

MCCC AGENDA

Meeting No. 209

10.00am
Tuesday 25 November 2025
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
25 November 2025	10am	SRW Office – Maffra

Topic			Lead
1		Acknowledgement of County	Chair
2		Welcome and Apologies	Chair
3		Declaration of conflicts of interest	All
4		Confirmation of Minutes: Meetings 208	Chair
	4.1	Attachment – Minutes MCCC Meeting 208, 26 August 2025	
5		Business arising from previous meetings	Chair
	5.1	Attachment – MCCC business arising report	
6		New and Continuing Committee Members & SRW Appointments	Management
7		UPDATES AND INFORMATION SHARING	
	7.1	Groundwater Transfer process improvement update	Penny Winbanks
	7.2	Water Supply East Customer and Community Update	Renee Wicks
	7.3	MacAvon Update	Matt Cook
	7.4	Upcoming Customer Service Continuous Improvement Actions 2026	Matt Cook
8		PRINCIPAL MATTERS – FOR DISCUSSION	
	8.1	Future Strategy and Policy - including Price Submission Consultation 2026 - 2027	Rachel Lunn
	8.2	2026 Committee Workplan	Chair
	8.2.1	2025-2026 Rolling Committee Workplan	

9	PRINCIPAL MATTERS – FOR NOTING		
	9.1	SRW Quarterly Communications Report for MCCC	Management
10	COMMITTEE MATTERS		
	10.1	Roundtable Discussion	All
	10.2	Important issues from other customer committees	Cameron FitzGerald
	10.3	Matters referred by/to the Board/Board committee	Cameron FitzGerald
11	GENERAL BUSINESS		
12	Meeting evaluation		Chair
13	Next meeting		TBC

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 208
Action: For approval
Author: Lauren Gourlay – Executive Assistant
Date: 17/11/2025

PURPOSE

1. To ensure that the minutes taken of committee meeting 208 are an accurate and sufficient record of discussions held and decisions made at the meeting.

RECOMMENDATION: That the committee approves the minutes of meeting 208 held on Tuesday 26 August 2025.

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 208, held at the SRW Maffra office on Tuesday 26 August 2025 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. Members 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.

Appendix 5 - Macalister Customer Consultative Committee

Minutes of Meeting 208

Date	Time	Location
26 August 2025	10:00am	SRW Maffra Depot

Present

Mr Benn Thexton	Committee Chair
Ms Kate Lamb	Committee Member
Mr Christopher Van Den Dikkenberg	Committee Member
Mr Mark Coleman	Committee Member
Mr James Clyne	Committee Member
Mr Brad White	Committee Member

In Attendance

Mr Cameron FitzGerald	Managing Director, SRW
Mr Simon Wilkinson	General Manager Service Delivery, SRW
Mr Matt Cook	Manger Strategic Projects and Service Optimisation
Renee Wicks	Manager Water Supply East, SRW
Ms Hayley Taylor	Executive Assistant, SRW (minutes)

Guests

Matt Weatherall	Program Lead MID
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Apologies

Mr Warrick Purdon	Committee Member
Mr Bernard Coleman	Committee Member
Mr Tim Missen	Committee Member

Guests

Mr Thomas Dwyer	Committee Member
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1. Acknowledgement of County

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

2. Welcome and Apologies

Mr Benn Thexton, MCCC Chair advised that Mr Chris Van Den Dikkenberg, Deputy Chair would chair the meeting.

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

Renee Wicks, SRW's new Manager Water Supply East was introduced to the committee and Renee provided an overview of her experience. It was **requested** that Renee's contacted details are circulated with the draft minutes.

Action	Action Officer	Due Date
Circulate Renee Wicks' contacted details with the draft minutes.	H. TAYLOR	05/09/2025

3. Declaration of conflicts of interest

The Deputy 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 207

The minutes of meeting 207 were **approved**.

Moved: Kate Lamb **Second:** James Clyne

5. Business Arising

The report was taken as read and status comments noted.

Members advised the process in regard to groundwater transfers is unclear, including responsibilities and in their experience, takes significantly more time than the 12 weeks indicated by SRW. It was highlighted by a member a drainage plan was not received by SRW but there was no follow-up when the information was not provided as expected and customers do not have an awareness of at what stage of the process their application is at. The committee discussed whether there is or could be a different process for temporary and permanent transfers. Management discussed their requirements to assess for potential impacts to other users and the environment when transferring groundwater, but acknowledge the processes for groundwater transfers could be improved.

Management **agreed** to:

- review processes and information available to customers to understand criteria for different groundwater amounts being transferred.
- Invite Penny Winbanks, Manager Statutory Functions to attend the next meeting to discuss the groundwater transfer process and understand area's where communication can be improved.

Action	Action Officer	Due Date
Review processes and information available to customers to understand criteria for different groundwater amounts being transferred.	P. WINBANKS	7/11/2025
Invite Penny Winbanks, Manager Statutory Functions to attend the next meeting to discuss the groundwater transfer process and understand area's where communication can be improved.	P. WINBANKS	7/11/2025

6. Committee appointments

Management left the room while the committee undertook a vote.

Upon SRW's return the committee **confirmed**

- Mr Benn Thexton was re-appointed as Chair; and
- Mr Chris Van Den Dikkenberg was re-appointed as Deputy Chair for the next 12 months.

7. Guest Speaker

7.1 Winter Capital Works Program

Mr Matt Weatherall Program Lead MID, provided the committee with an overview of SRW's Winter Capital Works Program highlighting:

- Tunnel 5 replacement works commenced on the downstream section to replace 100 year old structure with reinforced concrete pipes. Works will be completed over two years due to environmental considerations.
- Lake Glenmaggie Gate Painting – repainting of the gates required every 15-20 years to prolong the life of the gates with one gate painted during 2025 winter period. Two gates are scheduled for repainting in 2026 with the timing of gate painting dependant on the water level in Glenmaggie Weir.
- Customer outlet replacement (MID2030 Phase 2 – C6 project) – older customer outlets are being replaced with modern slip meters. Sites are prioritised based on usage with approx. 140 customer outlets replaced over the last 3 years of this project.
- Regulator Replacement Program – 4 sites upgraded in 2025 with priority given to sites based on criticality. Works will continue in 2026.
- Lake Glenmaggie Needle Valve refurbishment – these valves control flow into the Main Southern Channel and require refurbishment over time. A bulkhead

has been constructed so the valves can be accessed during supply periods and design work is being undertaken to understand how the valves will be refurbished.

- Electrical upgrades undertaken at Blue Rock and Cowwarr to update aging infrastructure.

A member inquired as to whether any people on the Newry pipeline had not completed their co-contribution works. Management advised that all works have been undertaken as discussed with landholders and there are a few payments yet to be made. 24 month defect inspections will be completed in the near future and SRW will be in contact with customers to organise the inspections. One issue of subsidence on a property was fixed quickly by Jaydo.

The committee discussed how much Newry has changed since the pipeline was installed commenting that it is great to see what the customers are doing with their properties. The Managing Director reflected on the modernisation projects over the past 6 years, as well as the delivery of projects that address other critical assets such as tunnel 5 and regulators and the importance of having a comprehensive program in place to be able to deliver these projects to ensure reliable service to customers.

8. TRAINING

8.1 Governance Training – Customer Consultative Committee recruitment process

Ms Hayley Taylor, Executive Assistant provided the committee with training on SRW's Customer Consultative Committee recruitment process. The training covered:

- Eligibility for membership
- Appointment terms
- Recruitment process and advertising avenues
- Key Selection Criteria

9. PRINCIPLE MATTERS – FOR DISCUSSION

9.1 Water Supply East Update

Mr Matthew Cook, Manager Water Supply East provided an update on the season to date, highlighting:

- Delivery for the 2024-25 season was higher than the 5 year average, with an efficiency of 86%. The target for the 2024-25 season was 85% and will increase to 90% for the 2026-27 season. The target before modernisation was 70%.
- Approx. 75% of high reliability water was utilised over the 2024-25 season. The committee discussed customer feedback on the allocation of low reliability water and the impact of customers not trading available high reliability water during the season. The committee acknowledged trading was not a common practice in the Macalister Irrigation District and SRW has

undertaken work over the last few years to promote trading. The committee discussed whether fees are charged for sleeper licences and the demographic of customers who are not using or trading water

Management advised customers who have a sleeper-licence are not charged a fee, this change would be a policy matter and there is no appetite for this kind of fee structure.

- Over the winter maintenance period SRW completed the third year of the PayLoad application trial. This will now be included as an ongoing activity over the winter maintenance period, but will not replace the Magnacide H program. A review of data will determine whether the withhold period can be reduced further and this will determine whether or not the chemical can be used during the irrigation season
- Macalister Fresh Project – next steps for the project will be to consult with customers and the community. The committee discussed whether the project will consider how to make sleeper licence water available especially the high reliability water.
- Stop Water letters will be sent to customers that have not paid their bills. The committee discussed the engagement process with customers who might forget a payment, whether reminder notices are sent to customers and whether and SMS or other reminder could be sent. Management advised reminder notices are not sent to customers and if a customer forgets a payment, they are notified there is an overdue amount for the reminder of the bill. Management **agreed** to provide the committee with further information on the payment plan and reminder process.

A member inquired whether there is there a calibration process for modernised outlets. Management advised meters are calibrated on installation, and Rubicon advice is that they do not require recalibration due to the type of meters. SRW is investigating testing requirements in line with the DEECA Metering Policy.

A committee member advised Agriculture Victoria are undertaking a project in the Thorpdale area to understand whether SRW meter flowrate data can be used by customers in their operations. Management confirmed SRW is aware of the project and is working with the project team to provide insights and information.

Action	Action Officer	Due Date
Provide the MCCC with further information on the payment plan and reminder process.	R. WICKS	7/11/2025

10. PRINCIPAL MATTERS – FOR NOTING

10.1 Communication Report

The report was taken as read. The committee advised the report is beneficial and highlighted the importance of having information available when customers need or want it.

10.2 Corporate Plan

The committee was advised SRW's 2025-26 Corporate Plan is now available for viewing on SRW's website. The Managing Director highlighted the plan provides information and assurance to government on SRW's borrowings to fund future work.

11. COMMITTEE MATTERS

11.1 Roundtable discussion

The committee members discussed current conditions and what they are expecting for the season ahead highlighting:

- some silage is already being harvested and growth rates seem to be quite good for this time of year.
- the price of fodder is currently around \$550/tonne and it will be interesting to see whether customers will grow their own this year.
- there could be an opportunity for MID customers to grow fodder this year and whether that will encourage more people to temporarily trade water.

11.2 Important issues from other customer committees

Mr Simon Wilkinson, General Manager Service Delivery provided an update which included discussion on the Rosters and Restrictions process, communication to customers, compliance and enforcement approach, SW -drought conditions, farmer helping farmer initiative and drought support packages. The SGRF will also be undergoing member recruitment at the same time as the MCCC

The committee discussed impact of drought to Werribee customers with Management advising that Werribee has not experienced drought conditions like to South-west, but customers were impacted by recycled water outage.

11.3 Matter referred by/to the Board/Board Committee.

Mr Cameron FitzGerald, Managing Director advised the Board had recently discussed the Macalister Fresh work reiterating the existing footprint of the district must be maximised before expansion is considered. Board feedback on the project is being considered and additional information will be provided back to the board before consultation begins. The feedback from the committee at the May 2025 MCCC meeting was considered by the project team and the project will communicate short, medium and long term objectives.

11.4 2025 meeting schedule

The committee **accepted** the 2025 meeting schedule with no amendments.

12. GENERAL BUSINESS

The following items were raised by members:

James Clyne – Water Auction

Feedback from customers has been that the shelf price of water is higher than people seeking larger volumes of water are willing to pay. The Managing Director discussed SRW's policy regarding the price of water "on the shelf" noting that the highest auction price is allocated to shelf water. An auction of 1000ML will occur next year and will reset the shelf price. Unsold water is also available for temporary trade for a short amount of time. Feedback from committee is that all the water did not sell due to cash flow.

Chris Van Den Dikkenberg – member interaction with customers

Mr Van Den Dikkenberg discussed customers raising issues with MCCC members and providing information back to members to ensure that they can adequately address any concerns raised. Individuals may not feel they are getting their issues resolved, or the issue is not being escalated internally. They then feel that the matter would best be resolved if it is brought to the committee.

Management advised issues should be raised with SRW without delay, and acknowledged committee members may not be advised of the action being undertaken. The attendees discussed being able to check-in in at the end of a meeting to ensure members are equipped with any information that they need to speak to customers.

Flood Warden system

The Manager Emergency Planning and Risk is working with flood wardens and have organised text messages to go out to customers. Other stakeholders that have requested notifications will also be added to communications lists.

13. Meeting evaluation

The Chair invited members to ask any further questions to ensure they were equipped to discuss matters with customers. No clarifications were required.

14. Next meeting

The next meeting of the Macalister Customer Consultative Committee is scheduled for Tuesday 25 November 2025 at SRW's Maffra Office.

15. Close

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

Item No: **5**
Subject: **Business arising from previous meetings**
Action: **For noting**
Author: **Lauren Gourlay – Executive Assistant**
Date: **19/11/2025**

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:

- Four action items have been completed.

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
35784	Circulate Renee Wicks' contacted details with the draft minutes.	Macalister Customer Consultative Committee, 26 August 2025 - Agenda Item 2 Welcome and Apologies	28/08/25	28/08/25	Hayley Taylor	Details provided with August draft minutes
35785	Review processes and information available to customers to understand criteria for different groundwater amounts being transferred.	Macalister Customer Consultative Committee, 26 August 2025 - Agenda Item 5 Business Arising	28/06/25	18/11/25	Penny Winbanks	This action will be covered in the presentation and discussion to the group at the meeting in Nov 2026
35786	Invite Penny Winbanks, Manager Statutory Functions to attend the next meeting to discuss the groundwater transfer process and understand area's where communication can be improved.	Macalister Customer Consultative Committee, 26 August 2025 - Agenda Item 5 Business Arising	28/06/25	07/11/25	Penny Winbanks, Hayley Taylor	
35787	Provide the MCCC with further information on the payment plan and reminder process.	Macalister Customer Consultative Committee, 26 August 2025 - Agenda Item 5 Business Arising	28/06/25	19/11/25	Renee Wicks	The process for payment plans and reminders is detailed in the Water Supply East Customers and Community update paper that will be included in the papers for the 25 November MCCC Meeting.

Item No: **6**

Subject: **New and Continuing Committee Members and SRW Appointments**

SRW Management will provide an update on the recent Committee recruitment campaign and address applications submitted, along with advising of continuing members.

Recruitment for the SRW Customer Consultative Committees closed on Friday 14 November 2025. SRW received two new applicants for the Macalister Committee and to date, two current members have reapplied for a further term.

A request for confirmation of continuation from the current committee members will be made at the November meeting and will be noted in the minutes.

In addition, recent SRW internal movements and appointments will be communicated to the Committee members, with introductions to committee members of staff in attendance.

Item No: **7.1**
Subject: **Groundwater Trade Process**
Action: **For noting**
Author: **Penny Winbanks**
Date: **18/11/2025**

Background

This paper provides a basic introduction to support a presentation by Penny Winbanks, Manager Statutory Functions, around trading unregulated groundwater and exploring feedback raised via the Macalister Customer Consultative Committee.

The presentation will focus on three key areas:

- Describing the regulatory environment within which unregulated water is licensed; the why
- Providing information around what supporting information we provide applicants and how we communicate; the what and the how
- Discussing some things we have done recently to improve our service, and hearing from the Committee members

In doing this we must acknowledge the significant differences in managing unregulated water resources such as groundwater to the way in which our regulated irrigation districts operate.

Open discussion and feedback from the group throughout is encouraged.

Useful links

Below are some links to information on our corporate website and The Victorian Water Register that may be of interest. These will be highlighted further in the presentation

- For fact sheets and FAQs (which includes some information about groundwater trading) [Groundwater | Southern Rural Water](#)
- Groundwater trading information [Water trading | Southern Rural Water](#)
- Application forms and impact classifications [Prices and forms | Southern Rural Water](#)
- Relevant Ministerial policies [Take and use licences - Water Register](#) and [Works licences - Water Register](#)

Item No: **7.2**

Subject: **Manager Water Supply East Update**

Action: **For noting**

Author: **Renee Wicks, Manager Water Supply East**

Date: **18/11/2025**

Issue	Commentary 2025-26
Allocation Update	Current Allocation is 100% HRWS
System Efficiency (<i>target vs actuals</i>)	Efficiency 82.1% Target 90%

Season Overview

The irrigation season commenced on 15 August 2025, marking the start of a very active quarter. Favourable conditions and consistent rainfall throughout early winter have supported strong operational performance across the network.

Water Allocations and Storage

High inflows during early winter enabled an initial allocation announcement of 50% High Reliability Water Shares (HRWS) for the Thomson and Macalister systems on 1 July 2025. Continued and consistent rainfall has since allowed a full 100% HRWS allocation for customers in the Macalister Irrigation Area (MIA). No further allocation announcements will be made until after 15 December, following the conclusion of the spill period.

Lake Glenmaggie has benefited from healthy winter inflows, reaching 100% capacity (180,600 ML). As at the end of October, 45,813 ML has been delivered for the season.

Network Performance

Persistent rainfall placed SRW in a strong position to declare an early spill in September. The network has entered spill three times this quarter, maintaining operational performance at 80–85% capacity throughout.

Infrastructure Maintenance

The Boisdale Pipeline has required significant attention, with 22 leaks addressed this year compared to 12 in the same period last year. In addition, 65 general maintenance tasks have been completed, including dethridge wheel replacements, minor concrete repairs, and channel cleaning.

Northern Channel Incidents

Two major blowouts occurred early in the season. The first, caused by a wombat hole, was repaired at a cost of \$20K (excl. GST). A second blowout occurred a week later due to a large void under the access track, resulting in a breakout and sinkhole approximately 50 meters from the original site. Repairs for this incident totalled \$59K (excl. GST).

Emergency works included reinstating burst channel banks, repairing leaks impacting downstream customers, and excavation and removal of unsuitable material. McInnes provided critical support in carting new material and reinstating the bank. Despite these challenges, the team maintained 25% channel capacity for five days and restored full capacity within six days.

Vegetation Management

Mag H spraying is scheduled for 18–25 November 2025 using a specialist contractor. Weed spraying has been challenging due to persistent rain and high winds; however, operations are prioritized during weather windows. The weed spraying contract with Benson Group was renewed for 12 months and commenced in September to ensure drains remain clear.

Safety Initiatives

Safety continues to be a key focus. Residual Current Devices (RCDs) on salinity pumps are currently being inspected and repaired as required by a contracted electrician, ensuring compliance and operational safety.

Season Inflows/Outflows (as of 18 November 2025)

Storage at 1 July – 68,346 ML.

Natural inflows from 1 July – 8,438 ML.

Total deliveries (including estimate) to irrigators – 49,611.2 ML.

Total release for irrigation– 50,522 ML.

Environmental deliveries excluding passing flow, as part of the Spring fresh that started on 1 Nov. Thomson River 6,112 and Macalister River 4,080ML.

Staffing

1. We welcomed back Peter Miller from long service leave.
2. We farewelled Phil Dijs who is retiring after 25 years of service to MID customers.
3. Two trainees, Nathan and Bailey, have joined our team for a two-year program. During this time, they will complete a Certificate III in Water Industry Operations, with electives focused on irrigation delivery. The trainees will gain broad exposure across all areas of the Service Delivery team throughout their training period.

Summary

Strong inflows and consistent rainfall have positioned SRW for a successful irrigation season, with full HRWS allocations and robust network performance despite localised challenges. Maintenance and safety remain top priorities, supported by proactive planning and contractor engagement.

Other Business

Payment Plans and Reminders

As agreed at the last meeting, Manager Water Supply East had committed to provide further information on the payment plan and reminder process for payments. Seeking clarification from the Accounting Manager, David Faulkner, it was confirmed that customers can set up an account via the SRW online portal.

The direct link to the login page is:

<https://srw-identity.formsexpress.com.au/Identity/Account/Login>

Via this online portal, customers can sign up for quarterly payment plans and view due dates and totals. The SRW Customer Experience Team can provide advice on how to set up the plan and are available via phone 1300 139 510 or in person at the Maffra Office.

In addition to this, our collection agency partner, Midstate Credit Collect, can provide a complementary financial payment plan. Please note - this is not a debt recovery process whilst the outstanding amount is not overdue and is a service provided under the partnership.

This option is voluntary for all SRW customers.

Governance Training

Governance Training will recommence in February 2026 and will capture the newly appointed members of the Committee. This action has been closed out on Risk Wizard.

Item No: **7.3**

Subject: **MacAvon Project Update**

Matt Cook, Manager Strategic Projects and Service Optimisation, will provide the Committee with an update on the Macalister Avon project.

Item No: **7.4**

Subject: **Upcoming Customer Service Continuous Improvement Actions 2026**

Matt Cook, Manager Strategic Projects and Service Optimisation, will provide the Committee with an overview of the upcoming Customer Service Continuous Improvement Actions scheduled for 2026.

Item No: **8.1**

Subject: **Future Strategy and Policy – including Price Submission Consultation 2026-2027**

Action: **For discussion**

Rachel Lunn, Rachel Lunn, General Manager Service Delivery, together with Matt Cook, Manager Strategic Projects and Service Optimisation, will provide the Committee with an overview of the proposed SRW Price Submission plan and engagement opportunities.

In addition to the Price Submission Rachel Lunn will discuss the future strategies for SRW and how Committee input can shape direction and any requirements for effective change.

RECOMMENDATION: The Committee discuss the concept.

Item No: **8.2**

Subject: **2026 Committee Workplan**

Action: **For discussion**

Southern Rural Water will provide updates to the committee as indicated in the 2026 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 / 2026 Committee workplan in its current format is included as attachment 9.2.1 for noting.

The proposed dates for the 2026 meetings, to be held in person at the Maffra office, are:

- 24 February 2026
- 26 May 2026
- 25 August 2026
- 24 November 2026

RECOMMENDATION: The Committee discuss the workplan and confirm 2026 dates.

MACALISTER CUSTOMER CONSULTATIVE COMMITTEE ROLLING WORK PLAN

	Requirement	2025				2026				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 Feb 2026 – update on salinity and salinity pumps (MC)
	End of season wrap-up			✓				✓		
Policy and Strategic Direction	Committee appointments			✓				✓		Yearly (Chair and Deputy Chair vote)
	Environmental Water Management Flows				✓				✓	
	Climate Outlook and Drought Response Update			✓				✓		
	Corporate Plan				✓				✓	For noting. Full plan provided as discretionary reading
Project Updates (DEECA & SRW)	HARC MID Operational Model Review	✓	✓	✓	✓	✓	✓	✓	✓	Update or discussion at each meeting ongoing (Action item 35442)
Admin & Other Business	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: **9.1**
Subject: **Communications and Engagement report – November 2025**
Action: **For noting**
Author: **Lauren Gourlay - Executive Assistant**
Date: **19/11/2025**

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 including the community engagement for the proposed Recreational Area Management Plans, activities at Lake Glenmaggie, repairs and works underway and completed, as well as special milestones for the district.

<https://www.srw.com.au/news-media/have-your-say-southern-rural-waters-recreational-areas>

<https://www.srw.com.au/news-media/notice-boating-activity-exemption-and-exclusion-zone-lake-glenmaggie-0>

<https://www.srw.com.au/news-media/celebrating-century-irrigation-macalister-irrigation-district>

<https://www.srw.com.au/news-media/main-northern-channel-damage-wombats>

<https://www.srw.com.au/news-media/spill-declared-macalister-irrigation-district-0>

5. Social media

Our social media posts continue to receive good response rates. Below are examples of content since the last meeting. Please follow our social media pages to see more.

Southern Rural Water
November 7 at 11:20 AM · 🌐

Continuing our 30-year look back. This time, we're heading to 2007.

The first iPhone launched (and could fit in your pocket), the final Harry Potter book hit the shelves, and the world signed the Bali Roadmap, marking a turning point where nations agreed to work together on a long-term plan to fight climate change.

But while the world looked ahead, the Lake Glenmaggie catchment was facing one of its most extreme weather events on record. Over just 34 hours, 318mm of rain fell sending 147,000 megalitres of water per day surging through the system, the highest recorded outflow in history.

A year that reminded us of nature's power and the importance of managing water safely and sustainably for the communities who depend on it.

Read more about our 30-year journey at <https://www.srw.com.au/.../celebrating-30-years-serving...>



Southern Rural Water
November 3 at 8:30 AM · 🌐

Have your say on our recreational areas.

We've drafted recreational area management plans for six of our storages - Blue Rock Lake, Lake Glenmaggie, Pykes Creek Reservoir, Cowwarr Weir, Melton Reservoir and Merrimu Reservoir.

These draft plans have been developed under the Water (Recreational Area) Regulations 2023, to help ensure our waterways are managed safely, sustainably and for everyone to enjoy.

Public consultation is open from 3 November 2025 to 5pm, 9 February 2026.

If you value the recreational, cultural and environmental qualities of these storages, share your feedback by completing our survey to help us shape their sustainable use.

Find out more and have your say at <https://www.srw.com.au/recreational-area-management-plans...>



Southern Rural Water
October 29 at 2:30 PM · 🌐

The Gippsland Water Industry Employment Pathways Program is all about giving young people a real start in water.

East Gippsland Water, South Gippsland Water, Westernport Water and Gippsland Water have come together to open more doors for graduates and students who want to make a difference.

For people like Aaqil from Southern Rural Water, it's meant finding connections, support and meaningful work in a new community.

This program is about giving the next generation the support and opportunities they need to grow here in Gippsland.



Southern Rural Water
October 15 · 🌐

A hundred years ago, the very first irrigation water flowed into farms in the Macalister Irrigation District. It was the start of something big that's shaped how our towns, farms and industries have grown and thrived.

We're proud to have been part of that story at Southern Rural Water. Our job has always been to help farmers and communities get the water they need, when they need it. A commitment that is just as strong today.

Read more about this milestone at <https://www.srw.com.au/.../celebrating-century-irrigation...>

#MacalisterIrrigationDistrict #100YearsOfIrrigation #SouthernRuralWater #CenturyOfWater #IrrigationMilestone #SupportingCommunities #VictoriaFarming



Southern Rural Water
September 9 · 🌐

We've just upgraded eight regulators in the Macalister Irrigation District.

What does that mean for you?

- 💧 More accurate water flows
- ⏱️ Less delays in the system
- 🔧 Stronger, more reliable infrastructure for the future

These works are part of our ongoing investment to keep the district running at its best.

Thanks to our customers, landholders, staff and contractors who helped make it happen.

Here's to a strong start to the irrigation season.

Read more about our winter works at <https://www.srw.com.au/.../spanners-sprinklers-winter...>



Elaam Flett
Capital Delivery Engineer

Southern Rural Water
August 28 · 🌐

There's light at the end of the tunnel.

Stage one of the Tunnel 5 upgrade is complete and already moving water from Lake Glenmaggie to farms across the Macalister Irrigation District.

We'll be back next winter to finish the upstream section.

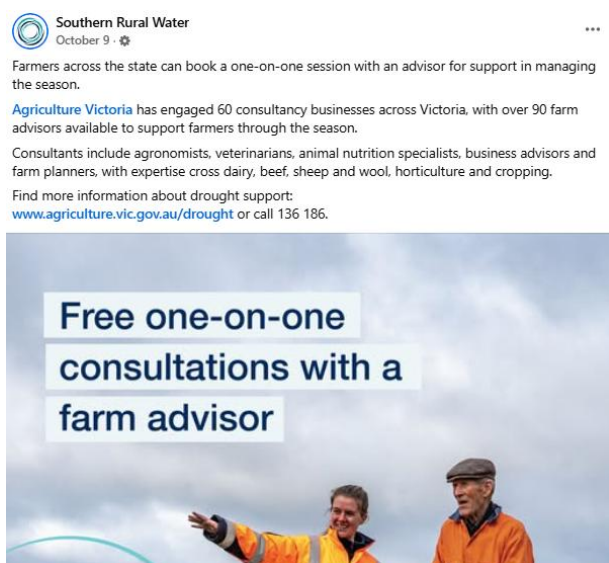
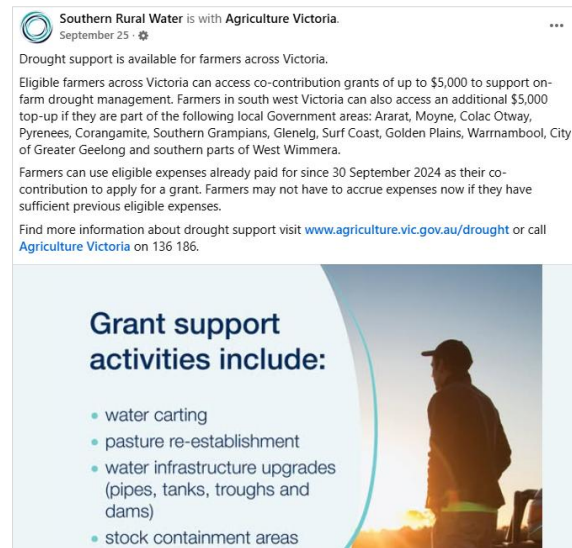
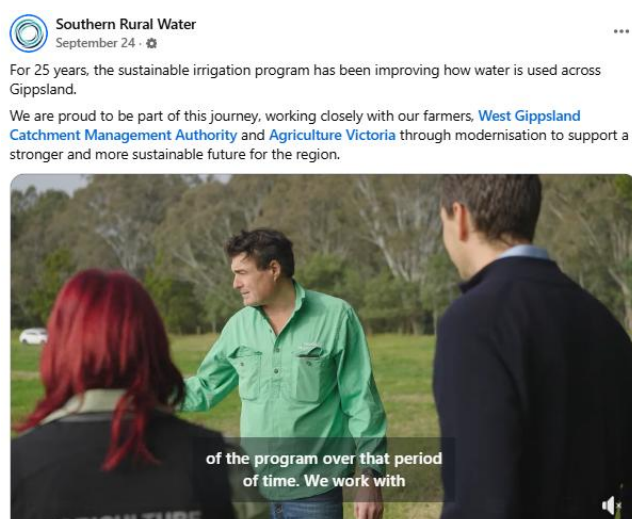
Read more about this upgrade at <https://www.srw.com.au/.../key-water-way-improvements...>



After leaving Lake Glenmaggie,

6. Advice, help and support for Customers

Since the last meeting, SRW has published several social media posts and new articles on our website, providing customers with information on support services including technical, financial and wellbeing. The social media posts link customers to the SRW website for further information.



Item No: **10.1**

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.

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?
-

Item No: **10.2**

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: **10.3**

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

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

Item No: **11**

Subject: **General Business**

The Chair will introduce any items of general business.

Item No: **12**

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: **13**

Subject: **Next Meeting**

The next meeting of the Macalister Customer Consultative Committee is yet to be confirmed – the proposed schedule for 2026 will be discussed and noted in the minutes.

Item No: **14**

Subject: **Close**

The Chair will close the meeting.
