



murray river
council

**8 steps to aligning
an organisation.**

**Not just for risk but
for everything.**

This sounds complex.

Perhaps really complex.

Incorrect assumption – it's as simple as falling off a log.

Think back to when you were a kid, with the party game
'Pin the tail on the donkey' – it's just like that.

If that hasn't piqued your curiosity, nothing will.

Purpose

Alignment

Clarity

Trust

Measure

Manage

Improve

Celebrate



murray river
council

MOR at MRC

Civic Office

Community Engagement and Communications

People, WHS and Wellbeing

Legal

Strategic Property Specialist

Property and Procurement

Infrastructure Directorate

Buildings and Facilities

Major Projects

Plant, Fleet and Stores

Works

Water Services

Corporate Services Directorate

Business Intelligence

Finance

Governance

Information Technology

Strategic Assets

Community and Economic Development Directorate

Community Services

Customer Service

Economic Development and Tourism

Local Committees (S355s)

Planning and Environment Directorate

Development Services

Parks, Gardens, Open Spaces & Biosecurity

Waste and Compliance



Councils are far more complex organisations than even those people who work in local government would believe. One of the most difficult things to achieve, when there are so many tasks and so many people working on them (spread over a wide area in MRC's case) is to ensure that there are no 'grey areas, oversights or overlaps'. Having the 'left hand know what the right hand is doing' is essential. It improves efficiency, reduces conflict, and ensures that we achieve more without wasting energy. It also reduces frustration for those doing the job and our customers alike.

Most of the public do not know what local government does, despite the fact they would all think they do. I cannot blame them, as it has taken me 39 years to get to the stage I think I know, and I work in local government as a Chief Executive Officer, so I am not surprised to regularly hear the following statement;

"There so many people in the office, I can remember when there was only the Shire Clerk and a couple of others, what do they do?" In Murray River Council's case, I also hear, "There were so many less staff prior to the amalgamation."

The simple answer is that local government's accountabilities have grown from roads, rates, and rubbish to this (long) list below. They are still growing. Most of the list covers legislated responsibilities, meaning, we have no choice. Others are things that if we did not manage, the cost escalation from risks incurred would far outweigh the perceived savings. It would come as a big surprise to most that there are very few 'nice to haves' in the list (things we do because we chose to, not because we have to).

The list of accountabilities local government is required to do is continually growing by stealth. State Governments take every opportunity to delegate as many responsibilities to local governments as possible; it's been named as 'cost shifting'. As an industry we have lobbied every year for decades for cost shifting to cease, to little avail. It has just happened again; local government has been handed the responsibility for Underground Petroleum Storage Systems (UPSS) which was the responsibility of the EPA. The ramifications of this are not known yet, however there is one fact that is known for sure, the State Government would not be shifting the responsibility of UPSS to local government if it were profitable!

As local government has no powers under the Constitution, we are likely to be the recipient of many other shifts of responsibility as well. Capped income, through rates pegging, severely limits local government to pass any extra costs on. Even if all costs were passed on there is a limit to which communities can afford to afford to pay (in rates) or would be happy to pay anyway. Cost shifting and rates capping mean we must improve our effectiveness and efficiency at a rate at least equal to the task to remain viable and improve our prosperity.

It is a requirement of the Local Government Act (referred to in the industry as the Integrated Planning & Reporting Framework, or IP&R), that we report on how well we progress in delivering the 4 Year Delivery and 1 Year Operational Plan objectives twice per year. But as IP&R is linked to the Community Strategic Plan, which is very 'big picture', much of what we are actually required to do to keep Murray River Council running, is not captured. It is timely that we, as an organisation, document, and measure everything that we do. If you were to ask 'Mr. or Mrs. John and Joan Smith' they'd probably only be able to name ten percent of our accountabilities. Documenting what we are required to do is therefore essential.

I've said many times, "if you measure it, you can manage it, if you manage it, you can improve it. When you improve it, you can celebrate it!" Essentially the major drivers of this success will be how we manage people, money, and technological aspects of these 78 sub-programs, as follows:

- | | | |
|--|--|---|
| 1.Strategic direction and planning | 28.Social media & website | 55.Regulating premises |
| 2.Corporate relations & inter-governmental affairs | 29.Customer services | 56.Assessment |
| 3.Corporate planning and reporting | 30.Sport and recreation (passive & active) | 57.Built form compliance. |
| 4.Workforce planning | 31.Aquatic | 58.Environmental regulation |
| 5.Workforce culture | 32.Open Space Amenities | 59.Public health |
| 6.Workforce performance | 33.Feral pests | 60.Noxious plants |
| 7.Business Intelligence | 34.Tree management | 61.Roads & footpath enforcement |
| 8.Corporate communications | 35.Street and public domain lighting | 62.Illegal dumping |
| 9.Legal services | 36.Place (public domain) | 63.Domestic animal management |
| 10.Procurement & Tendering | 37.Information and knowledge management | 64.Transport (roads, bridges and airstrip) |
| 11.Internal audit | 38.Underground Petroleum Storage Systems | 65.Water supply, filtering and distribution |
| 12.Business continuity and risk | 39.Information technology and communications | 66.Sewer |
| 13.Disaster / emergency management | 40.Land and mapping information | 67.Waste management and recycling |
| 14.Workplace Health & Safety | 41.Business systems / solutions technology | 68.Storm water |
| 15.Community services | 42.Financial planning and management | 69.Natural waterways |
| 16.Tourism | 43.Human resources Management | 70.Property investments/divestments |
| 17.Arts and Culture | 44.Workers Compensation | 71.Private works |
| 18.Library's | 45.Project Management Office | 72.Cemeteries |
| 19.Community Grants | 46.Depot, store, fleet, plant & equipment | 73.Quarries |
| 20.Sponsorship | 47.Assets Management | 74.Cycleways, paths, and footpaths |
| 21.Economic Development | 48.Business support | 75.Crown lands (including Native Title) |
| 22.Road safety & Traffic Committee | 49.Civic | 76.Caravan Parks |
| 23.Community & Corporate Buildings | 50.Governance Land use planning | 77.Commercial Leases |
| 24.Community buildings hire | 51.Urban design | |
| 25.Community events | 52.Land use data management & mapping | |
| 26.Community engagement | 53.Land use reporting | |
| 27.Media, branding, marketing, and communications | 54.Heritage | |

Purpose

Alignment

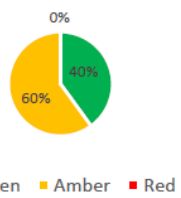
PART A: Section Accountabilities and Team Roles

Manager Waste and Regulatory Services – Brian Holmes	Coordinator Compliance Ranger	Coordinator Waste Management	Environmental Health Coordinator	Business Unit Support Officer																																																																																																																																																								
<p>To ensure quality programs and initiatives are provided to Council in the delivery of Waste and Regulatory services. Ensure the ratepayers are provided with appropriate, effective and efficient services, which encourage the community in the areas of recycling and waste minimisation. Provide strong leadership and direction to the waste and compliance team in relation to legislation, projects and operations.</p> <p>Areas of Focus/Accountability: Compliance & Regulatory management, Waste and recycling kerbside and street management, Waste facility management.</p>	<p>To provide high quality monitoring, control and awareness programs and initiatives to ensure compliance by the community with statutory requirements for environmental and animal control standards, as well as investigate, action, and represent Council in relation to complaints and breaches in legislation and local government laws and to prepare documentation and represent Council in Court hearings within the scope of the position.</p> <p>Areas of Focus/Accountability: Compliance operations, Staff rostering and on-call, Companion animals, Parking and abandoned vehicles, unauthorised signage, and animal management, POEO and any legislation applicable to MRC and its constituents.</p>	<p>To provide leadership to the Waste Management team to achieve Council's Waste Strategy objectives and outcomes with a focus on teamwork, service delivery, productivity, and customer service, as well as ensuring ratepayers are provided with appropriate, effective, and efficient provision of waste related services, which encourages and educates the community in all areas of waste minimisation and recycling</p> <p>Areas of Focus/Accountability: Waste facility operation, kerbside & street litter collection operation, waste customer service and resource recovery.</p>	<p>The objective of this role is to provide a very high level of effective and efficient environmental services support to customers of Murray River Council in accordance with set policies and procedures and legislative requirements.</p> <p>Areas of Focus/Accountability: Underground petroleum storage systems management of compliance, Liquid trade waste agreements compliance, Regulating food premises and food vans, Pool inspections/ compliance</p>	<p>To provide a high standard of administrative support to the Waste and Regulatory Services Business Unit through effective, efficient, and flexible customer service. Coordinate the business unit's day to day diary management, meetings, training needs, phone calls & purchasing requirements in an effective and efficient manner. Collate and collect data to work with team members to drive the business unit forward and capture any operational data to tighten efficiencies.</p> <p>Areas of Focus/Accountability: Waste and Compliance customer service, work scheduling, administration, data collection and project functions.</p>																																																																																																																																																								
<p>Accountabilities</p> <table border="1"> <thead> <tr> <th>SBPO</th> <th>Accountability</th> </tr> </thead> <tbody> <tr><td>B</td><td>Waste to Energy</td></tr> <tr><td>B</td><td>Development Services Investigations</td></tr> <tr><td>B</td><td>Parking Management</td></tr> <tr><td>B</td><td>Commercial Waste Management</td></tr> <tr><td>B</td><td>Domestic Waste Management</td></tr> <tr><td>B</td><td>Waste Transfer Station Management</td></tr> <tr><td>B</td><td>Construction Materials Recycling and Disposal Management</td></tr> <tr><td>B</td><td>Landfill Sites</td></tr> <tr><td>B</td><td>Public Roadside Bin Management</td></tr> <tr><td>B</td><td>Public Health Management</td></tr> <tr><td>B</td><td>Management of unauthorised Activity</td></tr> <tr><td>B</td><td>Management of unauthorised Activity Fires/Firewood & Camping</td></tr> <tr><td>B</td><td>Pollution Regulation</td></tr> <tr><td>B</td><td>Management of UPSS</td></tr> <tr><td>B</td><td>Management of Illegal Dumping</td></tr> <tr><td>B</td><td>Animal Regulatory Service Management</td></tr> <tr><td>P</td><td>Illegal Dumping (Waste and Other)</td></tr> <tr><td>P</td><td>Illegal Dumping Systems and Processes</td></tr> </tbody> </table>	SBPO	Accountability	B	Waste to Energy	B	Development Services Investigations	B	Parking Management	B	Commercial Waste Management	B	Domestic Waste Management	B	Waste Transfer Station Management	B	Construction Materials Recycling and Disposal Management	B	Landfill Sites	B	Public Roadside Bin Management	B	Public Health Management	B	Management of unauthorised Activity	B	Management of unauthorised Activity Fires/Firewood & Camping	B	Pollution Regulation	B	Management of UPSS	B	Management of Illegal Dumping	B	Animal Regulatory Service Management	P	Illegal Dumping (Waste and Other)	P	Illegal Dumping Systems and Processes	<p>Accountabilities</p> <table border="1"> <thead> <tr> <th>SBPO</th> <th>Accountability</th> </tr> </thead> <tbody> <tr><td>B</td><td>Dead Animals Side of Rural Roads</td></tr> <tr><td>B</td><td>Fire/Fuel Hazard</td></tr> <tr><td>B</td><td>Mosquito Population</td></tr> <tr><td>P</td><td>Pollution Regulation</td></tr> <tr><td>P</td><td>Unauthorised Activity (Fire, Firewood Collection and Camping)</td></tr> <tr><td>P</td><td>Animal Regulatory Service</td></tr> <tr><td>P</td><td>Dead Animals Side of Rural Road</td></tr> <tr><td>P</td><td>Fire/Fuel Hazard</td></tr> <tr><td>P</td><td>Processes and Systems for Unauthorised Activity</td></tr> <tr><td>O</td><td>Companion Animal Regulatory Service</td></tr> <tr><td>O</td><td>Illegal Dumping Regulatory Service</td></tr> <tr><td>O</td><td>External Signage Compliance</td></tr> <tr><td>O</td><td>Dead Animals Side of Rural Roads</td></tr> <tr><td>O</td><td>Pollution Regulation</td></tr> <tr><td>O</td><td>Identification of Fire/Fuel Hazard</td></tr> <tr><td>O</td><td>Unauthorised Activity (Fire, Firewood and Camping) Investigation</td></tr> <tr><td>O</td><td>Pest Management Public Health Regulatory Service</td></tr> <tr><td>O</td><td>Unauthorised Activity Investigation Service</td></tr> <tr><td>O</td><td>Parking and Traffic Regulatory Service</td></tr> <tr><td>O</td><td>Mosquito population compliance management</td></tr> <tr><td>O</td><td>Private Building and Planning Compliance</td></tr> </tbody> </table>	SBPO	Accountability	B	Dead Animals Side of Rural Roads	B	Fire/Fuel Hazard	B	Mosquito Population	P	Pollution Regulation	P	Unauthorised Activity (Fire, Firewood Collection and Camping)	P	Animal Regulatory Service	P	Dead Animals Side of Rural Road	P	Fire/Fuel Hazard	P	Processes and Systems for Unauthorised Activity	O	Companion Animal Regulatory Service	O	Illegal Dumping Regulatory Service	O	External Signage Compliance	O	Dead Animals Side of Rural Roads	O	Pollution Regulation	O	Identification of Fire/Fuel Hazard	O	Unauthorised Activity (Fire, Firewood and Camping) Investigation	O	Pest Management Public Health Regulatory Service	O	Unauthorised Activity Investigation Service	O	Parking and Traffic Regulatory Service	O	Mosquito population compliance management	O	Private Building and Planning Compliance	<p>Accountabilities</p> <table border="1"> <thead> <tr> <th>SBPO</th> <th>Accountability</th> </tr> </thead> <tbody> <tr><td>P</td><td>Domestic Waste</td></tr> <tr><td>P</td><td>Commercial Waste</td></tr> <tr><td>P</td><td>Public Roadside Bins</td></tr> <tr><td>P</td><td>Waste Transfer Stations</td></tr> <tr><td>P</td><td>Landfill Sites</td></tr> <tr><td>P</td><td>Construction materials recycling and disposal</td></tr> <tr><td>O</td><td>Collection & Removal of Waste from Transfer Station</td></tr> <tr><td>O</td><td>Delivery of Kerbside Waste Service</td></tr> <tr><td>O</td><td>Commercial Waste Delivery Service</td></tr> <tr><td>O</td><td>Public Roadside Bin Management</td></tr> <tr><td>O</td><td>Landfill Disposals</td></tr> <tr><td>O</td><td>Customer Service at Transfer Stations</td></tr> <tr><td>O</td><td>Construction materials recycling and disposal</td></tr> <tr><td>O</td><td>Landfill Services</td></tr> </tbody> </table>	SBPO	Accountability	P	Domestic Waste	P	Commercial Waste	P	Public Roadside Bins	P	Waste Transfer Stations	P	Landfill Sites	P	Construction materials recycling and disposal	O	Collection & Removal of Waste from Transfer Station	O	Delivery of Kerbside Waste Service	O	Commercial Waste Delivery Service	O	Public Roadside Bin Management	O	Landfill Disposals	O	Customer Service at Transfer Stations	O	Construction materials recycling and disposal	O	Landfill Services	<p>Accountabilities</p> <table border="1"> <thead> <tr> <th>SBPO</th> <th>Accountability</th> </tr> </thead> <tbody> <tr><td>P</td><td>Regulated Food Premises</td></tr> <tr><td>P</td><td>Public Health (Hairdressing, beauty and skin penetration)</td></tr> <tr><td>P</td><td>Public Pool Health Compliance</td></tr> <tr><td>P</td><td>Onsite domestic wastewater applications</td></tr> <tr><td>P</td><td>UPSS Projects</td></tr> <tr><td>O</td><td>Liquid Trade Waste</td></tr> <tr><td>O</td><td>UPSS Regulatory Service</td></tr> <tr><td>O</td><td>Public Health (Hairdressing, beauty and skin penetration)</td></tr> <tr><td>O</td><td>Regulated Food Premises</td></tr> <tr><td>O</td><td>Public Pool Health Compliance</td></tr> <tr><td>O</td><td>Onsite domestic Wastewater applications</td></tr> <tr><td>O</td><td>Liquid Trade Waste</td></tr> </tbody> </table>	SBPO	Accountability	P	Regulated Food Premises	P	Public Health (Hairdressing, beauty and skin penetration)	P	Public Pool Health Compliance	P	Onsite domestic wastewater applications	P	UPSS Projects	O	Liquid Trade Waste	O	UPSS Regulatory Service	O	Public Health (Hairdressing, beauty and skin penetration)	O	Regulated Food Premises	O	Public Pool Health Compliance	O	Onsite domestic Wastewater applications	O	Liquid Trade Waste	<p>Accountabilities</p> <table border="1"> <thead> <tr> <th>SBPO</th> <th>Accountability</th> </tr> </thead> <tbody> <tr><td>P</td><td>Compliance Administration</td></tr> <tr><td>P</td><td>Waste Administration</td></tr> <tr><td>P</td><td>Environmental Health Administration</td></tr> <tr><td>O</td><td>Waste Administration</td></tr> <tr><td>O</td><td>Compliance Administration</td></tr> <tr><td>O</td><td>Environmental Health Administration</td></tr> </tbody> </table>	SBPO	Accountability	P	Compliance Administration	P	Waste Administration	P	Environmental Health Administration	O	Waste Administration	O	Compliance Administration	O	Environmental Health Administration
SBPO	Accountability																																																																																																																																																											
B	Waste to Energy																																																																																																																																																											
B	Development Services Investigations																																																																																																																																																											
B	Parking Management																																																																																																																																																											
B	Commercial Waste Management																																																																																																																																																											
B	Domestic Waste Management																																																																																																																																																											
B	Waste Transfer Station Management																																																																																																																																																											
B	Construction Materials Recycling and Disposal Management																																																																																																																																																											
B	Landfill Sites																																																																																																																																																											
B	Public Roadside Bin Management																																																																																																																																																											
B	Public Health Management																																																																																																																																																											
B	Management of unauthorised Activity																																																																																																																																																											
B	Management of unauthorised Activity Fires/Firewood & Camping																																																																																																																																																											
B	Pollution Regulation																																																																																																																																																											
B	Management of UPSS																																																																																																																																																											
B	Management of Illegal Dumping																																																																																																																																																											
B	Animal Regulatory Service Management																																																																																																																																																											
P	Illegal Dumping (Waste and Other)																																																																																																																																																											
P	Illegal Dumping Systems and Processes																																																																																																																																																											
SBPO	Accountability																																																																																																																																																											
B	Dead Animals Side of Rural Roads																																																																																																																																																											
B	Fire/Fuel Hazard																																																																																																																																																											
B	Mosquito Population																																																																																																																																																											
P	Pollution Regulation																																																																																																																																																											
P	Unauthorised Activity (Fire, Firewood Collection and Camping)																																																																																																																																																											
P	Animal Regulatory Service																																																																																																																																																											
P	Dead Animals Side of Rural Road																																																																																																																																																											
P	Fire/Fuel Hazard																																																																																																																																																											
P	Processes and Systems for Unauthorised Activity																																																																																																																																																											
O	Companion Animal Regulatory Service																																																																																																																																																											
O	Illegal Dumping Regulatory Service																																																																																																																																																											
O	External Signage Compliance																																																																																																																																																											
O	Dead Animals Side of Rural Roads																																																																																																																																																											
O	Pollution Regulation																																																																																																																																																											
O	Identification of Fire/Fuel Hazard																																																																																																																																																											
O	Unauthorised Activity (Fire, Firewood and Camping) Investigation																																																																																																																																																											
O	Pest Management Public Health Regulatory Service																																																																																																																																																											
O	Unauthorised Activity Investigation Service																																																																																																																																																											
O	Parking and Traffic Regulatory Service																																																																																																																																																											
O	Mosquito population compliance management																																																																																																																																																											
O	Private Building and Planning Compliance																																																																																																																																																											
SBPO	Accountability																																																																																																																																																											
P	Domestic Waste																																																																																																																																																											
P	Commercial Waste																																																																																																																																																											
P	Public Roadside Bins																																																																																																																																																											
P	Waste Transfer Stations																																																																																																																																																											
P	Landfill Sites																																																																																																																																																											
P	Construction materials recycling and disposal																																																																																																																																																											
O	Collection & Removal of Waste from Transfer Station																																																																																																																																																											
O	Delivery of Kerbside Waste Service																																																																																																																																																											
O	Commercial Waste Delivery Service																																																																																																																																																											
O	Public Roadside Bin Management																																																																																																																																																											
O	Landfill Disposals																																																																																																																																																											
O	Customer Service at Transfer Stations																																																																																																																																																											
O	Construction materials recycling and disposal																																																																																																																																																											
O	Landfill Services																																																																																																																																																											
SBPO	Accountability																																																																																																																																																											
P	Regulated Food Premises																																																																																																																																																											
P	Public Health (Hairdressing, beauty and skin penetration)																																																																																																																																																											
P	Public Pool Health Compliance																																																																																																																																																											
P	Onsite domestic wastewater applications																																																																																																																																																											
P	UPSS Projects																																																																																																																																																											
O	Liquid Trade Waste																																																																																																																																																											
O	UPSS Regulatory Service																																																																																																																																																											
O	Public Health (Hairdressing, beauty and skin penetration)																																																																																																																																																											
O	Regulated Food Premises																																																																																																																																																											
O	Public Pool Health Compliance																																																																																																																																																											
O	Onsite domestic Wastewater applications																																																																																																																																																											
O	Liquid Trade Waste																																																																																																																																																											
SBPO	Accountability																																																																																																																																																											
P	Compliance Administration																																																																																																																																																											
P	Waste Administration																																																																																																																																																											
P	Environmental Health Administration																																																																																																																																																											
O	Waste Administration																																																																																																																																																											
O	Compliance Administration																																																																																																																																																											
O	Environmental Health Administration																																																																																																																																																											



PART B: 4 Year Delivery Program and 1 Year Operational Plan

Operational Plan Delivery



Under the 4-year Delivery Plan, the *Section* relates to ongoing and sustainably managing waste: reduction; recycling; landfill remediation and development; and public education. The Planning and Environment Directorate directly oversees the delivery of these outcomes.

Purpose

Clarity

Alignment

Measure

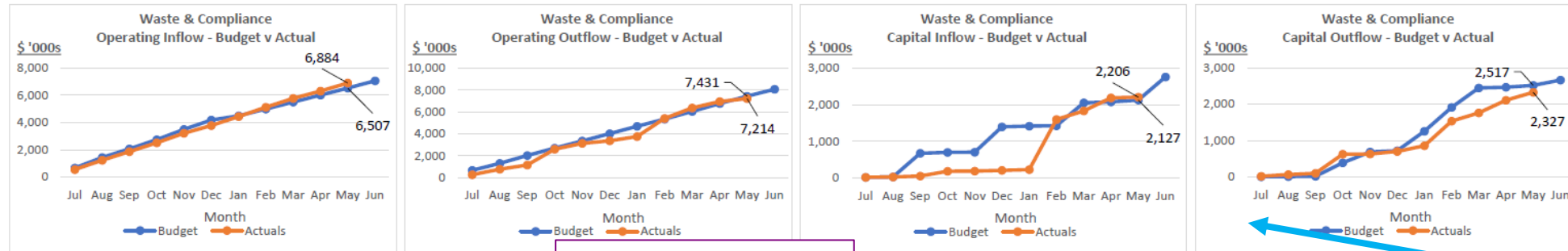
Trust

Manage

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments	
				1	2	3	4		
Theme 1 – Goal 1 - Facilitate Circular Economy									
1.1- Designing and promoting products that last and that can be reused, repaired and remanufactured									
An increase of waste diversions of reclaimed, recycled and remanufactured materials out of the landfill sites. (S DPE)	Deliver, Partner, Advocate	(DP 1.1.1) Plan for and build an Automated Depot to recycle bottles and cans at Moama Landfill.	B: MWCS P: CWS O: CWS	✓	✓			Civil construction activities for the shed slab are complete, the shed fabricator has commenced erection of structural steel for the shed. Fire services construction has commenced with the slab poured for the tanks and installation of the diesel electric pump set is complete.	
Theme 1 – Goal 1 - Facilitate Circular Economy									
1.2- Enhance waste and recycling programs to increase resource recycling across LGA									
Investigate, design and construct a resource recovery facility in Moama. With further programs to be considered across the Council area. (S DPE)	Deliver	(DP 1.2.1) Encourage Council's Community to participate in the National Garage Sale Trail. Council to support the National Garage Sale Campaign.	B: MWCS P: CWS O: MCE	✓	✓	✓	✓	Promotion of the Garage Sale Trail will be undertaken in the lead up to the event in November.	
Theme 1 – Goal 2 - Protect, enhance and sustain the natural environment									
1.5 - Landfill Rehabilitation works									
Develop & begin implementation of Waste Management Strategy to rehabilitate landfill sites over the next 10 years. (S DPE)	Deliver	(DP 1.5.1) Upgrades to landfills and transfer stations to be carried out on a risk-based approach.	B: MWCS P: MWCS O: CW	✓	✓	✓	✓	Landfill Risk Assessment project is complete, and outputs have been included in the 10 Year Waste Capital Program. Transfer Station upgrade designs are being completed for all other sites and will also be included in the 10 Year Waste Capital Program. Projects will then be prioritised for delivery over the coming years giving consideration to risk presented and available funding. The design for the push pit at Moama Waste Management Facility is being assessed for currency and upgraded to tender ready so construction can commence early in the 2024/25 financial year. Fifteen 50 have won the RFQ process and will commence design upgrade activities in early April.	
Theme 3 – Goal 3 – Delivering best practice and compliant waste and recycling service and infrastructure that meets community needs.									
3.9 – Kerbside, landfill and waste collection services and facilities									
Design and implementation of the Food Organics and Garden Organics (FOGO) program. (S DPE)	Deliver	(DP 3.9.1) FOGO kerbside collection service rolled out to all townships across the Local Government Area	B: MWCS P: CW O: CW	✓					

Develop & begin implementation of the Waste Management Strategy. (S DPE)	Deliver	(DP 3.9.2) Additional waste and recycling options investigated and actioned as per the strategy.	B: MWCS P: CW O: CW	✓	✓	✓	✓	This is an ongoing action that is considered by the Waste Unit continuously.	●
Theme 3 – Goal 5 – Update and review our open spaces to reflect community wants and needs.									
3.14 – Public Space Waste and Recycling									
Investigate and implement a program for waste and recycling bins in public spaces. (S DPE)	Deliver	(DP 3.14.2) Ongoing installation of public space waste and recycling services across the region	B: MWCS P: O:	✓	✓	✓	✓	Public space waste and recycling services are considered adequate.	●

PART C: Financial Outcomes



Clarity

Measure

PART D: Project Status

Waste

- The Automated Depot project has progressed with the asphalt now completed and earthworks of the project officially completed. The shed is cladded and the power fitout is partially completed along with the internal walls for the kitchen and plant room.
- The fire service tank slab and dominator pump set were installed last month and ring mains for hydrants have now been completed as part of the AD build and Moama site upgrade.
- The Mathoura Transfer Station solar power upgrade has now been completed with the site now having constant off grid power using the solar and battery setup. The site will soon get Mandalay and a pos system installed to align with the Moama and Barham site.
- The new landfill project to investigate the suitability of the northern block (adjacent to the current landfill) for landfilling saw concept designs agreed, final designs are now in the process of being developed. Meetings between the contractor and council staff continue to ensure the best outcome is achieved.
- Bunnaloo and Womboota bin stations have now permanently closed and cameras have been installed at both locations. There has been zero illegal dumping to date which is a great outcome and more properties continue to seek a bin service from Council which has been successful.
- Councils waste team is working with RAMJO on a bin trim grant project to explore opportunities of a commercial food waste service or process to help satisfy the 2025 requirements of commercial food premises recycling food waste.
- The methane gas pumping trial and leachate collection system installation has commenced at the Moama Waste Facility and should be finished by mid-June with the pumping trial to commence.

Compliance

- Team continued to be involved in the TechOne Compliance Module build and familiarisation with the Module continues.

Environmental Health

- Preparation for TechOne implementation has intensified. Significant time has been allocated to addressing Jira inquiries and providing detailed responses to ensure the system is set up correctly and utilised effectively.
- EHC attended two Goulburn Murray Community Leadership training days which focused on 'Regional Awareness'. We delved into what the most common issues are that we are facing in the region and workshopped ideas on projects that work towards solutions. We also heard from a number of guest speakers who had successfully launched community projects. This gave us a great insight into how they are able to engage peoples, what issues they faced and how they were able to overcome them or pivot in a new direction.
- EHC attended the Murray Food Group meeting. The management and surveillance of mobile and temporary food businesses continue to be a point of difficulty for all councils in the region and the latest minutes from the state meeting revealed that it is a statewide issue. It was agreed that more pressure would be put on the Food Authority to provide a solution such as a onsite centralised database which has worked well in other states for the last decade. In the meantime each council within the Murray/Murrumbidgee region will continue to take a consistent approach to managing them.
- The Food Authority also provided a workshop on PINS and Improvement Notices which was a great refresher on what information is required to be provided for them to hold up in court.

PART E: Business as Usual

Waste

- Recruitment has been finalised for the Moama Return and Earn Facility (AD shed) with successful candidates verbally offered positions.
- Waste staff have received bins and engaged a local fabricator to fabricate fork slippers and sorting tables for the Return and Earn facility at Moama.
- Preparations have commenced to close the Wakool landfill permanently at the end of June.
- New kerbside services around the Womboota and Bunnaloo area continue to rollout following the closure of the unmanned bin stations.
- Councils waste

Compliance

- A serious dog attack occurred in Moama with three dogs involved, they were subsequently surrendered and euthanised. The victim and attacked dog owner sent a letter of thanks and congratulations to the Compliance Team.
- A cat impounded by MRC and sent for rehoming in Melbourne was later found by the owner in Melbourne when it was posted by the rehoming organisation. The family subsequently were able to be reunited with the cat and it is now registered and microchipped eliminating the potential for this to happen again. The Compliance Team followed all legislation and protocols in relation to this matter.
- Meetings commenced with IT for transitioning records between CM9 and ECM.

Environmental Health

- All food safety assessments have now been completed in Barham, Moulamein, Wakool and Murray Downs.
- A handful of inspections are yet to be completed in Moama and one in Mathoura, and two repeat inspections at high risk premises in Koraleigh and Tooleybuc will be completed in June. Once these are complete, we will have achieved 100% of our KPIs and statutory requirements relating to food premises for the financial year.
- One official warning letter was issued to a food premises relating to handwashing breaches.
- Three onsite wastewater applications were received.
- One complaint was investigated relating to allegations of an unsanitary rear yard of a food premises that was accessible from the street. The premises was found to be preparing for renovations. All waste was contained, there were no odours or evidence of pest habitation, and a temporary fence was erected around the yard.



Moama Waste Management Facility fire system ring main installation to hydrants and newly installed fire water storage tanks and pump set in background.



Stock at large in the west of the Council area.

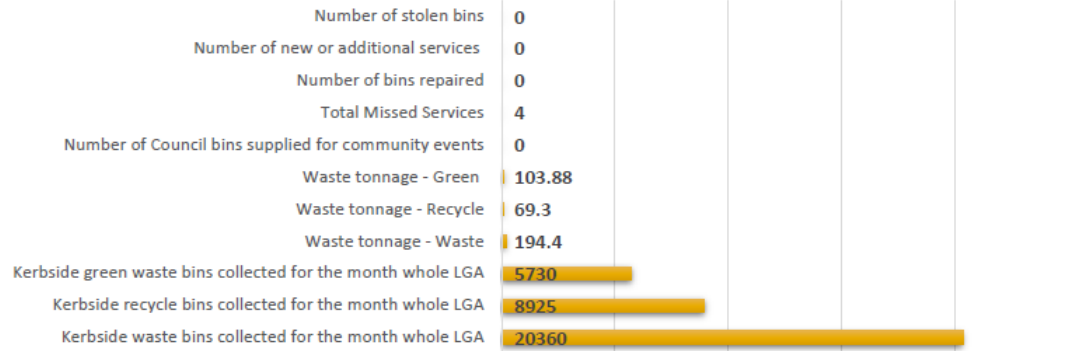


Abandoned vehicle reported to Rangers.

Manage

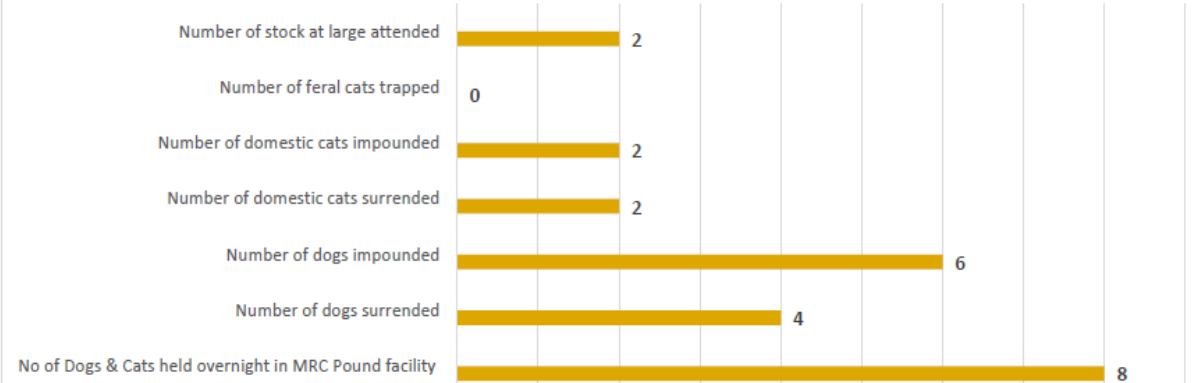
Waste Services

■ Apr-24



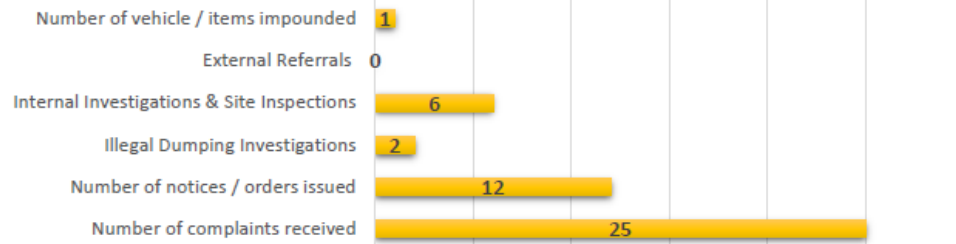
Compliance - Animals

■ Apr-24



Compliance - Investigations

■ Apr-24



Improve

Measure

Manage

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken	
			●●●

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	
09/05/2021	Public dropping waste at Moama landfill directly to cell around heavy equipment.	Low height skip bins placed at the front of house to get majority of the public to drop into these and have them transferred to the waste cell.	The design for the push pit at Moama Waste Management Facility is being assessed for currency and upgraded to tender ready so construction can commence early in the 2024/25 financial year.	●
09/05/2021	Barham and Wakool waste facility fencing is damaged and outdated providing easy unauthorised.	Boundary checks and facility monitoring.	Budget to upgrade fencing at both locations. Barham complete, Wakool a component of current Upgrade Design and Quantity Survey Project.	●
28/05/2022	Working in isolation/ limited phone signal / locating team members	Phone calls and team meetings to understand members work	Remote and Isolated Work Risk Assessment completed. GPS vehicle and personal GPS locators installed in all vehicles. Call centre identified to monitor after hours call outs. 3x units fitted. 1x unit to be installed.	●
29/08/2022	Exposure to Japanese Encephalitis Virus through mosquito trapping and working outdoors.	Long sleeve clothing and insect repellent spray	Environmental Health Coordinator and Rangers have received Japanese Encephalitis Vaccination	●

PART G: The Business of Improving the Business (Special events, achievements of note, celebrations, Recognition of Team Members (Living the values), The X Factor.)

Murray River Council was awarded the 2022 Statewide Mutual Risk Management Excellence Award for Strategic / Enterprise Risk: Regional, Rural and County Councils. Special thanks to all the staff who helped build our Accountability Framework. The business system that we used to align our efforts by removing grey areas, oversights, and overlaps and thus, helping to reduce risks by design.



Improve

Celebrate

PART H: Executive Summary (High Risk, Significant Change, Challenges, Emerging Trends or Significant Highlights)

Winning the 2022 Statewide Mutual Risk Management Excellence Award for Strategic / Enterprise Risk: Regional, Rural and County Councils was a wonderful achievement.



Purpose

Alignment

Clarity

Trust

Measure

Manage

Improve

Celebrate