

MCCC AGENDA

Meeting no. 198

10.00am
Tuesday 28 March 2023
SRW Maffra

We acknowledge the Gunaikurnai people, Traditional Owners of this land on which we meet and we pay our respects to their Elders past and present.



**Southern
Rural Water**

Managing Water. Serving Communities.

Our Vision

Great value for customers and community through excellence in rural water management



Our Trademark Behaviours

- Always Safe
- United
- Customer First
- Ambitious
- Results Driven
- Innovative
- Respectful

Macalister Customer Consultative Committee

Meeting 198

Date	Time	Location
28 March 2023	10am	SRW Maffra Office

Topic			
1		Acknowledgement of County	Chair
2		Welcome and Apologies	Chair
3		Declaration of conflicts of interest	All
4		Confirmation of minutes – Meeting 196 and 197	Chair
	4.1	Attachment – Draft Minutes MCCC Meeting 196, 13 December 2022	
	4.2	Attachment – Draft Minutes MCCC Meeting 197, 9 February 2023	
5		Business Arising	Chair
	5.1	Attachment - Business arising from previous meetings	
6		<u>PRINCIPAL MATTERS – FOR NOTING</u>	
	6.1	Manager Water Supply – East Update	Matt Cook
	6.2	Communications Report	
7		<u>PRINCIPAL MATTERS – FOR DISCUSSION</u>	
	7.1	Board update	Naomi Cleary
	7.2	Newry Modernisation update	Amanda Castle
	7.3	Macalister Avon Irrigation Development Project update	Penny Winbanks
	7.4	MID Delivery Delay's	Matt Cook
8		<u>COMMITTEE MATTERS</u>	
	8.1	Important issues from other customer committees	Cameron FitzGerald
	8.2	Matters referred by/to the Board/board committee	Cameron FitzGerald

9	<u>GENERAL BUSINESS</u>	All
10	Meeting evaluation	Chair
11	Next meeting	
12	Close	

Item No: 1

Subject: **Acknowledgement of Country**

'We acknowledge the Traditional Owners of the land on which we are meeting. We pay our respects to their Elders, past and present, and the Elders from other communities who may be here today.'

Item No: 2

Subject: **Welcome and Apologies**

The Chair will welcome attendees and note any apologies for this meeting.

Item No: 3

Subject: **Declaration of Conflicts of Interest**

The Chair will ask committee members to declare any conflicts of interest relating to the business of this meeting.

Item No: 4
Subject: Confirmation of minutes – Meeting 196 and 197
Action: For approval
Author: Hayley Taylor – Executive Assistant
Date: 21/03/2023

PURPOSE

1. To ensure that the minutes taken of committee meeting 196 and 197 are an accurate and sufficient record of discussions held and decisions made at the meeting.

RECOMMENDATION: That the committee **approves** the minutes of meeting 196 and 197 held on Tuesday 13 December 2022 and Thursday 9 February 2023 respectively.

PREVIOUS COMMITTEE CONSIDERATIONS

2. Minutes are confirmed at each committee meeting.

BACKGROUND

3. Draft minutes are circulated after each committee meeting. Any suggested changes are captured as track changes, for consideration and confirmation at the following meeting.

REPORT

4. Draft minutes of meeting 196, held at SRW Maffra Office on Tuesday 13 December 2022 are provided in attachment 4.1.
5. Draft minutes of meeting 197, held at SRW Maffra Office on Thursday 9 February 2023 are provided in attachment 4.2.
6. **Budget impact:** Nil
7. **Link to strategy:** Nil.
8. **Risk:** Committee meeting minutes are a public record and may be subject to release under Freedom of Information. Directors should ensure that minutes accurately and appropriately reflect the discussion and decisions of the meeting.

NEXT STEPS

Who	Action
Meeting Secretary	Once confirmed, a hard copy of the minutes will be signed by the committee Chairman and saved on the board portal and Southern Rural Water Website.

MACALISTER CUSTOMER CONSULTATIVE COMMITTEE

**MINUTES OF MEETING 196
Held 10.00am Tuesday 13 December 2022
SRW, Maffra**

PRESENT	Mr Benn Thexton, Deputy Chair Mr Steve Dwyer Mr Norm Drew Ms Kate Lamb Mr Alan Clyne Mr Graeme Anderson, OAM SRW Representatives Mr Cameron FitzGerald, Managing Director Mr Simon Wilkinson, General Manager Service Delivery Mr Matthew Cook, Manager Water Supply East Mrs Hayley Taylor, Executive Assistant
APOLOGIES	Mrs Jeannette Howie Mr Brad White Ms Joanne Butterworth-Gray, SRW Board Chair
ABSENT	NII
IN ATTENDANCE	Omi Koulas, Struber – Agenda item 6.1 Bill Hansen, Struber – Agenda item 6.1 Anthony Goode – West Gippsland Catchment Management Authority – Agenda item 6.2

1. ACKNOWLEDGEMENT TO COUNTRY

The Chair opened the meeting by acknowledging the traditional owners of the land and waters of the MID.

2. WELCOME AND APOLOGIES

The Committee noted Mrs Howie and Ms Butterworth-Gray had submitted their apologies.

3. DECLARATION OF CONFLICTS OF INTEREST

No further conflicts were declared.

The committee discussed when conflicts should be declared, noting that all members had some kind of conflict as they are all irrigators in the MID. The committee noted that conflicts of interest should be declared prior to a discussion on any item in the agenda or general business where a member has a pecuniary interest above and beyond that of an irrigator in the district.

4. CONFIRMATION OF MINUTES

The committee **approved** the minutes of the meeting held on **Tuesday 25 October 2022**.

Moved: Mr G Anderson

Seconded: Mr S Dwyer

5. BUSINESS ARISING FROM PREVIOUS MEETINGS

The report was taken as read.

Mr Cook noted that the format of the Weekly Snapshot is currently being reworked to include a better graphical representation of data and information. The new format will also include information on environmental releases as a standard item.

6. GUEST SPEAKERS

6.1 CUSTOMER ENGAGEMENT REVIEW

Mr Wilkinson advised the committee that SRW has engaged a specialist communications and engagement consultant Struber to undertake an independent review of its communications approach to customers and stakeholders. The review includes feedback from each of the Customer Consultative Committees.

Omi Koulas and Bill Hansen from Struber introduced themselves and outlined the format of the workshop to be conducted with the Committee.

The Committee members provided feedback through the workshop which was captured by Struber.

6.2 IRRIGATION DEVELOPMENT GUIDELINES

Mr Anthony Goode, West Gippsland Catchment Management Authority (WGCMA), joined the meeting at 11:33am and provided an overview of the Irrigation Development Guidelines (IDG's) for Gippsland.

Mr Goode provided a presentation to the Committee which provided context on the purpose of the IDG's and noted the following:

- They are required to be updated every 10 years.
- They provide guidance to agencies and irrigators to process application for new or expanding irrigation developments, ensuring efficiency, consistency, transparency and meet best practice standards.
- The IDG review does not change requirements placed on developers under the Water Act or any other Act.
- The review includes providing improved information (factsheets) for developers including clarification of the appeals and complaints process.
- A workgroup has been created to improve cooperation between key implementation partners.
- Next steps:
 - Finalise consultation process (comments close end of 2022)

- Draft to working group for final review – End of January 2023
- Commence endorsement process with the aim to have a final document by EOFY 2022/23

7. PRINCIPLE MATTERS

7.1 CHAIRPERSONS REPORT

Mr Thexton noted:

- The Avon Development meeting was recently held, and he will wait for the minutes before updating the committee.
- The spring weather has been fantastic for farmers.

7.2 SIGNIFICANT ISSUES OR ACTIONS

Nil to report.

7.3 MATTERS REFERRED BY THE BOARD

Mr FitzGerald advised the Customer Engagement Review was referred by the board.

A member enquired how the other customer committees are functioning. Mr FitzGerald provided an overview of the other committees, noting:

- The Southern Groundwater and Rivers Forum meet four times per year, with one of those meeting held face to face. The committee is functioning well.
- The Werribee Bacchus Marsh committee has issues with attendance. This could be due to the fact there isn't any big issues happening in the area at the moment.

8. FOR NOTING

8.1 Water Supply Update

Report taken as read.

Mr Cook noted SRW is two days away from announcing the low-reliability water allocation. It is expected that the allocation will be similar to 2021, due to the amount of water spilling.

Mr Anderson requested the reasoning behind why the Low Reliability Water Shares allocation was low. Mr Cook reconfirmed the allocation process and the decision-making framework. Mr Cook **agreed** to include a link to the website page where this explanatory information is located in the notifications sent out.

Action	Action officer	Due date
Include a link to the website page where Low-reliability allocation reasoning is located in the allocation text message to customers.	COOK	9/12/2022

8.2 COMMUNICATIONS UPDATE

The Committee noted the Communications report.

Mr Drew stated there is a lag with the information that is being shared on social media. Management advised the website is the first point of truth and acknowledged that it takes a

little bit longer for social media to be updated. Management referred to the engagement review and reiterated that SRW wants to ensure engagement meets customer and stakeholder expectations.

8.3 CORRESPONDENCE

The Committee noted there has been no correspondence since the last meeting.

8.4 FEEDBACK REGISTER

The Committee noted there has been no feedback since the last meeting.

9. GENERAL BUSINESS

Newry Pipeline

The committee discussed the Newry pipeline, noting:

- One customer is unhappy with where the pipeline is being laid and another has decided to communicate through lawyers. Management advised SRW respects the right of customers to engage lawyers and will communicate with customers through their lawyers if that is what the customer wants. SRW can use powers under the Water Act to progress the project but would prefer to come to a resolution with the customer.
- During preconstruction site visits Jaydo has noted to customers that soil conditions may pose challenges when installing pipes. Management advised that these issues will be managed via the construction contract.
- Mr FitzGerald noted that he has met with Jaydo's CEO and discussed the need for consistent communications from both organisations to prevent contradictions in messaging to customers. Both organisations are confident they are working towards a successful outcome.

Magnicide H

Mr FitzGerald advised SRW is responding to a media enquiry about SRW's use of Magnicide H that had reportedly caused the death of carp in the channel system. Mr FitzGerald noted that SRW has tight procedures and controls on its use and that the EPA is advised when the chemical is being administered including the management process.

10. NEXT MEETING

The next meeting No. 197 of the Macalister Customer Consultative Committee will be scheduled upon the completion of the Customer Engagement Review.

Meeting	Date
MCCC 196	TBA upon completion of the Customer Engagement Review

11. MEETING CLOSE

With there being no further business, the meeting closed at 12.27pm.

	July 2021	Sept 2021	Oct 2021	Dec 2021	Feb 2022	April 2022	May 2022	July 2022	Sept 2022	Oct 2022	Dec 2022
Raelene Hanratty	P	P	P	P	P	P	P	P	P		
Graeme Anderson	P	P	P	P	Apol	P	P	P	P	P	P
Stephen Dwyer	P	P	P	P	Apol		Apol	Apol	P	P	P
Jeanette Howie	P	P	P	P	P	Apol	P	P	P		Apol
Norm Drew	P	P	P	P	P	P	P	P	P	P	P
Alan Clyne	P	P	P	P	P	P	P	P	P	P	P
Kate Lamb	P	P	P	P	P	P	P	P	P	P	P
Brad White	Apol	P	P	P	P	Apol	P	P	P	P	
Benn Thexton	P	P	P	P	P	P	P	Apol	Apol	P	P

P Attended Meeting
Apol Notification of apology
Blank Did not attend

MACALISTER CUSTOMER CONSULTATIVE COMMITTEE

MINUTES OF MEETING 197
Held 10.00am Thursday 9 February 2023
SRW, Maffra

PRESENT Mr Benn Thexton, Chair
Mr Steve Dwyer
Mr Norm Drew
Mr Alan Clyne
Mr Graeme Anderson, OAM
Mr Brad White

SRW Representatives

Mr Cameron FitzGerald, Managing Director
Mr Simon Wilkinson, General Manager Service Delivery
Mr Matthew Cook, Manager Water Supply East
Mr Matthew Stagg, Technology and Innovation Specialist
Mrs Hayley Taylor, Executive Assistant

APOLOGIES Ms Kate Lamb

ABSENT Mrs Jeannette Howie

1. WELCOME AND APOLOGIES

The Committee noted Ms Kate Lamb had submitted her apologies.

2. PURPOSE

Management noted the purpose of the meeting was to respond to and discuss the issues relating to water delivery delays in the MID, drainage works and maintenance, irrigation guidance and advice and SRWs strategic direction.

Mr FitzGerald noted his appreciation of the members raising the issues and for their time for attending this special meeting.

Management advised that all questions raised by members will be answered during this meeting and a way forward will be agreed and noted the questions raised by the committee, including customers waiting 8+ days for water.

3. WATER DELIVERY DELAYS

Ordering System

Management provided an overview of how the ordering system works noting the Demand Management System (DMS) is a flexible system for customers to be able to order their own

water. The order is confirmed instantly if there is capacity in the system. Planners review orders to try to make the system as efficient as possible.

The committee discussed the change in customer behaviour when ordering with some customers ordering earlier than normal and others changing their ordering to 'lifestyle' orders, where they stop and start irrigating over several days, rather than take their water in one go.

The season so far

Management provided an overview of the season so far and noted the following environmental factors that contributed to the delivery delays:

- wet weather for extended period of time during the first half of the season, with rain falling at the right time replicating a normal irrigation pattern.
- Customers having 100% allocation but have not needing to access the water until late December/ early January due to the wet conditions.

It was noted that some customers book their orders a month or two out and then adjust as required closer to the delivery date. Some customers have realised that this is a work around to ensure they get the water when they want.

Contributing factors to water delivery delays

Management discussed other contributing factors noting:

- Best practice farming – there has been a change to the way that farmers water their farms. Farmers want the same volume out of less outlets to allow for higher flow. This uses a large amount of capacity within the system. SRW has had to turn down requests for higher flow outlets as they would block out the entire capacity within a channel. DMS allows the cancellation of orders at the last minute which effects the capacity.
- TCC – needs to reserve a small amount of capacity in the system to work effectively. Planners have manual capability to override the system in peak demand times, but this is a very time consuming workaround for planners and is only available in a small number of sections. Planners try to juggle orders to get as many customers their water as possible.

Notice given for orders

Management advised that of the water orders that SRW have been able to deliver, 40% of customers have provided 2 days or less notice. It was noted that the Customer Charter advises that 3 day's notice is requested prior to the expected delivery date. A Committee member suggested that customers must give 3 day's notice and cannot cancel orders at

short notice. Mr Cook advised that SRW wanted to deliver the water to customers so if there is capacity in the system SRW will do everything possible to facilitate the delivery.

Current actions/discussion

The Committee discussed:

- the information provided by SRW,
- how SRW can better advise customers of upcoming dry periods,
- Changes to the systems could include:
 - Utilising the ordering system as is with some minor changes to assist in reducing wait times.
 - blocking customers from ordering water once they order a predetermined volume or percentage of entitlement,
 - using Delivery Share within the ordering system to ensure capacity is in the system for customers.
- In these cases, farmers may need to consider on farm storages so they can order water when available and then they can water from the storage at a time that suits them. This is similar to the way Vegetable Farmers set up their farms.
- The importance of ensuring that all customers are treated the same and have the same access to water when considering changing the ordering system.
- The potential for more delays as the system gets bigger (potential expansion).

The committee agreed that if any restrictions or changes are made to the ordering system they must come from the customers. SRW and the committee must look at all models including pay for use, and setting limits during peak times before a decision to change the system is made. In the meantime, better communication on issues to customers is a good first step.

4. DRAINAGE WORKS AND MAINTENANCE

Management advised there is a review underway regarding the drainage systems across all of SRW. Management will present the findings to the committee once the report has been finalised.

The Chair stated that SRW needs a strategic plan to manage drainage systems as suitable drainage is critical to supporting a modernised system. Management noted that the current review would help form a drainage plan.

Season weed spraying

Management noted the types of drain maintenance completed over the last 3 years including:

- distance sprayed and litres of chemical used,
- Magnicide H program and that mechanical cleaning had been completed during the season, instead of waiting for winter to clean channels.
- A new chemical is to be trailed in the winter of 2023 to clear parts of the channel system.

5. IRRIGATION GUIDANCE AND ADVICE

Low Reliability Information

The committee advised the allocation model that is linked in the Allocation Notification SMS is very detailed.

Management **agreed** to create a factsheet separate from the allocation model specifically addressing low reliability allocation.

Management advised the Weekly Snapshot is continuing to be updated and will continue to work with customers to ensure the information is relevant.

The committee suggested adding the probability of low reliability water supply to the report to allow customers to manage their risk profile.

6. STRATEGIC DIRECTION

Expansion of the district

The committee discussed the potential expansion of the MID and noted that expanding the customer base allows for more funding, but customers may not see the benefit of expanding the area if issues like the delivery delays continue. Concerns were noted regarding the impact of climate change potentially making weather events that contributed to the delivery delays becoming more frequent.

Mr FitzGerald stated that the opportunity with growth is additional investment opportunities which could include greater channel capacity benefits to all customers.

The committee discussed internal KPI's such as channel performance and order delivered within 1 day of request. Management advised KPI's within the Pricing Submission have been proposed to the ESC but additional internal KPI's can be set and these will be considered as part of a review of the delivery system.

The Committee **requested** SRW report back to the committee on ML delivered during the day vs night.

7. MEETING EVALUATION

The committee thanked SRW for the standard of information presented and the discussion.

It was **agreed** that a factsheet from the MCCC would be developed and sent to impacted customers by SRW, informing them of the issues discussed and details of the MCCC members.

8. MEETING CLOSE

With there being no further business, the meeting closed at 11:30am.

	Sept 2021	Oct 2021	Dec 2021	Feb 2022	April 2022	May 2022	July 2022	Sept 2022	Oct 2022	Dec 2022	Feb 2023
Raelene Hanratty	P	P	P	P	P	P	P	P			
Graeme Anderson	P	P	P	Apol	P	P	P	P	P	P	P
Stephen Dwyer	P	P	P	Apol		Apol	Apol	P	P	P	P
Jeanette Howie	P	P	P	P	Apol	P	P	P		Apol	
Norm Drew	P	P	P	P	P	P	P	P	P	P	P
Alan Clyne	P	P	P	P	P	P	P	P	P	P	P
Kate Lamb	P	P	P	P	P	P	P	P	P	P	Apol
Brad White	P	P	P	P	Apol	P	P	P	P		P
Benn Thexton	P	P	P	P	P	P	Apol	Apol	P	P	P

P Attended Meeting
Apol Notification of apology
Blank Did not attend

Item No: **5**
Subject: **Business arising from previous meetings**
Action: **For noting**
Author: **Hayley Taylor – Executive Assistant**
Date: **22/03/2023**

PURPOSE

1. To allow the forum to assess management progress on items identified for action from Macalister Customer Consultative Committee meetings.

RECOMMENDATION: That the committee notes the status of business arising action items, including:

- Two action items have been completed
- one action item will be discussed within this agenda

PREVIOUS COMMITTEE CONSIDERATIONS

2. Business arising is considered each meeting.

BACKGROUND

3. Actions are captured in the minutes each month and transposed into risk wizard where base and aspirational dates are added along with the responsibility for completion.

REPORT

4. Attachment 5.1 describes each action item, its status, and a comment on its progress.

BUSINESS ARISING FROM PREVIOUS MEETINGS - MCCC

Action progress: Complete

Action	Source	Due date	Completed date	Accountable officer	Status comment	
24925	Review whether information on Environmental flows can be included in the Weekly Snapshot.	Macalister Customer Consultative Committee, 25 October 2022, Agenda Item 6.6 - Seasonal Watering Plan for Macalister and Thomson Rivers	10/02/23	15/02/23	Matt Cook	Management has confirmed that information on Environmental Flows can be added to the snapshot. Updates to information that is included in the snapshot will be made once the Customer Engagement Review has been completed. This action item will remain on the report until the information is captured in the report.
25022	factsheet from the MCCC would be developed and sent to impacted customers by SRW, informing them of the issues discussed and details of the MCCC members.	Macalister Customer Consultative Committee, 9 February 2023 - Special Meeting - MID Delivery Delays	17/02/23	17/02/23	Hayley Taylor	Factsheet developed and sent to impacted customers on 17 February 2023

Action progress: This agenda

Action	Source	Due date	Completed date	Accountable officer	Status comment	
25021	Provide a report to the committee on ML delivered during the day vs at night.	Macalister Customer Consultative Committee, 9 February 2023 - Special Meeting - MID Delivery Delays	09/03/23		Matt Cook	statistics will be provided during the meeting

Item No: **6.1**
 Subject: **Manager Water Supply East Update**
 Action: **For noting**
 Author: **Matt Cook, Manager Water Supply East**
 Date: **20/03/2023**

Issue	Commentary 2022-23
Allocation Update	Current Allocation is 100% HRWS and 20% LRWS
System Efficiency (target vs actuals)	Efficiencies are tracking well at 84% with 118,000 ML delivered to date with 8 weeks remaining in the season and consistent demand.

New Staffing – Irrigation Service Delivery Supervisor.

I am pleased to have recruited Sean Patmore into the vacant Irrigation Service Delivery Supervisor East role.

Sean has been with SRW for the past 4 years in a role of Multi Skilled Storage Operator at Glenmaggie and brings a strong understanding of how the MIA storages function. Sean has taken on lead roles within the Headworks team and within the boarder organisation.

Sean has an Always Safe attitude and a drive to advocate for what is best for the customer base.

Water Utilisation and Trading Project

The project continues to progress inline with the DEECA agreed timelines. We currently are working with Water Partners as our preferred supplier to build our trading platform for the 2023/24 season. With Marissa Gwydir no longer with SRW we have been fortunate to have been able to bring in Clinton Harley from the Strategy and Performance team to project manage the building and implementation of this platform.

We have utilised feedback from previous MCCC consultation to build the requirements of the platform. As we continue through the build we will consulting with the MCCC around the look and feel of the platform.

Drainage review

SRW expects the final report from HARC in the week commencing 27 March 2023. SRW will present the recommendations and discuss next steps at the next MCCC meeting.

Place of Take

PoT continues to progress with customer consultation and Water Corporations partnering with DEECA to work through the changes required with in the Water Register.

Currently there is some targeted conversations being held with SRW customers in the west where syndicates are involved. With in the Eastern Irrigation Business there is no river customers affected by these changes within syndicates.

It is likely that in May – June there will be further communications going to all regulated customers to update on some possible description changes.

Item No: **6.2**
Subject: **Communications and Engagement report – March 2023**
Action: **For noting**
Author: **Kris Perkovic, Senior Community Engagement Adviser**
Date: **28/03/2023**

PURPOSE

- To update the Macalister Customer Consultative Committee on recent communications and engagement activities.

RECOMMENDATION: The Committee note the report.

PREVIOUS COMMITTEE CONSIDERATIONS

2. Communications and engagement activity is reported at each meeting.

BACKGROUND

3. The Communications and Engagement team develops communications plans, issues media releases, manages the website and social media, customer and community engagement activities and looks after media enquiries.

REPORT

4. News and media

<https://www.srw.com.au/news-media/season-outlook-dry-autumn-ahead>

<https://www.srw.com.au/news-media/southern-rural-water-start-building-newry-pipeline>

<https://www.srw.com.au/news-media/how-modernising-water-infrastructure-helps-young-dairy-farmers-milk-it>

<https://www.srw.com.au/news-media/how-we-help-people-share-water-fairly>

- Featuring a video with Southern Rural Water's Groundwater and Rivers Manager Bryce Morden

<https://www.srw.com.au/news-media/how-we-balance-water-supply-community-safety>


- Featuring a video with Southern Rural Water's Headworks Operations Manager Ed Smith

5. Social media

Our social media campaigns have received good responses. Below are some examples of content since the last meeting. Please follow our social media pages to see more.


Southern Rural Water
10 March at 10:01

It's full steam ahead on the Newry Pipeline Project.
This project will see 100-year-old open channels replaced with new pipelines and automated outlets.
Check out our video to see what's been happening on the ground... [See more](#)



Southern Rural Water
17 February at 12:29

We're building the Newry Pipeline and replacing 100-year-old channels with new pipelines and automated outlets.
This project is part of Phase 2 of the \$159.7 million Macalister Irrigation District modernisation program.
See what big environmental and water delivery benefits we're going to deliver. ... [See more](#)



Amanda Castle
Acting Manager Capital Delivery

Southern Rural Water
6 d


What Australian state has the largest irrigated agriculture by value?
Victoria. Yup, our great state accounts for 28 per cent of Australia's Gross Value of Irrigated Agricultural Production.
By value, fruit and nuts (excluding grapes) are the most valuable irrigated commodity, followed by dairy and vegetables. ... [See more](#)

**We're proud to support
Victoria's \$17.5 billion
agriculture industry**



Southern Rural Water
9 March at 13:37


Autumn is forecast to be drier than average across Southern Rural Water's service area, continuing the warmer trend that started in mid-December last year.
Read more about the warm weather forecast at www.srw.com.au/news-media/season-outlook-dry-autumn-ahead



**Season outlook: a dry
autumn forecast**

Southern Rural Water
2 February

It won't be long before delivering water manually becomes part of history in the Newry area of the Macalister Irrigation District.
So, take one last look at how we deliver water now and why we're excited about modernisation.
Read more about the Newry Pipeline Project at <https://www.srw.com.au/initiat.../projects/mid-modernisation>



Matt Cook
Manager, Water Supply East

Southern Rural Water
24 February at 17:48

Our Macalister irrigation customers can now apply for funding under the Central Gippsland Irrigation Efficiency Incentives Program.

**Applications now open
for the Central Gippsland
Irrigation Efficiency
Incentives Program**

AGRICULTURE VICTORIA



NEXT STEPS: A further update will be provided at the next MCCC meeting.

Item No: **7.1**

Subject: **Board Update**

Naomi Cleary, Deputy Chair of SRW's Board, will provide an overview of discussions at the most recent Board meeting.

Item No: **7.2**

Subject: **Newry Modernisation Update**

Amanda Castle, Acting Manager Capital Delivery will provide an update of the Newry Modernisation Project.

Item No: **7.3**

Subject: **Macalister Avon Irrigation Development Project update.**

Penny Winbanks, Manager Strategic Partnerships and Policy will provide an update of the Macalister Avon Irrigation Development Project.

Item No: **7.4**

Subject: **MID Delivery Delays**

Matt Cook, Manager Water Supply East will provide an update on MID Delivery Delays and discuss next steps to address the issues.

Item No: **8.1**

Subject: **Important issues from other customer committees**

Cameron FitzGerald, Managing Director, will provide a verbal update on important issues raised at other customer committees.

Item No: **8.2**

Subject: **Matters referred by the Board**

Naomi Cleary, Deputy Chair of the Board, will discuss matters that have been referred by/to the Board.

Item No: **8**

Subject: **General Business**

The Chair will introduce any items of general business.

Item No: **9**

Subject: **Meeting evaluation**

The Chair will seek feedback on the effectiveness of this meeting.

The Chair will ask the committee to assess the performance of the committee at this meeting, using the below questions as a guide.

1. Do we think the committee is adding value?
 2. What's working?
 3. What's not working?
-

Item No: **10**

Subject: **Next Meeting**

The next meeting of the Macalister Customer Consultative Committee will be held on Tuesday 27 June 2023 at 10:00pm, at SRW Maffra Office.

Item No: **11**

Subject: **Close**

The Chair will close the meeting.
