

# MCCC AGENDA

## Meeting no. 205

10.00am  
Tuesday 26 November 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
26 November 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 204	Chair
4.1	Attachment – Minutes MCCC Meeting 204, 27 August 2024	
5	Business arising from previous meetings	Chair
5.1	Attachment – MCCC business arising report	
6	<b>PROJECT UPDATE</b>	
6.1	Avon Valley Water Security project	Terry Flynn
7	<b>OUTLOOK</b>	
7.1	Season Outlook	Matt Cook
8	<b>GUEST SPEAKER</b>	
8.1	Environmental Water Management Flows	Stephanie Suter - WGCMA
9	<b><u>PRINCIPAL MATTERS – FOR DISCUSSION</u></b>	
9.1	Roundtable discussion – Regional highlights, issues and opportunities	Chair to lead, all members
9.2	Water Supply East Update	Matt Cook
9.3	Water Auctions	Matt Cook
10	<b><u>PRINCIPAL MATTERS – FOR NOTING</u></b>	
10.1	Communications Report	
10.2	Annual Report	

<b>11</b>		<b><u>COMMITTEE MATTERS</u></b>	
	11.1	Important issues from other customer committees	Cameron FitzGerald
	11.2	Matters referred by/to the Board/board committee	Cameron FitzGerald
	11.3	2025 Committee Workplan	Chair
	11.4	2025 meeting schedule	Chair
<b>12</b>		<b><u>GENERAL BUSINESS</u></b>	All
<b>13</b>		Meeting evaluation	Chair
<b>14</b>		Next meeting	
<b>15</b>		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.'*

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Item No: 2

Subject: **Welcome and Apologies**

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

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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.

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Item No: 4  
Subject: Confirmation of minutes – Meeting 204  
Action: For approval  
Author: Hayley Taylor – Executive Assistant  
Date: 18/11/2024

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## PURPOSE

1. To ensure that the minutes taken of committee meeting 204 are an accurate and sufficient record of discussions held and decisions made at the meeting.

**RECOMMENDATION:** That the committee approves the minutes of meeting 204 held on Tuesday 27 August 2024.

## 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 204, held at SRW Maffra Office on Tuesday 27 August 2024 are provided in attachment 4.1.
5. **Budget impact:** Nil
6. **Link to strategy:** Nil.
7. **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 204

Date	Time	Location
27 August 2024	10:00am	SRW Maffra Office

### Present

Mr Benn Thexton	Committee Chair
Mrs Kate Lamb	Committee Member
Mr Brad White	Committee Member
Mr Christopher Van Den Dikkenberg	Committee Member
Mr Mark Coleman	Committee Member
Mr Tim Missen	Committee Member
Mr Thomas Dwyer	Committee Member
Mr Bernard Coleman	Committee Member

### In Attendance

Mr Cameron FitzGerald	Managing Director, SRW
Mr Simon Wilkinson	General Manager Service Delivery, SRW
Mr Matt Cook	Manager Water Supply East, SRW
Ms Hayley Taylor	Executive Assistant, SRW (minutes)

### Apologies

Mr James Clyne	Committee Member
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### Absent

Mr Warrick Purdon	Committee Member
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### Guests

Mr Matthew Stagg	Projects and Innovation Specialist, SRW
Mr Matt Weatherall	Program Lead MID, SRW
Mr Peter Hahnemann	Project Manager Macalister Fresh



## 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 203

The minutes of meeting 203 were approved.

**Moved:** Brad White    **Second:** Chris Van Den Dikkenberg

## 5. Business Arising

The report was taken as read.

## 6. Committee Appointment

SRW representatives left the room, and the committee undertook a vote for the Chair and Deputy Chair committee positions in which Mr Benn Thexton was reappointed Chair of the Committee and Mr Chris Van Den Dikkenberg was appointed Deputy Chair of the committee for the next 12 months.

## 7. GUEST SPEAKER

### 7.1 Winter Modernisation Works

Mr Matt Weatherall, Program Lead MID joined the meeting at 10:09am and provided the committee with an overview of the modernisation works that have been completed over the 2024 winter maintenance period highlighting:

- Works nearing completion on modernising approximately 80 customer outlets. Upon completion, this will mean 70% of district water will be delivered through an automated outlet. The outlets targeted for upgrade are based on volume. After these works are completed, approximately 1500 outlets are left to be modernised. These outlets are low flow or not utilised outlets. . A committee member advised one of his outlets, that had been removed was still showing on WaterLine. Details were taken and the Manager Water Supply East agreed to follow-up offline.
- It costs approximately \$50 – \$60k to modernise an outlet.
- The new outlet involves the installation of a Rubicon slip meter product which is placed in the Detheridge wheel emplacement with works being undertaken around the outlet to make the surrounding structure fit for purpose.



- There were Grinding Stones found during the modernisation works. The committee discussed the requirements of cultural heritage management plans and how SRW and GLaWAC worked together to ensure the stones were safely removed from the site.
- In addition to regulator replacements, SRW has replaced two road crossing and a syphon. The road crossing replacements are a good outcome for operators as there is now less requirement to drive along channel banks.
- Majority of the works this winter have been completed by McInnes Earthmoving (McInnes), through a competitive tender process. Works were packaged into projects, allowing SRW to choose best value for customers across the four packages.
- Existing easements covering old channel alignments are being removed and new easements are being created for the pipeline. A committee member enquired where the soil for the decommissioning works came from. The member stated that two landholders had reuse dams constructed, with the soil being used in decommissioning works. SRW advised the contractors were responsible for acquiring the soil, which could have included private arrangements with local landowners. SRW was not privy to these arrangements.
- Four aging Flume Gates were replaced during winter works after a 12 – 15 year lifespan during the winter works. The committee enquired as to what parts of the gates tend to fail and were advised that while some parts of the gates such as the gearbox and motors can be reconditioned if they fail, when the gate itself delaminates, it requires replacement. The new gates have separate panels whereby if one panel delaminates that panel can be replaced without having to replace the entire gate. In most cases the concrete is in good condition and the gate itself just needs to be replaced.

A member enquired as to whether there is a program to calibrate meters. SRW advised that it uses patten approved meters which are calibrated on installation and tested at specified timeframes.

The Committee thanked Mr Weatherall for the presentation.

Mr Weatherall left the meeting at 10:39am.

## **8. PRINCIPAL MATTERS – FOR NOTING**

### **8.1 Water Supply East Update**

The report was taken as read.

Management highlighted:

- 142,000ML of water was delivered during the 2023/24 season
- A 5% increase to High Reliability Water Supply (HRWS) was announced on 27 August 2024. HRWS now sit at 85%. This is a good position for this time of year, and SRW are expecting to see demand for water in the next few weeks.

- Kellie Massouras has been appointed, Manager Emergency Planning and Risk, and will be holding a meeting with all Flood Wardens in the coming month. Ms Massouras will be invited to a future MCCC meeting.
- SRW recently undertook a water auction, with all lots being sold. Outcomes of the auction are published on the SRW website. The Managing Director discussed the funding arrangements for modernisation (federal, state and customer funded).
- For any future project proposals seeking funding from the Federal Government via the National Water Grid, it is expected that it will be a 50/50 split for funding between the Federal Government and irrigators. The allocation of any water saving will be dictated by the government of the day, and at this point the Federal Government allocation will go toward the environment and traditional owners.
- SRW's Zero Tolerance approach to water theft is being supported by more staff undertaking compliance training.

## 8.2 Communications Report

The report was taken as read.

The quarterly newsletter will be published in September 2024.

SRW has been publishing case studies on the website and social media about how modernisation works have impacted farming operations.

## 9. PRINCIPLE MATTERS – FOR DISCUSSION

### 9.1 HARC MID Operational Review

Mr Matthew Stagg, Project and Innovation Specialist provided a presentation on the HARC MID Operational Review and provided an update on the works completed over the winter period to improve the system. Highlights of the discussion included:

- 16km of channel cleaning was completed across the main channels in the system. The committee reported that the contractors did a great job, giving landholders a lot of notice, and not leaving any waste. McInnes also found a sinkhole when cleaning out a channel and fixed this as part of their works. The committee was complementary on the way McInnes had handled the works and communicated with customers. It was **agreed** a letter would be sent to McInnes on behalf of the MCCC (signed by the Chair) noting the positive experience McInnes provided customers.
- Re-tuning work has been undertaken across the channels that have been cleaned to re-balance the control system. This task is completed by timing the flows from gate to gate. This ensures a smooth supply level in the channel and increases throughput. Rubicon undertake tuning activities for SRW, with most of the tuning undertaken remotely.
- The use of the herbicide Payload was used to spray in channel weeds in the district, with 39.79km sprayed in the 2023/24 year. SRW have purchased a

spray truck to assist with weed control. The truck is utilised where SRW can get access via tracks, otherwise handguns are used.

- SRW have undertaken work on the communications network to expand its capacity, including installation of a new tower at Velencia Creek. Rubicon is undertaking analysis and will report to SRW on targeted areas to improve the system.
- SRW is upgrading its radio links will improve the speed of signals between sites.

The committee noted the need to continue work on the options identified in the HARC operational review to continue addressing how the system can meet customer needs in high demand periods. Macalister Fresh project update

Action	Action Officer	Due Date
Prepare a letter to be sent to McInnes Contractors on behalf of the MCCC (signed by the Chair) noting the positive experience McInnes provided customers.	H. TAYLOR	10/10/2024

## 9.2 Macalister Fresh Project Update

MCCC representatives involved in the Macalister Fresh project discussed the project with the committee highlighting:

- GLaWAC representatives attended the last meeting, and it was interesting to hear their representative as to how they see they will use water.
- Discussed projects that are a focus of SRW, including the MacAvon project and the Latrobe 3 / 4 bench.
- From an irrigator's perspective, irrigators need more detail to understand how expansion into a new area would impact current users, and the cost associated with expanding the district and customers need assurance that delivery would not be compromised.
- Irrigators on the Latrobe are expected to have access to more water through the shared reallocation of the 3/4 Bench.

The committee discussed the importance of having a vision for future generations that has been tested and the concept is accepted by stakeholders as widely as possible.

SRW discussed the importance of communication in regard to the potential expansion of the district over the Avon, addressing three key areas of supply, cost and availability. The project will need to prove to the existing customer base that the water is actually available during a normal season, not just available on paper. The Managing Director expressed that existing customers must be better off, and new customers if expansion was to occur, would need to buy into the system, and money from this would be reinvested into improving the whole

system. SRW is expecting to save 50GL through the whole modernisation program, with previous studies indicating 20GL could be utilised in the current district. As an update to the initiative:

- Currently there is approx. 160 project concepts that have been put forward by stakeholders.
- The MacAvon project is progressing with investigations into the demand for water, and appetite for costs associated with expanding the district.
- There is expansion of industries occurring in the district (ie. Poultry), with additional infrastructure being built including power generation, and waste products being repurposed into high value products which is an alternative water sources, and the creation of high value fertiliser.

Other project idea's discussed through MacFresh include on farm irrigation practices, minimise discharge into drains, salinity issues. The project team and stakeholders have discussed what they consider to be the measurements of success (success metrics). The next workshop will explore this further.

It was **agreed** notes from stakeholders reference group would be shared with the committee.

It was **agreed** an update from the project group would be provided in 12 months to show what has been achieved.

Action	Action Officer	Due Date
Notes from the MacFresh stakeholders reference group to be shared with the committee.	H. TAYLOR	10/10/2024
An update from the MACFresh project group to be provided in August 2025 to inform the MCCC what has been achieved.	H. TAYLOR	10/10/2024

### 9.3 Board Update

Mr Cameron FitzGerald, Managing Director advised recent board discussions included a focus on Financial and Annual Reporting to the government, which includes reporting on frameworks from the government. This reporting ensures that SRW is meeting the expectations of government and ensuring that SRW is a sustainable business.

## 10.COMMITTEE MATTERS

### 10.1 Important issues from other customer committees

Werribee Customer Reference Group for Werribee Recycled Water Project has met four times, to assist in creating a business case for government funding for the project. SRW is working with customers to understand their needs and develop relationships.

The Southern Groundwater and Rivers Forum talked at length about forestry, the lack of regulation for water use for plantations and the impact this has on irrigators. SRW will continue to advocate for a robust, fair and equitable sharing of water resources for all water users including the forestry sector.

### 10.2 Matters referred to/by the Board/Board Committee

Nil to report

### 10.3 2024 Committee workplan

The workplan was taken as read.

## 11. General Business

### Removal of channel banks – Thomas Dwyer

Mr Dwyer advised three farmers have requested an evaluation of whether some landholders have removed both banks of decommissioned channels as part of the decommissioning works. They are concerned that the requirements of decommissioning may not have been adhered to. It was **agreed** that the matter would be referred to the Modernisation project team to follow-up with the landowners.

Action	Action Officer	Due Date
Referred to the Modernisation project team to follow-up with the landowners to determine whether there has been an unauthorised removal both banks of decommissioned channels as part of decommissioning works.	M. COOK	10/10/2024

### E-billing – Tomas Dwyer

Mr Dwyer enquired about the roll out of an E-billing option. The Managing Director advised he is hopeful that an e-billing solution will be in place for this year. The project team is still working through some privacy concerns before it can be implemented.

### Text messaging for irrigators on the Macalister during flood events – Thomas Dwyer

The Managing Director advised this communication review is part of the work the new Manager Emergency Planning and Risk is undertaking with the Flood Wardens and Ms Massouras will be invited to the next meeting to discuss her work in this area. SRW require the communications review to consider how to ensure that everyone who needs to get a message in regard to flood warnings gets a message.

## 12. Meeting evaluation

The members commented that the reports presented were informative.

### **13. Next meeting**

The next meeting of the Macalister Customer Consultative Committee is scheduled for Tuesday 26 November 2024.

### **14. Close**

With no further business the meeting was declared closed at 12:15pm.

DRAFT

Item No: 5  
Subject: **Business arising from previous meetings**  
Action: **For noting**  
Author: **Hayley Taylor – Executive Assistant**  
Date: **20/08/2024**

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## **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:

- One action item has been completed,
- Two action items are overdue and,
- One item remains open.

## **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.
- 4.

## **REPORT**

5. 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	
35533	Notes from the MacFresh stakeholders reference group to be shared with the committee.	Macalister Customer Consultative Committee, 27 August 2024 - Agenda Item 9.2 Macalister Fresh Update	10/10/24	18/11/24	Hayley Taylor	Shared with the committee after the August 2024 meeting via email.

## Action progress: Overdue

Action	Source	Due date	Completed date	Accountable officer	Status comment	
35532	Prepare a letter to be sent to McInnes Contractors on behalf of the MCCC (signed by the Chair) noting the positive experience McInnes provided customers.	Macalister Customer Consultative Committee, 27 August 2024 - Agenda Item 9.1 HARC Operational Review	10/10/24		Hayley Taylor	Letter drafted and sent to MCCC Chair on 18/11/2024. Once approved, letter will be sent to McInnes Earthmoving
35535	Referred to the Modernisation project team to follow-up with the landowners to determine whether there has been an unauthorised removal both banks of decommissioned channels as part of decommissioning works.	Macalister Customer Consultative Committee, 27 August 2024 - Agenda Item 11 General Business	10/10/24		Matt Cook, Matt Weatherall	With capital delivery staff on leave in October, this work is scheduled to be completed Nov-Dec. Level of resource required will depend on whether issues are identified on-farm.

## Action progress: Future items (include a status comment when due date prior to next meeting)

Action	Source	Due date	Completed date	Accountable officer	Status comment	
35534	An update from the MACFresh project group to be provided in August 2025 to inform the MCCC what has been achieved.	Macalister Customer Consultative Committee, 27 August 2024 - Agenda Item 9.2 Macalister Fresh Update	01/08/25		Hayley Taylor	

Item No: **6.1**

Subject: **Avon Valley Water Security project update**

Mr Terry Flynn, Manager Water Resource Strategy, SRW will provide a project update on the Avon Valley Water Security project.

**Background**

Southern Rural Water is applying to the Commonwealth to co-fund a detailed business case for the Avon Valley Water Security project, extending the MID over the Avon River and reconfiguring the Nuntin supply area.

Attachment 6.1.1 provides an overview of the project and a summary of potential benefits for irrigators and the region.

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## NATIONAL WATER GRID AUTHORITY FUNDING APPLICATION SUMMARY

Southern Rural Water is applying to the NWGA for funding to prepare a detailed business case for the Avon Valley Water Security project. The cost of the DBC is \$850k and SRW proposes a 50/50 split (SRW \$425k).

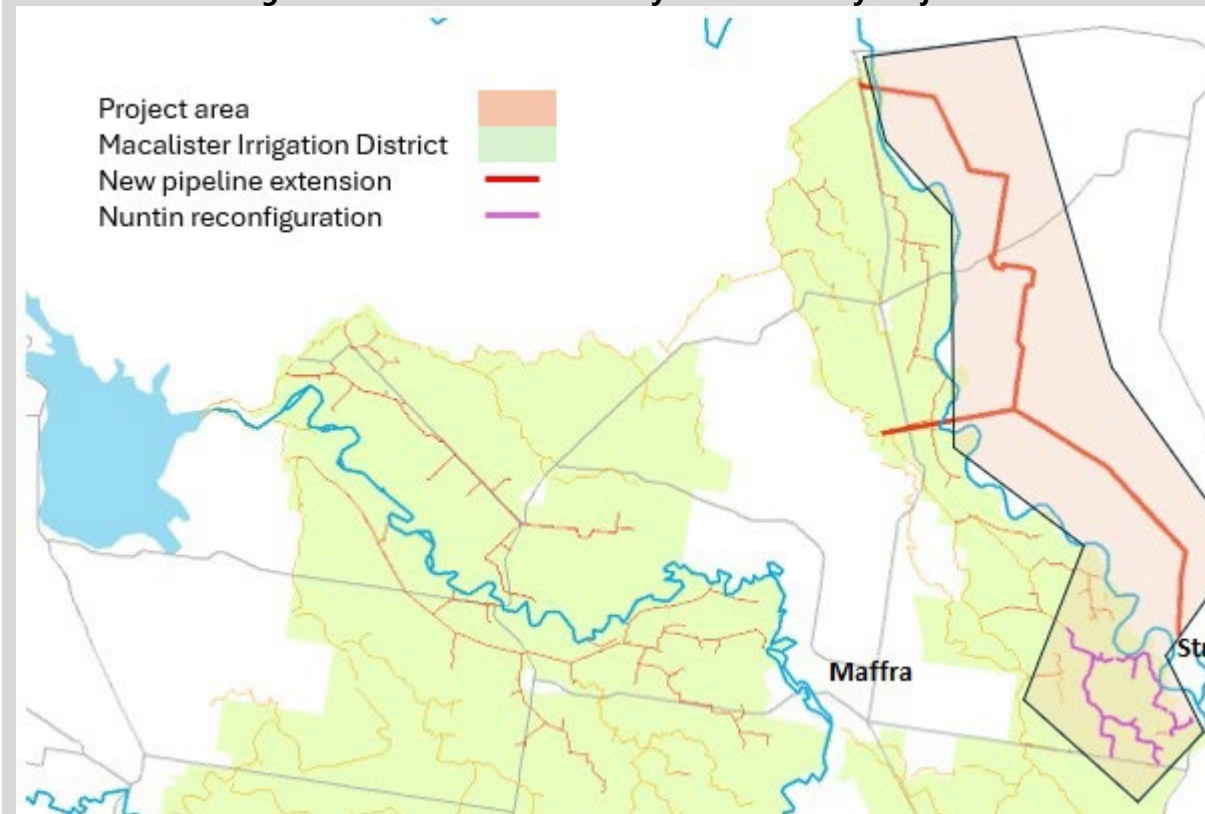
### A2 Project Description

The Avon Valley Water Security Project (AVWSP) explores the opportunity to expand the Macalister Irrigation District (MID) to the east of the Avon River and reconfigure the Nuntin supply on the west side of the Avon River. The project is a key element of the Macalister Fresh project that aims to meet the nation's growing demand for food security by building on the natural advantages such as soil and climate, and our great partnerships with irrigation customers, agencies, construction contractors and our local community. The AVWSP can be achieved by leveraging off the success of previous Commonwealth funded MID modernisation projects, to extend the benefits to the Avon Valley. From 2005 to 2024, the Commonwealth previously co-funded the \$200M MID CAP and MID2030 projects.

The AVWSP opportunity arises from the availability of highly productive soils and irrigation water derived from MID water savings projects. It includes the reconfiguration of the existing Nuntin supply that will save water which could be shared with Traditional Owners and the environment. It addresses the unreliable river and groundwater supplies and provides a climate change adaptation response for the Avon River. The project broaches Gunaikurnai country cultural heritage and connection to water.

The National Water Grid co-funding is being requested for a detailed business case.

**Figure 2 Location of Avon Valley Water Security Project**



The primary objectives of the AVWSP are to:

- Sustainably supply 6 GL/year from the MID into a greenfield area that currently relies on an unreliable water supply from the Avon River for irrigation
- to improve natural flows in the Avon River by replacing the irrigation supply from the river with a supply from the MID
- Reconfigure the Nuntin Supply area to complete its automation and realise water savings that can be shared with GLaWAC and the environment.

The secondary benefit is to the existing customer service through the adjustments needed to enable the irrigation extension. For example, a balancing storage is necessary to deliver the new supply but also improves regulation on the supply side.

Should it proceed, it is estimated the scheme would result in an increase in 40 direct on-farm jobs and an additional 20 jobs in the region, contributing an estimated \$3.6 million in income to the region. During the two-year construction period the total direct employment is estimated at 25 jobs with an additional 35 sub-contractors employed at different times over the construction period. The project will inject over \$15M annually to the economy at a benefit to cost ratio of 1.3

Item No: **7.1**

Subject: **Season Outlook**

Matthew Cook, Manager Water Supply East will provide a presentation on:

- inflows into Glenmaggie since the start of the season,
  - the outlook for the remainder of the irrigation season, and
  - performance of the system to date.
- 

Item No: **8.1**

Subject: **Guest Speaker – Environmental Water Management Flows**

- Dr Stephanie Suter, Environmental Water Resource Officer, West Gippsland Catchment Management Authority will attend the meeting to discuss Environmental Water Management Flows on the Macalister and Thomson Rivers.
-

Item No: **9.1**

Subject: **Roundtable discussion**

The Committee Chair will lead a roundtable discussion of all committee members on:

- Regional highlights, issues and opportunities in each members area, and
- What should SRW be mindful of leading into summer?

**Discussion starters:**

Regional Highlights, Issues, and Opportunities

- What is happening in your area that is important to customers and the wider community?
- What are the most pressing issues currently facing your area?
- Are there any emerging opportunities that SRW should be aware of?
- How have recent developments (e.g., economic, social, environmental) impacted your region?

Preparing for Summer

- What specific challenges does your region face during the summer months?
  - How can SRW better prepare for potential summer-related issues?
  - Are there any new initiatives or programs SRW should consider implementing this summer?
-

Item No: **9.2**

Subject: **Manager Water Supply East Update**

Action: **For noting**

Author: **Matt Cook, Manager Water Supply East**

Date: **18/11/2024**

<b>Issue</b>	<b>Commentary 2022-23</b>
Allocation Update	Current Allocation is 100% HRWS
System Efficiency (target vs actuals)	Efficiency 84% Target 85%

### **HARC report update**

The Macalister Fresh project is engaging with HARC again to further some modelling work on system performance improvements which will be looking more broadly than the delivery share model. This will see an opportunity to continue to assess and drive improved outcomes for existing Macalister Irrigation District irrigators. The inception meeting will begin with in the next few weeks and will go through into the new year. Further updates from this will be presented at the 2025 meetings.

### **Zero tolerance on water theft.**

As we continue into a water season with the likelihood of no Spill period, SRW will be reminding customers of SRW's regulatory requirements and the zero tolerance on water theft.

To support this requirement Southern Rural Water is providing pro-active communications through emails and media links about the importance of placing orders and taking water only at the time confirmed. Further to this, additional Southern Rural Water staff will be trained and accredited in compliance and enforcement (including the ability to produce PIN's).

### **Staffing changed to Water Supply leadership team.**

In recent months there has been changes to the Water Supply East leadership team. Daniel O'Flaherty has been appointed to the Team Leader Systems Automation role. Daniel comes to Southern Rural Water with a strong safety focus, considered leadership, small and large project management and data/communications experience that will support and lead the System Automation teams.

Kane Watson after 17 years with Southern Rural Water has moved on to his next exciting challenge after coming into Southern Rural Water through our Trainee program back in 2007. Kane most recently has been in the role of Maintenance Planner which coordinated our daily maintenance operations and liaised with our irrigators about the maintenance required. We are currently recruiting to fill this role.



Peter Miller our Team Leader Irrigation Delivery (previously Maintenance Supervisor) will take 12 months leave commencing in early December. We are currently recruiting for a 12-month role to back fill Peter whilst he has a well deserved break.

**Season inflows/outflows (as of 18 Nov. 24.)**

Storage at 1 July – 76,200 ML.

Natural inflows from 1 July – 128,474 ML.

Passing flows from 1 July – 8,400 ML.

Total deliveries (including estimate) to irrigators – 42,427 ML.

Total release for irrigation– 46,800 ML.

Environmental deliveries excluding passing flow - 4,875 ML as part of the Spring fresh that started on 1 Nov.

Item No: **9.3**

Subject: **Water Auctions**

Southern Rural Water will sell 2,897 megalitres of seasonal allocation in the Macalister Irrigation District system via a series of online auctions starting in November and ending in March 2025.

The allocation sale will be divided over six auctions, with a supplementary auction at the conclusion to make available any unsold volume from the previous allocation auctions.

These allocations will be sold as parcels of varying size via an online auction from 9am to 4pm, starting on Wednesday 27 November 2024. on the Southern Rural Water Exchange trading platform.

The seasonal allocation sale was made available from water savings achieved from modernising projects in the Macalister Irrigation District.

Auction dates and volumes:

<b>Auction dates</b>	<b>Allocation volume ML</b>
Wednesday, 27 November 2024	522
Wednesday, 11 December 2024	475
Wednesday, 8 January 2025	475
Wednesday, 29 January 2025	475
Wednesday, 12 February 2025	475
Wednesday, 26 February 2025	475
Wednesday, 5 March 2025	Unsold volume

A text message advising of the auctions was sent to customers on Friday 15 November, directing them to the Water Auction information on SRW's Website. A letter will also arrive shortly to customers advising them of the Auction.

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Item No: **10.1**  
Subject: **Communications and Engagement report – November 2024**  
Action: **For noting**  
Author: **Kris Perkovic, Senior Community Engagement Adviser**  
Date: **14/11/2024**

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## **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. Quarterly newsletter**

Southern Rural Water will issue its summer customer newsletter in early December 2024 that will feature several Macalister focused features. It will be distributed to all customers with a valid email address.

### **5. Website**

Southern Rural Water has produced a range of website content for the Macalister area, including profiles on two Newry farmers – Nathan Berryman and Rob Hornby.

[www.srw.com.au/news-media/fourth-generation-farmer-ready-future](http://www.srw.com.au/news-media/fourth-generation-farmer-ready-future)

[www.srw.com.au/news-media/pipe-dream-comes-true-newry-farmer](http://www.srw.com.au/news-media/pipe-dream-comes-true-newry-farmer)

[www.srw.com.au/news-media/delivering-winter-works-macalister-irrigation-district](http://www.srw.com.au/news-media/delivering-winter-works-macalister-irrigation-district)

[www.srw.com.au/news-media/reliable-water-part-winning-formula-maffra-cheese](http://www.srw.com.au/news-media/reliable-water-part-winning-formula-maffra-cheese)

[www.srw.com.au/news-media/jackson-chatfield-welcomed-aboriginal-delegate-board](http://www.srw.com.au/news-media/jackson-chatfield-welcomed-aboriginal-delegate-board)

## 6. Social media

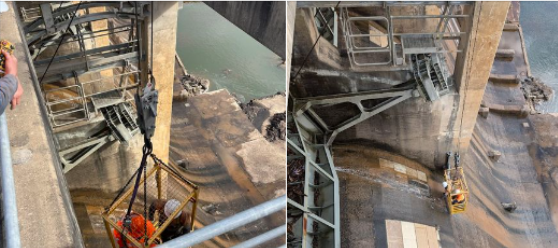
Our social media campaigns have received good responses. Below are some examples of content since the last meeting. Please follow our social media pages to see more.

**Southern Rural Water**  
5 days ago

Our Headworks team learnt how to safely install and remove the working spillway platform with instruction from specialist contractor Uptime and our Occupational Health and Safety team.

The Glenmaggie structure has 14 individual floodgates designed to safely manage water flow from the dam.


Annual training keeps our team's skills sharp so they can safely access the upper section of the spillway and flood gates for both scheduled and emergency maintenance using the gantry crane.



**Southern Rural Water**  
8 November at 20:04

Mention **Maffra Cheese** to any serious Aussie gourmand and they'll say you're in for a slice of something special.

For over 40 years, master cheesemaker Ferial Zekiman and her team have been creating award-winning cheese right here in Gippsland. ... See more




**Ferial Zekiman**  
Maffra Cheese, Gippsland

**Southern Rural Water**  
30 September

Over the last 20 years, \$200 million has been invested in modernising the Macalister Irrigation District.

Macalister Fresh is a plan that will help us build on what has been achieved and unlock more opportunities to drive growth and innovation in our regi... See more



**Macalister Fresh**  
A plan for regional prosperity

**Southern Rural Water**  
17 September

Fourth-generation farmer Nathan Berryman is now in his second season with automated irrigation, and the upgrade is like night and day.

Read how game changing swivel risers and modern tech are supercharging efficiency and sustainability on his family farm. h... See more




**Southern Rural Water**  
6 September

We've upgraded the Macalister Irrigation District with new siphons, better road crossings and automated outlets.

We're looking forward to another productive season and getting water to where it's needed as quickly and efficiently as possible.

Read more about these upgrades and our future look ahead at <https://www.srw.com.au/.../delivering-winter-works...>

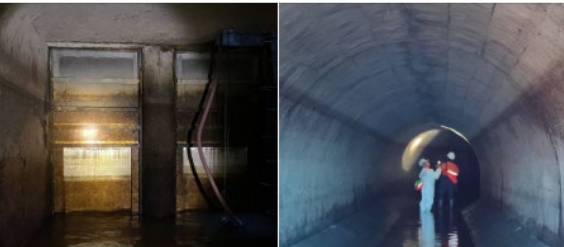


**Southern Rural Water**  
Published by Meltwater Engage  
August 28

Our team recently inspected the 180-meter-long Cowwarr Weir offtake tunnel as part of our winter works program.

This underground water highway keeps water flowing smoothly from Cowwarr Weir to the Nambrok-Denison Main channel.

These inspections are crucial to help us assess the condition of our underwater assets.



Item No: **10.2**

Subject: **Annual Report**

Southern Rural Water's (SRW) 2023-24 Annual Report was published in October 2024.

The report can be found on Southern Rural Water's website [here](#).

SRW's 2024-25 Corporate Plan can also be found on the website [here](#).

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Item No: **11.1**

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

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

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Item No: **11.2**

Subject: **Matters referred to/by the Board/board committees**

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

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Item No: **11.3**

Subject: **2025 Committee workplan**

Southern Rural Water will provide updates to the committee as indicated in the 2025 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 2025 Committee workplan is included as attachment 10.3.1 for **noting**.

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**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
	End of season wrap-up			✓			✓			
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	✓	✓	✓	✓	✓	✓	✓	✓	Update or discussion at each meeting ongoing (action item 35442)
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: **11.4**

Subject: **2025 meeting schedule**

Southern Rural Water propose that the MCCC continue to meet quarterly in February, May, August and November, to align with key periods within the year.

It is proposed that the meetings will be held on the last Tuesday of the relevant month, from 10:00am to 12:00pm. All meeting to be held face to face at SRW's Maffra Office. Meeting dates for 2025 are proposed to be:

- Tuesday 25 February 2025
- Tuesday 27 May 2025
- Tuesday 26 August 2025
- Tuesday 25 November 2025

**Next Steps:**

SRW to finalise the proposed schedule in light of the discussion.

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Item No: **12**

Subject: **General Business**

The Chair will introduce any items of general business.

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Item No: **13**

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: **14**

Subject: **Next Meeting**

Pending confirmation of the 2025 MCCC meeting scheduled, the next meeting of the Macalister Customer Consultative Committee will held on Tuesday 25 February 2025 at the SRW Maffra Office.

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Item No: **15**

Subject: **Close**

The Chair will close the meeting.

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