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Webcasting of Council Meetings

Welcome to the February Ordinary Meeting of Council. As per 5.19 of Councils Code of Meeting Practice, all meetings of the council and committees of the Council are to be webcast on Council's website.

Audio recordings are to be uploaded to council's website within 3 weeks of the meeting. Recordings will be retained on Councils website for 12 months, and may be disposed of in accordance with the State Records Act 1998.

This clause does not apply to parts of a meeting that have been closed to the public under section 10A of the Act.

I remind those present to refrain from making any defamatory statements.

LEAVE OF ABSENCE/APOLOGIES

At the time of preparation of the business paper no apologies have been received.

ACKNOWLEDGEMENT OF COUNTRY

I would like to acknowledge the Wiradjuri people who are the Traditional Custodians of the Land. I would also like to pay respect to their people both past and present and extend that respect to other Aboriginal Australians who are present.

PRESENTATIONS

No presentations are scheduled for this meeting.

DECLARATION OF PECUNIARY INTERESTS

Declaration of Interest

Councillors and senior staff are reminded of their obligation to declare their pecuniary interest in any matters listed before them.

Councillors may declare an interest at the commencement of the meeting, or alternatively at any time during the meeting should any issue progress or arise that would warrant a declaration.

Councillors must state their reasons in declaring any type of interest.

DECLARATION OF NON PECUNIARY INTERESTS

Declaration of non Pecuniary Interest

Councillors and senior staff are reminded of their obligation to declare their interest in any matters listed before them.

In considering your interest you are reminded to include non-pecuniary and conflicts of interest as well as any other interest you perceive or may be perceived of you.

Councillors may declare an interest at the commencement of the meeting, or alternatively at any time during the meeting should any issue progress or arise that would warrant a declaration.

Councillors must state their reasons in declaring any type of interest.

CONFIRMATION OF MINUTES

It is recommended that the minutes of the meeting held 13 December 2019 having been circulated to members be confirmed as a true and accurate record.

BUSINESS ARISING FROM MINUTES

At the time of preparation of the business paper no business was arising from minutes.

CORRESPONDENCE

At the time of preparation of the business paper no relevant correspondence had been received for inclusion.

MATTERS OF URGENCY

In accordance with clause 9.3 of Councils Code of Meeting Practice, business may be transacted at a meeting without due notice only if:

- a) A motion is passed to have the business transacted at the meeting, and
- b) The business to be considered is ruled by the chairperson to be of great urgency on the grounds that it requires a decision by the council before the next scheduled ordinary meeting of the council.

NOTICES OF MOTION/RESCISSION MOTIONS

At the time of preparation of the Business Paper no Notices of Motion or Rescission Motions have been received.

CHAIRPERSONS MINUTE

At the time of preparation of the Business Paper the Chairperson had not issued a report for publication.

PUBLIC PARTICIPATION - CONFIDENTIAL SESSION

In accordance with the Local Government Act 1993 and the Local Government (General) Regulations 2005, in the opinion of the General Manager the following business is of a kind as referred to in section 10A(2) of the Act and should be dealt with in part of the meeting closed to the media and public.

It is recommended that Council move into CONFIDENTIAL SESSION.

ROSEHILL UPDATE AND ACQUISITION

*This report is **CONFIDENTIAL** in accordance with Section 10A(2)(i) of the Local Government Act 1993, which permits the meeting to be closed to the public for business relating to the following:*

c) Information that would, if disclosed, confer a commercial advantage on a person with whom the council is conducting (or proposes to conduct business)

NORTH WEETHALE RESERVOIR SITE LAND ACQUISITION

*This report is **CONFIDENTIAL** in accordance with Section 10A(2)(c) of the Local Government Act 1993, which permits the meeting to be closed to the public for business relating to the following:*

- c) Information that would, if disclosed, confer a commercial advantage on a person with whom the council is conducting (or proposes to conduct business)*

EXITING CONFIDENTIAL

There being no further confidential items it is recommended that Council revert back to Open Session and that the resolutions made in Confidential Session be made public.

The General Manager is to read out any resolutions made in Confidential Session.

GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

COUNCIL INVESTMENTS

Report prepared by Corporate Services Manager

COUNCIL OFFICER RECOMMENDATION

That the report detailing Council Investments as at 31 January 2020 be received and noted.

ALIGNMENT WITH BUSINESS ACTIVITY STRATEGIC PLAN

09 Financially Sustainable

BACKGROUND

A report on Council's Investments is required to be presented for Council's consideration in accordance with Clause 212 of the Local Government (General) Regulation 2005.

REPORT

Council's investment portfolio decreased by \$250,000 from \$51,250,000 as at 30 November 2019 to \$51,000,000 as at 31 January 2020.

Investment Portfolio

Type	Rating	Issuer	Frequency	Purchase	Maturity	Days	Rate	Benchmark*	Principal
TD	BBB+	Rural Bank	Annual	14/02/2018	14/02/2020	730	2.86	1.20	\$3,000,000
TD	BBB+	AMP Bank	At Maturity	26/02/2019	26/02/2020	365	2.75	1.20	\$1,000,000
TD	A-	Macquarie Bank	At Maturity	16/09/2019	17/03/2020	183	1.75	0.92	\$2,000,000
TD	BBB+	AMP Bank	At Maturity	20/03/2019	19/03/2020	365	2.75	1.20	\$1,000,000
TD	NR	Police Credit Union SA	Annual	21/03/2018	23/03/2020	733	3.02	1.20	\$1,000,000
TD	A-	Macquarie Bank	At Maturity	10/12/2019	7/04/2020	119	1.60	1.20	\$3,000,000
TD	BBB+	AMP Bank	Annual	16/05/2019	15/05/2020	365	2.35	1.20	\$1,000,000
TD	BBB+	AMP Bank	At Maturity	12/11/2019	12/05/2020	182	1.80	0.92	\$1,000,000
TD	BBB+	AMP Bank	At Maturity	12/11/2019	12/05/2020	182	1.80	0.92	\$2,000,000
FRTD	BBB	Newcastle Permanent	Quarterly	8/06/2017	9/06/2020	1097	3.21	0.90	\$2,000,000
TD	BBB	Auswide Bank	At Maturity	20/06/2018	22/06/2020	733	3.00	1.20	\$1,000,000
TD	AA-	Westpac	Annual	12/07/2017	13/07/2020	1097	3.01	1.20	\$2,000,000
TD	A	ING Direct	Annual	20/12/2019	5/08/2020	229	1.60	1.20	\$3,000,000
TD	AA-	Westpac	Quarterly	25/09/2017	28/09/2020	1099	3.06	1.20	\$1,000,000
TD	BBB+	BOQ	Annual	7/11/2017	9/11/2020	1098	3.00	1.20	\$3,000,000
TD	BBB+	Rural Bank	Annual	6/12/2017	7/12/2020	1097	2.95	1.20	\$3,000,000
TD	BBB+	Rural Bank	Annual	9/01/2018	11/01/2021	1098	3.10	1.20	\$3,000,000
TD	NR	Police Credit Union SA	Annual	21/03/2018	22/03/2021	1097	3.15	1.20	\$2,000,000
TD	NR	Australian Military Bank	Annual	29/03/2018	29/03/2021	1096	3.20	1.20	\$1,000,000
TD	AA-	Westpac	Quarterly	24/04/2018	27/04/2021	1099	3.13	1.20	\$3,000,000
TD	BBB	P&N Bank	Annual	27/06/2018	28/06/2021	1097	3.15	1.20	\$3,000,000
TD	BBB+	BOQ	Annual	12/07/2017	12/07/2021	1461	3.45	1.20	\$2,000,000
TD	BBB+	BOQ	Annual	29/10/2018	29/10/2021	1096	3.00	1.20	\$3,000,000
TD	BBB+	BOQ	Annual	12/07/2018	12/07/2022	1461	3.50	1.20	\$1,000,000
CASH	BBB	ME	Monthly				1.35	0.75	\$2,000,000
CASH	AA-	CBA	Monthly				0.70	0.75	\$1,000,000
TOTAL:									\$51,000,000

*Benchmarks

On Call - RBA Cash

Floating Rate Deposit - 3m BBSW

Term Deposit - BBSW

Reports to the Goldenfields Water Council meeting to be held on 21 February 2020

GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

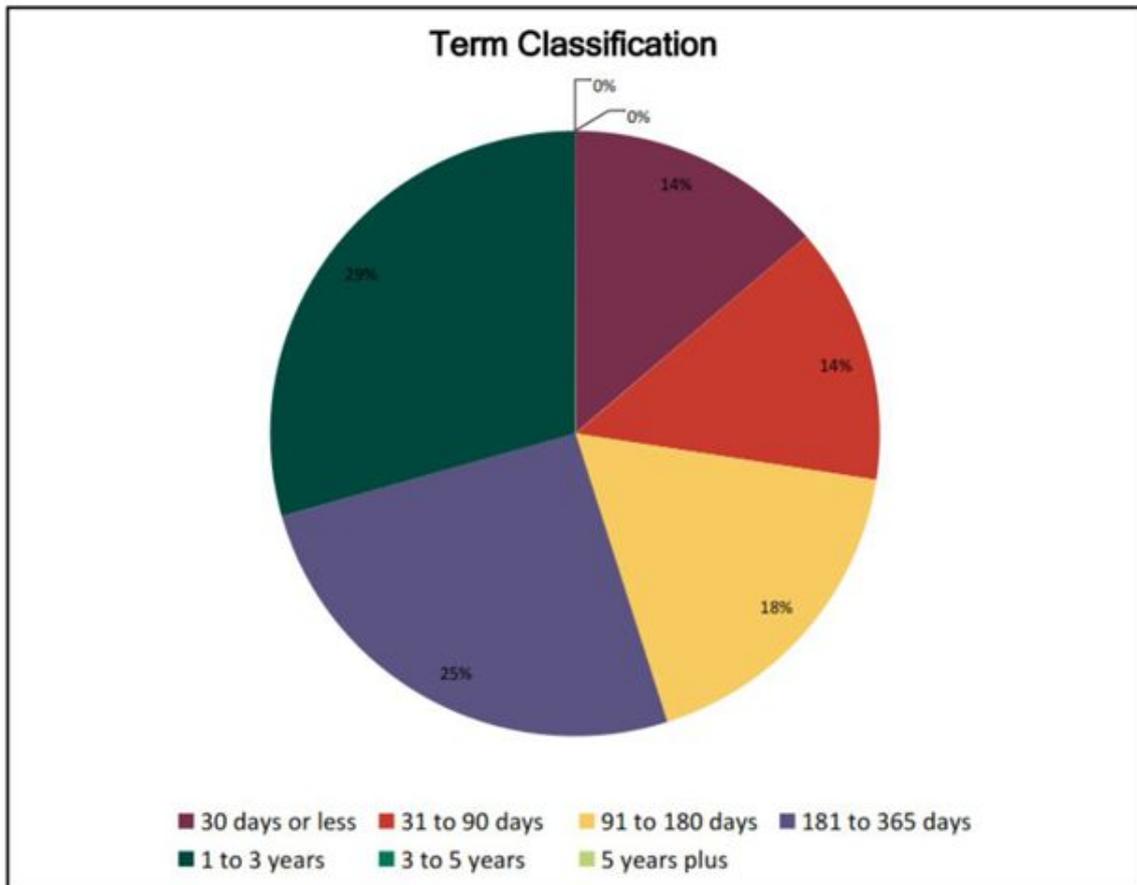
Performance

Goldenfields Water County Council’s investment portfolio outperformed the relevant BBSW Index benchmark by 133%. The average weighted yield for January was 2.61%, over an average weighted term of 260 days, with a benchmark of 1.17%. This strong performance continues to be driven by those deposits still yielding above 3% p.a. However, these deposits are fast maturing and will be reinvested at lower rates, due to the drop in cash rates since these deposits were last invested.

Total Cost 51,000,000	Total Accrued Interest 567,384	Average Weighted Yield 2.61%
Total Current Value 51,000,000	Total Monthly Accrued Interest 102,169	Average Weighted Term in Days 260
Unrealised Capital Gain/Loss 0	Total Interest Received for the Month 23,411	Total Interest Received for the Financial Year 153,643

Term to Maturity

Council’s investment portfolio maturities shown graphically below:

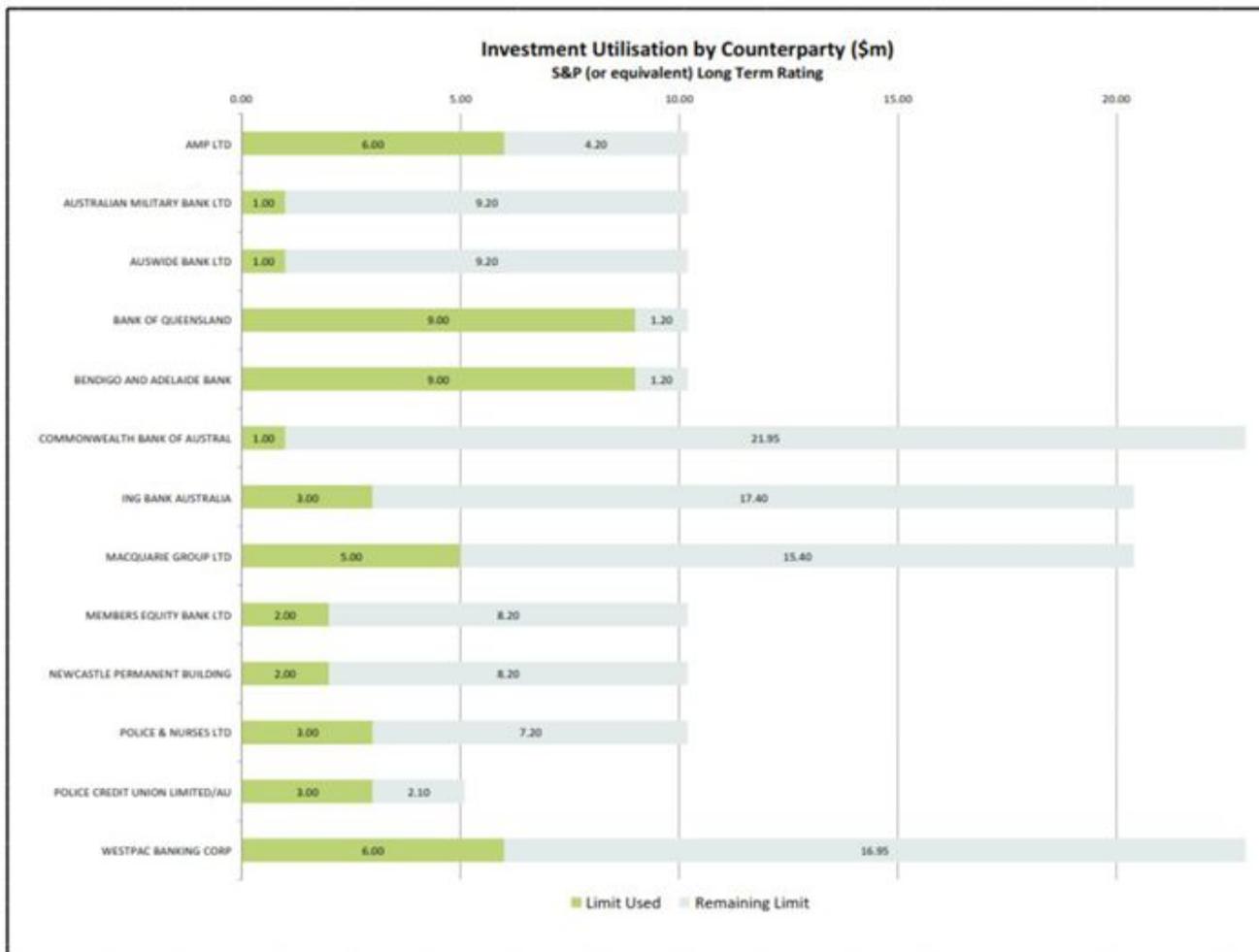


GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

Counter Party Compliance

As at the end of January, Council was compliant with policy in terms of individual financial institution capacity limits. BoQ (BBB+) and Bendigo (BBB+) remain close to capacity. It is worth noting that capacity limits are affected by changes in the on call account balance compared to the total portfolio balance.

Overall, the portfolio is diversified across a variety of credit ratings, including some exposure to unrated ADIs.



GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

APPLICATION OF INVESTMENT FUNDS

The table below details the allocation of cash balances in terms of restricted funds, noting restrictions are all internal rather than external.

Restricted Funds:	
- Plant & Vehicle Replacement	886,000
- Infrastructure Replacement	36,347,000
- Employee Leave Entitlement	1,575,000
- Deposits, Retentions & Bonds	28,000
- Sales Fluctuation Reserve	2,000,000
- Property Reserve	423,000
Unrestricted Funds:	9,741,000
TOTAL	51,000,000

FINANCIAL IMPACT STATEMENT

Council's investment portfolio decreased by \$250,000 from \$51,250,000 as at 30th November 2019 to \$51,000,000 as at 31st January 2020.

DECLARATION

I hereby certify that investments listed in the report have been made in accordance with Section 625 of the Local Government Act 1993, Clause 212 of the Local Government (General) Regulation 2005 and Council's Investment Policy PP004.

Signed



Michele Curran
Responsible Accounting Officer

ATTACHMENTS: Nil.

TABLED ITEMS: Nil.

GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

PROGRESS REPORT – CAPITAL WORKS EXPENDITURE

Report prepared by Corporate Services Manager

COUNCIL OFFICER RECOMMENDATION

That the report detailing Council's Capital Works Program as at 31 January 2020 be received and noted.

ALIGNMENT WITH BUSINESS ACTIVITY STRATEGIC PLAN

09 Financially Sustainable

BACKGROUND

Capital Works represents a significant part of Council's activities and expenditure. This report details progress year to date on programmed and emergent capital works.

REPORT

This report is presented for information on the Capital Works Program year to date progress as at 31 January 2020.

FINANCIAL IMPACT STATEMENT

The recommendation does not impact on Council's financial position.

ATTACHMENTS: Capital Works Progress Report as at 31 January 2020

TABLED ITEMS: Nil.

Goldenfields Water County Council CAPITAL WORKS PROGRESS									
AS AT 31ST JANUARY 2020	ORIGINAL BUDGET 2019/20	QBR SEP 2019/20	QBR DEC 2019/20	CURRENT BUDGET 2019/20	ACTUAL YTD	COMMITTED YTD	TOTAL ACTUAL & COMMITTED YTD	VARIANCE YTD	% ACTUAL TO BUDGET
CAPITAL INCOME:	\$	\$	\$	\$	\$	\$	\$	\$	%
Asset Sales	(473,700)	-	-	(473,700)	(453,173)	-	(453,173)		
Total Capital Income:	(473,700)	-	-	(473,700)	(453,173)	-	(453,173)	(20,527)	96%
CAPITAL EXPENDITURE									
NEW SYSTEM ASSETS:	\$	\$	\$	\$	\$	\$	\$	\$	%
Plant & Equipment New	243,000	40,000	25,000	308,000	290,026	5,290	295,316	12,684	96%
IT Equipment	100,000	-	-	100,000	473	34,335	34,807	65,193	35%
Intangibles	100,000	-	-	100,000	18,306	-	18,306	81,694	18%
Land & Buildings	150,000	-	(100,000)	50,000	24,083	-	24,083	25,917	48%
Developer Paid Mains	40,000	-	-	40,000	61,209	420	61,629	(21,629)	154%
Mains	1,850,000	-	140,000	1,990,000	827,743	763,261	1,591,004	398,996	80%
Backflow Devices	750,000	-	(250,000)	500,000	186,662	94,290	280,952	219,048	56%
Pump Stations	-	-	-	-	111,631	21,873	133,504	(133,504)	0%
Reservoirs	-	-	-	-	6,526	8,133	14,659	(14,659)	0%
SCADA	-	550,000	150,000	700,000	484,792	266,351	751,143	(51,143)	107%
TOTAL NEW SYSTEM ASSETS:	3,233,000	590,000	(35,000)	3,788,000	2,011,451	1,193,952	3,205,403	582,597	85%
RENEWALS:	\$	\$	\$	\$	\$	\$	\$	\$	%
Future Capital Project Investigations	250,000	(10,000)	-	240,000	27,098	134,932	162,030	77,970	68%
Plant & Equipment Replacement	888,000	10,000	-	898,000	975,187	7,420	982,607	(84,607)	109%
IT Equipment	50,000	-	-	50,000	9,561	-	9,561	40,439	19%
Office Equipment	10,000	-	-	10,000	-	-	-	10,000	0%
Intangibles	50,000	-	-	50,000	-	-	-	50,000	0%
Land & Buildings	150,000	-	-	150,000	9,524	11,090	20,613	129,387	14%
Mains - Renewal & Replacement	3,200,000	-	-	3,200,000	522,233	73,155	595,388	2,604,612	19%
Meter and Taggle Renewal	170,000	-	-	170,000	16,273	-	16,273	153,727	10%
Service Renewals	45,000	-	35,000	80,000	64,571	2,185	66,757	13,243	83%

Goldenfields Water County Council CAPITAL WORKS PROGRESS									
AS AT 31ST JANUARY 2020	ORIGINAL BUDGET 2019/20	QBR SEP 2019/20	QBR DEC 2019/20	CURRENT BUDGET 2019/20	ACTUAL YTD	COMMITTED YTD	TOTAL ACTUAL & COMMITTED YTD	VARIANCE YTD	% ACTUAL TO BUDGET
Water Treatment Plant	1,000,000	-	-	1,000,000	120,575	500,167	620,742	379,258	62%
Pump Stations	1,725,000	-	-	1,725,000	342,391	504,837	847,227	877,773	49%
Reservoirs	365,000	-	-	365,000	49,457	44,140	93,597	271,403	26%
Bores	400,000	-	-	400,000	62,298	20,200	82,498	317,502	21%
Water Quality	50,000	-	-	50,000	-	-	-	50,000	0%
SCADA	1,100,000	(550,000)	-	550,000	135,245	58,433	193,678	356,322	35%
Emergency Works	200,000	-	-	200,000	-	-	-	200,000	0%
TOTAL RENEWALS ASSETS:	9,653,000	(550,000)	35,000	9,138,000	2,334,411	1,356,560	3,690,972	5,447,028	40%
TOTAL CAPITAL EXPENDITURE:	12,886,000	40,000	-	12,926,000	4,345,862	2,550,513	6,896,375	6,029,625	53%

GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

LEGISLATIVE COMPLIANCE POLICY

Report prepared by Corporate Services Manager

COUNCIL OFFICER RECOMMENDATION

That the Board adopts the Legislative Compliance Policy.

ALIGNMENT WITH BUSINESS ACTIVITY STRATEGIC PLAN

09 Financially Sustainable

BACKGROUND

The NSW Auditor General's 2018 Report on Local Government identified the need for councils to improve governance practices to capture and monitor compliance with key laws and regulations.

The NSW Audit Office recommend that councils develop a legislative compliance framework including a formal legislative compliance policy to reduce the risk of councils breaching legislation.

REPORT

The NSW Audit Office and previous internal audit recommendations have noted improvements required to Council's risk management framework including the development of a legislative compliance policy and register.

This policy, and the principles set out in this policy, have been developed to:

- Prevent, and where necessary, identify and respond to breaches of laws, regulations, codes or organisational standards occurring in the organisation;
- Promote a culture of compliance within the organisation; and
- Assist Council in achieving the highest standards of governance.

FINANCIAL IMPACT STATEMENT

The recommendation does not impact on Council's financial position.

ATTACHMENTS: Draft Legislative Compliance Policy.

TABLED ITEMS: Nil.



Policy No. PP035

Legislative Compliance Policy



Legislative Compliance Policy

1 INFORMATION ABOUT THIS POLICY

POLICY INFORMATION

Date Adopted by Board	Board Resolution No.
Policy Responsibility General Manager	
Review Timeframe 4 yearly	
Last Review 05/01/2020	Next Scheduled Review 05/01/2024

DOCUMENT HISTORY

DOCUMENT NO.	DATE AMENDED	SUMMARY OF CHANGES
	DD/MM/YYYY	

FURTHER DOCUMENT INFORMATION AND RELATIONSHIPS

Related Legislation	Local Government Act 1993 Local Government (General) Regulation 2005
Related Policies	PP031 Code of Conduct
Related Procedures, Protocols, Statements and Documents	Legislative Compliance Register



Legislative Compliance Policy

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DRAFT

Legislative Compliance Policy

3 PURPOSE

Goldenfields Water County Council, in its role as a local government authority, is committed to compliance with all statutory and common law requirements relating to operations and governance of Council.

The NSW Auditor General's 2018 Report on Local Government identified the need for councils to improve governance practices to capture and monitor compliance with key laws and regulations.

The NSW Audit Office recommend that councils develop a legislative compliance framework including a formal legislative compliance policy to reduce the risk of councils breaching legislation.

This policy, and the principles set out in this policy, have been developed to:

- Prevent, and where necessary, identify and respond to breaches of laws, regulations, codes or organisational standards occurring in the organisation;
- Promote a culture of compliance within the organisation; and
- Assist Council in achieving the highest standards of governance.

4 SCOPE

This policy applies to all areas of Council's operations, and covers compliance with Commonwealth and State legislation, Council codes and policies, contracts, funding agreements, and relevant standards.

5 DEFINITIONS

Codes	Mandatory industry codes and voluntary industry codes with which the Council chooses and/or is required to comply.
Compliance	Ensuring that the requirements of laws, regulations, industry codes and Council standards are met.
Compliance failure	A breach, of applicable laws, regulations, codes and Council standards.
Compliance culture	The promotion of a positive attitude to compliance within the Council.
Legislation	Effective control of legal risks in order to ensure that the law is complied with.
Council standards	Any codes of ethics, codes of conduct, policies, procedures and charters that Council may deem to be appropriate standards for its day-to-day operations.

6 POLICY

Council has adopted the following principles based on the Australian Standard AS ISO 19600:2015 *Compliance management systems - Guidelines*:

- Council is committed to achieving compliance in all areas of its operations;
- Council will provide sufficient resources to support ongoing legislative compliance;
- Council will ensure that all managers, supervisors and staff generally understand, promote and be responsible for compliance with relevant laws, regulations, codes and Council standards that apply to activities within their day-to-day responsibilities;
- Council will use its Enterprise Risk Management Framework to identify, assess, evaluate and treat compliance risks;
- Council will support integration of compliance requirements into day-to-day operating procedures as appropriate;
- Council will maintain a Legislative Compliance Register in association with its Enterprise Risk Register;
- Council will investigate, rectify and report all compliance failures to the relevant authority as may be required;
- Council will allocate appropriate responsibility for managing compliance at various levels;
- Council will provide appropriate practical education and training of staff in order for them to meet their compliance obligations;
- Council will actively promote the importance of compliance to staff, contractors and other relevant third parties; and

Council will monitor legislative compliance through activities approved within its Internal Audit Plan.

7 ROLES AND RESPONSIBILITIES

- **Board and Committee Members** : Board and Committee members have a responsibility to be aware of and abide by legislation applicable to their role.
- **Senior Management Team (General Manager and Managers)** : Senior Management should ensure that directions relating to compliance are clear and unambiguous and that legal requirements which apply to each activity for which they are responsible are identified. Senior Management should have systems in place to ensure that all staff are given the opportunity to be kept fully informed, briefed and/or trained about key legal requirements relative to their work within the financial capacity to do so.
- **Employees** : Employees have a duty to seek information on legislative requirements applicable to their area of work and to comply with the legislation. Employees shall report through their supervisors to senior management any areas of non-compliance that they become aware of.

GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

QUARTERLY BUDGET REVIEW 31 DECEMBER 2019

Report prepared by Corporate Services Manager

COUNCIL OFFICER RECOMMENDATION

That the Board receives and adopts the Quarterly Budget Review for the period ended 31 December 2019.

ALIGNMENT WITH BUSINESS ACTIVITY STRATEGIC PLAN

09 Financially Sustainable

BACKGROUND

The Quarterly Budget Review Statement is presented to Council in accordance with Clause 203(2) of the Local Government (General) Regulations 2005, for the purpose of periodically reviewing and revising estimates of income and expenditure.

REPORT

The Quarterly Review of Council's Budget for the period ended 31 December 2019 is submitted for examination by Council.

The anticipated Operating Result for 2019/20 is a surplus of \$2,143,000. The anticipated Operating Result as adopted in the September 2019 quarterly review was a surplus of \$717,000. Proposed adjustments are detailed below.

The Capital Works expenditure is not included in the Operating Result and is an additional outlay. Further detail about capital works can be found in the Capital Works Progress Report item of the business paper.

Proposed December 2019 quarterly review adjustments:

Operational Expenditure

- \$1,426,000 additional water sales due to extreme weather conditions

Capital Expenditure

- \$25,000 addition of a Safety Trailer
- (\$100,000) deferral of the Crowley Street development
- \$140,000 addition of Nangus Feasibility Study
- (\$250,000) deferral of Backflow project
- \$150,000 addition of Scada communication
- \$35,000 addition of Service Renewals

FINANCIAL IMPACT STATEMENT

The recommendation increases Council's operating result by \$1,426,000.

ATTACHMENTS: Quarterly Budget Review 31-12-19.

TABLED ITEMS: Nil.

Goldenfields Water County Council

Quarterly Budget Review Statement
for the period 01/10/19 to 31/12/19

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Goldenfields Water County Council

Quarterly Budget Review Statement
for the period 01/10/19 to 31/12/19

Report by Responsible Accounting Officer

The following statement is made in accordance with Clause 203(2) of the Local Government (General) Regulations 2005:

It is my opinion that the Quarterly Budget Review Statement for Goldenfields Water County Council for the quarter ended 31/12/19 indicates that Council's projected financial position at 30/6/20 will be satisfactory at year end, having regard to the projected estimates of income and expenditure and the original budgeted income and expenditure.



Signed: _____

Date: 5/02/2020

Michele Curran
Corporate Services Manager

Goldenfields Water County Council

Quarterly Budget Review Statement
for the period 01/10/19 to 31/12/19

Income & Expenses Budget Review Statement

Budget review for the quarter ended 31 December 2019

Income & Expenses

(\$000's)	Original Budget	Approved Changes	Revised Budget	Variations for this	Notes	Projected Year End	Actual YTD
	2019/20	Sep QBRS	2019/20	Dec Qtr		Result	figures
Income							
Rates and Annual Charges	5,335	-	5,335	-		5,335	1,640
User Charges and Fees	15,717	-	15,717	1,426	2.1	17,143	4,592
Interest and Investment Revenues	1,248	-	1,248	-		1,248	897
Other Revenues	210	-	210	-		210	168
Grants & Contributions - Operating	219	-	219	-		219	74
Grants & Contributions - Capital	800	-	800	-		800	240
Total Income from Continuing Operations	23,529	-	23,529	1,426		24,955	7,611
Expenses							
Employee Costs	7,627	-	7,627	(175)	2.2	7,452	4,125
Materials & Contracts	3,181	-	3,181	150	2.3	3,331	1,786
Depreciation	6,914	-	6,914	-		6,914	3,457
Other Expenses	4,285	5	4,290	25	2.4	4,315	1,804
Total Expenses from Continuing Operations	22,007	5	22,012	-		22,012	11,172
Net Operating Result from Continuing Operations	1,522	(5)	1,517	1,426		2,943	(3,561)
Net Operating Result from All Operations	1,522	(5)	1,517	1,426		2,943	(3,561)
Net Operating Result before Capital Items	722	(5)	717	1,426		2,143	(3,801)

Goldenfields Water County Council

Quarterly Budget Review Statement
for the period 01/10/19 to 31/12/19

Income & Expenses Budget Review Statement
Recommended changes to revised budget

Budget Variations being recommended include the following material items:

Notes	Details	\$000
2.1	Increase in Water Sales income due to extreme weather conditions	\$1,426
2.2	Reallocation between budgeted cost categories	-\$175
2.3	Reallocation between budgeted cost categories	\$150
2.4	Reallocation between budgeted cost categories	\$25

Goldenfields Water County Council

Quarterly Budget Review Statement

for the period 01/10/19 to 31/12/19

Capital Budget Review Statement

Budget review for the quarter ended 31 December 2019

Capital Budget

(\$000's)	Original Budget 2019/20	Approved Changes Sep QBRS	Revised Budget 2019/20	Variations for this Dec Qtr	Notes	Projected Year End Result	Actual YTD figures
Capital Expenditure							
New Assets							
- IT Equipment	100	-	100	-		100	-
- Plant & Equipment	243	40	283	25	3.1	308	290
- Intangibles	100	-	100	-		100	18
- Land & Buildings	150	-	150	(100)	3.2	50	24
- Water Supply Infrastructure	2,640	550	3,190	40	3.3	3,230	1,587
Renewal Assets (Replacement)							
- IT Equipment	50	-	50	-		50	6
- Office Equipment	10	-	10	-		10	-
- Plant & Equipment	888	10	898	-		898	772
- Intangibles	50	-	50	-		50	-
- Land & Buildings	150	-	150	-		150	9
- Water Supply Infrastructure	8,505	(560)	7,945	35	3.4	7,980	1,217
Total Capital Expenditure	12,886	40	12,926	-		12,926	3,923
Capital Funding							
Fees, Charges & Other Untied Funding	722	-	722	-		722	426
Capital Grants & Contributions	800	-	800	-		800	240
Proceeds from Sale - IPP&E	474	-	474	-		474	453
Internal Restrictions/Reserves	10,890	40	10,930	-		10,930	2,804
Total Capital Funding	12,886	40	12,926	-		12,926	3,923
Net Capital Funding - Surplus/(Deficit)	-	-	-	-		-	-

Goldenfields Water County Council

Quarterly Budget Review Statement
for the period 01/10/19 to 31/12/19

Capital Budget Review Statement
Recommended changes to revised budget

Budget Variations being recommended include the following material items:

Notes	Details	\$000
	Refer to Capital Works Progress report for more detail on Capital Projects	
3.1	Safety Trailer	\$25
3.2	Crowley Street Development to be postponed	-\$100
3.3	Nangus Feasibility Study - allowance to complete business case	\$140
	Backflow Project - behind schedule due to staff shortage	-\$250
	Scada Project - additional communication requirements	\$150
3.4	Service Renewals ahead of schedule	\$35

Goldenfields Water County Council

Quarterly Budget Review Statement
for the period 01/10/19 to 31/12/19

Cash & Investments Budget Review Statement

Budget review for the quarter ended 31 December 2019

Cash & Investments

(\$000's)	Original Budget 2019/20	Approved Changes Sep QBRS	Variations for this Dec Qtr	Notes	Projected Year End Result	Actual YTD figures
Internally Restricted ⁽²⁾						
Plant & Vehicle Replacement	1,185	(40)	-		1,145	685
Infrastructure Replacement	26,012	-	-		26,012	33,705
Employees Leave Entitlement	1,614	-	-		1,614	1,614
Deposits, Retentions & Bonds	28	-	-		28	28
Sales Fluctuation Reserve	2,000	-	-		2,000	2,000
Property Reserve	423	-	-		423	423
Total Internally Restricted	31,262	(40)	-		31,222	38,455
(2) Funds that Council has earmarked for a specific purpose						
Unrestricted (ie. available after the above Restrictions)	20,008	(5)	1,426	4.1	21,429	13,044
Total Cash & Investments	51,270	-	1,426		52,651	51,499

Goldenfields Water County Council

Quarterly Budget Review Statement
for the period 01/10/19 to 31/12/19

Cash & Investments Budget Review Statement

Investments

Investments have been invested in accordance with Council's Investment Policy.

Cash

This Cash at Bank amount has been reconciled to Council's physical Bank Statements.
The date of completion of this bank reconciliation is 31/12/19

The YTD Cash & Investment figure reconciles to the actual balances held as follows:	\$ 000's
Cash at Bank (as per bank statements)	1,011
Investments on Hand	50,500
less: Unpresented Cheques (Timing Difference)	(2)
add: Undeposited Funds (Timing Difference)	36
Less: receipts not yet updated (Timing Difference)	(46)
Reconciled Cash at Bank & Investments	51,499
Balance as per Review Statement:	51,499
Difference:	-

Recommended changes to revised budget

Budget Variations being recommended include the following material items:

	Notes Details	\$000
4.1	Increase in Water sales income due to extreme weather conditions	\$1,426

Goldenfields Water County Council

Quarterly Budget Review Statement
for the period 01/10/19 to 31/12/19

Key Performance Indicators Budget Review Statement - Industry KPI's (OLG)

Budget review for the quarter ended 31 December 2019

(\$000's)	Current Projection		Original Budget 19/20	Actuals Prior Periods	
	Amounts	Indicator		18/19	17/18
	19/20	19/20			

NSW Local Government Industry Key Performance Indicators (OLG):

1. Operating Performance

<u>Operating Revenue (excl Capital) - Operating Expenses</u>	<u>2,143</u>	8.9 %	3.2 %	8.4 %	8.6 %
Operating Revenue (excl Capital Grants & Contributions)	24,155				

This ratio measures Council's achievement of containing operating expenditure within operating revenue. A positive result indicates a surplus. Operating deficits cannot be sustained in the long term.

Benchmark >0%

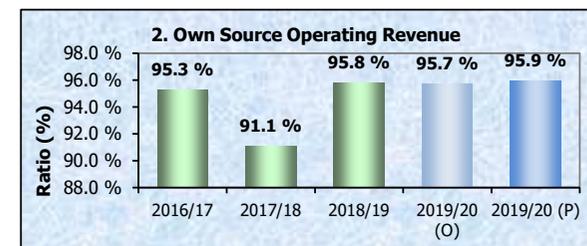


2. Own Source Operating Revenue

<u>Operating Revenue (excl all Grants & Contributions)</u>	<u>23,936</u>	95.9 %	95.7 %	95.8 %	91.1 %
Total Continuing Operating Revenue	24,955				

This ratio measures Council's dependence on external funding sources such as operating grants & contributions.

Benchmark >60%



3. Unrestricted Current Ratio

<u>Current Assets less all External Restrictions</u>	<u>31,859</u>	13.17	13.17	12.87	11.02
Current Liabilities less Specific Purpose Liabilities	2,419				

This measures Council's ability to pay existing liabilities in the next 12 months from unrestricted activities of Council.

Benchmark >1.5x



Goldenfields Water County Council

Quarterly Budget Review Statement
for the period 01/10/19 to 31/12/19

Key Performance Indicators Budget Review Statement - Industry KPI's (OLG)

Budget review for the quarter ended 31 December 2019

(\$000's)	Current Projection		Original Budget 19/20	Actuals Prior Periods	
	Amounts	Indicator		18/19	17/18
	19/20	19/20			
4. Debt Service Cover Ratio					
Operating Result before Capital (excl Interest & Depn)	7631	0.00	0.00	0.00	0.00
Principal Repayments + Borrowing Interest Costs	0				

This ratio measures Council's ability to service debt, including interest and principal payments.
Benchmark >2x



5. Cash Expense Cover Ratio					
Current Year's Cash & Cash Equivalentents (incl. Term Deposits)	52651				
Monthly payments from cash flow of operating and financing activities	1341	39.26	38.23	37.95	39.20
		mths	mths	mths	mths

This liquidity ratio indicates the number of months a Council can continue paying for its immediate expenses without additional cash inflow.
Benchmark >3mths



Goldenfields Water County Council

Quarterly Budget Review Statement
for the period 01/10/19 to 31/12/19

Contracts Budget Review Statement

Budget review for the quarter ended 31 December 2019

Part A - Contracts Listing - contracts entered into during the quarter

Contractor	Contract detail & purpose	Contract Value	Start Date	Duration of Contract	Budgeted (Y/N)	Notes
SMEC Australia Pty Ltd	Oura Treatment Plant and Pump Station High Voltage	\$455,660	24/10/19	1 year	Y	

Notes:

1. Minimum reporting level is 1% of estimated income from continuing operations of Council or \$50,000 - whatever is the lesser.
2. Contracts listed are those entered into during the quarter being reported and exclude contractors on Council's Preferred Supplier list.
3. Contracts for employment are not required to be included.

Goldenfields Water County Council

Quarterly Budget Review Statement
for the period 01/10/19 to 31/12/19

Consultancy & Legal Expenses Budget Review Statement

Consultancy & Legal Expenses Overview

Expense	YTD Expenditure (Actual Dollars)	Budgeted (Y/N)
Consultancies	311,066	Y
Legal Expenses	26,285	Y

Definition of a consultant:

A consultant is a person or organisation engaged under contract on a temporary basis to provide recommendations or high level specialist or professional advice to assist decision making by management. Generally it is the advisory nature of the work that differentiates a consultant from other contractors.

Comments

Expenditure included in the above YTD figure but not budgeted includes:

Details

N/A

GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

DEBT RECOVERY & HARDSHIP POLICY

Report prepared by Corporate Services Manager

COUNCIL OFFICER RECOMMENDATION

That the Board adopts the revised PP016 Debt Recovery & Hardship Policy.

ALIGNMENT WITH BUSINESS ACTIVITY STRATEGIC PLAN

09 Financially Sustainable

BACKGROUND

Council adopted PP016 Debt Recovery & Hardship Policy in February 2017. The policy's purpose being to enable Council to operate a consistent and fair process when recovering outstanding debts and providing assistance to customers suffering genuine financial hardship, ensuring that revenue is managed so that Council continues to be financially sustainable.

REPORT

PP016 Debt Recovery & Hardship Policy has been reviewed to simplify policy wording around the process of debt recovery and the assessment of financial hardship.

Outstanding rates and annual charges have risen over the last several years from 20% to 23%, highlighting the need for Council to renew its focus on recovering overdue debts via a consistent debt recovery process.

The policy encourages owners to contact Council and make payment arrangements where they would otherwise have difficulty meeting their commitments. Debt recovery action is taken as a last resort, where accounts remain outstanding for an extended period of time, no contact has been made to make a payment arrangement or the customer continues to default on payment arrangements.

FINANCIAL IMPACT STATEMENT

The recommendation does not impact on Council's financial position.

ATTACHMENTS: PP016 Debt Recovery & Hardship Policy.

TABLED ITEMS: Nil.



Policy No. PP016

Debt Recovery & Hardship Policy

Debt Recovery & Hardship Policy

1 INFORMATION ABOUT THIS POLICY

POLICY INFORMATION

Date Adopted by Board 23 February 2017	Resolution No. 17/009
Policy Responsibility Corporate Services Manager	
Review Timeframe 4 yearly	
Last Review X/2020	Next Scheduled Review X/2024

DOCUMENT HISTORY

DOCUMENT NO.	DATE AMENDED	SUMMARY OF CHANGES
	02/08/2017	Updated to include the debt recovery process of debt collection through an external party.
	X/2020	Re-write of debt recovery portion of policy to simplify policy requirements, exclude known tenanted properties from restriction as per OLG guidance
	DD/MM/YYYY	

FURTHER DOCUMENT INFORMATION AND RELATIONSHIPS

Related Legislation	NSW Local Government Act 1993, NSW Local Government General Regulation 2005
Related Policies	
Related Procedures, Protocols, Statements and Documents	Debt Recovery Procedure



Debt Recovery & Hardship Policy

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DRAFT

3 PURPOSE

To enable Council to operate a consistent and fair process when recovering outstanding debts and providing assistance to customers suffering genuine financial hardship, ensuring that revenue is managed so that Council continues to be financially sustainable.

4 SCOPE

This Policy applies to all customers of Council.

5 WATER ACCOUNTS

Goldenfields Water issues water accounts to property owners, unless previously arranged by the owner that the accounts should be issued to a property manager or tenants.

Payment of the water accounts is due twenty one (21) days from the date of issue.

5.1 Overdue Water Accounts

Goldenfields Water follows a process when water accounts are overdue and the property owner either has not made contact or has defaulted on a payment arrangement:

1. If a water account has not been paid by the due date, a **Final Notice** is sent
2. If the water account remains unpaid, an onsite visit by an authorised Officer of Council will issue a **Pending Flow Restrictor/Disconnection Notice**.
3. Water supply will be restricted or disconnected by Goldenfields Water staff, and a **Notice of Restriction or Disconnection** card will be left at the property.
 - *Vacant properties will be disconnected and left a Disconnection Notice.
 - *Disconnection is at Goldenfields discretion and may be used in situations including but limited to meter tampering, unauthorised removal or damage to a restrictor.
4. If the bills remain unpaid, details of the outstanding debt will be provided to Goldenfields Water's external debt collection agency whereby the commencement of legal action may result in further charges being added to the customer's account.

5.2 Interest Charged on Overdue Water Accounts

Interest accrues on a daily basis in accordance with Section 566 of the Local Government Act 1993 on rates and charges that remain unpaid after they become due and payable. The maximum rate of interest is that set by the NSW Office of Local Government.

5.3 Intention to Restrict / Disconnect Supply

Council reserves the right to instigate restriction / disconnection of water supply at any stage of the debt recovery process.

Council will only restrict or disconnect the water supply to a property as a last resort when water accounts are outstanding for an extended period of time, the customer continues to default on payment arrangements, or no contact has been made to organise a payment arrangement.

Council will give reasonable warning prior to restriction or disconnection, and will leave a Notice of Restriction or Disconnection card at the property when the restriction or disconnection has taken place.

Debt Recovery & Hardship Policy

Restriction/Disconnection will be undertaken Monday to Thursday, and devices will not be removed outside of business hours.

5.4 Avoiding Restriction / Disconnection of Supply

Council will not restrict or disconnect if a customer:

- If the property is known to be tenanted
- Agrees to a payment plan, and meets the commitments of that plan when they are due
- Is arranging payment for overdue bills in conjunction with Council staff
- Has an existing or outstanding billing complaint with Council

5.5 Restoring Water Supply

Council will restore the water supply when:

- The outstanding debt is paid in full, including reconnection fees as outlined in the current Schedule of Fees and Charges
- A decision is made to restore the water supply on compassionate or other reasons, or at Councils discretion

5.6 Legal Action

Where outstanding accounts are not paid, Council may initiate legal action against the property owner with an external debt recovery agency, the cost of which will be added to the customer's water account in accordance with the appropriate legislation.

6 FINANCIAL HARDSHIP

6.1 Conditions

The following conditions apply to all applications under this policy:

- That the property for which the hardship application applies is the principal place of residence or occupancy of the applicant.
- That the actual hardship exists (examples are provided below).
- That water charges payable must be more than 10% of the gross income (net of pensioner concession) of the property owner for requests to waive interest.
- That a mutually accepted repayment schedule is entered into, which takes into account future charges levied against the property, and is for a period not exceeding two years, to be reviewed after 12 months. Where a customer defaults on an approved arrangement, recovery action will recommence.
- In special circumstances, interest charges may be suspended until overdue amounts are repaid.
- If a property has already been restricted prior to Hardship Application, a larger sized flow restriction device may be installed until the account has been paid in full.

Examples

Following are examples, provided as a non-exhaustive guide of what may be considered genuine financial hardship under this policy:

- Loss of employment: resulting in a loss of income.
- Death, terminal illness or injury: resulting in a loss of income. Evidenced by medical certificate and proof of loss of income are required.
- Natural disaster: causing loss of income.



Debt Recovery & Hardship Policy

6.2 Review Procedures

All applicants must complete the attached "Application for Financial Hardship" form. All applications are reviewed by the Administration Coordinator and approved by the Corporate Services Manager.

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Debt Recovery & Hardship Policy

7 ANNEXURE 1 – APPLICATION FOR FINANCIAL HARDSHIP

I, of.....

Apply for hardship relief on the following grounds:

1. Cause of financial hardship:

.....
.....
.....
.....

2. How long have you been in hardship:.....

3. Do you receive any pensions or benefits: Yes No

4. Is this property your principal place of residence? Yes No

5. Do you rent the property? Yes No

6. How many people live at the property?

Self Spouse / Defacto Others (Specify)

Relatives Children (please note ages):

7. Do you own or have an interest in any other land or buildings? Yes No

If "Yes", state address:

8. Proposed Payment Arrangement:

Amount: \$..... Weekly Fortnightly Monthly

I declare that the information provided in this application is true and correct:

Signature: Date:.....

PRIVACY:

Information contained in this application will be treated as private and confidential, used only for the purpose of assessing eligibility under the Hardship Policy.

GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

CORPORATE CREDIT CARD POLICY

Report prepared by Corporate Services Manager

COUNCIL OFFICER RECOMMENDATION

That the Board adopts the revised PP030 Corporate Credit Card Policy.

ALIGNMENT WITH BUSINESS ACTIVITY STRATEGIC PLAN

09 Financially Sustainable

BACKGROUND

Council adopted PP030 Corporate Credit Card Policy in December 2018. The policy's purpose being to ensure clear and effective controls and procedures are in place for corporate credit cards.

REPORT

Corporate credit cards are often the subject of scrutiny during both internal and external audits due to the instantaneous nature of purchase and payment, as well as the recent focus on inappropriate credit card use at other Councils.

PP030 Corporate Credit Card Policy has been reviewed to provide more prescriptive guidelines. Most staff hold a Corporate Credit Card. As such, further detail has been added to clarify Council expectations of the credit card facility and to ensure staff use of corporate credit cards is transparent and appropriate for Council business.

The aim of this policy is to ensure:

- Transparency in the use of Councils Corporate Credit Cards
- Council's resources are managed with integrity and diligence
- Statutory requirements are fulfilled
- Accountability when using Corporate Credit Cards, including only for legitimate Council business
- Improve efficiency in purchasing processes

FINANCIAL IMPACT STATEMENT

The recommendation does not impact on Council's financial position.

ATTACHMENTS: PP030 Corporate Credit Card Policy.

TABLED ITEMS: Nil.



Policy No. P030

Corporate Credit Card Policy



Corporate Credit Card Policy

1 INFORMATION ABOUT THIS POLICY

POLICY INFORMATION

Date Adopted by Board 21 December 2018	Resolution No. 18/117
Policy Responsibility Corporate Services Manager	
Review Timeframe 4 Yearly (Once Per Council Term)	
Last Review	Next Scheduled Review K/2024

DOCUMENT HISTORY

DOCUMENT NO.	DATE AMENDED	SUMMARY OF CHANGES
	K/2020	Rewrite of policy including more detail of requirements
	DD/MM/YYYY	

FURTHER DOCUMENT INFORMATION AND RELATIONSHIPS

Related Legislation	Local Government Act 1993 Local Government General Regulation 2005
Related Policies	PP031 Code of Conduct PP001 Procurement of Goods, Services and Materials Policy
Related Procedures, Protocols, Statements and Documents	P003 Procurement and Disposal of Goods, Services and Materials Procedure P011 Corporate Credit Card Procedure



Corporate Credit Card Policy

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Corporate Credit Card Policy

3 PURPOSE

To ensure that effective controls and procedures are in place with respect to the use of Goldenfields Water Corporate Credit Cards.

4 OBJECTIVES

The aim of this policy is to ensure:

- Transparency in the use of Councils Corporate Credit Cards
- Council's resources are managed with integrity and diligence
- Statutory requirements are fulfilled
- Accountability when using Corporate Credit Cards, including only for legitimate Council business
- Improve efficiency in purchasing processes

5 SCOPE

This policy applies to all staff who are issued with a credit card and supervisors of those staff in ensuring adherence to the policy and associated procedure.

6 USE OF CORPORATE CREDIT CARDS

Council recognises that purchasing by Corporate Credit Card is an acceptable and efficient method of conducting Council business for low value goods and materials, where access to normal creditor payments is not available or where immediate payment of a creditor invoice is required. Items that are able to be purchased via a Council order should not be purchased on a Corporate Credit Card.

6.1 Credit Card Eligibility

Corporate credit cards may be issued to staff who:

- Have General Manager approval;
- Have approved financial delegation;
- Have a demonstrated need to purchase low value goods and services; and
- Accept the policy and procedure conditions of holding a corporate credit card.

6.2 Cardholder Responsibilities

Staff issued with a corporate credit card must comply with the following conditions:

- All purchases must be for legitimate business purposes, in accordance with policies and procedures.
- Personal use is not approved. In exceptional circumstances where personal expenditure cannot be avoided, these transactions must be repaid within two weeks and highlighted on the monthly reconciliation as being private and repaid.
- Tax invoices must be obtained at the time of purchase for reconciliation purposes.
- The card must be maintained in a secure manner and guarded against improper use.
- Credit limits must not be exceeded.
- All credit card transactions must be reconciled within two weeks of the statement being issued.

Corporate Credit Card Policy

- Corporate credit cards must be returned to the Corporate Services Manager upon resignation from employment with full acquittal of expenditure.
- Lost, stolen or damaged cards must be immediately reported to the Finance department to ensure the bank is notified as soon as possible.
- Disputed amounts on the monthly statement are to be reported to the Finance department.
- Meals purchased on credit card must be identified on the monthly reconciliation form, with details of the number of meals purchased and the number of staff in attendance.
- Purchases must not be split into multiple transactions to circumvent purchase limits.
- Before taking extended leave, the cardholder must provide their supervisor with invoices and details of purchases.
- Cardholder responsibilities as outlined by the card provider in documentation provided at the time of card issue.

6.3 What Corporate Credit Cards Must Not Be Used For

- Personal transactions
- Gaining personal reward points, store loyalty, frequent flyer, fuel benefits / discounts or any other personal benefit offered as a result of a Corporate Credit Card transaction or purchase
- Payment of utility accounts (electricity, gas, water)
- Payment of phone / mobile phone accounts
- Purchases where commitment costing is required
- Purchases of assets
- Purchases of fuel where a fuel card could be used
- Purchase of power tools or small plant (unless approved by Manager)
- Cash advances (facility is blocked on the credit card)
- IT Software must first be approved by the ICT Coordinator to ensure compatibility with existing IT infrastructure

Non-compliance with this policy, improper or unauthorised use of a Corporate Credit Card may result in the cardholder being responsible for expenditure incurred on the card, use of the card being terminated, legal or disciplinary action.

6.4 Monitoring Corporate Credit Use

Supervisors are to review their staff's compliance with this policy on a monthly basis as part of the reconciliation process, to ensure all documentation is complete and reasonable. Where expenditure does not appear to be fair and reasonable, the matter should be referred to the General Manager for a decision.

Quarterly reviews of expenditure shall be undertaken by the Accountant to ensure documentation is complete and purchases are being made in accordance with Council Policy and Procedure.



Corporate Credit Card Policy

APPENDIX 1

GOLDENFIELDS WATER CORPORATE CREDIT CARD AGREEMENT

I acknowledge and accept the conditions of use of a Corporate Credit Card as detailed within the Goldenfields Water Corporate Credit Card Policy and Procedure.

Monthly Limit: \$ _____

Card Holder Name: _____

Signature: _____

Date: / /

Name of Manager: _____

Signature of Manager: _____

Date: / /

General Manager: Approved YES / NO

Name of General Manager: _____

Signature of General Manager: _____

Date: / /

GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

WATER PRODUCTION REPORT

Report prepared by Production and Services Manager

COUNCIL OFFICER RECOMMENDATION

That the Water Production Report be received and noted.

ALIGNMENT WITH BUSINESS ACTIVITY STRATEGIC PLAN

03 Strategic Water Management

BACKGROUND

Goldenfields Water provides the essential water requirements of about 40,000 people spread over an area in excess of 20,000 square kilometres between the Lachlan & Murrumbidgee Rivers in the South West of NSW.

Goldenfields Waters' supply system consists of five separate water schemes, Jugiong, Oura, Mt Arthur, Mt Daylight and Hylands Bridge. Goldenfields Water carries out water supply functions within the Local Government areas of Bland, Coolamon, Cootamundra, Hilltops, Junee, Temora, and parts of Narrandera and Wagga Wagga.

Hilltops Shire Council, Cootamundra Gundagai Shire Council and Riverina Water County Council are retailers, who purchase bulk water from Goldenfields and supply the water to retail customers in their respective local government areas.

REPORT

Jugiong drinking Water Scheme

The Jugiong drinking water scheme sources water from the Murrumbidgee River and has an extraction licence entitlement of 5590ML per annum. Water from the Murrumbidgee River is treated through a 40ML/day, conventional Water Treatment Plant that consists of: Coagulation, Flocculation, Clarification, Filtration, Disinfection and Fluoridation.

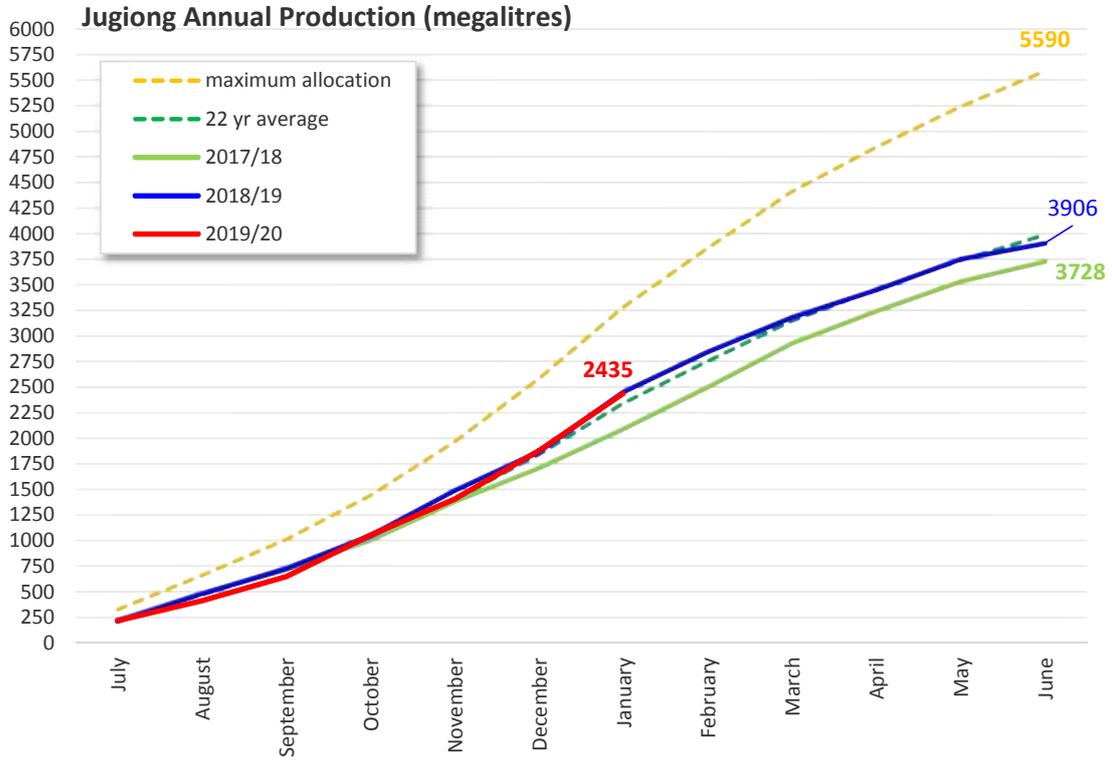
The Jugiong Scheme has 14 sets of reservoirs and 8 pumping stations. The Jugiong Scheme supplies bulk water to the Hilltops and Cootamundra-Gundagai Regional Councils for supply to the townships of Cootamundra, Harden and Young with a population of approximately 6800, 2200 and 8000 respectively.

Goldenfields Water also provides additional retail supply to approximately 600 customers in the villages of Stockinbingal, Wallendbeen and Springdale.

GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

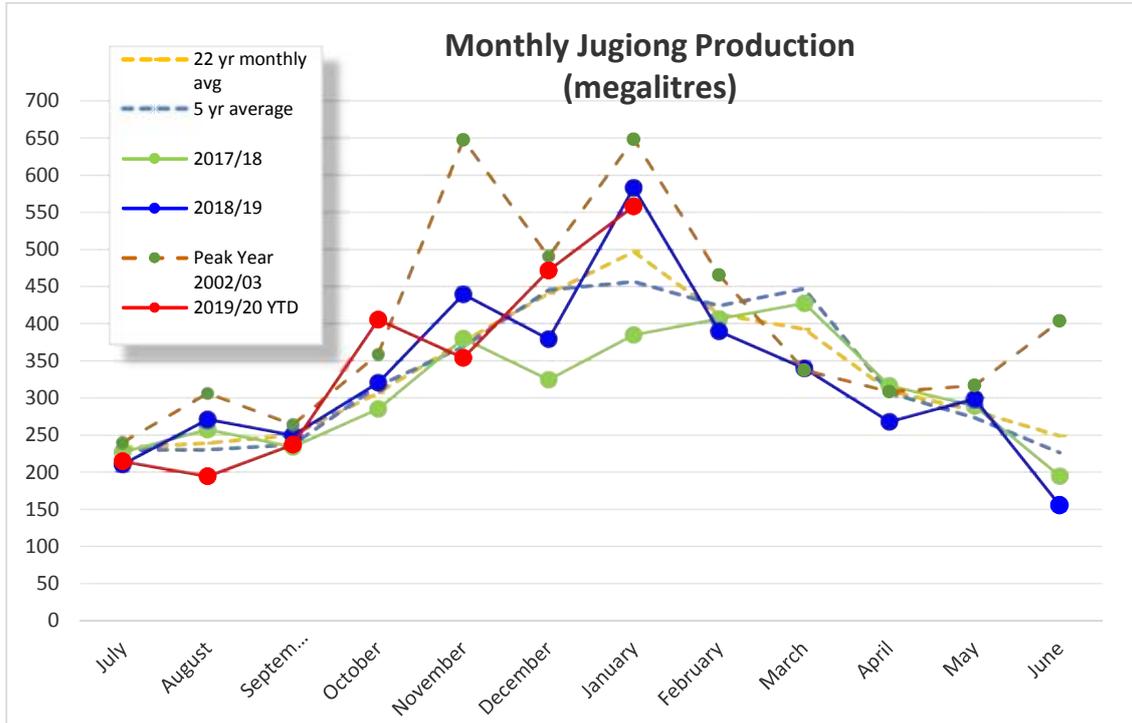
Jugiong annual water production is trending in a similar fashion to previous years.

For the period to the end of January 2020. Water production was 2435 ML, this is trending in a similar fashion to the same period last year. Water production for the period up to the end of January 2019 was 2454ML a reduction of 19ML as compared to the same period last year.



GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

Jugiong monthly water production for December 2019 was 472ML and January 2020 was 558 ML. As can be seen below the monthly water production is increasing with the hotter weather.



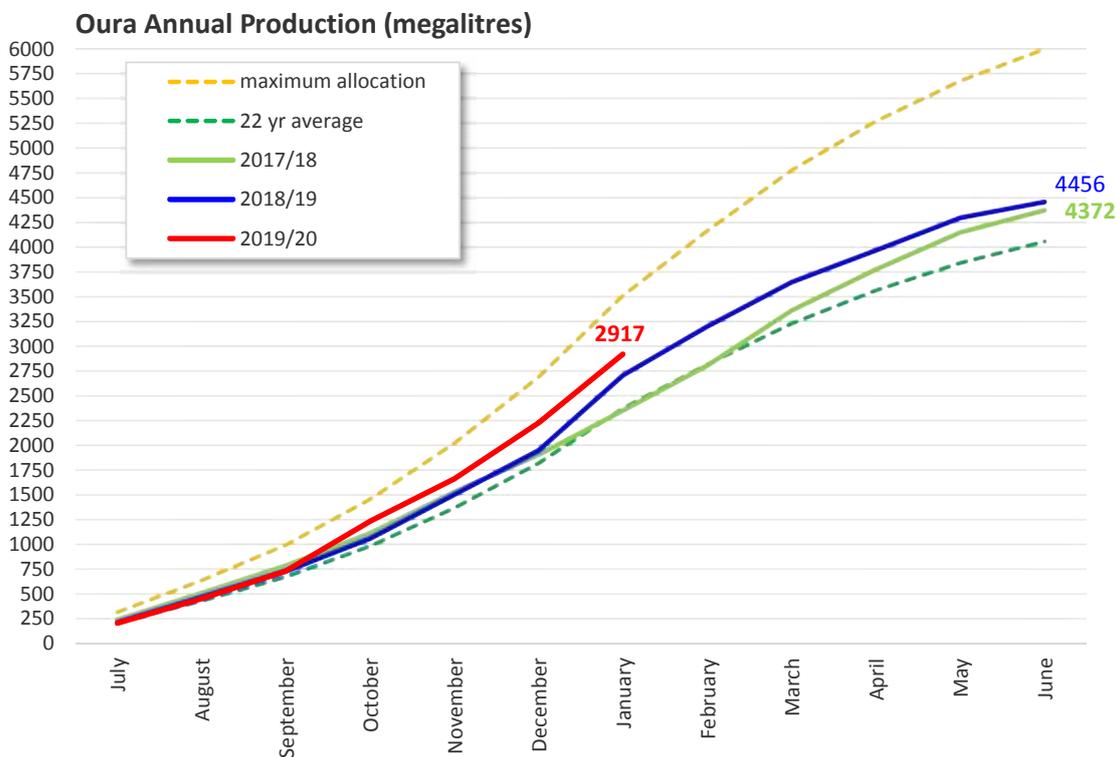
GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

Oura Drinking Water Scheme

The water source at Oura is the Murrumbidgee inland alluvial aquifer, this water is extracted from 3 bores namely: Bores 3, 4 and 6. The raw water then goes through a treatment process at the Oura Water Treatment Plant that includes Aeration, Disinfection and Fluoridation.

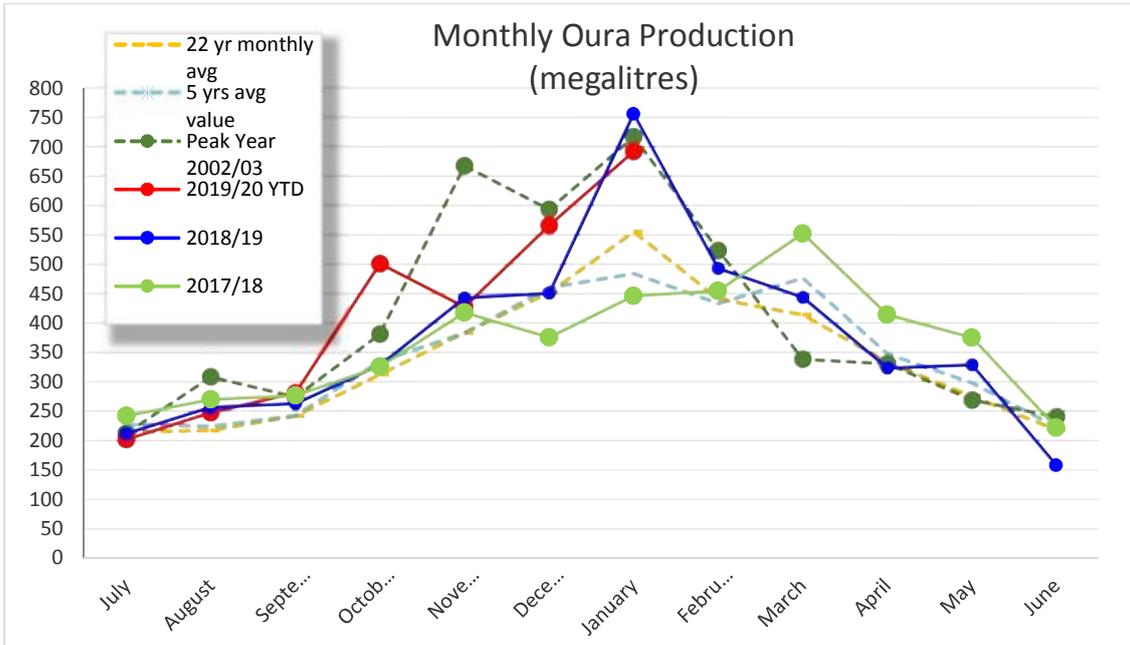
The Oura scheme has 33 sets of reservoirs and 19 pumping stations, produces drinking water for approximately 14,600 people in the Bland, Coolamon, Junee, Narrandera and Temora Shires. The Oura scheme can also supply water to the Northern side of the rural area of Wagga Wagga City when required.

For the period to the end of January 2020. Water production from the Oura bores was 2917 ML, this is trending in a very similar fashion compared to the same period last year. Water production for the period up to the end of January 2019 was 2709ML. Therefore to the end of January 2020 an increase of 208ML has been extracted as compared to the same period last year.



GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

Oura production for December 2019 was 566ML, and January 2020 was 692ML. A total of 1258 ML for this period. As can be seen also trending upwards as the weather becomes warmer.



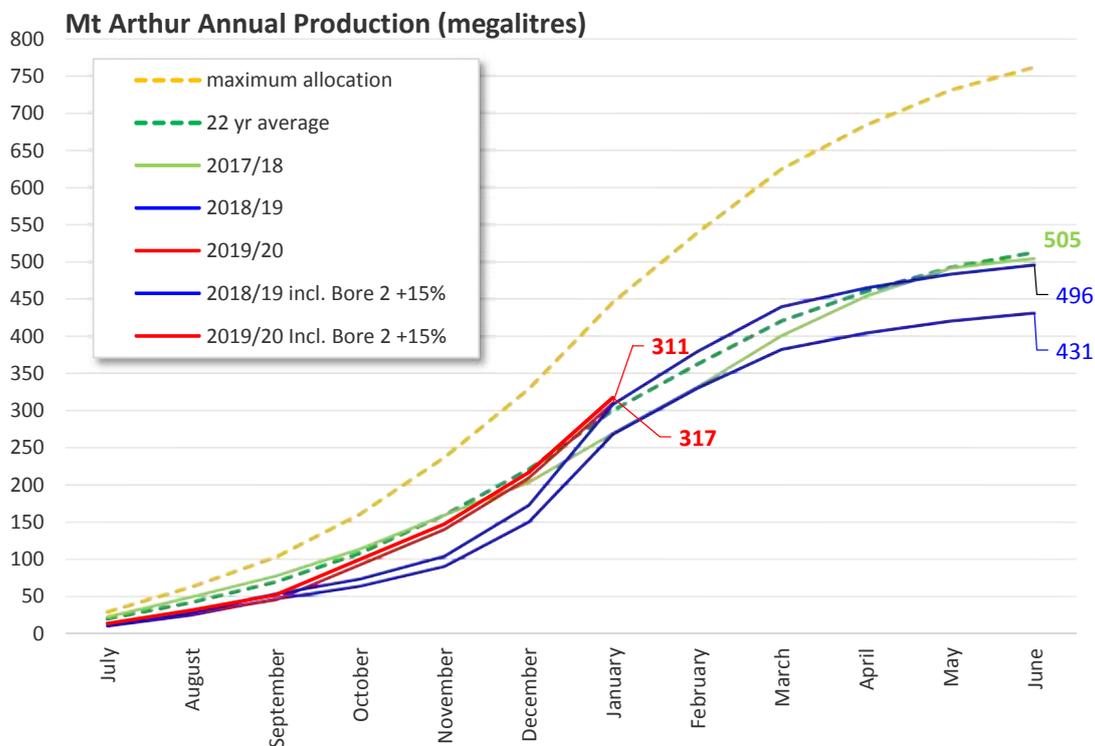
GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

Mount Arthur Drinking Water Scheme

The Mount Arthur Water Source is from the Lachlan Fold belt Aquifer System. The water is extracted via two bores, bores 1 and 2 located in the Wagga Wagga City Council area South of Matong. The water is disinfected before distribution through 9 sets of reservoirs supplying approximately 2400 people with water in the Coolamon shire.

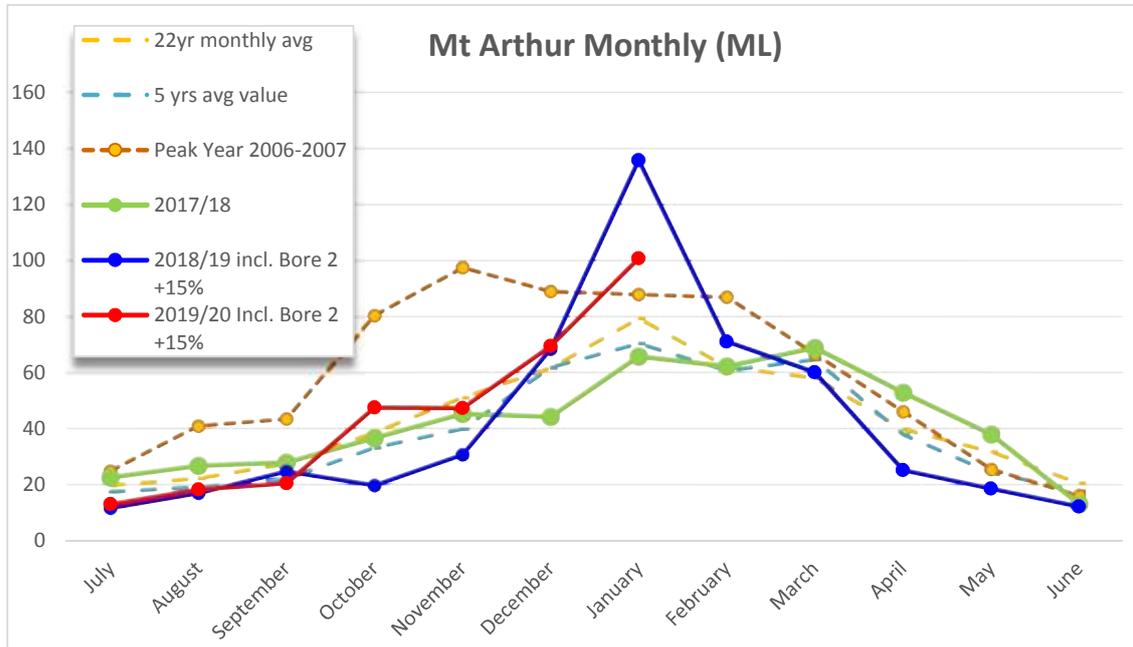
It should be noted that Staff have recognised that Bore 2 flow meter appears to be reading lower than expected. Initial investigations have identified that there is a potential decrease of 9l/s when compared to a portable ultrasonic meter that was utilised to validate flows. This means that there is an estimated 15% potential variation of production in Bore 2. The below graphs have included the differences in production for the same year as a comparison to previous year’s production. The replacement of a new production meter and new pipeline arrangement will commence in the 2019/20 financial year. (These works have now been completed and actual meter reads will be reported from February 2020, removing the need to report meter reads +15%, as has been recently reported).

For the period to the end of January 2020, 317ML of water has been extracted from the Mt Arthur Bores this is higher than for the same period to the end of January 2019 (268ML). An increase of 49ML. As can be seen trending in a similar fashion to previous years.



GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

With the 15% variation Mount Arthur monthly water production for December 2019 was 69.53ML and January 2020 was 100.85ML. Similarly Mt. Arthur monthly production is trending upwards heading into the warmer months.

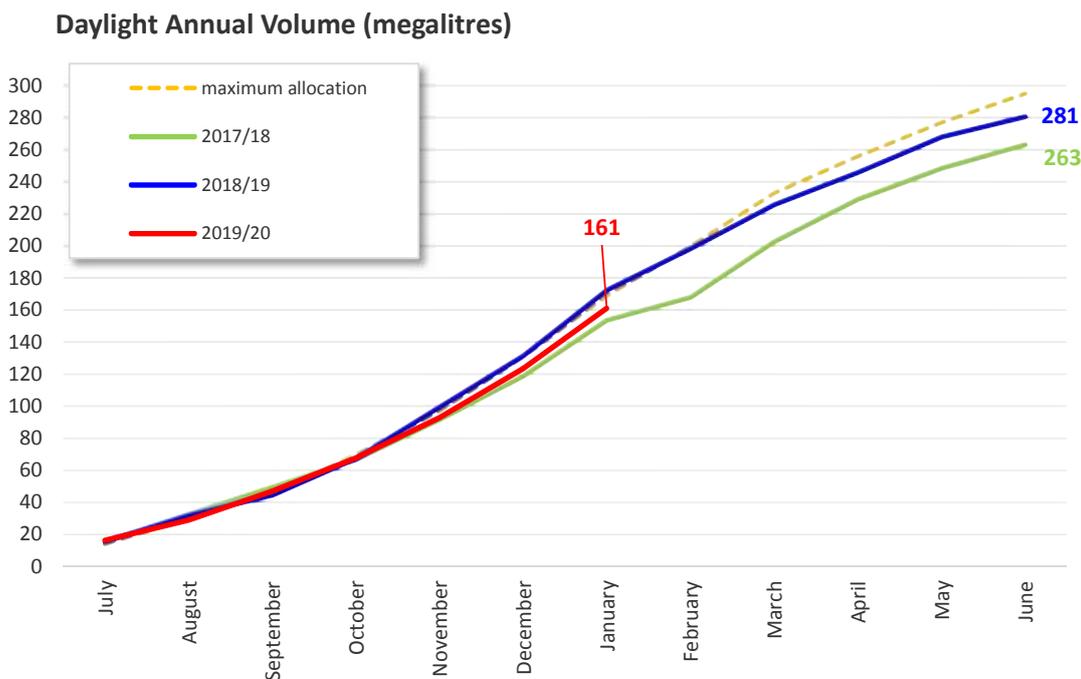


GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

Mount Daylight Drinking Water Scheme

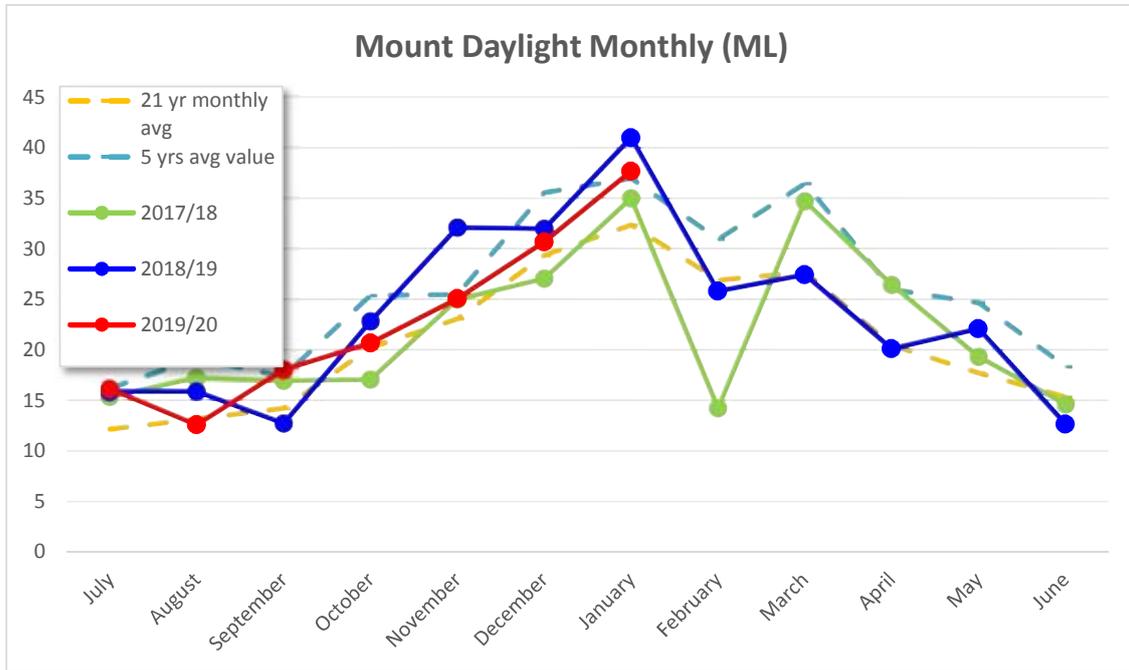
The Mount Daylight water source is from the Lower Lachlan alluvium aquifer. The Mount Daylight bores are jointly operated with Carathool Shire Council. Carathool Shire Council is responsible for bore management. There are 7 sets of reservoirs in the Mt Daylight scheme. Mt Daylight supplies water to approximately 125 people in the villages of Naradhan Weethalle and Tallimba in the Bland Shire Council

For the period to the end of January 2020, 161ML of water has been extracted from the Mt Daylight Bores. This is lower than the same period to the end of January 2019(172.5 ML). Indicating a decrease of 11.5ML for the same period in 2018/19.



GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

Mount Daylight monthly water production for December 2019 was 31ML and for January 2020 was 38ML. Water production from the Mt Daylight Bores is trending upwards heading into the warmer months.

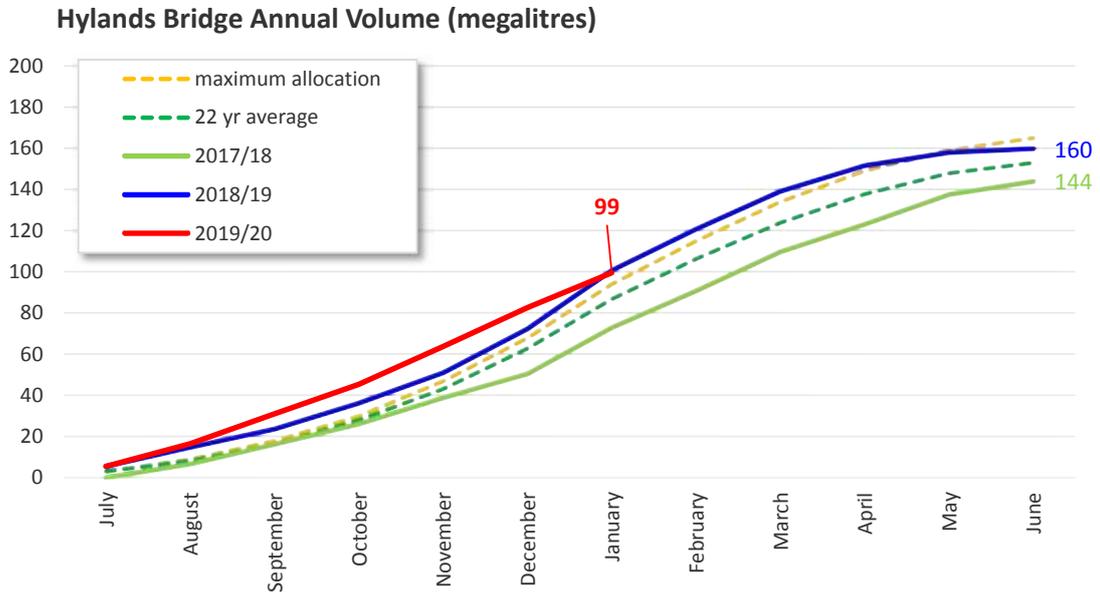


GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

Hylands Bridge - Non Potable

Hylands Bridge supplies Non Potable water to Barellan and Binya.

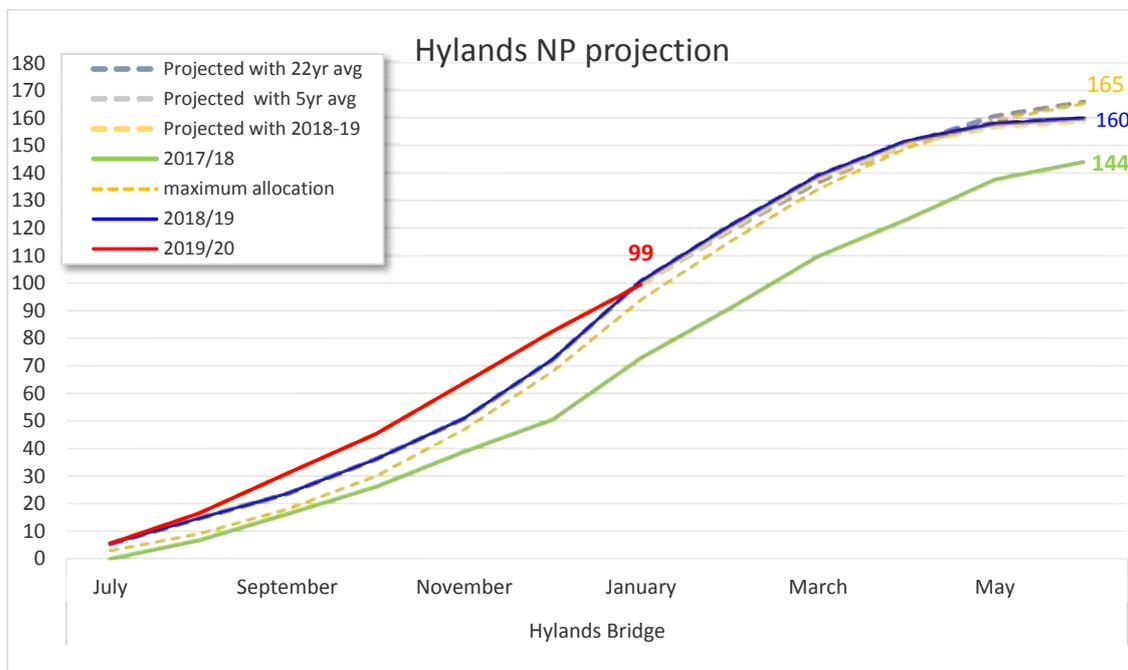
For the period to the end of January 2020, 99ML of water has been extracted from Hylands Bridge scheme, this is a decrease for the same period to the end of January 2019 (101ML). A decrease in production of 2ML compared to the same period last year.



GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

Hylands Bridge Projections are as per the graph below.

For the period to the end of January 2020, water production from the Hylands Bridge scheme is 99ML this is 2ML less than for the same period last year.



FINANCIAL IMPACT STATEMENT

The recommendation does not impact on Council’s financial position.

ATTACHMENTS: Nil.

TABLED ITEMS: Nil.

GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

CRITICAL VALVE REPLACEMENT

Report prepared by Production & Services Manager

COUNCIL OFFICER RECOMMENDATION

That the Board;

1. Note the information within the report and the proposed Critical Valve Replacement Project required within the 2020/21 financial year
2. Approve the General Manager or his delegate to commence procurement of specialist services within the current financial year
3. Approve the General Manager or his delegate to commence the purchase of materials within the current financial year up to a value of \$250,000

ALIGNMENT WITH BUSINESS ACTIVITY STRATEGIC PLAN

01 Excellence in Service Provision

BACKGROUND

Staff have investigated priority sites for major renewal projects in the coming years and established any risks in terms of scheduling these works.

REPORT

Upon completion of site investigations at a number of Councils major asset facilities, staff have identified a significant risk of critical valve failures. These valves have been deemed as critical due to their size, complexity, manufacturing lead times and replacement difficulties associated with the specific localities and sites.

The current risks associated with these specific valves are significant. This was reinforced during the December peak period where staff were unable to isolate a pump station to undertake preventative maintenance works.

Failure of staff to isolate major sites for critical maintenance activities or during serious asset failures, could cause catastrophic impacts on Goldenfields Waters reputation, in terms of failure to provide water for significant periods of time.

Staff have identified around 20 major valves that require immediate attention with an estimated \$1.2m in total replacement costs which is proposed for the 2020/21 financial year delivery program. A majority of these costs are associated with customised valves being manufactured with significant lead times and significant resourcing requirements to undertake major bypasses and/or outages. These valves range between 250mm and 600mm in size with significant pressure ratings (PN35).

Staff have roughly estimated the purchase of the critical valves at around \$250,000; however a more accurate reflection of costs will be determined upon seeking quotations from a number of suppliers for manufacturing these custom materials.

These works can only be undertaken within the low demand period between May and September and thus the reason for this report to request the early commencement of the materials purchase and tendering phase for the engagement of specialist contractors before the new financial year.

GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

FINANCIAL IMPACT STATEMENT

The recommendation requires an additional \$250,000 to be created within the current financial year.

ATTACHMENTS: Nil

TABLED ITEMS: Nil.

GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

WATER SERVICE CONNECTION POLICY

Report prepared by Engineering Manager

COUNCIL OFFICER RECOMMENDATION

That the Board adopts the revised PP007 Water Service Connection Policy

ALIGNMENT WITH BUSINESS ACTIVITY STRATEGIC PLAN

07 Efficient Operations

BACKGROUND

At the December 2019 Council meeting a Business Paper was put forward to update clause 6.2.1 in the PP007 Water Service Connection Policy. The clause is regarding Non Residential Rural Connections namely to include the requirement for applicants to apply for, and then supply to Goldenfields Water, approval(s) for their private infrastructure passing through Road Reserves and or Rail Corridors.

The Board requested a review of the requirement “Connection will only be provided if suitable rural infrastructure is within 2km of the property boundary to be connected. Non-residential rural properties cannot be connected to urban infrastructure.

Pressures at connections located on GWCC trunk mains may vary depending on changes in operation, changes to infrastructure, during high demand periods or otherwise. The 2km restriction was implemented to minimise the impact that small changes in pressure within the GWCC trunk main may have on pressures and flows experienced in private infrastructure located at a significant distance from the trunk main. The 2km restriction was implemented as part of lessons learnt from past occurrences where connection had been granted at greater distances.

GWCC frequently incurs queries and complaints from rural properties with connections located on trunk mains in regards to both low pressures resulting in low flows achieved and high pressures resulting in impacts to private infrastructure.

Other water utilities have been known to manage the risks associated with connections on trunk mains by requiring the applicant to enter into a legally binding agreement that absolves the water utility of responsibility beyond the connection point.

REPORT

Council officers propose to remove the 2km restriction and allow for all connections to be assessed on a case by case basis. All new connections will be required to enter into a legally binding agreement before being approved.

The proposed clause is:

Non Residential Rural Connection

1. Applications for non-residential rural will be assessed on a case by case basis and charged in accordance with GWCC fees and charges policy.
2. The applicant will be required to enter into a legally binding agreement which sets out the general conditions for the connection.

GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

3. The applicant will be required to store a minimum 3 day average water requirements or 20,000 litres whichever is greater.
4. Backflow prevention containment device must be fitted at the meter, in accordance with GWCC's Backflow Prevention Policy.
5. Non-residential rural properties cannot be connected to urban infrastructure.
6. The connection will be supplied directly above a suitable GWCC water main.
7. It will remain the applicant's responsibility to augment from the connection.
8. If applicant's water infrastructure is intended to pass through any Road Reserve or Rail Corridor, the applicant is required to arrange their own approval(s) which must be provided.
9. If applicant's water infrastructure is intended to pass through neighbouring properties, the applicant must obtain a signed consent from the neighbouring property owner(s) and provide a copy to GWCC.*

*Note: GWCC recommends the applicant seek an easement to prevent future issues if the neighbouring property is sold. GWCC will take no responsibility for and have no involvement in matters relating to landowner consent.

FINANCIAL IMPACT STATEMENT

The recommendation does not impact on Council's financial position.

ATTACHMENTS: Draft PP007 Water Service Connection Policy

TABLED ITEMS: Nil



Policy No. PP007

Water Service Connection Policy

Water Service Connection Policy

1 INFORMATION ABOUT THIS POLICY

POLICY INFORMATION

Date Adopted by Board 25 August 2016	Resolution No. 16/084
Policy Responsibility General Manager	
Review Timeframe 4 yearly	
Last Review 13/12/2019	Next Scheduled Review December 2023

DOCUMENT HISTORY

DOCUMENT NO.	DATE AMENDED	SUMMARY OF CHANGES
	21/12/2018	6.2.4 Service Connections to be served directly from GWCC water mains 6.2.5 Service Connection to Multiple Residential Units
	13/12/2019	6.2.1 Non Residential Rural Connection addition of approval for private infrastructure in Road Reserves and Rail Corridors. Reformatting of existing clauses.
	February 2020	6.2.1 Removal of 2km limit for connections. Added clause requiring applicant to enter into legally binding agreement.

FURTHER DOCUMENT INFORMATION AND RELATIONSHIPS

Related Legislation	Local Government Act 1993 NSW Local Government (General) Regulation 2005
Related Policies	Backflow Prevention Policy Developer Charges Policy Drinking Water Management System
Related Procedures, Protocols, Statements and Documents	



Water Service Connection Policy

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DRAFT

3 PURPOSE

To ensure all connections to the Goldenfields Water County Council (GWCC) water supply network conform to requirements and that property owner's responsibilities are clearly defined.

4 SCOPE

This policy applies to all new water service connections.

5 DEFINITIONS

Service Connection – The point of connection between the customer's internal plumbing and the GWCC water supply network separated by a water meter.

Equivalent Tenement - The demand or loading a development will have on infrastructure in terms of the water consumption for an average residential dwelling or house.

Residential Service Connection – A connection made to GWCC's urban infrastructure which is serviced by a reservoir via a distribution network and the main use is for residential accommodation (but not a hotel, motel, guest house, boarding house, lodging house, or nursing home). The connection is based on an equivalent tenement of 250 kl pa.

Non-Residential Rural Service Connection – A connection made to GWCC's rural infrastructure which is located outside the urbanised areas and is serviced directly from the water main and the water is used for stock and domestic requirements. The connection is based on an equivalent tenement of 250 kl pa.

Non Residential Other Service Connection – A connection made to GWCC's urban or rural infrastructure for the purpose of supplying water to commercial/industrial business, community holdings, and other remote and direct connections to mains outside of urbanised areas where there is no commercial rural activity.

Non-Residential High Volume Monthly Service Connection - A connection made to GWCC's urban or rural infrastructure for the purpose of supplying water to commercial / industrial business, community holdings, and institutions with usage of 50,000kl pa and above.

Fire Service Connection – A connection made to GWCC's urban or rural infrastructure that is connected solely to firefighting apparatus i.e. fire hydrants, fire hose reels, water storage tanks dedicated to fighting fires, and fire sprinkler systems.

Backflow – The unplanned reverse flow of water or mixtures of water and contaminants into the reticulated water supply system.

Backflow Prevention Containment Device – A device fitted at the property boundary to prevent the reverse flow of potentially polluted water into the drinking water system.

6 POLICY

A connection will be supplied subject to the following conditions

6.1 General Conditions

1. An application is made and all application fees paid.
2. Investigations show there is infrastructure in the area and it is adequate to support the connection*.
3. Infrastructure charges have been paid in accordance with the Current GWCC Operational Plan.
4. Suitable backflow prevention containment device is fitted.

*GWCC may allow developers or property owners (at their own cost) to extend or upgrade infrastructure to allow connection(s).

6.2 Special Conditions

6.2.1 Non Residential Rural Connection

1. Applications for non-residential rural will be assessed on a case by case basis and charged in accordance with GWCC fees and charges policy.
2. The applicant will be required to enter into a legally binding agreement which sets out the general conditions for the connection.
3. The applicant will be required to store a minimum 3 day average water requirements or 20,000 litres whichever is greater.
4. Backflow prevention containment device must be fitted at the meter, in accordance with GWCC's Backflow Prevention Policy.
5. Non-residential rural properties cannot be connected to urban infrastructure.
6. The connection will be supplied directly above a suitable GWCC water main.
7. It will remain the applicant's responsibility to augment from the connection.
8. If applicant's water infrastructure is intended to pass through any Road Reserve or Rail Corridor, the applicant is required to arrange their own approval(s) which must be provided.
9. If applicant's water infrastructure is intended to pass through neighbouring properties, the applicant must obtain a signed consent from the neighbouring property owner(s) and provide a copy to GWCC.*

*Note: GWCC recommends the applicant seek an easement to prevent future issues if the neighbouring property is sold. GWCC will take no responsibility for and have no involvement in matters relating to landowner consent.

6.2.2 Non Residential Other/Non Residential High Volume Monthly

1. Infrastructure charges will be calculated based on anticipated number of equivalent tenements.
2. A backflow rating will be given based on intended activities carried out within the property boundary

6.2.3 Fire Service Connection

1. Storage tanks meeting the requirements of AS 2304-2011 must be installed

Water Service Connection Policy

2. Connections will be fitted with a double detector check valve and bypass meter
3. If GWCC suspects the fire service is being used for any other purposes the appropriate usage charge will be forwarded to the client.

6.2.4 Service Connections to be served directly from GWCC Water Main

1. All new water service connections are to be served directly from a GWCC water main as set out in the current Plumbing Code.
2. The cost of any water main extension required to enable compliance to **6.2.4.1** is to be met by the applicant.
3. Reasonable and cost-effective opportunities are to be taken to eliminate outdated metering and service arrangements within GWCC supply area.

6.2.5 Service Connection for Multiple Residential Units

1. Where it is impracticable, to lay multiple Service Connections to individual residential dwellings within Strata, Neighbourhood, Community or like development, GWCC at its sole discretion, may permit larger metered service connection(s) to be installed at the property boundary to supply more than one dwelling.
2. The applicant is to propose the property boundary service size for GWCC's approval.
3. In all cases, the owner / body corporate will remain responsible for all internal property plumbing required beyond the property boundary water meter(s).
4. The applicant is to accommodate (at their own expense) provision for a standard 20mm GWCC meter to each individual dwelling.
5. GWCC will be responsible for all water meters.
6. Internal firefighting requirements are to be addressed separately.
7. Backflow requirements will be assessed on an individual development basis. As a minimum each property boundary meter requires a separate dual check valve.

GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

BACKFLOW PREVENTION POLICY

Report prepared by Engineering Manager

COUNCIL OFFICER RECOMMENDATION

That the Board adopts the revised Backflow Prevention Policy.

ALIGNMENT WITH BUSINESS ACTIVITY STRATEGIC PLAN

07 Efficient Operations

BACKGROUND

The current PP006 Backflow Prevention Policy and PP007 Water Service Connection Policy refer to backflow devices being installed “at or near the property boundary”.

REPORT

Backflow prevention devices are installed as part of the connection meter assembly. The Water Service Connection Policy allows for non residential rural connections to be supplied directly above a suitable GWCC water main.

The location of these connections are not necessarily at or near the property boundary. Therefore, it is proposed to change the wording to “Properties with a medium or high hazard risk rating must have a testable backflow prevention device installed at the meter.”

FINANCIAL IMPACT STATEMENT

The recommendation does not impact on Council’s financial position.

ATTACHMENTS: Draft PP006 Backflow Prevention Policy

TABLED ITEMS: Nil



Policy No. PP006

Backflow Prevention Policy



Backflow Prevention Policy

1 INFORMATION ABOUT THIS POLICY

POLICY INFORMATION

Date Adopted by Board 25 August 2016	Resolution No. 16/082, 19/094
Policy Responsibility General Manager	
Review Timeframe 4 yearly	
Last Review 2019	Next Scheduled Review August 2024

DOCUMENT HISTORY

DOCUMENT NO.	DATE AMENDED	SUMMARY OF CHANGES
	October 2019	Updated reference to related policies Updated legislation documents Inclusion of certified Goldenfields Water Staff undertaking works on backflow devices.
	February 2020	Altered the location for backflow devices from 'at or near the property boundary' to 'installed at the meter'

FURTHER DOCUMENT INFORMATION AND RELATIONSHIPS

Related Legislation	AS 3500.1:2019 Plumbing and Drainage – Water Services: Part 1.
Related Policies	
Related Procedures, Protocols, Statements and Documents	Water Directorate Backflow Prevention and Cross Connection Control Guidelines July 2013.



Backflow Prevention Policy

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DRAFT

3 PURPOSE

To protect the quality of Goldenfields Water County Council (GWCC) water supply, by identifying hazards, and reducing the risk of contamination from backflow.

4 SCOPE

This policy applies to all new and existing customers within the GWCC supply system.

5 DEFINITIONS

Backflow – The unplanned reverse flow of water or mixtures of water and contaminants into the reticulated water supply system.

Backflow Prevention Containment Device – A device fitted at the property boundary to prevent the reverse flow of potentially polluted water into the drinking water system.

6 POLICY

All properties connected to the GWCC water supply network require a backflow prevention device. The specific device required will depend on the hazard rating of the property. Hazard ratings are defined in AS/NZS 3500.1 Plumbing and Drainage as;

- **High Hazard** – Any condition, device or practice that, in connection with the water supply system, has the potential to cause death.
- **Medium Hazard** – Any condition, device or practice that, in connection with the Water supply system, has the potential to endanger health
- **Low Hazard** – Any condition, device or practice that, in connection with the water supply systems, constitutes a nuisance but does not endanger health or cause injury.

GWCC will assign hazard ratings to all properties based on activities to be conducted. Industrial property owners are required to disclose current and/or intended operations to GWCC to assess risk. If the hazard varies due to multiple activities the highest hazard rating will apply.

Properties with a medium or high hazard risk rating must have a testable backflow prevention device installed at the meter. No connections may bypass the containment device. GWCC will maintain a database of devices and test results.

Properties with a low hazard rating will be fitted with a double check valve contained within the water meter for 20 and 25mm connections. Properties with a connection greater than 25mm will be fitted with a non-testable double check valve after the meter.

Fire service connections will be fitted with a testable double detector check valve and low flow bypass meter.

Properties that have both potable and non-potable water supplies are required to install a backflow prevention device on the potable water supply connection.



Backflow Prevention Policy

Compliant backflow prevention shall be achieved with installation of one of the following registered devices;

Registered device	Hazard Rating
Registered break tank with air gap	High/Medium/Low
Reduced pressure zone device	High/Medium/Low
Double detector check valve	Medium/low
Double check valve	Medium/low

All devices must be installed by persons authorised by GWCC

All devices must be commissioned and tested annually.

In a case where GWCC becomes aware of property that does not have a suitable backflow prevention device installed GWCC will advise the property owner to comply with this policy within 90 days. In the event that compliance is not reached within the timeframe GWCC reserve the right to disconnect the property until such time as compliance is achieved.

DRAFT

GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

ARTWORK ON COUNCIL LAND AND INFRASTRUCTURE POLICY

Report prepared by Engineering Manager

COUNCIL OFFICER RECOMMENDATION

That the Board adopts the Artwork on Council Land and Infrastructure Policy.

ALIGNMENT WITH BUSINESS ACTIVITY STRATEGIC PLAN

05 Proactive Customer Relations

BACKGROUND

At the December 2019 Council meeting a Business Paper was put forward regarding an approach from Bland Shire Council to paint a mural on the Wyalong reservoir. The Board requested a policy be developed to manage applications for artwork on Council infrastructure.

REPORT

A policy has been developed with consideration given to the core business of Goldenfields Water, advice and information provided by other Councils in regards to public artwork, providing a fair and ethical consideration process for public artwork and potential implications for Goldenfields Water.

Alternatively, the Board may consider adopting a Policy statement noting that Goldenfields Water will not allow artwork on their land and/or infrastructure.

FINANCIAL IMPACT STATEMENT

The removal/restoration of artwork at a future date has the potential to be a liability to Council (estimated at \$10,000 per site).

ATTACHMENTS: Artwork on Council Land and Infrastructure Policy

TABLED ITEMS: December 2019 Business Paper



Policy No. PP036

Artwork on Council Land and Infrastructure Policy



Artwork on Council Land and Infrastructure Policy

1 INFORMATION ABOUT THIS POLICY

POLICY INFORMATION

Date Adopted by Board	Board Resolution No.
Policy Responsibility Engineering Manager	
Review Timeframe 4 Yearly	
Last Review DD/MM/YYYY	Next Scheduled Review DD/MM/YYYY

DOCUMENT HISTORY

DOCUMENT NO.	DATE AMENDED	SUMMARY OF CHANGES
	DD/MM/YYYY	

FURTHER DOCUMENT INFORMATION AND RELATIONSHIPS

Related Legislation	
Related Policies	
Related Procedures, Protocols, Statements and Documents	



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Artwork on Council Land and Infrastructure Policy

3 PURPOSE

Public art has the ability to positively impact a community through aesthetic enhancement of an area or piece of infrastructure, providing a positive community message and attracting visitors to the area. However, public art can also be controversial and can attract vandalism.

The purpose of this policy provide structure by which public art is approved and managed.

4 SCOPE

This policy applies to all GWCC infrastructure and land.

5 DEFINITIONS

Artwork – Temporary or permanent installations intended to improve the aesthetic quality of an area or piece of infrastructure

Applicant – The constituent Council who requests the artwork

Maintenance – This includes rework if the artwork deteriorates, removal of graffiti if it occurs and any other cost to rectify vandalism that has occurred as a result of the artwork

Third party – A company or entity that is not Goldenfields Water County Council

GWCC – Goldenfields Water County Council.

6 POLICY

6.1 Applicant responsibility

GWCC will only accept applications made by the relevant Constituent Council applicable to the intended location of the artwork. This is necessary due to the responsibility a General Purpose Council has in in terms of public artwork and the amenity of Council areas within their local area of authority in accordance with the Local Government Act and its associated Regulations.

The appropriate constituent Council may work in collaboration with a third party, however for the purposes of this policy and any agreements in relation to artwork, the Council shall remain at all times the applicant.

The applicant will be responsible for covering all costs of the artwork inclusive of:

- Design,
- Consultation,
- Development of legal contract,
- Preparatory works,
- Installation,
- Insurance,
- Maintenance and
- Removal.

Artwork on Council Land and Infrastructure Policy

6.2 Content

The content of the artwork should aim to enhance the aesthetic quality of the area or piece of infrastructure and represent the community in a positive way. Preference is for a water related theme, however all designs shall be considered.

The following content will not be permitted:

- Offensive content (to be determined at the discretion of the Board)
- Political content (to be determined at the discretion of the Board)
- Potentially contentious content (to be determined at the discretion of the Board)
- Promotional content for any third party

6.3 Community consultation

Community consultation is required to be undertaken to gauge the community's temperament toward the intended artwork and to avoid controversial artworks that may negatively impact upon a community, the reputation of the Council or the reputation of GWCC. Community consultation must be undertaken by the applicant and will include at the minimum:

- The intended location
- A description of the intended design/s or a concept design
- Intended duration for the artwork
- Contact details for responses

A community consultation summary is to be provided to GWCC including at a minimum:

- Breakdown of parties/demographics consulted
- Media types used for engaging the community
- Overview of the community response
- Records log of all responses provided by the community inclusive of letters, phone calls, social media responses and responses through other media

The community consultation must seek to engage with a variety of demographics and provide suitable timeframe for feedback. Insufficient community consultation may result in a delay to the project proceeding. It will be at the discretion of GWCC Board members to determine if sufficient community consultation has occurred by giving consideration to the level of engagement achieved.

6.4 Construction/installation and fixture

Artworks or signage must not, in any way, impact upon the safe access, operation, maintenance or function of GWCC infrastructure or staff.

GWCC must be provided with a plan of construction/installation for any artwork and signage which addresses the following:

- Method of fixture ie painting, anchored, standalone art
- Materials to be used
- Access, plant and personnel required for install
- Methodology

Artwork on Council Land and Infrastructure Policy

- Timeframe
- WHS plan
- Details of any potential short term impact during installation
- Details of any potential long term impact for duration of fixture

6.5 Damage

GWCC will not be liable for any damage caused to artworks or signage arising from operational activities, GWCC maintenance activities, public vandalism or otherwise.

6.6 Timeframe and longevity

The applicant must provide an estimate to the longevity of the artwork.

The applicant must nominate an intended start and end date for the display of the artwork. This will form part of the agreement between GWCC and the applicant and will be a period in which the applicant will be responsible for all costs arising from said artwork. Prior to the end date of the artwork, the applicant may negotiate the extension of the artwork.

6.7 Removal

Artwork can be removed:

- At the agreed end if no extension has been agreed to or at the extended end date
- Prior to the end date at the request of the applicant
- Prior to the end date at any time GWCC requests it at no cost or retribution to GWCC

Artwork may be removed prior to the end date at the request of GWCC for the following reasons:

- The artwork is deteriorating
- The artwork is proving contentious
- The artwork is perceived to be impacting negatively on GWCC's reputation
- The artwork is impacting the access, operation, maintenance or function of GWCC infrastructure or staff
- The artwork is attracting vandalism or unauthorised access to GWCC sites
- Reasons other than those listed above as decided by the Board at the discretion of the Board

The removal of the artwork will be undertaken by GWCC and invoiced to the applicant at cost with an upper limiting fee of \$10,000.

6.8 Insurance

6.8.1 Public Liability Insurance

Works must be undertaken under the relevant Councils insurance policy and evidence provided to GWCC prior to any works commencing.

6.8.2 Property insurance

All art work will be provided by the applicant at the applicants' risk. GWCC will not be responsible for any damage, loss or destruction/deterioration of the artwork. This includes the removal of graffiti and any rectification work required to maintain the artwork. It is the responsibility of the applicant to

Artwork on Council Land and Infrastructure Policy

cover damage, loss or destruction to the artwork, whether this is via their own insurance policy or covering the full cost of repairs themselves

6.8.3 Workers compensation

The applicant is responsible for taking out workers' compensation insurance to cover any personnel involved in the construction/installation, maintenance, repair and removal of artworks.

6.9 Access

Third parties are not permitted to access artwork on GWCC land or infrastructure without prior approval from GWCC.

6.10 Legal Contract

The applicant will be required to enter into a legal contract with GWCC which will set out the specific requirements of each party.

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GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

MANDAMAH STAGE 2 CONSTRUCTION

Report prepared by Engineering Manager

COUNCIL OFFICER RECOMMENDATION

That the Mandamah Stage 2 Construction Report be received and noted

ALIGNMENT WITH BUSINESS ACTIVITY STRATEGIC PLAN

02 Maximising Regional Water Supply

BACKGROUND

The Mandamah Rural Water Supply Scheme will expand Goldenfields Water County Council supply network by 200 kilometres and provide essential water services to farmers and residents across more than 90,000 hectares in the Mandamah region west of Barmedman.

Stage 1 was officially opened on the 4th of July 2019, consisting of 66kms of mains, 2 reservoirs and a pump station, supplying 23 connections with the remaining 3 stages and 50 connections to be completed by June 2022.

REPORT

KBR Engineering Consultants were engaged in June 2019 for the design of stages 2-4 which are now 95% complete. They are awaiting approval from RMS and ARTC for road and rail crossings to finalise designs. Goldenfields Water recommenced construction of stage 2A in mid-September 2019.

Currently, construction crews have installed 17km of the 66kms of mains required for stage 2.

This consists of:

- 8km of 100mm PVC main, along O'Briens Lane between Sutcliffes Lane and Mandamah Forest Road.
- 7km of 63mm HDPE Main along Gardners Lane and Weises Lane
- 2km of 200mm PVC Main along Sutcliffes Lane to Mandamah Forest Rd
- Services are being commissioned and connected as the mains are constructed
- Currently the Crew is laying 200mm Main along Mandamah Forest Rd towards the Newell Highway.

Stage 2 construction is expected to be completed by June 2021.

FINANCIAL IMPACT STATEMENT

The recommendation does not impact on Council's financial position.

ATTACHMENTS: Nil

TABLED ITEMS: Nil

GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

NANGUS UPDATE**Report prepared by Engineering Manager****COUNCIL OFFICER RECOMMENDATION**

That the Board

1. Note the outcome of the Nangus feasibility study.
2. Approve Council to proceed to business case for Options 2 and 7, subject to Cootamundra Gundagai Regional Council's concurrence.

ALIGNMENT WITH BUSINESS ACTIVITY STRATEGIC PLAN

02 Maximising Regional Water Supply

BACKGROUND

At Council's February 2018 meeting, Council resolved to:

1. Note the information provided within the report
2. Approve a budget provision of \$175,000
3. Proceed with the development of a business case for the Nangus water supply scheme and associated grant submission.

REPORT

The feasibility assessment for the Nangus supply scheme is in the final stages of draft with only minor changes to occur. The study considered the seven different options for providing potable water supply to the township of Nangus.

The options were assessed against a multi-criteria analysis (MCA) which considered security of supply, water quality – health, water quality – aesthetic, operational risk, constructability, project definition risk and heritage, environment and approvals. The outcomes from the MCA (the higher the better) and the cost estimate for each option are provided in the table below.

#	Option	MCA score	Cost Estimate
1	Pipeline from Gundagai water supply	8.1	\$4,590,000
2	Pipeline from GWCC water supply – from Oura Road	9.2	\$3,260,000
3	Pipeline from GWCC water supply – from Tenandra Reservoirs following existing easement	8.0	\$3,070,000
4	Pipeline from GWCC water supply – from Tenandra Reservoirs following new route	8.1	\$3,040,000
5	Murrumbidgee River extraction and treatment	7.5	\$9,120,000
6	Groundwater extraction and treatment	6.0	\$8,760,000
7	Do nothing	5.5	\$0

GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

Option 2, 3 and 4 are in relation to supply from GWCC existing supply schemes. These options have a high MCA and cost significantly less when compared to alternate solutions (excluding the option to do nothing). Option 2 is the preferred option due to less risk involved with constructability and project definition that may have significant impact on cost at the design and construction stages if the project were to progress to construction stage.

The feasibility study did not cover the below items:

- Assessment of ongoing OMA costs
- Assessment of the impact to the typical residential bill
- Estimation of income or other potential benefits
- Calculation of return on investment
- Development of a cost benefit ratio for the project
- Risks assessment
- Determination of ownership of trunk mains, reticulated mains and customer connections
- Community consultation to establishment of a “willingness to pay” for ongoing financial imposts such as annual rates and usage charges.

It is intended that these items will be covered off under the business case with the exception of community consultation which GWCC perceive as a normal Council function to be undertaken by Cootamundra-Gundagai Regional Council.

FINANCIAL IMPACT STATEMENT

Nil. A budget of \$175,000 was approved at Council’s February 2018 meeting. \$90,000 has been spent to reach the end of the feasibility study with an estimated \$50,000 to complete the business case.

ATTACHMENTS: Nil

TABLED ITEMS: Nangus Feasibility Study

GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

COMPLAINTS MANAGEMENT POLICY

Report prepared by Human Resources Coordinator

COUNCIL OFFICER RECOMMENDATION

That the Board adopts the revised PP020 Complaints Management Policy.

ALIGNMENT WITH BUSINESS ACTIVITY STRATEGIC PLAN

07 Efficient Operations

BACKGROUND

PP020 Complaints Management Policy establishes an effective complaints management system in accordance with the best practice model as provided by the NSW Ombudsman.

REPORT

PP020 Complaints Management Policy sets a complaints management system which ensures complaints regarding Goldenfields Water County Council are received, recorded and resolved in a timely and appropriate manner and dealt with fairly and impartially.

This document has been revised in accordance with its review schedule with only minor changes made.

FINANCIAL IMPACT STATEMENT

The recommendation does not impact on Council's financial position.

ATTACHMENTS: PP020 Complaints Management Policy.

TABLED ITEMS: Nil.



Policy No. PP020

Complaints Management Policy



Complaints Management Policy

1 INFORMATION ABOUT THIS POLICY

POLICY INFORMATION

Date Adopted by Board 22 June 2017	Resolution No. 17/040
Policy Responsibility General Manager	
Review Timeframe 4 Yearly	
Last Review February 2020	Next Scheduled Review February 2024

DOCUMENT HISTORY

DOCUMENT NO.	DATE AMENDED	SUMMARY OF CHANGES
	21/02/2020	Updated in line with review schedule
	DD/MM/YYYY	
	DD/MM/YYYY	

FURTHER DOCUMENT INFORMATION AND RELATIONSHIPS

Related Legislation	Local Government Act 1993 Independent Commission Against Corruption Act 1988 Ombudsman Act 1974 Anti-Discrimination Act 1987 NSW Government Information (Public Access) Act 2009 (GIPAA) Privacy & Personal Information Protection Act NSW 1998 (PPIPA) Public Interest Disclosures Act 1994
Related Policies	PP031 Code of Conduct Policy (Code of Conduct) PP021 Internal Reporting Policy
Related Procedures, Protocols, Statements and Documents	



Complaints Management Policy

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3 PURPOSE

The purpose of this policy is ensure Goldenfields Water has in place an effective complaints management system which;

- ensures complaints are received, recorded and resolved in an appropriate manner;
- allows Goldenfields Water to deal with complaints in an fair, open and impartial manner;
- uses complaints as a means to improve Goldenfields Water's service quality, policies and procedures;
- demonstrates Goldenfields Water's commitment to deal with complaints in a positive manner; and
- allows general complaints to be dealt with in a timely manner.

4 SCOPE

This Policy applies to all staff and delegates of Goldenfields Water.

5 TYPES OF COMPLAINTS

5.1 General Complaints

This category covers a wide range of issues about policies and procedures, behaviour of employees and quality of service that are dealt with and resolved inside the organisation. These complaints may be written or verbal and there is an identified complainant. Goldenfields Water aims is to deal with these complaints as close to the source of the complaint as possible. Goldenfields Water determines how to deal with general complaints, unlike complaints where statutory rules exist.

Customers who have made a general complaint and are dissatisfied with the outcome can take the matter further by contacting the Office of Local Government, Independent Commission Against Corruption (ICAC), the NSW Ombudsman or Anti-Discrimination Board, so it is important that Goldenfields Water does everything possible to try to resolve the issue. However, there are times when a complaint is not justified and a decision or outcome cannot be changed. At these times Goldenfields Water must continue to deal with the complainant in a professional way and inform complainants about their rights and other avenues available to them.

5.2 Anonymous Complaints

While anonymous complaints will be recorded, they will generally only be acted on where the matter is relatively serious and where there is sufficient information in the complaint to enable an investigation to be undertaken.

Anonymous complaints should always be referred to the relevant Manager. Complaints about hazards and public safety concerns should be referred to Goldenfields Water's WHS Coordinator.

Generally only anonymous complaints about staff involving the following serious matters will be investigated:

Complaints Management Policy

- hazards involving possible risks and public liability;
- corrupt conduct;
- illegal activities; and
- public safety concerns.

5.3 Code of Conduct Complaints

These complaints relate to breaches of the Code of Conduct. Any complaint alleging a breach of the Code of Conduct by a Board Member, member of staff or delegate of council will be dealt with in accordance with the procedures prescribed under the Code of Conduct.

5.4 Competitive Neutrality Complaints

This is a complaint that Goldenfields Water has not met its obligations under the National Competition Policy and has not abided by the spirit of competitive neutrality in the conduct of a Council business.

5.5 Complaints with Statutory (including Industrial) Reporting requirements

This category covers a range of issues that may be dealt with and resolved inside the organisation and may also have external reporting requirements. These complaints will be dealt with by the relevant Manager and possibly referred to an appropriate external authority. The General Manager will be kept informed about the nature and resolution of these types of complaints and the process used.

Public Interest Disclosure, Corrupt Conduct, Maladministration and Serus/Substantial Waste

These complaints are to be dealt with in accordance with PP021 Internal Reporting Policy. The General Manager will be notified about all protected disclosures made.

Pecuniary Interest

These complaints are to be referred to the relevant Manager for investigation.

Grievance Complaints

These complaints may be referred to the relevant Manager or Human Resources Coordinator.

Complaints regarding service quality and reliability will be dealt with in accordance with 'best practice' as set out by the Office of Water.

6 UNREASONABLE COMPLAINTS

This Policy exists for the benefit of service users to provide a process which is both transparent and fair in dealing with expressions of dissatisfaction. However in certain instances it is apparent that some complaints are unlikely to be concluded due to their unreasonable nature. Complaints are deemed unreasonable if:

- The complaint lacks substance or merit;

Complaints Management Policy

- The complaint is outside of Goldenfields Water’s jurisdictional responsibility; or
- The conduct of the complainant is unreasonable, unacceptable or uncooperative.

7 COMPLAINTS MANAGEMENT PROCESS

Goldenfields Water recognises that an effective complaints system is an essential part of the provision of quality public sector service. To achieve this, the best practice model as advocated by the NSW Ombudsman to handle complaints has been adopted:

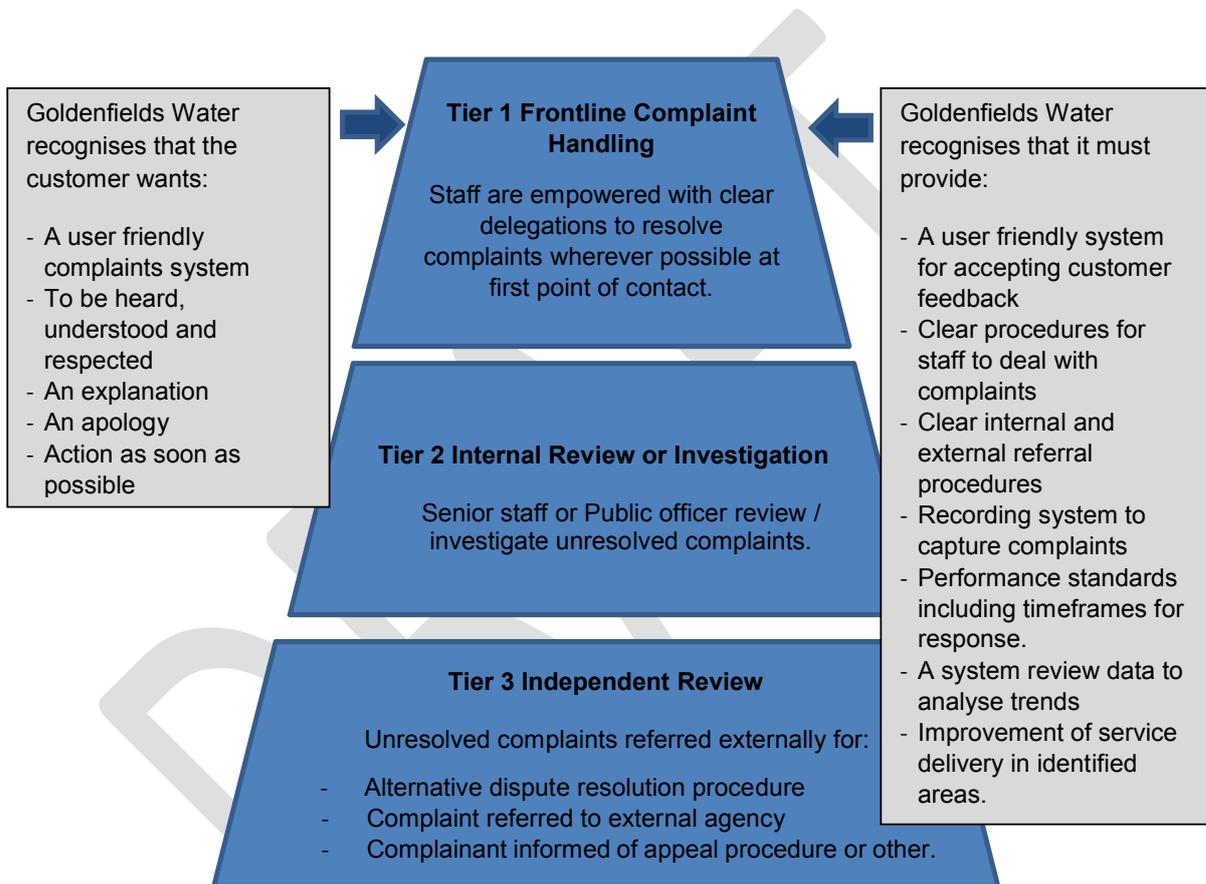


Figure 1: Goldenfields Water’s Complaints Management Process

Tier 1. Frontline Complaint Handling

Staff are empowered with clear delegations to resolve complaints wherever possible at first point of contact. All complaints are registered in Goldenfields Water’s records management system to outline the resolution/action taken.

Tier 2. Internal Review

Complaints Management Policy

If the complaint cannot be resolved at the first point of contact then the complaint is reviewed or investigated by the Public Officer, Senior Officer or General Manager and the results of the review are reported back to the complainant.

Tier 3. External Review

If the complaint cannot be reviewed within Goldenfields Water the complainant is referred to an outside agency or to some other alternative resolution procedure or, as a last resort any legal remedy.

Goldenfields Water will maintain a Complaints Register which will provide a complete record of all complaints received and processed.

The Corporate Services Manager shall maintain statistics of complaints to allow performance reporting in the quarterly review and the Annual Report.

By adopting the best practice model for complaint handling as advocated by the NSW Ombudsman's Office, Goldenfields Water will ensure it has in place an efficient and effective system for handling complaints. It will ensure that complainants can see that Goldenfields Water has a transparent system which handles their complaint fairly. Also, it will allow Goldenfields Water to learn as an organisation in achieving better outcomes for the constituent communities.

8 RESPONSE TIMES FOR COMPLAINTS

It is the aim of Goldenfields Water to finalise all complaints within twenty-eight working days. However, in some cases, response times may be delayed due to the nature and complexity of the complaint. Additional information or clarification may be required. Staff handling the complaint may also need to consult or seek information from other Goldenfields Water employees. The investigation period will vary according to the nature and complexity of the complaint. When response times are longer than the set standard, the complainant will be informed about progress.

All complaints will be acknowledged within five working days regardless of the way the complaint was made. Wherever possible, complaints will be acknowledged at the time the complaint is made.

9 RECORD KEEPING

General complaints received by telephone, e-mail and mail are to be recorded and placed on the relevant file.

Complaints about staff, Code of Conduct complaints, competitive neutrality complaints, protected disclosures and grievances are to be kept on a secure and confidential file.

10 MONITORING PERFORMANCE AGAINST THE POLICY

Regular monitoring of performance response times against the time standards set out in the Policy will be undertaken with an annual report being presented to the Management Executive (MANEX) and circulated to Board Members.

GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

INTERNAL REPORTING POLICY

Report prepared by Human Resources Coordinator.

COUNCIL OFFICER RECOMMENDATION

That the Board adopts the revised PP021 Internal Reporting Policy.

ALIGNMENT WITH BUSINESS ACTIVITY STRATEGIC PLAN

07 Efficient Operations

BACKGROUND

PP021 Internal Reporting Policy establishes an internal reporting system for staff and Board Members to report a public interest issue in accordance with the Public Interest Disclosures Act 1994 (PID Act).

REPORT

In accordance with the PID Act, Goldenfields Water County Council (Council) is required to establish an internal reporting system which allows staff and Board Member to report wrongdoing without fear of reprisal. PP021 Internal Reporting Policy sets out Council's internal reporting process and the responsibilities of all relevant parties as required under the legislation.

This document has been revised in accordance with its review schedule with only minor changes made.

FINANCIAL IMPACT STATEMENT

The recommendation does not impact on Council's financial position.

ATTACHMENTS: PP021 Internal Reporting Policy.

TABLED ITEMS: Nil.



Policy No. PP021

Internal Reporting Policy



Internal Reporting Policy

1 INFORMATION ABOUT THIS POLICY

POLICY INFORMATION

Date Adopted by Board 22 June 2017	Resolution No. 17/041
Policy Responsibility General Manager	
Review Timeframe 4 yearly	
Last Review February 2020	Next Scheduled Review February 2024

DOCUMENT HISTORY

DOCUMENT NO.	DATE AMENDED	SUMMARY OF CHANGES
	21/02/2020	Reviewed in line with review schedule.
	DD/MM/YYYY	

FURTHER DOCUMENT INFORMATION AND RELATIONSHIPS

Related Legislation	Public Interest Disclosures Act 1994 Local Government Act 1993 Independent Commission Against Corruption Act 1988 Ombudsman Act 1974 NSW Government Information (Public Access) Act 2009 (GIPA Act) Privacy & Personal Information Protection Act NSW 1998 (PPIPA) Public Interest Disclosures Act 1994 Goldenfields Water County Council Enterprise Award 2017 (as amended)
Related Policies	PP031 Code of Conduct Policy (Code of Conduct) PP010 Gifts and Benefits Policy PP020 Complaints Handling Policy
Related Procedures, Protocols, Statements and Documents	



Internal Reporting Policy

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3 PURPOSE

The purpose of this Policy is to establish an internal reporting system for staff and Board Members to report wrongdoing without fear of reprisal. The Policy sets out who wrongdoing can be reported to, and how reports of wrongdoing will be dealt with by Goldenfields Water.

This Policy is designed to complement normal communication channels between supervisors and staff. Staff are encouraged to raise matters of concern at any time with their supervisors, but also have the option of making a report about a public interest issue in accordance with this Policy and the Public Interest Disclosures Act 1994 (PID Act).

The internal reporting system established under this Policy is not intended to be used for staff grievances, which should be raised through the standard grievance procedures under the Goldenfields Water County Council Enterprise Award 2017 (The Award).

4 SCOPE

This Policy applies to all staff, Board Members and delegates of Goldenfields Water. The Policy also applies to public officials of another council or public authority who report wrongdoing relating to Goldenfields Water.

5 ROLES AND RESPONSIBILITIES

5.1 The role of staff and Board Members

Staff and Board Members play an important role in contributing to a workplace where known or suspected wrongdoing is reported and dealt with appropriately. All staff and Board Members are obliged to:

- report all known or suspected wrongdoing and support those who have made reports of wrongdoing;
- if requested, assist those dealing with the report, including supplying information on request, cooperating with any investigation and maintaining confidentiality;
- treat any staff member or person dealing with a report of wrongdoing with courtesy and respect; and
- respect the rights of any person who is the subject of a report.

Staff and Board Members must not:

- make false or misleading reports of wrongdoing; or
- victimise or harass anyone who has made a report.

The behaviour of all staff and Board Members involved in the internal reporting process must adhere to the Code of Conduct. A breach of the Code may result in disciplinary action.

5.2 The role of Goldenfields Water

Goldenfields Water has a responsibility to establish and maintain a working environment that encourages staff and Board Members to report wrongdoing and supports them when they do.

This includes keeping the identity of reporters confidential where practical and appropriate, and taking steps to protect reporters from reprisal and manage workplace conflict.

Goldenfields Water will assess all reports of wrongdoing it receives from staff and Board Members and deal with them appropriately. Once wrongdoing has been reported, Goldenfields Water takes 'ownership' of the matter. This means it is the responsibility of Goldenfields Water to decide whether a report should be investigated, and if so, how it should be investigated and by whom. Goldenfields Water will deal with all reports of wrongdoing fairly and reasonably, and respect the rights of any person the subject of a report.

Goldenfields Water must report on our obligations under the PID Act and statistical information about public interest disclosures in our annual report and to the NSW Ombudsman every six months.

To ensure Goldenfields Water complies with the PID Act and deals with all reports of wrongdoing properly, all staff and Board Members with roles outlined below and elsewhere in this Policy will receive training on their responsibilities.

5.3 The role of key positions

General Manager

The General Manager has ultimate responsibility for maintaining the internal reporting system and workplace reporting culture, and ensuring Goldenfields Water complies with the PID Act. The General Manager can receive reports from staff and Board Members and has a responsibility to:

- assess reports received by or referred to them, to determine whether or not the report should be treated as a public interest disclosure, and to decide how the report will be dealt with;
- deal with reports made under the Code of Conduct in accordance with the Code of Conduct;
- ensure there are strategies in place to support reporters, protect reporters from reprisal and manage workplace conflict that may arise in relation to a report;
- make decisions following any investigation or appoint an appropriate decision-maker;
- take appropriate remedial action where wrongdoing is substantiated or systemic problems are identified;
- refer actual or suspected corrupt conduct to the Independent Commission Against Corruption (ICAC); and
- refer any evidence of a reprisal offence under section 20 of the PID Act to the Commissioner of Police or the ICAC.

Disclosures Coordinator

The Disclosures Coordinator has a central role in Goldenfields Water's internal reporting system. The Disclosures Coordinator can receive and assess reports, and is the primary point of contact for the reporter. The Disclosures Coordinator has a responsibility to:

- assess reports to determine whether or not a report should be treated as a public interest disclosure, and to decide how each report will be dealt with (either under

- delegation or in consultation with the General Manager);
- deal with reports made under the Code of Conduct in accordance with the Code of Conduct;
- coordinate Goldenfields Water's response to a report;
- acknowledge reports and provide updates and feedback to the reporter;
- assess whether it is possible and appropriate to keep the reporter's identity confidential;
- assess the risk of reprisal and workplace conflict related to or likely to arise out of a report, and develop strategies to manage any risk identified;
- where required, provide or coordinate support to staff involved in the reporting or investigation process, including protecting the interests of any officer the subject of a report;
- ensure Goldenfields Water complies with the PID Act; and
- provide six-monthly reports to the NSW Ombudsman in accordance with section 6CA of the PID Act.

Disclosures Officers

Disclosures Officers are additional points of contact within the internal reporting system. They can provide advice about the system and this Policy, receive reports of wrongdoing and assist staff and Board Members to make reports.

Disclosures Officers have a responsibility to:

- document in writing any reports received verbally, and have the document signed and dated by the reporter;
- make arrangements to ensure reporters can make reports privately and discreetly when requested, if necessary away from the workplace;
- discuss with the reporter any concerns they may have about reprisal or workplace conflict; and
- carry out preliminary assessment and forward reports to the Disclosures Coordinator or general manager for full assessment.

Chairperson

The Chairperson can receive reports from staff and Board Members about the General Manager. Where the Chairperson receives such reports, the Chairperson has a responsibility to:

- assess the reports to determine whether or not they should be treated as a public interest disclosure, and to decide how they will be dealt with;
- deal with reports made under the Code of Conduct in accordance with the Code of Conduct;
- refer reports to an investigating authority, where appropriate;
- liaise with the Disclosures Coordinator to ensure there are strategies in place to support

Internal Reporting Policy

reporters, protect reporters from reprisal and manage workplace conflict that may arise in relation to a report;

- refer actual or suspected corrupt conduct to the ICAC; and
- refer any evidence of a reprisal offence under section 20 of the PID Act to the Commissioner of Police or the ICAC.

Coordinators and supervisors

Coordinators and supervisors play an important role in managing the immediate workplace of those involved in or affected by the internal reporting process. Coordinators and supervisors should be aware of this Policy and are responsible for creating a local work environment where staff are comfortable and confident about reporting wrongdoing. They have a responsibility to:

- encourage staff to report known or suspected wrongdoing within the organisation and support staff when they do;
- identify reports made to them in the course of their work which could be public interest disclosures, and assist the staff member to make the report to an officer authorised to receive public interest disclosures under this Policy;
- implement local management strategies, in consultation with the Disclosures Coordinator, to minimise the risk of reprisal or workplace conflict in relation to a report; and
- notify the Disclosures Coordinator or General Manager immediately if they believe a staff member is being subjected to reprisal as a result of reporting wrongdoing, or in the case of suspected reprisal by the General Manager, notify the Chairperson.

6 WHAT SHOULD BE REPORTED

Suspected wrongdoing within Goldenfields Water or any activities or incidents seen that are believed to be wrong, should be reported.

Reports about the five categories of serious misconduct (corrupt conduct, maladministration, serious and substantial waste of public money, breach of the GIPA Act, and local government pecuniary interest contravention) which otherwise meet the criteria of a public interest disclosure, will be dealt with under the PID Act and in accordance with this Policy. Details about these types of conduct are set out below. More information about what can be reported under the PID Act can be found in the [NSW Ombudsman's Guideline B2: What should be reported?](#)

All other wrongdoing or suspected wrongdoing should be reported to a supervisor, to be dealt with in accordance with the relevant Policies and legislation. This may include:

- harassment or unlawful discrimination; or
- practices that endanger the health or safety of staff or the public.

Even if these reports are not dealt with as public interest disclosures, Goldenfields Water recognises such reports may raise important issues. Goldenfields Water will respond to all reports and make every attempt to protect the staff member making the report from reprisal.

Corrupt Conduct

Corrupt conduct is the dishonest or partial exercise of official functions by a public official. For example, this could include:

- the improper use of knowledge, power or position for personal gain or the advantage of others;
- acting dishonestly or unfairly, or breaching public trust; or
- a council official being influenced by a member of the public to use their position in a way that is dishonest, biased or breaches public trust.

Maladministration

Maladministration is conduct that involves action or inaction of a serious nature that is contrary to law, unreasonable, unjust, oppressive or improperly discriminatory or based wholly or partly on improper motives.

For example, this could include:

- making a decision and/or taking action that is unlawful; or
- refusing to grant an approval for reasons that are not related to the merits of their application.

Serious and substantial waste of public money

Serious and substantial waste is the uneconomical, inefficient or ineffective use of resources that could result in losing or wasting public money.

For example, this could include:

- not following a competitive tendering process for a large scale contract; or
- having bad or no processes in place for a system involving large amounts of public funds.

Breach of the GIPA Act

A breach of the GIPA Act is a failure to properly fulfil functions under that Act.

For example, this could include:

- destroying, concealing or altering records to prevent them from being released;
- knowingly making decisions that are contrary to the legislation; or
- directing another person to make a decision that is contrary to the legislation.

Local government pecuniary interest contravention

A local government pecuniary interest contravention is a failure to comply with requirements under the Local Government Act 1993 relating to the management of pecuniary interests. These include obligations to lodge disclosure of interest returns, disclose pecuniary interests at Council meetings and leave the meeting while the matter is being discussed. A pecuniary interest is an interest that a person has in a matter because of a reasonable likelihood or expectation of appreciable financial gain or loss to the person.

For example, this could include a senior staff member recommending a family member for a council

contract and not declaring the relationship.

7 ASSESSMENT OF REPORTS

All reports will be promptly and thoroughly assessed to determine what action will be taken to deal with the report and whether or not the report will be treated as a public interest disclosure.

The Disclosures Coordinator is responsible for assessing reports, in consultation with the General Manager where appropriate. All reports will be assessed on the information available to the Disclosures Coordinator at the time. It is up to the Disclosures Coordinator to decide whether an investigation should be conducted and how that investigation should be carried out. In assessing a report the Disclosures Coordinator may decide that the report should be referred elsewhere or that no action should be taken on the report.

8 WHEN WILL A REPORT BE TREATED AS A PUBLIC INTEREST DISCLOSURE?

Goldenfields Water will treat a report as a public interest disclosure if it meets the criteria of such under the PID Act. These requirements are:

- the report must be about one of the following five categories of serious wrongdoing – corrupt conduct, maladministration, serious and substantial waste of public money, breach of the GIPA Act, or local government pecuniary interest contravention;
- the person making the disclosure must honestly believe on reasonable grounds that the information shows or tends to show wrongdoing; and
- the report has to be made to either the General Manager or, for reports about the General Manager the Chairperson, a position nominated in this Policy (see section 8), an investigating authority or in limited circumstances to an Member of Parliament or journalist (see section 9).

Reports by staff are not public interest disclosures if they:

- mostly question the merits of government policy (see section 17); and
- are made with the sole or substantial motive of avoiding dismissal or other disciplinary action (see section 18).

9 WHO CAN RECEIVE A REPORT WITHIN GOLDENFIELDS WATER?

Staff are encouraged to report general wrongdoing to their supervisor. However the PID Act requires that, for a report to be a public interest disclosure, it must be made to certain public officials identified in this Policy.

The following positions are the only people within Goldenfields Water who are authorised to receive a public interest disclosure. Any supervisor who receives a report that they believe may be a public interest disclosure is obliged to assist the staff member to make the report to one of the positions listed below.

Disclosures Coordinator

Corporate Services Manager

Disclosures Officers

Production and Services Manager

Operations Manager

Human Resources Coordinator

Administration Coordinator

Northern Distribution Coordinator

Mechanical Coordinator

Executive Assistant

If a report involves a Board Member, it should be made to the General Manager. If a report relates to the General Manager, it should be made to the Chairperson.

10 WHO CAN RECEIVE A REPORT OUTSIDE OF GOLDENFIELDS WATER?

Staff and Board Members are encouraged to report wrongdoing within Goldenfields Water, but internal reporting is not the only option. A public interest disclosure can also be made to:

- an investigating authority; or
- a Member of Parliament or a journalist, but only in the limited circumstances outlined below.

Investigating authorities

The PID Act lists a number of investigating authorities in NSW that staff and Board Members can report wrongdoing to and the type of wrongdoing each authority can deal with. In certain circumstances it may be preferable to make a report of wrongdoing to an investigating authority, for example, a report about either the General Manager or the Chairperson.

The relevant investigating authorities for Goldenfields Water are:

- ICAC — for reports about corrupt conduct;
- the Ombudsman — for reports about maladministration;
- the Information Commissioner — for disclosures about a breach of the GIPA Act; and
- the Office of Local Government— for disclosures about local councils.

The relevant investigating authority should be contacted for advice about how to make a disclosure to them.

The investigating authority may discuss any such reports with Goldenfields Water. Every effort will be made to assist and cooperate with the investigating authority to ensure the matter is dealt with appropriately and there is a satisfactory outcome. Appropriate support and assistance will be provided to staff or Board Members who report wrongdoing to an investigating authority.

Members of Parliament or journalists

To have the protections of the PID Act, staff reporting wrongdoing to a Member of Parliament or a journalist must have already made the same report to one of the following:

- the General Manager;
- a person nominated in this Policy, including the Chairperson for reports about the General Manager; or
- an investigating authority.

Additionally, Goldenfields Water or the investigating authority that received the initial report must have either:

- decided not to investigate the matter;
- decided to investigate the matter, but not completed the investigation within six months of the original report;
- investigated the matter but not recommended any action as a result; or
- not told the person who made the report, within six months of the report being made, whether the matter will be investigated.

Most importantly – to be protected under the PID Act – if wrongdoing is reported to a Member of Parliament or a journalist, it will need to be proved that there are reasonable grounds for believing that the disclosure is substantially true, and that it is in fact substantially true.

Other external reporting

If wrongdoing is reported to a person or authority that is not listed above, or a report is made to a Member of Parliament or journalist without following the steps outlined above, the individual will not be protected under the PID Act. This may mean they will be in breach of legal obligations or the Code of Conduct for disclosing confidential information.

For more information about reporting wrongdoing outside of Goldenfields Water, contact the Disclosures Coordinator or the NSW Ombudsman's Public Interest Disclosures Unit.

11 HOW TO MAKE A REPORT

A report of wrongdoing can be made verbally or in writing. Reporters are encouraged to make a report in writing as this can help to avoid any confusion or misinterpretation. Goldenfields Water's Internal Reporting Form located on the intranet is also available for staff or Board Members to use to make a report.

If a report is made verbally, the person receiving the report will make a comprehensive record of the report and ask the person making the report to sign this record. The reporter should keep a copy of this record.

12 CAN A REPORT BE ANONYMOUS?

There will be some situations where a reporter may not want to be identified when making a report. Although these reports will still be dealt with, it is in the best interest of the reporter to

identify themselves. This allows Goldenfields Water to provide the reporter with any necessary protection and support, as well as feedback about what action is to be taken or has been taken to deal with the issues raised in the report, or the outcome of any investigation.

It is important to understand that an anonymous disclosure may not prevent a reporter from being identified by the subjects of the report or their colleagues. If Goldenfields Water does not know who made the report, it is very difficult for to prevent any reprisal should others identify them.

13 FEEDBACK TO STAFF WHO REPORT WRONGDOING

Staff and Board Members who report wrongdoing will be kept informed of the status in response to their report.

Acknowledgement

When a report is made, Goldenfields Water will contact the reporter to confirm that the report has been received and to advise:

- the timeframe within which further updates will be received; and
- the name and contact details of the people who can provide further information to the reporter.

After a decision is made about how the report will be dealt with, an acknowledgment letter will be sent, providing:

- information about the action that will be taken in response to the report;
- the likely timeframes for any investigation or other action; and
- information about the internal and external resources or support services available.

This information will be provided within ten (10) working days and no later than 45 days from the date the report is made. Goldenfields Water will also advise whether the report is to be treated as a public interest disclosure and provide a copy of this Policy at that time, as required by the PID Act.

If a report meets the requirements of the PID Act but the report was made under a statutory or legal obligation or incidental to the performance of the reporters day to day functions, they will not receive an acknowledgement letter or a copy of this Policy.

Progress updates

While the report is being dealt with, such as by investigation or making other enquiries, the reporter will be given:

- information about the progress of the investigation or other enquiries and reasons for any delay;
- advice of any decision by Goldenfields Water not to proceed with the matter; and
- advice if the reporters identity needs to be disclosed for the purposes of investigating the matter or making enquiries, and an opportunity to talk about this beforehand.

Feedback

Once the matter has been finalised the reporter will be given:

- enough information to show that adequate and appropriate action was taken and/or is proposed to be taken in response to the disclosure and any problem that was identified; and
- advice about whether they are likely to be called as a witness in any further matters, such as disciplinary or criminal proceedings.

14 MAINTAINING CONFIDENTIALITY

Goldenfields Water understands reporters may want their identity and the fact they have made a report to remain confidential. This can help to prevent any action being taken against them for reporting wrongdoing.

Where possible and appropriate Goldenfields Water will take steps to keep the identity of the reporter, and the fact they have reported wrongdoing, confidential.

If confidentiality cannot be maintained, Goldenfields Water will develop a plan to support and protect the reporter from reprisal in consultation with them.

It is important that reporters only discuss their report with those responsible for dealing with it. This will include the Disclosures Coordinator and the General Manager, or in the case of a report about the General Manager, the Disclosures Coordinator and the Chairperson.

Any staff or Board Member involved in the investigation or handling of a report, including witnesses, are required to maintain confidentiality and not disclose information about the process or allegations to any person except for those people responsible for handling the report.

15 MANAGING THE RISK OF REPRISAL AND WORKPLACE CONFLICT

When a staff member or Board Member reports wrongdoing, Goldenfields Water will undertake a thorough risk assessment to identify the risk of detrimental action in reprisal for reporting, as well as related risks of workplace conflict or difficulties. The risk assessment will also identify strategies to deal with those risks and determine the level of protection and support that is appropriate.

Depending on the circumstances, Goldenfields Water may:

- relocate the reporter or the staff member who is the subject of the allegation within the current workplace;
- transfer the reporter or the staff member who is the subject of the allegation to another position for which they are qualified; or
- grant the reporter or the staff member who is the subject of the allegation leave of absence during the investigation of the disclosure.

These courses of action are not punishment and will only be taken in consultation with the reporter.

16 PROTECTION AGAINST REPRISALS

Goldenfields Water will not tolerate any reprisal against staff or Board Members who report wrongdoing or are believed to have reported wrongdoing.

The PID Act provides protection for staff and Board Members who have made a public interest disclosure by imposing penalties on anyone who takes detrimental action against another person substantially in reprisal for that person making a public interest disclosure. These penalties also apply to cases where a person takes detrimental action against another because they believe or suspect the other person has made or may have made a public interest disclosure, even if they did not.

Detrimental action means action causing, comprising or involving any of the following:

- injury, damage or loss;
- intimidation or harassment;
- discrimination, disadvantage or adverse treatment in relation to employment;
- dismissal from, or prejudice in, employment; or
- disciplinary proceedings.

A person who is found to have committed a reprisal offence may face criminal penalties such as imprisonment and/or fines, and may be required to pay the victim damages for any loss suffered as a result of the detrimental action. Taking detrimental action in reprisal is also a breach of the Code of Conduct which may result in disciplinary action. In the case of Board Members, such disciplinary action may be taken under the misconduct provisions of the *Local Government Act 1993*.

It is important for staff and Board Members to understand the nature and limitations of the protection provided by the PID Act. The PID Act protects reporters from detrimental action being taken against them because they have made, or are believed to have made, a public interest disclosure. It does not protect reporters from disciplinary or other management action where Goldenfields Water has reasonable grounds to take such action.

Responding to allegations of reprisal

If it is believed that detrimental action has been or is being taken against an individual in reprisal for reporting wrongdoing, the relevant supervisor, the Disclosures Coordinator or the General Manager must be notified immediately. In the case of an allegation of reprisal by the General Manager, the Chairperson should be notified.

All supervisors must notify the Disclosures Coordinator or the General Manager if they suspect that reprisal against a staff member is occurring or has occurred, or if any such allegations are made to them. In the case of an allegation of reprisal by the General Manager, the Chairperson can alternatively be notified.

If Goldenfields Water becomes aware of or suspects that reprisal is being or has been taken against a person who has made a disclosure, Goldenfields Water will:

- assess the allegation of reprisal to decide whether the report should be treated as a public interest disclosure and whether the matter warrants investigation or if other

action should be taken to resolve the issue;

- if the reprisal allegation warrants investigation, ensure this is conducted by a senior and experienced member of staff; and
- if it is established that reprisal is occurring against someone who has made a report, take all steps possible to stop that activity and protect the reporter.

Responding to allegations of reprisal

If a public interest disclosure is made in accordance with the PID Act, the reporter will not be subject to any liability, and no action, claim or demand can be taken against the individual for having made the public interest disclosure. The individual will not have breached any confidentiality or secrecy obligations and will have the defence of absolute privilege in defamation.

17 SUPPORT FOR THOSE WHO REPORT WRONGDOING

Goldenfields Water will make sure that staff who have reported wrongdoing, regardless of whether their report is treated as a public interest disclosure, are provided with access to any professional support they may need as a result of the reporting process.

Access to support may also be available for other staff involved in the internal reporting process where appropriate. Reporters and other staff involved in the process can discuss their support options with the Disclosures Coordinator.

Goldenfields Water has an established Employee Assistance Program (EAP). The EAP service provides staff with confidential counselling, coaching and support for workplace and personal issues.

Staff can make an appointment with an EAP counsellor by phoning 1300 361 008.

18 SANCTIONS FOR MAKING FALSE OR MISLEADING STATEMENTS

It is important all staff and Board Members are aware that it is a criminal offence under the PID Act to willfully make a false or misleading statement when reporting wrongdoing. Goldenfields Water will not support staff or Board Members who willfully make false or misleading reports. Such conduct may also be a breach of the Code of Conduct resulting in disciplinary action. In the case of Board Members, disciplinary action may be taken under the misconduct provisions of the Local Government Act 1993.

19 THE RIGHTS OF PERSONS WHO ARE THE SUBJECT OF A REPORT

Goldenfields Water is committed to ensuring staff or Board Members who are the subject of a report of wrongdoing are treated fairly and reasonably. This includes keeping the identity of any person who is the subject of a report confidential, where this is practical and appropriate.

The subject of a report will be advised of the allegations made against them at an appropriate time and before any adverse findings. At this time they will be:

- advised of the details of the allegation;
- advised of their rights and obligations under the relevant related policies and procedures;
- kept informed about the progress of any investigation;
- given a reasonable opportunity to respond to any allegation made against them; and
- told the outcome of any investigation, including any decision made about whether or not further action will be taken against them.

Where the reported allegations against the subject officer are clearly wrong, or have been investigated and unsubstantiated, the subject officer will be supported by Goldenfields Water. The fact of the allegations and any investigation will remain confidential unless otherwise agreed to by the subject officer.

20 MORE INFORMATION

More information about public interest disclosures can be sought from the Disclosures Coordinator and the NSW Ombudsman's website at www.ombo.nsw.gov.au.

21 IMPORTANT CONTACTS

The contact details for external investigating authorities that staff can make a public interest disclosure to or seek advice from are listed below.

Disclosures about corrupt conduct:

Independent Commission Against Corruption
 Phone: 02 8281 5999
 Toll Free: 1800 463 909
 Email: icac@icac.nsw.gov.au
 Web: www.icac.nsw.gov.au
 Address: Level 21, 133 Castlereagh Street
 Sydney NSW 2000

For disclosures about maladministration:

NSW Ombudsman
 Phone: 02 9286 1000
 Toll free: 1800 451 524
 Email: nswombo@ombo.nsw.gov.au
 Web: www.ombo.nsw.gov.au
 Address: Level 24, 580 George Street
 Sydney NSW 2000

For disclosures about breaches of the GIPA Act

For disclosures about local councils

Office of Local Government
 Phone: 02 4428 4100



Internal Reporting Policy

Information Commissioner
Toll Free: 1800 472 679
Email: ipcinfo@ipc.nsw.gov.au
Web: www.ipc.nsw.gov.au
Address: Level 11, 1 Castlereagh Street
Sydney NSW 2000

Email: dlq@dlq.nsw.gov.au
Web: www.dlq.nsw.gov.au
Address: 5 O'Keefe Avenue
Nowra NSW 2451

DRAFT

22 FLOW CHART OF INTERNAL REPORTING PROCESS

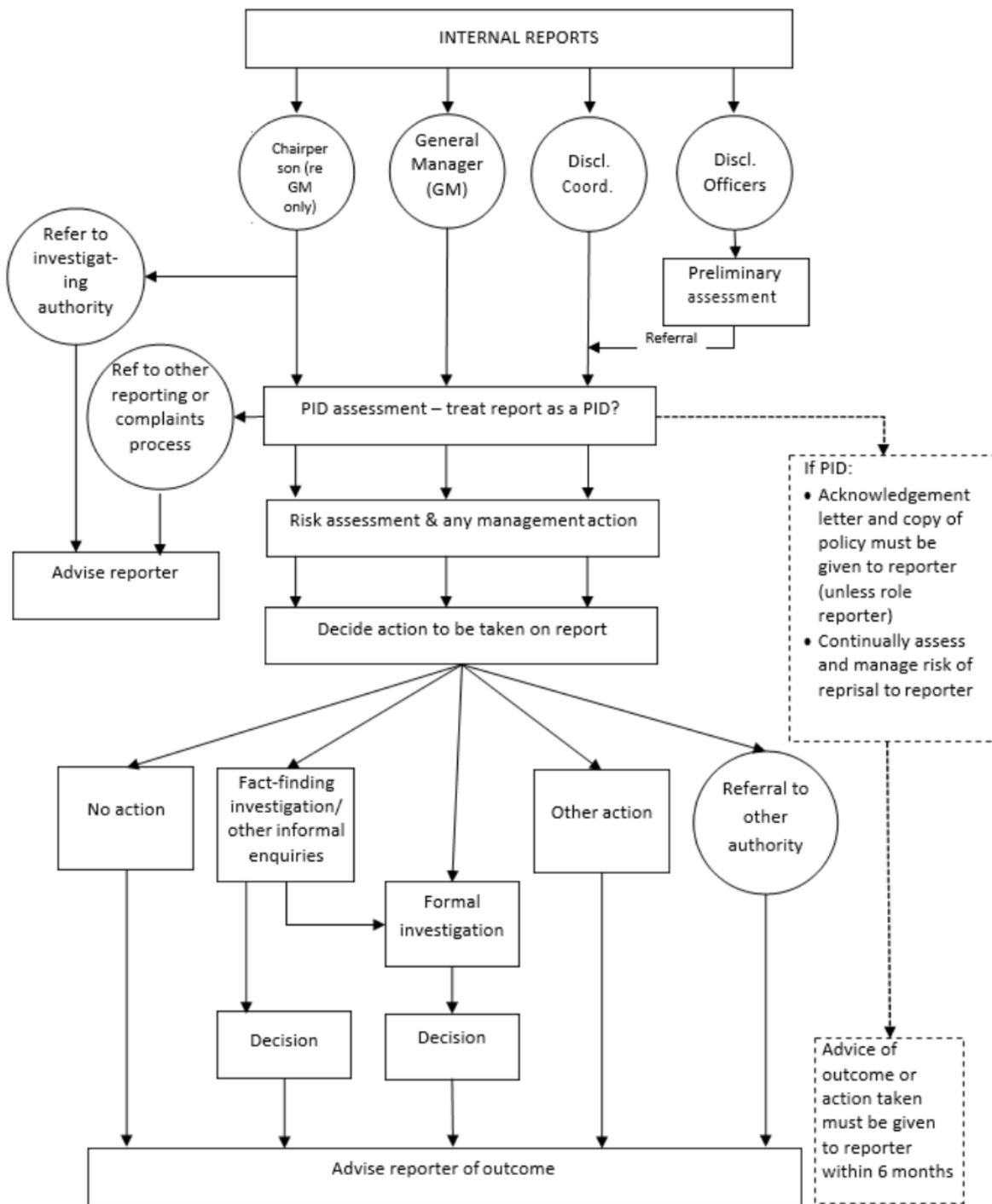


Figure 1: Flowchart of internal reporting process

GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

COUNCIL MEETINGS TEMPORARY CHANGE OF TIME

Report prepared by General Manager

COUNCIL OFFICER RECOMMENDATION

That Council Meeting times for 23 April, 25 June and 27 August 2020, be altered to commence at 2.00pm.

ALIGNMENT WITH BUSINESS ACTIVITY STRATEGIC PLAN

07 Efficient Operations

BACKGROUND

In accordance with 3.2 of the Goldenfields Water Code of Meeting Practice, the Board resolved at the Ordinary Council Meeting in October 2019 the Council meeting schedule for the ensuing 12 months.

REPORT

REROC and Riverina Joint Organisation meetings have been scheduled for the same day and time as Goldenfields Water Meetings.

The General Manager and Chairperson represent Goldenfields Water at the REROC and Riverina Joint meetings.

This affects the April, June and August Goldenfields Water Meetings.

It is proposed that the Goldenfields Council meetings commence at the later time of 2.00pm in order to allow the General Manager and Chairperson to attend the REROC and Riverina Joint Organisation meetings and return in time for the Goldenfields Water Council Meetings.

As such the Goldenfields Council Meetings would occur as follows:

23 April 2020 commencing at 2.00pm

25 June 2020 commencing at 2.00pm

27 August 2020 commencing at 2.00pm

Appropriate notice to the public regarding this alteration will be arranged in accordance with section 3.5 of Councils Code of Meeting Practice.

When REROC and the Riverina Joint Organisation resolve their next meeting cycle at their August meeting, the General Manager will request an alteration to their meeting cycle to ensure it does not impact future Goldenfields Council Meetings.

FINANCIAL IMPACT STATEMENT

The recommendation does not impact on Council's financial position.

ATTACHMENTS: Nil

TABLED ITEMS: Nil

GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

LOCAL GOVERNMENT NSW WATER MANAGEMENT CONFERENCE

Report prepared by General Manager

COUNCIL OFFICER RECOMMENDATION

That the Board:

1. Nominate attendees for the Local Government NSW Water Management Conference
2. Approve the attendance of the General Manager

ALIGNMENT WITH BUSINESS ACTIVITY STRATEGIC PLAN

03 Strategic Water Management

BACKGROUND

The annual Local Government NSW Water Management Conference presents a broad range of information from a local government perspective on water management, issues associated with water supply and sewerage services provided by water utilities.

REPORT

The Local Government NSW Water Management Conference will be held in Narrabri from Wednesday 15 to Friday 17 July 2020.

At the time of preparing this report the program for the event had not been released.

Nominations for attendance are sought from the Board to allow registration and booking arrangements to be made.

FINANCIAL IMPACT STATEMENT

The recommendation does not impact on Council's financial position.

ATTACHMENTS: Nil

TABLED ITEMS: Nil

GOLDENFIELDS WATER COUNTY COUNCIL – FEBRUARY 2020

DELIVERY PROGRAM PROGRESS REPORT

Report prepared by General Manager

COUNCIL OFFICER RECOMMENDATION

That Council's July - December 2019 Delivery Program Progress Report be received and noted.

ALIGNMENT WITH BUSINESS ACTIVITY STRATEGIC PLAN

07 Efficient Operations

BACKGROUND

Section 404 of the Local Government Act 1993, requires Council to provide a delivery program progress report at least every 6 months.

REPORT

Council's July-December 2019 Delivery Program Progress Report has been included as an attached item.

FINANCIAL IMPACT STATEMENT

The recommendation does not impact on Council's financial position.

ATTACHMENTS: July 2019-December 2019 Delivery Program Progress Report

TABLED ITEMS: Nil



Goldenfields
Water

DELIVERY PROGRAM UPDATE

July – December 2019



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Progress 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, four-year Delivery Program and annual Operational Plan. These documents are supported by the Resourcing Strategy, which comprises a Long Term Financial Plan, Workforce Management Plan and Asset Management Plan.

At least every six months, a progress report must be produced that provides information to the community about Goldenfields Water's progress towards achieving the objectives set out in its four-year Delivery Program.

This current progress report is for the period from July through to December 2019, which covers the first six months of the third year of Goldenfields Water's Delivery Program for 2017–2021.

The detailed progress report in Section 2 uses the icons below to show the status of each project, program or action. A comment is also provided about the specific progress made so far in completing each project, program or action.



Green – Completed



Blue – Progressing



Red – Not yet started



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 treatment process at either of Goldenfields Water's 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 water in bulk to Riverina Water County Council as well as non-potable water (untreated water for non-drinking purposes) directly to 250 properties.

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.



Strategic Priorities

This progress report is categorised in-line with the nine strategic priorities established by Goldenfields Water's long-term Business Activity Strategic Plan and the strategic objectives and strategies outlined in its 2017–2021 Delivery Program to achieve those priorities.

Strategic Priority 01: Excellence in Service Provision

Objective: Provision of excellence in delivery of water supply and customer service to all stakeholders.

Strategic Priority 02: Maximising Regional Water Supply

Objective: Planning of water supply for regional development through network analysis and partnerships with constituent councils.

Strategic Priority 03: Strategic Water Management

Objective: Demand management and efficiency improvements through customer awareness and selective asset enhancement.

Strategic Priority 04: Best Practice Pricing

Objective: Generation of income through transparent, equitable and solution driven pricing structures.

Strategic Priority 05: Proactive Customer Relations

Objective: Promotion of customer relations through communication, customer orientation of staff and targeted information delivery.

Strategic Priority 06: Environmental Protection and Sustainability

Objective: Environmental stewardship in carrying out of construction and operational activities.

Strategic Priority 07: Efficient Operations

Objective: Efficiency driven by use of technology, monitoring and performance analysis.

Strategic Priority 08: Highly Skilled and Energetic Workforce

Objective: Highly skilled and driven workforce encouraged by challenging positions and reward for effort and innovation.

Strategic Priority 09: Financially Sustainable

Objective: Financial planning based upon delivery of efficiencies and recovery of costs with growth built upon customer focused solutions.

DELIVERY PROGRAM PROGRESS REPORT July – December 2019

The following is Goldenfields Water's detailed report on its progress towards achieving the strategic objectives and implementing the strategies in its Delivery Program during the period July–December 2019. Progress is reported under Goldenfields Water's nine strategic priorities.



1: Excellence in service provision

1.1: Monitor and report compliance with regulatory, service and other organisational requirements

1.1.2: Increased drinking water assurance

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
1.1.2.1	Develop and implement an annual drinking water performance scorecard.	Develop and submit Council's Annual Drinking Water Management Report.	Production & Services Manager		100%	Goldenfields has developed and implemented a Drinking Water Management System. This system is reviewed October every year and the performance of the management system is provided within an annual report which is provided to the Board for review and adoption. The review and annual performance report was provided to the Board at the December 2019 Council Meeting.

1.2: Provide a reliable and quality drinking water supply

1.2.2: Assets are managed strategically, across whole of life to improve delivery of services and financial management

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
1.2.2.1	Annually review asset performance data. Implementation of an app to capture burst data. Undertake 1 pump station audit each quarter	Implementation of an app to capture burst data. Undertake 1 pump station audit each quarter.	Engineering Manager		60%	Burst data mobile application is in operation. 1 pump station audit has been completed each quarter



Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
1.2.2.3	<p>Construct and deliver Mandamah Pipeline Stage 2 as per program.</p> <p>Deliver the Capital Works as per program.</p>	Achieve greater than 85% of program	Operations Manager		60%	<p>Mandamah stage 2A - Completion of 13.5 kilometres of 100mm OPVC and 63mm PE pipe. This stage is now commissioned with several landholders connected. Mandamah stage 2B - 7.3 kilometres consisting of 200mm OPVC, 150mm OPVC, 100mm OPVC and 63mm PE pipe and due to commence mid January.</p> <p>Capital works program for 2019 up to 31st December has been completed.</p>
1.2.2.4	<p>Hydrant and valve maintenance/replacement program has been established and resources allocated.</p> <p>Reservoir cleaning/maintenance & inspections is on-going with reports actioned to Engineering department.</p>	Achieve greater than 85% of program	Operations Manager		60%	<p>Hydrant/valve maintenance/replacement program is on target with the township of Temora almost complete (1413 valves). Junee will be next town with approx 934 valves.</p> <p>Reservoir maintenance/inspections etc are on target</p>



Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
1.2.2.6	Maintain asset data in a register and complete revaluation every 3-5 years. A revaluation is not due in the 19/20 FY.	Maintain asset data register and complete revaluation every 3-5 years. Not due in 2019/2020.	Engineering Manager	●	60%	Piping and instrumentation diagram programs are underway to contribute information to the asset register.

1.2.3: Contamination resulting from backflow is minimised

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
1.2.3.1	Continue with backflow prevention installation program	Achieve greater than 85% of program	Engineering Manager	●	20%	Behind planned program due to technical difficulties and the re recruitment of the Compliance Officer.
1.2.3.2	Monitor success of new filling stations	Monitor usage of the automated filling stations in comparison to existing standpipes.	Engineering Manager	●	50%	The usage from the new bulk water filling stations is higher than usage in the previous financial year from the old standpipes and is showing an increasing trend at all locations as new customers sign up and dry weather continues



1.2.4: Water mains are systematically renewed and extended, based on asset performance data

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
1.2.4.1	Develop and implement a water main renewal program. For the extended Coursing Park area and Daylight scheme develop a renewal program for the next 5 years.	Renewal programs are developed to inform future capital works.	Engineering Manager	●	50%	Water main renewals have been identified and prioritised. Designs are underway
1.2.4.2	Continue with Mandamah water main extension program	Complete 30km of the Mandamah project.	Engineering Manager	●	50%	Mandamah stage 2 is under construction

1.2.5: Water Pumping Stations are systematically renewed based on asset performance data

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
1.2.5.1	Develop and implement a water pumping station renewal program	Program to be developed and continually updated in accordance with Councils Asset Management Risk Management Framework, Condition Manual and Investment Prioritisation Model.	Production & Services Manager	●	80%	A renewal program has been developed for the 2019/20 financial year via a registered log of run hours and condition assessments of Councils pump assets. Thus far Oura pump 3, Pump 2 at Jugiong Number 2, Talbingo Lane Pump 2, Temora Transfer pump 3, Junee Reefs, Ganmain Pump 2 and Arah Park 1 & 3 have been completed.



1.2.6: Trunk mains are systematically renewed based on asset performance data

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
1.2.6.1	Develop and implement a trunk main renewal program	Complete a minimum of 5km of trunk main renewal.	Engineering Manager		50%	Trunk renewals have been identified and prioritised. Designs are underway

1.2.8: Telemetry system is systematically renewed and extended, based on asset performance data

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
1.2.8.1	Develop and implement a telemetry renewal program	Telemetry and SCADA equipment to be renewed as failures occur.	Production & Services Manager		80%	Thus far, Goldenfields Water has installed all new communication towers and associated equipment for the Mt Daylight Scheme. In addition to the communication systems, all new electrical switchboards have been installed at Hannan, Daylight and Naradhan pump stations.

1.2.9: Flow meters are systematically renewed and extended, based on asset performance data

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
1.2.9.1	Develop and implement a flow meter renewal program. Validate the calibration of all production flow meters	Validate the calibration of all production flow meters.	Engineering Manager		10%	Matong bore 2 flow meter renewed



1.2.10: System valves are systematically renewed and extended, based on asset performance data

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
1.2.10.1	Develop and implement an air valve, scour and reflux renewal program	Achieve greater than 85% of program	Engineering Manager	●	20%	Program under development. Currently air, scours and reflux's replaced as required
1.2.10.2	Develop and implement a pressure reducing valve and surge tank renewal program	Achieve greater than 85% of the program	Engineering Manager	●	20%	Program under development. Currently PRVs and surge tanks replaced as required
1.2.10.4	Develop and implement a control valve renewal program	Achieve greater than 85% of program	Engineering Manager	●	20%	Program under development. Currently control valves replaced as required
1.2.10.6	Develop and implement a stop valve renewal program	Achieve greater than 85% of program	Engineering Manager	●	20%	Program under development. Currently SVs replaced as required

1.2.11: Hydrants are systematically renewed based on asset performance data

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
1.2.11.1	Develop and implement a hydrant renewal program	Achieve greater than 85% of program	Engineering Manager	●	20%	Program under development. Currently hydrants replaced as required



1.2.12: Instrumentation installations are systematically renewed and extended, based on asset performance data

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
1.2.12.1	Develop and implement an instrumentation renewal program	Undertake renewal of water quality and SCADA instrumentation equipment as required.	Production & Services Manager	●	50%	Instrumentation is replaced when and where required. In addition to the general replacement program, new Burket chlorine analysers were purchased for Jugiong, Oura, Bradman St and Ganmain. Jugiong has a new Burket systems installed as the initial trial for the new technology.
1.2.12.2	Develop and implement an instrumentation expansion program	Expansion of water quality and SCADA instrumentation to occur as required to ensure continuous improvement of water quality and demand data.	Production & Services Manager	●	50%	Staff continually seek opportunities for the expansion of instrumentation that provides greater data capture and control systems to Goldenfields Waters operations. Staff are currently working with Hilltops Council for the potential to install additional analysers at the Prunevale pump station.



1.2.13: We inform and involve our community about projects, programs and other activities

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
1.2.13.1	Regularly update and publish information on Goldenfields website relating to major projects, water outages, meeting minutes, billing, recent announcements and staffing updates.	Provision of timely, accurate and relevant information	Community Engagement Officer	●	50%	Relevant information is published and updated as required.
1.2.13.2	Proactively provide project specific information to relevant stakeholders as required and respond to any stakeholder requests in a timely manner.	Provision of timely, accurate and relevant information	General Manager	●	50%	Information has been provided to our relevant stakeholders through emails, face to face meetings, digital media and community presentations and meetings.
1.2.13.3	Report financial information internally.	Report financial information internally at least monthly.	Corporate Services Manager	●	50%	Monthly reports provided to management. The costing system is being refined during the 2019/20 financial year to enable better reporting and budgeting in future years.
1.2.13.4	Report financial performance to regulators as per compliance and to the community through bi-monthly Council meeting agendas and the Annual Report.	All external financial reporting is compliant with the Act and Regulations	Corporate Services Manager	●	50%	Statutory financial reporting obligations to Council meetings and regulators are being met within required timeframes.



Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
1.2.13.5	Report compliance information to regulators.	<p>1) Report any non-conformance with the Drinking Water Management System to NSW Health.</p> <p>2) Report any non-conformance with the Jugiong Water Treatment Plant's Environmental Protection Licence.</p> <p>3) Develop and submit an Annual Drinking Water Quality Report to NSW Health</p> <p>4) Development and submit the Environmental Protection Licence Annual Return to NSW EPA for the Jugiong Water Treatment Plant.</p>	Production & Services Manager	●	50%	Staff report to the a number of regulators throughout the financial year. These include NSW Public Health, EPA & DoPIE. Thus far staff have completed and submitted the annual Benchmark Reporting to DoPIE and the Annual DWMS Review to NSW Public Health.



2: Maximising regional water supply

2.1: Plan for the region's future water supply

2.1.1: Future water supply options are proactively identified and evaluated

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
2.1.1.1	Review, and monitor any opportunities for expansion of raw water sources and associated licenses.	Review, maintain and monitor raw water sources and associated licenses.	Production & Services Manager	●	50%	Staff are continually looking for opportunities to expand Goldenfields Waters access to Raw Water provisions. Staff are currently sourcing any opportunities for the Oura (Gumly Gumly) groundwater source. In addition to this, Staff have met with DoPIE and advised the need to for additional entitlement to the Jugiong Water Treatment Plant if Boorowa was to be serviced from this scheme.

2.2: Plan for the region's future growth

2.2.1: Our water supply network is able to respond to community growth and development

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
2.2.1.1	Liaise closely with constituent councils regarding growth and development	Meet at least annually with Constituent Councils counterparts.	General Manager	●	50%	Liaised with staff at Hilltops, Cootamundra-Gundagai, Coolamon and Bland Councils during July to Dec 2019 .



2.2.2: Water supply system constraints are identified

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
2.2.2.1	Enhance the system-wide hydraulic model	Hydraulic model is enhanced as opportunities arise.	Engineering Manager		50%	Models completed for Thanowring road and are underway for Wyalong area
2.2.2.2	Calibrate the hydraulic model with water meter and SCADA data.	Progressively calibrate the new water model through the investigation and review of Councils water supply network	Production & Services Manager		0%	The Water Model is yet to be completed and therefore any integration with SCADA has been postponed until further notice.



3: Strategic water management

3.1: Become an industry leader in the water sector

3.1.1: We are open to emerging technology and water cycle management methods

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
3.1.1.1	Monitor emerging technology and incorporate into future plans.	Investigate any opportunities for continuous improvement of services through emerging technologies.	Production & Services Manager		100%	Staff are continually seeking new technologies to help deliver greater efficiencies and services to its customers. During July and October 2019 Staff engaged No-Des a mobile flushing technology company to trial its flushing system within the Mt Arthur water supply scheme. Around 35km of reticulation main was flushed through the trial at a cost of around \$90,000. The results were very positive and staff will look at a number of options to continue its improvement of the system in future years.



3.1.2: We have the capacity to influence water industry direction

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
3.1.2.1	Explore opportunities to influence water industry policy and direction through participation in industry groups and bodies.	<p>1) Represent Goldenfields Water as an elected Executive Committee Member for the NSW Water Directorate.</p> <p>2) Participate in any opportunities to make submissions or represent the Council when and where appropriate</p>	Production & Services Manager		100%	Production and Services Manager is a current Executive Committee member of the NSW Water Directorate. A number of submissions have been made to the State with the most recent being in relation to the proposed Regional Water Strategies.

4: Best practice pricing

4.1: Ensure water metering is accurate

4.1.1: There is a high level of confidence in accuracy of water metering internally and amongst stakeholders

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
4.1.1.1	Develop and implement a water meter replacement program.	Achieve greater than 85% of program	Operations Manager		5%	A new program is to be developed in consultation with Engineering and Corporate services



4.2: Levy and collect water charges

4.2.1: Water meters are read accurately and water account notices issued correctly

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
4.2.1.1	Read 97% of water meters by using the AMR network	97% of meters are read using the automated meter reading network.	Corporate Services Manager		100%	Consistently achieving 98% of meters being read using the automated meter reading network.
4.2.1.2	Water account notices issued within agreed timeframes	Water account notices are issued within agreed time frames.	Corporate Services Manager		50%	Accounts are being issued within agreed timeframes. Council has commenced offering customers the option to receive notices electronically.



5: Proactive customer relations

5.1: Improve customer and community engagement

5.1.1: Feedback from customers is regularly captured and used in decision-making

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
5.1.1.1	Undertake customer survey in line with Community Engagement Strategy	The method of delivery and content is considered to undertake the survey in 2021 as per Community Engagement Strategy.	Community Engagement Officer	●	0%	Not due to start
5.1.1.2	As outlined in the Community Engagement Strategy, Goldenfields will conduct a customer survey on the commencement of each four year term of Council. Recommendations from the last customer survey will be reviewed in 19/20 to determine the content and method for the next Customer Survey in 2021.	Survey results are incorporated into future Operational Plans	Community Engagement Officer	●	0%	Not due to start



5.1.2: Our community understands what we do and has regular opportunities to be involved with us

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
5.1.2.1	Continue to achieve key actions listed in the four year Community Engagement Strategy and seek opportunities within our communities to further increase our level of community engagement.	Key actions within the Customer Engagement Strategy have been met.	Community Engagement Officer		50%	All key actions are progressing. Action item 3 - Water Refill Stations has been completed for this FY.

5.1.3: Our customer service goals are contained within a published Customer Service Charter, and we are accountable to them

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
5.1.3.1	Consultation with the community regarding deliverable service levels will be held in conjunction with the customer survey due in 2021 to ensure financial synergy.	Method of delivery and content is considered in preparation for the 2021 customer survey.	Corporate Services Manager		0%	Next Customer Survey to be undertaken in 2020/21 as per Community Engagement Strategy.



5.1.4: We participate in improving understanding of water management and sustainable water practices in our community

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
5.1.4.1	Engage with the community and stakeholders through traditional media methods, social media, website, community presentations, educational programs, media launches, branding at community events and face to face meetings.	Variety of channels utilised when communicating to the community	Community Engagement Officer		50%	All channels of communication are regularly utilised to provide information to our customers.
5.1.4.2	Schools within our supply scheme will be offered to attend Goldenfields Waters 'Depth Day' program at the Jugiong Water Treatment Plant, to learn more about the water treatment process. During National Water Week, Goldenfields will work with local schools and preschools to encourage and educate youths about sustainable water practices.	Educational resources are developed.	Community Engagement Officer		60%	Goldenfields Water delivered a successful National Water Week Campaign in October 2019. Plans for Depth Days 2020 are currently underway to take place in May.



5.2: Develop and maintain strong links with stakeholders

5.2.1: We have close relationships with the Riverina Eastern Regional Organisation of Councils (REROC)

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
5.2.1.1	Participate in opportunities for resource, expertise and knowledge sharing with REROC	Goldenfields actively attends REROC meetings	General Manager	●	50%	Attending REROC and JO meetings as required.
5.2.1.2	Work closely with REROC to improve service efficiency and effectiveness and promote matters of common interest	Goldenfields participates in projects with a joint interest.	General Manager	●	50%	Goldenfields Water attended relevant meetings.

5.2.2: We have close relationships with our constituent councils

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
5.2.2.1	Meet at least annually with Constituent Council counterparts.	Meet with Constituent Council counterparts at least annually.	General Manager	●	50%	Goldenfields have continued to engage with our constituent councils including presenting at the October workshop of Bland Shire Council.
5.2.2.2	Assist Constituent Councils where possible to attract growth and new business to the region	Joint projects undertaken where viable	General Manager	●	50%	We continue to assist both Hilltops and Cootamundra-Gundagai Council regarding the growth projects of Boorowa and Nangus.



5.2.3: We have a positive corporate reputation within our community and wider industry

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
5.2.3.1	Customers, stakeholders and Constituent Councils will be updated with Goldenfields Waters' current works, upcoming major works, educational programs and general updates through the distribution of the Customer Newsletter every October and April. Customers and stakeholders will regularly be updated with announcements via Goldenfields Waters social media platforms and traditional media. The development of a video series highlighting the service provided by Goldenfields Water will be rolled out in 19/20.	Variety of communication channels utilised to ensure stakeholders are informed	Community Engagement Officer		50%	Goldenfields Water distributed a Customer Newsletter in October and will deliver a Customer Newsletter each quarter, starting January 2020. Social and traditional media channels are utilised daily to communicate with our customers and the launch of the 'Who are Goldenfields Water' video series has commenced.



6: Environmental protection and sustainability

6.2: Ensure natural resources are used efficiently

6.2.1: We regularly review energy use to proactively identify and implement usage reduction activities to lower costs and reduce carbon foot print

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
6.2.1.1	Investigate opportunities for energy cost reductions.	1) Investigate and manage energy contracts 2) identify any opportunities where energy consumption can be reduced	Production & Services Manager		50%	Staff continually seek ways to optimise or include efficiencies for energy usage and associated costs. Staff are currently seeking opportunities with an external contractor to provide Power Purchase Agreements/solar installations across 12 operational sites. The installations will be subject to site suitability and feasibility.
6.2.1.2	Educate operators responsible for sites with highest energy consumption.	Update and educate staff where operational control measures will be modified to investigate potential savings in energy consumption.	Production & Services Manager		50%	All Water Treatment Plant operators and relevant staff are trained and educated in optimising plant operations.
6.2.1.3	As per item 6.2.1.2 operators will be encouraged to identify and implement savings. Consider suitable areas for onsite renewable energy.	Suitable areas for onsite renewable energy are identified.	Production & Services Manager		50%	12 current sites are being investigated by an external party for the potential to install solar energy systems to help alleviate some of the costs associated with water operations. These sites will be assessed for their suitability in terms of location and access to appropriate space installation.



Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
6.2.1.4	As per item 6.2.1.3 efficiencies are encouraged to reduce usage and renewable options will be considered.	Efficiencies are identified to reduce energy.	Production & Services Manager		50%	<p>Energy use is proactively reviewed when and where possible. Control changes for the West Wyalong Pump Station has seen an annual saving of around \$15k per annum based on projected time of use requirements.</p> <p>Goldenfields Water maintain a cloud based software system that monitors all electrical usage and costs associated with its operations. Carbon footprint activity is also monitored and reported in the Annual NSW Benchmark Report.</p>

6.2.2: Water use efficiency is increased across the network

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
6.2.2.1	Develop and maintain an Integrated Water Cycle Management strategy.	Develop and Implement a new Drought and Demand management plan.	Production & Services Manager		30%	A draft IWCM Issues Paper has been completed. A Project Reference Group meeting will now be organised for March 2020 with the intention to gain agreement of IWCM Strategy direction by constituent councils and relevant regulators which include DoPIE, EPA and NSW Public Health.
6.2.2.2	Customers have access to data portal and the MyH2O app to monitor their usage.	The MyH2O app is fully functioning and customers are encouraged to access and monitor their usage.	Corporate Services Manager		100%	MyH2O application and web portal fully functional and being used by customers.



6.3: Manage the water supply's sustainability and security

6.3.1: Risks to the water supply's sustainability and security are identified and monitored

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
6.3.1.2	Launch the MyH2O app and continue to encourage customers to sign up to MyH2O website to effectively monitor their water usage. Provide and educate customers about water efficient practices.	The percentage of customers using MyH2O has increased.	Community Engagement Officer		100%	The Goldenfields Water App was successfully launched in June 2019. A marketing campaign ran from June 2019 - December 2019 to promote the App and encourage customers to sign up. Goldenfields Water will continue to promote the App through social and traditional media channels.

6.3.2: We have a multilayered approach to water quality control

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
6.3.2.1	Develop, Implement and Maintain an approved Drinking Water Management System.	Maintain and update Councils Drinking Water Management System when and where required.	Production & Services Manager		100%	Goldenfields developed and adopted its DWMS in Feb 2018. Since its initial adoption two reviews and an internal audit have been completed, confirming its effectiveness. The most recent review (DWMS Annual Report) was completed and submitted to NSW Public Health in December 2019.



7: Efficient operations

7.1: Improve business efficiency

7.1.2: Information management is integrated across the organisation

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
7.1.2.2	Continually update and improve the Geographic Information System	GIS enhancements are implemented	Engineering Manager		50%	Maintenance, updates and enhancements are continually sought and implemented to improve the functionality of the Geographic Information System.

7.1.3: Corporate systems are implemented to support improvements in business efficiency

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
7.1.3.2	Develop an asset register structure and integrate with Civica and GIS.	Develop an asset register structure and integrate with CIVICA and GIS.	Engineering Manager		50%	Staff have developed an asset register template and are in the process of user testing the asset register in civica database prior to relocating the register to civica.

7.1.4: Corporate systems are integrated where practical to improve data

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
7.1.4.1	Integrate SCADA with hydraulic modelling software.	SCADA is integrated with hydraulic modelling software.	Production & Services Manager		0%	The Water Model is yet to be completed and therefore any integration with SCADA has been postponed until further notice.



7.1.5: Fleet management is optimised

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
7.1.5.1	Review fleet requirements annually.	Fleet procurement decisions are based on whole of life costing	Corporate Services Manager	●	50%	Fleet replacement program underway and being monitored.

7.3: Reduce exposure to business risks

7.3.1: We take an integrated approach to risk management

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
7.3.1.1	Develop and implement a risk management framework and corporate risk register.	Risk management framework and corporate risk register developed and implemented.	Corporate Services Manager	●	70%	Risk Management Framework has been developed. Development of a risk register is underway and almost complete.



7.3.2: Environmental management practices are in place to reduce exposure to environmental risk

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
7.3.2.2	Review and maintain Councils compliance with environmental risks.	Council will maintain compliance with their Environmental Protection Licence and will develop and maintain a Pollution Incident Response Management Plan (PIRMP).	Production & Services Manager		50%	Goldenfields has one environmental protection licence associated with the Jugiong Water Treatment Plant operations. This licence is regulated through the EPA. This licence is reviewed annually and submitted to the EPA in around April of every year. Thus far Council has not had any breaches of its licence for the Jugiong Water Treatment Plant.

7.4: Improve the efficiency of operations in the field

7.4.1: We have an efficient, mobile workforce

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
7.4.1.1	Mobile platform for GIS developed and implemented.	Mobile GIS platform is developed and implemented.	Engineering Manager		0%	Not due to start



8: Highly skilled and energetic workforce

8.1: Improve the management of human resources

8.1.1: Our workforce is motivated, skilled and flexible

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
8.1.1.2	Provide staff with professional development opportunities that meet future needs	Annual staff development plans completed, training undertaken for identified gaps	HR Coordinator		50%	Professional development opportunities provided to staff as required.
8.1.1.3	Undertake an annual employee survey	Annual Survey undertaken and results reviewed and actioned	HR Coordinator		100%	Survey completed in September 2019. Results reported to Council at the December 2019 meeting.



9: Financially sustainable

9.1: Deliver responsible financial management

9.1.1: Our organisation is financially sustainable

Code	Operational Plan Desired Outcome	Performance Measure	Responsible Officer Position	Traffic Lights	Progress	Comments
9.1.1.1	Develop a long-term financial management plan	Long term financial plan updated annually	Corporate Services Manager		10%	In progress, to be developed during the 2020/21 budget and operational plan process.
9.1.1.3	Review schedule of fees and charges in-line with the annual operational plan	Revised scheduled of fees and charges adopted by Council as part of operational plan	Corporate Services Manager		100%	Fees and Charges were reviewed and adopted in June 2019 in accordance with the four year price path adopted in 2015/16.
9.1.1.4	Develop capital works programs in-line with the planned price path.	Capital works program adopted by Council and reflected in LTFP	Corporate Services Manager		0%	Asset Management Plan and forward Capital Work Program to be developed in conjunction with the development of the Long Term Financial Plan.

NEXT MEETING

The next ordinary meeting of Council is scheduled to be held on Thursday 25 April 2020 at 2.00pm.

CLOSE OF BUSINESS

There being no further business requiring the attention of Council the meeting may be declared closed.