



Goldenfields
Water



Annual Report
2016 - 2017

Goldenfields Water County Council

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Mission Statement

To provide regional economic opportunity and lifestyle choices through provision of a quality water supply by innovative leadership showing environmental responsibility in cooperation with the community, constituent councils and governments.

Vision

To be innovative leaders in the supply and distribution of water through regional efficiency, technical excellence and customer service.

Values

Integrity

All staff act in the best interest of the communities that we serve, demonstrating and promoting moral and ethical principles in all that we do.

Trust

Built on from the value of Integrity, mutual trust is established between teams and staff at all levels. Open communication lines and transparency in our operations reflects and further builds on this trust.

Respect

All staff treat others with courtesy, politeness and kindness. Differences in viewpoints and beliefs are recognised and considered, with all people being treated fairly and equally.

Teamwork

All staff work together collaboratively and support one another in achieving the operational objectives of GWCC. Our staff understand the importance of working with each other to achieve our objectives.

Continuous Improvement

Staff feel confident and comfortable to offer ideas and suggestions to ensure that GWCC is continually working to deliver better services to our community and finding more efficient ways of undertaking business.



Message from the Chairperson

During 2016/17 it was a privilege to lead the Goldenfields Water Board in overseeing the management of our region's vital drinking water resources. I would like to thank my fellow Board members for the confidence they showed in providing me with this responsibility.

A key focus for the Board throughout 2016/17 was to ensure some major changes to Goldenfields Water's constituent councils did not impact the delivery of water supply services to the over 46,000 people who depend on us.

Just prior to the start of 2016/17 the NSW Government merged Boorowa, Harden and Young councils to form Hilltops Council, and merged the former Cootamundra and Gundagai councils.

Although these changes brought new challenges, it also presented us with a valuable opportunity to foster better and closer relationships with our constituent councils so we can work together for the benefit of our communities.

As part of our efforts to develop these stronger partnerships, we invested around \$50,000 to supply water refill stations to our constituent councils so they can provide their local communities with access to free drinking water. In addition, we progressed a number of collaborative actions that link our water supply planning with the growth and development our constituent councils are encouraging.

For my fellow Board members and I the past financial year also marked the end of our Delivery Program for 2013/14–2016/17.

Over the past four years Goldenfields Water has delivered a range of essential infrastructure and service improvements as well as many community-focused initiatives that will continue to have a positive effect on our region for many years to come. Our End of Term Report (included as part of this Annual Report) provides further details about these major achievements.

Finally, in putting forward this Annual Report for 2016/17 the Board and I would like to sincerely thank our constituent councils and the community for their strong support of the direction Goldenfields Water is setting for the water supply network.

Chris Manchester
Chairperson





Message from the General Manager

The way Goldenfields Water goes about delivering essential water supply services to the community undoubtedly entered an era of new technology, fresh solutions and improved customer service in 2016/17.

We proudly became the first NSW water utility to provide our customers with access to MyH2O. A free online service linked to our smart water meters, MyH2O allows customers to see how much water is being used at their properties and what it is costing by the hour.

The organisation's first major makeover in two decades was completed as well, with the launch of a new logo, brand and website.

At our Temora depot we unveiled the modern, purpose-built Peter 'Scruff' McNuff workshop facility, which was named in memory of a valued workmate and close friend to Goldenfields Water's staff.

The opening of the new facility also marked 20 years since Goldenfields Water was formed to provide water supply services in the South West Slopes and Riverina regions. Fittingly, a memorial garden in front of the workshop was dedicated in honour of John B McGregor. One of Goldenfields Water's original Board members, Mr McGregor served as the Young Shire delegate from the day our organisation was proclaimed in 1997.

Some of our other key results and highlights for 2016/17 include:

- A strong operating surplus of \$3.07 million due to a number of ongoing initiatives aimed at securing the organisation's long-term financial sustainability.
- Capital investment of over \$5 million in new infrastructure and service improvements.
- Over \$355,000 donated to help many local community organisations with their drinking water supply costs and to support educational activities within the region's various schools and other similar institutions.

Importantly, I would like to acknowledge the tireless efforts and dedication of our highly skilled and professional staff during 2016/17. This commitment and hard work ensures every community member that relies on Goldenfields Water receives high-quality, reliable drinking water each day.

Phillip Rudd
General Manager



Profile

Goldenfields Water is a single-purpose county council that has been responsible for providing water supply services to many communities in the South West Slopes and Riverina regions of NSW since 1997.

Goldenfields Water's supply system covers 22,500 square kilometres between the Lachlan and Murrumbidgee rivers. It services over 46,000 people and includes more than 2,400 kilometres of water mains (the longest in NSW).

Water is sourced from protected natural catchments at Jugiong, Oura, Mt Arthur, Mt Daylight and Hylands Bridge before undergoing a world-class purification process at either of its two water treatment plants.

As a county council Goldenfields Water is a unique organisation given it is made up of seven constituent councils that each depend on it to deliver essential drinking water for their communities.

Goldenfields Water's seven constituent councils are:

- Bland Shire Council
- Coolamon Shire Council
- Junee Shire Council
- Temora Shire Council
- Cootamundra-Gundagai Regional Council
- Narrandera Shire Council
- Hilltops Council.

Currently, Goldenfields Water supplies all drinking water directly to the almost 11,000 rural, residential, commercial and other properties in the local government areas of Bland, Coolamon, Junee, Temora, and parts of Cootamundra-Gundagai and Narrandera.

Goldenfields Water supplies water in bulk to Cootamundra-Gundagai and Hilltops councils, which then distribute water directly to their residents (except those already supplied directly by Goldenfields Water in parts of Cootamundra-Gundagai).

It also provides non-potable water (untreated water for non-drinking purposes) directly to 250 properties as well as water in bulk to Riverina Water County Council.





The Board

The Goldenfields Water Board is the governing body responsible for managing the affairs of Goldenfields Water County Council.

Goldenfields Water's constituent councils elect the Board members from among their councillors. The Board currently comprises eight members – one elected representative from six of the constituent councils and two representatives from Hilltops Council (this is due to the merger of the former Harden and Young councils, which were previously constituent councils of Goldenfields Water).

Ordinary meetings of the Board are currently held six times a year (on the fourth Thursday of every second month). Meetings of a county council are subject to the requirements of the Local Government Act 1993 (NSW).

The Board elects a chairperson from amongst its members. The chairperson holds office for one year and is responsible for presiding at Board meetings as well as exercising other functions of the county council as the Board determines. The Board also elects a deputy chairperson.



Administrator
Chris Manchester
(Chairperson)
HILLTOPS



Administrator Dennis
Palmer
(Deputy Chairperson)
COOTAMUNDRA
GUNDAGAI



Cr Bob Callow
JUNEE



Cr David McCann
COOLAMON



Cr Elizabeth McGlynn
BLAND



Cr Kevin Morris
NARRANDERA



Cr Graham Sinclair
TEMORA



Administrator
Wendy Tuckerman
HILLTOPS

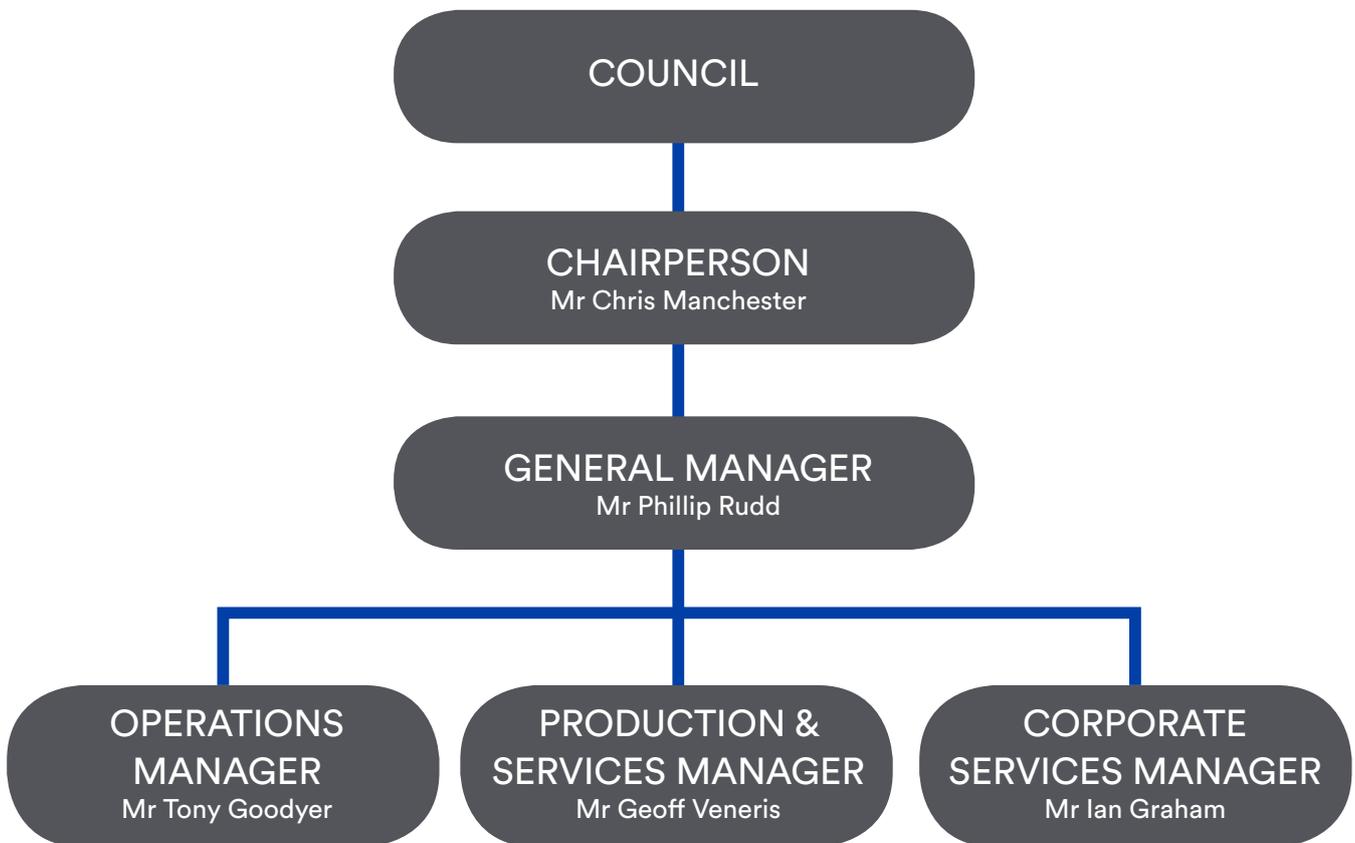


Organisational Structure

Goldenfields Water's organisational structure operates under the direction of its Board. The Board must appoint a General Manager to lead Goldenfields Water's day-to-day operations.

The organisational structure consists of four business units – the General Manager's Office, Operations, Production and Services, and Corporate Services.

Goldenfields Water currently employs 54 staff members.





Annual Report Explained

As a NSW county council, Goldenfields Water is required as part of the Integrated Planning and Reporting framework for NSW local government to implement a suite of interrelated strategic planning documents.

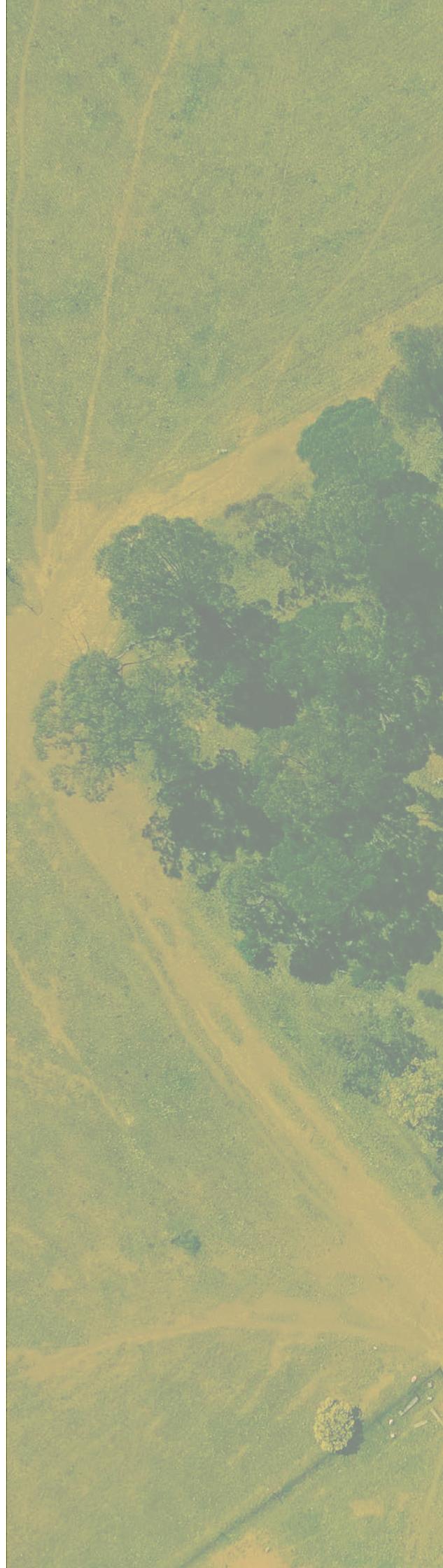
The documents include a long-term Business Activity Strategic Plan, a four-year Delivery Program as well as an annual Operational Plan. These documents are supported by the Resourcing Strategy, which comprises a Long Term Financial Plan, Workforce Management Plan and an Asset Management Plan.

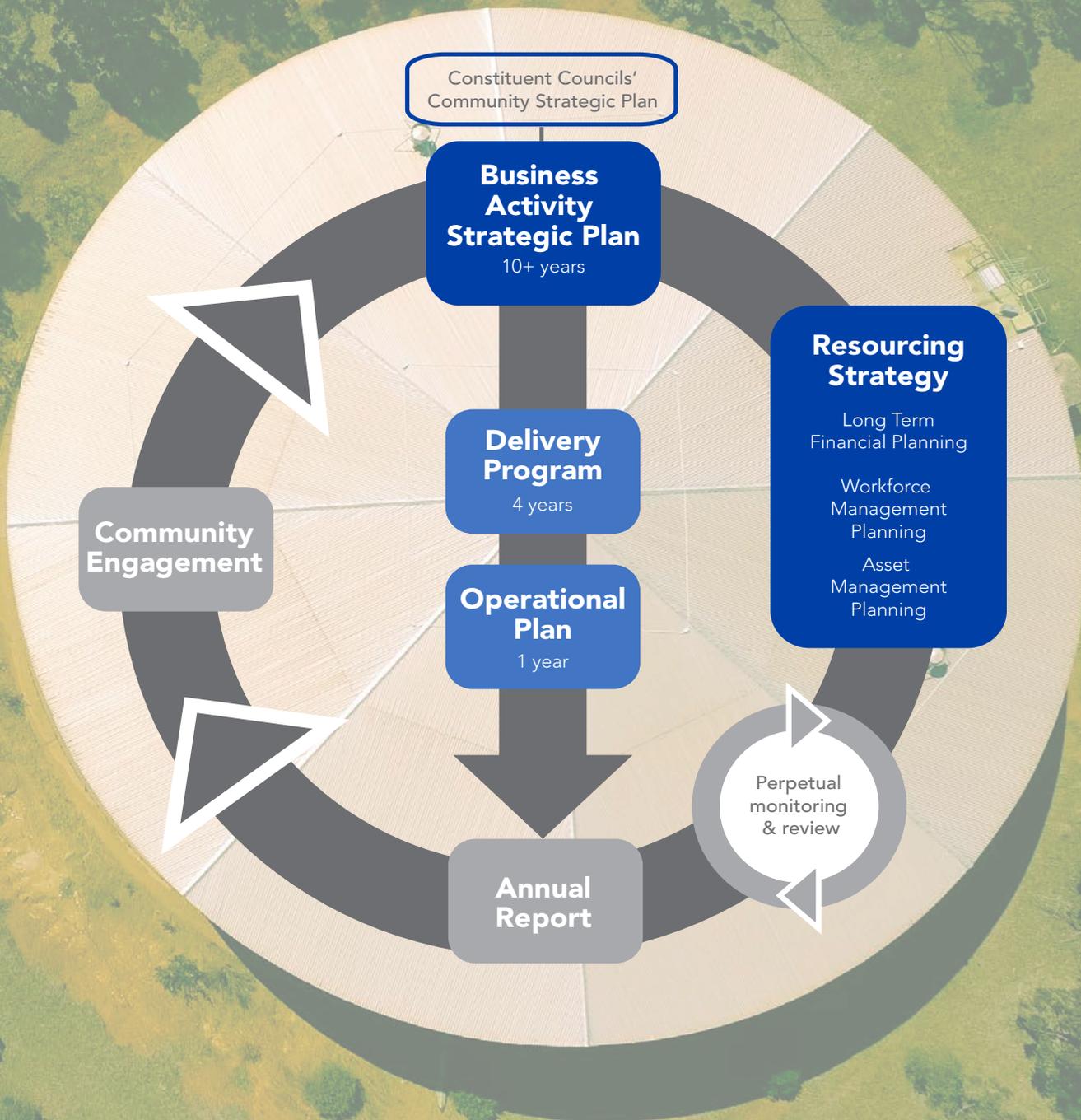
At the end of each financial year, an annual report must be produced that provides information to the community about Goldenfields Water's achievements in implementing its Delivery Program. It also needs to report on the effectiveness of the principal activities Goldenfields Water has undertaken to achieve the objectives in the Business Activity Strategic Plan. These details can be found in Section 2: Delivery Program Progress of this Annual Report.

Goldenfields Water's Annual Report must also include financial, asset and other information that is prescribed by the Local Government (General) Regulation 2005 (NSW) and the Integrated Planning and Reporting Guidelines. This information aims to help community members understand how Goldenfields Water has been performing both as a service provider and a community leader. It can be found in Section 3: Statutory Reporting of this Annual Report.

Goldenfields Water is also required to include a copy of its audited financial reports. These are reported separately in Schedule A: Financial Statements of this Annual Report.

As 2016/17 represents the final year of Goldenfields Water's Delivery Program for 2013/17, this Annual Report also needs to include an outline of Goldenfields Water's achievements in implementing its Business Activity Strategic Plan over the previous four years. This can be found in Section 4: End of Term Report.





Constituent Councils' Community Strategic Plan

Business Activity Strategic Plan
10+ years

Delivery Program
4 years

Operational Plan
1 year

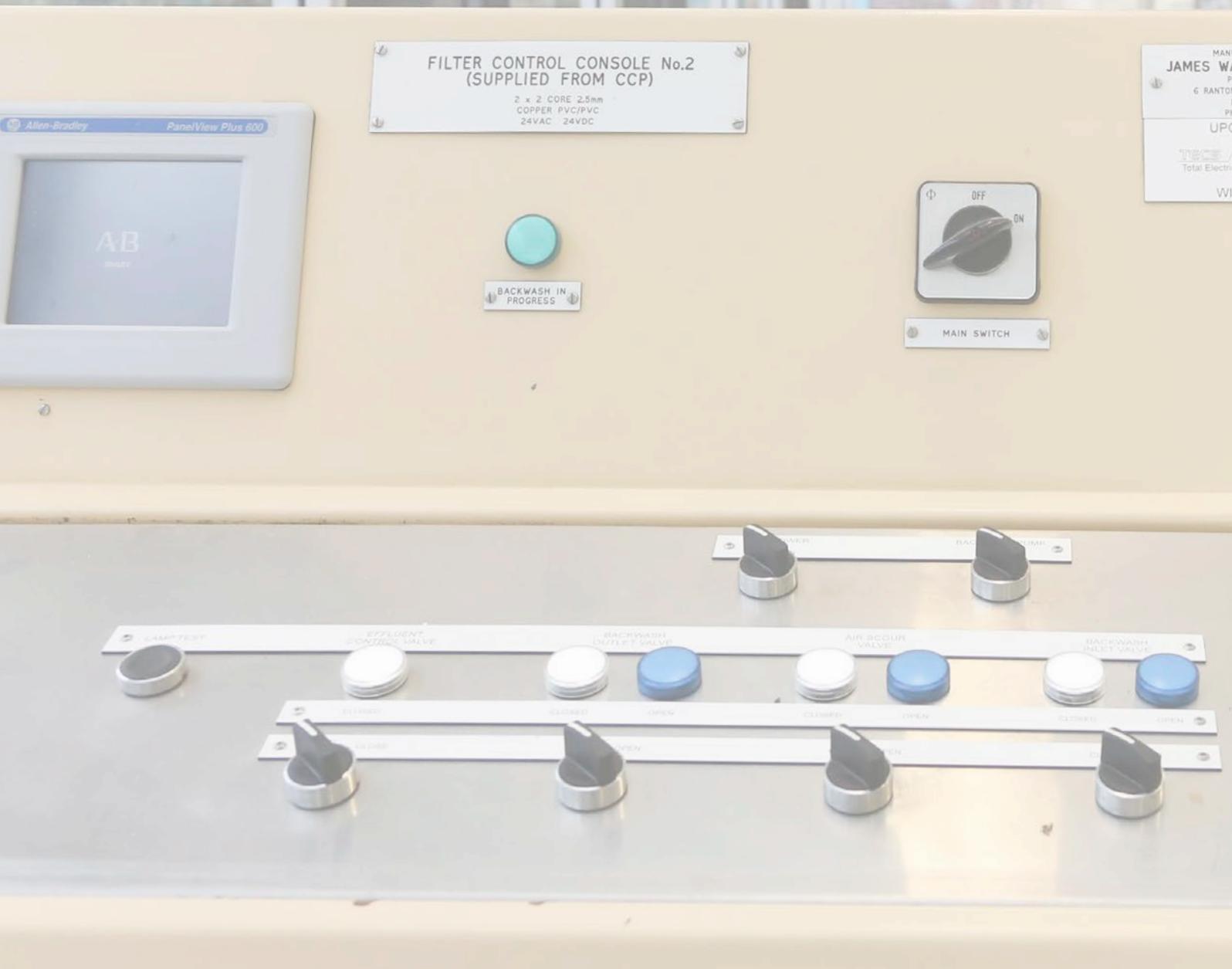
Community Engagement

Resourcing Strategy
Long Term Financial Planning
Workforce Management Planning
Asset Management Planning

Perpetual monitoring & review

Annual Report

Delivery Program Progress





Reporting on Progress

Under the Integrated Planning and Reporting framework, the main focus of the Annual Report is Goldenfields Water's progress in implementing its four-year Delivery Program and annual Operational Plan.

This section contains the report on Goldenfields Water's Delivery Program progress for 2016/17.

It is categorised in-line with the nine strategic priorities established by its long-term Business Activity Strategic Plan and the strategic objectives, strategies and actions outlined in its 2013/17 Delivery Program and 2016/17 Operational Plan to achieve those priorities.



Green – 50% or more complete



Amber – Less than 50% complete



Red – Not yet started



OBJECTIVE 1 - EXCELLENCE IN SERVICE PROVISION

Monitor compliance and develop remedial action if compliance is not met

DP Action	Operational Plan Action	Progress	Comment
DP 1.1.1 Develop a monitoring system to document actual results versus targets	Implement a water quality database	100% 	Database has been established, additional functionality and modules to be implemented over coming years.
DP 1.1.2 Report to Council with recommendations to improve compliance on a priority scale	Develop new backflow prevention policy Develop meter replacement policy	100% 	Backflow policy has been developed and approved by Council.
DP 1.1.3 Compliance improvements implemented	Develop database to capture complaints, service notifications with reporting functionality	100% 	Database has been created.
DP 1.1.4 Ensure water quality compliance	Revise and implement Drinking Water Management System. Develop system procedures to support DWMS	100% 	Drinking water Management System developed, pending approval from Public Health.

OBJECTIVE 2 - MAXIMISING REGIONAL WATER SUPPLY

Regularly monitor urban and village growth and augment supply as required

DP Action	Operational Plan Action	Progress	Comment
DP 2.1.1 Liaise with general purpose councils to understand areas to be developed	Develop Integrated Water Cycle Management Plan with Constituent Councils	50% 	Multi-year project
Develop knowledge of available capacity in urban areas			
DP 2.2.1 Maintain network analysis of water systems in GWCC area	Develop water model of all schemes, calibrate with meter and SCADA data	80% 	Water model has been completed, undertaking validation of model.
Better use of Rural Water Supplies			
DP 2.3.1 Develop data network to improve regional scheme	Complete 98% of billing from Taggle network	100% 	October water bills used over 98% taggle data.
DP 2.3.2 Development of rural water connections to increase connections	Finalise stage 1 design of Mandamah	100% 	Stage 1 design has been completed.



OBJECTIVE 3 - STRATEGIC WATER MANAGEMENT

Develop opportunity through demand management

DP Action	Operational Plan Action	Progress	Comment
DP 3.1.1 Develop demand management policy and education	Develop demand management policy and incorporate into integrated water cycle management plan	0% 	Scheduled for completion after IWCM is completed.

Improve efficiency of water use in GWCC area

DP Action	Operational Plan Action	Progress	Comment
DP 3.2.1 Strategically connect new services to increase efficiency	Progress connections of previously refused customers based on logger and model data	100% 	Ongoing, applications are processed as they are received.
DP 3.2.2 Utilise data network to improve water use efficiency	Develop leak management policy	100% 	Policy has been adopted.
DP 3.3.1 Support businesses within GWCC area	Review effectiveness of local preference in procurement policy	100% 	Procurement Policy has been revised and adopted by Council
DP 3.3.2 Participation in Pilot Riverina Joint Organisation	Attend REROC Meetings	100% 	Meetings have been attended.

OBJECTIVE 4 - BEST PRACTICE PRICING

Generate sufficient revenue to fund operating expenditure and long term capital funding commitments

DP Action	Operational Plan Action	Progress	Comment
DP 4.1.1 Review Bulk Council pricing structure	Implement bulk agreements between GWCC and constituent Councils	50% 	Agreement between GWCC and Cootamundra-Gundagai has been executed, awaiting Hilltops Council.



OBJECTIVE 5 - PROACTIVE CUSTOMER RELATIONS

Provide good communication and responsive action

DP Action	Operational Plan Action	Progress	Comment
DP 5.1.1 Increase community awareness through advertising and education	Revise GWCC internet site	100% 	New website has been implemented.
	Install water stations at constituent Councils	100% 	Water stations have been delivered to constituent councils
DP 5.1.2 Reinforce throughout the organisation that Council is customer orientated	Develop customer satisfaction survey, conduct, analyse and respond to results	100% 	Survey has been completed in March 2017.
DP 5.1.3 Provide information to constituent Councils to enhance operation	Explore sharing of information between GWCC and constituent Councils	100% 	Ongoing discussions to identify opportunities.

OBJECTIVE 6 - ENVIRONMENT PROTECTION AND SUSTAINABILITY

Operate the system in environmentally sustainable manner

DP Action	Operational Plan Action	Progress	Comment
DP 6.1.1 Minimise carbon footprint	Review fleet purchase and energy minimising opportunities	100% 	Vehicles are reviewed annually.

Engage community in sustaining environmental habitats

DP Action	Operational Plan Action	Progress	Comment
DP 6.1.2 Develop and implement GWCC500 Wildlife Corridor Project	Run regional workshops, undertake revegetation and monitoring programs	100% 	A number of educational activities have been undertaken.
DP 6.1.3 Progress partnership with Riverina Local Land Services	Explore partnership/project opportunities with Riverina Local Land Services	100% 	Continuation of GWCC500 project with LLS is due for completion in 2018.



OBJECTIVE 7 - EFFICIENT OPERATIONS

Operate and maintain the system for optimum effectiveness and efficiency

DP Action	Operational Plan Action	Progress	Comment
DP 7.1.1 Implement Asset Management Plans	Review and revise Asset Management Plan	25% 	Asset register is currently being updated prior to the delivery of a new AMP, multi-year project, due for completion in 2017/18.
DP 7.1.2 Develop data network to enhance operational efficiency	Implement data management package to assist in network analysis	100% 	The engagement of an external Integrator for the delivery of a new SCADA network has been completed
DP 7.1.3 Streamline operations for greater efficiencies	Implement mobile data capture forms for WQ measurements	50% 	Software and database has been developed, multi-year project set for completion in 2018/19.

Monitor and record operational performance and failures

DP Action	Operational Plan Action	Progress	Comment
DP 7.2.1 Ongoing organisational structure review	Implement new organisational structure. Monitor and address any problems as they arise	100% 	Organisational restructure completed.

Organise pipeline replacement to achieve economies of scale and efficiencies

DP Action	Operational Plan Action	Progress	Comment
DP 7.3.1 Develop designs to cover a complete council term (4 years)	Develop capital works program for 4 years, including budgets and scope of works	50% 	Capital work projects have been compiled, prioritisation of works remaining.



OBJECTIVE 7 - EFFICIENT OPERATIONS

Create GIS platform for efficient management

DP Action	Operational Plan Action	Progress	Comment
DP 7.4.1 Create GIS layers to enhance scheme management	Additional Layers: Topology, environmental sensitive areas (Flora, Fauna), DBYD. Explore data share between GWCC and constituent councils	50% 	Discussions underway with a number of constituent councils regarding GIS data sharing.

Efficiently manage resources by utilising technology and regional footprint

DP Action	Operational Plan Action	Progress	Comment
DP 7.5.1 Develop systems using electronic workforce coordination	Implement works management solution with mobile computing	0% 	Onhold pending outcome of corporate software upgrade
DP 7.5.2 Mobile access to systems for efficient updating of data	Improve bandwidth between GWCC facilities	100% 	Additional lines have been installed and load balancing switch installed.
DP 7.5.3 Analyse resourcing strategy	Utilise external parties as required	100% 	Third parties are engaged as required.



OBJECTIVE 8 - HIGHLY SKILLED ENERGETIC WORKFORCE

Create positions that are fulfilling and adequately paid

DP Action	Operational Plan Action	Progress	Comment
DP 8.1.1 Implement Workforce Plan	Develop workforce plan	100% 	Workforce Plan developed.

Develop a highly skilled workforce

DP Action	Operational Plan Action	Progress	Comment
DP 8.2.1 Provide training based on Council's needs and individual training requirements	Develop training matrix for all positions. Introduce professional development targets and monitor	100% 	Training Planning has been completed for 2017 – 2019.
DP 8.2.2 Multi-skill staff to fill gaps	Develop staff succession plan.	0% 	Action item within workforce management plan for 2018/2019.
	Provide training as defined in plan	100% 	Staff development plans have been implemented, training being provided as per plan.
DP 8.2.3 Up-skilling staff	Provide ongoing staff development opportunities as they arise	100% 	Development opportunities supported as they arise.

Increase motivation and productivity of staff

DP Action	Operational Plan Action	Progress	Comment
DP 8.3.1 Improve tools and environment	Upgrade furniture and facilities	100% 	Open plan furniture at Administration building has been replaced.



OBJECTIVE 9 - FINANCIALLY SUSTAINABLE

Have appropriate and efficient operation

DP Action	Operational Plan Action	Progress	Comment
DP 9.1.1 Improve procurement compliance and efficiency	Move to common platform for software and hardware	100% 	Software and hardware have been migrated to common platforms where possible.
DP 9.1.2 Pursue commercial opportunities	Explore construction opportunities with constituent councils	100% 	Ongoing as opportunities arise.
DP 9.1.3 Meter replacement to ensure income is maximised	Replace meters as defined in water meter replacement policy	100% 	Water meters are replaced as per policy.
DP 9.1.4 Optimise plant selection to ensure best fit for purpose, reduce running cost and resale value	Review utilisation data, resale data prior to selecting replacement / new plant	100% 	Ongoing, plant are purchased for best whole of life costing.

Generate income from diversification

DP Action	Operational Plan Action	Progress	Comment
DP 9.2.1 Establish data network and offer services to customers	Implement data access portal for GWCC Customers	100% 	MyH2O has been implemented, first in NSW.
DP 9.2.1 Develop plan to utilise plant when not in use	Define hire rates for GWCC plant and explore rental agreements with constituent Councils	100% 	Completed, ongoing pending internal review of oncost.
DP 9.2.3 Pursue external contracts, investigate tenders and expressions of interest as they arise	Review opportunities as they arise	100% 	Opportunities are reviewed as they arise.

Statutory Reporting

Financial, asset and other reporting requirements

Under the Local Government Act 1993 (NSW), Goldenfields Water's Annual Report must contain:

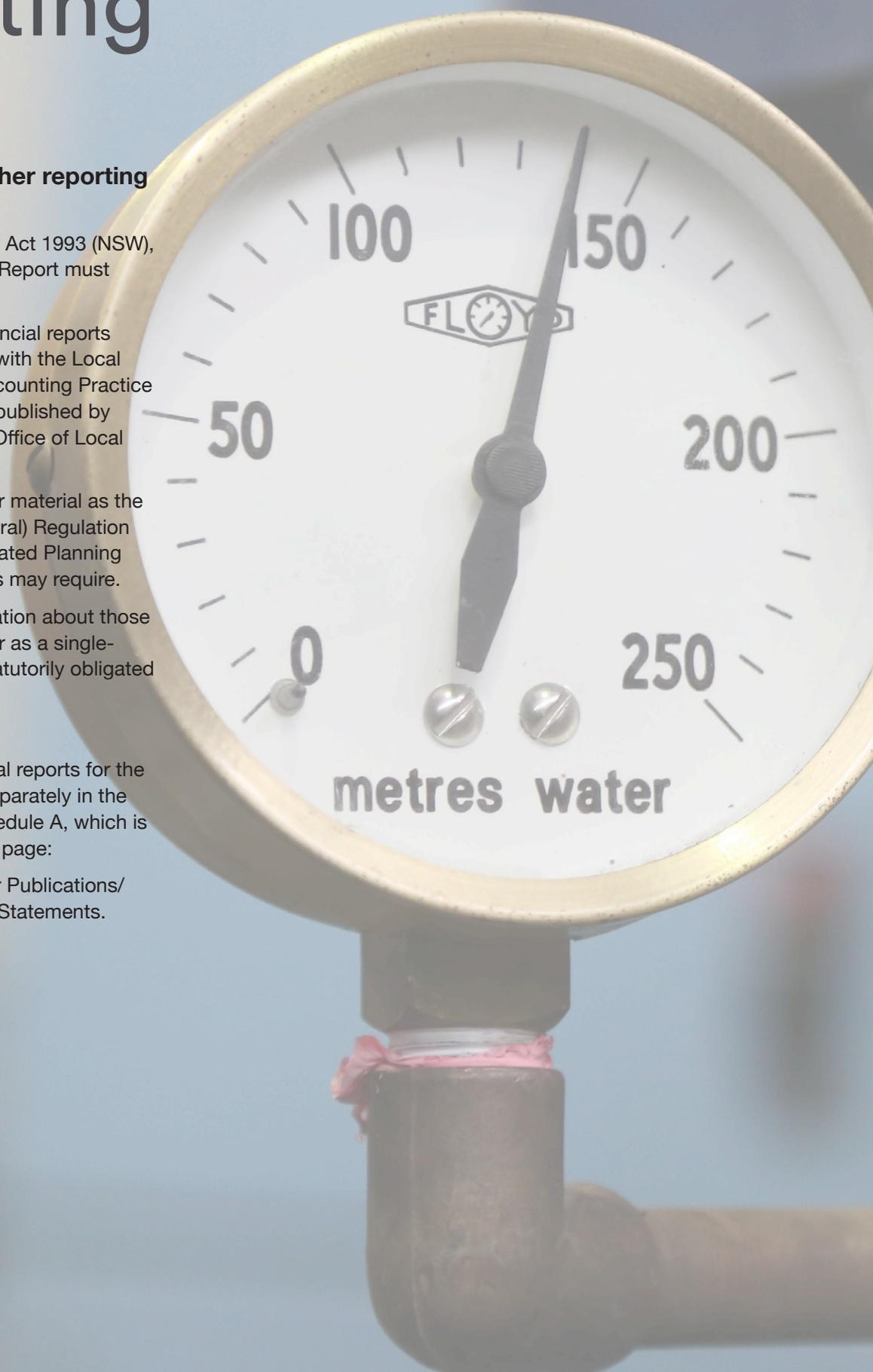
- A copy of its audited financial reports prepared in accordance with the Local Government Code of Accounting Practice and Financial Reporting published by the NSW Government's Office of Local Government.
- Such other information or material as the Local Government (General) Regulation 2005 (NSW) or the Integrated Planning and Reporting Guidelines may require.

This section contains information about those items that Goldenfields Water as a single-purpose county council is statutorily obligated to report on.

Financial Statements

Goldenfields' audited financial reports for the year 2016/17 are reported separately in the Financial Statements as Schedule A, which is available from Council's web page:

www.gwcc.nsw.gov.au under Publications/ Plans and Reports/Financial Statements.





Total rates and charges written off

Clause 132 Local Government (General) Regulation 2005

During the 2016/17 financial year, GWCC wrote off rates and charges to a total of \$1758.17.

Overseas visits by Goldenfields Water representatives

Clause 217(1) (a) Local Government (General) Regulation 2005

During the 2016/17 year, no overseas visits were undertaken by Goldenfields Water representatives.

Councillor remuneration, expenses and provision of facilities

Clause 217(1)(a1) Local Government (General) Regulation 2005

Chairpersons fees	\$14,746.53
Members fees	\$72,142.72
Total	\$86,889.25

Provision of dedicated office equipment	\$4,032.00
Telephone calls made by councillors	\$260.00
Attendance of councillors at conferences and seminars	\$3,887.73
Professional development	\$0
Interstate visits	\$0
Overseas visits	\$0
Expenses of any spouse, partner or other persons who accompanied a councillor	\$0
Provision of the care for a child or an immediate family member of a councillor	\$0
Travel expenses	\$9,874.38
Total	\$18,054.11

Contracts awarded with a value of \$150,000 or more

Clause 217(1)(a2) Local Government (General) Regulation 2005

Contractor Name	Name of goods/services provided	Total amount payable under the contract
Origin Energy	Electricity	\$2,135,667.91
Cadia Group	Plumbing Supplies	\$335,706.71
Palmer Ford	Supply of Vehicles	\$295,044.26
Opus International Consultants	Consultancy Services	\$238,964.00
Caltex Australia Petroleum	Fuel	\$202,699.83
Telstra Australia	Telecommunications	\$198,254.72
Nowra Chemical Manufacturers	Chemicals	\$166,310.81
Total		\$3,572,648.24



Legal Proceedings: Expenses & Progress

Clause 217(1)(a3) Local Government (General) Regulation 2005

During the 2016/17 year Goldenfields Water incurred \$34,949.60 in legal fees.

Section 67 Works on private land

Clause 217(1)(a4) Local Government (General) Regulation 2005

During the 2016/17 year Goldenfields Water did not carry out any works on private land.

Section 356 contributions

Clause 217(1)(a5) Local Government (General) Regulation 2005

Section 365 of the Local Government Act 1993 enables a council to contribute money to persons for the purpose of exercising its functions. Goldenfields Water grants concessions and donations to Schools, Community Groups and Service Organisations located within its distribution area.

The following groups and service organisations are eligible to be granted the following concessions:

- *Constituent General Purpose Councils* - a donation equal to the value of access charges levied on the first connection to "community" land, together with any connections within road reserves (where such connection is used for public beautification) and crown reserves (where such reserves are not leased or otherwise subject to restrictions on public access);
- *All Schools (State and Church), colleges and pre-schools within Council's service area* - on application, a donation of \$200 per annum each, to be applied towards the cost of prizes and/or awards to students or any other approved purpose;

- *Premises owned by recognised Churches* - a donation equal to the value of access charges for any connection which serves, in whole or part, a place of public worship, residence occupied by a minister of religion and/or member of a recognised religious order, and/or welfare facility operated by that church (not including commercial operations);
- *Premises owned (or held in trust) and used by the following community organisations, together with others which may be accepted from time to time* - a donation equal to the value of access charges for any connection which serves premises primarily utilised to further the objectives of such organisation:
 - Scouting & Guiding movement
 - Rescue and disaster response groups
 - Masonic Lodge meeting places
 - Community halls / recreation facilities
 - Country Women's Association
 - Red Cross
 - Local history societies / museums
 - Local senior citizens' groups
 - Agricultural showgrounds
 - Unlicensed RSL halls or similar premises

During 2016/17, Goldenfields Water provided the following donations:

- Access Charge Donation - \$146,999.30
- Water re-fill - \$43,977.16
- Traineeship Scheme - \$100,000
- Schools - \$14,000



Goldenfields Water functions delegated to external bodies

Clause 217(1)(a6) Local Government (General) Regulation 2005.

During the 2016/17 year, Goldenfields Water has delegated building inspections related to onsite water functions to retail councils: Bland, Coolamon, Junee and Temora.

Goldenfields Water's controlling interest in corporations, partnerships, trusts, joint ventures, syndicates or other bodies

Clause 217(1)(a7) Local Government (General) Regulation.

During the 2016/17 year, Goldenfields Water held no controlling interests under this section.

Participation in partnerships, trusts, joint ventures, syndicates or other bodies

Clause 217(1)(a8) Local Government (General) Regulation

Goldenfields Water was a party to the following partnerships, co-operatives or joint ventures during the 2016/17 financial year:

- Statewide Mutual - a self-insurance mutual providing public liability and professional indemnity cover for Council.
- Statewide Property Mutual - a self-insurance mutual providing property insurance for Council.
- StateCover - a self-insurance mutual providing workers compensation insurance for Council.
- Riverina Eastern Regional Organisation of Councils (REROC) - a collective of 13 General Purpose Councils and 2 Water County Councils whose objectives are as follows:
 - To participate in activities which promote effective regional development.
 - To enhance the collective status of Local Government within the eastern Riverina.
- MOU with Riverina Water – Goldenfields Water developed MOU to encourage resource and technical advice sharing.

Equal Employment Opportunity Statement of Activities

Clause 217(1)(a9) Local Government (General) Regulation 2005

It is Council's policy to provide equal employment opportunity for all persons in accordance with relevant legislation. An Equal Employment Opportunity policy and accompanying Management Plan has been established which provides a comprehensive overview of EEO while outlining the actions Goldenfields Water will undertake to ensure compliance.

Through staff training and awareness, policy development and implementation, key messaging has been provided to reinforce Council's position against discrimination and harassment in any form.

Total remuneration for general managers and senior staff

Clause 217(1)(b) & (c) Local Government (General) Regulation 2005

During the 2016/17 financial year the general manager was the only position on a senior staff contract.

General Manager	\$210,000
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Compliance with the Australian Drinking Water Guidelines (ADWG)

Goldenfields Water has developed and maintained a current Drinking Water Management System (DWMS). The current system has been in place since 2015.

The Drinking Water Management System (DWMS) demonstrates Goldenfields Water's compliance with the NSW Public Health Act 2010 requirement to develop a Quality Assurance Plan in accordance with the "Framework for Management of Drinking Water Quality" in the Australian Drinking Water Guidelines 2011 (ADWG).

For the 2016/17 year Goldenfields Water remained compliant with all current health based targets for Chemical and Microbiological parameters.



Government Information (Public Access) Act 2009

Section 125 of the Government Information (Public Access) Act 2009 & clause 7 of the Government Information (Public Access) Regulation 2009.

Review of proactive release program - Clause 7(a)

Under section 7 of the GIPA Act, Council must review its program for the release of government information to identify the kinds of information that can be made public. This must be undertaken every year.

Council's program for the release of information is on a case by case basis as little information is discretionally unavailable.

Number of access applications received - Clause 7(b)

During the reporting period, Council did not receive any formal access application.

Number of refused applications for Schedule 1 information - Clause 7(c)

During the reporting period, Council did not refuse any formal access applications.

Statistical information about access applications - Clause 7(d) and Schedule 2

Table A: Number of applications by type of applicant and outcome*								
	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.



Table B: Number of applications by type of application and outcome

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

The total number of decisions in Table B should be the same as Table A.

Table C: Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0



Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

**More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.*

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0



Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	0	0
Total	0	0	0

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made.

Table H: Applications for review under Part 5 of the Act (by type of applicant)

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0



Public interest disclosures

Section 31 of the Public Interest Disclosures Act 1994 (PID Act) & clause 4 of the Public Interest Disclosures Regulation 2011

Goldenfields Water is required to report annually on statistical information in accordance with the Public Interest Disclosures Act 1994 (PID Act).

Statistical information for 2016/17 can be found in the following table:

1 July 2016 - 30 June 2017	Made by public officials performing their day to day functions	Under a statutory or other legal obligation	All other PIDs
Number of public officials who made PIDs directly	0	0	0
Number of PIDs received	0	0	0
Of PIDs received, number primarily about: Corrupt conduct	N/A	N/A	N/A
Maladministration	N/A	N/A	N/A
Serious and substantial waste	N/A	N/A	N/A
Government information contravention	N/A	N/A	N/A
Local government pecuniary interest contravention	N/A	N/A	N/A
Number of PIDs finalised	0		



End of Term Report

In the year in which an ordinary local government election is to be held, the Local Government Act 1993 (NSW) requires an annual report to provide information on a county council's achievements in implementing its Business Activity Strategic Plan over the previous four years. Under the Integrated Planning and Reporting framework this is known as an End of Term Report.

Goldenfields Water's long-term Business Activity Strategic Plan was developed with due regard to the community strategic plans of its constituent councils. In September 2016, local government elections were held for most of Goldenfields Water's constituent councils. Earlier in 2016 the NSW Government merged some of Goldenfields Water's constituent councils. The first elections for the newly amalgamated councils are to be held in September 2017. Due to these circumstances and given 2016/17 represents the final year of Goldenfields Water's Delivery Program for 2013/17, the End of Term Report has been prepared as an additional section to this Annual Report.

This section outlines Goldenfields Water's annual achievements in implementing its Business Activity Strategic Plan between 2013/14 and 2016/17.



Year 1 - 2013/14

Strategic Priority: Maximising Regional Water Supply

New reservoir boosts water supply network

Construction of the new \$2 million Junee Reservoir was completed.

Strategic Priority: Proactive Customer Relations

Donations and awards highlight Goldenfields Water's customer focus

Goldenfields Water continued to provide financial support by way of direct donation to each of the 70 schools in the local government areas of all its constituent councils. A total of \$14,000 was donated to these schools in 2013/14.

New marquees were produced for Goldenfields Water and community groups to use as part of local events and other initiatives.

Goldenfields Water received the Excellence in Asset Management Award from Local Government Professionals Australia for innovation and efficiency in asset management.

Strategic Priority: Efficient Operations

New water supply data network keeps Goldenfields Water up to date

Goldenfields Water invested \$1.2 million to install a data acquisition network that provides staff with access to hourly water meter readings from customers' properties as well as other crucial information related to the water supply network's operation and performance.

Strategic Priority: Financially Sustainable

Meter replacements and surplus result ensure financial efficiency

Over 7,300 town and rural water meters were replaced as part of an \$800,000 program to ensure the accurate and reliable calculation of Goldenfields Water customers' water usage and bills.

A very sound operating surplus of \$4.4 million was delivered for 2013/14.

Construction of the new \$2 million Junee Reservoir was completed in 2013/14.





Year 2 - 2014/15

Strategic Priority: Environmental Protection and Sustainability

GWCC500 Wildlife Corridor Project commences

Goldenfields Water's GWCC500 Wildlife Corridor Project was officially opened.

With the help of Riverina Local Land Services and the Lake Cowell Conservation Centre, the project aims to build stronger ecosystems by rehabilitating areas impacted by previous pipeline construction activities and establishing links between bushland areas across a wildlife corridor spanning 500 kilometres.

The project is supported with funding from the NSW Office of Environment and Heritage's Environmental Trust – via its Environmental Restoration and Rehabilitation as well as Environmental Education grants programs.

Strategic Priority: Excellence in Service Provision

Water main renewals boost supply network's performance

Over 11 kilometres of water mains were renewed to reduce the risk of main breaks and minimise water supply interruptions.

Strategic Priority: Financially Sustainable

Positive financial results on the books

Another strong operating surplus of \$5.5 million was achieved for 2014/15.

Goldenfields Water's GWCC500 Wildlife Corridor Project was officially opened.





Year 3 - 2015/16

Strategic Priority: Excellence in Service Provision

Record spending on water supply network

Goldenfields Water gave the drinking water supply system a major boost in 2015/16 with \$5.1 million worth of capital investment in new projects, equipment and other infrastructure – an increase of \$2.7 million from 2014/15.

Importantly, around \$1.2 million was spent replacing 20 kilometres of water mains in areas such as Weethalle, Ardlethan, Ariah Park, Cootamundra, and West Wyalong to reduce the risk of main breaks and minimise water supply interruptions.

Strategic Priority: Proactive Customer Relations

Financial support for local community groups

In 2015/16, Goldenfields Water proudly provided over \$150,000 to help many local, eligible community organisations with their drinking water supply access charges.

Strategic Priority: Efficient Operations

Electricity savings to be pumped back into infrastructure upgrades

The significant efforts of Goldenfields Water staff to improve the organisation's internal operations and make substantial savings were reflected in the 2015/16 financial year's positive operating result.

These efforts included a reduction of over \$500,000 in the water supply system's electricity costs by identifying ways to pump water more efficiently and negotiating contracts that provide better value for money.

Strategic Priority: Highly Skilled and Energetic Workforce

More skilled staff welcomed aboard

During 2015/16, Goldenfields Water took the time to reflect internally on the direction it needed to take to become an industry leader in providing high-quality drinking water supply services with a strong focus on its customers.

A key goal was to make sure Goldenfields Water staff had access to the resources, technology and tools they need to develop innovative, long-term infrastructure planning for the water supply network's future performance and capacity demands.

As part of this commitment, eight new fulltime employees were welcomed to the Goldenfields Water team in 2015/16.

Strategic Priority: Financially Sustainable

Strong results help secure long-term financial sustainability

Goldenfields Water's strong financial position saw it deliver a very sound operating surplus of \$5.6 million for 2015/16.

This result meant Goldenfields Water remained well placed to tackle the increasing demands on the region's vital drinking water system due to ageing infrastructure and population growth, as well as to improve the levels of service for its customers.



Year 4 - 2016/17

Strategic Priority: Proactive Customer Relations

Free drinking water refill stations delivered to constituent councils

As part of an initiative to provide the community with access to free drinking water, Goldenfields Water invested around \$50,000 to supply eight water refill stations to its constituent councils in Temora, Bland, Coolamon, Junee, Cootamundra-Gundagai, Narrandera and Hilltops.

Earmarked for popular public spaces, the water refill stations make it easy for residents and visitors to access free, fresh drinking water. The water stations also encourage people to refill reusable bottles rather than buying disposable plastic bottles, which saves them money and benefits the environment.

In December 2016 the first of the new refill stations was installed in Temora just in time for the community to enjoy top quality drinking water over summer.

During the remainder of 2016/17, Goldenfields Water continued to work closely with its other constituent councils to have the remaining water stations installed as soon as possible.

New look Goldenfields Water unveiled

Goldenfields Water's first major makeover in two decades was completed in May 2017, with a new logo, brand and website.

The updated look symbolised the start of an era of new technology, solutions and customer service at Goldenfields Water.

The logo and brand is modern, innovative and a sign of quality, which represent the kind of water services Goldenfields Water wants to deliver to its customers each day.

Interacting with Goldenfields Water and finding out more about its water supply services also became easier and quicker for customers with the new, long-awaited website launched and offering a range of modern features. Visit www.gwcc.nsw.gov.au.





Strategic Priority: Financially Sustainable

First in state to turn on MyH2O for customers

In March 2017, Goldenfields Water became the first NSW water utility to provide its customers in the local government areas of Bland, Coolamon, Junee, Temora, and parts of Cootamundra-Gundagai and Narrandera, with access to MyH2O.

By the end of 2016/17, hundreds of Goldenfields Water customers had already started using MyH2O.

Linked to the smart meter technology installed in customers' water meters, MyH2O is a completely free online service that gives customers instant knowledge about how much water is being used at their property every hour and how much it is costing them.

By signing up for free at www.myh2o.gwcc.nsw.gov.au, farmers, residents, businesses, schools and others are able to:

- Monitor their water usage and find ways to reduce water consumption
- Watch how much their water use is costing and find ways to reduce bills
- Choose their own water consumption targets and set up email and SMS alerts
- Add any of their properties and give others access to view water usage details.

MyH2O can be accessed from any computer, smart phone or other mobile device.

Strategic Priority: Environmental Protection and Sustainability

GWCC500 Wildlife Corridor Project extended

Goldenfields Water's efforts to enhance biodiversity in the region were given a boost with its GWCC500 Wildlife Corridor Project extended until the end of 2018 due to the significant amount of public interest.

Working closely with Riverina Local Land Services and the Lake Cowell Conservation Centre, by December 2016 the project had seen 80 hectares of land weeded, 40,000

natives planted, 28 schools participate in educational workshops, and 14 other environmental workshops held.

Importantly, following an extensive Expressions of Interest process, local landholders have dedicated 80 hectares of land to the project. Agreements with these landholders were finalised in March 2017 and revegetation planting was undertaken in June 2017.

This crucial work is building stronger ecosystems by rehabilitating areas impacted by previous pipeline construction activities and establishing links between bushland areas across a wildlife corridor spanning 500 kilometres. Students have also been given the information and tools required to regenerate native vegetation in their local area and learn vital conservation skills.

The project is supported with funding from the NSW Office of Environment and Heritage's Environmental Trust – via its Environmental Restoration and Rehabilitation as well as Environmental Education grants programs.

Strategic Priority: Efficient Operations

Opening of new Temora facility marks 20 year milestone

As part of its 20 year anniversary celebrations, in June 2017 Goldenfields Water officially opened a modern, purpose-built workshop at its new works depot in Temora.

The new workshop improves Goldenfields Water's capacity to manufacture and repair infrastructure more efficiently as well as develop innovative solutions for the network.

It includes an overhead crane to boost the site's functionality and associated store, office and amenity facilities.

Importantly, access to resources and technology such as this means Goldenfields Water can deliver better water supply services to the over 46,000 people that depend on it each day for their water.

