



Central Tablelands Water

Business Paper

Ordinary Meeting of
Central Tablelands Water

19 February 2025

Blayney



Friday, 14 February 2025

Notice to Members

Your attendance is requested at an Ordinary Meeting of Council to be held at the Darrell Sligar Centre Blayney on Wednesday, 19 February 2025 at 10am.

Agenda

1. Opening Meeting
2. Acknowledgement of Country
3. Recording of Meeting Statement
4. Apologies and Applications for a Leave of Absence by Members
5. Confirmation of Minutes from Previous Meeting(s)
6. Matters Arising from Previous Meetings
7. Disclosures of Interests
8. Public Forum
9. Chairperson's Minute
10. Councillor Representation
11. Notices of Motion
12. Reports of Staff
13. Questions on Notice
14. Confidential Matters
15. Late Reports
16. Conclusion of the Meeting

Yours faithfully

Charlie Harris
General Manager

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.

RECORDING OF MEETING STATEMENT

In accordance with the Central Tablelands Water Code of Meeting Practice, this meeting will be audio recorded and will be uploaded to Council's website within 2 weeks after the meeting. The audio recording will allow members of the public to listen to the proceedings of the Council meetings. The objective of this service is to eliminate geographic and other access barriers for the community wishing to learn more about Council's decision making processes. By speaking at the Council Meeting you agree to be audio recorded. Please ensure that if and when you speak at this Council Meeting that you ensure you are respectful to others and use appropriate language at all times. Whilst Council will make every effort to ensure that audio recordings are available, it takes no responsibility for, and cannot be held liable for technical issues beyond its control. Technical issues may include, recording device failure or malfunction, or power outages. Audio recordings are a free public service and are not an official record of Council meetings. Recordings will be made of all Council meetings (excluding confidential items) and published within 2 weeks after the meeting. For a copy of the official public record, please refer to Council's Business Papers and Minutes page on Council's website. Council does not accept any responsibility for any verbal comments made during Council meetings which may be inaccurate, incorrect, defamatory, or contrary to law and does not warrant nor represent that the material or statements made during the meeting are complete, reliable, accurate or free from error. The audio recording is primarily set up to capture the proceedings of the Council meeting and members of the public attending a Council meeting need to be aware they may be recorded as part of the proceedings.

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HELD ON WEDNESDAY 19 FEBRUARY 2025

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13. QUESTIONS ON NOTICE

5. CONFIRMATION OF MINUTES FROM PREVIOUS MEETING

5.1) MINUTES OF THE ORDINARY MEETING HELD ON 11 DECEMBER 2024

RECOMMENDATION:

That the Minutes of the Ordinary Meeting of Central Tablelands Water, held on 11 December 2024, being minute numbers 24/102 to 24/115 inclusive, be confirmed.

ATTACHMENTS

1. Minutes of the Ordinary Meeting held on 11 December 2024

Minutes of the Ordinary Meeting of Central Tablelands Water held at Canowindra, on Wednesday, 11 December 2024, commencing at 10.05am

Present

Cr. Andrew Rawson	(Chairperson)	Cabonne
Cr. Paul Best		Weddin
Cr. Marlene Nash		Cabonne
Cr. John Newstead		Blayney
Cr. Jan Parlett		Weddin
Charlie Harris	(General Manager)	
Peter McFarlane	(Director Finance & Corporate Services)	
James Beattie	(Project Manager)	
Achal Deo	(Governance & Executive Support Officer)	
Katy Henry	(Intentus)	

4. APOLOGIES AND APPLICATIONS FOR A LEAVE OF ABSENCE BY MEMBERS

24/102 RESOLVED:

That a leave of absence be granted to Cr. Craig Gosewisch following receipt of an apology for non-attendance.

(Cr. Best/ Cr. Newstead)

5. CONFIRMATION OF MINUTES FROM PREVIOUS MEETING

24/103 RESOLVED:

That the Minutes of the Ordinary Meeting of Central Tablelands Water, held on 16 October 2024, being numbers 24/085 to 24/101 inclusive, be confirmed.

(Cr. Palett/ Cr. Nash)

6. MATTERS ARISING FROM PREVIOUS MEETINGS

The General Manager updated the meeting regarding the customer service survey which has commenced in the water supply areas. The survey has been undertaken by the consultant and first draft will be ready before Christmas. The final draft will be ready by February 2025 to assist with the Integrated Planning and Reporting process.

7. DISCLOSURES OF INTERESTS

Nil

8. PUBLIC FORUM

Nil

This is Page No. 1 of the Minutes of the Ordinary Meeting held 11 December 2024.

9. CHAIRPERSON'S MINUTES**9.1) CENTRAL JOINT ORGANISATION BOARD MEETING AND PARLIAMENT VISIT****24/104 RESOLVED:**

That the Chairperson's Minute, as read, be accepted and the contents therein be noted and endorsed.

Proceedings in brief:

To note: The Chairpersons minute was not authored by the General Manager but was submitted by the Chairperson for inclusion to the CTW Infocouncil system by the General Manager as the Chairperson does not have system access to CTW Network.

The Chairpersons minute did not require actions to be endorsed and is for information purposes.

10. COUNCILLOR REPRESENTATION

Cr. Rawson represented CTW at the following:

- Roundtable discussion with Shadow Minister, Steph Cooke MP and Opposition Leader, Honourable Mark Speakman – Cowra – 6 November 2024
- CNSWJO Board Meeting – Sydney – 13 November 2024
- Parliament visits – Canberra – 14 November 2024

Cr. Nash and Cr. Gosewisch represented CTW at the following:

- 2024 Annual Conference – Tamworth - 17th to 19th November 2024

11. NOTICES OF MOTION

Nil

12. REPORTS OF STAFF

Proceedings in brief:

Items 12.5 annual financial statements and auditors report year ending 30 June 2024 was brought forward as the first item of reports of staff to allow the presentation by Katy Henry of Intentus.

12.5) ANNUAL FINANCIAL STATEMENTS AND AUDITORS REPORT YEAR ENDING 30 JUNE 2024 (FM.FR.1)**24/105 RESOLVED:**

That Council receive the 2023/24 Financial Statements and Auditors Reports.

(Cr. Newstead/Cr. Nash)

Carried.

This is Page No. 2 of the Minutes of the Ordinary Meeting held 11 December 2024.

Proceedings in brief:

Katy Henry from the Intentus presented a report on the 2023/2024 Financial Statements and Audit Reports. Katy took questions from Councillors regarding the financial performance of Council.

Katy Henry left the meeting at 10.55am

Proceedings in brief:

Prior to item 12.1 the General Manager informed Council of the resignation of the Director Operations and Technical Services, Noel Welham on 6th December 2024. The General Manager acknowledged the substantial contributions that Noel had made at CTW over his 6.5 years at Council. In particular it was noted his involvement with the renewal of Trunk Main K (Gooloogong to Grenfell), renewal energy projects at Carcoar Water Treatment Plant and Canowindra Pump Station, and the Carcoar 12ML Reservoir. It was also noted Noel's involvement and development of CTW's telemetry system over a period of approximately 30 years.

The Chairperson endorsed the General Managers comments on behalf of Council and wished Noel all the best for the future.

12.1) TRANSITION TO IP&R (WS.AG.2)

24/106 RESOLVED:

That Council note the report on Transitioning Council's Local Water Utility Strategic Planning from Integrated Water Cycle Management to Integrated Planning & Reporting and

1. note the advice from the Central NSW Joint Organisation (CNSWJO) regarding the priority of transitioning Council's Local Water Utility Strategic Planning from Integrated Water Cycle Management (IWCN) to Integrated Planning & Reporting (IP&R);
2. note that this transition is supported by a Practitioner's Toolkit developed by the CNSWJO with the support of the NSW Government and with advice from the Department of Climate Change, Energy, the Environment and Water (DCCEEW);
3. support CNSWJO advocacy on a sensible approach to the Department of Climate Change, Energy, the Environment and Water Regulatory and Assurance Framework;
4. commence the transition process for LWU Strategy; and
5. write to DCCEEW and the Minister for Water stating that this is the intention of Council.
6. Provide in principal support to continue to work with DCCEEW in respect to strategic project funding under the Safe & Secure Water Program and report to the February Council meeting.

(Cr. Newstead/ Cr. Parlett)

Carried.

Proceedings in brief:

The General Manager informed the Council of a late item regarding a funding opportunity from the Department of Climate Change, Energy, Environment and Water (DCCEEW) for strategic planning purposes. Due to timing constraints associated with the grant criteria, it is imperative to determine the funding deed promptly.

It was noted that there are nine strategic projects proposed under this initiative. While these projects have not yet been fully costed, the estimated total expenditure is approximately \$500,000. The funding arrangement is expected to be a 50/50 split between Central Tablelands Water (CTW) and DCCEEW.

Resolution 6 was added to the resolution of item 12.1 following discussion.

12.2) TRAINEESHIPS (PE.ES.2)**24/107 RESOLVED:**

1. That Council note the report on trainees.
2. That Council approve future funding for providing training courses to the trainees.

(Cr. Best/ Cr. Nash)

Carried.

12.3) LGNSW ANNUAL CONFERENCE 2024 (CM.CF.1)**24/108 RESOLVED:**

That Council note the report regarding the LGNSW Annual Conference 2024.

(Cr. Newstead/Cr. Nash)

Carried.

12.4) POLICY REVIEWS - FRAUD CONTROL POLICY, WATER QUALITY MANAGEMENT POLICY, PROCUREMENT POLICY (CM.PL.1)**24/109 RESOLVED:**

That Council:

1. Note the report;
2. Note the changes in the Fraud & Corruption Control Policy and Plan and adopt the policy.
3. Endorse the draft Procurement Policy and draft Water Quality Management Policy and place on public display for a period of 28 days, and
4. If no submissions are received during the Procurement Policy and Water Quality Management Policy public display period, be adopted.

(Cr. Newstead/Cr. Best)

Carried.

This is Page No. 4 of the Minutes of the Ordinary Meeting held 11 December 2024.

12.6) QUARTERLY BUDGET REVIEW STATEMENT - 30 SEPTEMBER 2024 (FM.FR.1)

24/110 RESOLVED:

That Council adopt the budget review statement for the quarter ended 30 September 2024 and the variations therein be voted.

(Cr. Newstead/Cr. Nash)

Carried.

12.7) FINANCIAL MATTERS - INVESTMENT REPORT AS AT 30 NOVEMBER, 2024 (FM.BA.1)

24/111 RESOLVED:

That the information in relation to Council's Cash and Investments as at 30 November,2024.

(Cr. Parlett/Cr. Newstead)

Carried.

12.8) PROJECT UPDATES (CA.PJ.1)

24/112 RESOLVED:

1. That Council Note the update on the various projects currently underway.

(Cr. Newstead/Cr. Parlett)

Carried.

12.9) MAINTENANCE OF COUNCIL'S SYSTEMS (WS.MO.4)

24/113 RESOLVED:

That Council note the information in the General Report.

(Cr. Best/Cr. Nash)

Carried.

12.10) PERFORMANCE OF COUNCIL'S SYSTEMS (WS.MO.4)

24/114 RECOMMENDATION:

That Council note the information in the report.

(Cr. Newstead/Cr. Parlett)

Carried.

This is Page No. 5 of the Minutes of the Ordinary Meeting held 11 December 2024.

13. QUESTIONS ON NOTICE

(General Manager)

No questions on notice were received.

14. LATE REPORTS

15.1) CODE OF CONDUCT COMPLAINTS FOR REPORTING PERIOD (GO.CO.1)

24/115 RESOLVED:

That Council receive the report on Code of Complaints for the Reporting period 1 September 2023 to 31 August 2024.

(Cr. Best/Cr. Parlett)

Carried.

15. CONCLUSION OF THE MEETING

Next Meeting: The next meeting of Central Tablelands Water will be held in Blayney on Wednesday 19 February 2025 at 10am.

There being no further business, the Chairperson declared the meeting closed at 12.10pm.

12. REPORTS OF STAFF

12.1) SAFE AND SECURE WATER PROGRAM - STREAM 2 STRATEGIC FUNDING (CA.ME.1)

Author: General Manager

IP&R Link: – 1.3: Best Practice Asset management

RECOMMENDATION:

1. That Council note the report and approve development of the strategic projects as outlined in the Stage 1 of the Safe and Secure Water Program - SSWP216 Funding Deed.

REPORT

Council has been advised by Department of Climate Change Energy Environment and Water (DCCEE) that we have been successful in obtaining funding through the Safe and Secure Water Program – Stream 2 to undertake strategic planning.

The Regulatory and Assurance Framework (RAF) for Local Water Utilities (LWU) was designed to ensure effective, evidence-based strategic planning and oversight, and took effect in July 2022. The RAF was created to provide reform and replaced the 2007 Best-Practice Management Framework that required Council to complete an integrated water cycle management plan (IWCM). The IWCM was identified in CTWs 2022 – 2026 Delivery Program for review and update as it is now outdated.

The RAF focuses on enhancing the broader strategic planning and regulatory processes. Accordingly, the General Manager has been in consultation with DCCEE in progressing agreement on the strategic projects likely to be considered under the project guidelines and can provide information that will assist in making longer term decisions.

DCCEE have agreed to staging the project into 2 discrete stages. The first stage enables development of the scope of works and costing for the following projects.

1. Review & update the Levels of Service (LoS) framework for council's water business including analysis of current situation.
2. Carcoar and Blayney WTP Asset Condition assessment for ability to achieve level of service.
3. Carcoar and Blayney WTP Capacity and Capability process assessment.
4. Canowindra, Millthorpe and Blayney Network capacity and capability to meet current and future demands.
5. Total Asset Management Plans.
6. Long Term Financial Plan.
7. Complete a detailed water supply risk assessment and emergency response plan. Including integration into the business continuity plan.
8. Develop resourcing and workforce plan.
9. Review and update Business Activity Strategic Plan.

The second stage will be to deliver the projects. A report will be provided to Council prior to continuing to the second stage once costs are known from the stage 1 works. This will provide an opportunity to inform the decision to progress, cease, or change the scope of the project for stage 2.

The development of the scope of works will be undertaken by an external employee who will complete these works on a casual basis. It is estimated these works will take a work effort of approximately 6 weeks. It is expected to cost \$26,500 to deliver these works with DCCEEW contributing 50% of the employees cost and overheads The maximum amount DCCEEW will contribute to this project is \$27,059.

BUDGET IMPLICATIONS

Council has sufficient funds in its 24/25 operation budget to cover the 50% Council contributions for stage 1.

POLICY IMPLICATIONS

Nil

ATTACHMENTS

Nil

12.2) POLICY REVIEWS - SECONDARY EMPLOYMENT POLICY, CONCEAL LEAKS POLICY & WATER CHARGES DEBT RECOVERY POLICY (CM.PL.1)

Author: Governance Executive Support Officer
IP&R Link: – 1.2: Compliance and Regulation

RECOMMENDATION:

That Council:

1. Note the report;
2. Endorse the draft Secondary Employment Policy, Concealed Leaks Policy & Water Charges Debt Recovery Policy and place on public display for a period of 28 days, and
3. If no submissions are received during the Secondary Employment Policy, Concealed Leaks Policy & Water Charges Debt Recovery Policy public display period, the policies be adopted.

REPORT

Council continues to bring to Council policies for review in accord with the requirement that all policies be presented to Council within 12 months of the election.

The Secondary Employment policy presented is the review of the previous version of the policy that was adopted in 2016. The policy needs to be updated in order for CTW employees to understand their obligations in terms of obtaining approvals to undertake secondary employment and ensuring no conflict of interest arises as a result of secondary employment. This is in accord with the requirements of Section 353 of the Local Government Act 1993 and the adopted Code of Conduct.

The policy applies to all permanent and casual employees of Central Tablelands Water. All employees will be required to submit a completed secondary employment form for approval by the General Manager and then be recorded in the secondary employment register.

The Concealed Leaks Policy deals with situations where consumers may be eligible for a rebate for concealed leaks that occur in their private plumbing systems. It is noted that strict eligibility conditions apply and only residential connections are eligible for relief. It should be also noted that the granting of relief under this policy is entirely at the discretion of Council and the responsibility of maintaining internal water supply infrastructure past the point of supply (normally the meter) is the responsibility of the property owner.

This policy was last reviewed in December, 2022. The draft version attached for Council's consideration is in accord with the current adopted policy.

The draft Water Charges Debt Recovery policy is the same as the current policy that was adopted in December 2022.

Council always looks to work with our consumers to assist anyone who is experiencing hardship or difficulty paying their water accounts. Measures such as the adoption of agreed payment arrangements and the deferral of interest charges are considered by staff on an ongoing basis. This is before a referral is made to our collection agent or a restriction is undertaken.

All consumers are encouraged to contact Council if they are experiencing any difficulty or have any questions regarding their water account.

BUDGET IMPLICATIONS

The costs of administering these policies are funded from the 2024/25 Operational Plan.

POLICY IMPLICATIONS

As per the report.

ATTACHMENTS

- | | | |
|---|------------------------------------|---------|
| 1 | Concealed Leaks Policy | 9 Pages |
| 2 | Secondary Employment Policy | 9 Pages |
| 3 | Water Charges Debt Recovery Policy | 8 Pages |

POLICY



CENTRAL TABLELANDS WATER

CONCEALED LEAKS POLICY

DOCUMENT CONTROL

Document Title		Concealed Leaks Policy			
Policy Number		CTW-PR044			
Responsible Officer		Director Finance and Corporate Services			
Reviewed by		Director Finance and Corporate Services & Governance Executive Support Officer			
Date Adopted					
Adopted by		Council			
Review Due Date					
Revision Number		4			
Previous Versions	Date	Description of Amendments	Author	Review/ Sign Off	Minute No: (if relevant)
1	12/10/2016		DFCS		16/079
2	14/10/2020		DFCS		20/095
3	15/12/2022		DFCS		22/103



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Introduction

The purpose of this Policy is to outline how Central Tablelands Water (CTW) will apply water account adjustments in relation to higher than usual water consumption caused by undetected water leakages.

Policy Statement

Council provides potable water to the boundary of a property; water that has subsequently passed through a meter service connection becomes the responsibility of that property owner. This policy is not intended to provide full compensation to customers for water charges as a consequence of an undetected water leak on their property. As an act of good faith and the interest of good public relations, CTW provides a means by which an adjustment to their water account can be obtained, subject to the provisions of this policy being met.

Customers should not rely on CTW to notify of water leaks, but should monitor their water consumption using their water meter.

Policy Objectives

The property owner (as listed on the water account) is responsible for the reticulation, use and payment of all water which passes through their water meter. The property owner, whether residential or non-residential, is responsible for the maintenance and repair of their internal plumbing.

If a property is rented, it is the owner's responsibility to make an application under the policy, not the tenant. Any payment arrangements between the tenant and owner in respect of water charges has no bearing upon the assessment of the application. Failure by the tenant to notify the owner of a concealed leak is a matter between the owner and the tenant.

CTW has no obligation to grant an allowance on water accounts affected by leaks in private plumbing. It will only consider, at its absolute discretion, applications for water account adjustments due to undetected water leakage which are made in writing.

The Director of Finance and Corporate Services is responsible for the administration of this policy. The General Manager will ultimately determine and approve all allowances relating to applications for adjustments up to 1,000 kilolitres (kL). Any adjustments over 1,000 kL will be directed to Council for approval. The General Manager will determine and approve all allowances relating to applications from CTW staff and councillors in accordance with the eligibility criteria of this policy.

Policy Scope

CTW will apply an adjustment to the customer's water account in accordance with the criteria and rules set out in this policy and related documentation.

This policy applies to customers as per Appendix A where a concealed leak has occurred on the property, resulting in excessive water use.

This policy applies to concealed leaks only and does not apply to water loss from:

- Leaking taps, toilet cisterns, hot water systems or other water appliances;
- Faulty plumbing or human error resulting in the filling of a rainwater tank;
- Property sprinkler or other irrigation systems; or
- Swimming pools, spas, ponds and other outdoor water features, or their related fittings.

Unless expressly stated otherwise in the eligibility criteria outlined in this policy, any customer seeking an adjustment to a water account must apply in writing to CTW and must be the water account holder for that property.

Should an application for relief under the concealed leaks policy be unsuccessful, Council will consider requests for a payment arrangement including extended time for payment or waiving interest charges.

All approved adjustments will be applied to the water account for the property where the concealed leak occurred; monetary refunds will not be issued.

Eligibility Criteria

In the case of a water leak on the property, a customer will be eligible for an adjustment to their water account charges if they meet all of the following criteria:

1. The leak was concealed as per definition and applicability criteria above;
2. The customer took action to permanently repair the leak within 7 calendar days of becoming made aware of the leak.
3. The CTW account holder completes the Concealed Water Leakage Allowance Application form (Annex B) and submits this together with a licenced plumber's invoice to support the application. It should be noted that all pipe work repair, in accordance with the Plumbing and Drainage Act 2002 and related plumbing standard AS/NZS 3500, should be completed by a licenced plumber. Where the customer completes the repair, they should arrange for a licenced plumber to check the repair to ensure compliance with relevant legislation and plumbing standards.
4. Applications will not be considered in respect of any property that has been vacant for more than 6 months.
5. Any applications where the leak occurred more than 30 days prior to the application will not be considered.
6. If an account is in arrears for over 6 months, without an approved payment arrangement in place, no relief is available under this policy.
7. Non-residential connections and government agencies are not eligible for relief under this policy.

Where the leak has occurred within a community title scheme (CTS) the application for an adjustment must be submitted as follows:

- Where the CTS is individually sub-metered and the sub-meters have been approved to be read and billed by CTW, and the leak occurred on private property, i.e. the leak consumption registered on the individual sub-meter, the property owner must submit the required documentation.
- Where the CTS is individually sub-metered, and the sub-meters have been approved to be read and billed by CTW, and the leak occurred on common land, the body corporate must submit the required documentation.
- Where the CTS is not individually sub-metered, or the sub-meters have not been approved to be read and billed by CTW, the body corporate acting on behalf of all property owners must submit the required documentation.

The rebate amount will be provided as per Appendix A, the amount rebated will also be determined by the policy in place at the date of rebate application.

Appendix A details the maximum period/s for when an account can be adjusted and the period/s should include the period in which the leak was repaired and if the leak was not repaired within 7 calendar days, then the period in which the customer was notified of a potential water leak or high-water consumption.

Not-for-profit Organisations and Associations

Where the leak occurred on not-for-profit property, the application must be made by the appropriate administrator for that not-for-profit organisation or association.

Not-for-profit organisations or associations may be requested to provide evidence of a not-for-profit status with a rebate application. Approval for a rebate is at the discretion of the General Manager and will be reviewed on a case-by-case basis.

It is important to note that only residential connections operated by a Not for Profit Organisation are eligible for relief under this policy.

Roles and Responsibilities

The General Manager and Director of Finance and Corporate Services are responsible for ensuring the implementation of this Policy.

Annex A – Concealed Leak Rebate

Customer Type	CTW water usage rebate % offered above average usage*	Maximum period for which a rebate can be applied	Frequency at which rebate can be applied for by property owner/s at the subject property for the water usage component of the rebate
Residential properties only^	50%	Two billing quarters	Once

^ Residential properties include rural residential connections but not rural connections.

* 50% of the difference between the average 3 corresponding periods and the actual water used. Where prior period usage data is not available for 3 previous corresponding periods then the most recent available usage data will be used.

The average daily consumption for approved dialysis and medical customers shall include annual allowances as per CTW policy.

Annex B – Concealed Leak Allowance Application



Concealed Water Leakage Allowance Application Form

Owner Details:

Owners Surname/s:	
Owners full Given Names:	
Phone Number - Business Hours:	Home:

Property Details:

Customer Account Number:
Property Address:

Leakage Details:

Where did the leak occur? (provide an explanation; underground, was it visible?)		
What caused the leakage? (corrosion, faulty installation, tree roots etc.)		
Date leakage detected:		
How was the leakage detected? (notified by CTW, found it when driving past etc.)		
Please attach any further information that will assist us with the application (application for hardship etc.)		
Information Attached?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Have you applied for a leakage allowance previously?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Repair Details:

Date repaired:		
Did a licensed plumber repair the leak?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please attach a copy of the plumber’s invoice, along with an explanation from the plumber regarding the concealed leakage and return with your application

Declaration

By signing this application, I declare that the information is true and correct. I confirm that I have read the criteria for applying for a concealed leakage concession.

Signature:	Date:
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Criteria for Financial Relief Due to Concealed Water Leaks

1. CTW has no obligation to adjust water accounts affected by leakage in private plumbing. It will consider applications for water leakage allowances due to undetected water leaks in the following circumstances:
 - i. The undetected water leak was in a location that was not readily visible or apparent (e.g. below ground, under a concrete slab, in a wall cavity etc.)
 - ii. The undetected leak was repaired by a licenced plumber in a timely and effective manner to minimise water loss. Repairs must be completed within 7 days of a water account being issued or the customer becoming aware of a possible leak via notification by CTW or otherwise.

A customer is deemed to be notified by CTW of a possible water leak:

- On the day a customer receives a “Higher Than Normal Usage” card via mail or similar notification by a CTW representative
- On the day a CTW staff member telephones the property owner (or managing agent).

2. This policy applies to concealed leaks only and does not apply to water loss from:
 - Leaking taps, toilet cisterns, hot water systems or other water appliances;
 - Faulty plumbing or human error resulting in the filling of a rainwater tank;
 - Property sprinkler or other irrigation systems; or
 - Swimming pools, spas, ponds and other outdoor water features, or their related fittings.

3. All requests for undetected water leakage allowance must be in writing and provide the following information:

- i. A statement from the property owner clearly outlining:
 - the date and circumstances leading to the leak being detected;
 - the date the leakage was repaired by a licenced plumber;
 - the cause of the leakage;
 - the reason why the leakage was not readily visible or apparent; and

- ii. A statement signed by the licenced plumber who repaired the leak, clearly explaining why the leak was undetected by the customer and certifying that the repairs comply with AS/NZS 3500
4. An application for undetected water leakage allowance may be declined if it is found that:
 - i. the customer failed or neglected any visible or obvious defects in their private water service;
 - ii. the customer ignored or failed to investigate any visible signs of leakage including soaking or dampness in walls, consistently wet grass or damp patches in lawns or running toilets;
 - iii. the customer failed to repair and or renew the faulty pipework, fittings and fixtures for which they are responsible;
 - iv. any documentation or statements received are found to be misleading or false;
 - v. the undetected leakage was caused by wilful, accidental or negligent damage to the customers internal plumbing
 5. If an application for water leakage allowance is not approved, the customer will be advised in writing and granted a further 28 days from the date of the advice to either pay the account in full or enter into a suitable payment arrangement.
 6. If an application for a leakage allowance is approved, the customer will be advised in writing that payment of the adjusted account will be due 28 days from the date of the advice.
 7. A water leakage allowance will be granted on a “one off” basis. However, the allowance can be applied over two consecutive billing periods where there is evidence that the leak may have affected the consumption charges over more than one billing cycle. Requests for reduction in water charges for subsequent water leaks will not be considered.
 8. Where a leakage allowance is granted, the following will apply:
 - i. the water account for the period will be adjusted based on the average consumption for the period that the undetected leakage occurred
 - ii. the average consumption will be calculated by averaging three (3) previous corresponding billing periods (i.e. if the water account in question was issued in May, the three (3) previous corresponding May water accounts will be averaged)
 - iii. the leakage allowance is applied to the billing period/s in which the undetected leakage occurred up to a maximum of two (2) consecutive billing periods.

Office Use Only

Date received -

Account Number:		Letter received from Plumber:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Pensioner:	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
Approved:	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Signed General Manager:	
Total Credit:			Journal Number:	
Customer Notified:	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Date Journal Processed:	



POLICY



CENTRAL TABLELANDS WATER

DRAFT 2

SECONDARY EMPLOYMENT POLICY



DOCUMENT CONTROL

Document Title		Secondary Employment Policy			
Policy Number		CTW-PR035			
Responsible Officer		Director Finance and Corporate Services			
Reviewed by		Director Finance and Corporate Services & Governance and Executive Support Officer, General Manager			
Date Adopted					
Adopted by		Council			
Review Due Date					
Revision Number					
Previous Versions	Date	Description of Amendments	Author	Review/ Sign Off	Minute No: (if relevant)
1	12/10/2016		DFCS		

1. Policy Statement

1.1 Introduction

The Local Government Act s353 prohibits Council from engaging in private employment, or contract work outside the service of Council, that relates to the business of the Council or that might conflict with the staff member's Council duties unless he or she has notified the General Manager in writing and the General Manager has approved.

This policy is based on the principle that people in public positions must avoid situations in which private interests, impact upon the discharge of public duties and a conflict of interest, whether or not a conflict is merely perceived or actual

1.2 Purpose

The aim of these guidelines is to provide the framework for identifying conflicts of interest that may arise from employees engaging in employment or business outside Central Tablelands Water (CTW), the mechanisms for notifying, prohibiting and reviewing these matters, and the appeals process to be used if an employee wishes a prohibition to be reviewed. Management guidelines are the General Manager's directives and therefore are enforceable.

1.3 Scope

These guidelines apply to all permanent and casual employees of Central Tablelands Water.

1.4 Review of the Procurement Policy

This policy will be reviewed each council term or more frequent in response to legislative change on the control environment.

2. Guidance Notes

2.1 Requirement

- Employees must not engage in paid or honorary work outside Council which relates to the business of Council, or which might conflict with their Council duties unless they have notified the General Manager and he/she has not prohibited the paid outside work, is required to notify the General Manager immediately in writing.
- All secondary employment must be notified. The form attached to these guidelines is to be used for all notifications.
- The General Manager may prohibit an employee from engaging in paid outside work where it presents a conflict or impact on their Council duties.
- To prevent potential conflicts of interest occurring, there needs to be a separation between a staff member's normal duties and their second job.
- The General Manager may make the termination of paid outside work a condition of commencement or continuation of employment with CTW. An employee who engages or continues to engage in paid outside work after being prohibited from doing so by the General Manager may be subject to a range of actions as detailed in these guidelines.
- Notifications of outside work should be addressed to the General Manager.
- On receipt of a notification in the required form, the General Manager will advise the employee that the notification has been received and set a date by which his/her determination of the matter will be provided. A written notification will be made within a

reasonable time. If the General Manager prohibits the secondary employment, the reason(s) for this decision will be advised in writing.

- The General Manager may delegate his/her authority to deal with all or any part of these guidelines and procedure to an appropriate alternate officer.
- The General Manager may prohibit employees from engaging in paid outside work if, in his/her opinion, the hours of work, work arrangements or nature of duties jeopardise the health, safety and efficiency of the employee, co-workers or members of the public.
- The General Manager may also prohibit employees from engaging in paid outside work if that work directly or indirectly conflicts or potentially conflicts with the business of Council or with the employee’s function, duties, hours of work or responsibilities at CTW.
- Outside work is not to be carried out on CTW premises, using CTW assets or facilities of any kind, using CTW information or resources, unless such use is lawfully authorised, and proper payment is made where appropriate. Outside work is not to be carried out within the hours of work for the employee’s CTW position.
- If there are facts and circumstances known to the General Manager that create a reasonable suspicion, that an employee may be engaged in private employment or contract work outside the service of CTW that relates to the business of CTW or might conflict with the member's CTW duties, and that work or employment has not been notified to the General Manager in accordance with these guidelines, the General Manager may, by request in writing, require the employee to disclose any secondary employment and any reasonable particulars relating to that employment.
- Employees who are considering entering into outside work should think about the following:
 - Is the outside organisation, person or entity in, or entering into a contractual relationship with CTW?
 - Is CTW in a regulatory relationship with the outside organisation, person or entity?
 - Will the hours of work conflict in any way with his/her CTW duties, or his/her health and safety?
 - Will there be sufficient rest time away from both forms of work to enable the employee to present for work fit and alert and be able to work efficiently and to the standard required?
 - Will the outside work involve him/her in litigation against another Council or directly in written or oral submission before another Council?
 - Will performance of the outside work impact negatively on CTW’s image and credibility?
 - Will performance of the outside work require release of confidential information, which is known to the employee, but not available to the general public?
 - Is there any other conflict of interest, or potential conflict of interest, between the employee’s CTW duties and those involved in the outside work?

Answering “yes” to any of the above questions is likely to result in the General Manager prohibiting performance of the outside work.

- The General Manager will not unreasonably prohibit outside work.
Where the General Manager does not prohibit the outside work, that decision will be valid for no more than one year and will be reviewed annually in June. Previous decisions will not necessarily be continued, although a decision to prohibit will not be made without reasonable grounds.

- A notification that has not been prohibited in the past may be prohibited in the future if:
 - an employee is transferred to another position or location within CTW and the paid work being undertaken conflicts with the employee's CTW duties in the new position or location; or
 - circumstances change which, in the General Manager's opinion, create a conflict of interest or a potential conflict of interest; or
 - issues arise from the performance of outside work which affect the employee's health, safety or attendance for duty.

- Breaches of these Guidelines may result in counselling or disciplinary action which may ultimately result in dismissal, depending on the severity, scale and importance of the matter. More severe sanctions will ordinarily only apply when there is repeated and deliberate concealment of pertinent information, failure to disclose, or continuation of prohibited outside work.

- The General Manager reserves the right to vary or revoke these guidelines.
 - i. Notification of secondary employment is to be made in the form as attached in 'Annexure A'. For existing employees, notification should be completed and forwarded to the General Manager prior to engaging in the outside work. Prospective employees will be advised of their obligation to notify the General Manager of existing or potential outside work in staff inductions.
 - ii. Where outside work has not previously been prohibited, any change to the conditions of the outside work, which could result in a conflict of interest arising, must be advised by completion of a new Notification Form (Annexure A) as soon as the changed conditions become known.
 - iii. The General Manager will keep a log of Notifications of Secondary Employment. Each notification will be endorsed with the General Manager's decision and a copy forwarded to the employee.
 - iv. Initial decisions will be for the period from the date of notification to the next anniversary of the common review date. Thereafter, decisions will be for 12 months from the date of the common review period.
 - v. Employees will be advised of the General Manager's decision by return of a copy of the appropriately endorsed notification. Employees who have been advised that the General Manager prohibits them from engaging in outside work, must cease this work within fourteen days, or at a later date as approved in writing by the General Manager. The General Manager will base his/her decision to approve delayed termination of prohibited outside work on the circumstances of the particular case.
 - vi. Delayed termination of outside work will not be approved if a clear conflict of interest situation is currently evident. To apply for delayed termination, the employee should apply in writing to the General Manager within fourteen days of receiving the prohibition, stating the circumstances, and any matter he/she wishes the General Manager to take into account when considering the matter.
 - vii. Decisions will be reviewed annually in June. The common review date will be the 1 July for all notifications.
 - viii. The purpose of the review is to ascertain if circumstances warrant continuation or prohibition of the outside work.
 - ix. If the outside work is not prohibited, the employee will be advised in writing by the General Manager.
 - x. In the case of prohibition, the General Manager will give the employee reasonable notice during which time the employee will terminate his/her engagement in outside work. The reason or reasons for the prohibition will also be advised in writing.

- xi. Any appeal against a decision by the General Manager or his/her delegate to prohibit outside work, should be dealt with by way of Council’s Grievance and Dispute Handling Policy and Procedure.

Annexure A



**CENTRAL TABLELANDS WATER
SECONDARY EMPLOYMENT POLICY – CTW PR035
SECONDARY EMPLOYMENT NOTIFICATION FORM**

TO BE COMPLETED BY EMPLOYEE:

EMPLOYEE NAME	
POSITION	
DO YOU HAVE A SECONDARY EMPLOYMENT? (IF YES FILL IN ANNEXURE B)	<input type="checkbox"/> YES <input type="checkbox"/> NO

EMPLOYEE CERTIFICATION

- I have read and understood the secondary employment policy.
- Failure to provide accurate information regarding my secondary employment approval request or to follow all policies regarding secondary employment may be considered unacceptable personal conduct which could subject me to disciplinary action up to and including dismissal.

Employee Signature
Date

RECEIVED BY:
 Supervisor Name: _____
 Supervisor Position: _____

Note: payroll to place form to personnel file

Annexure B



**CENTRAL TABLELANDS WATER
SECONDARY EMPLOYMENT POLICY – CTW PR035
SECONDARY EMPLOYMENT NOTIFICATION FORM**

NAME OF SECONDARY EMPLOYER	
DUTIES TO BE PERFORMED	
WORK SCHEDULE (TIME START/END)	
ESTIMATED TIME REQUIRED (HOURS, DURATION, DAYS PER WEEK):	
EXPECTED START DATE	
EXPECTED END DATE	
MAIN BUSINESS ACTIVITY OF OUTSIDE ORGANISATION:	
DOES THE PROPOSED OUTSIDE WORK EMPLOYER UNDERTAKE OR ARE THEY LIKELY TO UNDERTAKE WORK FOR OR HAVE ANY BUSINESS OR OTHER ARRANGEMENT WITH COUNCIL <small>(IF YES PLEASE EXPLAIN)</small>	<input type="checkbox"/> <input type="checkbox"/> YES NO
IS THERE LIKELY TO BE ANY NEED TO MAKE CHANGES TO YOUR WORK ARRANGEMENTS AT COUNCIL E.G., FLEX DAYS TO UNDERTAKE PROPOSED OUTSIDE WORK, VARIATION OF USUAL START OR FINISH TIMES? <small>(IF YES PLEASE EXPLAIN)</small>	<input type="checkbox"/> <input type="checkbox"/> YES NO
IS THERE LIKELY TO BE ANY USE OF OR PERCEPTION OF USE OF COUNCIL RESOURCES, MATERIALS OR EQUIPMENT OR INFORMATION THAT IS OBTAINED THROUGH YOUR WORK WITH THE COUNCIL IN THE PROPOSED OUTSIDE WORK? <small>(IF YES PLEASE EXPLAIN)</small>	<input type="checkbox"/> <input type="checkbox"/> YES NO
IS THERE LIKELY TO BE ANY OTHER CONFLICT OR PERCEIVED CONFLICT OF INTEREST BETWEEN THE PROPOSED OUTSIDE WORK AND YOUR COUNCIL DUTIES AND/OR COUNCIL BUSINESS? <small>(IF YES PLEASE EXPLAIN)</small>	<input type="checkbox"/> <input type="checkbox"/> YES NO
FOR PART TIME AND CASUAL EMPLOYEES ONLY:	
WHAT IS YOUR PRIMARY EMPLOYMENT (E.G. MAJOR INCOME SOURCE)? PLEASE EXPLAIN	

EMPLOYEE CERTIFICATION

I Certify that:

- I have read and understood the secondary employment policy.
- My secondary employment will not have an impact on, and will not create any possibility of conflict with, my primary employment.
- Failure to provide accurate information regarding my secondary employment approval request or to follow all policies regarding secondary employment may be considered unacceptable personal conduct which could subject me to disciplinary action up to and including dismissal.
- Secondary employment information is public and may be disclosed to third parties.

Employee Signature Date

TO BE COMPLETED BY SUPERVISOR

- The secondary employment listed above does not conflict with the employee’s primary employment or present work performance issue.
- The request is denied because it presents a conflict of interest with the employee’s primary employment.
- The request is denied because it interferes between the employee’s ability to perform all expected duties.
- The request is being forwarded to the General Manager for further approval.

Supervisor Name Signature Date

TO BE COMPLETED BY GENERAL MANAGER

- The request is approved.
- The request is denied because it presents a conflict with Council operations.

Signature Date

Organisation Development:

- Original to personnel file
- Copy to Secondary Employment Register
- Register copy to employee.

POLICY



CENTRAL TABLELANDS WATER

**WATER
CHARGES
DEBT
RECOVERY
POLICY**

DOCUMENT CONTROL

Document Title		Water Charges Debt Recovery Policy			
Policy Number		CTW-PR014			
Responsible Officer		Director Finance and Corporate Services			
Reviewed by		Director Finance and Corporate Services & Governance Executive Support Officer			
Date Adopted					
Adopted by		Council			
Review Due Date					
Revision Number		4			
Previous Versions	Date	Description of Amendments	Author	Review/ Sign Off	Minute No: (if relevant)
1	12/10/2016		DFCS		16/079
2	14/10/2020		DFCS		20/095
3	15/12/2022		DFCS		22/103



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Purpose

To establish guidelines for the General Manager and delegated staff on appropriate debt recovery procedures to ensure effective control over charges that become due and payable.

It will also provide a framework for the efficient and effective collection of outstanding debts and fulfil statutory requirements of the Local Government Act, 1993.

Council has a responsibility to ensure monies owed are recovered in a timely and effective manner to finance its operation and to ensure effective cash flow management. During the debt recovery process Council will; treat people fairly, consistently, and in a confidential professional manner.

Debt Recovery Policy Statement

Central Tablelands Water (CTW) acknowledges that customers will, for various reasons fail to pay for water charges when they become due and payable. It is not the intention to cause hardship to any ratepayer through debt recovery procedures, and consideration will be given to acceptable arrangements to clear the debt where possible.

The General Manager has the delegated authority to assess/approve and or reject payment arrangements from any customer.

The General Manager has the delegated authority to proceed with legal action to recover outstanding charges where an arrangement plan has defaulted or if the customer has failed to pay, or a suitable attempt has not been made to clear the outstanding balance.

The General Manager has sub delegated authority under this Policy to the Director Finance & Corporate Services, Revenue Officer and Finance Officer.

Procedure

Water Consumption Charges

Charges are set annually by way of the adopted Operational Plan.

Water Notices are issued on the completion of the quarterly meter readings. On each quarterly account issued, the period covered by the availability charge components on the account is the current calendar quarter. The period covered by the water usage component on the account is the period from the last meter reading from which the account was calculated in the previous period, to the date the meter reading was taken in the current period. The frequency of the reading cycle is quarterly.

Accounts will be due for payment 28 days after the date of issue.

The person, or persons, who are listed as the owner of the property are responsible for the payment.

Interest on Overdue Accounts

Interest is calculated daily on overdue charges at the maximum rate announced by the Minister for Local Government each year in accordance with Section 566 (3) of the Local Government Act, 1993. The rate of interest that applies to overdue charges will be advised in Council's adopted operational plan and advised on each account.

Tenanted Properties

A number of landlords have lease agreements that stipulate that the tenant is responsible for the usage or consumption charge. The billing of tenants is the owner's or agent's responsibility.

In the case of a tenanted property, CTW will only pursue the debt directly with the landowner, and will only take legal action against a landowner. CTW will not seek payment of water charges from tenants that landowners are liable for, nor will it be involved in collecting money from tenants or accept a payment arrangement, unless provided for in s569 of the Act.

CTW will take reasonable steps to identify whether a property is tenanted before considering restricting a water supply, and will not restrict or disconnect when it becomes aware that the property is tenanted.

CTW will only restrict or disconnect the water supply as a last resort, after a notice has been issued under s569 of the Act, and a reasonable opportunity is given for the tenant to comply with the notice.

Payment Arrangements

Arrangements may be entered into with all property owners in accordance with Section 564 of the Act.

Arrangements are to be negotiated with the aim of recovering all arrears and the current charges. Agreement to requests to pay by regular amounts or for an extension of the due date for payment are to be assessed on their merits, having regard to the individual's payment history and circumstances.

For those accounts where the owner has entered into an arrangement to extend the due date or to pay off by instalments, a continuing check is made that the arrangement is being kept.

Where a customer defaults on approved arrangements for payment, recovery action will recommence from the stage which had been reached prior to the last arrangement being negotiated.

Reminder/Final Notices

A Reminder/Final Notice shall be issued where applicable seven (7) days after the due date of a water account to those customers who have an outstanding balance greater than the quarterly 20mm access charge, and have not made previous satisfactory payment arrangements with CTW.

The Reminder/Final Notice will provide the customer with the balance outstanding, and will indicate that if the balance remains unpaid, it may result in Council's operator attending the premises to restrict or disconnect the water supply, and if this should occur an attendance fee will be payable immediately in addition to the outstanding amount. It will also advise the customer of the fees for reconnection or removal of the restriction.

Reminder/Final Notices will be due for payment 10 days after the date of issue.

If an account was not issued with a Reminder/Final Notice because an arrangement had been entered, and the arrangement is then not kept, the non-issue of a Reminder does not preclude the account from normal recovery actions.

Attend to Restrict/Disconnect Water Supply for non-payment

Council reserves the right to restrict the water supply at any stage of the recovery process.

At the expiration of time nominated for payment on a Reminder/Final Notice and where the account has not been paid or a suitable payment arrangement has been entered into for any amounts outstanding of \$200.00 or over, a CTW representative may attend the premises and present a Final Notice to the Occupier Card.

The Final Notice to the Occupier card will state that a representative of Central Tablelands Water visited the premises in regard to the imminent restriction/disconnection of the water supply because of non-payment of water charges. It will show that if the amount due is not paid by the date and time shown on the card, the water will either be restricted/disconnected.

The Final Notice to the Occupier card will show the total balance outstanding, including the attendance fee.

If no contact is made by the Occupier by the date and time notified, the water supply will be:

- a) Restricted by the fitting of a restriction device but so as to make available a nominal supply to the consumer (approximately 0.2 litres per minute) if the property is occupied.
- b) Disconnected if the property is deemed to be vacant.

When a restrictive washer has been fitted to a meter, or alternatively the supply has been disconnected, a card will be left at the premises notifying the occupant that as no contact has been made after the issuing of the Final Notice to the Occupier card, they are informed that the water supply to the premises has been disconnected/restricted and will be restored on payment of all arrears owing, in addition to a reconnection fee.

The supply will not be restored until the total amount outstanding is paid, or other arrangements made to the satisfaction of CTW. Notification of payment must be made to CTW prior to 2pm if same day restoration of supply is required.

*** If a Final Notice to the Occupier card has been issued to the owner of a property on 4 consecutive times or more, a further Final Notice to the occupier will not be issued. The water supply will be restricted without further notice. The restrictive washer will only be removed after payment of the water account and reconnection fee is paid in full.

*** If a Final Notice to the Occupier card has been issued to a tenant, reasonable opportunity must be given for the tenant to comply with the notice and contact the landlord/estate agent prior to the restriction/disconnection of the water supply is to take place.

Early-Stage Intervention

At any stage in the debt recovery process prior to legal action commencing, an Early-Stage Intervention visit may be made to customers in a compassionate and rational attempt to help them to pay Council, and to help them avoid accumulating unmanageable levels of debt, and to avoid legal action.

Those customers who have an outstanding balance greater than \$600.00 or 2 bills outstanding and do not currently have a satisfactory payment arrangement with CTW, may be sent a letter encouraging them to pay in full or to enter a satisfactory arrangement with CTW. The letter will give fourteen (14) days' notice of a compassionate visit if no payment or arrangement is made.

The letter will transparently explain:

- The purpose of the visit.
- The timing of the visit.
- The cost of the visit, to be recovered at cost from the customer.
- How to opt-out of both the visit and the cost.
- The debt recovery consequences of taking no action.

The purpose of each visit is to:

- Avoid the requirement for legal action.
- Understand the customer's situation and whether they are experiencing financial hardship and desire assistance.
- Assist the customer to calculate a sustainable payment plan.
- Assist the customer to complete the relevant forms.
- Where indicated, assist the customer to complete a Financial Hardship application form.
- Where indicated and with the customer's consent, introduce Financial Counselling.
- Explain the consequences of taking no action to resolve the situation.

During the 14 days' notice period, contact with a customer may be attempted - by any combination of telephone call, SMS message, and/or email - to help the customer to make a payment arrangement and avoid an Early-Stage Intervention visit.

Legal Action

If payment has not been received or no arrangement has been made following the disconnection/restriction of the water supply for non-payment, or if the total outstanding remains unpaid after a final notice to the occupier card was presented, or after Early-Stage Intervention, the debt may then be handed to a debt collection agency appointed by CTW to follow up collection of the outstanding debt. Arrangements to pay after the commencement

of legal action are encouraged and will be accepted provided the offer will complete the debt within a satisfactory time frame.

Application for Judgment is to be effected wherever possible if satisfactory arrangements have not been made to finalise the account. Action following Judgment is to be assessed by the General Manager and may include the issue of a writ, garnishee or examination summons.

All legal costs and expenses incurred in recovering outstanding water charges shall be charged against the property in accordance with Section 605 of the Local Government Act, 1993.

A report detailing all legal action is to be provided to a subsequent Council meeting for notification.

Late-Stage Intervention

From time-to-time accounts remain outstanding despite legal action having been taken. In most such cases the customers are experiencing financial hardship and/or other complex issues exist.

Any customers whose accounts remain outstanding despite legal action being taken may receive a more intensive visit to understand the difficulties they face and endeavour to help them to find a way to pay CTW. Where possible, Late-Stage Intervention also helps customers take steps towards their general recuperation.

Council contracts a specialist 3rd-party organisation, which assists ratepayers for many NSW councils, to perform Early-Stage and Late-Stage Interventions.

Where possible the 3rd-party organisation will visit to help customers with both their water account and any outstanding rates account owing to a constituent council, to make payment arrangements more sustainable and to avoid cost duplication.

If Late-Stage Intervention fails to get the account paid to Council, then after 5 years, pursuant to Section 713 of the Local Government Act 1993, the property upon which the water service is provided may be sold by Council.

Variation

Council reserves the right to review, vary or revoke this policy.

12.3) QUARTERLY BUDGET REVIEW STATEMENT - 31 DECEMBER 2024 (FM.FR.1)**Author:** Director Finance & Corporate Services**IP&R Link:** – 2.2: Sound Financial management – 2.2.1: Review and update long term financial plan (LTFP).**RECOMMENDATION:**

That Council adopt the budget review statement for the quarter ended 31 December 2024 and the variations therein be voted.

REPORT

The Quarterly Budget Review Statement (QBRS) for the period ended 31 December, 2024 is submitted for consideration by Council in accordance with clause 203 of the Local Government (General) Regulation 2005.

The net operating result before capital that was originally estimated to be a deficit of \$149,971 is now estimated to be a deficit of \$590,171.

The revised operating result before capital at the September 24 review was a \$316,171 deficit and this has increased by \$273,200 over the quarter to a deficit \$590,171.

The main reasons for this adjustment were:

- An estimated reduction in annual water sales of \$475,200 due to frequent rain events across the service area during the first half of the financial year.
- An estimated additional \$80,000 of investment income due to higher than budgeted interest rates and higher average funds invested.
- A reduction of \$175,000 (from \$250,000 to \$75,000) in the reservoir leakage maintenance program.
- Estimated increased costs of Information Technology and Telemetry added \$20,000 and \$35,000 respectively to the budget.

Following a detailed review of the 2024/25 Capital expenditure program, some priorities were re-assessed and some works were removed from the program. Accordingly, the capital expenditure budget for 24/25 has been reduced from the \$4,663M to \$3,204M which is a reduction of \$1.459M. A number of projects removed will be reconsidered when the 2025/26 budget is formulated. Further amendments may be made to the to the program when the March 2025 QBRS is prepared.

Details of individual capital programs that have been removed from the budget are shown in the capital budget variations section of the attached QBRS.

In relation to the overall estimated cash result , it is estimated to decrease from the original estimate of a surplus of \$838,855 to a surplus of \$723,797. This is an estimated decline of \$115,058.

The cash result (sometimes known as the working capital result) takes into account the non-cash impacts of depreciation, capital income and the movement in restricted funds (known also as cash restrictions). The revised cash result of \$723,797 is still considered satisfactory however, further declines in estimated water sales will adversely impact that result.

It is notable that Council's cash and Investments totalled \$11.547M at the 31 December, 2024 ,however, \$11.047M is restricted to fund future works (Infrastructure and plant) and specific liabilities such as employee leave entitlements. Overall only around \$500,000 is unrestricted cash that can be used by Council to fund unexpected short term liquidity requirements.

This is Page No. 40 of the Agenda presented to the Ordinary Meeting of Central Tablelands County Council held at Blayney on 19 February 2025

BUDGET IMPLICATIONS

The overall revised budget result indicates that the financial position of the Council remains sound, however, the operational conditions remain challenging, particularly in relation to the level of water sales and cost pressures faced by Council.

POLICY IMPLICATIONS

The budget result indicates that being able to produce a sustained period of positive operating results before capital will be difficult unless water sales improve over time with depreciation costs continuing to rise faster than revenue. This impacts Council's capacity to renew its large asset base as it reaches the end of its useful life.

ATTACHMENTS

- 1 December 24 QBRS Report 10 Pages

Central Tablelands Water

Quarterly Budget Review Statement
for the period 01/10/24 to 31/12/24

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Central Tablelands Water

Quarterly Budget Review Statement
for the period 01/10/24 to 31/12/24


Report by responsible accounting officer

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

31 December 2024

It is my opinion that the Quarterly Budget Review Statement for Central Tablelands Water for the quarter ended 31/12/24 indicates that Council's projected financial position at 30/6/25 will be satisfactory at year end, having regard to the projected estimates of income and expenditure and the original budgeted income and expenditure.

Signed:



29/11/2024

Responsible accounting officer

Budget Review Statement as at 31 December 2024

Council's Revised Income and Expenditure for the year 2024/2025

Original Budget	<u>Operating Revenue</u>	Revised Budget
1,980,353	Availability Charges	1,980,353
6,655,593	User Charges	6,180,393
385,000	Interest and Investment Income	465,000
136,311	Other Revenues	136,311
374,290	Capital Grants and Contributions	559,921
-	Operational Grants and Contributions	-
40,000	Gains on Disposal of Assets	130,000
9,571,547	Total Operating Revenue	9,451,978
	<u>Operating Expenses</u>	
3,086,012	Employee Costs	3,086,012
2,954,416	Materials & Contracts	2,842,416
9,800	Legal Costs	9,800
279,000	Consultants	269,000
20,000	Other Expenses	20,000
2,998,000	Depreciation and Impairment	3,255,000
9,347,228	Total Operating Expenses	9,482,228
224,319	<u>Operating Result for Period After Capital</u>	Surplus/(Deficit) (30,250)
(149,971)	<u>Operating Result for Period Before Capital</u>	Surplus/(Deficit) (590,171)
	<u>Less Non-Operating Expenditure</u>	
2,482,006	Acquisitions of Assets	3,204,408
261,032	Transfer to Reserves - Plant	261,032
2,000,000	Transfer to Reserves - Renewal Reserves	2,000,000
0	Transfer from Leave Liability	100,000
90,000	Transfer to Reserves - ELE	90,000
40,000	Transfer to Reserves - Consultancy	40,000
838,855	Transfer Estimated Budget Surplus/(Deficit)	723,797
5,711,893		6,419,237
(5,487,574)		(6,449,487)
	<u>Add Non-Operating Revenue</u>	
221,032	Book Value of Assets Sold	221,032
300,000	Transfer from Reserves - Plant	300,000
30,000	Transfer from Reserves - ELE	130,000
120,000	Transfer from Consultancy Restriction	120,000
1,818,542	Transfer from Reserves - Infrastructure	2,423,455
2,489,574		3,194,487
(2,998,000)		(3,255,000)
	<u>Add Expenses not Involving Flow of Funds</u>	
2,998,000	Depreciation	3,255,000
\$ -	Budget (Cash) Result Surplus/(Deficit)	\$ -

Central Tablelands Water

Quarterly Budget Review Statement
for the period 01/10/24 to 31/12/24

Income & expenses budget review statement

Budget review for the quarter ended 31 December 2024

Income & expenses - General Fund

(\$000's)	Original budget 2024/25	Approved Changes			Revised budget 2024/25	Variations for this Dec Qtr	Notes	Projected year end result	Actual YTD figures
		Revotes	Other than QBRs	Sep QBRs					
Income									
Annual charges	1,980,353				1,980,353			1,980,353	1,006,335
User charges and fees	6,655,593				6,655,593	(475,200)	(a)	6,180,393	2,291,350
Other revenues	136,311				136,311	-		136,311	75,956
Grants and contributions - operating	-	-			-			-	-
Grants and contributions - capital	374,290	110,631			484,921	75,000	(b)	559,921	383,624
Interest and investment revenue	385,000				385,000	80,000	(c)	465,000	272,326
Net gain from disposal of assets	40,000			90,000	130,000	-		130,000	130,025
Total income from continuing operations	9,571,547	110,631	-	90,000	9,772,178	(320,200)		9,451,978	4,159,616
Expenses									
Employee benefits and on-costs	3,086,012				3,086,012	-		3,086,012	1,599,307
Materials and services	2,964,416				2,964,416	(122,000)	(d)	2,842,416	939,824
Depreciation and amortisation	2,998,000			257,000	3,255,000	-		3,255,000	813,750
Legal costs	9,800				9,800	-		9,800	10,876
Consultants	269,000				269,000	-		269,000	126,472
Other expenses	20,000				20,000	-		20,000	8,626
Total expenses from continuing operations	9,347,228	-	-	257,000	9,604,228	(122,000)		9,482,228	3,498,855
Net operating result from continuing operations	224,319	110,631	-	(167,000)	167,950	(198,200)		(30,250)	660,761
Net operating result from all operations	224,319	110,631	-	(167,000)	167,950	(198,200)		(30,250)	660,761
Net Operating Result before Capital Items	(149,971)	-	-	(167,000)	(316,971)	(273,200)		(590,171)	277,137

This statement forms part of Council's Quarterly Budget Review Statement (QBRs) for the quarter ended xx/xx/xx and should be read in conjunction with the total QBRs report.

Central Tablelands Water

Quarterly Budget Review Statement
for the period 01/10/24 to 31/12/24

Income & expenses budget review statement
Recommended changes to revised budget

Budget Variations being recommended include the following material items:

Notes	Details
(a)	\$475,200 reduction in estimated water sales reduced due to large number of rain events across the service area. Estimate reduced by 120,000 Kls being around a 7.5% reduction. Given the year to date sales it is considered unlikely that this deficit in sales will be overcome by year end.
(b)	\$75,000 Additional contributions for mains extensions at Cargo, Millthorpe and Manildra.
(c)	\$80,000 Estimated additional interest income on investments due to higher average funds invested following review of 24/25 Capital program. Average rates earned have also been better than expected.
(d)	\$175,000 reduction in reservoir leakage program costs. \$26,000 increase in postage budget due to error in original estimate \$35,000 increase in telemetry maintenance due to movement from 3G to 4G and costs of decommissioning Mount Canobolas communication infrastructure. \$28,000 reduction in electricity estimate for Blake Street Millthorpe pump station. Original budget was overestimated. \$20,000 for additional IT System Expenses for Windows 11 upgrade and Business Continuity review and documentation. \$122,000 of estimated overall savings in materials and contracts.

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Central Tablelands Water

Quarterly Budget Review Statement
for the period 01/10/24 to 31/12/24

Capital budget review statement

Budget review for the quarter ended 31 December 2024

Capital budget - General Fund

(\$000's)	Original budget 24-25	Approved changes			Revised budget 24-25	Variations for this Dec Qtr	Notes	Projected year end result	Actual YTD figures
		Revotes	Other than QBRS	Sep QBRS					
Capital expenditure									
New assets									
- Telemetry Upgrades	50,000	50,589			100,589		100,589	18,256	
- Town Village Restriction Signage	-	80,000			80,000	(80,000) (a)	-	-	
- Reticulation Mains - New Connections	41,400				41,400	75,000 (b)	116,400	1,518	
- Renewable Energy Infrastructure	-	363,602			363,602	(363,602) (c)	-	-	
- Land Acquisition - Crown Land Sites	50,000				50,000		50,000		
- New Metering Lake Rowlands		6,526			6,526		6,526		
- New Metering - Gooloogong Bore					-		-		
- New Metering - Quandialla Bore					-		-		
- Water Loss Monitoring Program - Meters etc	50,000	40,233			90,233	-	90,233	36,300	
- Carcoar 12ML Reservoir				9,933	9,933	- (a)	9,933	9,933	
Total New Assets	191,400	540,950	-	9,933	742,283	(368,602)	-	373,681	66,007
Renewal assets (replacement)									
- Pump Station Renewals	54,855	126,468			181,323		181,323		
- Vehicle Replacements	522,064				522,064		522,064	72,212	
- Other Plant & Equipment	31,050				31,050		31,050	11,150	
- Office Equipment	52,137				52,137		52,137		
- Blayney Office - Outdoor Refurb	20,350				20,350	(20,350) (d)	-	-	
- Depot Refurbishments	200,000	170,936			370,936		370,936		
- Trunk Main U Renewals - 7kms	500,000	320,000			820,000	(820,000) (e)	-	-	
- Trunk Mains Design Western Artery		221,262			221,262		221,262	88,260	
- Trunk Main C Creek Crossing	250,000				250,000	(250,000) (f)	-	-	
- Bangaroo Booster pump		13,886			13,886		13,886	7,200	
- Eugowra Booster Pump Renewal		80,693			80,693		80,693		
- Gooloogong Bore Renew Switchboard					-		-		
- Blayney WTP - Reseal Access Road and Carpark		23,763			23,763		23,763	6,582	
- Carcoar WTP - Reseal internal Access Road		16,216			16,216	-	16,216	16,818	
- Renew Carcoar WTP Fluoride Plant	100,000				100,000		100,000		
- Reservoir Recoating Program - 6 Reservoirs	250,000				250,000		250,000	43,164	
- Carcoar Town Reservoir - Recoat	42,000				42,000		42,000		
- Carcoar Town Reservoir - Relocate Pumps	25,000				25,000		25,000		
- Carcoar WTP - PLC Upgrade	70,000	113,617			183,617		183,617		
- Blayney Water Treatment Plant Renewals	31,050				31,050		31,050		
- Carcoar Water Treatment Plant Renewals	62,100				62,100		62,100	39,877	
- Reticulation Mains Renewals Program	80,000	491,130			571,130		571,130	160,808	
- Automatic Filling Station Upgrades	-	52,500			52,500		52,500		
- Trunk Main I - Relocation					-		-		
Total Renewed Assets	2,290,606	1,630,471	-	-	3,921,077	(1,090,350)	-	2,830,727	446,071
Total capital expenditure	2,482,006	2,171,421	-	9,933	4,663,360	(1,458,952)	-	3,204,408	512,078
Capital funding									
Water Charges									
Capital grants & contributions	374,290	110,631			484,921	75,000 (g)	559,921	383,624	
Reserves:									
- Internal restrictions/reserves	1,886,684	2,060,790		9,933	3,957,407	(1,533,952) (h)	2,423,455	58,958	
Receipts from sale of assets									
- Vehicle Sales	221,032				221,032		221,032	69,496	
Total capital funding	2,482,006	2,171,421	-	9,933	4,663,360	(1,458,952)	3,204,408	512,078	
Net capital funding - surplus/(deficit)	-	-	-	-	-	-	-	-	

This statement forms part of Council's Quarterly Budget Review Statement (QBRS) for the quarter ended 31/12/24 and should be read in conjunction with the total QBRS report.

Central Tablelands Water

Quarterly Budget Review Statement
for the period 01/10/24 to 31/12/24

Capital budget review statement
Recommended changes to revised budget

Budget variations being recommended include the following material items:

Notes	Details
(a)	\$80,000 taken out of budget following capital expenditure review.
(b)	\$75,000 for new mains to be constructed following acceptance of connection quotes in Manildra Millthorpe and Cargo
(c)	\$363,602 taken out of budget following capital expenditure review. To be part of 2025/26 budget considerations.
(d)	\$20,350 taken out of budget following capital expenditure review. To be part of 2025/26 budget considerations.
(e)	\$820,000 taken out of budget following capital expenditure review. To be part of 2025/26 budget and LTFP considerations. Operational procedures used to manage pressures in that sector of pipeline.
(f)	\$250,000 taken out of budget following capital expenditure review.
(g)	\$75,000 additional contributions to fund mains extensions.
(h)	\$1,533,952 reduced transfer from infrastructure restriction required due to review of capital program.

Central Tablelands Water

Quarterly Budget Review Statement
for the period 01/07/24 to 31/12/24

Leakage Allowances Granted - Financial Year to Date

<u>Sept Qtr.</u>	<u>No of Applications Granted</u>	<u>Total Allowance KIs</u>	<u>Total Allowance Granted \$</u>
Residential	2	167.50	653.58
Total	2	167.50	653.58

<u>Dec Qtr</u>	<u>No of Applications Granted</u>	<u>Total Allowance KIs</u>	<u>Total Allowance Granted \$</u>
Residential	0	-	-
Total	0	-	-

Note: Council's undetected water leaks policy provides for an allowance to be granted if strict eligibility criteria are met as per the policy. The granting of a leakage allowance is at the absolute discretion of Council based upon individual circumstances. Property owners are responsible for the maintenance of private water infrastructure on their properties.

Central Tablelands Water							Quarterly Budget Review Statement for the period 01/10/24 to 31/12/24
Cash and Investments budget review statement							
Budget review for the quarter ended 31 December 2024							
Cash & investments - General Fund							
	<u>Opening Balance 1-7-2024</u>	<u>Budgeted Tfrs to</u>	<u>Budgeted Tfrs from</u>	<u>Projected Closing Balance 30- 6-2025</u>	<u>Actual Closing Balance 31- 12-24 *</u>	<u>Variance</u>	
Restriction	(000's)	(000's)	(000's)	(000's)	(000's)	(000's)	
External Restrictions	12			12	12	0	
Plant and Vehicles	886	261	300	847	847	0	
Infrastructure	7,646	2,724	2,423	7,947	8,724	777	
Employees Leave Entitlements	753	90	130	713	813	100	
Development Assistance	461		0	461	461	0	
Consultancy	200	40	120	120	190	70	
Total Restrictions	9,958	3,115	2,973	10,100	11,047	947	
Unrestricted Cash	800				500		
Total Cash and Investments	10,758				11,547		
Consisting of:							
Cash at Bank	1,458				1,247		
Investments	9,300				10,300		
Total Cash and Investments	10,758				11,547		
* As per the adopted Operational Plan							
Variance amount is the difference between the projected restrictions balance based upon the actual restrictions amount at 1 July 2024 and the estimated balance based upon the latest QBRS.							
Unrestricted cash is based upon the projected 30 June , 2025 restrictions based on the 31 December,2024 cash and investments balances							
This means that it is greater than it would be based on actual reserve transfers at 31 December,2024							

12.4) FINANCIAL MATTERS - INVESTMENT REPORT AS AT 31 JANUARY, 2025
(FM.BA.1)

Author: Director Finance & Corporate Services
IP&R Link: – 2.3.1: Manage the risk management framework including the risk register. – 2.2: Sound Financial management – 2.2.1: Review and update long term financial plan (LTFP).

RECOMMENDATION:

That the information in relation to Cash and Investments at 31 January, 2025 be noted.

REPORT**Cash and Investments**

The investment summary below represents Council's total investments as of 31 January , 2025 in accordance with clause 212 of the Local Government (General) Regulation 2005 and Section 625 of the Local Government Act 1993.

The above investments have been made in accordance with the Local Government Act 1993, the Local Government General Regulation 2005 and Council's Investment Policy.



Peter McFarlane
Responsible Accounting Officer

INVESTMENT COMMENTARY

The main topic in economic discussions continued to be when the Reserve Bank of Australia (RBA) will commence cutting interest rates (the cash rate) in this economic cycle.

The December 24 Consumer Price Index was released in late January , 2025 and came in with a headline annual rate of 3.4%. The trimmed mean rate (also known as the underlying rate) came in at an annual rate of 2.4%.

With the release of these CPI results , there was a feeling among financial markets, that as the trimmed mean has now reduced to 2.4%, which is within the RBA 2.0% to 3.0% inflation target band , that the RBA will cut the cash rate at its February, 2025.

It is notable that employment level in the economy remains strong driven by demand in the public sector particularly related to those industries related to Health Aged Care and Disability services. This strong employment position continues to dampen the RBA's appetite for rate cuts. The RBA is also concerned at the possibility that inflation may rise again particularly in the service sectors such as rents, insurance and health services.

Overall, it is likely that the cash rate will be decreased at the February 2025 RBA meeting but deferral to the May 2025 meeting cannot be ruled out particularly when geopolitical and domestic conditions remain uncertain. The issue then for the RBA is the number of cuts in

2025 and the extent of those rate cuts. These are factors that are subject to much discussion and speculation in the financial markets.

The impact of the belief that the RBA will commence cutting rates in February, 2025 has had a significant impact on term deposit rates on offer. Many maturing 12 month term deposits are now offering up to 70 basis points (0.7%) below the maturing rate.

BUDGET IMPLICATIONS

As the level of interest rates have stayed higher for longer than expected and the average level of funds invested is higher due to the mainly changes in the 2024/25 capital program, investment returns for 2024/25 have been strong. This is expected to taper off as maturities occur in the investment portfolio.

Some care will need to be taken in estimating future returns in the long term financial plan for 2025/26 and beyond as interest rates reduce as part of this interest rate cycle.

POLICY IMPLICATIONS

Council's Investment Policy allows the flexibility to continue to operate effectively in the current market with minimal risk, however, capturing the best returns does take more effort and time in the current market.

Council is always seeking the best return possible whilst following the risk parameters of the Investment Policy.

ATTACHMENTS

- 1 Cash and Investments at 31 January,2025. 1 Page

		Credit Rating	Term (Days)	Rate	Maturity Date	% of Portfolio
Short Term Deposits	\$ 9,800,000.00					85.68%
Bank Vic - Curve Securites	600,000	BBB+	367	5.20%	16/06/25	5.25%
Bank of QLD - Curve Securities	500,000	A-	182	4.90%	11/03/25	4.37%
Reliance/Unity Bank	500,000	Unrated	365	5.15%	4/08/25	4.37%
ING - Curve Securities	500,000	A	365	5.03%	16/10/25	4.37%
ING - Curve Securities	500,000	A	365	5.11%	26/03/25	4.37%
ING - Curve Securities	500,000	A	364	5.10%	3/11/25	4.37%
NAB - Curve Securities	500,000	AA-	210	5.00%	2/05/25	4.37%
NAB - Curve Securities	500,000	AA-	364	4.90%	12/09/25	4.37%
ING - Curve Securities	500,000	A	365	5.14%	14/03/25	4.37%
Bank of QLD - Curve Securities	500,000	A-	180	5.13%	4/06/25	4.37%
Macquarie Bank - Curve Securities	200,000	A+		4.65%	At Call	1.75%
NAB - Curve Securities	500,000	AA-	365	4.95%	2/04/25	4.37%
NAB - Curve Securities	500,000	AA-	180	5.00%	8/04/25	4.37%
Bank of QLD - Curve Securities	500,000	A-	181	4.95%	26/03/25	4.37%
NAB - Curve Securities	500,000	AA-	365	5.40%	2/07/25	4.37%
Bank Vic - Curve Securites	500,000	BBB+	368	5.20%	10/06/25	4.37%
MyState - Curve Securities	500,000	BBB+	365	5.00%	3/09/25	4.37%
AMP - Curve Securities	500,000	BBB+	300	5.02%	19/06/25	4.37%
Reliance/Unity Bank	500,000	Unrated	366	5.35%	14/07/25	4.37%
NAB - Curve Securities	500,000	AA-	180	4.95%	18/03/25	4.37%

At Call Deposits	\$ 1,638,404.60					14.32%
Commonwealth Bank - General Account	\$ 616,802.29	AA-	At Call	4.20%	N/A	
Commonwealth Bank - BOS Account	\$ 1,021,575.49	AA-	At Call	4.25%	N/A	
Reliance Credit Union - Cheque Account	\$ 26.82	Unrated	At Call	0.00%	N/A	
Total Value of Investment Funds	\$ 11,438,404.60					100%

Average Rate on Term Deposits	
90 Day BBSW for November 2024	4.2496%
Average Rate on Term Deposits	5.0565%
Margin over 90 day BBSW	0.8069%

Average Term - Short Term Deposits (days) 301

Long Term Credit Rating	Amount \$	%
AA-	\$ 4,638,377.78	40.56%
A+	\$ 200,000.00	1.75%
A	\$ 2,000,000.00	17.48%
A-	\$ 1,500,000.00	13.11%
BBB+	\$ 2,100,000.00	18.36%
Unrated	\$ 1,000,026.82	8.74%
Total	\$ 11,438,404.60	100.00%

BANK RECONCILIATION

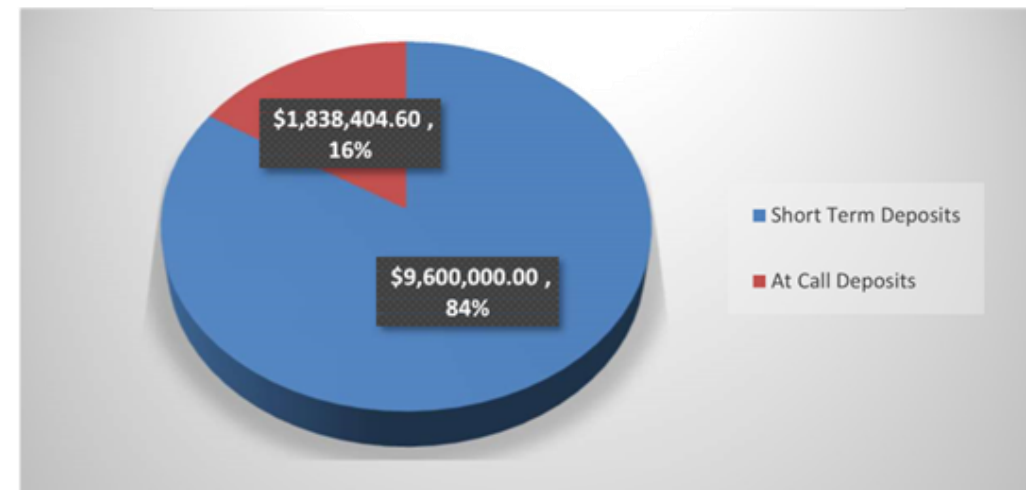
Balance as per Bank Statement	\$ 660,618.17
Add: Visa card not yet processed January 2025	\$ 5,073.99
Add: Cash receipting deposited 03.02.2025	\$ 25.00
Add: Eftpos receipting deposited 01.02.2025	\$ 655.85
Less: OLG Pensioner Subsidy processed February 2025	-\$ 49,540.72
Less: Weddin Receipt entered 03.02.2025	-\$ 30.00

Balance as per Cash Book \$ 616,802.29

GENERAL FUND

(a) Cash Book Balance	\$ 1,638,404.60
(b) Bank Balance	\$ 1,638,404.60

Short Term Deposits	\$ 9,600,000.00
At Call Deposits	\$ 1,838,404.60



12.5) AUDIT RISK AND IMPROVEMENT COMMITTEE (ARIC) (CM.AU.1)

Author: Director Finance & Corporate Services
IP&R Link: – 2.3: Continuous Improvement Whilst Managing Risk – 2.3.1: Manage the risk management framework including the risk register.

RECOMMENDATION:

1. That Council note the Audit Risk and Improvement Committee minutes for the meeting held on 14 November, 2024.
2. That Council note the resignation of the independent member of the Audit Risk and Improvement , Ron Gillard effective from 14 February, 2025.
3. That Council appoint Stephen Coates as the new independent member on the Audit Risk and Improvement Committee for a 4 year term commencing on the commencing on the 22 May, 2025 and ceasing on the 21 May, 2029.
4. That the draft Internal Audit Program for 2024/25 to 2027/28 be adopted.
5. That the draft Internal Audit Program be adopted.

REPORT

The minutes of the Audit Risk and Improvement Committee (ARIC) meeting held on 14 November was inadvertently missed from that the agenda of the February , 2025 Council meeting and are presented now for Council's consideration. The main issues of discussion were:

- Receiving the audited Financial Statements for year ended 30 June 2024 together with the Audit Reports.
- The Engagement Closing Report for year ended 30 June, 2024 with no material matters raised.
- Katy Henry from Intentus gave an overview of the 2023/24 Audit with Council receiving unqualified audit opinions on its General Purpose and Special Purpose Financial Statements.
- The draft Fraud and Corruption Control Policy was presented for review and comment. This was subsequently presented to the meeting on 11 December , 2024.
- A draft Internal Audit Program for 2024-2028 was presented that included:
 1. A fraud risk assessment for Corporate Credit Cards , Fuel Cards and Councillor Expenses
 2. Review of the Drinking Water Management System
 3. Review of the Record Keeping System
 4. Review of Climate Change Adaption Plans

- It was noted that the Internal Audit Program was flexible and may be changed at the recommendation of the ARIC.
- A draft Internal Audit Charter was presented to ARIC however they requested that the document be amended and referred back to the ARIC. This was done at a meeting held on 14 February 2025.

Independent member, Ron Gillard has submitted his resignation from the Committee effective from the conclusion of the meeting held on 14 February 2025.

Ron has been an ARIC member since 23 March, 2022 and has made a valuable contribution to the Committee since that time. Council thanks him for his service and wishes him well with his future endeavours.

Council is required to maintain a minimum of three members on the ARIC. Accordingly, there has been consideration given to how to fill this vacancy including discussions with Blayney Shire Council and Central Tablelands Weed Authority.

After discussions with the ARIC Chairperson , Donna Rygate, it has been proposed that the vacancy be filled by a shortlisted candidate arising from the 2024 Expression of Interest (EOI) process. The ARIC Chairperson is permitted under the Office of Local Government guidelines for Risk Management and Internal Audit to suggest to the ARIC and Council a method that may be used to fill a vacancy.

Stephen Coates a shortlisted candidate from the 2024 EOI process has been recommended. At the ARIC meeting held on 14 February, 2025 endorsement of that appointment was made. This means that a new EOI process does not need to be undertaken to fill the vacancy.

Stephen has extensive experience in working with ARICS as outlined in his resume which is attached.

The ARIC meeting of 14 November, 2024 supported the four year draft audit program that contained the following:

Audit Area	Risk Area	Year
Fraud Risk Assessment of Corporate Credit Cards, Use of Fuel Cards and Councillor Expenses	Fraud Control and Governance	2024/25
Review of Drinking Water Management System	Compliance with Australian Drinking Water Guidelines	2025/26
Review of Record Keeping System	Compliance with the States Records Act	2026/27
Review of Climate Change Adaption Strategy	Consideration of Climate Change Risks in Strategic Planning	2027/28

It is noted that this plan is flexible and may change in response to changes to identified risks on risk appetite.

Council is required to adopt an Internal Audit Charter in accord with the Internal Audit and Risk Framework. The purpose of the Charter is to set out how Council will undertake its Internal

Audit functions across Council. The draft Internal Audit Charter was endorsed by the ARIC at its meeting held on 14 February, 2025.

The Charter is now presented to Council for formal adoption.

BUDGET IMPLICATIONS

The 24/25 draft budget allocation for the Internal Audit function is \$35,700 inclusive of ARIC meeting costs and members fees.

\$2,131 has been spent from this budget in the 24/25 year to date. This leaves an amount of \$33,569 available to fund the balance of year expenses. This is expected to cover the balance of this year's costs.

Members fees and reasonable travel expenses will be met from this budget. It also includes the completion of one internal audit engagement per year. Internal audits will be performed by external specialists who have the expertise to complete the assignment.

Committee secretarial support, councillor representation, and executive time will be met from other recurrent operational budgets.

POLICY IMPLICATIONS

Nil

ATTACHMENTS

- 1 CTW ARIC minutes 14 November 5 Pages
- 2 CTW Internal Audit Charter 2025 13 Pages

Minutes of the Ordinary Meeting of Central Tablelands Water held at Blayney Community Centre, on Thursday, 14 November 2024, commencing at 11.19am

Present

Donna Rygate	(Chairperson – Independent Member – Voting)
Ron Gillard	(Independent Member – Voting)
Liz Jeremy	(Independent Member – Voting)
Cr Craig Gosewisch	(Councillor Observer)
Katy Henry	(Intentus Office – Auditor)
Peter McFarlane	(Director Finance and Corporate Services – Observer)
Achal Deo	(Governance & Executive Support Officer – Secretariat)

Proceedings in brief:

The Committee noted all items are resolved by consensus and that, rather than recording movers and seconders, its minutes will record any instances of dissent.

1. WELCOME

The Chairperson opened the meeting at 11.19am and welcomed Cr. Craig Gosewisch to his first ARIC meeting after the Council elections.

2. ACKNOWLEDGEMENT OF COUNTRY

The Chairperson gave an acknowledgement of country.

3. DECLARATION OF ANY CONFLICT OF INTEREST

Standing disclosures of interests have been submitted by all members. The Chairperson advised that she has been appointed as the Chair of ARC Service NSW.

4. DECLARATION OF ANY UNETHICAL BEHAVIOURS REPORTED TO COUNCIL

Nil

5. APOLOGIES AND APPLICATIONS FOR A LEAVE OF ABSENCE BY MEMBERS

An apology was received from Charlie Harris, General Manager, Noel Wellham, Director Operations & Technical Services and Farisha Ali from the NSW Audit Office.

6. CONFIRMATION OF MINUTES

Proceedings in brief:

Refer to item # 12.1

This is Page No. 1 of the Minutes of Central Tablelands Water Audit, Risk and Improvement Committee Meeting held on 14 November 2024.

7. REPORTS OF STAFF

Proceedings in brief:

Note: Item numbers generated automatically in InfoCouncil as 12.1 etc.

1. REPORTS OF STAFF

12.1) MINUTES OF THE ARIC MEETING HELD ON 7 AUGUST 2024 (CM.AU.4)

RESOLVED:

1. That ARIC confirm the minutes of the ARIC meeting of Central Tablelands Water, held on 7 August 2024.

Carried.

Proceedings in brief:

Item 12.5 was discussed by Katy Henry.

12.5) ANNUAL FINANCIAL STATEMENTS UPDATE 2023/24 (FM.FR.1)

RESOLVED:

1. That the Committee receive the audited Financial Statements and Auditors Reports for year ended 30 June 2024
2. That the Committee receive the Engagement Closing Report for the year ending 30 June 2024.

Carried.

Proceedings in brief:

Katy Henry provided feedback on the audited financial statements 2023/2024. Katy also thanked the finance team for providing information needed during the audit process.

Katy Henry left the meeting at 11.34am.

12.2) RECENT DEVELOPMENTS (CM.AU.3)

RESOLVED:

That the Committee receive and note the report on recent developments since the 7 August 2024 meeting.

Carried.

This is Page No. 2 of the Minutes of Central Tablelands Water Audit, Risk and Improvement Committee Meeting held on 14 November 2024.

12.3) POLICIES ON DISPLAY (CM.PL.1)

RECOMMENDATION:

1. That ARIC note the report.

Carried.

Proceedings in brief:

The Committee was advised that the Fraud and Corruption Control Policy and Plan, Investment Policy and Councillor Payment of Expenses and Provision of Facilities Policy have been presented to Council. The Committee requested some minor adjustments to the Fraud and Corruption Control Policy and Plan. The Council was requested to consider having a fossil fuel use mandate in its investment policy. This is being investigated.

12.4) INTERNAL AUDIT STATUS REPORT AND ACTION PLAN (CM.AU.3)

RESOLVED:

1. That ARIC note the report regarding progress on the actioning of Fraud Health Risk Assessment and Project Management Audit recommendations.

Carried.

Proceedings in brief:

It was noted that completion of the recommendations actions is ongoing.

12.6) FOUR YEAR - DRAFT INTERNAL AUDIT PROGRAM 2024-2028 (CM.AU.1)

RESOLVED:

1. That the Committee review the proposed Internal Audit Program for this term of Council and provide feedback to the Internal Audit Co-ordinator for adoption by Council.
2. That the Committee recommends the Fraud Risk Assessment in the 24/25 year include a review of Councillor expenses.

Carried.

Proceedings in brief:

The draft 4-year audit plan presented to the Committee was:

1. *Fraud Risk Assessment of*
 - 24-25 a) *Corporate Credit Card, Fuel Cards, and Councillor Expenses*
 - 25-26 b) *Review of Drinking water management system*
 - 26-27 c) *Review of record keeping system*
 - 27-28 d) *Review of climate change adaption*

This is Page No. 3 of the Minutes of Central Tablelands Water Audit, Risk and Improvement Committee Meeting held on 14 November 2024.

12.7) DRAFT INTERNAL AUDIT CHARTER (CM.AU.1)

RESOLVED:

1. That the Committee review and provide feedback on the draft Internal Audit Charter.
2. That CTW use the adopted Blayney Shire Council Internal Audit Charter as a guide.

Carried.

12.8) SUPERANNUATION AND AUDIT RISK AND IMPROVEMENT COMMITTEE MEMBERS (CM.AU.1)

RESOLVED:

1. That the Committee note the update regarding superannuation and payments to Committee members.

Carried.

Proceedings in brief:

It was noted that request for an ATO ruling was submitted two months ago.

12.9) BUSINESS EMAIL COMPROMISE INCIDENT (CM.AU.1)

RESOLVED:

1. That the Committee note the Report.

Carried.

8. GENERAL BUSINESS

Nil

9. NEXT MEETING

The Chairperson provided the following meeting dates for year 2024-2025:

Date	Time	Venue
14 February 2025	12pm	Blayney Community Centre
22 May 2025	11am	Online
14 August 2025	11am	Blayney Community Centre
13 November 2025	11am	Online

This is Page No. 4 of the Minutes of Central Tablelands Water Audit, Risk and Improvement Committee Meeting held on 14 November 2024.

Proceedings in brief:

The Director Finance & Corporate Services mentioned that the 14th of February 2025 meeting date clashes with the Ordinary Council Business paper release date.

The Chairperson mentioned that the committee is happy to receive the ARIC business paper up to two(2) weeks earlier if needs be.

10. CONCLUSION OF THE MEETING

Next Meeting: The next meeting of Central Tablelands Water will be held at Blayney Community Centre on 14th February 2025 at 12pm.

There being no further business, the Chairperson declared the meeting closed at 12.46pm.

This is Page No. 5 of the Minutes of Central Tablelands Water Audit, Risk and Improvement Committee Meeting held on 14 November 2024.



POLICY

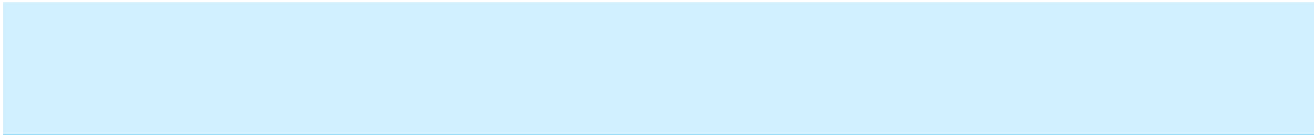


CENTRAL TABLELANDS WATER

DRAFT 3

INTERNAL AUDIT CHARTER





DOCUMENT CONTROL

Document Title		Internal Audit Charter			
Responsible Officer		Director Finance and Corporate Services			
Reviewed by					
Date Adopted					
Adopted by		Council			
Review Due Date					
Revision Number		1			
Previous Versions	Date	Description of Amendments	Author	Review/ Sign Off	Minute No: (if relevant)

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INTERNAL AUDIT CHARTER

Council has established an internal audit function as a key component of the Council's governance and assurance framework, in compliance with the Local Government (General) Regulation 2021 and the Office of Local Government's Guidelines for risk management and internal audit for local government in NSW. This charter provides the framework for the conduct of the internal audit function and has been approved by the governing body taking into account the advice of the Council's Audit, Risk and Improvement Committee.

1. Purpose of Internal Audit

Internal audit is an independent, objective assurance and consulting activity designed to add value and improve Council's operations. It helps Council accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes¹.

Internal audit provides an independent and objective review and advisory service to provide advice to the governing body, General Manager and Audit, Risk and Improvement Committee about the Council's governance processes, risk management and control frameworks and its external accountability obligations. It also assists the Council to improve its business performance.

2. Independence

Council's internal audit function is to be independent of the Council so it can provide an unbiased assessment of the Council's operations and risk and control activities.

The internal audit function reports functionally to Council's Audit, Risk and Improvement Committee on the results of completed audits, and for strategic direction and accountability purposes, and reports administratively to the General Manager to facilitate day-to-day operations. Internal audit activities are not subject to direction by the Council and the Council's management has no role in the exercise of its internal audit activities.

The Audit, Risk and Improvement Committee is responsible for communicating any internal audit issues or information to the governing body. Should the governing body require additional information, a request for the information may be made to the Chairperson by resolution. The Chairperson is only required to provide the information requested by the governing body where the Chairperson is satisfied that it is reasonably necessary for the governing body to receive the information for the purposes of performing its functions under the Local Government Act. Individual Councillors are not entitled to request or receive information from the Committee.

The General Manager must consult with the Chairperson of the Council's Audit, Risk and Improvement Committee before appointing or making decisions affecting the engagement of the Internal Audit Coordinator.

Where the Chairperson of the Council’s Audit, Risk and Improvement Committee has any concerns about the treatment of the Internal Audit Coordinator, or any action taken that may compromise their ability to undertake their functions independently, they can report their concerns to the governing body.

The Internal Audit Coordinator is to confirm at least annually to the Audit, Risk and Improvement Committee the independence of internal audit activities from the Council.

¹ As defined by the International Standards for the Professional Practice of Internal Auditing (2017)

3. Authority

Council authorises the internal audit function to have full, free and unrestricted access to all functions, premises, assets, personnel, records and other documentation and information that the Internal Audit Coordinator considers necessary for the internal audit function to undertake its responsibilities.

All records, documentation and information accessed while undertaking internal audit activities are to be used solely for the conduct of those activities. The Internal Audit Coordinator and individual internal audit staff are responsible and accountable for maintaining the confidentiality of the information they receive when undertaking their work.

All internal audit documentation is to remain the property of Council, including where internal audit services are performed by an external third-party provider.

Information and documents pertaining to the internal audit function are not to be made publicly available. The internal audit function may only release Council information to external parties that are assisting the internal audit function to undertake responsibilities with the approval of the General Manager, except where it is being provided to an external investigative or oversight agency for the purpose of informing that agency of a matter that may warrant its attention.

4. Role

The internal audit function is to support the Council’s Audit, Risk and Improvement Committee to review and provide independent advice to the Council in accordance with section 428A of the Local Government Act 1993. This includes conducting internal audits of council and monitoring the implementation of corrective actions.

The internal audit function is to also play an active role in:

- developing and maintaining a culture of accountability and integrity
- facilitating the integration of risk management into day-to-day business activities and processes, and
- promoting a culture of high ethical standards.

The internal audit function has no direct authority or responsibility for the activities it reviews. The internal audit function has no responsibility for developing or implementing procedures or systems and does not prepare records or engage in Council functions or activities (except in carrying out its own functions).

5. Internal Audit Coordinator

Council's internal audit function is to be led by a member of Council's staff with sufficient skills, knowledge and experience to ensure it fulfils its role and responsibilities to Council and the Audit, Risk and Improvement Committee. The Internal Audit Coordinator must be independent, impartial, unbiased and objective when performing their work and free from any conflicts of interest.

Responsibilities of the Internal Audit Coordinator include:

- contract management
- managing the internal audit budget
- ensuring the external provider completes internal audits in line with the Audit, Risk and Improvement Committee's annual work plan and four-year strategic work plan
- forwarding audit reports by the external provider to the Audit, Risk and Improvement Committee
- acting as a liaison between the external provider and the Audit, Risk and Improvement Committee
- monitoring the implementation of corrective actions that arise from the findings of audits and reporting progress to the Audit, Risk and Improvement Committee, and

Within Council's structure, the Internal Audit Coordinator will also be responsible for a range of non-audit functions and in this regard the following safeguards apply:

- when performing those duties, they are not acting in their internal audit role and the reporting lines specified in this Charter do not apply, and
- if an internal audit is required of one of the non-audit functions for which the Internal Audit Coordinator is responsible, the external service provider will report directly to the General Manager and the Audit, Risk and Improvement Committee on the results of the audit.

6. Internal Audit Function

Council is to contract an external third-party provider to undertake its internal audit activities. To ensure the independence of the external provider, the Internal Audit Coordinator is to ensure the external provider:

- does not conduct any audits on specific Council operations or areas that they have worked on within the last two years;
- is not the same provider conducting Council's external audit;

- is not the auditor of any contractors of the Council that may be subject to the internal audit, and
- can satisfy the requirements of the Office of Local Government’s Guidelines for risk management and internal audit for local government in NSW.

The Internal Audit Coordinator must consult with the Audit, Risk and Improvement Committee and General Manager regarding the appropriateness of the skills, knowledge and experience of any external provider before they are engaged by the Council.

7. Performing internal audit activities

The work of the internal audit function is to be thoroughly planned and executed. The Council’s Audit, Risk and Improvement Committee must develop a Strategic Work Plan every four years to ensure that the matters listed in Schedule 1 are reviewed by the Committee and considered by the Internal Audit Function when developing their risk-based program of internal audits. The Strategic Work Plan must be reviewed at least annually to ensure it remains appropriate.

The committee must also develop an Annual Work Plan to guide the work of the Internal Audit Function over the forward year.

All internal audit activities are to be performed in a manner that is consistent with relevant professional standards including the International Standards for the Professional Practice of Internal Auditing issued by the Institute of Internal Auditors and AS ISO 31000:2018.

The Internal Audit Coordinator is to provide the findings and recommendations of internal audits to the Audit, Risk and Improvement Committee at the end of each audit. Each report is to include a response from the relevant senior manager.

The Internal Audit Coordinator is to establish an ongoing monitoring system to follow up Council’s progress in implementing corrective actions.

The General Manager, in consultation with the Audit, Risk and Improvement Committee, is to develop and maintain policies and procedures to guide the operation of the Council’s internal audit function.

The Internal Audit Coordinator is to ensure that the Audit, Risk and Improvement Committee is advised at each of the committee’s meetings of the internal audit activities completed during that quarter, progress in implementing the annual work plan and progress made implementing corrective actions.

8. Conduct

Internal audit personnel must comply with the Council's Code of Conduct. Complaints about breaches of the code of conduct by internal audit personnel are to be dealt with in accordance with the Procedures for the Administration of the Model Code of Conduct for Local Councils in NSW. The General Manager must consult with the Council's Audit, Risk and Improvement Committee before any disciplinary action is taken against the Internal Audit Coordinator in response to a breach of the Code of Conduct.

Internal auditors must also comply with the Code of Ethics for the Professional Practice of Internal Auditing issued by the Institute of Internal Auditors.

9. Administrative arrangements

Audit, Risk and Improvement Committee meetings

The Internal Audit Coordinator will attend Audit, Risk and Improvement Committee meetings as an independent non-voting observer. The Internal Audit Coordinator can be excluded from meetings by the committee at any time.

The Internal Audit Coordinator must meet separately with the Audit, Risk and Improvement Committee at least once per year.

The Internal Audit Coordinator can meet with the Chairperson of the Audit, Risk and Improvement Committee at any time, as necessary, between committee meetings.

External audit

Internal and external audit activities will be coordinated to help ensure the adequacy of overall audit coverage and to minimise duplication of effort. Periodic meetings and contact between internal and external audit shall be held to discuss matters of mutual interest and to facilitate coordination.

External audit will have full and free access to all internal audit plans, working papers and reports.

Dispute resolution

The internal audit function should maintain an effective working relationship with the Council and the Audit, Risk and Improvement Committee and seek to resolve any differences they may have in an amicable and professional way by discussion and negotiation.

In the event of a disagreement between the internal audit function and the Council, the dispute is to be resolved by the Audit, Risk and Improvement Committee. Disputes between the internal audit function and the Audit, Risk and Improvement Committee are to be resolved by the governing body.

Unresolved disputes regarding compliance with statutory or other requirements are to be referred to the Departmental Chief Executive of the Office of Local Government in writing.

Review arrangements

The Council's Audit, Risk and Improvement Committee must review the performance of the internal audit function each year and report its findings to the governing body. A strategic review of the performance of the internal audit function must be conducted each council term that considers the views of an external party with a strong knowledge of internal audit and reported to the governing body.

This charter is to be reviewed annually by the committee and once each council term by the governing body. Any substantive changes are to be approved by the governing body.

SCHEDULE 1 – INTERNAL AUDIT FUNCTION RESPONSIBILITIES

Audit

Internal audit

- Conduct internal audits as directed by the Council’s Audit, Risk and Improvement Committee.
- Implement Council’s annual and four-year Strategic Internal Audit Work Plans.
- Monitor the implementation by Council of corrective actions.
- Assist the Council to develop and maintain a culture of accountability and integrity.
- Facilitate the integration of risk management into day-to-day business activities and processes.
- Promote a culture of high ethical standards.

External audit

- Provide input and feedback on the financial statement and performance audit coverage proposed by external audit and provide feedback on the audit services provided.
- Review all external plans and reports in respect of planned or completed audits and monitor the Council’s implementation of audit recommendations.
- Provide advice on action taken on significant issues raised in relevant external audit reports and better practice guides.

Risk

Risk management

Review and advise:

- if the Council has in place a current and appropriate risk management framework that is consistent with the Australian risk management standard.
- whether the Council’s risk management framework is adequate and effective for identifying and managing the risks the Council faces, including those associated with individual projects, programs and other activities.
- if risk management is integrated across all levels of the Council and across all processes, operations, services, decision-making, functions and reporting.
- of the adequacy of risk reports and documentation, for example, the Council’s risk register and risk profile
- whether a sound approach has been followed in developing risk management plans for major projects or undertakings
- whether appropriate policies and procedures are in place for the management and exercise of delegations
- if the Council has taken steps to embed a culture which is committed to ethical and lawful behaviour

- if there is a positive risk culture within the Council and strong leadership that supports effective risk management
- of the adequacy of staff training and induction in risk management
- how the Council's risk management approach impacts on the Council's insurance arrangements
- of the effectiveness of the Council's management of its assets, and
- of the effectiveness of business continuity arrangements, including business continuity plans, disaster recovery plans and the periodic testing of these plans.

Internal controls

Review and advise:

- whether the Council's approach to maintaining an effective internal audit framework, including over external parties such as contractors and advisors, is sound and effective.
- whether the Council has in place relevant policies and procedures and that these are periodically reviewed and updated.
- whether appropriate policies and procedures are in place for the management and exercise of delegations.
- whether staff are informed of their responsibilities and processes and procedures to implement controls are complied with.
- if the Council's monitoring and review of controls is sufficient, and
- if internal and external audit recommendations to correct internal control weaknesses are implemented appropriately.

Compliance

Review and advise of the adequacy and effectiveness of the Council's compliance framework, including:

- if the Council has appropriately considered legal and compliance risks as part of the Council's risk management framework
- how the Council manages its compliance with applicable laws, regulations, policies, procedures, codes, and contractual arrangements, and
- whether appropriate processes are in place to assess compliance.

Fraud and corruption

Review and advise of the adequacy and effectiveness of the Council's fraud and corruption prevention framework and activities, including whether the Council has appropriate processes and systems in place to capture and effectively investigate fraud-related information.

Financial management

Review and advise:

- if Council is complying with accounting standards and external accountability requirements
- of the appropriateness of Council's accounting policies and disclosures
- of the implications for the Council of the findings of external audits and performance audits and the Council's responses and implementation of recommendations
- whether the Council's financial statement preparation procedures and timelines are sound
- the accuracy of the Council's annual financial statements prior to external audit, including:
 - management compliance/representations
 - significant accounting and reporting issues
 - the methods used by the Council to account for significant or unusual transactions and areas of significant estimates or judgements
 - appropriate management signoff on the statements
- if effective processes are in place to ensure financial information included in the Council's report is consistent with signed financial statements
- if the Council's financial management processes are adequate
- the adequacy of cash management policies and procedures
- if there are adequate controls over financial processes, for example:
 - appropriate authorisation and approval of payments and transactions
 - adequate segregation of duties
 - timely reconciliation of accounts and balances
 - review of unusual and high value purchases
- if policies and procedures for management review and consideration of the financial position and performance of the Council are adequate
- if the Council's grants and tied funding policies and procedures are sound.

Governance

Review and advise of the adequacy of the Council governance framework, including the Council's:

- decision-making processes
- implementation of governance policies and procedures
- reporting lines and accountability
- assignment of key roles and responsibilities
- committee structure
- management oversight responsibilities
- human resources and performance management activities
- reporting and communication activities
- information and communications technology (ICT) governance, and
- management and governance of the use of data, information and knowledge.

Improvement

Strategic planning

Review and advise:

- of the adequacy and effectiveness of the Council's Integrated, Planning and Reporting (IP&R) processes
- if appropriate reporting and monitoring mechanisms are in place to measure progress against objectives, and
- whether the council is successfully implementing and achieving its IP&R objectives and strategies.

Service reviews and business improvement

Review and advise:

- if the Council has robust systems to set objectives and goals to determine and deliver appropriate levels of service to the community and business performance
- if appropriate reporting and monitoring mechanisms are in place to measure service delivery to the community and overall performance, and
- how the Council can improve its service delivery and the Council's performance of its business and functions generally

Performance data and measurement

Review and advise:

- if the Council has a robust system to determine appropriate performance indicators to measure the achievement of its strategic objectives
- if the performance indicators the Council uses are effective, and
- of the adequacy of performance data collection and reporting.

12.6) DISCLOSURES BY COUNCILLORS AND DESIGNATED PERSONS (GO.CO.3)

Author: Director Finance & Corporate Services
IP&R Link: Strategic Priority 2: An efficient, sustainable and customer focused organisation – 2.3: Continuous Improvement Whilst Managing Risk

RECOMMENDATION:

That the “Disclosures by Councillors and Designated Persons” Returns as at the 30 September 2024, as tabled be received.

REPORT

In accordance with the Central Tablelands Water adopted Code of Conduct, Councillors and other Designated Persons are required to submit a disclosure of interest return at a meeting within 3 months of the election.

Designated Persons includes independent members of the Audit Risk and Improvement Committee and Councils Senior Management Team consisting of the General Manager and Directors.

If a Councillor or Designated Person become aware of a change of interest, that is required to be disclosed to the Council as soon as practicable by submitting an updated return.

The returns have been submitted and are now tabled for Councils consideration. Council did not receive a completed disclosure of interest form prior to the Director of Operations and Technical Services prior to his resignation in December 2024.

After this meeting redacted copies of the Returns will be placed on Council’s website as required by the GIPA regulations, in accord with the Information and Privacy Commissioner Access Guideline 1.

A copy of Access Guideline 1 is attached for information of Councillors and Designated Persons.

BUDGET IMPLICATIONS

The costs of administering the Returns is met from the 2024/25 Operational Budget.

POLICY IMPLICATIONS

As per the Central Tablelands Water adopted Model Code of Conduct.

ATTACHMENTS

- 1 IPC Information Access Guideline 1 9 Pages

[Home](#) > [Information Access Guideline 1](#)

Information Access Guideline 1

This guideline appears below or can be viewed and downloaded here [Information Access Guideline 1 - For Local Councils on the disclosure of information \(returns disclosing the interest of councillors and designated persons\) September 2019](#)

Overview

Part 4 of the [Model Code of conduct for Local Councils in NSW \(2018\)](#) (Model Code) requires a councillor or a designated person to complete and lodge with the general manager a return disclosing his or her pecuniary interests. That return may contain personal information about each councillor and designated person, including his or her name, address and signature, as well as information about property and share holdings, gifts received, debts owed, other sources of income, and positions held in a trade union or business or professional organisation. The form of the return is set out in Schedule 2 of the Model Code.

Mandatory proactive release, also known as open access information, is one of the four information access pathways under the GIPA Act. Proactive release advances the object of the GIPA Act to "maintain and advance a system of responsible and representative democratic Government that is open, accountable, fair and effective ..." The GIPA Act contributes to the building of an integrity culture through the establishment of a framework based around the principles of pro-active disclosure and a presumption in favour of public interest disclosure.

The mandatory proactive release provisions of the GIPA Act and the GIPA Regulation apply to the disclosure of information contained in returns disclosing the interests of councillors and designated persons. The combined effect of the GIPA Act and the GIPA Regulation is that the information in the returns needs to be disclosed on the website of each local council, unless to do so would impose unreasonable costs on the council, or if the council determined there was an overriding public interest against disclosing the information.

In order to decide whether there is an overriding public interest against disclosure, councils need to apply the public interest test, and weigh the public interest considerations in favour of and public interest considerations against disclosure.

This Guideline recognises that disclosing the information in the returns furthers openness, transparency and accountability in local government. It also facilitates the identification and management of potential conflicts of interest that might arise where councillors and other staff participate in decisions from which they may derive, or be perceived to derive, personal or financial benefit.

However, the returns may contain personal information about the person concerned, and, potentially, about third parties such as family members. This is information which individuals may have concerns about disclosing publicly on a website and may object to publication following consultation under the GIPA Act.

[Section 6\(4\)](#) of the GIPA Act requires agencies to "facilitate public access to open access information contained in a record by deleting matter from a copy of the record to be made publicly available, if inclusion of the matter would otherwise result in there being an overriding public interest against disclosure of the record, and it is practicable to delete the matter".

The fact that information is open access information is an important factor in favour of disclosure which must be balanced against any applicable considerations against disclosure, as was noted by the NSW Civil and Administrative Tribunal Appeal Panel in two recent cases^[1]. In *Webb v Port Stephens Council (No. 3)* [2018] NSWCATAP 286, the Appeal Panel stated at paragraph 77:

Where the information in issue is in fact open access information, as noted by the Appeal Panel in McEwan, this is an "important factor in favour of disclosure" (in addition to other relevant factors in favour of disclosure, including the general public interest in favour of disclosure provided for in s12(1) of the GIPA Act) when it comes to determining whether the balance lies between a public interest consideration against disclosure and the public interest in favour of disclosure.

Open access information should be available free of charge on a website maintained by the relevant agency. Open access information can also be made publicly available in other ways, however at least one of the ways in which the information is accessible must be free of charge.^[2]

Consequently, this Guideline provides that the requirement in Clause 1(2)(a) of [Schedule 1](#) of the GIPA Regulation, that returns of councillors and designated persons be released as part of local councils' open access information, should be interpreted as follows:

- The returns should be made publicly available on the council's website free of charge unless there is an overriding public interest against disclosure or to do so would impose unreasonable additional costs on the council
- The fact that a return of interests is open access information is a factor in favour of disclosure in balancing the public interest
- In the circumstances where council decides that there is an overriding public interest against disclosure of the return, consideration should then be given to whether it is practicable to release an edited copy of the return (for example redacting the individual's signature or residential address) in accordance with [section 6\(4\)](#) of the GIPA Act
- If it is practicable to do so, then the information should be deleted from a copy of the return and the remainder of the return made available on the council's website
- Where information is deleted from a return, council should keep a record indicating, in general terms, the nature of the information redacted in accordance with section 6(5) of the GIPA Act
- Copies of publicly available information about returns may be made in accordance with [clause 5\(1\)\(b\)](#) of the GIPA Regulation.

Releasing the information contained in the returns of councillors and designated persons in this manner facilitates the legitimate public interest in having access to the information, while protecting the individual's right to privacy and safety.

Part 1: Returns disclosing the interests of councillors and designated persons

What is a return?

1. 1. Part 4 of the [Model Code](#) establishes the requirements for the disclosure of pecuniary interests by councillors and designated persons. This includes disclosures of interests in written returns (returns of interests) and disclosures of pecuniary interests at meetings. This Guideline deals only with requirements in relation to written returns of interests and does not affect the obligations of councillors or

committee members to disclose pecuniary interests at meetings.

2. The Model Code is made under section 440 of the *Local Government Act 1993* (NSW) (LGA) and Part 8 the *Local Government Regulation 2005*. Part 4 of the Model Code replicates and replaces the requirements previously set out in sections 441- 449 of the LGA.

1.3 Clause 4.21 of the Model Code requires that councillors and designated persons prepare and submit written returns of interest within three months after:

- becoming a councillor or designated person, and
- 30 June of each year, and
- becoming aware of an interest they are required to disclose.

4. A 'designated person' is defined in clause 4.8 of the Model Code as:

- *the general manager*
- *other senior staff of the council*
- *a person (other than a member of the senior staff of the council) who is a member of staff of the council or a delegate of the council and who holds a position identified by the council as the position of a designated person because it involves the exercise of functions under the LGA or any other Act (such as regulatory functions or contractual functions) that, in their exercise, could give rise to a conflict between the person's duty as a member of staff or delegate and the person's private interest*
- *a person who is a member of a committee of the council identified by the council as a committee whose members are designated persons because the functions of the committee involve the exercise of the council's functions (such as regulatory functions or contractual functions) that, in their exercise, could give rise to a conflict between the member's duty as a member of the committee and the member's private interest.*

1.5 Clause 4.1 of the Model Code defines a 'pecuniary interest' as one involving a "reasonable likelihood or expectation of appreciable financial gain or loss to the person". Clause 4.2 provides that a person "will not have a pecuniary interest in a matter if the interest is so remote or insignificant that it could not reasonably be regarded as likely to influence any decision you might make in relation to the matter, or if the interest is of a kind specified in clause 4.6" (which are interests that do not have to be disclosed).

1.6 For the purposes of the Model Code, a pecuniary interest is one held by the councillor and designated person, or his or her spouse, de facto partner, relative, partner or employer, or a company or other body of which the person, or a nominee, partner or employer of the person, is a shareholder or member.^[3] However, a person is not taken to have a pecuniary interest in a matter:

1. *if the person is unaware of the relevant pecuniary interest of the spouse, de facto partner, relative, partner, employer or company or other body; or*
2. *just because the person is a member of, or is employed by, a council or a statutory body or is employed by the Crown; or*
3. *just because the person is a member of, or a delegate of a council to, a company or other body that has a pecuniary interest in the matter, so long as the person has no beneficial interest in any shares of the company or body.*^[4]

1.7 The returns are designed to promote openness and transparency in local government, and to avoid a conflict of interest on the part of councillors and senior council staff who exercise decision-making

functions.

What information do the returns contain?

1.8 Part 2 of Schedule 1 of the Model Code sets out the matters that must be disclosed in the returns of interests in the following categories:

- interests in real property: [clause](#) s 5 - 8
- gifts: [clauses](#) 9-11
- contributions to travel: [clauses](#) 12-14
- interests and positions in corporations: [clauses](#) 15-18
- interests as a property developer or a close associate of a property developer: [clauses](#) 19-20
- positions in trade union and professional or business associations: [clauses](#) 21-22
- dispositions of real property: [clauses](#) 23-25
- sources of income: [clauses](#) 26-30
- debts: [clauses](#) 31 - 33
- discretionary disclosures: [clause](#) 34. (A person may voluntarily disclose in a return any interest, benefit, advantage or liability, whether pecuniary or not, that is not required to be disclosed under another provision of the Schedule).

1.9 The form of the return is provided in Schedule 2 of the [Model Code](#) .

Disclosure under the LGA now replaced with the GIPA Act and Regulations

1.10 The LGA previously required that the current version of the return of interests of councillors and designated persons was to be made available for public inspection free of charge.

1.11 In 2009, the GIPA Act replaced section 12 of the LGA with the mandatory proactive release provisions in [sections 6](#) and [18](#) of the GIPA Act, and the GIPA Regulation (see [Part 2](#)).

Part 2: Disclosure requirements under the GIPA Act and the public interest test

Mandatory disclosure requirements

2.1 [Section 6](#) of the GIPA Act requires agencies to make certain information publicly available. This information is known as open access information. [Section 18](#) contains a list of the open access information that all agencies must make publicly available. Schedule 1 to the GIPA Regulation lists additional open access information relevant only to local councils. This includes the returns of the interests of councillors and designated persons (see [clause 1\(2\)\(a\)](#) of Schedule 1).

2.2 The GIPA Act requires under section 6 that open access material must be made publicly available unless there is an overriding public interest against disclosure. Section 6(2) provides that the information is to be made publicly available free of charge on a website maintained by the agency (unless to do so would impose unreasonable additional costs on the agency) and can be made publicly available in any other way that the agency considers appropriate.

2.3 Section 6(4) requires agencies to facilitate public access to open access information by deleting matter (content) if it is practicable to do so. This facilitates the release of open access information by enabling any matter subject to an overriding public interest against disclosure to be deleted so that the remainder of the information can be released. In circumstances where council determines that there is an overriding

public interest against disclosure of open access information, section 6(4) may operate to require public release of the remaining open access information which is not subject to the overriding public interest against disclosure. Where information is deleted in accordance with section 6(4), the agency is required to keep a record indicating, in general terms, the nature of the information that has been redacted (see section 6(5)).

2.4 [Part 2](#) of the GIPA Regulation also provides that local councils must provide a copy of a record containing the information (or providing the facilities for making a copy of a record containing the information) to any person either free of charge or for a charge not exceeding the reasonable cost of photocopying.

2.5 The combined effect of these provisions is that information in the returns of the interests of councillors and designated persons needs to be made available on a council's website, unless there is an overriding public interest against such disclosure, or if placing it on the web would impose unreasonable costs on a council.

The public interest test

2.6 The GIPA Act provides that there is a presumption in favour of disclosure of government information unless there is an overriding public interest against disclosure (section 5). In order to determine if there is an overriding public interest against disclosing information in the returns of the interests of councillors and designated persons, councils need to apply the public interest test under [Part 2](#) of the GIPA Act.

2.7 The fact that a return of interests is open access information is an important factor in favour of disclosure which must be balanced against any applicable considerations against disclosure. In balancing the public interest decision makers should have regard to the intent of the legislature and apply the Act consistent with the objects of section 3(2) of the GIPA Act.

2.8 The public interest test is described in [section 13](#) of the GIPA Act as "[t]here is an overriding public interest against disclosure of government information for the purposes of this Act if (and only if) there are public interest considerations against disclosure and, on balance, those considerations outweigh the public interest considerations in favour of disclosure".

2.9 In applying the public interest test factors such as privacy may be considered. While the note to [section 12](#) provides a non-exhaustive list of examples of factors that may be considered in favour of disclosing information, only those considerations listed in the Table in [section 14](#) may be taken into account in deciding that information should not be disclosed. The considerations against disclosure must be such that they outweigh those in favour, overturning the general presumption in the GIPA Act in favour of disclosure (see [section 5](#)).

2.10 The Information Commissioner has published the following resources to assist agencies to apply the public interest test:

- [Guideline 4: Personal information as a public interest consideration under the GIPA Act](#)
- [What is the public interest test?](#)

Part 3: How the information on returns should be disclosed **Public interest considerations in favour of disclosure**

3.1 The note in [section 12](#) of the GIPA Act contains a number of factors that favour disclosure of information, including the following:

1. *Disclosure of the information could reasonably be expected to promote open discussion of public affairs, enhance Government accountability or contribute to positive and informed debate on issues of public importance.*
2. *Disclosure of the information could reasonably be expected to inform the public about the operations of agencies and, in particular, their policies and practices for dealing with members of the public.*
3. *Disclosure of the information could reasonably be expected to ensure effective oversight of the expenditure of public funds.*
4. *The information is personal information of the person to whom it is to be disclosed.*
5. *Disclosure of the information could reasonably be expected to reveal or substantiate that an agency (or a member of an agency) has engaged in misconduct or negligent, improper or unlawful conduct.*

3.2 Disclosure of the returns of the interests of councillors and designated persons promotes some of these public interest considerations in favour of disclosure (see (a), (b), (c) and (e)). It furthers openness, transparency and accountability in local government. Disclosing the returns also protects the integrity of councils' decision-making processes by allowing scrutiny of potential conflicts of interests that would arise where councillors or staff participate in decision making from which they or their close associates may derive, or be perceived to derive, personal or financial benefit.

3.3 To assist members of the public to have confidence that potential conflicts of interest are avoided, they should have sufficient information about the areas of conflict. In this respect, disclosure of the information contained in the returns is an important element in promoting public accountability.

Public interest considerations against disclosure

3.4 Councillors and designated persons may be required to disclose personal information in the returns. In addition to their names and addresses, the returns include details about each of their property and share holdings, debts and family business interests, as well as their signatures.

3.5 Clause 3 in the Table in [section 14](#) of the GIPA Act lists as a consideration against disclosure the fact that information may reveal someone's personal information, or would contravene an information privacy principle under the *Privacy and Personal Information Protection Act 1998* (NSW) (PPIP Act). An individual has a right to protect the privacy of their personal information. Given the amount of personal information that may be contained in the returns, special care should be taken to protect this right.

3.6 The balancing of public interest considerations may necessitate consideration of privacy protection principles and the interaction between the GIPA Act and the PPIP Act is well established within both statutes. While a return may reveal personal information, which is a public interest consideration against disclosure, this is not a conclusive presumption against disclosure. It is just one of the relevant factors that need to be weighed against other factors for and against disclosure. In this regard the considerations must be weighed in conducting the public interest test and this balancing should be informed by section 5 and section 20(5) of the PPIP Act which provide that the GIPA Act is not limited by the PPIP Act.

3.7 A further consideration against disclosure listed in clause 3 of the Table in [section 14](#) is where release of the information may expose a person to a risk of harm or of serious harassment or serious intimidation. It is foreseeable that disclosing the type and combination of information contained in the returns on a council's website could expose a person to harassment and intimidation, and potentially serious harm or identity theft.

3.8 In *Pallier v NSW State Emergency Service* [2016] NSWCATAD 293, the NSW Civil and Administrative Tribunal indicated that the intimidation or harassment needs to be heavy, weighty or grave and not trifling or transient.^[6] The risk needs to be considered objectively. Any evidence of the risk should be as it currently stands, rather than evidence of past actions.^[6]

Application of section 6(4) of the GIPA Act

3.9 In circumstances where council determines that there is an overriding public interest against disclosure of a return of interest, council may still be required to release an edited copy of the return.

3.10 [Section 6\(4\)](#) of the GIPA Act requires agencies 'must facilitate public access to open access information contained in a record by deleting matter from a copy of the record if disclosure of the matter would otherwise be prevented due to an overriding public interest against disclosure, and it is practicable to delete the matter'.

3.11 The type of matter which might be deleted from a return in these circumstances will vary depending on the public interest considerations applied. However, examples might include the signatures or residential address of the individual making the return.

3.12 Where information is deleted from a return, council should keep a record indicating, in general terms, the nature of the information redacted in accordance with section 6(5) of the GIPA Act.

Conclusion

3.13 Disclosure of information contained in the returns of the interests of councillors and designated persons is an important public accountability measure. Open access information should be treated as a special class of information when determining information access. Accordingly, the threshold to displace Parliament's intent that it is open access is set at a high level.

3.14 The requirement in clause 1(2)(a) of [Schedule 1](#) of the GIPA Regulation that returns of councillors and designated persons be released as part of local councils' open access information should be interpreted as follows:

- The returns should be made publicly available on the council's website unless there is an overriding public interest against release or to do so would impose unreasonable additional costs on council.
- The fact that a return of interests is open access information is a factor in favour of disclosure in balancing the public interest.
- In the circumstances where council decides that there is an overriding public interest against disclosure, consideration should then be given to whether it is practicable to release an edited copy of the record (for example redacting the individual's signature or residential address) in accordance with [section 6\(4\)](#) of the GIPA Act.

- If it is practicable to do so, then the information should be deleted from a copy of the record and the remainder of the return made available on the council’s website.
- Where information is deleted from a return, council should keep a record indicating, in general terms, the nature of the information redacted.
- Copies of publicly available information about returns may be made in accordance with [clause 5\(1\)\(b\)](#) of the GIPA Regulation.

3.15 Releasing the information contained in the returns of councillors and designated persons in this manner facilitates the legitimate public interest in having access to the information, while respecting other considerations against disclosure including privacy.

[1] *McEwan v Port Stephens Council* [2018] NSWCATAP 211, *Webb v Port Stephens Council (No. 3)* [2018] NSWCATAP 286

[2] GIPA Act sections 6(2);6(3)

[3] Clause 4.4 of the Model Code

[4] Clause 4.5 of the Model Code

[5] *Pallier v NSW State Emergency Service* [2016] NSWCATAD 293, paragraph 81

[6] *Ibid.*, paragraph 85.

How easy did you find it to understand this resource?

Very easy: Easy: Neutral: Difficult: Very difficult:

Have you used the information in this resource to assist you?

Yes: Somewhat: No:

Are there any resources the IPC could develop to assist you? :

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12.7) MAINTENANCE OF COUNCIL'S SYSTEMS (WS.MO.4)**Author:** Project Manager**IP&R Link:** Strategic Priority 1: Provide a high quality and reliable drinking water supply – 1.1.2: Review, update and implement existing maintenance program. – 1.1.4: Undertake regular water meter replacement program. – 1.5: Efficient use of water**RECOMMENDATION:**

That Council note the information in the General Report.

REPORT**GENERAL REPORT**a) Meter Reading

Meter reading for the 2024-25 financial year continues in accordance with CTW's meter reading schedule.

b) Meter Change Program

There have been Eighteen (18) water meter changes since the previous reporting period.

c) Water Filtration Plants & Associated Ancillary Plants

Blayney Water Treatment Plant (BWTP) and Carcoar Water Treatment Plant (CWTP) has maintained their full operational performance. BWTP and CWTP Fluoride package plants have maintained their full operational performance. BWTP and CWTP Chlorination package plants have maintained their full operational performance.

d) Pump Stations

Cleaning of pump stations listed under general maintenance has continued throughout the supply network over the past months. There has been replacement pumps installed at Canowindra and a new replacement pump ordered for the Canomodine scheme.

e) Drinking Water Quality

During the weekly system check at Quandialla on 5 February the test result identified low chlorine levels in the reticulation of 0.11 mg/L. The operational limit in the reticulation is 0.2mg/L. Staff investigated and discovered the chlorine dosing unit at the bore had failed, causing no chlorine dosing at the bore. The system was repaired and made operational. Staff initiated a re-chlorination and flushing procedure to ensure no unchlorinated water was sent through the reticulation. NSW Health were informed of the situation and were satisfied with the procedure. A debrief of the situation will occur with the likely outcome to progress with the on-line monitoring of free chlorine to enable alarms to be sent should the system go out of operational parameters.

All other Critical Control Points for the delivery of drinking water from CTW's Water Treatment Plants have had no issues.

f) Trunk Mains

Ongoing telemetry monitoring of Trunk Mains continue as part of daily observations.

g) Hydrants

Ongoing inspections and maintenance requirements have continued throughout towns on the CTW supply network during the previous three months.

h) Rural Scheme renewals

No renewals have been undertaken yet for 2024-25 financial year.

i) Reticulation main renewals

Reticulation mains renewal have continued in the Blayney and Canowindra areas.

j) Telemetry

On the 2nd of February CTW experienced a Telemetry Server failure. This resulted in a complete shutdown of CTW network SCADA systems and lost operations the ability to remotely control or view tank levels, pressures and flowrates across the network. A new server was commissioned and was operational on 6th February. CTW customers experienced little to no impact on service delivery. A single water quality report via Facebook being attributed to a low tank level.

BUDGET IMPLICATIONS

Nil.

POLICY IMPLICATIONS

Nil.

ATTACHMENTS

Nil.

12.8) PERFORMANCE OF COUNCIL'S SYSTEMS (WS.MO.4)

Author: Project Manager
IP&R Link: Strategic Priority 1: Provide a high quality and reliable drinking water supply – Strategic Priority 2: An efficient, sustainable and customer focused organisation – 2.1.3: Review and update levels of service and report on performance.

RECOMMENDATION:

That Council note the information in the report.

REPORT

FROM 01/12/2024 to 31/01/2025

a) Main Breaks

Location		Date	Size / Type	Comment
Canowindra	Bluebell St	04/12/2024	100mm PVC	R&RP
Manildra	Orange Rd	08/12/2024	100mm PVC	R&RP
Moorbel	Quarry Rd	09/12/2024	100mm PVC	R&RP
Nyrang Creek	Abbotts Reservoir	17/12/2024	60mm PVC	R&RP
Eugowra	Noble St	19/12/2024	100mm PVC	R&RP
	TML rural paddock	08/01/2025	150mm AC	R&RP
Cudal	Long St	09/01/2025	100mm PVC	R&RP
Carcoar	Icely St	24/01/2025	100mm AC	R&RP
Carcoar	Icely st	29/01/2025	100mm AC	R&RP

Typical repairs examples



Notes:

CTW Mains (Trunk & Retic) Break score of 10/573km == 1.74/100km.

Rolling Value across 12mths = =7.504/100km which is lower than the 2022-23 NSW State

Median benchmark of 12.56 breaks/100km.

b) *Service Activities and Requests*

ACTIVITIES				THIS PERIOD		Total meters
	2022	2023	2024	2025	% of Total meters	
BLAYNEY	52	17	16	25	1.62%	1546
BURST METER	0	0	0	0	0.00%	
CHECK METER READING	1	3	0	0	0.00%	
CUSTOMER DAMAGED METER	0	0	0	0	0.00%	
DIRTY WATER COMPLAINT	34	1	0	1	0.06%	
LEAKING METER	3	7	8	13	0.84%	
LEAKING SERVICE	5	1	2	6	0.39%	
LOW PRESSURE COMPLAINT	0	0	0	1	0.06%	
MAIN BREAK	0	0	0	1	0.06%	
MAINTENANCE - GENERAL	2	1	2	0	0.00%	
METER NEW / REPLACEMENT	3	2	3	1	0.06%	
METER NOT SHUTTING OFF	0	1	1	1	0.06%	
NO WATER COMPLAINT	0	0	0	0	0.00%	
PATHCOCK FAILURE	1	1	0	0	0.00%	
QUALITY COMPLAINT	3	0	0	1	0.06%	
RESERVOIR MAINTENANCE	0	0	0	0	0.00%	
Total Complaints = 25						
ACTIVITIES				THIS PERIOD		Total meters
	2022	2023	2024	2025	% of Total meters	
CANOWINDRA	10	21	17	13	1.17%	1115
BURST METER	0	0	0	0	0.00%	
CHECK METER READING	1	0	0	0	0.00%	
CUSTOMER DAMAGED METER	0	0	1	0	0.00%	
DIRTY WATER COMPLAINT	0	0	1	0	0.00%	
HYDRANT LEAKING	0	0	0	0	0.00%	
LEAKING METER	1	12	3	6	0.54%	
LEAKING SERVICE	1	4	7	4	0.36%	
LOW PRESSURE COMPLAINT	0	1	1	0	0.00%	
MAIN BREAK	2	1	0	1	0.09%	
MAINTENANCE - GENERAL	4	1	0	0	0.00%	

METER NEW / REPLACEMENT	0	1	3	0	0.00%	
METER NOT SHUTTING OFF	1	0	0	1	0.09%	
METER - SPECIAL READING	0	0	0	0	0.00%	
NO WATER COMPLAINT	0	1	1	1	0.09%	
QUALITY COMPLAINT	0	0	0	0	0.00%	
RESERVOIR MAINTENANCE	0	0	0	0	0.00%	
RESTORATION WORK	0	0	0	0	0.00%	
Total Complaints = 13						

ACTIVITIES				THIS PERIOD		Total meters
	2022	2023	2024	2025	% of Total meters	
CARCOAR	2	1	1	3	2.08%	144
CHECK METER READING	0	0	0	1	0.69%	
HYDRANT LEAKING	0	0	0	0	0.00%	
MAIN BREAK	0	1	0	0	0.00%	
LEAKING METER	1	0	1	0	0.00%	
MAINTENANCE - GENERAL	0	0	0	1	0.69%	
LEAKING SERVICE	1	0	0	1	0.69%	

Total Complaints = 3

ACTIVITIES				THIS PERIOD		Total meters
	2022	2023	2024	2025	% of Total meters	
CARGO	2	4	5	1	0.00%	168
HYDRANT LEAKING	0	0	1	1	0.69%	
LEAKING METER	0	1	2	0	0.00%	
LEAKING SERVICE	1	1	1	0	0.00%	
LOW PRESSURE COMPLAINT	0	1	0	0	0.00%	
MAIN BREAK	1	0	0	0	0.00%	
METER NEW / REPLACEMENT	0	1	1	0	0.00%	
NO WATER COMPLAINT	0	0	0	0	0.00%	

Total Complaints = 1

ACTIVITIES				THIS PERIOD		Total meters
	2022	2023	2024	2025	% of Total meters	
CUDAL	7	4	3	1	0.40%	248
CHECK METER READING	0	0	0	0	0.00%	
HYDRANT LEAKING	1	0	0	0	0.00%	
LEAKING METER	1	0	1	0	0.00%	

LEAKING SERVICE	2	3	2	1	0.40%	
LOW PRESSURE COMPLAINT	1	0	0	0	0.00%	
MAIN BREAK	0	0	0	0	0.00%	
MAINTENANCE - GENERAL	0	1	0	0	0.00%	
NO WATER COMPLAINT	2	0	0	0	0.00%	
METER NEW / REPLACEMENT	0	0	0	0	0.00%	
METER SPECIAL READING	0	0	0	0	0.00%	
QUALITY COMPLAINT	0	0	0	0	0.00%	

Total Complaints = 1

ACTIVITIES				THIS PERIOD		Total meters
	2022	2023	2024	2025	% of Total meters	
EUGOWRA	4	11	6	12	2.71%	443
CHECK METER READING	0	0	0	0	0.00%	
CUSTOMER DAMAGED METER	0	0	0	0	0.00%	
DIRTY WATER COMPLAINT	0	0	0	0	0.00%	
LEAKING METER	0	2	2	5	1.13%	
MAINTENANCE - GENERAL	0	5	3	5	1.13%	
LEAKING SERVICE	2	2	0	0	0.00%	
MAIN BREAK	2	0	0	0	0.00%	
METER NEW / REPLACEMENT	0	1	1	2	0.45%	
METER NOT SHUTTING OFF	0	1	0	0	0.00%	
NO WATER COMPLAINT	0	0	0	0	0.00%	
QUALITY COMPLAINT	0	0	0	0	0.00%	

Total Complaints = 12

ACTIVITIES				THIS PERIOD		Total meters
	2022	2023	2024	2025	% of Total meters	
GRENFELL	13	19	11	18	1.36%	1326
CHECK METER READING	0	0	0	1	0.08%	
DISCONNECT WATER SUPPLY	0	0	0	1	0.08%	
CUSTOMER DAMAGED MAIN	0	0	0	0	0.00%	
HYDRANT LEAKING	0	0	0	1	0.08%	
CUSTOMER DAMAGED METER	0	0	0	0	0.00%	
DIRTY WATER COMPLAINT	0	1	0	2	0.15%	
LEAKING METER	5	15	5	3	0.23%	
LEAKING SERVICE	2	1	0	1	0.08%	

LOW PRESSURE COMPLAINT	0	0	1	0	0.00%	
MAIN BREAK	0	0	0	0	0.00%	
MAINTENANCE – GENERAL	1	1	0	0	0.00%	
METER NEW / REPLACEMENT	3	1	5	6	0.45%	
METER NOT SHUTTING OFF	0	0	0	3	0.23%	
METER SPECIAL READING	0	0	0	0	0.00%	
NO WATER COMPLAINT	0	0	0	0	0.00%	
PATHCOCK FAILURE	0	0	0	0	0.00%	
QUALITY COMPLAINT	2	0	0	0	0.00%	
STOP VALVE FAILURE	0	0	0	0	0.00%	

Total Complaints = 18

ACTIVITIES	THIS PERIOD				% of Total meters	Total meters
	2022	2023	2024	2025		
LYNDHURST	2	2	0	0	0.00%	174
HYDRANT LEAKING	0	0	0	0	0.00%	
CHECK METER READING	1	0	0	0	0.00%	
LEAKING METER	0	1	0	0	0.00%	
LEAKING SERVICE	1	0	0	0	0.00%	
MAINTENANCE – GENERAL	0	0	0	0	0.00%	
METER NOT SHUTTING OFF	0	1	0	0	0.00%	
METER NEW / REPLACEMENT	0	0	0	0	0.00%	

Total Complaints = 0

ACTIVITIES	THIS PERIOD				% of Total meters	Total meters
	2022	2023	2024	2025		
MANDURAMA	1	0	2	2	1.77%	113
DIRTY WATER	0	0	0	0	0.00%	
HYDRANT LEAKING	0	0	0	0	0.00%	
LEAKING METER	1	0	1	1	0.88%	
LEAKING SERVICE	0	0	0	0	0.00%	
LOW PRESSURE COMPLAINT	0	0	0	0	0.00%	
NO WATER COMPLAINT	0	0	0	1	0.88%	
MAIN BREAK	0	0	0	0	0.00%	
MAINTENANCE – GENERAL	0	0	1	0	0.00%	
METER NEW / REPLACEMENT	0	0	0	0	0.00%	

Total Complaints = 2

ACTIVITIES	THIS PERIOD			
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	2022	2023	2024	2025	% of Total meters	Total meters
MANILDRA	6	3	2	2	0.69%	288
LEAKING METER	2	0	0	0	0.00%	
CUSTOMER DAMAGED SERVICE	1	0	0	0	0.00%	
HYDRANT LEAKING	0	1	0	0	0.00%	
LEAKING SERVICE	0	1	0	2	0.69%	
LOW PRESSURE COMPLAINT	0	0	0	0	0.00%	
MAIN BREAK	3	1	0	0	0.00%	
MAINTENANCE - GENERAL	0	0	0	0	0.00%	
METER NEW / REPLACEMENT	0	0	2	0	0.00%	
Total Complaints = 2						
ACTIVITIES				THIS PERIOD		Total meters
	2022	2023	2024	2025	% of Total meters	
MILLTHORPE	6	4	3	2	0.43%	470
LEAKING METER	1	2	2	1	0.21%	
CHECK METER READING	1	0	0	0	0.00%	
CUSTOMER DAMAGED SERVICE	2	0	0	0	0.00%	
LEAKING SERVICE	1	2	1	1	0.21%	
MAIN BREAK	1	0	0	0	0.00%	
MAINTENANCE - GENERAL	0	0	0	0	0.00%	
LOW PRESSURE COMPLAINT	0	0	0	0	0.00%	
METER NEW / REPLACEMENT	0	0	0	0	0.00%	
METER NOT SHUTTING OFF	0	0	0	0	0.00%	
PATHCOCK FAILURE	0	0	0	0	0.00%	
QUALITY COMPLAINT	0	0	0	0	0.00%	
Total Complaints = 2						
ACTIVITIES				THIS PERIOD		Total meters
	2022	2023	2024	2025	% of Total meters	
QUANDIALLA	4	0	1	2	1.96%	102
LEAKING METER	0	0	0	0	0.00%	
CHECK METER READING	2	0	0	0	0.00%	
LEAKING SERVICE	1	0	0	1	0.98%	
METER NEW / REPLACEMENT	0	0	1	0	0.00%	
METER NOT SHUTTING OFF	1	0	0	0	0.00%	
NO WATER COMPLAINT	0	0	0	1	0.98%	
MAINTENANCE - GENERAL	0	0	0	0	0.00%	

Total Complaints =

TOTAL ACROSS CTW TOWNSHIPS	109	86	67	81	1.32%	6137
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Notes:

1. Comparison years use data from the same period ie. 1st December to 31st January.
2. Total Meters is the number of meters connected to properties.
3. CTW complaint rolling value score across 12mths == 3.91, which is lower than the 2022-23 NSW State median of 9.5 complaints/1000 connections.
4. CTW Total Service Activities and Requests score == 1.32%, which is below CTW benchmark of 5% across all townships.

c) Lake Rowlands

The current level of Lake Rowlands Dam is 96% (14-2-25) with the Dam’s scour valve closed.

d) Water Services

Since 1st December 2024 there have been 3 new connections, 0 Reconnections & 0 disconnections.

There have been 18 Elster meters changes & 0 smart/digital meter changes.

e) Water transfer through CTW □ OCC pipeline

No water has been transferred to, or from, Orange using this pipeline.

BUDGET IMPLICATIONS

Nil.

POLICY IMPLICATIONS

Nil.

ATTACHMENTS

Nil.

13. QUESTIONS ON NOTICE

(General Manager)

No questions on notice were received.

ATTACHMENTS

Nil