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## **AGENDA**

### **SCHEDULED MEETING OF COUNCIL** **FOR** **WEDNESDAY 29 JANUARY 2025** **TO BE HELD AT COBRAM CIVIC CENTRE, PUNT ROAD COBRAM** **COMMENCING AT 5:00 PM**

#### **RECORDING**

Consistent with section 12.3 of our Governance Rules, Council officers have been authorised to record the public session of this meeting using an audio recording device.

#### **LIVE STREAMING**

Council meetings will now be lived streamed to allow those interested in viewing proceedings greater access to Council decisions and debate, without attending the meeting in person.

#### **1. WELCOME CALLING TO ORDER – CEO**

#### **2. PRAYER**

Almighty God we humbly ask you to guide our deliberations for the welfare and benefit of the Moira Shire and its people whom we serve.

Amen

#### **3. ACKNOWLEDGEMENT OF TRADITIONAL OWNERS**

We, the Moira Shire Council, acknowledges the traditional owners of the land upon which we meet and pay our respects to their Elders both past and present.

#### **4. APOLOGIES / LEAVE OF ABSENCE**

#### **5. DISCLOSURE OF CONFLICTS OF INTEREST**

#### **6. CONFIRMATION OF MINUTES OF PREVIOUS MEETING**

**Recommendation:** That the minutes of the Scheduled Council Meeting held on Wednesday, 11 December 2024, as presented, be adopted.

#### **7. ADMINISTRATOR ADDRESSES**

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FILE NO:  
4. CUSTOMER FOCUSED AND RESPONSIVE

ITEM NO: 9.1.1  
(DIRECTOR CORPORATE PERFORMANCE,  
FIONA SHANKS)

## DRAFT CUSTOMER EXPERIENCE STRATEGY

### Recommendation

That Council note the completion of Community Consultation and endorse the draft Customer Experience Strategy, as shown in attachment 1.

### 1. Executive Summary

The draft Customer Experience Strategy (Strategy) has been developed to provide a framework for the delivery of customer-centric services and will be crucial in building greater customer satisfaction and implementing continuous improvement to our services.

The Strategy was identified in the 2024 Ministerial Statement of Expectations as being required to address low levels of community satisfaction with Council.

The Strategy was developed in late 2024 and adopted in draft format at the Council meeting held on 27 November 2024 to commence a period of community consultation.

The community were invited to provide feedback on the structure, content and goals of the Strategy. Four submissions were received. No amendments to the draft Strategy are recommended.

The final draft Strategy is now tabled for endorsement and implementation.

### 2. Conflict of interest declaration

Nil.

### 3. Background & Context

The draft Strategy was developed by reviewing insights from customer feedback as well as compliments, complaints and Customer Satisfaction Survey results. Industry trends within local government were explored to enhance our customer experience practices.

The goals and objectives detailed in the Strategy aim to improve systems and processes, create skilled and empowered staff, and implement mechanisms to help Council understand the needs of our customers.

The Strategy includes a Customer Service Commitment that details our commitment to providing high quality customer service and the continuous improvement of our services. It ensures that customers understand how they can interact with Council and the standards we will follow to ensure customers are treated with a high level of professionalism and courtesy.

The Strategy will be supported by the Customer Service Guidelines which is an internal document providing staff with service standards and behaviors to guide the specific ways that we interact with our internal and external customers.

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## DRAFT CUSTOMER EXPERIENCE STRATEGY (cont'd)

### 4. Issues

The key issues remain reputational for Council. Whilst historically there have been low levels of satisfaction there is significant effort being made internally that will improve the experience for our community, but this will take time. We aim to be transparent and measure our performance through continuous monitoring and evaluation of the Strategy. This will play a pivotal role in keeping staff aligned with the customer experience objectives and in fulfilling their customer commitments.

The second issue that Council is addressing is inappropriate customer behaviors that at times impacts on the health and wellbeing of our staff. Council is obligated by law to provide a safe work environment for its employees and contractors.

As we increase our skills and capability under Pillar Two of the Strategy, we will also be engaging with individuals in our community who at times are disrespectful to discuss with them how their behavior impacts on the efforts and energy of all our customer facing teams.

### 5. Strategic Alignment

This report aligns with the Council Plan objective of Customer Focused and Responsive and completes a priority of the Ministerial Statement of Expectations.

### 6. External Engagement

The draft Strategy was opened for community consultation from 16 December 2024 until 12 January 2025 in accordance with the Community Engagement Policy.

During this period Council received four submissions from the community who provided valuable feedback. The feedback was general in nature and related to their own customer experiences with Council. Improvements can be made through the objectives outlined in the three pillars of the Strategy.

### 7. Budget / Financial Considerations

The implementation of the Action Plan in the draft Strategy can be achieved within the current Operational Budget including delivery of training by external service providers, enhancements to current systems, facilitation of community engagement and future participation in the LGV Community Satisfaction Survey.

### 8. Risk & Mitigation

The development of this Strategy will mitigate the risks of poor customer engagement and satisfaction. The strategy focuses on improving organisational reputation, reducing operational inefficiencies, and ensuring Council is more transparent on its customer experience journey.

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## **DRAFT CUSTOMER EXPERIENCE STRATEGY (cont'd)**

### **9. Conclusion**

The draft Customer Experience Strategy (Strategy) has been developed to provide a framework for the delivery of customer-centric services and will be crucial in building greater customer satisfaction and implementing continuous improvement to our services.

The Strategy was adopted in draft format at the Council meeting held on 27 November 2024 to commence a period of community consultation.

During this period Council received four submissions from the community. The feedback was general in nature and related to their own customer experiences with Council.

The draft Strategy is recommended to Council for final adoption.

### **Attachments**

- 1 Final Draft Customer Experience Strategy

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**DRAFT CUSTOMER EXPERIENCE STRATEGY (cont'd)**

**ATTACHMENT No [1] - Final Draft Customer Experience Strategy**



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**DRAFT CUSTOMER EXPERIENCE STRATEGY (cont'd)**

**ATTACHMENT No [1] - Final Draft Customer Experience Strategy**

**ACKNOWLEDGEMENT**

The Moira Shire Council acknowledges the traditional custodians of country. We acknowledge their continuing connection to the land, water and community and pay our respects to them and their cultures and to their elders past, present and emerging.




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**DRAFT CUSTOMER EXPERIENCE STRATEGY (cont'd)**

ATTACHMENT No [1] - Final Draft Customer Experience Strategy

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## DRAFT CUSTOMER EXPERIENCE STRATEGY (cont'd)

### ATTACHMENT No [1] - Final Draft Customer Experience Strategy

## Overview

Moira Shire Council (Council) is committed to the experience of customers and focusing on high quality services.


Local Government Community Satisfaction Survey results indicate that generally our community expects a better experience when dealing with Council than what has been provided in the past.


Through the implementation of this Customer Experience Strategy, we aim to act and make changes that will drive improved customer service behaviours across our organisation and over time improve the experience for our community.

We will ensure we are being respectful, considerate, and committed to our customers and are responsive to their needs.

The Customer Experience Strategy 2025-2028 is a three-year roadmap. It identifies three core areas of work which will be our focus over these three years:

- 

**PILLAR ONE**  
Understanding and empowering our customers
- 

**PILLAR TWO**  
Developing engaged and experienced people with the skills to serve
- 

**PILLAR THREE**  
Ensuring our business systems and processes support excellent service delivery.

The underpinning objectives are to:

- Enable innovation to simplify the customer experience and design processes that are efficient, transparent, and streamlined;
- Optimise the customer contact methods (channels), including digital (website, email, social media), face-to-face (customer service centres and other service points), phone (contact centre, council staff) and written correspondence to enhance timely resolution of customer requests;
- Develop capable, empowered and engaged people with the skills and knowledge to deliver on our customer centered approach;
- Evaluate and improve our performance by having clear performance indicators, measuring our progress against these targets;
- Be transparent about our progress against the strategy with our community; and
- Strengthen the way we capture and use customer information; to improve our knowledge about our customers, their needs and expectations.

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## DRAFT CUSTOMER EXPERIENCE STRATEGY (cont'd)

### ATTACHMENT No [1] - Final Draft Customer Experience Strategy

# Customer Service Commitment

Our customer service commitment defines our services standards.

We are committed to providing high quality, customer centered services to all our residents, ratepayers, businesses and visitors.

We have developed the following standards to provide an outline of how we will interact with you.

## Our commitment to you

### We will:

- adopt a courteous, professional, and friendly approach.
- ensure that our services, resources, and information are accessible and up to date.
- identify ourselves in all dealings with you.
- provide opportunities for you to provide feedback about our services and interactions.
- treat your dealings with Council with the utmost discretion.

- provide information, which is timely, accurate and responds to your request.
- keep you informed about Council policies, decisions, actions, services, and facilities.

## Your requests

All requests received from our customers, including complaints are documented to ensure we accurately understand your request. We may ask clarifying questions.

We aim to give our customers our full attention when listening to you.

If we cannot resolve your enquiry at first point your request will be assigned to an appropriate department for action or response and be given a due date and time for that action to be completed.

If we are unable to fulfill your request within the due timeframe, we will contact you and keep you updated on the progress we are making.



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## DRAFT CUSTOMER EXPERIENCE STRATEGY (cont'd)

### ATTACHMENT No [1] - Final Draft Customer Experience Strategy



#### Our communication



##### By Telephone

We will answer all calls promptly and aim to resolve enquiries where we can at the first point of contact. We will only transfer calls when the issue cannot be resolved at first contact.

When transferring your call, we will introduce you and pass on the information we have collected to the area that you have been transferred to.

When ending a call, we will leave a positive last impression and clarify any next steps or check to ensure we have resolved your request.



##### In Person

We will be professional in our engagement with you and take the time to understand your request.

We will wear a name badge to identify ourselves, so you know who you have spoken to.

We will treat you with courtesy and respect.

We will ask for assistance from another part of the business or our supervisor if we feel we need more support or cannot assist you with your enquiry.



##### Email / Written Requests

Written requests will be acknowledged and/or responded to within five business days.

A contact name, phone number and email address will be included on all outgoing correspondence, so you know who is managing your request.



##### Online

We will provide an accessible website for our customers.

We will ensure that all information is correct and relevant.

We will outline the range of customer service contact methods on our website.

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## DRAFT CUSTOMER EXPERIENCE STRATEGY (cont'd)

### ATTACHMENT No [1] - Final Draft Customer Experience Strategy

#### How you can help us

You can assist Council in meeting its customer service standards by:

- providing complete, accurate and detailed information about the matter including your name and contact details when making a request.
- focusing on the facts of your request to ensure we have a clear understanding of the issue.
- treating our staff with courtesy and respect. Disrespectful conduct will not be tolerated.
- providing us with feedback after our engagement with you so we can learn and improve our services.
- being clear on your preferred method of contact such as email, telephone or mail and keeping your details up to date with us; and
- arranging an appointment or suitable time to meet with Council staff to discuss your application or concern if required.

You may choose to remain anonymous, but we will be unable to contact you to follow up with you on your request.

If you are specifically requesting enforcement support, Council may require specific information so that we respond and document the matter appropriately.

#### Improving our service

Moira Shire Council is committed to tracking and understanding our performance and improving and simplifying our processes to ensure continuous improvement.

If you feel that our service standards have not been met, please let us know by emailing [info@moira.vic.gov.au](mailto:info@moira.vic.gov.au)

#### Social media

We also use a range of social media sites to share information, promote activities and events, connect with the community and to highlight engagement opportunities.

Whilst an option for comments is often provided on these posts, requests for service cannot be submitted via these channels.

#### How you can contact us

##### Moira Shire Council

PO Box 578, Cobram VIC 3643  
03 5871 9222  
133 677 (National Relay Service)

##### Call Centre Hours

Monday to Friday 8.30am – 5:00pm  
[moira.vic.gov.au](http://moira.vic.gov.au)  
[info@moira.vic.gov.au](mailto:info@moira.vic.gov.au)

##### Main Administration Centre

44 Station Street, Cobram  
Office Hours: Monday to Friday 9.00am – 4:30pm

##### Customer Service Centre

100 Belmore Street, Yarrawonga  
Office Hours: Monday to Friday 9.00am – 4:30pm  
Closed daily between 12.00pm – 1.00pm

We are committed to being accessible to the community and will provide a telephone service that can capture information and requests outside normal business hours.

This after-hours service includes the ability to transfer to an on-call officer, however in cases of emergency please call 000.

Our offices hours change on public holidays and during extended periods over Christmas / New Year.

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## DRAFT CUSTOMER EXPERIENCE STRATEGY (cont'd)

### ATTACHMENT No [1] - Final Draft Customer Experience Strategy

# Strategy Development

The development of this strategy has been informed from feedback received from the community through our engagement processes, complaint mechanisms and our customer satisfaction survey results.

We must strengthen our customer service culture to ensure that customer service is the responsibility of all staff.

Our recent Local Government Victoria Community Satisfaction Survey has seen a decline in community satisfaction results, dropping 10 points in the 'Customer Service' index since 2021.

We are committed to providing better outcomes for our community and hope that through implementation of this strategy, we'll see an increase in these survey results in future.

Moira Shire Council is committed to growing and improving to meet and ultimately exceed our customer experience standards over the life of the Strategy.

The Strategy and its actions are intended to be reviewed every two years, so as to adjust to the changing needs and priorities of our community; to document completed actions and service improvements or adjust goals and actions to better meet service standards.



#### PILLAR ONE

### Understanding and empowering our customers

#### OBJECTIVES

- Council will have an excellent understanding of its customer profile, its customer needs, the demand for its services and expectations on how they should be provided.
- Information and data will be collected through a range of feedback mechanisms, formal community engagement activities and complaints feedback to drive service changes and improvements.
- Customer insights will inform changes to service delivery.
- Empowering our residents, businesses and visitors with a range of self service options.

#### To achieve this goal, we will:

- 1.1** Create customer profiles and customer journey maps, to ensure we understand our community needs and to inform design of policy and processes.
- 1.2** Maintain our participation in the Annual Local Government Victoria Community Satisfaction Survey and share our results with the community.
- 1.3** Set clear and measurable key performance indicators, measure our performance against these standards and share our learnings with the community.
- 1.4** Ensure the community has timely access to information and simplifies options for engaging with Council.
- 1.5** Develop self-service capabilities that meet the needs of our customers.



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## DRAFT CUSTOMER EXPERIENCE STRATEGY (cont'd)

### ATTACHMENT No [1] - Final Draft Customer Experience Strategy



#### PILLAR TWO

Developing engaged and experienced people with the skills to serve

##### OBJECTIVES

- All staff members in the organisation are equipped with knowledge and skills to achieve excellence in customer service and are provided with training and development to strengthen their performance.
- All staff members demonstrate a mindset of empathy and responsiveness when interacting with our customers.
- We ensure that our customer voices are heard, their concerns are addressed promptly, and their overall experience with Council is positive.

##### To achieve this goal, we will:

- 2.1** Design and implement a Customer Experience training program for the organisation that includes customer service excellence and complaint handling training.
- 2.2** Create Customer Experience leads across the organisation to apply and promote business excellence and customer focus within their teams.
- 2.3** Review the Customer Service Guidelines to ensure expectations of staff behaviour and performance are clear so we are consistent in our service.
- 2.4** Develop the Moira Knowledge Base to continue to build on the high first point resolution standards in the Customer Experience Team.



#### PILLAR THREE

Ensuring our business systems and processes support excellent service delivery

##### OBJECTIVES

- Our systems are designed to take advantage of emerging technology to improve the customer experience.
- Business and customer processes, practices and policies have been reviewed, simplified and streamlined taking into consideration the customers perspective.

##### To achieve this goal, we will:

- 3.1** Review our customer request management (CRM) system and make enhancements to the system that will improve the system functionality, integration, use and data quality.
- 3.2** Develop meaningful and comprehensive tracking dashboards that measure our performance for all methods of contact (CRM, telephone, correspondence, online, counter) and track performance against our KPI's.

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**DRAFT CUSTOMER EXPERIENCE STRATEGY (cont'd)**

**ATTACHMENT No [1] - Final Draft Customer Experience Strategy**

## Action Plan

#	Action	Resources	Year
<b>PILLAR ONE</b>			
1.1	Create customer profiles and customer journey maps, to ensure we understand our community needs and to inform design of policy and processes.	<ul style="list-style-type: none"> <li>• Communications and Engagement</li> <li>• Customer Experience</li> </ul>	Q3 – 2025
1.2	Maintain our participation in the Annual Local Government Victoria Community Satisfaction Survey and share our results with the community.	<ul style="list-style-type: none"> <li>• Communications and Engagement</li> </ul>	Annually
1.3	Set clear and measurable key performance indicators, measure our performance against these standards and share our learnings with the community.	<ul style="list-style-type: none"> <li>• Communications and Engagement</li> <li>• Customer Experience</li> </ul>	Q1 – 2025
1.4	Ensure the community has timely access to information and simplifies options for engaging with Council.	<ul style="list-style-type: none"> <li>• Customer Experience</li> <li>• Communications and Engagement</li> </ul>	Q4 – 2025
1.5	Develop self-service capabilities that meet the needs of our customers.	<ul style="list-style-type: none"> <li>• Communications and Engagement</li> <li>• Customer Experience</li> </ul>	Q3 – 2025
<b>PILLAR TWO</b>			
2.1	Design and implement a three-year Customer Experience training program for the organisation that includes customer service excellence and complaint handling training.	<ul style="list-style-type: none"> <li>• People and Culture</li> <li>• Customer Experience</li> </ul>	Q2 – 2025
2.2	Create Customer Experience leads across the organisation to apply and promote business excellence and customer focus within their teams.	<ul style="list-style-type: none"> <li>• People and Culture</li> <li>• Customer Experience</li> </ul>	Q2 – 2025
2.3	Review the Customer Service Guidelines to ensure expectations of staff behaviour and performance are clear so we are consistent in our service.	<ul style="list-style-type: none"> <li>• People and Culture</li> <li>• Governance</li> </ul>	2025
2.4	Develop the Moira Knowledge Base to continue to build on the high first point resolution standards in the Customer Experience Team.	<ul style="list-style-type: none"> <li>• Customer Experience</li> <li>• All organisation</li> </ul>	2025 – 2027
<b>PILLAR THREE</b>			
3.1	Review our customer request management (CRM) system and make enhancements to the system that will improve the system functionality, integration; use and data quality.	<ul style="list-style-type: none"> <li>• Governance</li> <li>• Customer Experience</li> <li>• Business Transformation Group</li> </ul>	2025
3.2	Develop meaningful and comprehensive tracking dashboards that measure our performance for all methods of contact (CRM, telephone, correspondence, online, counter) and track performance against our KPI's.	<ul style="list-style-type: none"> <li>• Governance</li> <li>• Customer Experience</li> <li>• Business Analysts</li> </ul>	2026 – 2027

MOIRA SHIRE COUNCIL

FILE NO:  
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ITEM NO: 9.1.1  
(DIRECTOR CORPORATE  
PERFORMANCE, FIONA SHANKS)

## DRAFT CUSTOMER EXPERIENCE STRATEGY (cont'd)

ATTACHMENT No [1] - Final Draft Customer Experience Strategy

# Evaluating the Strategy

We will monitor and review this strategy.

Regular analysis of our performance will play a pivotal role in keeping staff and community connected and aware of our results against our key performance measures and objectives to ensure we are fulfilling our customer commitments and the goals of this strategy.

Success will be measured by:

- Customer Satisfaction Surveys: Gathering feedback directly from customers to gauge their satisfaction levels and seeing an increase in overall satisfaction and a decline in dissatisfaction.
- Seeing a positive improvement in our Key Performance Indicators (KPIs) that measure the customer experience.
- Seeing a positive change in our Annual Community Satisfaction Survey results.





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(DIRECTOR CORPORATE  
PERFORMANCE, FIONA SHANKS)

**DRAFT CUSTOMER EXPERIENCE STRATEGY (cont'd)**

**ATTACHMENT No [1] - Final Draft Customer Experience Strategy**



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**Administration Centre**  
44 Station Street  
Cobram

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100 Belmore Street  
Yarrowonga



FILE NO:  
1. A WELCOMING AND INCLUSIVE PLACE

ITEM NO: 9.2.1  
(DIRECTOR COMMUNITY, SCOTT  
WILLIAMS)

**FAIRLEY LEADERSHIP SPONSORSHIP 2025**

**Recommendation**

That Council endorse community members Peter Chen and Stacey Dick to receive sponsorship of up to \$7,500 (plus GST) each to participate in the 2025 Fairley Leadership Program.

**1. Executive Summary**

The Fairley Leadership Program – operated by Goulburn Murray Community Leadership (GMCL) – provides successful candidates an opportunity to develop their leadership skills, explore the major issues affecting the region and assist positive change. Each year Council partners with GMCL and provides a financial sponsorship to enable individuals from within the Shire to participate in the program.

Council have received two applications from community members within the Shire, both applications have passed pre-eligibility assessment and are recommended for endorsement by Council.

**2. Conflict of interest declaration**

No conflict of interest was declared by the authors of this report.

**3. Background & Context**

Each year Council partners with GMCL and provides sponsorship to enable individuals from within the Shire to participate in the program. The 2025 Fairley Leadership Program course fee is \$7,500 plus GST.

This year, Council have an additional \$7,500 (plus GST) to fund a second applicant through Emergency Recovery Victoria Community Recovery Flood Hub funding.

A summary of the applications is provided below:

<b>Applicant 1:</b>	<b>Application Details:</b>	<b>Amount Requested:</b>
<b>Peter Chen</b>	<ul style="list-style-type: none"> <li>- Participant of the 2024 Moira Community Leadership Program.</li> <li>- Lives and works in Moira Shire and employed as an Agriculture Digital Project Officer at Riverine Plains which involves research trials and events for local farmers in the Moira community.</li> <li>- Involved in the Yarrawonga Tennis Club, Goulburn Valley Volleyball Club, local fitness classes and church activities.</li> <li>- Would like to further develop leadership and management skills, community engagement strategies and grant writing and fundraising.</li> <li>- Effectively collaborate on community projects and initiatives, connect with other leaders and foster partnerships that drive positive change.</li> </ul>	<p>\$7,500 plus GST (proposed to fund through Emergency Recovery Victoria Community Recovery Flood Hub funding)</p>

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(DIRECTOR COMMUNITY, SCOTT  
WILLIAMS)

**FAIRLEY LEADERSHIP SPONSORSHIP 2025 (cont'd)**

Applicant 2:	Application Details:	Amount Requested:
<b>Stacey Dick</b>	<ul style="list-style-type: none"> <li>- Participant of the 2024 Moira Community Leadership Program.</li> <li>- Lives in Moira community.</li> <li>- Member of CAN Hub and Numurkah Town Hall Committee</li> <li>- Former member of Numurkah Love Our Lifestyle and Social Media Manager.</li> <li>- Would like to further develop skills in public speaking, communication and conflict management.</li> <li>- Explore interest in local government and future opportunities.</li> <li>- Expand professional and community involvement and make a meaningful impact in the region.</li> </ul>	\$7,500 plus GST (proposed to fund through community stream).

**4. Issues**

The are no issues identified with funding the applicants through the sponsorship program.

**5. Strategic Alignment**

**Council Plan**

1. A welcoming and inclusive place      To encourage strong leadership opportunities and community connection though personal and professional networks.

**6. External Engagement**

Council Officers have had regular contact with GMCL about promoting the sponsorship.

Both applicants have applied through GMCL and been accepted into the program.

**7. Budget / Financial Considerations**

Moira Shire Council offers sponsorship of up to \$7,500 (plus GST) to assist an eligible community member who has applied to participate in the 2025 Fairley Leadership Program.

Council received an additional \$7,500 (plus GST) to fund a second applicant through Emergency Recovery Victoria Community Recovery Flood Hub funding.

The available funding covers the full amount requested by each of the applicants.

FILE NO:  
1. A WELCOMING AND INCLUSIVE PLACE

ITEM NO: 9.2.1  
(DIRECTOR COMMUNITY, SCOTT  
WILLIAMS)

**FAIRLEY LEADERSHIP SPONSORSHIP 2025 (cont'd)**

**8. Risk & Mitigation**

There are no major risks associated with providing the applicants with the sponsorship.

Applicants were provided with the following guidelines on application:

- All applications must comply with the Fairley Leadership Program Eligibility and Expectations.
- The sponsorship amount available (this does not include incidental costs incurred by the participant) will be determined as applicable to the applicant's situation.
- Applicants may be required for an informal interview to confirm details provided throughout the application.
- All applications will be assessed based on the information provided in the application.
- Applications need to demonstrate community participation and leadership activities specifically relating to the Moira municipality.
- All applications must be submitted by the closing dates via the SmartyGrants platform.
- All applicants will be notified of the outcome once applications for the Fairley Leadership Program have been assessed by Goulburn Murray Community Leadership.
- Applications for sponsorship may be discussed with the Fairley Leadership Program Facilitators.

**9. Conclusion**

Two applications were received from community members to participate in the 2025 Fairley Leadership Program and are presented to Council for consideration and endorsement.

**Attachments**

Nil

FILE NO:  
1. A WELCOMING AND INCLUSIVE PLACE

ITEM NO: 9.2.2  
(DIRECTOR SUSTAINABLE DEVELOPMENT  
BRYAN SWORD)

## COMMUNITY LEADERSHIP PROGRAM 2025

### Recommendation

That Council:

1. Endorse the applicants listed in Table 1 of this report as participants of the Moira Shire 2025 Community Leadership Program (CLP)

### 1. Executive Summary

The Moira Community Leadership Program supports the development of local and emerging leaders who have a passion for making a positive contribution in their communities and to actively grow participation in community groups by sharing their skills and knowledge.

The Community Leadership Program (CLP) aims to build community resilience and by doing so, enables participants to help build cohesion and resilience in their communities.

The Community Leadership Program is a deliverable under the Community Recovery Hubs Program (HUBS) funding agreement. Council secured funding in response to the October 2022 Flood event.

The 2024 Community Leadership Program concluded in November with seventeen participants who successfully graduated from the program.

Applications for the 2025 Community Leadership Program have now closed and fourteen applicants are recommended for endorsement.

### 2. Conflict of interest declaration

There is no conflict of interest to declare as part of this report.

### 3. Background & Context

The 2025 Community Leadership program applications were open from the 2 December 2024 to 13 January 2025.

Applicants were assessed by council officers and an independent consultant. The recommended applicants are listed in Table 1 below.

### Table 1 – Recommended Applicants

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1. A WELCOMING AND INCLUSIVE PLACE

ITEM NO: 9.2.2  
(DIRECTOR SUSTAINABLE DEVELOPMENT  
BRYAN SWORD)

**COMMUNITY LEADERSHIP PROGRAM 2025 (cont'd)**

Amelia Slater	- Numurkah	Supported
Cheryl Fitzpatrick	- Cobram	Supported
Desmond Quinn	- Yarrawonga	Supported
James Rouel	- Yarrawonga	Supported
Karen Brown	- Cobram	Supported
Leanne Halden	- Waaia	Supported
Melissa Riches	- Mulwala	Supported
Nicole McPherson	- Burramine	Supported
Pina Smith	- Cobram.	Supported
Rebecca Coll	- Yarrawonga	Supported
Rebecca Smyth	- Numurkah	Supported
Roger Tozer	- Tungamah	Supported
Samantha Barker	- Numurkah	Supported
Shelley Patone	- Nathalia	Supported

**4. Issues**

Any issues with proposed applicants are identified through the application screening process.

**5. Strategic Alignment**

This report aligns with the Council Plan objective. *A welcoming and inclusive place.*

**6. Internal & External Engagement**

Engagement		Feedback
Internal	Team Leader Community Development Manager Community Wellbeing	The applications have been reviewed by the Team Leader Community Development and Manager Community Wellbeing.
External	Shane Garner (Garner Consulting)	Council Officers met with Shane to review and access all applications.

**7. Budget / Financial Considerations**

The Community Leadership Program is funded by Emergency Management Victoria under the Community Recovery Hubs Program. This tranche is supported by a budget of \$50,000.

**8. Risk & Mitigation**

There are no known risks associated with the nominations recommended for participation on the Community Leadership Program.

Applicants were provided with the following guidelines as per the application process;

Applicant must:

- Be 18 years or over.

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ITEM NO: 9.2.2  
(DIRECTOR SUSTAINABLE DEVELOPMENT  
BRYAN SWORD)

## COMMUNITY LEADERSHIP PROGRAM 2025 (cont'd)

- Live or work within the Moira Shire Local Government area.
- Have a desire to develop your leadership skills to contribute to your community.
- Be able to commit to attend all the sessions to understand, gain knowledge and experience the full benefits of the program.

### 9. Conclusion

The Moira Community Leadership Program supports the development of local and emerging leaders who have a passion and desire to not only contribute to the shire but also to actively grow participation into community groups by sharing their skills and knowledge.

The applications received as part of the 2025 CLP recruitment round have been assessed and are presented to Council for final endorsement.

### Attachments

- 1 CLP Applicant Details - *Confidential*

FILE NO:  
1. A WELCOMING AND INCLUSIVE PLACE

ITEM NO: 9.2.3  
(DIRECTOR COMMUNITY SCOTT WILLIAMS)

## YOUTH COUNCIL MEMBERSHIP APPOINTMENT

### Recommendation

That Council:

1. Appoint the applicants listed in Table 1 of this report as Youth Council Members; and
2. Continue to receive applications to broaden township representation of Youth Council.

### 1. Executive Summary

Moira Shire is currently re-establishing Youth Council, with applications open from August to November 2024.

The Youth Council offers young people from the Moira Shire a platform to voice their opinions on decisions that impact their lives, represent the views of their peers, and develop valuable skills such as communication, leadership, and teamwork.

Council has received nine applications from young people who are passionate about being a voice for youth across the Shire and personal development. The recommended applicants are now presented to Council for endorsement.

### 2. Conflict of interest declaration

No conflict of interest was declared by the author of this report.

### 3. Background & Context

The Youth Council will advocate for young people by identifying issues and providing relevant information to the Council. The program includes leadership and personal development training, community projects, advocacy, and participation in Council meetings. The Youth Council will develop an understanding of local services, raise public awareness of young people positively, inform and educate about youth issues, review relevant policies and plan and support youth events and initiatives.

Moira Shire Youth Council applications were open from the 29 August to 19 November 2024. Council received nine completed applications. Council staff met with the applicants either in person or via phone, to determine eligibility to progress their application. All applicants were deemed eligible and suitable, a summary of details is provided below:

Table 1 – Recommended Applicants

Applicants Name:	Town:
Abigail Brooker	Numurkah
Adithi Gurunathan	Cobram
Ben Hall	Tocumwal
Chloe Verlin	Katamatite
Elizabeth Cromack	Strathmerton
Elly Slatterie	Cobram
Kiara Stephens	Barooga
Madison McDiarmid	Barooga
Skye Young	Katunga



<b>FILE NO:</b> <b>1. A WELCOMING AND INCLUSIVE PLACE</b>
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<b>ITEM NO: 9.2.3</b> <b>(DIRECTOR COMMUNITY SCOTT WILLIAMS)</b>
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**YOUTH COUNCIL MEMBERSHIP APPOINTMENT (cont'd)**

**4. Issues**

Council has identified the issue of lack of town representation within membership. Efforts have been made to recruit across the entire Shire with a number of avenues explored. This included social media advertisement, Spotify advertisements, print based media in local papers, corrflute signs displayed in our 4 major towns, direct contact to schools, direct contact with previously engaged youth leaders, local service providers and sporting clubs as well as posters distributed to a number of local businesses.

To increase representation Council will continue to receive applications via an expression of interest process. This will include targeted recruitment in the East of the Shire to ensure the whole Shire is represented on the Youth Council.

**5. Strategic Alignment**

**Council Plan**

- |   |   |
|---|---|
| <p>1. A welcoming and inclusive place</p> | <p><b>1.03</b> We will empower communities to craft their own vision of the future and support their efforts to be more resilient.</p> <p><b>1.07</b> We promote the health and wellbeing of our communities.</p> |
|---|---|

**6. External Engagement**

<p>Engagement (who did you engage with?)</p> <p>External</p> <p>2 Health Services</p> <p>2 Recreation Providers</p> <p>Previous youth participants</p> <p>Ignite Life Church</p> <p>Youth Service Providers (Berry Street, Salvo Care, Primary Care Connect ect)</p>	<p>Feedback</p> <p>Consulted to directly target youth from a broad spectrum across the Shire.</p>
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FILE NO:  
1. A WELCOMING AND INCLUSIVE PLACE

ITEM NO: 9.2.3  
(DIRECTOR COMMUNITY SCOTT WILLIAMS)

**YOUTH COUNCIL MEMBERSHIP APPOINTMENT (cont'd)**

**7. Budget / Financial Considerations**

Through the 2024/25 adopted Council budget \$26,000 has been allocated for the Youth Council program. This money will be attributed to the following.

<b>Expense</b>	<b>Cost Allocation</b>
Member Resources	\$1,400
Training and Development opportunities	\$8,000
Delivery of Youth Project	\$6,000
Travel Allocation	\$2,000
Engagement and Promotion	\$2,600
Consumables	\$2,000
Catering	\$4,000
<b>Projected Total</b>	<b>\$26,000</b>

**8. Risk & Mitigation**

Each applicant completed a multistep application process to deem suitability for Youth Council. All applicants were deemed eligible and suitable. Applicants were provided with the following upon application:

- Terms of Reference – attached
- Guardian consent from those under the age of 18
- Collection Notice
- Successful applicants will take part in an induction
- Risk assessments will take place for individual programs and events as required.

**9. Conclusion**

Council received nine applications for Youth Council. All applications have been reviewed and are recommended for appointment by Council.

To increase representation, applications will continue to be received via an expression of interest process. This will include targeted recruitment in the East of the Shire to ensure the whole Shire is represented on the Youth Council.

**Attachments**

- 1 Moira Shire Youth Council Terms of Reference

FILE NO:  
1. A WELCOMING AND INCLUSIVE PLACE

ITEM NO: 9.2.3  
(DIRECTOR COMMUNITY SCOTT  
WILLIAMS)

## YOUTH COUNCIL MEMBERSHIP APPOINTMENT (cont'd)

### ATTACHMENT No [1] - Moira Shire Youth Council Terms of Reference



## Moira Youth Council Terms of Reference



### 1 PURPOSE

The Moira Youth Council is an advisory group for the Moira Shire Council, who represent the voice and interests of young people in our community. The enthusiastic young leaders who form the group, have the opportunity to develop skills, make change, create connections and gain an understanding of local government processes.

### 2 OBJECTIVES

Youth Council advocate for young people across the Moira Shire by identifying issues and providing relevant information and knowledge to Council on matters relating to Youth, this involves:

- Contributing to a strong, active and effective Youth Council and program
- Developing an understanding of local services available for young people across Moira Shire
- Acknowledging and raising public awareness of young people in a positive manner
- Establishing a positive and meaningful connection between Youth Council and the Council
- Informing and educating the Council and the community about issues concerning young people
- Reviewing Council policy in relation to matters relevant to youth
- Setting clear achievable goals that have beneficial and effective outcomes for the wider community
- Planning and supporting Youth events, initiatives and projects within the community
- Attend regular meetings and participate in discussions and decision making.

### 3 DEFINITIONS

Unless otherwise stated, the following terms are defined as;

**Youth Council:** Elected advisory group of young people for Council.

**Council:** Moira Shire Council.

**Terms of Reference:** A document that outlines the purpose, roles and responsibilities of a group.

**Youth Mayor:** Nominated Youth Council member to lead and facilitate meetings.

**CEO:** Chief Executive Officer of Moira Shire Council.

**Minutes:** Official record of the meeting.

**Quorum:** Minimum number of members required at a meeting for official business to be conducted.

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(DIRECTOR COMMUNITY SCOTT  
WILLIAMS)

## YOUTH COUNCIL MEMBERSHIP APPOINTMENT (cont'd)

### ATTACHMENT No [1] - Moira Shire Youth Council Terms of Reference



## Moira Youth Council Terms of Reference



#### 4 MEMBERSHIP

Moira Youth Council will be made up of 12 members aged between 16 -24 years. Members who turn 25 during their term, may only hold their position on the Youth Council for the remainder of that year. Applicants who are aged 15 but turn 16 before the 1 February 2025 are welcome to apply.

Appointment of Youth Council members will be for a two-year term.

A minimum of 6 members will be required in attendance to meet quorum. If membership drops below quorum, an 'unscheduled recruitment' for additional members will open to meet the required numbers.

The Youth Council will elect titled positions who are appointed via vote by Youth Council members.

These positions are for a 12-month term and include;

##### Youth Council Mayor

- chair meetings and ensure everyone has a fair go to contribute
- facilitate discussions and decision-making
- represent the Youth Council in public and in meetings with other organisations
- present to Council (with support) where required

##### Youth Council Deputy Mayor

- support the Youth Council Mayor
- perform Youth Council Mayor duties in the absence of the Youth Council Mayor,
- represent the Youth Council in public and in meetings with other organisations when nominated

##### Youth Council Secretary

- assist with the development of the meeting agenda and other Youth Council documents
- take minutes as required and report resolutions supported by Youth Council
- submit minutes to Youth Council members for review prior to next meeting

##### Youth Council Members

- attend regular meetings and participate in discussions and decision-making
- represent the views and opinions of young people in the community
- help plan and organise events, projects, and initiatives
- communicate with other young people and groups to gather feedback and ideas.
- represent the Youth Council in public, meetings and other relevant occasions if nominated by the Youth Council Mayor.

#### 5 SELECTION CRITERIA

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1. A WELCOMING AND INCLUSIVE PLACE

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(DIRECTOR COMMUNITY SCOTT  
WILLIAMS)

## YOUTH COUNCIL MEMBERSHIP APPOINTMENT (cont'd)

### ATTACHMENT No [1] - Moira Shire Youth Council Terms of Reference



## Moira Youth Council Terms of Reference



The Youth Council should be representative of members from a broad range of demographic and diverse backgrounds. Successful applicants will be endorsed by Council and have demonstrated in their application that they;

- Live, work, attend school in the Moira Shire area or are connected to the community
- Agree to work in accordance with the Terms of Reference
- Desire to work constructively and collaboratively to allow the Youth Council to fulfill its purpose
- Wish to develop their leadership skills and actively engage with other local young people
- Commit to attend a majority of the scheduled meetings and training opportunities

### 6 MEMBER PROCESS

Council will invite applications for Youth Council through multiple advertising and media platforms. Once received, the applications will be reviewed by a panel of two Council Officers and the Manager of the Community Wellbeing Department. Successful applicants will be endorsed and officially appointed by Council. Interested young people must complete the following process to apply for Youth Council:

- Make an application through the approved process
- Meet with relevant staff from Moira Shire Council
- Complete screening checks where required
- Read and agree to the Terms of Reference

### 7 MEETING PROCEEDINGS

The Youth Council will operate on a consensus basis with members to have an equal say in any discussions required. Should a vote be necessary each member of Youth Council is entitled to one vote with the Youth Council Mayor to hold the casting vote if there is a deadlock of votes.

Youth Council meetings will be held bi-monthly at a specified location and time as determined by Youth Council and may include an additional 2-day planning and evaluation retreat/camp with a focus on leadership and team building.

Additional activities may be held in the alternate months to provide opportunity for professional development.

A quorum comprising of at least half of the Youth Council members must be present at all Youth Council meetings. Without a quorum, no business may be conducted.

Youth Council members will notify the Youth Council Mayor or Youth Development Officer 24 hours prior to the scheduled meeting if they are unable to attend.

The Youth Council may form sub committees from its members for specific matters arising, provided that no decision may be acted upon until adopted by the full Youth Council.

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1. A WELCOMING AND INCLUSIVE PLACE

ITEM NO: 9.2.3  
(DIRECTOR COMMUNITY SCOTT  
WILLIAMS)

## YOUTH COUNCIL MEMBERSHIP APPOINTMENT (cont'd)

### ATTACHMENT No [1] - Moira Shire Youth Council Terms of Reference



## Moira Youth Council Terms of Reference



Agenda items will be called for at least one week prior to the scheduled meeting. The agenda with any attached documents will be made available to the Youth Council members.

The Youth Council Mayor and Deputy Mayor will be required to present to Council on the progress of Youth Council.

Methods used for communication may include, and are not limited to; Zoom, Teams, Email, Phone and Facebook, at the discretion of the Youth Council and the Community Services Officer.

A Moira Shire Council representative will be present at all meetings.

### 8 INDUCTION

All successful applicants will be required to complete an induction that will be conducted at the expense of Council with Officer support.

This will include;

- An online induction through the North East Council Contractor Induction (NECCI) program
- Members over the age of 18 require a current Volunteer Working with Children Check (WWCC)
- Members over the age of 18 to undertake a National Police Check

### 9 FUNDING

The Youth Council has an allocated budget that sits within the operational budget of the Community Services Department of the Moira Shire Council. This budget is allocated per financial year.

This budget is allocated for the purpose of Youth Council meeting, uniforms, member packs, catering expenses, training expenses and any area as deemed appropriate to the purpose and objective of the Youth Council.

Council reserves the right to determine appropriate spending of funds.

### 10 CONCERNS & COMPLAINTS

Youth Council members have the right to raise any unresolved issues with confidence they will be treated fairly and respectfully. Council will treat every concern or complaint seriously in a confidential and sensitive manner making all reasonable attempts to resolve the issue quickly. In the instance where this cannot be managed internally, concerns will be directed to the People and Culture Team at Moira Shire Council for guidance and advice.

### 11 END OF MEMBERSHIP

A Youth Council member may have their membership terminated if they behave unprofessionally or

FILE NO:  
1. A WELCOMING AND INCLUSIVE PLACE

ITEM NO: 9.2.3  
(DIRECTOR COMMUNITY SCOTT  
WILLIAMS)

## YOUTH COUNCIL MEMBERSHIP APPOINTMENT (cont'd)

### ATTACHMENT No [1] - Moira Shire Youth Council Terms of Reference



## Moira Youth Council Terms of Reference



inappropriately towards any Councillors, Council Officers, other Youth Council members, the general community or fail to follow the Terms of Reference.

A Youth Council member must submit in writing their intention to resign from the Youth Council.

The Council is empowered to declare a Youth Council member's place vacant if they fail to attend three consecutive meetings without notice of leave.

Mechanisms for constructive feedback and support to address issues before resorting to termination will be utilised accordingly.

### 12 CONFIDENTIALITY

On occasions the Youth Council may be required to deal with a matter that has been identified as confidential in nature. Youth Council members are required to deal with such matters in confidence and with discretion in line with the Terms of Reference.

Before a confidential matter can be dealt with, any person in attendance who is not an endorsed member of the Youth Council or a Council representative, must leave the meeting.

Youth Council documents will be stored in Council's Electronic Records Management System.

Youth Council Members will not have access to sensitive or confidential Moira Shire Council documents or information.

### 13 CONFLICT OF INTEREST

Members are bound by the *Local Government Act, 1989*, in relation to conflict of interest. Conflicts specifically arise where a matter directly affects a member of their extended families.

If a Youth Council member has a conflict of interest, they must disclose the nature of that interest at the meeting at which the matter is discussed. The member must leave the room and remain outside until conclusion of discussion or vote on the item.

### 14 SAFETY AND INCLUSION

To ensure access and inclusion for all, consideration has been given and may include but not limited to;

- Flexible meeting times to accommodate school, work, and recreational activity schedules
- Providing virtual meeting options for those unable to attend meetings in person
- Offering transportation assistance for those who may have difficulty getting to and from meetings
- Ensuring meetings are held in accessible locations
- Providing materials in various formats for those with learning preferences or accessibility needs
- Creating a welcoming and inclusive environment where all voices are heard and valued

FILE NO:  
1. A WELCOMING AND INCLUSIVE PLACE

ITEM NO: 9.2.3  
(DIRECTOR COMMUNITY SCOTT  
WILLIAMS)

## YOUTH COUNCIL MEMBERSHIP APPOINTMENT (cont'd)

### ATTACHMENT No [1] - Moira Shire Youth Council Terms of Reference



## Moira Youth Council Terms of Reference



- Offering mentorship or support for members who may need extra guidance or assistance

Moira Shire Council complies with *Child Safety and Wellbeing Standards Act, 2005*, demonstrating our commitment to child safety by creating and maintaining a child safe environment and workplace.

The Moira Shire Council Child Safe Policy can be viewed on the Moira Shire Council website at:  
[www.moira.vic.gov.au/Our-Council/Our-policies/Child-Safe-Policy](http://www.moira.vic.gov.au/Our-Council/Our-policies/Child-Safe-Policy)

### 15 MOIRA SHIRE STAFF

The Youth Council will be facilitated by the Community Services Officer or another delegated representative/s from Council's Community Wellbeing Department.

The Community Services Officer will:

- Provide administrative support to the Youth Council
- Ensure the agenda and minutes are completed and distributed by the elected Secretary
- Provide the outcome and resolutions of the Council regarding each recommendation
- Provide opportunities for training and development for Youth Council members
- Provide support for conflict resolution matters
- Assist communication and connection between community and Youth Council
- Attend all Youth Council meetings or delegate representation when required

### 16 INDEMNITY

The Council will indemnify members of the Youth Council against any action liability claim or demand on account of any matter or thing done by them on behalf of the Youth Council when they are acting in accordance with these terms of reference in the honest and reasonable belief or under a mistake of law that the member was properly exercising any function or power of the Youth Council.

### 17 AUTHORITY

In carrying out its responsibilities, the Youth Council, at all times, must recognise the responsibility for management of Council rest with Council and the CEO, as provided in the *Local Government Act 2020*.

- The Youth Council has no executive powers and cannot make decisions on behalf of Council
- Youth Council can only make recommendations to Council
- The Youth Council cannot direct any Council staff in their duties



FILE NO:  
1. A WELCOMING AND INCLUSIVE PLACE

ITEM NO: 9.2.3  
(DIRECTOR COMMUNITY SCOTT  
WILLIAMS)

**YOUTH COUNCIL MEMBERSHIP APPOINTMENT (cont'd)**

**ATTACHMENT No [1] - Moira Shire Youth Council Terms of Reference**



Moira Youth Council  
Terms of Reference



- The Youth Council has no delegated authority
- Any social media communication will be approved by Council through selected platforms
- Intellectual Property created for the purpose of this program will be owned by Moira Shire Council
- Youth Council members are not authorised to speak with media or members of the public on behalf of Council

FILE NO:  
5. TRANSPARENT AND ACCOUNTABLE  
GOVERNANCE

ITEM NO: 9.3.1  
(DIRECTOR INFRASTRUCTURE, RACHAEL  
GADD)

## C027/24 - FIVE WAYS ROUNDABOUT, YARRAWONGA

### Recommendation

That Council:

1. Award Contract C027/24 – Five Ways Roundabout, Yarrawonga to Quarrell Civil Constructions Pty Ltd for the Lump Sum amount of \$1,170,487.50 ex GST.
2. Authorise the Chief Executive Officer to execute contract documents and delegate contract roles.

### 1. Executive Summary

Council invited tenders from qualified and experienced civil contractors for the construction of a new roundabout in Yarrawonga, known locally as the "Five Ways" intersection, due to the five roads that meet at the currently offset intersection with unclear directional priorities for traffic. The site currently presents an increasing risk profile due to rising traffic volumes driven by development within the area. The proposed roundabout will enhance safety and improve traffic flow at the five way intersection of Gilmore Street, South Road, Cahills Road, Woods Road, and Old Wilby Road.

This project is supported by funding from the Transport Accident Commission (TAC).

Five conforming tender submissions were received. Submissions were evaluated against the evaluation criteria (Section 6).

### 2. Conflict of interest declaration

There was no conflict of interest declared for this tender evaluation process.

### 3. Background & Context

The "Five Ways" intersection has been under consideration for modernisation for some time. The offset approach angles of the connecting roads at the intersection have resulted in recent near misses among road users. With the ongoing population growth in Yarrawonga, particularly driven by developments in the adjacent areas, increased traffic volumes have been observed and further growth is anticipated. This has elevated the intersection's risk profile, necessitating a corresponding increase in priority for its improvement.

To address the elevated risk profile, the intersection is planned to be upgraded to a five-way roundabout. Council engaged a third-party designer to develop the roundabout design, with works tendered in 2024 and construction planned for completion between mid and late 2025.

The required works will include, site management and supervision of civil construction works, OHS controls, environmental and quality assurance systems, significant traffic and pedestrian management considerations, bulk excavation, pavement construction, drainage infrastructure, concrete kerb and footpath installations, landscaping, service authority works, street signage and line marking.

FILE NO:  
5. TRANSPARENT AND ACCOUNTABLE  
GOVERNANCE

ITEM NO: 9.3.1  
(PROJECT MANAGER, DANIEL FORGE)  
(DIRECTOR INFRASTRUCTURE, RACHAEL  
GADD)

**C027/24 - FIVE WAYS ROUNDABOUT, YARRAWONGA (cont'd)**

**4. Collaborative Procurement**

The Evaluation Panel determined that collaboration was not appropriate with respect to this tender.

**5. Contract Details**

This contract will be a Lump Sum contract.

**Supervision**

Superintendent – Manager Project Delivery  
Superintendent Representative – Project Manager

**6. Procurement Summary**

**6.1. Request for Tender**

Request for tender submissions were received from:

<b>Tenderers</b>
Quarrell Civil Construction
O'Loughlin Excavations (OLEX)
Mawson Construction
Excell Gray Bruni
ACE Infrastructure

**6.2. Request for Tender Evaluation Panel**

The following positions independently evaluated the submissions:

<b>Title</b>	<b>Directorate</b>
Manager, Project Delivery	Infrastructure Services
Project Manager, Project Delivery	Infrastructure Services
Project Manager, Project Delivery	Infrastructure Services

**6.3. Procurement Plan**

The following evaluation criteria and weightings were used:

<b>Mandatory Compliance Criteria</b>	<b>Weighting</b>
Compliance with Tender & Specification	Pass / Fail
Insurances	Pass / Fail
Occupational Health & Safety	Pass / Fail
<b>Weighted Evaluation Criteria</b>	<b>Weighting</b>
Tendered Price	30%

FILE NO:  
5. TRANSPARENT AND ACCOUNTABLE  
GOVERNANCE

ITEM NO: 9.3.1  
(PROJECT MANAGER, DANIEL FORGE)  
(DIRECTOR INFRASTRUCTURE, RACHAEL  
GADD)

**C027/24 - FIVE WAYS ROUNDABOUT, YARRAWONGA (cont'd)**

Experience and Competencies	20%
Timeline & Program of Works	15%
Methodology & Traffic Management Plan	15%
Quality and Environmental Management	10%
Contribution to Local Economy (Including Community Initiatives)	10%
<b>TOTAL</b>	<b>100.00%</b>

**6.4. Request for Tender Critical Dates**

- Submissions closed 18 December 2024.
- Moderation of Request for Tender Occurred 23 December 2024.

**6.5. Non-conforming tenders**

No submissions were deemed non-conforming.

**6.6. Assessment of Request for Tender**

The RFT Evaluation Panel applied the scoring guidelines outlined in the procurement plan for Contract C027/24. The evaluation included a thorough review of the five (5) conforming tenders, and scores were moderated during an Evaluation Panel meeting held 23 December 2024. The Evaluation Panel reviewed the moderated scores and made the following determinations:

1. All five tenderers were evaluated as having submitted quality submissions and were deemed suitable to undertake the works under contract.
2. In accordance with the approved procurement plan, which includes weighted evaluation criteria and mandatory compliance requirements Quarrell Civil Constructions Pty Ltd (QCC) was identified as the preferred tenderer.
3. Credit and referee checks were conducted on the preferred supplier and returned a satisfactory response indicating successful completion of similar types of projects.
4. The preferred tenderer has provided a completed Contractor Verification Checklist and supporting documentation which ensures appropriate evidence in support of the contractor's OHS and insurance capabilities.
5. Based on the assessment process outlined above, the evaluation panel recommends awarding Contract C027/24 – Five Ways Roundabout, Yarrowonga to Quarrell Civil Constructions Pty Ltd for \$1,170,487.50 ex GST.

**7. Strategic Alignment**

**Council Plan**

5. Transparent and accountable governance

The Council Plan addresses the need for a well-run Council by implementing a transparent, engaging and accountable

**FILE NO:**  
**5. TRANSPARENT AND ACCOUNTABLE  
GOVERNANCE**

**ITEM NO: 9.3.1**  
**(PROJECT MANAGER, DANIEL FORGE)**  
**(DIRECTOR INFRASTRUCTURE, RACHAEL  
GADD)**

**C027/24 - FIVE WAYS ROUNDABOUT, YARRAWONGA (cont'd)**

governance structure for current and future generations. The processes undertaken to award the contract meet the legislative and policy requirements relating to procurement and tendering.

**8. Internal and External Engagement**

Engagement		Feedback
Internal	Evaluation panel	Each member of the Evaluation Panel participated and contributed to the evaluation and moderation of the tender.
External	Traffic Accident Commission	External Funding body
External	Trafficworks	Traffic & Civil Engineering Consultancy

**9. Benefits Analysis**

In addition to achieving the highest moderated score the panel has considered that Quarrell Civil Construction (QCC) has demonstrated the experience and capabilities to ensure confidence in a successful outcome. They are a local contractor who is established just outside the Moira Shire and provided a portfolio of similar works in and around the Moira Shire. QCC provided a works program that aligns with funding timeframes. They have also shown consideration to various stakeholders, including, surrounding residents and road users in their methodology.

**10. Budget / Financial Considerations**

The total value of the intersection upgrade project is \$2,009,565 ex GST, which includes \$441,334 ex GST already spent in Phase 1 on electrical and design works. Phase 2 has a budget allocation of \$1,600,000 ex GST, with \$580,000 ex GST contributed by Council and \$1,020,000 ex GST secured from TAC funding as per the 2024/25 capital budget.

The recommended tender amount for Phase 2 is \$1,170,487.50 ex GST, which, along with other expected project costs still to come of \$397,743 ex GST, results in an overall cost exceeding the initial budget. Consequently, an additional \$409,565 ex GST is required to fully fund the project. As a result of the projected shortfall Council is negotiating with TAC to assist in funding the project budget gap, if this process is not successful Council will be required to fund this difference.

FILE NO:  
5. TRANSPARENT AND ACCOUNTABLE  
GOVERNANCE

ITEM NO: 9.3.1  
(PROJECT MANAGER, DANIEL FORGE)  
(DIRECTOR INFRASTRUCTURE, RACHAEL  
GADD)

## C027/24 - FIVE WAYS ROUNDABOUT, YARRAWONGA (cont'd)

### 11. Risk & Mitigation

To deliver the project in its entirety it is estimated that up to \$409,565 in additional budget may be required to fund:

- additional stormwater drainage works identified in the design during the tender period.
- groundworks to address soft spots observed during the undergrounding of the power at the site during the tender period.
- preliminaries.
- consultancy cost to address design issues during construction.

To mitigate the noted risks above Council officers are negotiating with TAC to adjust the scope of two other projects funded under the same funding stream (Hume and Piper Street intersection, Yarrowonga and Melville and Brenion Street intersection in Numurkah). The proposed modifications will likely result in \$96,000 savings which can be allocated to the five ways project, noting the identified changes will not adversely affect the required safety outcomes of the two other projects.

Council officers have initiated negotiations with TAC in December 2024 to acquire additional funding of \$313,052 ex GST to fund the identified budget gap of the five ways intersection works. If this funding is unable to be secured, it will be required to be funded through Council's 2025/26 annual budget.

### 12. Conclusion

After consideration of budget, funding arrangements, submissions (including quality, price and specification requirements), the evaluation panel recommends C027/24 – Five Ways Roundabout, Yarrowonga be awarded to Quarrell Civil Constructions Pty Ltd for \$1,170,487.50 ex GST.

### Attachments

- 1 Five Ways Roundabout, Yarrowonga. Moderation Report (CONFIDENTIAL) - *Confidential*
- 2 Five Ways Roundabout, Yarrowonga - Credit Report - *Confidential*
- 3 Five Ways Roundabout, Yarrowonga - Reference Check - *Confidential*

FILE NO:  
5. TRANSPARENT AND ACCOUNTABLE  
GOVERNANCE

ITEM NO: 9.3.2  
(DIRECTOR INFRASTRUCTURE, RACHAEL  
GADD)

## C046/24 - NUMURKAH FLOOD MITIGATION, NORTHERN LEVEE IMPLEMENTATION (STAGE 1)

### Recommendation

That Council:

1. Award contract C046/24 – Numurkah Flood Mitigation Northern Levee Implementation (Stage 1) to Allied Entities Pty Ltd atf Allied Entities Unit Trust t/a Mick Hogan Excavations (Numurkah) for the Lump Sum amount of \$3,574,215.18 ex GST.
2. Authorise the Chief Executive Officer to execute contract C046/24 and delegate contract roles.

### 1. Executive Summary

Council invited submissions from suitably qualified and resourced organisations to undertake the construction of Stage 1 – Numurkah Flood Mitigation Northern Levee (The Northern Levee) from the Numurkah Floodplain Management Study and Plan.

The Numurkah Floodplain Management Study and Plan includes a series of levees to protect the town against flooding from the Broken Creek running through the town's centre. Implementation of the Northern Levee, as a cost effective first stage, provides significant flood mitigation with hydraulic modelling showing the prevention of over floor flooding for 94 homes and a further 466 properties that will no longer experience any flooding.

### 2. Conflict of interest declaration

No conflicts of interest have been identified for this project.

### 3. Background & Context

Hydraulic modelling indicates that the Northern Levee prevents flooding above floor level in 94 homes and 466 more properties will be fully protected from any flooding during a 1% Annual Exceedance Probability (AEP) flood event. A 1% AEP flood, also known as a 1-in-100-year flood, means there is a 1% chance of a flood of this magnitude occurring in any given year. While smaller floods may happen more frequently, a 1-in-100-year flood represents a significant but rarer event. The levee is designed to provide an additional safety margin, or freeboard, of 300mm above the 1% AEP flood level.

### 4. Collaborative Procurement

The Evaluation Panel determined that collaboration was not appropriate with respect to this tender.

### 5. Contract Details

This contract will be a Lump Sum contract.

#### 5.1. Contract Roles

Superintendent – Director Infrastructure Services  
Superintendent Representative – Manager Project Delivery

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GOVERNANCE

ITEM NO: 9.3.2  
(PROJECT MANAGER, BRETT VAN DER  
BURG)  
(DIRECTOR INFRASTRUCTURE, RACHAEL  
GADD)

**C046/24 - NUMURKAH FLOOD MITIGATION, NORTHERN LEVEE  
IMPLEMENTATION (STAGE 1) (cont'd)**

**6. Procurement Summary**

**6.1. Request for Tender**

Request for tender submissions were received from:

Tenderers
Allied Entities Pty Ltd atf Allied Entities Unit Trust t/a Mick Hogan Excavations
Extons Pty Ltd
O'Loughlin Excavations Pty Ltd t/a O'Lex Civil
Civil and Earth Australia Pty Ltd
Kazland Pty Ltd t/a Prendergast Earthmoving

**6.2. Request for Tender Evaluation Panel**

The following positions independently evaluated the submissions:

Title	Directorate
Manager Project Delivery	Infrastructure Services
Project Manager – Community Infrastructure	Infrastructure Services
Consultant Project Manager	External

**6.3. Procurement Plan**

The following evaluation criteria and weightings were used:

Mandatory Compliance Criteria	Weighting
Insurance	Pass / Fail
Environmental Management Systems	Pass / Fail
Quality Management Systems	Pass / Fail
Occupational Health and Safety	Pass / Fail
Weighted Evaluation Criteria	Weighting
Tendered Price	20%
Delivery Team and Resources	20%
Experience	20%
Methodology and Delivery Schedule	30%
Contribution of Local Economy	10%
<b>TOTAL</b>	<b>100.00%</b>



FILE NO:  
5. TRANSPARENT AND ACCOUNTABLE  
GOVERNANCE

ITEM NO: 9.3.2  
(PROJECT MANAGER, BRETT VAN DER  
BURG)  
(DIRECTOR INFRASTRUCTURE, RACHAEL  
GADD)

## C046/24 - NUMURKAH FLOOD MITIGATION, NORTHERN LEVEE IMPLEMENTATION (STAGE 1) (cont'd)

### 6.4. Request for Tender Critical Dates

- Submissions closed 18 December 2024.
- Moderation of Request for Tender Occurred 23 December 2024.

### 6.5. Non-conforming tenders

An alternate non-conforming tender was received but was excluded due to budget constraints. All other tender submissions were conforming.

### 6.6. Assessment of Request for Tender

The RFT Evaluation Panel applied the scoring guidelines outlined in the procurement plan for Contract C046/24 – Numurkah flood mitigation, Northern Levee Implementation (Stage 1). The evaluation included a thorough review of the five (5) conforming tenders, and scores were moderated during an Evaluation Panel meeting held 23 December 2024. The Evaluation Panel reviewed the moderated scores and made the following determinations:

1. All five tenderers were thoroughly evaluated for compliance of their proposals against the tender criteria with all proposals demonstrating their capability to satisfactorily undertake the prescribed works.
2. Only one of the five submissions was within the allocated project budget.
3. In accordance with the approved procurement plan, which includes weighted evaluation criteria and mandatory compliance requirements, Allied Entities Pty Ltd ATF Allied Entities Unit Trust T/A Mick Hogan Excavations was identified as the preferred tenderer.
4. Credit and referee checks were conducted on the preferred contractor and returned a satisfactory response.
5. The preferred tenderer has provided a completed Contractor Verification Checklist and supporting documentation which ensures appropriate evidence in support of the contractor's OHS and insurance capabilities.
6. Based on the assessment process outlined above, the evaluation panel recommends awarding Contract C046/24 for the Numurkah Flood Mitigation – Northern Levee Implementation (Stage 1) to Allied Entities Pty Ltd ATF Allied Entities Unit Trust T/A Mick Hogan Excavations for \$3,574,215.18 ex GST.

Please note this information is provided in accordance with Council's commitment to transparency and adherence to Victorian probity practices. Commercially sensitive details have been excluded to protect the confidentiality of all tenderers.

## 7. Strategic Alignment

### Council Plan

FILE NO:  
5. TRANSPARENT AND ACCOUNTABLE  
GOVERNANCE

ITEM NO: 9.3.2  
(PROJECT MANAGER, BRETT VAN DER  
BURG)  
(DIRECTOR INFRASTRUCTURE, RACHAEL  
GADD)

## C046/24 - NUMURKAH FLOOD MITIGATION, NORTHERN LEVEE IMPLEMENTATION (STAGE 1) (cont'd)

5. Transparent and  
accountable governance

The Council Plan addresses the need for a well-run Council by implementing a transparent, engaging, and accountable governance structure for current and future generations. The processes undertaken to award the contract meet the legislative and policy requirements relating to procurement and tendering.

### 8. Internal and External Engagement

Engagement

Internal

Evaluation panel

Feedback

Each member of the Evaluation Panel participated and contributed to the evaluation and moderation of the tender.

External

Community Steering  
Committee

The Northern Levee (Stage 1) has been developed to detailed design and specification stage in conjunction with a Steering Committee, made up of community and stakeholder members.

### 9. Benefits

The following benefits have been identified in selecting the preferred tender:

- A local business with its main office located adjacent to the worksite, enabling dynamic responsiveness to adverse weather conditions and scheduling conflicts and a reduction in site preparation costs.
- Proven extensive experience in water-related infrastructure projects, highlighting a strong relevance and transferability of skillsets to Contract C046/24 for the Numurkah Flood Mitigation – Northern Levee Implementation (Stage 1).

### 10. Budget / Financial Considerations

The recommended tenderer's submission of \$3,574,215.18 ex GST is within the allocated budget amount in 2024/2025 capital budget.

Council has secured a total of \$3,996,000 in grant funding to deliver the project. A total of \$2,382,000 from the Australian Federal Government and \$1,614,000 from the Victorian Government.

### 11. Risk & Mitigation

Projected financial modelling of all project costs including the above contract indicates an overall project cost of \$4,325,738 ex GST. Given the extent of the worksite and the potential interactions with existing community assets, a larger-than-usual contingency has been included in the financial model. This amount is still within the overall project budget. This will mitigate potential cost escalations from construction activities due to latent site conditions, thereby reducing the risk to Council's underlying financial position.

### 12. Conclusion

After consideration of the tenders, including price and specification requirements, the evaluation panel recommends C046/24 – Numurkah Flood Mitigation Northern Levee Implementation

FILE NO:  
5. TRANSPARENT AND ACCOUNTABLE  
GOVERNANCE

ITEM NO: 9.3.2  
(PROJECT MANAGER, BRETT VAN DER  
BURG)  
(DIRECTOR INFRASTRUCTURE, RACHAEL  
GADD)

**C046/24 - NUMURKAH FLOOD MITIGATION, NORTHERN LEVEE  
IMPLEMENTATION (STAGE 1) (cont'd)**

(Stage 1) be awarded to Allied Entities Pty Ltd atf Allied Entities Unit Trust t/a Mick Hogan Excavations of Numurkah for \$3,574,215.18.

**Attachments**

- 1 C046 24 - Numurkah Flood Mitigation, Northern Levee Implementation - Evaluation Summary (*Confidential*) - *Confidential*
- 2 C046 24 - Numurkah Flood Mitigation, Northern Levee Implementation (Stage 1) - Credit Report - *Confidential*
- 3 C046 24 - Referee File Preferred Tenderer - *Confidential*
- 4 C046 24 - Numurkah Flood Mitigation, Northern Levee Implementation (Stage 1) - Evaluation - *Confidential*
- 5 C046 24 - Levee Stage 1 - Project Financial Model - Preferred Supplier - *Confidential*

FILE NO:  
5. TRANSPARENT AND ACCOUNTABLE  
GOVERNANCE

ITEM NO: 9.3.3  
(DIRECTOR INFRASTRUCTURE RACHAEL  
GADD)

**C050/24 - DESIGN AND CONSTRUCTION OF WAAIA HARDCOURT  
REDEVELOPMENT**

**Recommendation**

That Council:

1. Award contract C050/24 – Design and Construction of Waaia Hardcourt Redevelopment to The Devenish Family Trust t/a iDwala Pty Ltd for the lump sum amount of \$683,238.40 ex GST.
2. Note the Victorian Government’s funding commitment of \$692,000 through the Regional Community Sports Infrastructure Fund – Women and Girls Facilities – Round 1, via Sports and Recreation Victoria.
3. Authorise the Chief Executive Officer to sign the contract documents.

**1. Executive Summary**

Council invited tender submissions from suitably qualified and experienced organisations or individuals to demolish and remove four netball/tennis courts and design and construct two netball/tennis courts including fencing and lighting at Waaia Recreation Reserve.

**2. Conflict of interest declaration**

No conflict of interests were declared for this tender.

**3. Background & Context**

This project involves the demolition of four aging courts at the Waaia Recreation Reserve, which will be replaced with two compliant courts, fencing, and lighting that meet Netball Victoria Standards and relevant tennis court standards. The majority of the project costs will be offset by funding secured through the Regional Community Sports Infrastructure Fund – Women and Girls Facilities – Round 1, via Sports and Recreation Victoria. To meet the funding requirements, the project must be completed by 12 August 2026.

**4. Collaborative Procurement**

The Evaluation Panel determined that collaboration was not appropriate with respect to this tender.

**5. Contract Details**

This contract will be a lump sum contract.

**Supervision**

Superintendent – Manager Project Delivery  
Superintendent Representative – Project Manager

**6. Procurement Summary**

**Request for Tender**

Request for tender submissions were received from:

Tenderers
Trustee for the Devenish Family Trust t/a iDwala Pty Ltd
Mawson Constructions Pty Ltd
Quantum Civil Pty Ltd
RMS Groundworks Pty Ltd

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GOVERNANCE

ITEM NO: 9.3.3  
(PROJECT COORDINATOR, ADELE  
LEATHEM)  
(DIRECTOR INFRASTRUCTURE RACHAEL  
GADD)

**C050/24 - DESIGN AND CONSTRUCTION OF WAAIA HARDCOURT  
REDEVELOPMENT (cont'd)**

**Request for Tender Evaluation Panel**

The following positions independently evaluated the submissions:

Title	Directorate
Manager, Project Delivery	Infrastructure Services
Project Manager, Project Delivery	Infrastructure Services
Coordinator, Recreation Planning and Development	Community

**Procurement Plan**

The following evaluation criteria and weightings were used:

Mandatory Compliance Criteria	Weighting
Compliance with Tender	Pass / Fail
Insurance	Pass / Fail
Occupational Health and Safety	Pass / Fail
Environmental Management Systems	Pass / Fail
Weighted Evaluation Criteria	Weighting
Tendered Price	30%
Project Team and Experience	30%
Project Delivery Schedule	10%
Methodology and Site Management	20%
Contribution of Local Economy	10%
<b>TOTAL</b>	<b>100.00%</b>

**Request for Tender Critical Dates**

- Submissions closed 11 December 2024.
- Moderation of Request for Tender Occurred 19 December 2024.

**Non-conforming tenders**

No submissions were deemed non-conforming.

**Assessment of Request for Tender**

The RFT Evaluation Panel applied the scoring guidelines outlined in the procurement plan for Contract C050/24 – Design and Construction of Waaia Hardcourt Redevelopment. The evaluation included a thorough review of the four (4) conforming tenders, and scores were

**FILE NO:  
5. TRANSPARENT AND ACCOUNTABLE  
GOVERNANCE**

**ITEM NO: 9.3.3  
(PROJECT COORDINATOR, ADELE  
LEATHEM)  
(DIRECTOR INFRASTRUCTURE RACHAEL  
GADD)**

**C050/24 - DESIGN AND CONSTRUCTION OF WAAIA HARDCOURT  
REDEVELOPMENT (cont'd)**

moderated during an Evaluation Panel meeting held on 19 December 2024. The Evaluation Panel reviewed the moderated scores and made the following determinations:

1. All four tenderers were evaluated as having submitted proposals demonstrating their capability to satisfactorily undertake the prescribed works.
2. Two of the four submissions were within the budget allocation.
3. In accordance with the approved procurement plan, which includes weighted evaluation criteria and mandatory compliance requirements, Trustee for the Devenish Family Trust t/a iDwala Pty Ltd was identified as the preferred tenderer.
4. Credit and referee checks were conducted on the preferred supplier and returned a satisfactory response indicating successful completion of similar types of projects.
5. The preferred tenderer has provided a completed Contractor Verification Checklist and supporting documentation which ensures appropriate evidence in support of the contractor's OHS and insurance capabilities.
6. Based on the assessment process outlined above, the evaluation panel recommends awarding Contract C050/24 for the Design and Construction of Waaia Hardcourt Redevelopment to Trustee for the Devenish Family Trust t/a iDwala Pty Ltd for \$683,238.40 ex GST.

**7. Strategic Alignment**

**Council Plan**

5. Transparent and accountable governance

The Council Plan addresses the need for a well-run Council by implementing a transparent, engaging and accountable governance structure for current and future generations. The processes undertaken to award the contract meet the legislative and policy requirements relating to procurement and tendering.

**8. Internal and External Engagement**

**Engagement**

Internal	Evaluation panel
External	Waaia Recreation Reserve Committee
External	Sport and Recreation Victoria

**Feedback**

Each member of the Evaluation Panel participated and contributed independently to the evaluation and moderation of the tender. Community groups will require updates during construction and be notified in advance of known delays or interruptions. Representatives of the Project Control Group will require updates on funding deliverables including project commencement and endorsement of final detailed plans.

FILE NO:  
5. TRANSPARENT AND ACCOUNTABLE  
GOVERNANCE

ITEM NO: 9.3.3  
(PROJECT COORDINATOR, ADELE  
LEATHEM)  
(DIRECTOR INFRASTRUCTURE RACHAEL  
GADD)

## C050/24 - DESIGN AND CONSTRUCTION OF WAAIA HARDCOURT REDEVELOPMENT (cont'd)

### 9. Benefits

The following benefits have been identified in selecting the preferred tender:

- Proven extensive experience in Hard Court design and construction;
- Regional supplier with a network of local subcontractors.

### 10. Budget / Financial Considerations

The recommended tenderer's submission of \$683,238.40 ex GST is within the allocated budget amount in the 2024/2025 capital budget.

Council secured grant funding of \$692,000 through the Regional Community Sports Infrastructure Fund – Women and Girls Facilities – Round 1, via Sports and Recreation Victoria.

### 11. Risk & Mitigation

The initial project schedule aimed to complete construction before the 2025 netball season, which begins on 5 April 2025. According to the construction program submitted by the recommended tenderer, the works will take approximately 13 weeks to complete. If the recommended tender is awarded at the 29 January 2025 Council meeting, construction is projected to be completed at the end of April 2025.

The program identifies critical tasks scheduled every week but does not account for potential delays such as weather conditions, design changes, or supplier lead times. Based on past project delivery experiences, existing site conditions and the Bureau of Meteorology (BOM) reporting greater probability of La Niña conditions from February to April 2025, delays are considered highly likely, which would significantly impact the delivery of the club's 2025 netball season.

Noting that the funding agreement's completion date is 12 August 2026, in consultation with the Waaia Football Netball Club's Project Team it has been agreed to schedule the majority of the project to commence after the 2025 netball season.

To address the deteriorating conditions of the existing courts, the Project Team will collaborate with the awarded tenderer and Waaia Football Netball Club to conduct some works prior to the netball season commencing to mitigate any risks to community members using the court for another season.

### 12. Conclusion

After consideration of the submissions, including price and specification requirements, the evaluation panel recommends C050/24 – Design and Construction of Waaia Hardcourt Redevelopment be awarded to The Devenish Family Trust t/a iDwala Pty Ltd for \$683,238.40.

### Attachments

- 1 C050 24 - Request for Tender Waaia Hardcourt - Evaluation Summary - *Confidential*
- 2 C050 24 - Design and Construction of Waaia Hardcourt Redevelopment - Credit Report - Preferred Supplier - *Confidential*

FILE NO:  
5. TRANSPARENT AND ACCOUNTABLE  
GOVERNANCE

ITEM NO: 9.3.3  
(PROJECT COORDINATOR, ADELE  
LEATHERM)  
(DIRECTOR INFRASTRUCTURE RACHAEL  
GADD)

**C050/24 - DESIGN AND CONSTRUCTION OF WAAIA HADCOURT  
REDEVELOPMENT (cont'd)**

- 3 C050 24 - Design and Construction of Waaia Hardcourt Redevelopment - Evaluation - *Confidential*
- 4 C050 24 - Referee Check - Waaia Hardcourt - *Confidential*



FILE NO:  
2. A DIVERSE AND DYNAMIC ECONOMY

ITEM NO: 9.3.4  
(DIRECTOR INFRASTRUCTURE, RACHAEL  
GADD)

## THOMPSONS BEACH - PLACE, PARTNERSHIPS AND A PRECINCT PLAN

### Recommendation

That Council authorise the Chief Executive Officer to sign the funding agreement with the Australian Federal Government to the value of \$815,000 ex GST for the Place, Partnerships and Precinct Plan at Thompsons Beach and Kennedy Park under Batch Two, Stream One of the Regional Precincts and Partnerships Program.

### 1. Executive Summary

Driven by Cobram Barooga Business Tourism (CBBT) on behalf of user groups of Kennedy Park and the wider community, Council applied for funding under the Regional Precincts and Partnerships Program (RPPP) in December 2023 to further activate Thompsons Beach through the development of a Place, Partnerships and Precinct Plan.

On 22 October 2024, Council was advised that its funding application was successful.

This report seeks Council's endorsement to enter into the funding agreement with the Australian Federal Government for the Place, Partnerships and a Precinct Plan at Thompsons Beach and Kennedy Park project under Batch Two, Stream One of the RPPP. Approval is for grant funding to the total amount of \$815,000.

### 2. Conflict of interest declaration

There were no conflicts of interest identified during the writing of this report.

### 3. Background & Context

Thompsons Beach, also known as Kennedy Park located in Cobram, is a cherished public space, recognised for its natural beauty and recreational potential.

Managed across different jurisdictions, the area's governance involves Moira Shire, Berrigan Shire, Parks Victoria, and as the landowner Department of Energy, Environment and Climate Action (DEECA), each overseeing different portions of the land. The grassed area and reserve are managed by Moira Shire on behalf of DEECA. Parks Victoria oversee the park that surrounds Kennedy Park and, below the high-water mark, the sandy area is managed by Berrigan Shire.

Historically, the management approach has been more inclined towards asset maintenance rather than unlocking the full potential of the area or enhancing its environmental conservation.

In recent years, the beach's prominence and appeal have been acknowledged on national scales. In February 2022, Tourism Australia ranked Thompsons Beach Australia's twelfth best beach in the Best Australian Beaches campaign for 2022 (see <https://www.tourism.australia.com/en/news-and-events/news/best-australian-beaches-campaign-2022.html>). Trip Advisor refers to it as the "Biggest inland beach in Australia". Furthermore, the Murray River has been listed as one of National Geographic's 'Best of the World' 2025 destinations – see <https://www.nationalgeographic.com/travel/slideshow/best-of-the-world-2025>. Such recognitions underscore the beach's significance to both locals and visitors, who treasure the natural experience it provides.

FILE NO:  
2. A DIVERSE AND DYNAMIC ECONOMY

ITEM NO: 9.3.4  
(DIRECTOR INFRASTRUCTURE, RACHAEL  
GADD)

## THOMPSONS BEACH - PLACE, PARTNERSHIPS AND A PRECINCT PLAN (cont'd)

The call for development is supported by several key stakeholders like the CBBT and the Murray Regional Tourism's Local Area Plan (LAAP) for Cobram Barooga, Tocumwal and surrounds, reflecting a community and regional aspiration to elevate the area's offerings. For example, the LAAP highlights the need to activate water-front areas at the Murray River, including Thompsons Beach, as considerations for tourism development in this region.

Reflective of this vision, in September 2022, a collaborative funding effort saw the revitalisation of the original 2012 masterplan, featuring the addition of inclusive facilities and recreational infrastructure, marking a step towards realising the area's full potential and safeguarding its natural environment. This initiative represented a strategic pivot from traditional asset management towards a broader developmental approach aimed at enhancing Thompsons Beach's appeal and accessibility.

In February 2023, an important on-site meeting was convened, bringing together Moira Shire Council staff and the Goulburn Regional Partnership. This assembly underscored the collective dedication towards the revitalisation and further activation of the Thompsons Beach precinct, establishing it as a pivotal area of focus for the Partnership and by extension the region.

In October 2023, Council engaged a grant writing specialist to help develop an initiative and subsequently a submission for the Australian Government's Regional Precincts and Partnership Program that sought \$815,000 to develop a precinct plan for Thompsons Beach. The submission was aimed at untangling the complex agency and stakeholder interests that have long since locked the site. Signature events and functions held at Thompsons Beach are no longer possible, detrimentally impacting our tourism offering.

In December 2023, Council submitted the grant application under Stream One of the regional Precincts and Partnerships Program.

In October 2024, Council was advised under embargo that the funding application had been successful with approval for funding to the total amount of \$815,000. This approval is part of the Australian Government's commitment of \$400 million for the regional Precincts and Partnerships Program. This has now been made official by the Australian Government – see <https://minister.infrastructure.gov.au/c-king/media-release/partnerships-revitalise-regional-victoria>.

The Place, Partnerships and Precinct Plan at Thompsons Beach Kennedy Park project (see attached project management plan) will develop a Precinct master plan and concept plan to guide infrastructure developments at this cherished local icon. It will review existing informal and formal partnerships and co-design a shared governance/partnership model that is specific to the local cross-border context and will, when operationalised, untangle the red-tape and bureaucracy that stifles the Precinct's future.

#### 4. Issues

The current Thompsons Beach master plan is due for renewal and there are a range of issues currently experienced in this precinct, as follows:

##### The Kiosk

Over the past years, the Beach Café Kiosk has had multiple operators and opened and closed due to Covid and flooding in 2016 and 2022. Previous tenants have all identified the need for improvements to the Kiosk, with some investing thousands to rebuild after the floods.

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2. A DIVERSE AND DYNAMIC ECONOMY

ITEM NO: 9.3.4  
(DIRECTOR INFRASTRUCTURE, RACHAEL  
GADD)

## THOMPSONS BEACH - PLACE, PARTNERSHIPS AND A PRECINCT PLAN (cont'd)

To operate profitably, the kiosk needs:

- upgraded power;
- larger cool room area and preparation space along;
- upgraded toilets with internal access; and
- better outdoor dining facilities.

Without these improvements it may not be possible for Council to attract and retain future tenants. The community also wants the Kiosk to function properly, so friends and visitors can enjoy the beach and the facilities into the future.

### Car Parking and Boat Ramp

Car park congestion is becoming dangerous, especially on weekends, with lines of boaters waiting to use the boat ramp. Being the only boat ramp between Yarrowonga and Tocumwal, the Victorian Fishing Authority have inspected the area and encouraged Council to apply for a grant to extend the boat ramp by four meters, or to upgrade the car parking area. In more recent times, a car floated down the river while launching a vessel.

Increased visits to the site have added pressure to car parking. Patrons often step out into muddy puddles and at times park in the reserve bushland.

Coaches avoid taking tours to the beach as no bus turning area is provided. This negatively impacted the Cobba Paddle Boat that operated at the beach until 2021.

### Canoe & Fishing Club

The Cobram Barooga Canoe Club share an old brick shed with the Cobram Barooga Angling Club. Membership of both clubs has grown significantly and now there is insufficient space to store canoes and equipment forcing members to store them at home. Currently 20 boats and 3 trailers are stored off site. There is no meeting room and no toilet facility or change rooms. Members share the future vision of a combined building.

### Events

Approval is required from multiple government agencies to enable events to be held. Permission for a large-scale event can take months. Event organisers required to step through an arduous approval process may give up and hold the event elsewhere along the river in other Shires where the approval processes are simpler.

The Precinct plan will deliver a shared vision that reflects local voices and priorities, incorporates first nations' experience, culture and design and is tailored to the local context of these cross-border towns and their social, economic, environmental, cultural and regulatory environments.

FILE NO:  
2. A DIVERSE AND DYNAMIC ECONOMY

ITEM NO: 9.3.4  
(DIRECTOR INFRASTRUCTURE, RACHAEL  
GADD)

## THOMPSONS BEACH - PLACE, PARTNERSHIPS AND A PRECINCT PLAN (cont'd)

The Precinct plan will activate, review and establish updated partnership arrangements that clearly outline roles and responsibilities of government agencies and community organisations, who use or have responsibility for this regional Crown Land Precinct. Council's engagement with existing partners to review and co-design updated partnership arrangements will ensure the renewed partnership model supports the shared vision of partners and is specifically tailored to the local context.

The partnership model and precinct plan will remove barriers to use and develop the Precinct, specifically barriers to tourism product development and event management. It will unlock infrastructure, recreational and event opportunities that will:

- enhance quality of life (cultural, liveability, recreation, participation);
- improve productivity (tourism growth, reduced operational costs, reduced productivity losses due to inundation); and
- improve resilience to shocks and stresses (ageing infrastructure, extreme weather/inundation, rising energy costs and inequity).

### 5. Strategic Alignment

#### Council Plan

- |                                  |   |
|----------------------------------|---|
| 2. A diverse and dynamic economy | 2.02 We identify and provide shovel-ready projects in order to respond promptly to funding opportunities. |
|                                  | 2.03 We develop and promote year-round tourism products, services, and destinations.                      |

### 6. External Engagement

Extensive community consultation is included and budgeted for in this project. Carrying out community and stakeholder engagement during the precinct planning phase will help the project team to gain a deeper understanding of the needs and aspirations for current and future users. It is also an opportunity to generate excitement and interest in the project.

Initial community engagement took place in 2023 as part of the project planning.

### 7. Budget / Financial Considerations

The total project costs are \$950,000 including project management and a 7.5% contingency over three financial years.

A total of \$815,000 in grant funding is approved by the Australian Government for this project. Council is expected to provide a \$65,000 cash contribution with an additional \$70,000 in-kind through project management, totalling \$135,000.

Council's cash contribution includes remaining funds from an approved Council budget bid (2023/2024) from Cobram Barooga Business and Tourism Development Inc. (CBBT) for the facilitation of a Thompsons Beach and River Precinct Masterplan. This project was unspent, but not carried forward as Council was awaiting the outcome of the RPPP grant application. Given the recent funding announcement, a budget allocation will be required in the 2025/26 Council budget.

FILE NO:  
2. A DIVERSE AND DYNAMIC ECONOMY

ITEM NO: 9.3.4  
(DIRECTOR INFRASTRUCTURE, RACHAEL  
GADD)

**THOMPSONS BEACH - PLACE, PARTNERSHIPS AND A PRECINCT PLAN (cont'd)**

**8. Risk & Mitigation**

**Risk**

Financial – Committing to the masterplan process will raise expectation that Council deliver key elements of the masterplan.

Environmental - The Thompsons Beach area is subject to flooding which can interrupt access and cause damage to infrastructure.

**Mitigation**

Council's financial capacity to deliver the masterplan will need to be considered once the masterplan process is completed.

Council delivery of large capital investments identified in masterplans is generally subject to attracting Federal and/or State funding. Grant funding is unable to be attracted without a completed masterplan/detailed design.

A survey and identification of the most flood resilience locations for new infrastructure will be undertaken as part of the master planning process.

**9. Conclusion**

It is recommended that Council enter into the proposed funding agreement with the Australian Government to the value of \$815,000 ex GST to deliver the Place, Partnerships and Precinct Plan at Thompsons Beach and Kennedy Park under Batch Two, Stream One of the Regional Precincts and Partnerships Program.

**Attachments**

Nil

FILE NO:  
3. A CLEAN GREEN ENVIRONMENT

ITEM NO: 9.4.1  
(DIRECTOR SUSTAINABLE DEVELOPMENT  
BRYAN SWORD)

## DRAFT WATER ALLOCATION AND TRADING POLICY

### Recommendation

That Council:

1. Endorse the attached draft Water Allocation and Trading Policy, as shown in Attachment 1, for consultation with users of Council's water entitlements for a minimum period of 60 days; and
2. Receive a future report, following the consultation period, to adopt a Moira Shire Council Water Allocation and Trading Policy

### 1. Executive Summary

Moira Shire Council has ownership of approximately 30 ABA's (Allocation Bank Accounts), holding water allocations across 3 surface water zones and 2 bores within the irrigation district. In years of 100% allocation this ownership results in access to 997ML of raw water per season.

Raw water is used throughout the municipality to meet the irrigation needs of parks, gardens, recreation reserves, showgrounds, sporting clubs, schools and privately operated community facilities.

The health and amenity of these community assets has a direct correlation with their access to a reliable water source. Council should ensure that the supply of water assets to the community is transparent and equitable as far as practicable.

A Water Allocation and Trading Policy will provide transparency, and guidance on the allocation, use, purchase, and sale of Council's water assets.

### 2. Conflict of interest declaration

Nil.

### 3. Background and Context

Moira Shire Council has ownership of approximately 30 ABA's (Allocation Bank Accounts), holding water allocations across 3 surface water zones and 2 bores within the irrigation district. In years of 100% allocation this ownership results in access to 997ML of raw water per season.

Surface water is used across 3 Irrigation zones (1A,6,6B) and Council water assets service approximately 45 sites across the Shire. Allocations are distributed at the beginning of every irrigation season and the irrigation season runs from the 15<sup>th</sup> August – 15<sup>th</sup> May.

Users of Council's water entitlements can be categorised into 3 groups;

- Council managed land
- Council or Crown land managed by committees on behalf of Council; and
- Privately owned community assets, e.g. Numurkah golf club

A policy position will give committees of publicly and privately managed community assets a clear understanding of how much water is allocated to them for each season, the associated costs, and their responsibilities when it comes to the efficient use of water resources. A Water Allocation and Trading Policy will provide this clarity and transparency.

FILE NO:  
3. A CLEAN GREEN ENVIRONMENT

ITEM NO: 9.4.1  
(DIRECTOR SUSTAINABLE DEVELOPMENT  
BRYAN SWORD)

## DRAFT WATER ALLOCATION AND TRADING POLICY (cont'd)

The draft policy proposed for consultation includes;

- Allocation of assets to service all ABA users.
- Management of carryover and sale of excess temporary water
- Recovery of associated costs
- Management of permanent water allocations
- Metering requirements
- Requesting additional water
- Efficient irrigation practices

Council has previously managed its water allocations without a policy and traded water when it was deemed necessary with Goulburn Murray Water (GM Water). A public policy position ensures robust decision making and transparency when addressing the above considerations.

### 4. Issues

This report is consistent with the requirements under the *Local Government Act 2020* and *Water Act 1989*.

### 5. Strategic Alignment

This report aligns with Council Plan objective of Transparent and Accountable Governance.

### 6. External Engagement

It is important all committees and users which are allocated raw water from Council's entitlements are consulted on the draft policy. It is recommended that this be for a minimum period of 60 days.

How will we engage with external stakeholders?

- Communicate with all users that are allocated water and seek feedback on the draft policy.
- Offer to attend any meetings with water users to assist with providing informed feedback on the draft policy.

### 7. Budget / Financial Considerations

Annual charges for the access and use of these water assets are approximately \$60,000 per annum. Charges are recouped from users on an annual basis. Historically, collection of charges has been inconsistent, meaning that not all users have been charged for water usage on an annual basis. A policy position will provide for transparency and consistency on the recovery of costs.

### 8. Risk & Mitigation

Efficient irrigation practices enables watering efficiency for the greenspaces but also stretches allocations within the irrigation zones further which gives potential for raised health benefits for the river systems.

During periods of prolonged water scarcity, an understanding of future climatic conditions and trends will inform carryover requirements for water allocations. Climatic conditions can have a direct effect on water availability during extended periods of low rainfall.

FILE NO:  
3. A CLEAN GREEN ENVIRONMENT

ITEM NO: 9.4.1  
(DIRECTOR SUSTAINABLE DEVELOPMENT  
BRYAN SWORD)

## **DRAFT WATER ALLOCATION AND TRADING POLICY (cont'd)**

### **9. Conclusion**

Moirā Shire Council has ownership of approximately 30 ABA's (Allocation Bank Accounts), holding water allocations across 3 surface water zones and 2 bores within the irrigation district. In years of 100% allocation this ownership results in access to 997ML of raw water per season.

Council allocates water throughout the municipality to meet the irrigation needs of parks, gardens, recreation reserves, showgrounds, sporting clubs, schools and privately operated community facilities.

A Water Allocation and Trading Policy will provide transparency, and guidance on the allocation, use, purchase, and sale of Council's water assets. It is important all committees and users which are allocated raw water from Council's entitlements are consulted on the draft policy before finalisation. It is recommended that this period be for a minimum period of 60 days.

### **Attachments**

- 1 Draft Water Allocation and Trading Policy



FILE NO:  
3. A CLEAN GREEN ENVIRONMENT

ITEM NO: 9.4.1  
(DIRECTOR SUSTAINABLE  
DEVELOPMENT BRYAN SWORD)

**DRAFT WATER ALLOCATION AND TRADING POLICY (cont'd)**

ATTACHMENT No [1] - Draft Water Allocation and Trading Policy

**Moira Shire Council**  
Water Allocation and Trading Policy

<b>Policy type</b>	Council
<b>Version Number</b>	1
<b>Responsible Director</b>	Sustainable Development
<b>Responsible Officer</b>	Manager Waste and Sustainability
<b>Date adopted by Council</b>	XXXX
<b>Scheduled for review</b>	This policy will be reviewed four years from the date of adoption, or sooner if required. It is recognised that, from time to time, circumstances may change leading to the need for minor administrative changes to this document. Administrative changes do not materially alter the document (such as spelling/typographical errors, change to the name of a Council department, a change to the name of a Federal or State Government department). Administrative updates can be made in accordance with the Policy Framework Guidelines.



FILE NO:  
3. A CLEAN GREEN ENVIRONMENT

ITEM NO: 9.4.1  
(DIRECTOR SUSTAINABLE  
DEVELOPMENT BRYAN SWORD)

## DRAFT WATER ALLOCATION AND TRADING POLICY (cont'd)

### ATTACHMENT No [1] - Draft Water Allocation and Trading Policy

#### PURPOSE

This policy guides the decision making and management arrangements of Moira Shire Council's raw water assets. This includes the allocation of water for irrigation activities for the Shires parks and gardens, recreation reserves, sporting clubs, schools and privately operated community facilities. The policy guides the sale and purchase of raw water on the temporary market.

#### SCOPE

Water entitlements are vital for the irrigation of the Shire's green spaces and this policy outlines how these water assets are managed.

All allocations of water assets are identified in this Policy (Appendix 1).

The following are critical for the ongoing management of raw water assets to enable drought proofing of greenspaces and irrigated areas across Moira Shire:

- Allocation of water assets to service all ABA users.
- Management of carryover and sale of excess temporary water
- Recovery of associated costs
- Management of permanent water allocations
- Metering requirements
- Requests for additional water
- Efficient irrigation practices

#### DEFINITIONS

Term	Definition
Available Allocation	Amount of water accessible to ABA holders – This is dictated by water availability and seasonal conditions.
Allocation Bank Account (ABA)	Victorian Water Register Allocation Account – for identification of ownership and registration of water licence details.
Authorised Agent	Council Officer Authorised to trade water with GMW as appointed by the CEO or delegate.
Carryover	Carryover allows some water entitlement holders to take their unused water allocation from the current irrigation season, into the next. Carrying over water against low-reliability entitlements is the most secure option compared with high-reliability entitlements. This is because the risk of losing water to spillage is greater for a high-reliability account.
GMW	Goulburn Murray Water Authority (Rural Irrigation Water)
Groundwater	Water sourced from beneath the earth's surface in pores and crevices known as aquifers. It can also be known as bore water and is typically extracted by means of pumping.
High Reliability Water	Water shares are classed by their reliability, which is defined by how often full seasonal allocations are expected to be available.

FILE NO:  
3. A CLEAN GREEN ENVIRONMENT

ITEM NO: 9.4.1  
(DIRECTOR SUSTAINABLE  
DEVELOPMENT BRYAN SWORD)

## DRAFT WATER ALLOCATION AND TRADING POLICY (cont'd)

### ATTACHMENT No [1] - Draft Water Allocation and Trading Policy

	Allocations are made to high-reliability water shares before low-reliability shares.  High reliability water shares have a high chance of receiving full seasonal allocation.
Low Reliability Water	Low reliability water shares have a low chance of receiving full seasonal allocation.
Raw Water Asset	Council owned raw water
Zone 1A	Victorian Greater Goulburn Irrigation Zone
Zone 6	Victorian Murray River above Barmah Choke Irrigation Zone
Zone 6B	Victorian Lower Broken Creek Irrigation Zone

#### POLICY STATEMENT

Council is reliant on its rural water allocations for the maintenance of community parks, gardens, recreation reserves and supply of water to privately managed community facilities, e.g. Numurkah golf club. These green spaces provide important health and wellbeing benefits to the community.

Council holds entitlements to 620ML of high reliability water, 242 ML of low reliability water and 130ML of groundwater. Surface water is used across 3 Irrigation zones (1A,6,6B) and Council's water assets service roughly 45 sites across the Shire. Allocations are distributed at the beginning of every irrigation season and the irrigation season runs from the 15<sup>th</sup> August – 15<sup>th</sup> May.

It is essential that Council is transparent and able to communicate to user groups about water allocations and that sites such as recreation reserves and their committees have a clear understanding of how much water is allocated to them for each season, the associated costs, and their responsibilities when it comes to the efficient use of water resources.

#### Water Allocations

The recipients and the volume of water allocated, based on Council having access to its full seasonal entitlement, are detailed in Appendix 1. Where a user is not identified, the water entitlement is most likely used by Council in its operations.

These allocations may vary depending on seasonal conditions and may be reviewed every 4 years in line with the review of this Policy.

#### Water usage and fixed charges

Users of Council's water assets will be invoiced annually for the associated usage and service charges. Usage will be determined via water meters and Goulburn Murray Water invoices.

Access to raw water incurs annual infrastructure costs charged by Goulburn Murray Water. These costs will be passed on to users of allocated water on a pro-rata basis. Users will be charged according to their usage in proportion to the total cost of GM Water's fixed and variable charges.

FILE NO:  
3. A CLEAN GREEN ENVIRONMENT

ITEM NO: 9.4.1  
(DIRECTOR SUSTAINABLE  
DEVELOPMENT BRYAN SWORD)

## DRAFT WATER ALLOCATION AND TRADING POLICY (cont'd)

### ATTACHMENT No [1] - Draft Water Allocation and Trading Policy

#### Management of carryover and sale of excess temporary water

##### *Carryover water*

By using carry over provisions, Council has an ability to extend allocations through periods of drought. In years of full water allocation, Council may have an excess of available water. In this case a decision as to whether to carry water over or to sell on the temporary market will occur. The decision to carry over or sell water will be influenced by the future projections for the availability of water in the coming season.

Prolonged periods of drought and low percentage allocations can severely affect water availability meaning there is minimal water to meet priority needs. To guard against this risk, Council will carry over water as a first principle.

##### *Carryover Conditions*

During periods of prolonged water scarcity, an understanding of future climatic conditions and trends will inform carryover requirements for water allocations. Climatic conditions can have a direct effect on water availability during extended periods of low rainfall.

The most effective method to prepare for such conditions is through the carryover of water assets when appropriate, enabling Council to hold sufficient water for a set period.

##### *Wet Year*

In years of higher rainfall and more favourable conditions, the demand for water will not be as high as compared to dry periods. During these wetter periods at the end of each season excess water will be identified for each ABA and the authorised agent will determine whether carry over or sale is the better option.

During periods of high water availability low reliability water shares should be carried over and high reliability should be investigated for sale as it is more likely that it would have a risk of spill.

##### *Dry year*

During dry periods water availability will be stretched and generally user groups will have a higher demand for water. During these dry periods the primary goal of Council is to service the needs of all users who require water. At the end of the season water should be carried over on Low and High reliability where possible in preparation for the next irrigation season.

These carry over amounts will be determined by Council's authorised agent based on prevailing climatic conditions and predictions. This will be completed annually no later than 15 March.

##### *How to determine a wet or dry year*

Seasonal conditions will be determined by using climatic trends from agencies e.g. Bureau of Meteorology and CSIRO, Southern Oscillation Index (SOI) and active storage within the Murray Darling Basin and dam storage capacity.

FILE NO:  
3. A CLEAN GREEN ENVIRONMENT

ITEM NO: 9.4.1  
(DIRECTOR SUSTAINABLE  
DEVELOPMENT BRYAN SWORD)

## DRAFT WATER ALLOCATION AND TRADING POLICY (cont'd)

### ATTACHMENT No [1] - Draft Water Allocation and Trading Policy

#### *Sale of temporary water*

In years of high water availability Council may expect to have a surplus of water and the sale of temporary water should be investigated. Only the authorised agent can sell and/or trade temporary water.

All water sales to be made on the temporary market are to be done via a locally based water broker. This does not guarantee that water sold by Council will be delivered within the municipality but does increase this likelihood.

#### *Sale of permanent water*

Permanent water assets are an important community asset that should be held by Council in perpetuity to serve community needs. The decision to sell a permanent water asset may only occur following a resolution of Council to do so.

#### *Metering Requirements.*

Usage for each ABA is determined by the meters installed. At the request of Council, the user will supply meter readings. Meter readings can be expected to be requested at least 2 times per season (January & April).

#### *Requests for additional water*

Users may purchase additional water on the open market and transfer it to Council ownership if they wish to obtain additional water above their seasonal allocation. Users must obtain consent from the Authorised Agent before doing so.

#### *Efficient Water Management:*

It would be expected that user groups of Council water assets use the water resource as efficiently as possible. This includes irrigating at appropriate times to avoid evaporation, avoiding overwatering and minimising avoidable water losses.

#### *Water Use Agreements*

Committees and user groups will be required to sign a water use agreement with Council highlighting expectations set out within this policy around water use and requirements. Water use agreements will be up to a maximum term of 20 years. Generally a water use agreement will be for a period of 4 years but may be up to the maximum term where a demonstrated need exists.

#### **MONITORING AND EVALUATION**

Monitoring of water usage and metering will be undertaken periodically to ensure water allocations are being managed in accordance with individual water allocation agreements.

The policy shall be reviewed every 4 years.

#### **RELATED LEGISLATION**

*Local Government Act 2020*  
*Water Act. 1989*

FILE NO:  
3. A CLEAN GREEN ENVIRONMENT

ITEM NO: 9.4.1  
(DIRECTOR SUSTAINABLE  
DEVELOPMENT BRYAN SWORD)

**DRAFT WATER ALLOCATION AND TRADING POLICY (cont'd)**

**ATTACHMENT No [1] - Draft Water Allocation and Trading Policy**

**DOCUMENT REVISIONS**

Version	Summary of Changes	Approved by	Date
1	Original Policy adopted	Council	xxx
1.1	Administrative changes made to policy (details of administrative changes)	xxx	xxx
2	Changes made to original policy included xxxxxx	Council	xxxx
3	xxxxxx	Council	xxxx
3.1	Administrative changes made to policy (details of administrative changes)	xxx	xxx



FILE NO:  
3. A CLEAN GREEN ENVIRONMENT

ITEM NO: 9.4.1  
(DIRECTOR SUSTAINABLE  
DEVELOPMENT BRYAN SWORD)

**DRAFT WATER ALLOCATION AND TRADING POLICY (cont'd)**

**ATTACHMENT No [1] - Draft Water Allocation and Trading Policy**

APPENDIX 1

Site Name	ABA No	WEE No	Water Zone	High Reliability (ML)	Low Reliability (ML)	Allocation
Baulkamaugh Recreation Reserve	ABA025202	WEE014882	Zone 6	2		0
Bearii Recreation Reserve	ABA099514	BEE073703	Katunga Deep	5		0
Broken & Nine Mile Creek Services	ABA039381	WEE035079	Zone 6B	180		230
		WEE035080	Zone 6B		86.4	
		WEE087578	Zone 6B	10.6		
		WEE087625	Zone 6B		6.3	
Burramine Hall	ABA013749	N/A	Shepparton Shallow	2		
CA Road Making Parish of Cobram	ABA100932	BEE074158	Zone 6	0		
Cobram Apex Reserve	ABA005293	BEE005050	Katunga Deep	30		24
Cobram Showgrounds	ABA067844	BEE052187	Shepparton Shallow	19		15.2
Cobram Federation Park	ABA048319	BEE018954	Shepparton Shallow	6		5
Cobram Landfill Bore	ABA007551	N/A	Shepparton Shallow	2		1.6
Cobram Border Motorcycle Club	ABA005120	BEE004876	Katunga Deep	4		3
Cobram Mivo Parks	ABA005249	BEE018016	Katunga Deep	6.6		5.3
Cobram Scott Reserve	ABA005422	BEE005179	Shepparton Shallow	36		29
Cobram & Yarrawonga Foreshores	ABA035450	WEE028849	Zone 6	123		120
		WEE028849	Zone 6	1		
		WEE028850	Zone 6		28.3	
		WEE030033	Zone 6	87.3		
		WEE030034	Zone 6		37	
	ABA022149	WEE009498	Zone 6	12		9.6

FILE NO:  
3. A CLEAN GREEN ENVIRONMENT

ITEM NO: 9.4.1  
(DIRECTOR SUSTAINABLE  
DEVELOPMENT BRYAN SWORD)

**DRAFT WATER ALLOCATION AND TRADING POLICY (cont'd)**

**ATTACHMENT No [1] - Draft Water Allocation and Trading Policy**

Floridan Park Recreation Reserve						
Invergordon Recreation Reserve & Community Hall	ABA024512	WEE013661	Zone 1A	7.5		8.5
		WEE013662	Zone 1A		3.1	
Invergordon Township Supply & Drainage	ABA030435	WEE021239	Zone 1A	25		35.36
		WEE011952	Zone 1A		7.2	
		WEE021240	Zone 1A		12	
Katamatite Recreation Reserve	ABA039386	WEE035087	Zone 6	10		12
		WEE035088	Zone 6		4.8	
Katunga Recreation Reserve	ABA016725	WEE000674	Zone 6	12		12
		WEE000675	Zone 6		5.8	
Koonoomoo Recreation Reserve	ABA025769	WEE015923	Zone 6	4.8		3.8
Moira Shire Road Works Allocation	ABA030418	WEE021219	Zone 6	5		4
Nathalia Lawn Cemetery	ABA039376	WEE035071	Zone 6B	5		5.92
		WEE035072	Zone 6B		2.4	
Nathalia Showgrounds & Recreation Reserve	ABA039196	WEE034812	Zone 6B	10		19.52
		WEE034812	Zone 6B		4.8	
		WEE009437	Zone 6B		9.6	
Nathalia Recreation Reserve	ABA089243	WEE054759	Zone 1A	4		3.2
Nathalia Lawn Tennis Club	ABA039378	WEE035075	Zone 6B	4.8		9.6
		WEE024403	Zone 6B		7.2	
Numurkah Bowling Club	ABA031524	WEE022721	Zone 6B	4.8		5.36
		WEE022722	Zone 6B		1.9	
Picola Recreation Reserve	ABA024197	WEE013162	Zone 6	10		11.84
		WEE013163	Zone 6		4.8	
Strathmerton Recreation Reserve	ABA025171	WEE014826	Zone 6	18.4		21.76
		WEE014827	Zone 6		8.8	



FILE NO:  
3. A CLEAN GREEN ENVIRONMENT

ITEM NO: 9.4.1  
(DIRECTOR SUSTAINABLE  
DEVELOPMENT BRYAN SWORD)

**DRAFT WATER ALLOCATION AND TRADING POLICY (cont'd)**

**ATTACHMENT No [1] - Draft Water Allocation and Trading Policy**

Tungamah Jubilee Park Recreation Reserve	ABA006619	BEE006357	Zone 1A	10		8
Tungamah Weir	ABA013975	BEE013592	Zone 1A	50		40
Waaia Recreation Reserve	ABA033968	WEE026341	Zone 6	12		14.5
		WEE026342	Zone 6		5.8	
Yalca North Cricket Reserve	ABA065178	BEE050380	Katunga Deep	24		19
Yarroweyah Recreation Reserve	ABA025756	WEE015900	Zone 6	12		14
		WEE015901	Zone 6		5.8	
Yarrowonga Victoria Park						
St James Bowling Club						
St James Recreation Reserve						
Wilby Park Recreation Reserve						
<b>TOTALS:</b>	<b>32 - ABA's</b>	<b>47 - WEE/BEE's</b>		<b>755.8</b>	<b>242</b>	<b>344.8</b>

FILE NO:  
5. TRANSPARENT AND ACCOUNTABLE  
GOVERNANCE

ITEM NO: 10.1.1  
(DIRECTOR CORPORATE  
PERFORMANCE, FIONA SHANKS)

## CONTRACTS AWARDED UNDER CEO DELEGATION

### Recommendation

That Council note the quarterly report for contracts awarded under CEO delegation for the period 1 October 2024 – 31 December 2024.

### 1. Executive Summary

Council's Instrument of Delegation to the Chief Executive Officer was adopted on 27 March 2024 which provides a delegation to the Chief Executive Officer (CEO) to award contracts up to the value of \$500,000.

This report lists all contracts awarded under the CEO delegation for the period 1 October 2024 – 31 December 2024.

### 2. Conflict of interest declaration

There are no officer conflicts of interest considerations.

### 3. Background & Context

In accordance with Section 108 of the *Local Government Act 2020*, Council adopted a Procurement Policy ('Policy') on 27 October 2021. One of the Policy's objectives is to achieve an outcome of 'High standards of probity, transparency, accountability and risk management'.

Council's Instrument of Delegation to the Chief Executive Officer, adopted on 27 March 2024, confirms a delegation to the CEO to award contracts up to the value of \$500,000 (ex. GST). As purchases between \$150,001 - \$500,000 (ex. GST) must be approved by the CEO, this report highlights contracts awarded within this delegation threshold.

Under Appendix A of the Policy, purchases between \$150,001 - \$350,000 (ex. GST) must follow an advertised Request for Quote (RFQ) process unless an eligible procurement exemption applies.

The below table lists the contracts awarded under CEO delegation between 1 October 2024 – 31 December 2024.

Contract Number	Contract Title	Contract Value Ex gst	Awarded To
C032/24	Information Technology Network Support	Schedule of Rates	Interleave Australia Pty Ltd
C035/24	Supply and Delivery of One (1) Street Sweeper	\$448,718.93	Bucher Municipal Pty Ltd
C034/24	Supply and Delivery of One (1) Backhoe Loaders	\$190,500.00	Capital Construction Equipment Pty Ltd
C036/24	Supply and Delivery of Two (2) 4WD Tractors	\$304,500.00	Cobram Farm Equipment Pty Ltd

FILE NO:  
5. TRANSPARENT AND ACCOUNTABLE  
GOVERNANCE

ITEM NO: 10.1.1  
(PROCUREMENT OFFICER, LISA KNIGHT)  
(DIRECTOR CORPORATE PERFORMANCE,  
FIONA SHANKS)

## CONTRACTS AWARDED UNDER CEO DELEGATION (cont'd)

Contract C032/24 – Information Technology Network Support was advertised to the market through a Request for Tender (RFT) procurement process. All other contracts underwent a collaborative procurement RFQ process.

### 4. Issues

No issues were raised within the contracts awarded under delegation.

### 5. Strategic Alignment

#### Council Plan

5. Transparent and accountable governance This report details the advertised RFT that has been awarded under delegated authority. Under the Strategic Objective Pillar 5, communicating decisions made under delegation allows for greater transparency.

### 6. External Engagement

External Consultation was not required.

### 7. Budget / Financial Considerations

The Instrument of Delegation to the Chief Executive Officer includes a delegation to award a contract for goods, services or works to \$500,000 (ex. GST), provided the costs are included in Council's approved budget.

### 8. Risk & Mitigation

The Procurement Policy provides guidance to the entire organisation on procurement practices that set a tone for a framework that upholds accountability and transparency. The policy is therefore a critical component of Council's overall risk management framework.

The Instrument of Delegation to the Chief Executive Officer supports Council's management of business risk and commitment to good governance.

### 9. Conclusion

This report details the contracts awarded under the CEO delegation for the period 1 October 2024 – 31 December 2024. Contracts were awarded through an advertised or invited procurement process.

## Attachments

Nil

FILE NO:  
5. TRANSPARENT AND ACCOUNTABLE  
GOVERNANCE

ITEM NO: 10.1.2  
(DIRECTOR CORPORATE PERFORMANCE  
FIONA SHANKS)

## CEO EMPLOYMENT AND REMUNERATION COMMITTEE MEETING MINUTES 20 NOVEMBER 2024

### Recommendation

That Council notes the minutes of the CEO Employment and Remuneration Committee Meeting held on 20 November 2024, shown as Attachment 1.

### 1. Executive Summary

The CEO Employment and Remuneration Committee assists Council to meet its legislative obligations regarding CEO employment, performance and remuneration.

The purpose of this report is to present the minutes of the recent CEO Employment and Remuneration Committee for noting by Council.

### 2. Conflict of interest declaration

There are no conflict of interest declarations to consider.

### 3. Background & Context

The CEO Employment and Remuneration Committee was established in accordance with the requirements of the *Local Government Act 2020* and provides direction and guidance on the management of the life cycle of the Chief Executive Officer's employment including recruitment, performance and end of contract processes.

In accordance with the CEO Employment and Remuneration Committee Policy, the Committee is to hold meetings as often as is necessary to:

- consider documentation relevant to the CEO's performance and remuneration;
- prepare documentation relevant to the CEO's employment and remuneration, including, where that documentation concerns matters outside the Committee's delegation, Council reports and contractual documents, for the approval of Council; and
- review the Remuneration Package and conditions of employment of the CEO.

The purpose of the meeting held on 20 November 2024 was to:

1. conduct a third quarter review of the delivery of the CEO's 2024 Performance Plan;
2. develop a timetable for completion of the CEO's 2024 Annual Performance Plan; and
3. consider a process to establish a Performance Plan for the CEO for 2025.

### 4. Issues

There are no issues to consider.

### 5. Strategic Alignment

This report aligns with the Council Plan objective of Transparent and Accountable Governance.

FILE NO:  
5. TRANSPARENT AND ACCOUNTABLE  
GOVERNANCE

ITEM NO: 10.1.2  
(DIRECTOR CORPORATE PERFORMANCE  
FIONA SHANKS)

**CEO EMPLOYMENT AND REMUNERATION COMMITTEE MEETING MINUTES 20  
NOVEMBER 2024 (cont'd)**

**6. External Engagement**

The CEO Employment and Remuneration Advisory Committee met on 20 November 2024.

**7. Budget / Financial Considerations**

The CEO Employment and Remuneration Committee operate within the operational budget.

**8. Risk & Mitigation**

There are no risk implications to consider.

**9. Conclusion**

This report provides the minutes of the CEO Employment and Remuneration Committee of meeting held on 20 November 2024.

It is recommended that Council note the minutes.

**Attachments**

- 1 CEO Employment and Remuneration Committee Meeting Minutes - 20 November 2024

FILE NO:  
5. TRANSPARENT AND ACCOUNTABLE  
GOVERNANCE

ITEM NO: 10.1.2  
(DIRECTOR CORPORATE  
PERFORMANCE FIONA SHANKS)

**CEO EMPLOYMENT AND REMUNERATION COMMITTEE MEETING MINUTES  
20 NOVEMBER 2024 (cont'd)**

**ATTACHMENT No [1] - CEO Employment and Remuneration Committee Meeting  
Minutes - 20 November 2024**



**MINUTES**

**CEO EMPLOYMENT AND REMUNERATION COMMITTEE  
HELD AT MOIRA SHIRE COUNCIL  
44 STATION STREET, COBRAM  
WEDNESDAY 20 NOVEMBER 2024**

The meeting commenced at 11:00am.

**PRESENT** Ms Penny Holloway – Independent Advisor/ Chair  
Dr Graeme Emonson PSM – Chair Administrator  
Ms Suzanna Sheed AM – Administrator

**IN ATTENDANCE** Mr Matthew Morgan – Chief Executive Officer  
Ms Andrea Noonan – Executive Manager People & Culture

**ACKNOWLEDGEMENT OF COUNTRY**

The Moira Shire Council acknowledges the Traditional Owners of the land upon which we meet and pay our respects to their Elders both past and present.

**1. APOLOGIES - Nil**

**2. DECLARATION OF ANY CONFLICT OF INTEREST - Nil**

**3. IN CAMERA RESOLUTION**

**MOTION**

ADMINISTRATORS SUZANNA SHEED / GRAEME EMONSON

That pursuant to the provisions of the Local Government Act 2020 (the Act), the meeting will be closed to members of the public to enable the meeting to discuss matters in item 4 which the Committee may, pursuant to the provisions of Sections 66 (2) and 3(1) (a),(e) and (f) of the Act resolve to be considered in closed session.

(CARRIED)

**4. CONFIDENTIAL BUSINESS**

- Third quarter update on delivery of CEO 2024 performance plan
- Timetable for completion of CEO 2024 Annual Performance Review
- Establishment of CEO 2025 Performance Plan
- General Business

**5. OUT OF CAMERA RESOLUTION**

**MOTION**

ADMINISTRATORS GRAEME EMONSON / SUZANNA SHEED

That pursuant to the provisions of the Local Government Act 2020 (the Act) having considered the confidential business, the meeting will now be open to members of the public.

(CARRIED)

**6. MEETING CLOSED 12:20pm**

FILE NO:  
5. TRANSPARENT AND ACCOUNTABLE  
GOVERNANCE

ITEM NO: 10.1.3  
(DIRECTOR CORPORATE PERFORMANCE  
FIONA SHANKS)

## APPOINTMENT OF COUNCIL REPRESENTATIVE ON REPRESENTATIVE GROUPS AND BOARDS

### Recommendation

That Council endorse the appointment of Chair Administrator Graeme Emonson PSM to the following Advisory Committees, Boards and Representative Bodies that require Council representation, effective from 8 February 2025 following the resignation of Administrator Suzanna Sheed AM on 7 February 2025:

1. Member and Chair to the Barmah Forest Heritage and Education Centre Advisory Committee;
2. Member and Chair to the Numurkah Flood Implementation Committee;
3. Member of the Goulburn Valley Libraries Board of Management;
4. Member of the Murray Darling Association Inc;
5. Member of the Upper Broken & Boosey Creek Flood Study Project Steering Committee;
6. Member of the Cobram East Flood Mitigation Design Steering Committee.

### 1. Executive Summary

The purpose of this report is to endorse the appointment of a Council representative to the above mentioned Committees, Advisory Groups and Boards following the resignation of Administrator Suzanna Sheed AM, the previously-appointed Council representative, effective from 8 February 2025.

### 2. Conflict of interest declaration

There are no conflict of interest declarations associated with this report.

### 3. Background & Context

#### **Barmah Forest Heritage and Education Centre Advisory Committee**

The Barmah Forest Heritage and Education Centre Advisory Committee provides Council with advice about opportunities for future uses of the Centre. This assists with planning for continuance of usage, potential expansion of programs, updates and maintenance of the Centre. The Committee provides feedback to Council on relevant strategies and plans affecting the Centre.

#### **Numurkah Flood Mitigation Implementation Committee**

The objectives of this committee are to:

- Facilitate community and stakeholder interest and support for implementation of Numurkah Flood Mitigation measures identified within the Numurkah Floodplain Management Study and Plan – Study Report, November 2017 adopted by the Council at the Ordinary Council Meeting of 25 May 2018.
- Provide input and advice on the following as the need arises:
  - impact of the project on adjoining landholders;
  - integration of the project with existing infrastructure; and,
  - encouraging broad community perspectives and collaboration on the project's implementation.

The Chair of the committee is the Moira Shire Councillor representative as determined by Council from time to time.

**FILE NO:  
5. TRANSPARENT AND ACCOUNTABLE  
GOVERNANCE**

**ITEM NO: 10.1.3  
(DIRECTOR CORPORATE PERFORMANCE  
FIONA SHANKS)**

**APPOINTMENT OF COUNCIL REPRESENTATIVE ON REPRESENTATIVE GROUPS  
AND BOARDS (cont'd)**



FILE NO:  
5. TRANSPARENT AND ACCOUNTABLE  
GOVERNANCE

ITEM NO: 10.1.3  
(DIRECTOR CORPORATE PERFORMANCE  
FIONA SHANKS)

## APPOINTMENT OF COUNCIL REPRESENTATIVE ON REPRESENTATIVE GROUPS AND BOARDS (cont'd)

### **Goulburn Valley Regional Library Corporation Board**

Goulburn Valley Regional Libraries is governed by an independent Board. The Board's responsibilities and authorities include policy development, strategic and corporate planning and service evaluation.

Membership on the board includes representatives from Moira Shire Council, Greater Shepparton City Council and Strathbogie Shire Council and the CEO for Goulburn Valley Libraries.

### **Murray Darling Association Inc.**

The Murray Darling Association Inc. is a membership-based peak body which represents local government and communities across the Murray Darling Basin. Their purpose is to provide effective representation of local government and communities at State and Federal level in the management of Basin resources by:

- *Providing accurate, relevant, and timely information,*
- *Facilitating informed debate, and*
- *Seeking to influence government policy.*

### **Upper Broken & Boosey Creek Flood Study Project Steering Committee**

In 2019 Council was successful with the Benalla Rural City Council, the Goulburn Broken Catchment Management Authority (GBCMA) and the Victorian State Emergency Service (VicSES) in obtaining a \$180,000 grant from the Federal and State governments to undertake a flood study of the Upper Broken Creek and Boosey Creek catchments.

The project considered the floodplains associated within the Boosey and Upper Broken Creeks and their tributaries and extending 5 kilometers downstream of the Broken Creek discharge gauging station at Katamatite. The study considers the impacts of flooding at Katamatite, Tungamah, Wilby, Lake Rowan, St James, Devenish, Thoona and Goorambat.

To access the knowledge within the community of past flood behaviour within the catchment Council established a project steering committee.

### **Cobram East Flood Mitigation Design Steering Committee**

The objectives of the committee are to provide input and advice on the following as the need arises:

- The methods and results for the hydraulic modelling, including the mapping of flood extents and consequences for existing conditions and for mitigation options;
- The outcomes of public consultation and recommended option;
- The functional design of the flood protection at the Murray Valley Highway Cobram East, including the financial sustainability of construction costs; and,
- The review of freeboard along the existing Cobram township levee and the conceptual designs addressing shortcomings in freeboard.

The committee comprises of the following representatives:

- 1 x Moira Shire Council representative to fill the role of Chair for the Steering Committee
- 1 x Moira Shire Council Staff member to act as Secretariat to the Steering Committee
- 1 x Goulburn Broken Catchment Management Authority representative
- 1 x VicRoads representative
- 6 x Cobram Community Representatives

FILE NO:  
5. TRANSPARENT AND ACCOUNTABLE  
GOVERNANCE

ITEM NO: 10.1.3  
(DIRECTOR CORPORATE PERFORMANCE  
FIONA SHANKS)

## APPOINTMENT OF COUNCIL REPRESENTATIVE ON REPRESENTATIVE GROUPS AND BOARDS (cont'd)

### 4. Issues

This report ensures that Council representation continues for nominated representative groups and Boards following the resignation of Administrator Suzanna Sheed AM.

### 5. Strategic Alignment

#### Council Plan

5. Transparent and accountable governance      5.05 - We will be transparent, inclusive, responsive and accessible when engaging with the community

### 6. External Engagement

No external engagement is required for this report.

### 7. Budget / Financial Considerations

Council's financial support for representation is a budgeted item.

### 8. Risk & Mitigation

The risk of a lack of local representation is mitigated by nominating representatives on the representative groups and Board.

### 9. Conclusion

The appointment of a Council representative to the above-mentioned key representative groups and Boards ensures that Council provides continued representation.

### Attachments

Nil

FILE NO: VARIOUS

ITEM NO: 14

**URGENT BUSINESS****7.4. Urgent business**

(1) If the Agenda for a Meeting makes provision for urgent business, business cannot be admitted as Urgent Business other than by resolution of Council and only then if:

- (a) It relates to or arises out of a matter which has arisen since distribution of the Agenda; and
- (b) deferring the item until the next Meeting will mean a decision on the item will not have any effect on the matter; or
- (c) the item involves a matter of urgency as determined by the Chief Executive Officer; and
- (d) it cannot be addressed through an operational service request process.
- (e) the matter does not:
  - substantially affect the levels of Council service;
  - commit Council to significant expenditure not included in the adopted budget;
  - establish or amend Council Policy; or
  - commit Council to any contractual arrangement.

(2) A Councillor proposing a matter be admitted as urgent business must lodge it in writing to the Chief Executive Officer four (4) hours prior to the Meeting.

(3) The Chief Executive Officer will advise the Mayor of any matter he or she determines appropriate for Council to consider admitting as urgent business.