

MCCC AGENDA

Meeting no. 202

10.00am
Tuesday 27 February 2024
SRW Maffra Office

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 Values

We are Always Safe and Accountable working as One Team to deliver a lasting Legacy.

Macalister Customer Consultative Committee

Date	Time	Location
27 February 2024	10am	SRW Office - Maffra

Topic		
1	Acknowledgement of County	Chair
2	Welcome and Apologies	Chair
3	Declaration of conflicts of interest	All
4	Confirmation of Minutes: Meetings 200 and 201	Chair
4.1	Attachment – Minutes MCCC Meeting 200, 29 August 2023	
4.2	Attachment – Minutes MCCC Meeting 201, 18 October 2023	
5	Business arising from previous meetings	Chair
5.1	Attachment – MCCC business arising report	
6	<u>GUEST SPEAKERS</u>	
6.1	High demand period and MID Operational Model Review	Matt Cook / Matt Stagg
6.2	Flood Modelling	Edward Smith
7	<u>PRINCIPAL MATTERS – FOR NOTING</u>	
7.1	Water Supply East Update	Matt Cook
7.2	Communications Report	Gemma Abela
8	<u>PRINCIPAL MATTERS – FOR DISCUSSION</u>	
8.1	Board update	Cameron FitzGerald
	<u>COMMITTEE MATTERS</u>	
9	9.1 Important issues from other customer committees	Cameron FitzGerald
	9.2 Matters referred by/to the Board/board committee	Cameron FitzGerald
	9.3 2024 Committee Workplan	

10	<u>GENERAL BUSINESS</u> - Tour of Newry modernisation works	All
11	Meeting evaluation	Chair
12	Next meeting	
13	Close	12pm

Light refreshments will be provided at the meeting.

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 200 and 201
Action: For approval
Author: Hayley Taylor – Executive Assistant
Date: 19/02/2024

PURPOSE

1. To ensure that the minutes taken of committee meeting 199 are an accurate and sufficient record of discussions held and decisions made at the meeting.

RECOMMENDATION: That the committee **approves** the minutes of meeting 200 held on Tuesday 29 August 2023 and meeting 201 held on Wednesday 18 October 2023.

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 200, held at SRW Maffra Office on Tuesday 29 August 2023 are provided in attachment 4.1.
5. Draft minutes of meeting 201, held at SRW Maffra Office on Wednesday 18 October 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, the minutes will be saved in Southern Rural Water's document management system and Southern Rural Water's Website.

Macalister Customer Consultative Committee

Minutes of Meeting 200

Date	Time	Location
29 August 2023	10:00am	SRW Maffra Office

Present

Mr Benn Thexton	Committee Chair
Mr Alan Clyne	Committee Member
Mr Brad White	Committee Member
Mr Graeme Anderson	Committee Member
Mr Kate Lamb	Committee Member
Mr Norm Drew	Committee Member
Mr Stephen Dwyer	Committee Member

In Attendance

Mr Cameron FitzGerald	Managing Director, SRW
Mr Matt Cook	Manager Water Supply East, SRW
Ms Hayley Taylor	Executive Assistant, SRW (Scribe)

Apologies

Mr Simon Wilkinson	General Manager Service Delivery, SRW
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Absent

Ms Jeannette Howie	Committee Member
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Guests

Penny Clark	Senior Manager Water Reform Legislation Oversight, Water and Catchments, DEECA
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1. Acknowledgement of County

The Chair acknowledged the Traditional Owners of the land on which the meeting was held.

2. Welcome and Apologies

The Chair welcomed all present to the meeting and noted the apologies.

3. Declaration of conflicts of interest

The Chair asked attendees to declare any conflicts of interest relating to the business of this meeting.

There were no new conflicts raised.

4. Confirmation of minutes – Meeting 199

The minutes of meeting 199 were approved.

Moved: Graeme Anderson

Second: Alan Clyne

5. Business Arising

The report was taken as read.

6. COMMITTEE MATTERS – For discussion

6.1 Customer Engagement Review

The committee chair noted the email that had been sent to SRW management in relation to changes proposed to the committee as part of the Customer Engagement Review.

The committee discussed the points raised in the email with the main issue raised by the members being the independent chairing of the committee, which they felt would reduce their influence on the SRW board and management. They stated that having an independent chair would dilute customers voices and the chair should be an irrigator who is prepared to drive the requirements of the irrigation area for all water users.

The members also expressed their desire to have an irrigator on the board. The committee highlighted the importance of understanding what matters to customers and that this is difficult without current irrigator being on the board. Understanding the unique nature of the Macalister Irrigation Area was also highlighted as an important matter in the appointment of board positions.

The Chair indicated that there is an opportunity for SRW to work with customers and understand the aspirations of the committee who seek maximum ability to influence what happens to water in the district as it is critical to customers livelihood.

The committee referred to the possibility of a media response if it is perceived that SRW is not listening to customers.

The committee suggested that any appointments to the committee are made by the Chair, one other MCCC member and a member of the board.

The Managing Director thanked the committee for their feedback and stated that he takes all comments seriously. He explained the rationale for proposing an independent chair who can speak for all customers and be impartial, particularly in light of the circumstances of the departure of the most recent Chair.

Having considered committee feedback, the Managing Director accepted that his explanation of the value of an independent Chair did not adequately address the importance in the committee's mind that there should be a strong link between those who *own the water* and the board.

The Managing Director also addressed the committee comments regarding the board appointment process and referred to correspondence from the Minister for Water to the MCCC in 2022, who welcomed applications from the members through the official government appointment process which occurs every two years.

In regard to board attendance at MCCC meetings, the Managing Director advised that in his capacity as a member of the SRW board, he ensures that he is available to attend every meeting.

The Managing Director proposed that the current model of a chair that is elected by the committee could be considered for adoption. He then opened a discussion on what improvements might be made to the current model if an independent chair approach did not proceed.

The Committee indicated that the members will need to support the chair, and recommended that they spend time as a member of the committee before being elected as Chair. They suggested that new members need to work as a team and be accountable as a team.

At the conclusion of the discussions, it was **agreed** that the following recommendations for appointing an MCCC Chair and recruiting members to the committee would be taken to the September Board meeting for approval:

- *The Committee **agreed** that the Chair of the MCCC should be someone that owns water shares and is an irrigator in the area, and this person would be appointed by the Committee.*

Moved: Graeme Anderson

Seconded: Stephen Dwyer

NB: Mr Drew abstained from voting.

- *The Committee **agreed** that recommendation for appointments should be made by the Chair, another MCCC representative, a board member, being the Managing Director and the Manager Water Supply East.*

Moved: Stephen Dwyer

Seconded: Brad White

NB: Mr Drew abstained from voting.

Action	Action Officer	Due Date
<p>Present the following recommendations to the board at the September 2023 meeting for approval:</p> <ul style="list-style-type: none"> <i>The Chair of the MCCC should be someone that owns water shares and is an irrigator in the area, and this person would be appointed by the Committee.</i> <i>Appointments should be made by the Chair, another MCCC representative, a board member, being the Managing Director and the Manager Water Supply East.</i> 	C FITZGERALD	05/09/2023

7. GUEST SPEAKERS

7.1 Place of Take

Ms Penny Clark, Senior Manager Water Reform Legislation Oversight, Water and Catchments, DEECA joined the meeting at 11:19am and provided an update on the Place of Take approval framework highlighting,

- Place of Take is a new approach to water delivery rights in Victorias declared systems and that this framework does not affect water shares.
- Issues affecting irrigators on the lower part of the Murray system where there is risk that they are unable to supply water to irrigators at the volume and time they want it.
- Changes from this project will mean that water users across the state will have a Place of Take approval recorded in the Water Register.
- Delivery Share will remain and means that the irrigator has the right to a share of available water in a shortfall.
- For River Diverters, the extraction share will be moved from the works licence to Place of Take approvals, with the extraction share remaining the right to a share of available water.
- Commencement of the approach has been delayed due to impact of flooding to irrigation that are affected by these changes. The new commencement date is expected to be by 20 November 2023.
- Changes have been made to the water register, ready for implementation.
- New ministerial rules are being developed to set out how extraction share is converted for complex scenarios.
- Extraction share rules, where needed, sets limits and rules for trade of extraction share.

- DEECA is consulting with irrigators via consultative committee, irrigator groups and solicitor and broker forums.
- Links to further information will be distributed to the group after the meeting.

The committee thanked Ms Clark for the presentation.

Ms Clark left the meeting at 11:33am.

8. PRINCIPLE MATTERS – FOR NOTING

8.1 Manager Water Supply East Update

The report was taken as read. Mr Cook highlighted that all water being released from Glenmaggie is for orders from irrigators or the environment.

The committee **requested** that allocation rules are added to the weekly update and website and a text with a link to the information is sent to customers so the committee can refer customers to these information sources if they are asked whether Glenmaggie is spilling.

Action	Action Officer	Due Date
Update MID Weekly Update and website with a link to allocation rules.	M. COOK	29/09/2023
Once the allocation rules have been added to the website, send the link via text to MID customers.	M. COOK	29/09/2023

8.2 Communications Report

The report was taken as read.

A member inquired where the information regarding the centenary of Glenmaggie Weir is located on SRW's website. Management **agreed** to confirm with the Communications team that the information could be found on the SRW website and relay this information back to Mr Drew.

Action	Action Officer	Due Date
Confirm where the information regarding the centenary of Glenmaggie Weir is located on the SRW website and relay this information back to Mr Drew.	M. COOK	29/09/2023

9. PRINCIPLE MATTERS – FOR DISCUSSION

9.1 Board Update

Mr Cameron FitzGerald, Managing Director advised the board had recently discussed:

- Customer engagement approach.
- MID modernisation work progress where the board were advised there were a small number of customer connections and a road crossing to be completed.

Feedback from customers have been positive in relation to modernisation works, but one customer has suggested that a conversation between SRW and the customer in relation to what on farm works they were planning would have been beneficial to ensure connections to on farm works were suitable.

- Main Northern Syphon Replacement has been completed and this piece of infrastructure replaces an asset that was run down and was a risk to supply for the customers on that pipeline. The benefit of replacing a syphon with a flume is to remove the restriction on the pipeline which improves service to customers.

The committee inquired as to how capital projects for asset replacements are considered including options considered and costs. Management advised that for this project, risk to staff safety, loss to head pressure and restriction to the system were considered by the operations and capital team.

- Demand for water has been higher this year, but to date delivery times have been met.
- Water Sales will take place this year, with the expectation there will be approximately 1000ML up for auction. The Managing Director **agreed** to report back to the committee as to who will be eligible to purchase water.
- Other items of the board agenda is EOFY items and board committee meeting outcomes.

Action	Action Officer	Due Date
Advise the MCCC as to who is eligible to purchase water through the Water Sales process	Cameron FitzGerald	13/10/2023

10. COMMITTEE MATTERS

10.1 Important issues from other customer committees

The Southern Groundwater and Rivers Forum is scheduled to meeting in mid-September.

10.2 Matters referred to/by the Board/Board Committee

The Managing Director confirmed that he would present the agreed outcomes of the Customer Engagement Review discussion (agenda item 6.1) to the board at the September meeting.

11. General Business

Tour of Newry Modernisation Works – this tour will be scheduled at a later date, with Management to circulate some proposed dates.

12. Meeting evaluation

The members referred to the robust discussion and stated that the Chair ran the meeting well.

13. Next meeting

The next meeting of the Macalister Customer Consultative Committee will be scheduled for December 2023.

14. Close

With no further business the meeting was declared closed at 12:09am.

DRAFT

Macalister Customer Consultative Committee

Minutes of Meeting 201 – Special meeting

Date	Time	Location
18 October 2023	10:00am	SRW Maffra Office

Present

Mr Benn Thexton	Committee Chair
Mr Alan Clyne	Committee Member
Mr Brad White	Committee Member
Mr Graeme Anderson, OAM	Committee Member
Mr Norm Drew	Committee Member
Mr Stephen Dwyer	Committee Member

In Attendance

Mrs Joanne Butterworth-Gray	SRW Board Chair
Mr Cameron FitzGerald	Managing Director, SRW
Mr Simon Wilkinson	General Manager Service Delivery, SRW
Mr Matt Stagg	Acting Manager Water Supply East, SRW
Mrs Pam Crawford	Service Delivery Officer

Apologies

Mr Kate Lamb	Committee Member
Ms Jeannette Howie	Committee Member

Absent

Guests

1. Acknowledgement of County

The Chair acknowledged the Traditional Owners of the land on which the meeting was held.

2. Welcome and Apologies

The Chair welcomed all present to the meeting and noted the apologies.

3. PRINCIPLE MATTERS – For discussion

3.1 Flood Debrief

- Mr FitzGerald began by explaining to the Committee that after each flood, there is a post action review. In the case of this flood, the review will be conducted independently.
- The review is to identify good practices as well as areas for improvement.
- The Committee was informed that SRW are responsible for water level management in Lake Glenmaggie and storing and releasing water for irrigators. Structure integrity is also a priority along with minimising downstream impacts.
- There is a limited ability to mitigate floods, as Lake Glenmaggie is a small storage on a big catchment.
- SRW track storage levels and make releases based on conditions. This is reviewed fortnightly.
- The Eastern Storages Flood Plan, details what happens when there is a flood. It is important to get this plan right which is why reviews occur.
- The October 2023 flood presented many challenges. For context, conditions for August were dry, with a seasonal outlook for continued dry conditions.
- Due to these dry conditions, a September 1st filling curve was chosen. In July it was decided to harvest all that is allowable.
- The start of the irrigation season saw record demand and Lake Glenmaggie had still not reached fill point at this stage.
- **Sunday 1st October 2023**
- Initial BoM forecast for 3rd to 5th October was for between 30-140mm rain.
- There was a high degree of uncertainty in the forecast hence the wide range.
- **Monday 2nd October 2023**
- BoM issues initial flood scenarios outlook.
- Most likely scenario was for no flooding on Macalister.
- Least likely scenario was for Moderate flood levels at Licola, Minor Flood Levels D/S of Glenmaggie.
- **Monday 2nd October 2023**
- Based on BoM scenarios, the results of 1st run of SRW flood forecasting model indicated:
 - 50% chance of no significant change in flow;
 - 25% chance of inflow peaking at 15,000ML/d;
 - For the most likely outcomes the inflow would be able to be absorbed with minimal impact downstream.

- No need for a pre-release.
- **Tuesday 3rd October 2023**
- BoM issued updated rainfall forecast – now up to 120mm in the upper catchment but with chance of higher localised falls.
- BoM updated flood scenarios showing:
 - Most likely scenario was for Moderate Flood Levels at Licola, Minor Flood Levels D/S of Glenmaggie;
 - Least likely scenario was for Major Flood Levels at Licola, Minor Flood Levels D/S of Glenmaggie;
- SRW updated results from the flood forecasting model showed:
 - 50% chance no significant change to inflows;
 - 25% chance peak inflow of 22,000ML/d;
 - Release increased to 1,000ML/d to charge the river and give a platform to respond to inflows – noting airspace was still able to keep most likely scenarios to Minor Flood or below.
- **Wednesday 4th October 2023**
- Higher than forecast rainfall was now occurring.
- Release was increased to 2,000ML/d at 4am and to 5,500ML/d at 6am as upstream gauges started to rise.
- SRW ran the flood forecasting model at 6am which now included actual rainfall – reducing any uncertainty.
- Model results showed that the predicted inflow peak was now 53,000ML/d.
- Inflow and storage level started to rise approximately 9am.
- Releases were then increased throughout the day to run just behind increases in inflow.
- Mr FitzGerald confirmed that these scenarios were based on if SRW did nothing with the water in store at Lake Glenmaggie.
- An emergency warning was issued by VicEmergency mid afternoon on Wednesday 3rd November.

The Committee discussed:

- Early warnings are essential and could have released more water, earlier. However SRW did everything right otherwise.
- There is a need to test the communication between SRW & SES as there was a lot of confusion in the community.
- Whilst SRW were able to moderate outflows with the airspace available, could have potentially created more space.
- So long as the releases were less than inflows, making a minor flood rather than major, SRW did the right thing.
- At this time of year, Glenmaggie isn't able to reduce flood peaks easily as it needs to be full for irrigation purposes. However, the number one priority should be to protect people. That's what the flood plan is for.
- If Glenmaggie wasn't there, the flood would have happened regardless and would have been worse.
- With some flood events, not a lot can be done.

- The flood water came out at different places to normal; this is a CMA issue as there is too much growth in rivers. Newry farmers are looking to clear problem areas in themselves, rather than waiting for funding.
- SRW did the right thing but the river behaved completely differently.
- It was commented that the CMA need to attend Flood Warden meetings to understand and know that their decisions cause some of the problems to property owners.
- The Flood Warden system was discussed. Mr FitzGerald said that the system would form part of the review.
- The use of the VicEmergency app was discussed. Mr FitzGerald said that findings from previous events was that warnings are to only come from the VicEmergency app.
- SRW made the decision to report releases on the SRW website. There is a need to get the VicEmergency app to a point where the most relevant information is being provided.

3.2 Independent post incident review

- Mr FitzGerald restated that there will be a post incident review conducted by an independent consultant.
- The Government want the VicEmergency app to be the source of truth, however the information needs to be accurate.
- The Committee was asked what the right mix of information is and it was discussed that customers need actual figures, inflows, outflows etc so they can make decisions.
- The Flood Warden system needs addressing as it is not working effectively. This will form part of the review.
- Property owners close to the release of water are the priority, as they have less time to prepare.
- The review process will be run independently, they will look at all SRW processes and ensure these were followed.
- The Committee commented that this review could be conducted in house, using SRW experience and knowledge. Mr FitzGerald said the consultant chosen will have a lot of experience in emergency management, who can look at our processes with fresh eyes.
- Members were asked to review the scope of the review and provide feedback if required.

4. Farewell to outgoing members

- Mr FitzGerald recognised and thanked outgoing members, Mr Graeme Anderson, OAM, Mrs Jeannette Howie and Mr Alan Clyne.
- Those present were given a certificate of appreciation and a letter from West Gippsland Catchment Management Authority, who also expressed their gratitude.

Close

With there being no further business, the meeting closed at 11.35am.

DRAFT

Item No: **5**
Subject: **Business arising from previous meetings**
Action: **For noting**
Author: **Hayley Taylor – Executive Assistant**
Date: **20/02/2024**

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:

- Three action items have been completed, and
- 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	
25243	Update MID Weekly Update and website with a link to allocation rules.	Macalister Customer Consultative Committee, 29 August 2023 - Agenda Item 8.1 Manager Water Supply East update	29/09/23	20/02/24	Matt Cook	The SRW website and been updated to include information on SRW's allocation method and a link to this page has been included in the weekly snapshot.
25244	Once the allocation rules have been added to the website, send the link via text to MID customers.	Macalister Customer Consultative Committee, 29 August 2023 - Agenda Item 8.1 Manager Water Supply East update	29/09/23	20/02/24	Matt Cook	Customers have been sent a link to the allocation model on the SRW website. A link is also included in the Weekly Snapshot.
25246	Advise the MCCC as to who is eligible to purchase water through the Water Sales process	Macalister Customer Consultative Committee, 29 August 2023 - Agenda Item 9.1 Board update	13/10/23	20/02/24	Cameron FitzGerald	People with direct access to the mainstream of the Mitchell River were eligible to purchase water through the Mitchell River Water Sales auction. Direct access was confirmed prior to the auction when expression of interest was submitted.

Action progress: This agenda

Action	Source	Due date	Completed date	Accountable officer	Status comment	
25327	Agenda Item for Feb 2024 meeting • Flood Modelling (Ed/Mitch) • Drought Modelling	Macalister Customer Consultative Committee - Welcome morning tea - 12 December 2023	12/01/24	12/01/24	Matt Cook	Refer to agenda item 6.2.

Item No: **6.1**

Subject: **High demand period and MID Operational Model Review**

Southern Rural Water (SRW) will provide an overview of the current high demand period in the Macalister Irrigation District and how it is impacting customers, the steps SRW have taken to lessen the impact to customers.

SRW will lead a discussion on the recommendations from the MID Operational Model Review and seek feedback on the proposed next steps.

Item No: **6.2**

Subject: **Flood Modelling**

Edward Smith, Manager Headworks Operations will attend the meeting and discuss SRW's Flood Modelling process.

Item No: 7.1
 Subject: **Water Supply East Update**
 Action: **For noting**
 Author: **Matt Cook, Manager Water Supply**
 Date: **16/02/2024**

Issue	Commentary 2022-23
Allocation Update	Current Allocation is 100% HRWS and 5% LRWS
System Efficiency	Efficiencies are tracking well at 85% with 92,000 ML delivered to date with 12 weeks remaining in the season and consistent high demand.

Capital works.

6B, outlet modernisation: The next tranche of 60-70 modernised outlets is scheduled for installation in the Winter of 2024. This is in addition to the 50 modernised outlets that were installed from the 6A project.

Once the 6B project has been completed, Dethridge wheels on outlets that have an average usage of over 150ML will have been replaced by modernised outlets. There are a few complex outlets with a usage of over 150ML that will not be changed over in 6B and will be prioritised for future programs.

Tendering for these works has closed and evaluation is currently underway in line with the required timelines for the winter shut down.

Salinity.

Salinity effects remain in the forefront of partnership organisations such as WGCMA, AGVIC, and SRW. Currently 13 ground water pump sites continue to operate, and continued awareness work is being completed by partnership organisations with customers.

Over the past 18 months WGCMA, AgVic and SRW have been working on a project to explore the long-term future of groundwater monitoring and pumping with regards to salinity, utilising Groundwater Consulting Australia. This study is ongoing and will take some time, it will include future consultation with the MCCC.

The objective of this study is to have a medium to long term plan that includes business cases for funding if required, to support the role out of the recommended actions.

Post Flood Newry Customer meeting.

In mid-November following the October flooding, Newry customers invited the WGCMA to come and discuss their experiences and share their knowledge of how the flood behaved. The invite was also extended to SRW where Matt Stagg and Matt Cook attended the meeting. There was some very strong themes from the group, which included:

- how the flood performed differently from previous events, by breaking banks at lower flows and at different points,

- the landscape of Newry and of the river has dramatically changed since the last flood,
- there were delays and confusion on timing of messaging from different organisations, and
- the flood warden tree is antiquated and too slow to disperse the information.

SRW completed a post incident review following the flooding events and these comments have been feed back into the review for possible action where SRW has the authority.

Zero Tolerance on Water Theft.

As we have longer lead times for water delivery there tends to be a correlation with higher compliance requirements, SRW will be reminding customers of SRW's regulatory requirements and zero tolerance on water theft.

To support this requirement (including the ability to produce PIN's) additional SRW staff are currently be trained and accredited in compliance and enforcement.

Item No: **7.2**
Subject: **Communications and Engagement report – February 2024**
Action: **For noting**
Author: **Kris Perkovic, Senior Community Engagement Adviser**
Date: **16/02/2024**

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. Website

Southern Rural Water has produced a range of website content for the Macalister area.

www.srw.com.au/news-media/securing-gippslands-farming-future

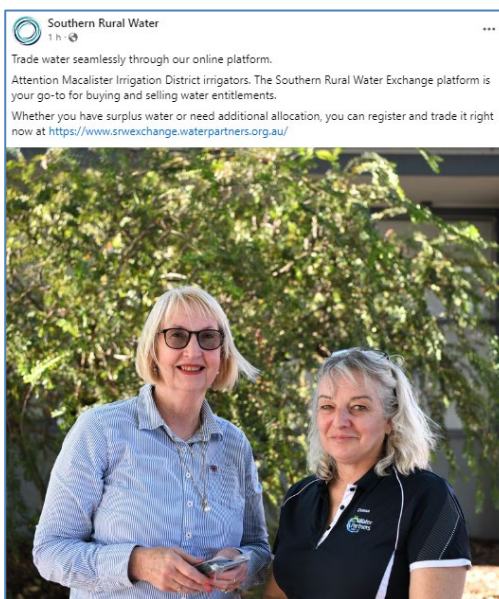
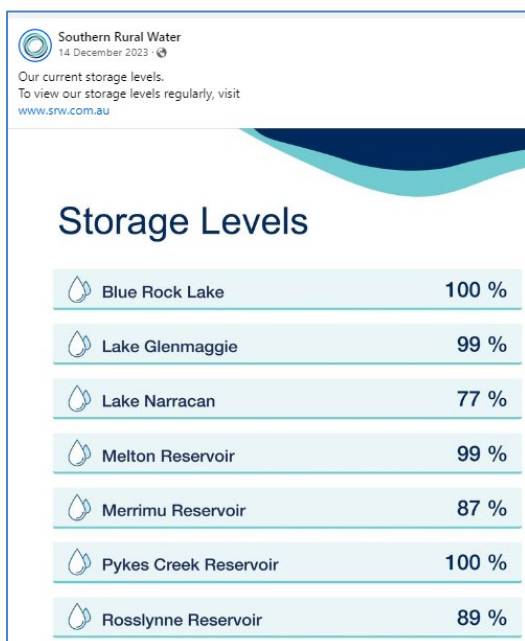
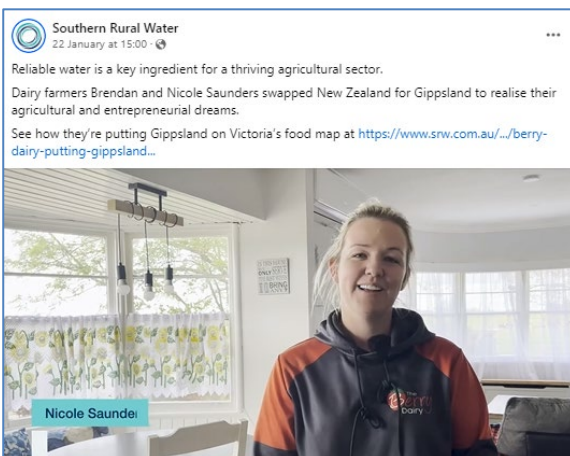
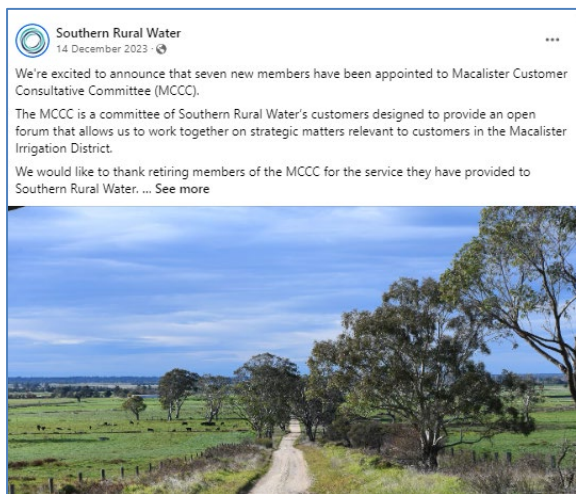
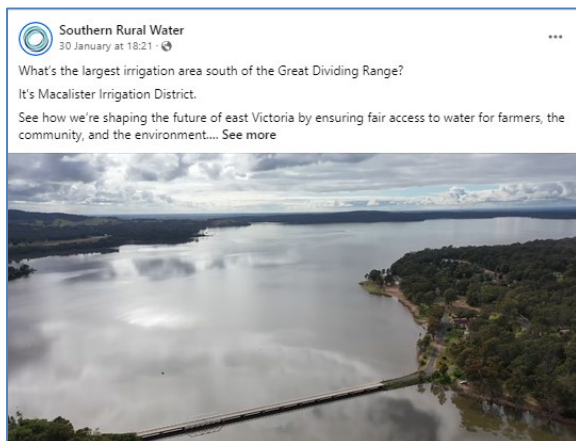
www.srw.com.au/news-media/managing-peak-demand-macalister-irrigation-district

www.srw.com.au/news-media/new-macalister-customer-consultative-committee-appointed

www.srw.com.au/news-media/berry-dairy-putting-gippsland-victorias-food-map

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.



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

Item No: **8.1**

Subject: **Board update**

Cameron FitzGerald, Managing Director, SRW, will provide an overview of discussions at the most recent Board meeting.

Item No: **9.1**

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: **9.2**

Subject: **Matters referred by the Board**

Cameron FitzGerald, Managing Director, will discuss matters that have been referred by/to the Board.

Item No: **9.3**

Subject: **2024 Committee workplan**

Southern Rural Water will provide updates to the committee as indicated in the 2024 Committee workplan. Additional items can be added to the agenda at the request of committee members and by SRW to address any current issues or events.

During meetings, the committee can request that items are added to the workplan to ensure that updates on specific topics are provided at key intervals.

The workplan will be included as an agenda item for each meeting.

A copy of the 2024 Committee workplan is included as attachment 9.3.1 for **noting**.

MACALISTER CUSTOMER CONSULTATIVE COMMITTEE ROLLING WORK PLAN

	Requirement	2024				2025				Notes
		FEB	MAY	AUG	NOV	FEB	MAY	AUG	NOV	
Principal & Business Matters	Communications report	✓	✓	✓	✓	✓	✓	✓	✓	
	Board update	✓	✓	✓	✓	✓	✓	✓	✓	
	Water Supply East Update	✓	✓	✓	✓	✓	✓	✓	✓	Brief paragraph to update to committee on current projects and issues
Policy and strategic direction	Committee appointments			✓						Yearly. (Chair and Deputy Chair vote) – August 2024 as agreed at Dec 2023 meeting
	Environmental Water Management Flows				✓				✓	
	Climate Outlook and Drought Response Update			✓				✓		
	Corporate Plan				✓				✓	For noting. Full plan provided as discretionary reading
Project updates (DEECA and SRW)	HARC MID Operational Model Review	✓		✓						
Admin / Other	Meeting evaluation	✓	✓	✓	✓	✓	✓	✓	✓	
	Important issues from other customer committees	✓	✓	✓	✓	✓	✓	✓	✓	As required
	Matters referred to the committee by the board/board committee	✓	✓	✓	✓	✓	✓	✓	✓	As required
	Committee Workplan	✓	✓	✓	✓	✓	✓	✓	✓	

Item No: **10**

Subject: **General Business**

The Chair will introduce any items of general business.

- Tour of Newry modernisation works

Potential dates – agreement on date sought from members for a two-hour tour of the Newry modernisation works (10am – 12pm).

- Friday 8 March
 - Thursday 21 March
 - Friday 22 March
-

Item No: **11**

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: **12**

Subject: **Next Meeting**

The next meeting of the Macalister Customer Consultative Committee will held on Tuesday 28 May 2024 at the SRW Maffra Office.

Item No: **13**

Subject: **Close**

The Chair will close the meeting.
