

**Minutes of the Meeting of GOLDENFIELDS WATER COUNTY COUNCIL held at  
TEMORA OFFICE on 23 February 2023**

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The meeting commenced at 10.05am

**PRESENT**

Cr B Callow, Cr A McAlister, Cr L McGlynn, Cr K Morris, Cr J Piper, Cr G Sinclair, Cr M Stadtmiller, Cr A White.

**ALSO IN ATTENDANCE**

Mr A Drenovski (General Manager), Mr T Goodyer (Operations Manager), Mr John Chapman (Interim Corporate Services Manager) Miss S Jung (Engineering Manager), Mrs A Coleman (Executive Assistant).

**1. LEAVE OF ABSENCE/APOLOGIES**

Nil

**2. ATTENDANCE OF COUNCILLORS BY AUDIO VISUAL LINK**

Nil

**3. WEBCASTING OF COUNCIL MEETINGS**

Attendees of this meeting are reminded that:

- a) The meeting is being recorded and made publicly available on Council's website, and
- b) Persons attending the meeting should refrain from making any defamatory statements.

**4. STATEMENT OF ETHICAL OBLIGATIONS**

Councillors are reminded of the oath or affirmation of office they have taken under section 233A of the Act.

The governing body of a county council is responsible for managing the affairs of the county council. Each Councillor as a member of the governing body has a responsibility to make considered and well-informed decisions to ensure that the exercise of the functions of Goldenfields Water are performed to benefit the whole of the area of operations of Goldenfields Water.

In addition Councillors are reminded of their obligations under council's code of conduct to disclose and appropriately manage conflicts of interest.

**5. 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.

**6. PRESENTATIONS**

Nil

**7. DECLARATION OF PECUNIARY INTERESTS**

Nil

**8. DECLARATION OF NON PECUNIARY INTERESTS**

Nil

**9. CONFIRMATION OF MINUTES OF MEETINGS HELD ON 08 DECEMBER 2022**

**BOARD RESOLUTION**

**23/001 RESOLVED** on the motion of Crs McAlister and Piper that the minutes of the meetings held on the 08 December 2022, having been circulated and read by members be confirmed.

**10. BUSINESS ARISING FROM MINUTES**

Nil

**11. CORRESPONDENCE**

Nil

**12. MATTERS OF URGENCY**

Nil

**13. NOTICES OF MOTION / RESCISSION MOTIONS**

Nil

**14. CHAIRPERSON'S MINUTE**

Nil

**Minutes of the Meeting of GOLDENFIELDS WATER COUNTY COUNCIL held at  
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**15. MATTERS TO BE SUBMITTED TO OPEN COUNCIL**

**15.1. MATTERS SUBMITTED BY CORPORATE SERVICES MANAGER**

**15.1.1. COUNCIL CASH AND INVESTMENTS**

**BOARD RESOLUTION**

**23/002 RESOLVED** on the motion of Crs Morris and Sinclair that the report detailing Council Cash and Investments as at 31<sup>st</sup> January 2023 be received and noted.

Report prepared by Corporate Services Manager

**COUNCIL OFFICER RECOMMENDATION**

That the report detailing Council Cash and Investments as at 31<sup>st</sup> January 2023 be received and noted.

**ALIGNMENT WITH BUSINESS ACTIVITY STRATEGIC PLAN**

Priority 2      Customer Service Focus

**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 2021.

**REPORT**

Council's cash and investment portfolio decreased by \$1,729,828.87 from \$38,075,669.96 as at 31<sup>st</sup> December 2022 to \$36,345,841.09 as at 31<sup>st</sup> January 2023.

**Cash and Investment Portfolio**

Type	Rating	CQ RATING	Issuer	Frequency	Purchase	Maturity	Days	Rate	Benchmark*	Principal
TD	BBB	A2	AMP Bank	At Maturity	17/11/2022	8/02/2023	83	3.85	3.37	\$2,500,000
TD	A+	A1	Macquarie Bank	At Maturity	16/03/2022	15/02/2023	336	1.15	3.37	\$3,000,000
TD	AA-	A1+	CBA	At Maturity	17/08/2022	22/02/2023	189	3.51	3.37	\$4,000,000
TD	AA-	A1+	CBA	Half Year	20/07/2022	1/03/2023	224	3.82	3.37	\$1,000,000
TD	NR	NR	Southern Cross Credit Union	At Maturity	7/12/2022	8/03/2023	91	3.90	3.37	\$1,000,000
TD	NR	NR	Southern Cross Credit Union	At Maturity	7/12/2022	15/03/2023	98	3.90	3.37	\$1,000,000
TD	NR	NR	Summerland Credit Union	At Maturity	7/12/2022	22/03/2023	105	3.95	3.37	\$1,000,000
TD	NR	NR	Summerland Credit Union	At Maturity	7/12/2022	29/03/2023	112	3.95	3.37	\$1,000,000
TD	AA-	A1+	NAB	At Maturity	16/12/2022	5/04/2023	110	3.83	3.37	\$1,000,000
TD	A+	A1	Macquarie Bank	At Maturity	16/12/2022	5/04/2023	110	3.91	3.37	\$1,000,000
TD	AA-	A1+	CBA	Half Year	28/04/2022	3/05/2023	370	2.73	3.37	\$4,000,000
TD	BBB+	A2	ME Bank	At Maturity	27/05/2022	1/06/2023	370	3.18	3.37	\$4,000,000
TD	BBB+	A2	BOQ	Annual	1/06/2022	5/07/2023	399	3.20	3.37	\$2,000,000
TD	AA-	A1+	NT Treasury	Annual	10/09/2020	15/12/2023	1191	1.00	3.37	\$2,000,000
TD	BBB+	A2	Credit Union of Aust	At Maturity	31/01/2023	17/04/2024	442	4.67	3.37	\$1,000,000
TD	BBB-	A2	Judo Bank	At Maturity	23/01/2023	24/07/2024	548	4.45	3.37	\$1,000,000
TD	AA-	A1+	NT Treasury	Annual	28/09/2020	15/12/2024	1539	1.10	3.37	\$1,000,000
TD	BBB	A2	AMP Bank	At Maturity	12/01/2023	13/01/2025	732	4.55	3.37	\$2,000,000
CASH	A+	A1	Macquarie Bank	Monthly				0.55	2.89	\$1,033,710
CASH	AA-	A1+	CBA	Monthly				0.20	2.89	\$10,208
CASH	AA-	A1+	CBA	N/A				0.00	2.89	\$1,801,923
<b>TOTAL:</b>										<b>\$36,345,841</b>

**Minutes of the Meeting of GOLDENFIELDS WATER COUNTY COUNCIL held at  
TEMORA OFFICE on 23 February 2023**

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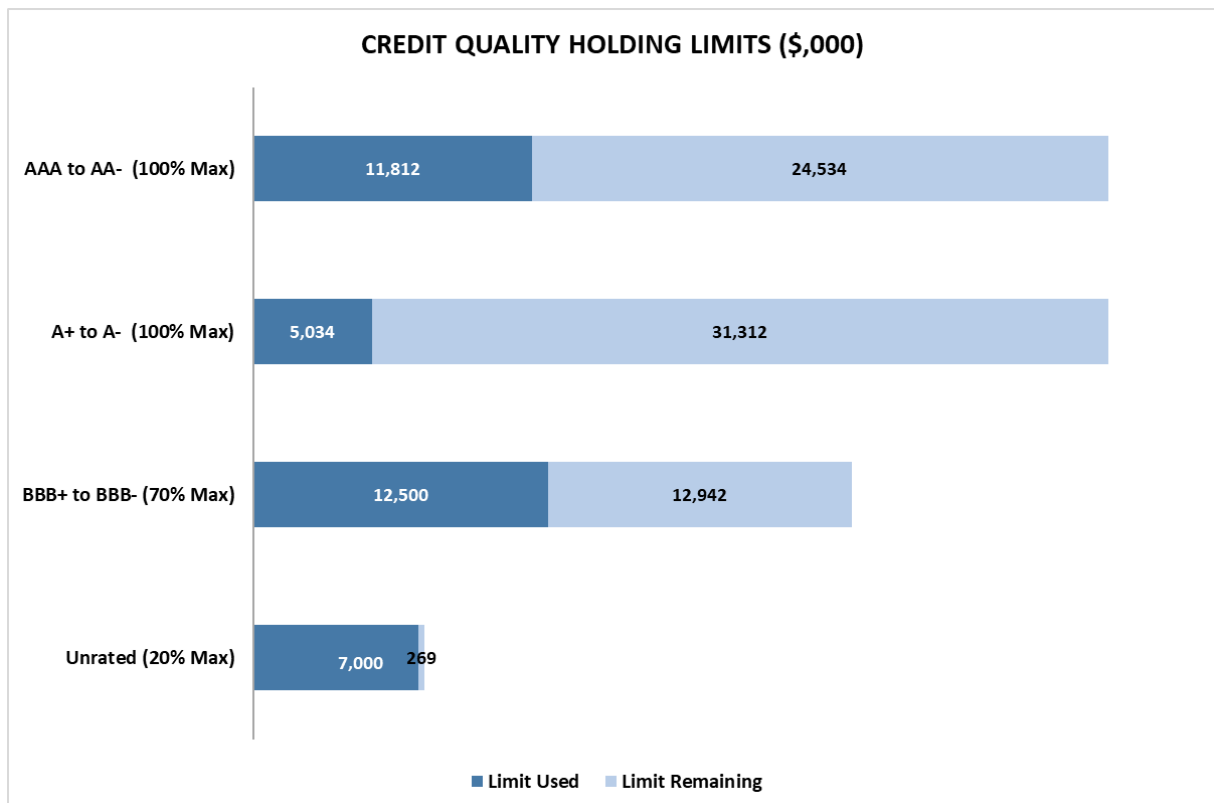
**Portfolio Performance**

Goldenfields Water County Council’s investment portfolio underperformed by 0.49% in comparison to the relevant BBSW Index benchmark. The average weighted yield for January was 2.89%.

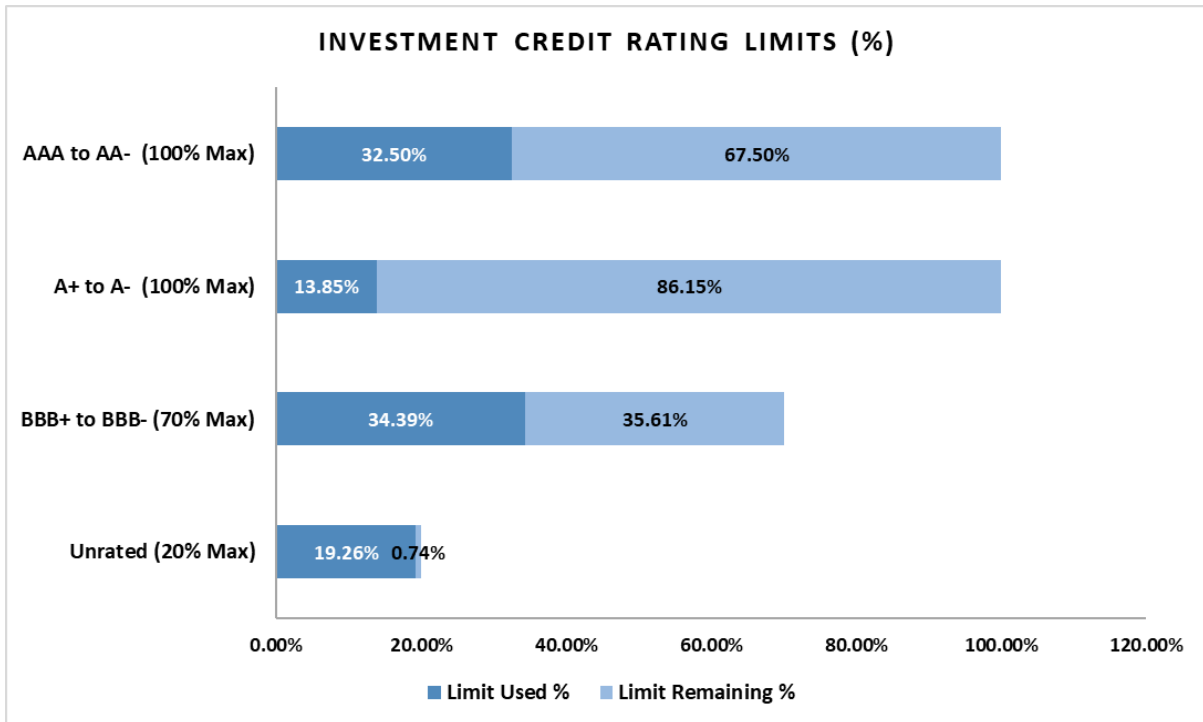
<b>Total Cost</b> 36,345,841	<b>Yearly Interest Received</b> 293,591	<b>Weighted Average Term</b> 145 days
<b>Total Portfolio Value</b> 36,665,242	<b>Monthly Interest Received</b> 67,562	<b>Weighted Average Yield</b> 2.89%

**Credit Quality Compliance**

Council’s investment portfolio was compliant with policy in terms of S&P long term rating credit quality limits, as displayed below.



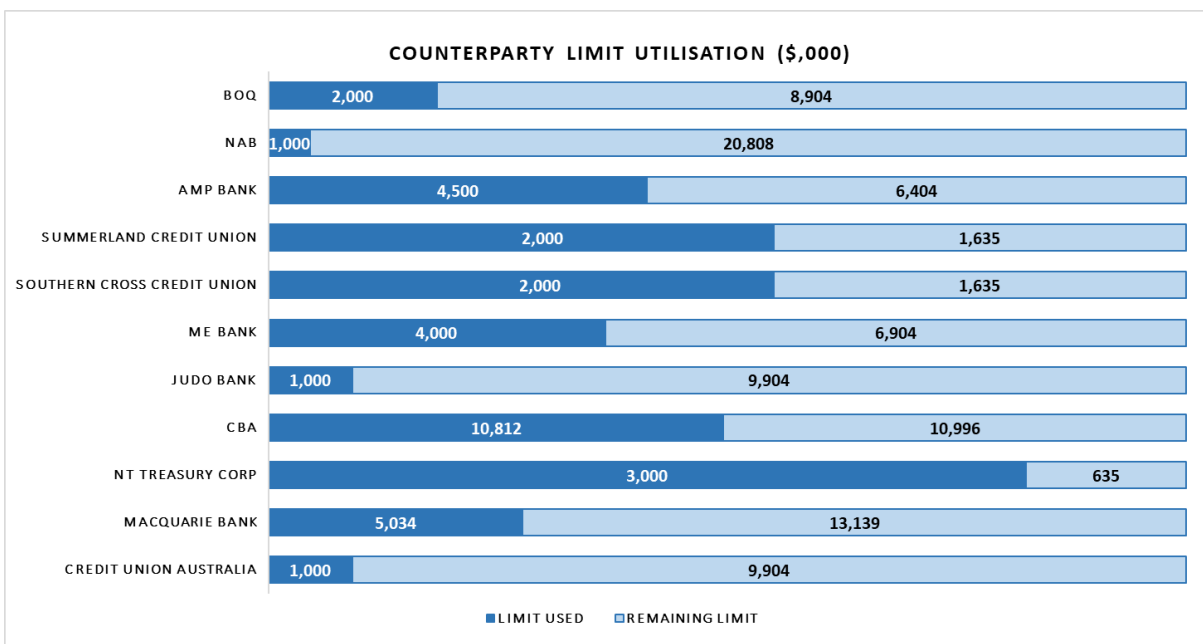
**Minutes of the Meeting of GOLDENFIELDS WATER COUNTY COUNCIL held at  
TEMORA OFFICE on 23 February 2023**



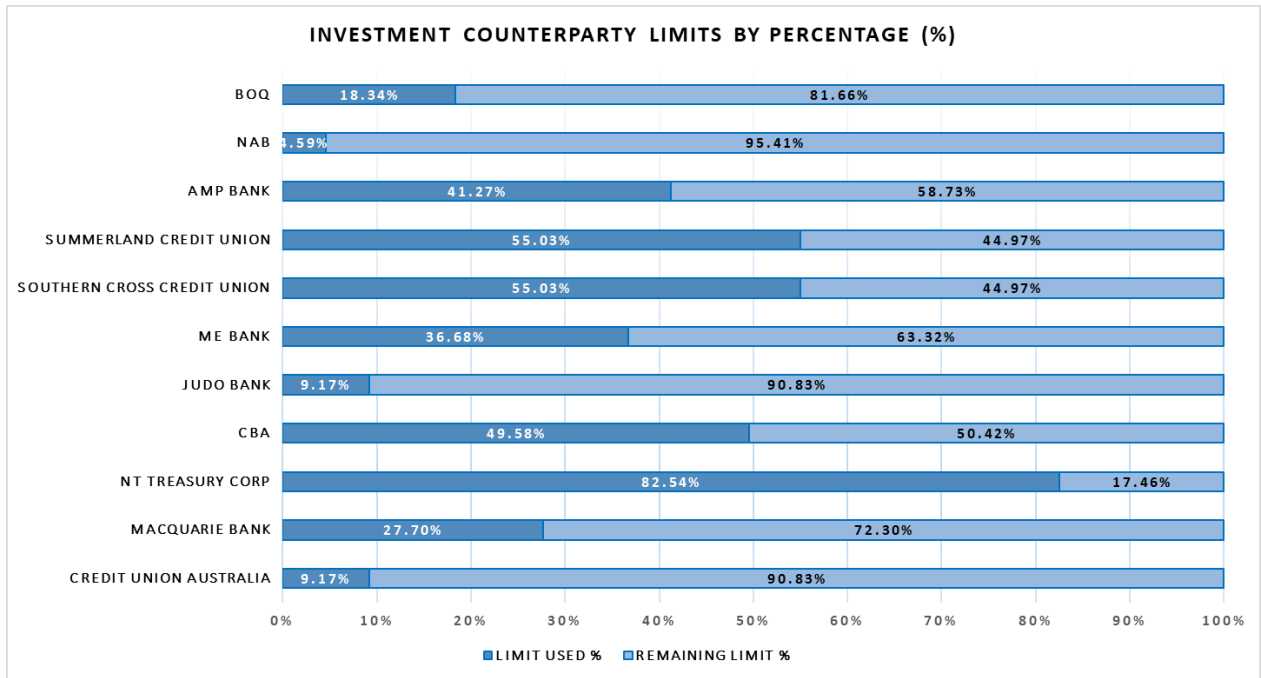
**Counter Party Compliance**

As at the end of January, Council was compliant with policy in terms of individual financial institution capacity limits. 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.

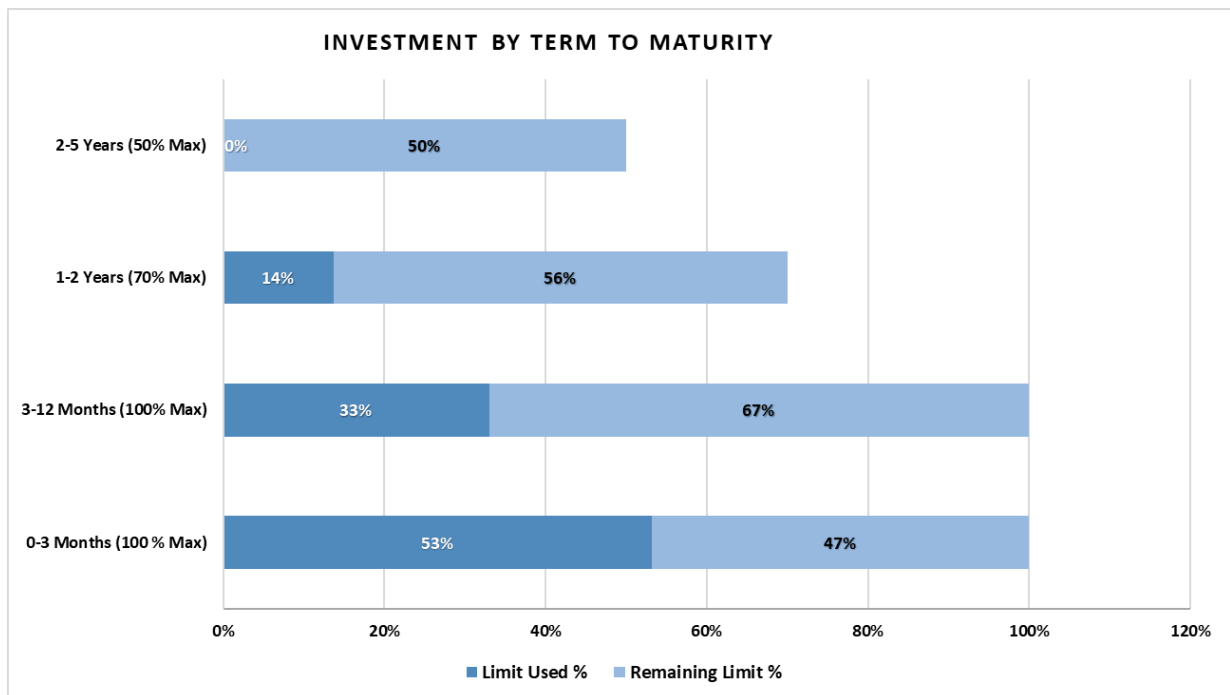


**Minutes of the Meeting of GOLDENFIELDS WATER COUNTY COUNCIL held at TEMORA OFFICE on 23 February 2023**



**Term to Maturity**

Council's investment portfolio maturities shown graphically below were also compliant with policy requirements.



### **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.

<b>Restricted Funds:</b>	
Employee Leave Entitlement	2,492,494
Plant & Vehicle Replacement	2,830,127
Infrastructure Replacement	16,363,217
<b>Unrestricted Funds</b>	<b>14,660,003</b>
<b>TOTAL</b>	<b>36,345,841</b>

### **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 2021 and Council's Investment Policy PP004.

Signed



John Chapman  
Responsible Accounting Officer

### **FINANCIAL IMPACT STATEMENT**

Council's cash and investment portfolio decreased by \$1,729,828.87 from \$38,075,669.96 as at 31<sup>st</sup> December 2022 to \$36,345,841.09 as at 31<sup>st</sup> January 2023.

**ATTACHMENTS:** Nil.

**TABLED ITEMS:** Nil.

### **15.1.2. PROGRESS REPORT - CAPITAL WORKS EXPENDITURE**

#### **BOARD RESOLUTION**

**23/003 RESOLVED** on the motion of Crs Callow and White that the Capital Works Progress Report as at 31st January 2023 be received and noted.

**Report prepared by Corporate Services Manager**

**COUNCIL OFFICER RECOMMENDATION**

That the Capital Works Progress Report as at 31<sup>st</sup> January 2023 be received and noted.

**ALIGNMENT WITH BUSINESS ACTIVITY STRATEGIC PLAN**

Priority 1      High Quality, Secure & Efficient Water Supplies

**BACKGROUND**

Capital Works represents an important part of Councils activities and expenditure. This report details expenditure and progress for the year to date on programmed and emergent capital works.

**REPORT**

This report is presented for information on the expenditure and progress of Council's Capital Works Program as at 31<sup>st</sup> January 2023.

**FINANCIAL IMPACT STATEMENT**

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

**ATTACHMENTS:** Capital Works Progress Report as at 31<sup>st</sup> January 2023.

**TABLED ITEMS:** Nil.

**15.1.3. QUARTERLY BUDGET REVIEW 31 DECEMBER 2022**

**BOARD RESOLUTION**

**23/004 RESOLVED on the motion of Crs McGlynn and McAlister that the Board receives and adopts the Quarterly Budget Review for the period ended 31 December 2022.**

**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 2022.

**ALIGNMENT WITH BUSINESS ACTIVITY STRATEGIC PLAN**

Priority 2      Customer Service Focus

**BACKGROUND**

The Quarterly Budget Review Statement is presented to Council in accordance with Clause 203(2) of the Local Government (General) Regulations 2021, 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 2022 is submitted for examination by Council.



**Minutes of the Meeting of GOLDENFIELDS WATER COUNTY COUNCIL held at  
TEMORA OFFICE on 23 February 2023**

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The anticipated Operating Result for 2022/23 provided for a deficit of \$1,778,000. The anticipated Operating Result as adopted in the original budget was a deficit of \$1,738,000 and, following the September 2022 Quarterly Budget Review, was amended to forecast an operating deficit of \$1,778,000. This review provides for additional operating expenditure of \$135,000, resulting in a revised deficit of \$1,913,000 for the year.

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 2022 quarterly review adjustments:

**Operational Expenditure**

- (\$135,000) recommencement of implementation of the Emagin project

**Capital Expenditure**

- (\$60,000) Oura Storage Shed
- (\$46,000) Lonsdale Control Panel
- (\$7,000) Temora Transfer Pump 1
- (\$10,000) Matong Pump Station

**FINANCIAL IMPACT STATEMENT**

The recommendation has increased Operating Expenditure by \$135,000 and Capital Works Expenditure by \$123,000.

**ATTACHMENTS:** Quarterly Budget Review 31-12-22.

**TABLED ITEMS:** Nil.

**15.2. MATTERS SUBMITTED BY PRODUCTION AND SERVICES MANAGER**

**15.2.1. WATER PRODUCTION REPORT**

**BOARD RESOLUTION**

**23/005 RESOLVED** on the motion of Crs Callow and Sinclair that the Water Production Report be received and noted.

**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**

Priority 3      A Healthy Natural Environment

## **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**

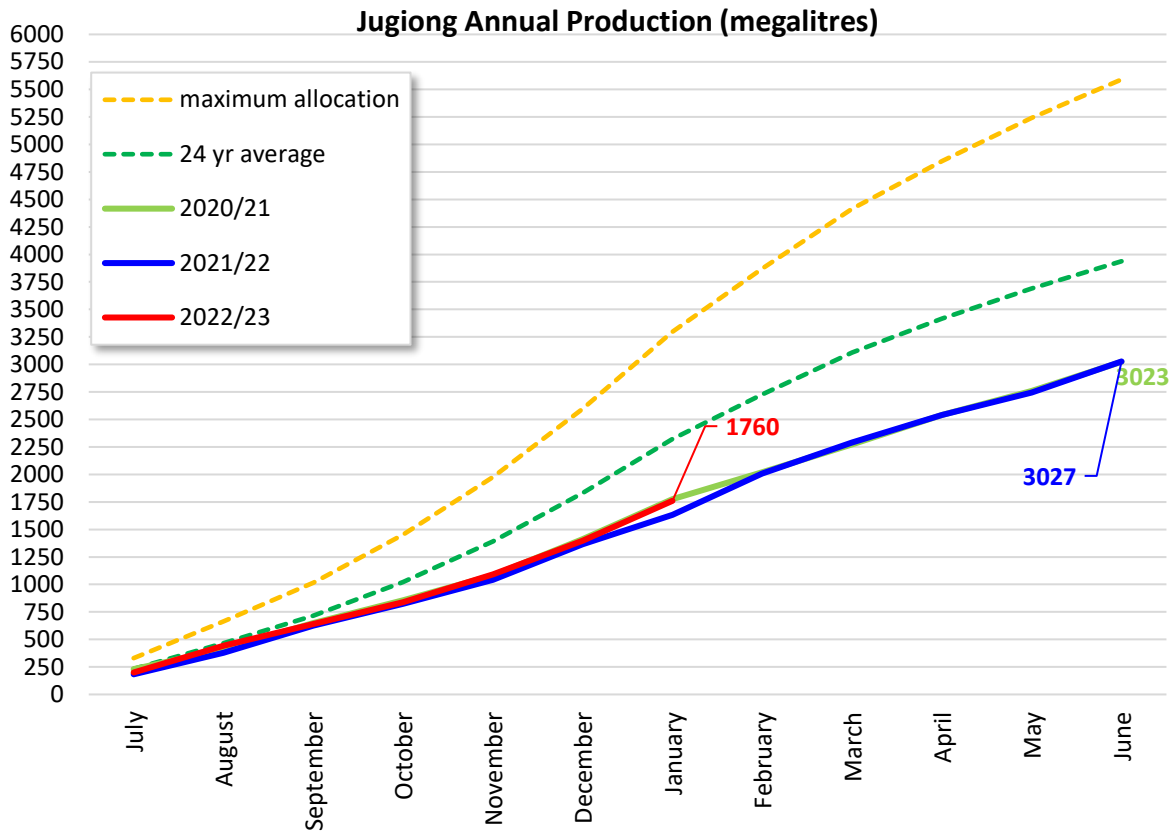
The Jugiong drinking water scheme sources water from the Murrumbidgee River and has an extraction licence entitlement of 5590ML per annum. Water from the Murrumbidgee River is treated through a 40ML/day, conventional Water Treatment Plant that consists of: Coagulation, Flocculation, Clarification, Filtration,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

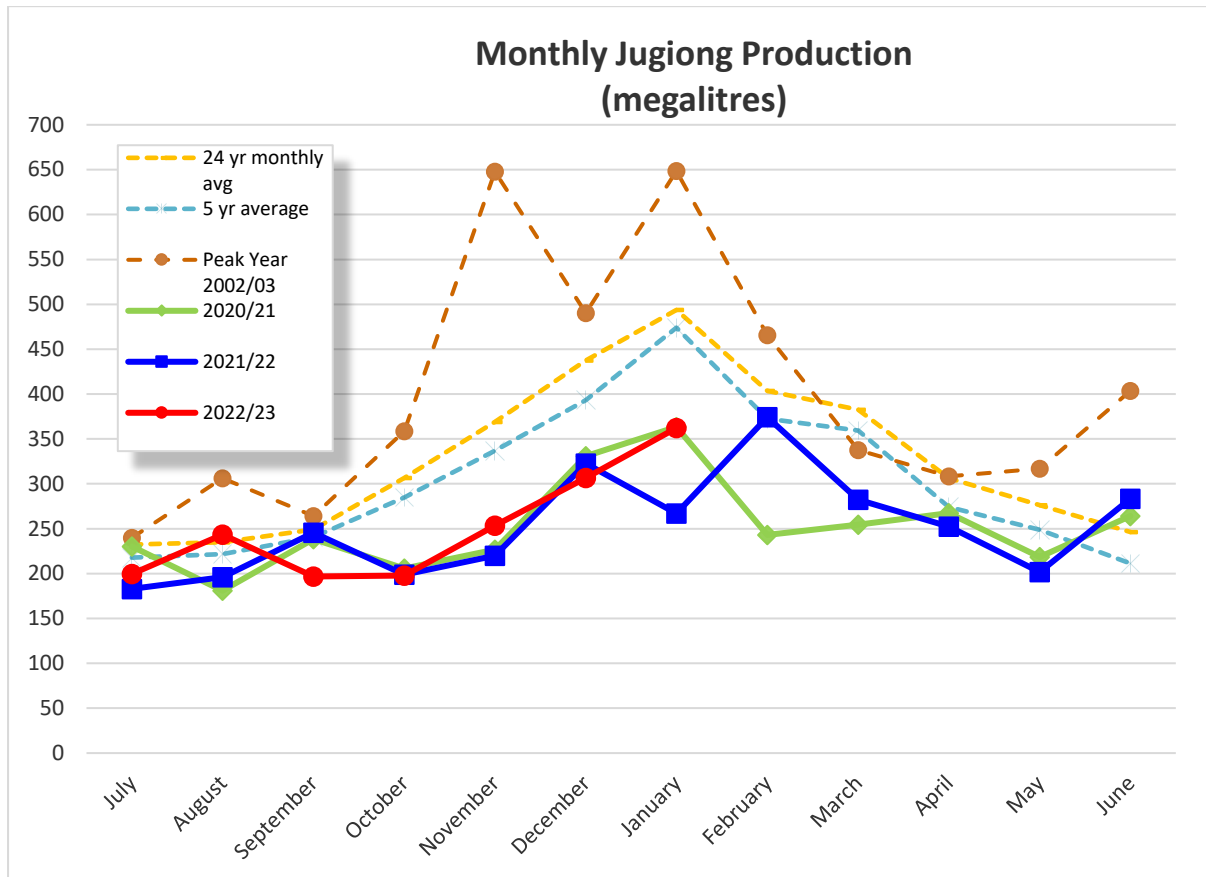
**Minutes of the Meeting of GOLDENFIELDS WATER COUNTY COUNCIL held at TEMORA OFFICE on 23 February 2023**

Seven months into the 2022/23 financial year, 1760ML of water had been extracted from the Murrumbidgee River and processed at the Jugiong Water Treatment plant. This is slightly higher than the same period in the 2021/22 FY where 1633ML was extracted. An increase of 127ML. This is illustrated in the graph below.



**Minutes of the Meeting of GOLDENFIELDS WATER COUNTY COUNCIL held at TEMORA OFFICE on 23 February 2023**

Jugiong monthly production started slightly higher in July with 199ML extracted and treated for the month. August saw a further increase in production with 243ML extracted and treated before a decrease in production for September where only 197ML was extracted and treated. October saw an extraction of 198ML. November through to January saw a gradual increase in production as we moved into the warmer months. November (254ML), December (307ML) and January (362ML).

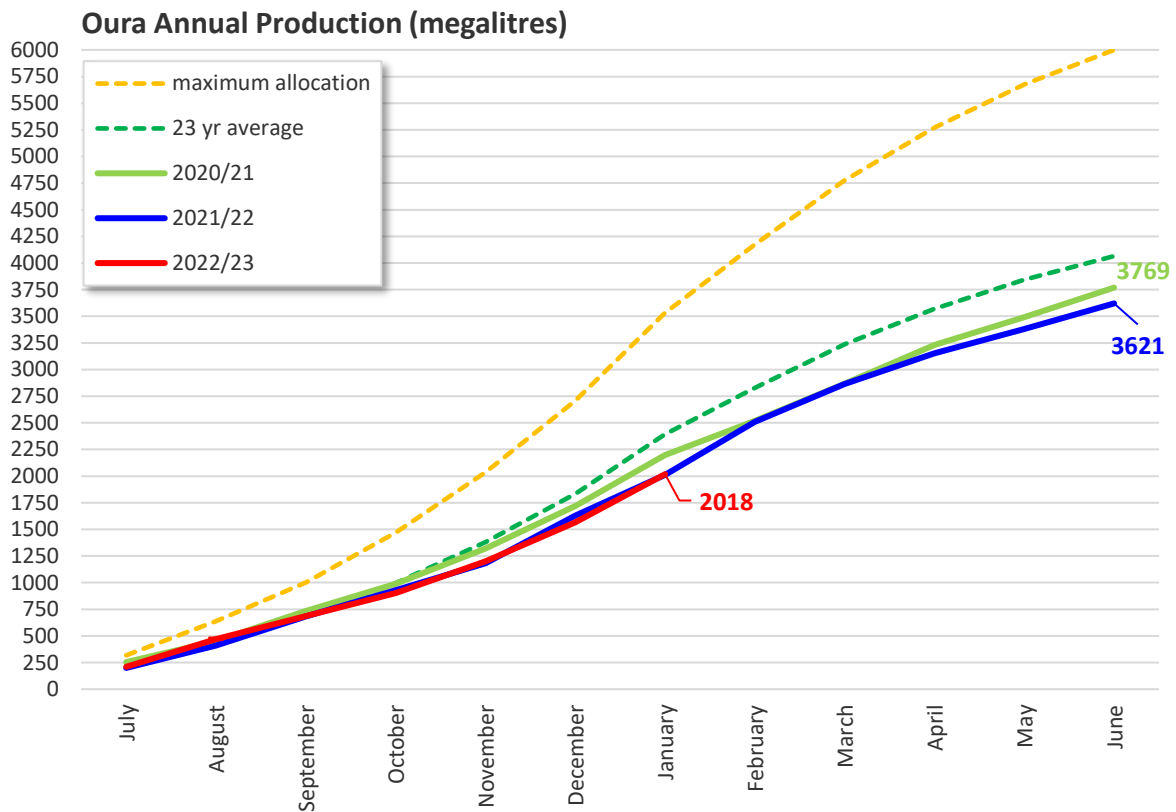


### Oura Drinking Water Scheme

The water source at Oura is the Murrumbidgee inland alluvial aquifer, this water is extracted from 4 bores namely: Bores 2, 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.

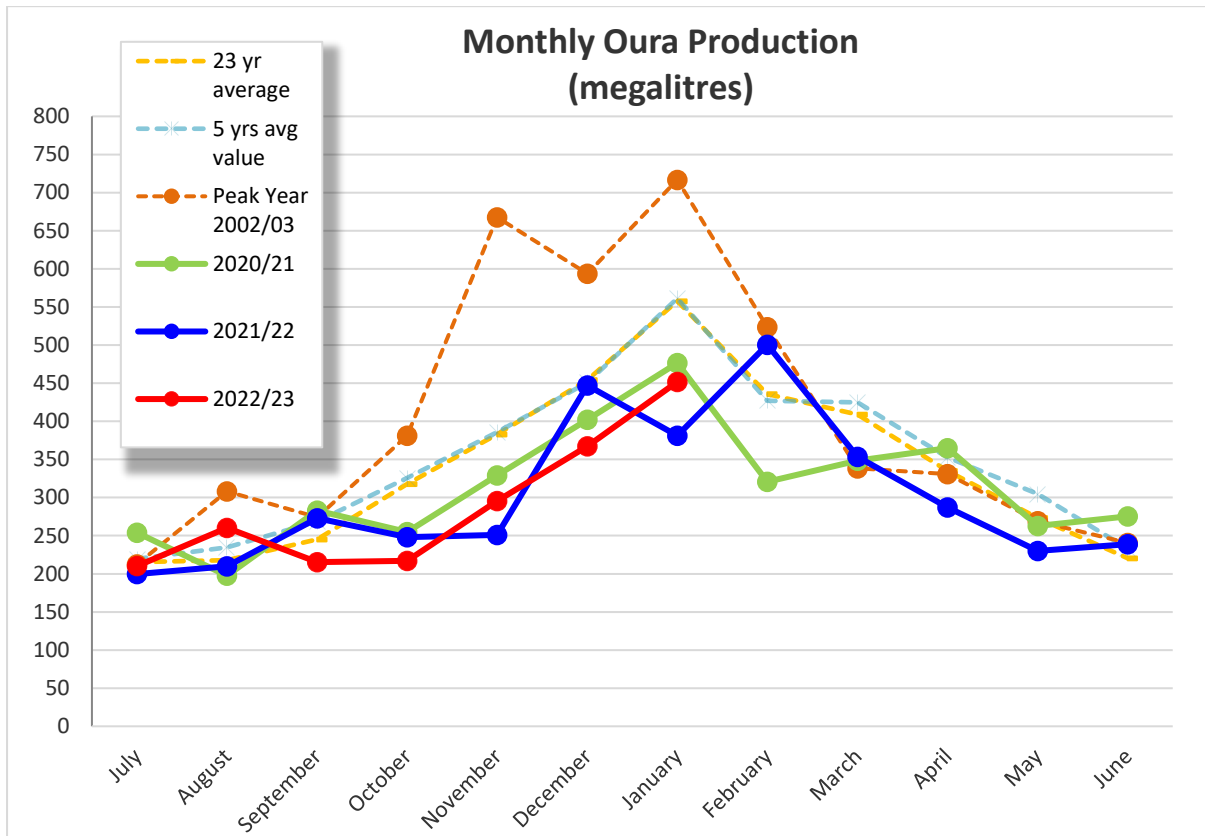
The Oura scheme has 33 sets of reservoirs and 19 pumping stations, produces drinking water for approximately 14,600 people in the Bland, Coolamon, Junee, Narrandera and Temora Shires. The Oura scheme can also supply water to the Northern side of the rural area of Wagga Wagga City when required.

Seven months into the 2022/23 financial year, 2018ML of water has been extracted from the Oura Borefield and processed at the Oura Water Treatment Plant. This is a slight increase in production compared to last FY where 2010ML of water was extracted for the same period. A increase in production of 8ML. This is depicted in the graph below.



**Minutes of the Meeting of GOLDENFIELDS WATER COUNTY COUNCIL held at TEMORA OFFICE on 23 February 2023**

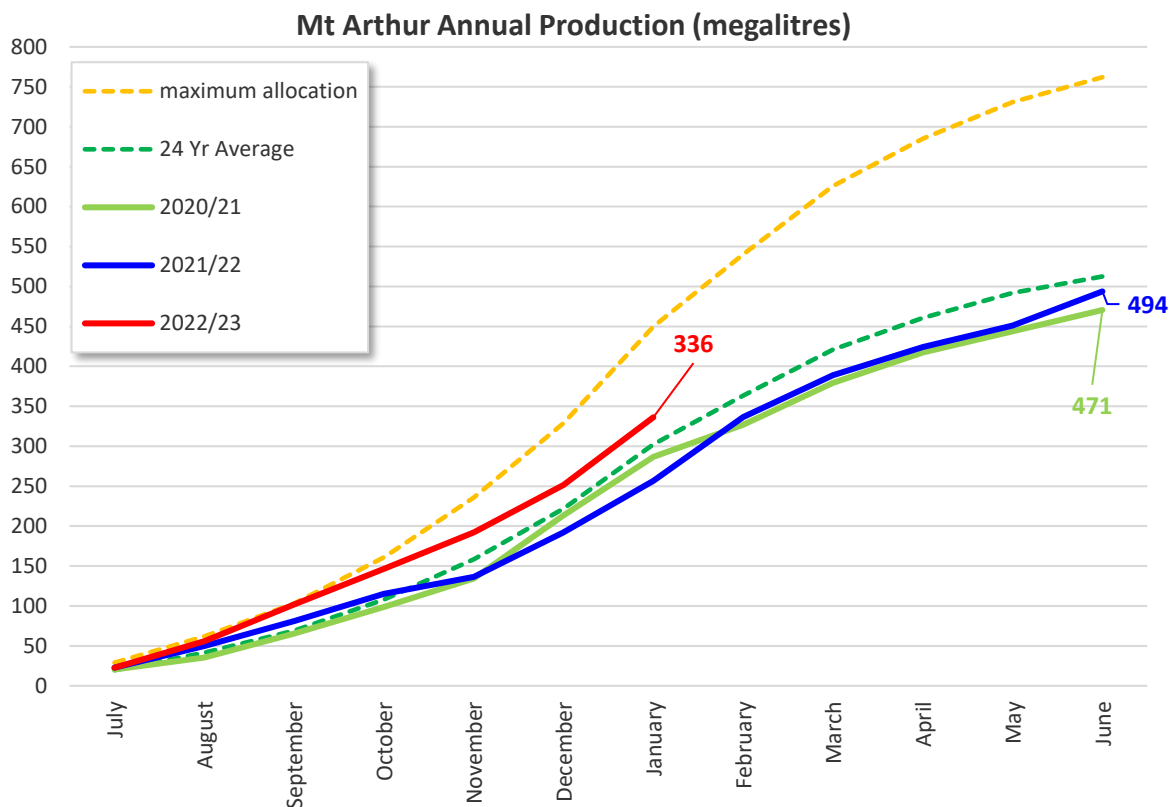
Oura monthly water production has started slightly higher in July where 200ML was extracted from the Oura bores. August saw an increase in production where 260ML was extracted before a decrease in production for September saw only 215ML extracted. October saw a further decrease where only 217ML was extracted. November through to January saw a further production increases as we move into the warmer months. November (295ML), December (367ML) and January (452ML), December (367ML) and January (452ML).



### Mount Arthur Drinking Water Scheme

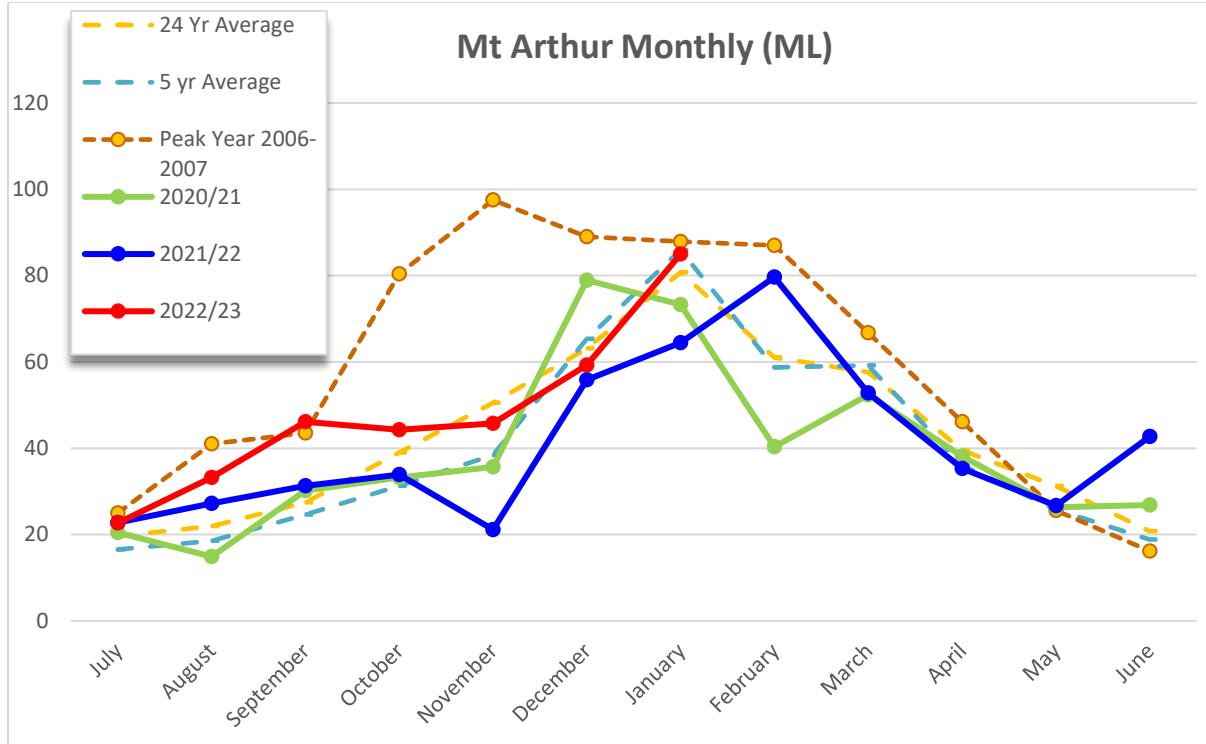
The Mount Arthur Water Source is from the Lachlan Fold belt Aquifer System. The water is extracted via two bores, bores 1 and 2 located in the Wagga Wagga City Council area South of Matong. The water is disinfected before distribution through 9 sets of reservoirs supplying approximately 2400 people with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

Seven months into the 2022/23 financial year, 336ML of water has been extracted from the Mt Arthur Borefield. This is an increase compared to last FY where 257ML was extracted from the Mt Arthur bores for the same period. An increase of 79ML. As can be seen in the graph below trending slightly higher to previous years.



**Minutes of the Meeting of GOLDENFIELDS WATER COUNTY COUNCIL held at TEMORA OFFICE on 23 February 2023**

Mt Arthur monthly water production started very consistently to previous years with 23ML of water extracted from the bores in July before a significant increase in the following 2 months, August saw 33ML extracted and September a further increase to 46ML. This increase indicated a leak within the system however finding it is proving difficult with the wet catchment. October saw a slight decrease with 44ML extracted from the Mt Arthur Bores. November through to January saw a steady increase every month as we move into the warmer months. November (46ML), December (59ML) and January (85ML) extracted.



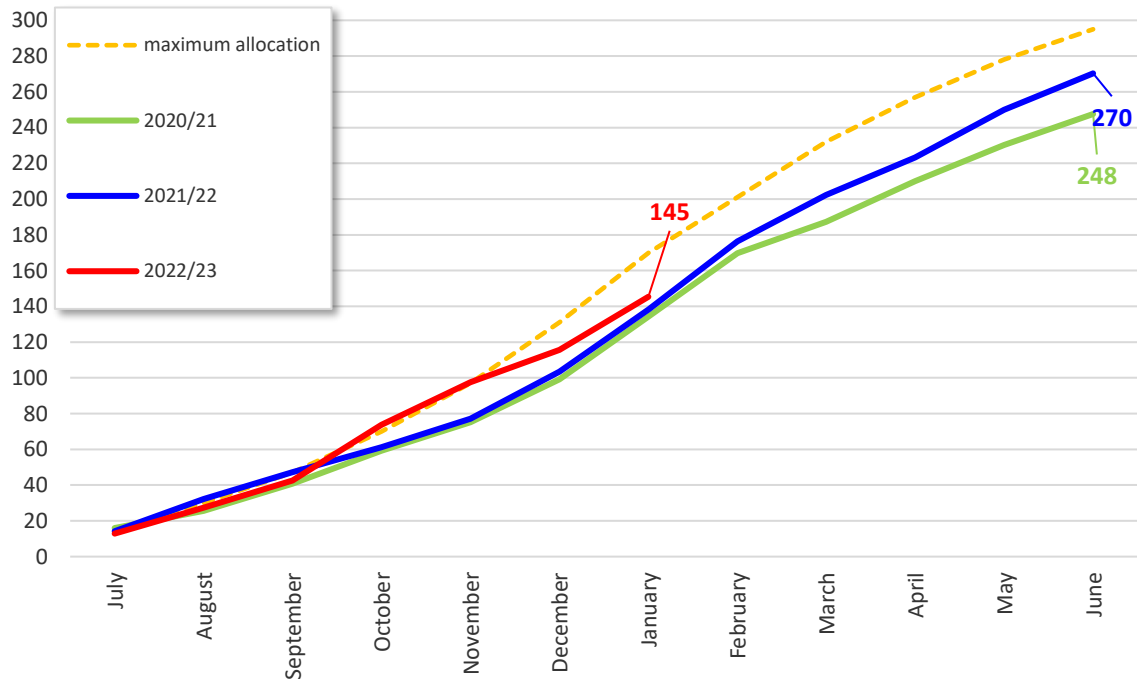


### Mount Daylight Drinking Water Scheme

The Mount Daylight water source is from the Lower Lachlan alluvium aquifer. The Mount Daylight bores are jointly operated with Carrathool Shire Council. Carrathool 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 which is located within the Bland Shire.

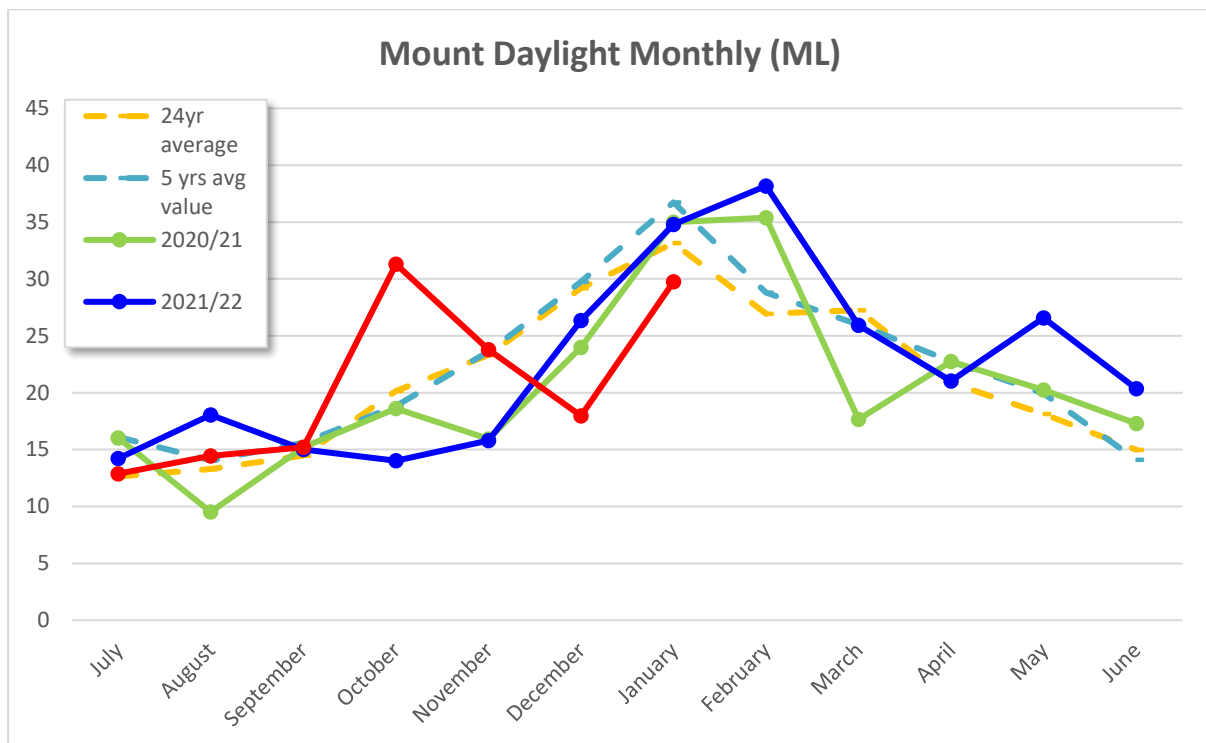
Seven months into the 2022/23 financial year, 145ML of water has been extracted from the Mt Daylight Borefield. This is an increase in volume of 7ML compared to the 2021/22 FY where 138ML was produced over the same period. This steep increase indicates that a burst was evident in the scheme, interrogation of ClearSCADA pump run times indicates a pump had run for a long period of time also indicating a burst in the scheme. The burst was located on Harts Lane within the Mt Daylight scheme, again prolonged wet weather made it difficult to access and locate the burst.

Daylight Annual Volume (megalitres)



**Minutes of the Meeting of GOLDENFIELDS WATER COUNTY COUNCIL held at TEMORA OFFICE on 23 February 2023**

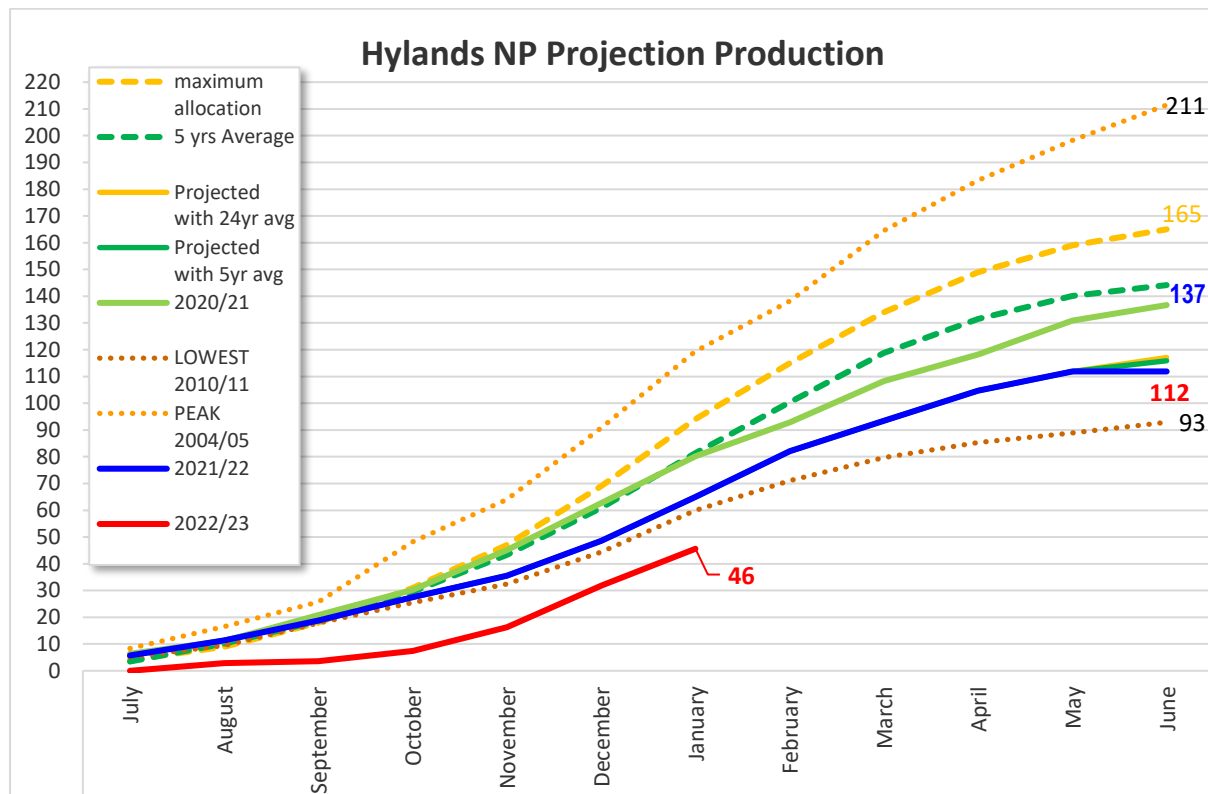
The monthly extraction totals for the Mt Daylight bores have started very consistently with July seeing 13ML extracted with slight increases in August 14ML, September was steady with 15ML extracted before a dramatic increase for October where 31ML was extracted, as indicated this increase correlates to a burst in the system which has been located and fixed. November through to January has seen some inconsistencies with production. These inconsistencies correlate to the prolonged period of flooding experienced at the bores. The period November and December saw a decrease in monthly extractions as both bores were under floodwater for up to 4-6 weeks. November saw 24ML produced with a further decrease in December where 18ML was produced. January saw an increase in production (30ML) as both bores were once again available for production as flood waters receded.



**Hylands Bridge - Non-Potable**

Hylands Bridge supplies Non-Potable water to Barellan and Binya. The water is sourced through the Murrumbidgee Irrigation Area where Goldenfields Water holds 165ML shareholding for water entitlement.

Seven months into the 2022/23 financial year only 46ML of water has been extracted from the Hylands Bridge Raw Water scheme. The reduction in production from Hylands Bridge may be attributed to Murrumbidgee Irrigation channel maintenance and pump issues during August/September. The Hylands Bridge Scheme has the ability for cross connection of supply from the Oura scheme at Barellan. When maintenance is undertaken on the channels supply for Barellan is cut over to the Oura scheme to maintain supply.



**FINANCIAL IMPACT STATEMENT**

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

**ATTACHMENTS:** Nil

**TABLED ITEMS:** Nil

### 15.3. MATTERS SUBMITTED BY ENGINEERING MANAGER

#### 15.3.1. UPDATING POLICIES RELATING TO WATER CONNECTIONS

##### BOARD RESOLUTION

23/006 RESOLVED on the motion of Crs Callow and Sinclair that the Board resolves to:

1. Rescind Policy CP015 Connection to small diameter mains
2. Rescind Policy CP003 Connections to Leasehold Land
3. Rescind Policy CP019 Isolation (stop) valves on Customer side of meter
4. Update Policy PP007 Water Service Connection Policy

Report prepared by Engineering Manager

##### COUNCIL OFFICER RECOMMENDATION

That the Board resolves to:

1. Rescind Policy CP015 Connection to small diameter mains
2. Rescind Policy CP003 Connections to Leasehold Land
3. Rescind Policy CP019 Isolation (stop) valves on Customer side of meter
4. Update Policy PP007 Water Service Connection Policy

##### ALIGNMENT WITH BUSINESS ACTIVITY STRATEGIC PLAN

Priority 1 High Quality, Secure and Efficient Water Supplies

##### BACKGROUND

A review of Council policies is being undertaken to determine currency and relevance. The policies included in this report have been reviewed by management and suggested actions included for consideration of the Board.

##### REPORT

CP015 Connection to Small Diameter Mains – propose to be rescinded

This policy essentially states that no new connections will be made to mains less than 100mm in diameter without first upgrading the main to a 100mm. The intention was to protect service levels to existing customers on these pipeline.

This policy is no longer in accordance with the way we manage our small diameter assets. Goldenfields Water uses estimates of available capacity and service levels to determine whether new connections are suitable regardless of pipeline diameter.

CP003 Connections to Leasehold Land – propose to be rescinded  
Information to be included in The Water Connections Policy PP007

CP019 Isolation (stop) Valves on Customer side of meter – proposed to be rescinded  
Information to be included in The Water Connections Policy PP007

Draft PP007 Water Service Connection Policy – updated to include information regarding connections to leasehold land and the requirement for isolation valves to be located on the customer' side of the meter. Refer to clauses 6.2.6 and 6.3 in the attached policy.

**FINANCIAL IMPACT STATEMENT**

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

**ATTACHMENTS:** Draft Policy PP007 Water Service Connection Policy

**TABLED ITEMS:** CP015 Connection to small diameter mains, CP003 Connections to Leasehold Land, CP019 Isolation (stop) valves on Customer side of meter.

**15.4. MATTERS SUBMITTED BY THE GENERAL MANAGER**

**15.4.1. DELIVERY PROGRAM PROGRESS REPORT – JULY TO DECEMBER 2022**

**BOARD RESOLUTION**

**23/007 RESOLVED** on the motion of Crs McAlister and Piper that Council's July to December 2022 Delivery Program Progress Report be received and noted.

Report prepared by General Manager

**COUNCIL OFFICER RECOMMENDATION**

That Council's July to December 2022 Delivery Program Progress Report be received and noted.

**ALIGNMENT WITH BUSINESS ACTIVITY STRATEGIC PLAN**

Priority 1      High Quality, Secure and Efficient Water Supplies

**BACKGROUND**

Section 404 of the Local Government Act 1993 - *Delivery Program*, stipulates that regular progress reports (at least 6 monthly) be provided to Council to report on progress toward the principal activities detailed in the Delivery Program.

**REPORT**

Council's July to December 2022 Delivery Program Progress Report has been created, measuring the organisations progress toward the Delivery Program. The report is attached for Council's information.

**FINANCIAL IMPACT STATEMENT**

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

**ATTACHMENTS:** Delivery Program Progress Report July to December 2022

**TABLED ITEMS:** Nil

## 15.4.2. SOCIAL MEDIA AND MEDIA REPORT

### BOARD RESOLUTION

**23/008 RESOLVED** on the motion of Crs McGlynn and Sinclair that the Goldenfields Water Social Media and Media report be received and noted.

Report prepared by Community Education and Engagement Officer

### COUNCIL OFFICER RECOMMENDATION

Goldenfields Water Social Media and Media report be received and noted.

### ALIGNMENT WITH BUSINESS ACTIVITY STRATEGIC PLAN

Priority 2 Customer Service Focus

### BACKGROUND

As part of the Community Engagement Strategy, Goldenfields Water is to provide a broad range of proactive and reactive social and other media activities. These activities are in line with the key objectives and actions identified in our Community Engagement Strategy, with the aim of proactively informing and engaging our customers, local communities and other relevant stakeholders.

### REPORT

Goldenfields Water's social media platforms include Facebook, Instagram, Twitter and LinkedIn. Of these four platforms, Council primarily utilises Facebook to communicate and inform our communities with relevant news and updates. Our 2022 Customer Survey also indicated that Facebook is our customers most preferred and followed social media account.

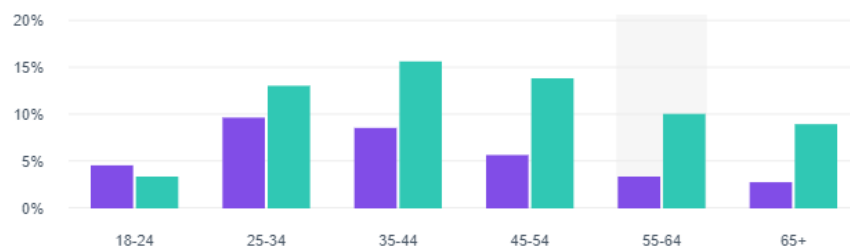
Council's Facebook page currently has 2.2K followers. A large portion of our followers are based in Temora (21.2%), followed by West Wyalong (10.4%) and Wagga Wagga (9.2%). Females in the 35 – 44 age group make up our biggest group of followers.

#### Audience

2,252 Facebook followers

#### Age and Gender

Men 34.80%  
Women 65.20%

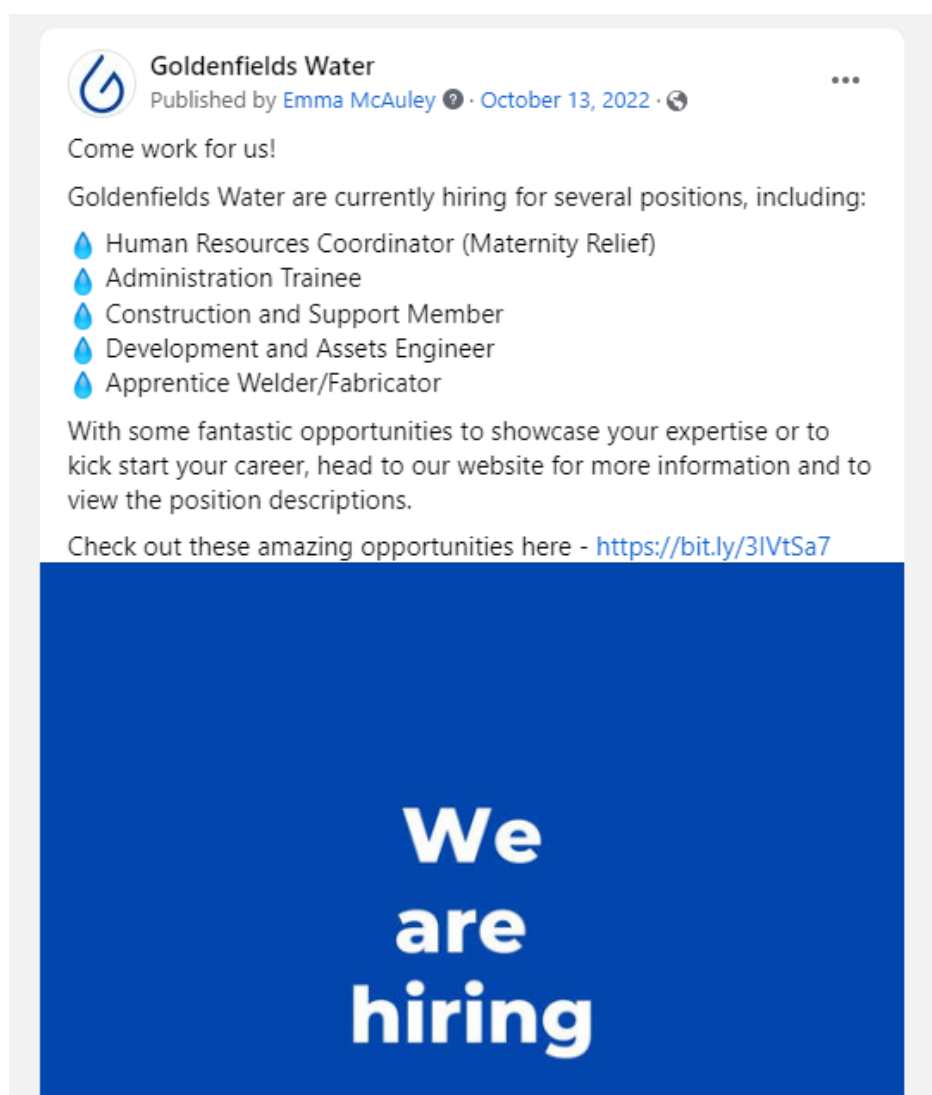


**Minutes of the Meeting of GOLDENFIELDS WATER COUNTY COUNCIL held at  
TEMORA OFFICE on 23 February 2023**

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In 2022 our Facebook account received 8,713 page visits and our posts reached an estimated 56,657 people. During 2022 we utilised Facebook advertising and invested \$807 for the calendar year, which helped us reach an additional 22,316 views on our posts.

Our highest performing (paid) post was a multiple job vacancy post in October 2022, when Council were recruiting for several positions. This post gained 15.3K views, 42 reactions and 696 link clicks through to the job vacancy page on council's website.



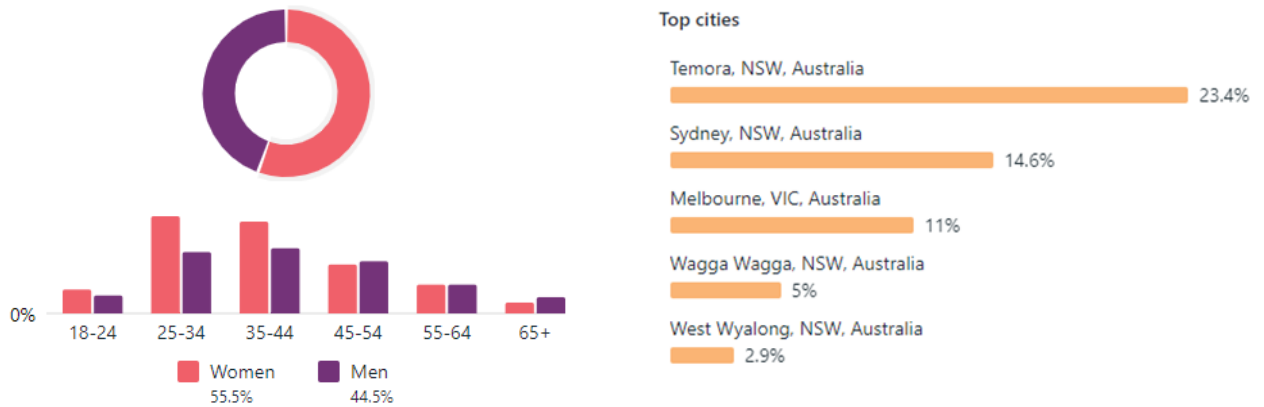
GWCC's Instagram account has a total of 444 followers with the primary group of followers being women in the 25-34 age category. 23.4% of our followers are based in Temora, followed by Sydney (14.6%) and then Melbourne (11%).

In 2022, we made 100 posts on our Instagram account which reached a total of 1,782 views.

**Minutes of the Meeting of GOLDENFIELDS WATER COUNTY COUNCIL held at TEMORA OFFICE on 23 February 2023**

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Age & gender ⓘ



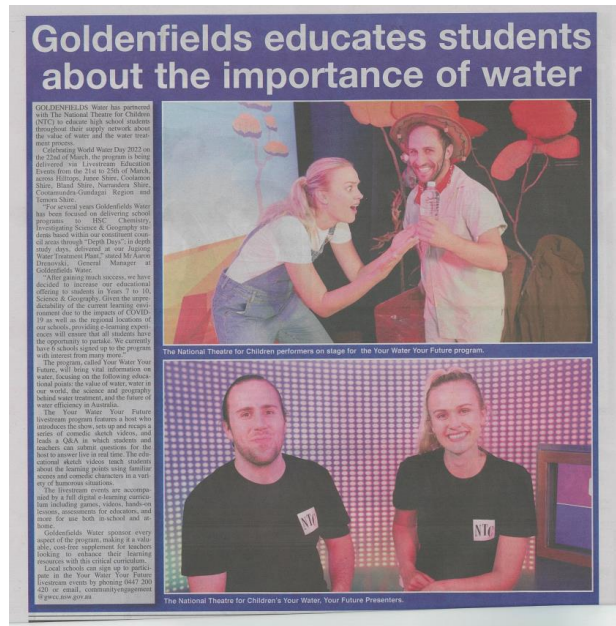
Instagram demographics

In addition to our social media platforms, there were 14 media releases delivered to local print and radio media outlets. Primarily, our media releases featured in the Temora Independent and West Wyalong Advocate. These articles covered topics including the Daylight Scheme Water Restrictions, discoloured water management, capital works completions and water education.

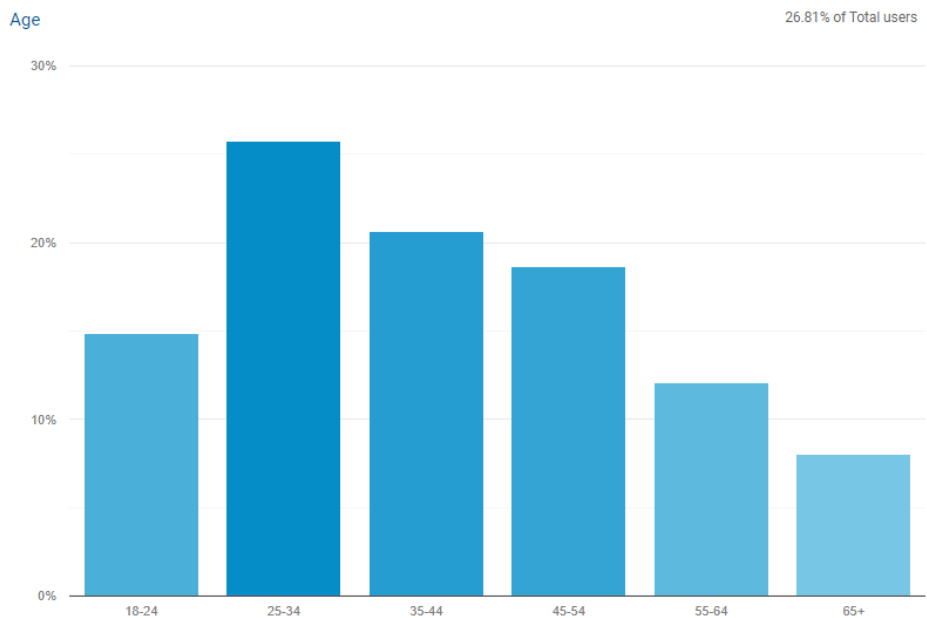
GWCC staff contributed to several radio interviews throughout the year, typically in relation water restrictions. In March 2022, GWCC partnered with The National Theatre for Children to sponsor the *Your Water, Your Future* program which gained a significant amount of media attention, including an interview with ABC Central West, media releases and several high traction social media posts.

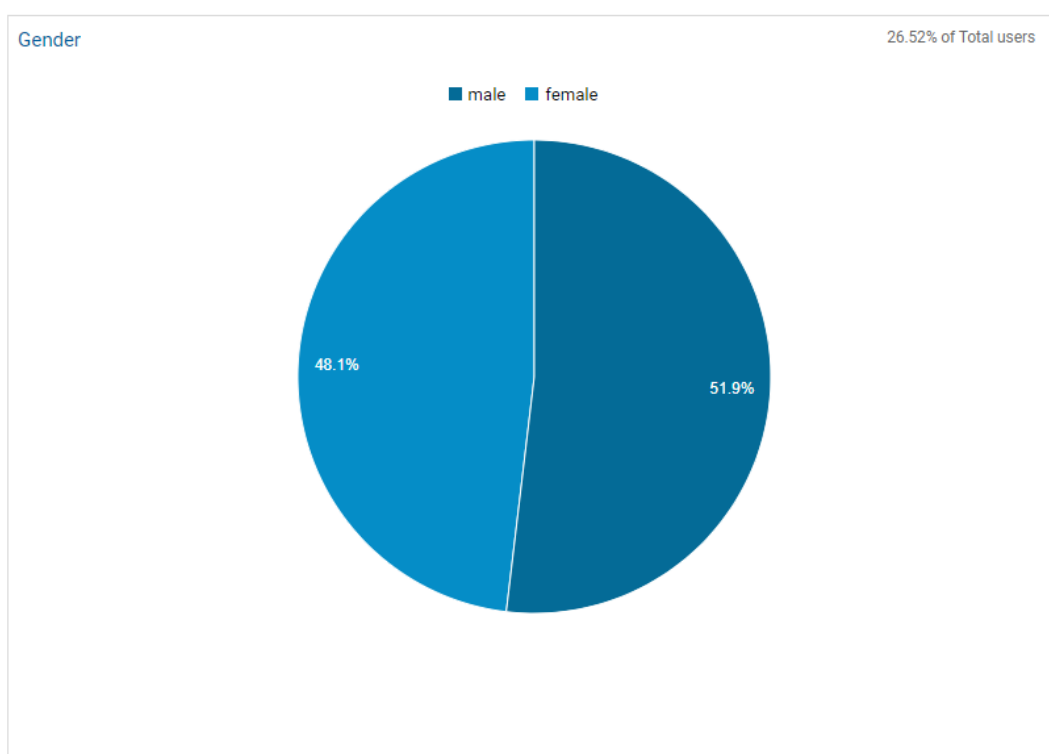


**Minutes of the Meeting of GOLDENFIELDS WATER COUNTY COUNCIL held at TEMORA OFFICE on 23 February 2023**



Council's website attracted 48,675 page views for 2022 (increased by 14% compared to previous year) and the top three pages visited in 2022 included the *homepage*, followed by *Our Vacancies*, followed by *Section 603 Certificate*. Females in the 25-34 age group continued to be our websites highest users.





The results in this report provide a clear indication that social media and Facebook advertising are an effective way to maximise our reach and communicate with a large percentage of our customers. As seen in the 2022 Customer Survey, our customers still appreciate methods of traditional media, which we will continue to provide to minimise the risk of missing some of our audience. It was also identified in our survey that our customers would prefer to receive water announcements and updates via SMS notifications, which is something that Council will investigate further.

#### **FINANCIAL IMPACT STATEMENT**

The activities are funded within the operational budget.

**ATTACHMENTS:** Nil

**TABLED ITEMS:** Nil

#### **15.4.3. RECORDS AND INFORMATION MANAGEMENT POLICY**

##### **BOARD RESOLUTION**

**23/009 RESOLVED** on the motion of Crs Callow and McGlynn that the Board adopt Goldenfields Water's Records and Information Management Policy.

**Report prepared by General Manager**

### **COUNCIL OFFICER RECOMMENDATION**

That the Board adopt Goldenfields Water's Records and Information Management Policy.

### **ALIGNMENT WITH BUSINESS ACTIVITY STRATEGIC PLAN**

Priority 2      Customer Service Focus

### **BACKGROUND**

Goldenfields Water implemented Content Manager 9 (CM9) as its electronic document and records management system in June 2018.

### **REPORT**

The Records and Information Management Policy was created to assist Goldenfields Water's councillors and staff to meet their record keeping requirements.

The policy has been reviewed to ensure that continued full and accurate records, are created, managed and disposed of appropriately to meet Goldenfields Water's organisational needs and accountability requirements.

Other corporate systems that hold information independent from the corporate EDRMS have now been included in the revised Policy.

### **FINANCIAL IMPACT STATEMENT**

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

**ATTACHMENTS:** PP027 Records and Information Management Policy

**TABLED ITEMS:** Nil

### **15.4.4. COUNCIL RESOLUTIONS UPDATE REPORT**

#### **BOARD RESOLUTION**

**23/010 RESOLVED** on the motion of Crs Sinclair and Callow that Council note the Council Resolutions Update Report

**Report prepared by General Manager**

### **COUNCIL OFFICER RECOMMENDATION**

That Council note the Council Resolutions Update Report

### **ALIGNMENT WITH BUSINESS ACTIVITY STRATEGIC PLAN**

Priority 1      High Quality, Secure and Efficient Water Supplies

### **BACKGROUND**

The General Manager is responsible for ensuring that Council's resolutions are implemented efficiently and in a timely manner.

**REPORT**

After a Council meeting is held, actions required from the resolutions made are listed and distributed to the Management Team for their attention. This list is included on the fortnightly Management meeting agenda to ensure timely completion of tasks.

The resolutions update table attached is provided to the Board to deliver an overview of the tasks completed since the previous meeting and to identify any outstanding tasks that still require action. This allows greater transparency for the Board into the actioning of the resolutions made and a timely reminder for Management to progress these actions.

**FINANCIAL IMPACT STATEMENT**

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

**ATTACHMENTS:** Council Meeting Resolution Action Table

**TABLED ITEMS:** Nil

**16. NEXT MEETING**

The next ordinary meeting of Council is scheduled to be held on Thursday 27 April 2023 at 10.00am.

**17. CLOSE OF BUSINESS**

There being no further business requiring the attention of Council the meeting was declared closed at 10.34am.