$250.00	\$25.00	\$275.00
TO BE DELETED - DUPLICATE Construction Certificate: BAL Risk Assessment Certificate, rural location	\$1,820.00	\$182.00	\$2,002.00
Construction Certificate: Minor Change	\$240.00	\$24.00	\$264.00
Construction Certificate: Major Change (Maximum Fee: \$1500)	50% of Original Fee or \$1,500 whichever is the lesser		
Registration of Principal Certifier Documents (Privately Certified): Registration of Construction Certificate	\$42.00	\$0.00	\$42.00
Registration of Principal Certifier Documents (Privately Certified): Registration of Complying Development Certificates	\$38.00	\$0.00	\$38.00
Registration of Principal Certifier Documents (Privately Certified): Registration of Certificates of Compliance & Occupancy	\$42.00	\$0.00	\$42.00
Registration of Principal Certifier Documents (Privately Certified): Registration of a Subdivision Certificate	\$42.00	\$0.00	\$42.00

**DEVELOPMENT APPLICATION**

Development Application (EP&A Reg) - Up to \$5,000	\$138.00	\$0.00	\$138.00
Development Application (EP&A Reg) - \$5,001 to \$50,000: Base Fee	\$212.00	\$0.00	\$212.00
Development Application (EP&A Reg) \$5,001 to \$50,000: Additional Fee (per \$1,000 or part, above \$50,000)	\$3.00	\$0.00	\$3.00
Development Application (EP&A Reg) - \$50,001 to \$250,000: Base Fee	\$441.00	\$0.00	\$441.00
Development Application (EP&A Reg) \$50,001 to \$250,000: Additional Fee (per \$1,000 or part, above \$50,000)	\$3.64	\$0.00	\$3.64
Development Application (EP&A Reg) - \$250,001 to \$500,000: Base Fee	\$1,454.00	\$0.00	\$1,454.00
Development Application (EP&A Reg) \$250,001 to \$500,000: Additional Fee (per \$1,000 or part, above \$250,000)	\$2.34	\$0.00	\$2.34
Development Application (EP&A Reg) - \$500,001 to \$1,000,000: Base Fee	\$2,189.00	\$0.00	\$2,189.00
Development Application (EP&A Reg) \$500,001 to \$1,000,000: Additional Fee (per \$1,000 or part, above \$500,000)	\$1.64	\$0.00	\$1.64
Development Application (EP&A Reg) - \$1,000,001 to \$10,000,000: Base Fee	\$3,280.00	\$0.00	\$3,280.00
Development Application (EP&A Reg) \$1,000,001 to \$10,000,000: Additional Fee (per \$1,000 or part, above \$1,000,000)	\$1.44	\$0.00	\$1.44
Development Application (EP&A Reg) - More than \$10,000,000: Base Fee	\$19,914.00	\$0.00	\$19,914.00
Development Application (EP&A Reg) More than \$10,000,000: Additional Fee (per \$1,000 or part, above \$10,000,000)	\$1.19	\$0.00	\$1.19
Development Application (EP&A Reg) - Erection of a Dwelling with an Estimated Construction Cost of \$100,000 or less	\$570.00	\$0.00	\$570.00
Maximum under Schedule 4, Part 2, Items 2.1 - 2.3 EP&AR 2021			

Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	

## DEVELOPMENT APPLICATION [continued]

Development Application (EP&A Reg) for the purposes of 1 or more advertisements -: Base Fee	\$357.00	\$0.00	\$357.00
Development Application (EP&A Reg) Advertising: Additional Fee per additional advertisement	\$93.00	\$0.00	\$93.00
Development Application (EP&A Reg) - Development Not Involving the Erection of a Building, the Carrying Out of Work, the Subdivision of Land or the Demolition of a Building or Work (Schedule 4, Part 2, Item 2.7)	\$357.00	\$0.00	\$357.00
Additional Planning Application Fees - Exhibition Administration Fees (as applicable)	\$62.40	\$0.00	\$62.40
Additional Planning Application Fees - Record Retrieval Fees (applicable for records prior to 2016)	\$72.80	\$0.00	\$72.80
Additional Planning Application Fees - Additional Development Fee for use of Existing Development Erected without Required Consent	\$551.20	\$0.00	\$551.20
Pre-Lodgement Meetings - Frist Meeting (up to 1 hour - no advice issued)			No Charge

## SECTION 68 APPROVAL

On-Site Sewerage Management System (OSSM) - Alteration to Existing Approval to Operate Existing OSSM	\$168.75	\$0.00	\$168.75
On-Site Sewerage Management System (OSSM) - Application for Approval to Operate Existing OSSM	\$168.75	\$0.00	\$168.75
On-Site Sewerage Management System (OSSM) - Registration of Existing Approved OSSM	\$87.50	\$0.00	\$87.50
On-Site Sewerage Management System (OSSM) - Compliance Certificate (Inspection)	\$200.00	\$0.00	\$200.00
On-Site Sewerage Management System (OSSM) - Application	\$450.00	\$0.00	\$450.00
On-Site Sewerage Management System (OSSM) - On-site Water Treatment System – Inspection of Existing Systems	\$200.00	\$0.00	\$200.00
Install Moveable Dwelling (other than in a Caravan Park or Camping Ground) - Up to \$5,000	\$143.00	\$0.00	\$143.00
Install Moveable Dwelling (other than in a Caravan Park or Camping Ground) - \$5,001 to \$100,000: Base Fee	\$370.50	\$0.00	\$370.50
Install Moveable Dwelling (other than in a Caravan Park or Camping Ground) \$5,001 to \$100,000: Additional Fee (per \$100 above \$5,000)	\$0.56	\$0.00	\$0.56
Install Moveable Dwelling (other than in a Caravan Park or Camping Ground) - \$100,001 to \$250,000: Base Fee	\$598.00	\$0.00	\$598.00
Install Moveable Dwelling (other than in a Caravan Park or Camping Ground) \$100,001 to \$250,000: Additional Fee (per \$100 above \$100,000)	\$0.30	\$0.00	\$0.30
Install Moveable Dwelling (other than in a Caravan Park or Camping Ground) - More than \$250,001: Base Fee	\$1,001.00	\$0.00	\$1,001.00
Install Moveable Dwelling (other than in a Caravan Park or Camping Ground) More than \$250,001: Additional Fee (per \$100 above \$250,000)	\$0.18	\$0.00	\$0.18
Install Moveable Dwelling (other than in a Caravan Park or Camping Ground) - Inspection Fees (each)	\$200.00	\$0.00	\$200.00
Install Moveable Dwelling (other than in a Caravan Park or Camping Ground) - Other eg D2, De, D5, D6, E1, E2	\$200.00	\$0.00	\$200.00
Caravan Parks, Camping Grounds & Manufactured Home Estates - Initial Application Fee for Approval to Operate (per site)	\$16.50	\$0.00	\$16.50
Minimum Fee \$70			

Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	

**SECTION 68 APPROVAL** [continued]

Caravan Parks, Camping Grounds & Manufactured Home Estates - Re-Inspection due to Non-compliance at Initial inspection relating to Approval to Operate (per site)	\$30.00	\$0.00	\$30.00
Minimum Fee \$70			
Caravan Parks, Camping Grounds & Manufactured Home Estates - Renewal or Continuation of an Approval (per site)	\$9.00	\$0.00	\$9.00
Caravan Parks, Camping Grounds & Manufactured Home Estates - Application for Approval to Install a Manufactured Home, Removable Dwelling or Associated Structure (S68 A1 Local Government Act 1993)	\$450.00	\$0.00	\$450.00
Caravan Parks, Camping Grounds & Manufactured Home Estates - Certificate of Completion Final Inspection and Letter Allowing Occupation	\$234.00	\$0.00	\$234.00
Caravan Parks, Camping Grounds & Manufactured Home Estates - Inspections Relating to Section 68 A1 Approvals Additional Inspection Fee Additional Inspection Fee	\$234.00	\$0.00	\$234.00
Caravan Parks, Camping Grounds & Manufactured Home Estates - Re-Inspection fee for Non-Compliance	\$234.00	\$0.00	\$234.00
Caravan Parks, Camping Grounds & Manufactured Home Estates - Issuing Replacement Approval (Name of New Proprietor)	\$250.00	\$0.00	\$250.00
Caravan Parks, Camping Grounds & Manufactured Home Estates - Caravan Park/Manufactured Home Estate Final Inspection per Unit/Dwelling	\$234.00	\$0.00	\$234.00
Solid Fuel Heater: Application & Inspection on Completion w/Certificate	\$338.00	\$0.00	\$338.00
Plumbing and Drainage: Approval Permit (inc installation and operation of OSSM) Includes Approval, One Inspection Fee and Compliance Certificate	\$450.00	\$0.00	\$450.00
Plumbing and Drainage: Approval Permit (minor alterations and repairs) Includes Approval, Inspections and Compliance Certificate Issue	\$130.00	\$0.00	\$130.00
Plumbing and Drainage: Additional Inspection For Inspections Relating to Approvals Under S68 LGA	\$200.00	\$0.00	\$200.00

**STRUCTURAL INSPECTION**

BAL Risk Assessment Certificate: Assessment/Certification of Bush Fire Risk Category	\$1,761.82	\$176.18	\$1,938.00
BAL Risk Assessment Certificate: Rural Location	\$1,306.36	\$130.64	\$1,437.00
BAL Risk Assessment Certificate: Inspection fees (each)	\$246.36	\$24.64	\$271.00

Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	
<b>BUILDING</b>			
Inspection of Dwelling to be Relocated: Outside Council Area - Base Fee	\$250.00	\$0.00	\$250.00
Inspection of Dwelling to be Relocated: Outside Council Area PER HOUR	\$250.50	\$0.00	\$250.50
Inspection of Dwelling to be Relocated: within Council Area	\$250.00	\$0.00	\$250.00
Inspection of Dwelling to be Relocated: Bond/Bank Guarantee	\$7,800.00	\$0.00	\$7,800.00
Critical Stage Inspection Fees (each) including Occupation Certificate Inspection	\$181.82	\$18.18	\$200.00
Critical Stage Inspection: Re-Inspection (each) including Occupation Certificate re-inspection	\$204.55	\$20.45	\$225.00
Occupation Certificate: Swimming Pool	\$181.82	\$18.18	\$200.00
Final Inspection			
Occupation Certificate: Council Register Pools on Owners Behalf (s30B(2))	\$9.10	\$0.91	\$10.00
Building Information Certificate: Copy of Building Certificate Under Clause 262 EP&AR 2000	\$50.00	\$0.00	\$50.00
Building Information Certificate: Class 1 or Class 10 Building Each Dwelling Contained in the Building or any other Building on the Allotment, in accordance with EP&AR	\$300.00	\$0.00	\$300.00
Building Information Certificate: All Other Classes - Floor Area not Exceeding 200 sqm In accordance with EP&AR	\$280.00	\$0.00	\$280.00
Building Information Certificate: Re-inspection Fee	\$90.00	\$0.00	\$90.00
Building Information Certificate: All Other Classes - Floor Area Exceeding 200 sqm, but not Exceeding 2,000 sqm - Base Fee	\$280.00	\$0.00	\$280.00
Building Information Certificate: All Other Classes Floor Area Exceeding 200 sqm, but not Exceeding 2,000 sqm: Additional fee (per sqm above 200)	\$1.00	\$0.00	\$1.00
Building Information Certificate: All Other Classes - Floor Area exceeding 2,000 sqm	\$1,165.00	\$0.00	\$1,165.00
Building Information Certificate: All Other Classes Floor Area Exceeding 2,000 sqm: Additional fee (per sqm above 2,000)	\$0.07	\$0.00	\$0.07
Building Information Certificate: All Other Classes - Application relating to part of Building or without Floor Area	\$500.00	\$0.00	\$500.00
Building Information Certificate: All Other Classes - Where Necessary to Carry Out More than One Inspection before Issuing Building Certificate Per Additional Inspection, in accordance with EP&AR Clause 260(2)	\$130.00	\$0.00	\$130.00
Building Information Certificate: All Other Classes - Additional Inspection Fee	\$135.20	\$0.00	\$135.20
Building Information Certificate: All Other Classes - Request for Property Information (from assessment file)	\$50.00	\$0.00	\$50.00
Building Information Certificate: All Other Classes - Certified Copy of Documents and Plans/Maps	\$66.00	\$0.00	\$66.00

Name	Year 24/25		Fee (incl. GST)
	Fee (excl. GST)	GST	

**BUILDING** [continued]

Engage in a Trade or Business on Community Land Sec 68 D1: Application (e.g. footpath dining, display goods for sale, portable signage)	\$187.20	\$0.00	\$187.20
Includes One (1) Inspection Fee			
Engage in a Trade or Business on Community Land: Annual Review for Existing Approval	\$52.00	\$0.00	\$52.00

Name	Year 24/25		
	Fee (excl. GST)	GST	Fee (incl. GST)

## TRANSPORT AND COMMUNICATION

### CULVERT CONSTRUCTION

Note: Additional Access will be Double the Rates Below. Additional Width At Cost

Culverts for Rural Property Access - First Access			Price on Application
Culverts for Urban Property Access (incl. Headwalls) - First Access			Price on Application

### CROSSING - IRRIGATION

Irrigation Supply: Road Opening Permit	\$156.00	\$0.00	\$156.00
Irrigation Supply: Road Opening Application	\$141.82	\$14.18	\$156.00
Irrigation Supply: Road Opening Security Deposit (refundable on inspection & clearance by Council)	\$5,200.00	\$0.00	\$5,200.00

### ROADS AND FOOTPATHS

Road Closure Permit: Administration Fee	\$591.00	\$0.00	\$591.00
Roads Act: Inspection Fee (per visit)	\$156.00	\$0.00	\$156.00
Roads Act: Section 125 - Outdoor Dining Permit, Section 138 - Driveways & Crossover Permit, Section 139 - Road Opening Permit. Note: Road Opening Permit may also fall under Section 138.			
Roads Act: Permit Fee	\$156.00	\$0.00	\$156.00
Roads Act: Section 125 - Outdoor Dining Permit, Section 138 - Driveways & Crossover Permit, Section 139 - Road Opening Permit. Note: Road Opening Permit may also fall under Section 138.			
Restoration of Footpath Opening			Cost plus 10%
Seal or Asphalt or Concrete (Quote for other surfaces other than the abovementioned)			
Footpath Opening: Traffic Guidance Scheme	\$472.73	\$47.27	\$520.00

### SALES & SERVICES

Rural Addressing Post: Supply only	\$255.27	\$25.53	\$280.80
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Name	Year 24/25	
	Fee (excl. GST)	Fee GST (incl. GST)

## COMMERCIAL SERVICES

### PRIVATE WORKS

Aggregate (per cubic metre loaded)	\$179.64	\$17.96	\$197.60
Crushed Rock (per cubic metre loaded)	\$170.18	\$17.02	\$187.20
Concrete Sand (per cubic metre loaded)	\$99.09	\$9.91	\$109.00
Red Sand/Garden Loam – per cubic metre loaded	\$86.36	\$8.64	\$95.00
Sand Bags (per unit)	\$1.64	\$0.16	\$1.80
Sand / Gravel (Prior Stream Gravel) (per cubic metre)	\$15.14	\$1.51	\$16.65
Plant Hire: Grader Heavy (per hour)	\$222.73	\$22.27	\$245.00
Plant Hire: Grader & Laser (per hour)	\$236.36	\$23.64	\$260.00
Plant Hire: Crane-Chamberlain Proline (per hour)	\$240.91	\$24.09	\$265.00
Plant Hire: Roller-14 Tonne Self Propelled (per hour)	\$222.73	\$22.27	\$245.00
Plant Hire: Backhoe Loader (per hour)	\$189.09	\$18.91	\$208.00
Plant Hire: Excavator (per hour)	\$199.09	\$19.91	\$219.00
Plant Hire: Tractor with Front End Loader Bucket (per hour)	\$198.55	\$19.85	\$218.40
Plant Hire: Attached Implements – Linkage only (per hour)	\$56.73	\$5.67	\$62.40
Plant Hire: Attached Implements – Linkage & PTO (per hour)	\$66.18	\$6.62	\$72.80
Plant Hire: Mowers: Tractor/Slasher (per hour)	\$272.73	\$27.27	\$300.00
Plant Hire: Low Loader & Truck – Travelling (per hour)	\$177 per hour Plus \$6.25 per km		
Plant Hire: Truck: 5 - 7 tonne (per hour)	\$146.36	\$14.64	\$161.00
Plant Hire: Jetpatcher/Flocon (per hour)	\$307.27	\$30.73	\$338.00
Plant Hire: Confined Space Trailer - with 2 operators (per hour)	\$260.00	\$26.00	\$286.00
Plant Hire: Loader (per hour)	\$175.45	\$17.55	\$193.00
Plant Hire: Road Reclaimer (per day)	\$3,781.81	\$378.18	\$4,160.00
Plant Hire: Sewer Jetting Machine (2 operators) (per hour)	\$378.18	\$37.82	\$416.00
Plant Hire: Truck Haulage - Truck only (per hour)	\$165.45	\$16.55	\$182.00
Plant Hire: Truck Haulage - w/Trailer (per hour)	\$208.18	\$20.82	\$229.00
Plant Hire: Water Truck (per hour)	\$189.09	\$18.91	\$208.00
Plant Hire: Telehandler - Weed Control/Other (per hour)	\$150.00	\$15.00	\$165.00

Name	Year 24/25	
	Fee (excl. GST)	Fee GST (incl. GST)

**PRIVATE WORKS** [continued]

Plant Hire: Stand-down & Transportation (other than self-propelled)	Stand down or transportation rates (other than self propelled) will be 50% of the corresponding rates for each plant item.		
Soil Testing: Travelling to and from Site (per km)	\$0.82	\$0.08	\$0.90
Plant Hire: Miscellaneous Plant	Price on Application		
Soil Testing: Bore log and sampling - existing roads (up to 15 bore holes)	\$1,418.18	\$141.82	\$1,560.00
Plant Hire: Additional Cost for after hours (per hour)	Additional 50% of Standard Rate		
Soil Testing: Bore log and sampling - existing roads (per bore hole above 15 holes)	\$68.18	\$6.82	\$75.00
Soil Testing: Sieve Analysis, Atterberg Limits & Test Report (per test)	\$330.91	\$33.09	\$364.00
Soil Testing: Lab Test for Optimum MC and MDD (per sample per test)	\$283.64	\$28.36	\$312.00
Soil Testing: Laboratory CBR (per sample per test)	\$363.64	\$36.36	\$400.00
Soil Testing: Field Compaction and Moisture Content (per test up to 5 locations)	\$409.09	\$40.91	\$450.00
Soil Testing: Field Compaction and Moisture Content (per tests up to 10 locations)	\$590.91	\$59.09	\$650.00
Soil Testing: Field Compaction and Moisture Content (per tests up to 15 locations)	\$818.18	\$81.82	\$900.00
Soil Testing: Field Compaction and Moisture Content (per tests up to 25 locations)	\$1,181.82	\$118.18	\$1,300.00
Soil Testing: Site Inspection (per hour)	\$190.91	\$19.09	\$210.00
Plant Hire: Mowing of Allotments	Price on Application		

Name	Year 24/25	
	Fee (excl. GST)	Fee (incl. GST)

### RATES & ANNUAL CHARGES

Please refer to Revenue Policy for General Rates and Annual Utility Charges