



STATE OF OUR WATER

2022-24

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About this report

The State of Our Water Report is prepared in accordance with the Local Government Act 1993.

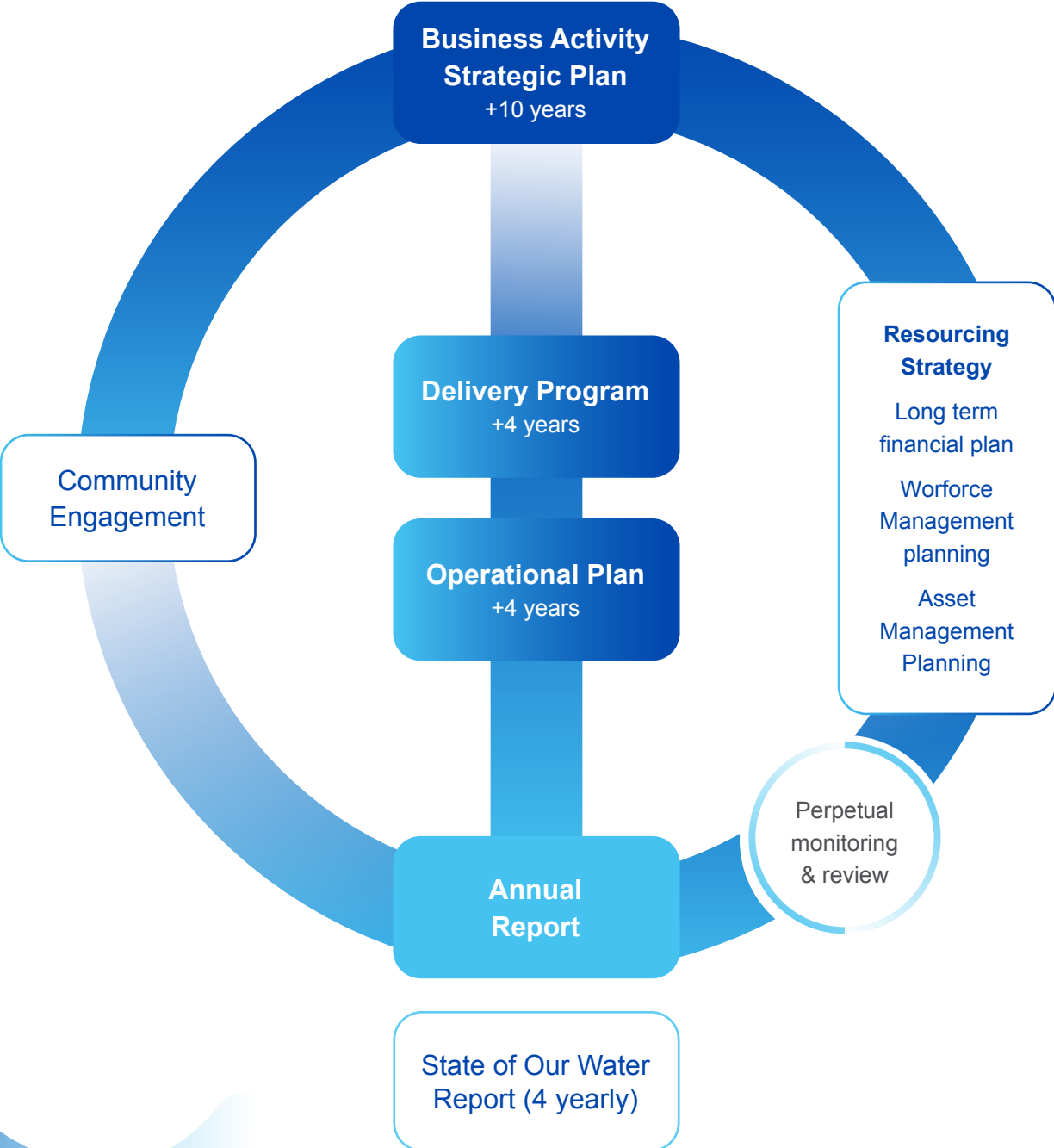
Goldenfields Water has been working to achieve its objectives as set out in our Business Activity Strategic Plan (BASP) 2022-2032.

The Business Activity Strategic Plan focuses on three strategic priority areas:

- High Quality, Secure & Efficient Water Supplies
- Customer Service Focus
- A Healthy Natural Environment

This report will highlight what we have accomplished throughout the past term of council from 2022 to 2024.

IP&R Framework



Goldenfields Water Board 22/24

The Goldenfields Water Board is the governing body responsible for managing the affairs of Goldenfields Water County Council.

Goldenfields Water's constituent councils elect the Board members from among their councillors. The Board is currently comprised of eight members – one elected from six of the constituent councils and two elected from Hilltops Council.



Cr Matthew Stadtmiller
Chairperson
Hilltops Council



Cr Bob Callow
Deputy Chairperson
Junee Shire Council



Cr Abb McAlister
Cootamundra-Gundagai
Regional Council



Cr John Piper
Hilltops Council



Cr Liz McGlynn
Bland Shire Council



Cr Kevin Morris
Narrandera Shire
Council

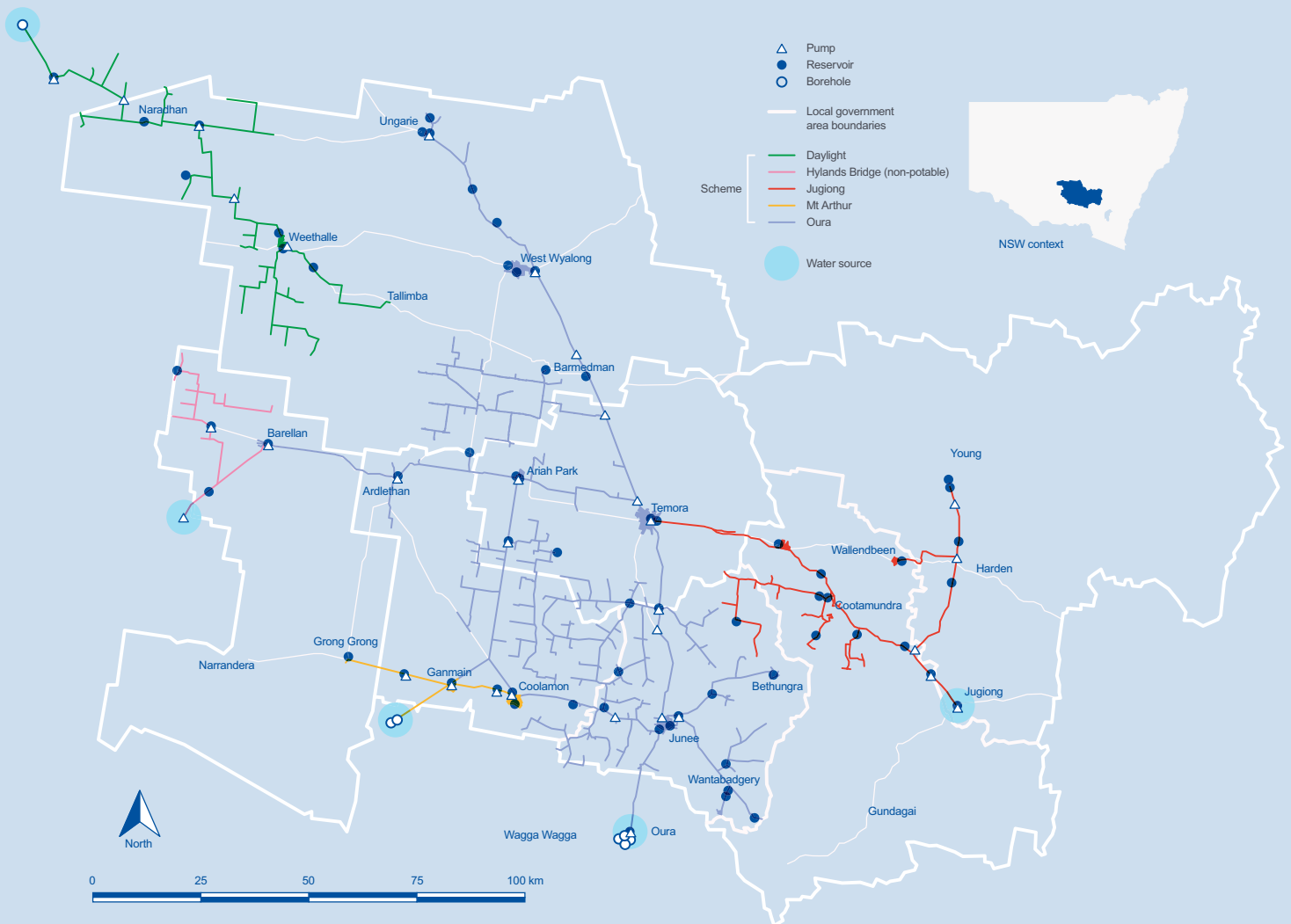


Cr Graham Sinclair
Temora Shire Council



Cr Alan White
Coolamon Shire Council

Our Network and Community



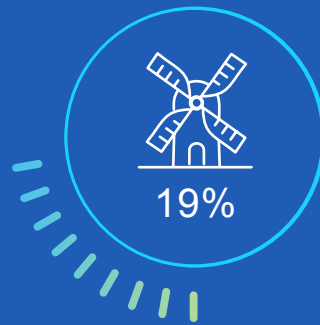
Goldenfields Water is responsible for water supply functions within the local government areas of Bland, Coolamon, Junee, Temora, and parts of Cootamundra-Gundagai, Hilltops and Narrandera.

CUSTOMER MIX 23/24

RESIDENTIAL



RURAL



NON RESIDENTIAL



TOTAL

CUSTOMERS

46,000
approx.

CONNECTIONS

11,974

CURRENT LENGTH OF PIPE

2,498
Kilometers

Councillor Terms Sept to Oct	2022	2023	2024
Hottest temp	39.1	39.2	41.6
Hottest monthly average	30.8	32.7	32.8
Lowest Temp	-3.8	-4.7	-5.6
Lowest monthly average	2.8	1.7	1.3
Annual rainfall	932	718	582

Financial year \$'000	2022	2023	2024	Total
Total Income	\$ 22,635	\$ 26,904	\$ 38,639	\$ 88,178
Net operating result	\$ 310	\$ 2,215	\$ 11,464	\$ 13,989
\$ on new infrastructure	\$ 3,070	\$ 9,507	\$ 7,774	\$ 20,351
\$ on renewed infrastructure	\$ 14,383	\$ 10,771	\$ 10,930	\$ 36,084
Water produced (ML)	7524	7950	8978	24452

Mission, Vision and Values



Strategic Priorities

This report contains three strategic priorities as set in council's Business Activity Strategic Plan 2022-2032. These are Goldenfields Water's focus areas for achieving our vision.



HIGH QUALITY, SECURE & EFFICIENT WATER SUPPLIES

Potable Water Supplies Meet Australian Drinking Water Guidelines and Public Health requirements

Future Growth is planned for and managed

Water Supply is reliable and efficient

Our Assets are managed & renewed in accordance with Council's Asset management systems



CUSTOMER SERVICE FOCUS

Well trained highly motivated workforce

Safe healthy and risk managed working environment exists for staff and the community

Community satisfaction is built and maintained through provision of services and information

Financial Management

Improving Performance and Managing Risk

Regional collaboration



A HEALTHY NATURAL ENVIRONMENT

Energy costs and usage are monitored and reduced through utilisation of alternative technologies and system innovations

Environmentally adverse consequences are minimised from operations including water extraction, capital works and day to day operations

Potential effect of climate change on water supply is identified, planned, and managed

Water is used wisely with system losses minimised and accounted for

The BASP addresses Social, Environmental, Economic and Civic Leadership.

The following table shows the relationship of the strategic priorities to the quadruple bottom line framework.

Future Direction	Social	Environmental	Economic	Civic Leadership
Priority 1 High Quality, Secure & Efficient Water Supplies	X		X	
Priority 2 Customer Service Focus	X		X	X
Priority 2 A Healthy natural Environment		X		X

Measuring Progress

We use a range of data sources to assess our performance against the objectives set out in our Business Activity Strategic Plan 2022-32.

Data sources include:

- Customer Satisfaction Survey - 2021 and 2024 results
- Australian Bureau of Statistics
- Goldenfields Water Internal Reporting

High Quality, Secure & Efficient Water Supplies



- Potable water supplies meet Australian Drinking Water Guidelines (ADWG) and public health requirements
- Future growth is planned for and managed
- Water supply is reliable and efficient
- Our assets are managed and renewed in accordance with Council's asset management system



What we've done

Drinking Water Management System Annual Reporting

Finalised each October to December, the Annual report is a comprehensive analysis of Council's performance in accordance with the Australian Drinking Water Guidelines.

The report includes a list of actions and implementation requirements for continual improvement. The report is submitted for review to NSW Health and adopted by the Board.

In 2024

A comprehensive revaluation of water infrastructure assets was completed.

\$20.3 million

invested into new infrastructure.



Major projects

The completion of the below major project during this term address priority one by ensuring future growth is planned for and managed, water supply is reliable and efficient and our assets are managed and renewed in accordance with Council's asset management systems.

West Wyalong Water Reliability

The West Wyalong Water Reliability Project was completed on time and under budget.

The initial budget estimate for the project was \$13.7 million, however due to good management and undertaking some of the works in house the final project cost was \$12.5 million.

Funding for the project was a joint investment between the Federal, State and Local Governments.

Discussions began in 2019 when the Bland Shire Council approached the Goldenfields Water Board. Following these discussions a customer survey was completed, highlighting the towns water pressure as a major priority. From this, the Goldenfields Water Board committed to a feasibility study before completing detailed designs for the project in which a decision was made to deliver:

- New 2.6 megalitre water tower
- 8 kilometres of water supply trunk main
- 7 kilometres of distribution water main

- New transfer pump station
- Thanowring Road mains renewal

The benefits of the West Wyalong Water Reliability Project to the local community is enormous. Some of these benefits include:

- Improved water flow and pressure by up to 40 percent in parts of the township
- Allowing for future growth and prosperity of the region
- Increased water security not only for our current customers, but for generations to come

In December 2023, the Member for Riverina The Hon. Mr McCormack and Member for Cootamundra Ms Stephanie Cooke alongside Bland Shire Mayor Brian Monaghan and Goldenfields Water Chairperson Matthew Stadtmiller officially opened the West Wyalong Water Reliability Project.



Thanowring Road Mains Renewal

Work commenced on the project in November of 2021, with an original estimated completion date of December 2023. Significant delays were experienced due to ongoing wet weather including a flooding event early in its commencement. Even with the significant delays, the project originally budgeted at \$7 million came in \$2.7million under budget at \$4.3 million total spend.

The completed project was delivered in August of 2024. It ensures the ongoing reliability and resilience of a vital piece of water infrastructure that currently supplies water to the towns of Ardlethan, Aria Park, Mirrool, Beckom, Kamarah, Moombooldool, Barellan, Tara, Bectric, Rannock, and south to the Coolamon/ Ardlethan Road.

The Thanowring road pipeline renewal is also the final piece in the Stage 4 completion of the Mandamah Rural Water Supply Scheme project, which expanded the region's supply network by 180 kilometres.





Rosehill to Harden Pipeline Replacement

Goldenfields Water engaged contractors TCM Civil Pty Ltd to replace approximately 11 kilometres of ageing pipeline between Rosehill and Harden. The project was completed in two sections:

- Jugiong Road - consists of 7.3km of 500mm ductile iron cement line main pipeline
- Harden Balance Tank - consist of 3.72km of 450mm ductile iron cement line main pipeline

The original 375mm mild steel pipeline was constructed in the 1930.

The project commenced in early February 2021 with the Jugiong Road section. Following this, construction on

the Harden Balance Tank commenced in July 2021 and entire renewal was completed by June 2022.

The Rosehill Project will provide greater water security for the regions of Harden and Young. The renewal will:

- Reduce service disruptions to customers caused from burst pipes
- Increase efficiency and water supply
- Reduce water loss from breakages
- A more efficient operation of the system and renewed assets



Oura Water Treatment Plant Upgrade

Stage 1, High Voltage Upgrade

Goldenfields Water engaged Gongues Construction to perform the Stage 1 civil works at the Oura Water Treatment Facility, which included the renewal and upgrade of the High Voltage Assets.

The works for Stage 1 included:

- Construction of a new switch room building
- Installation of new communications tower
- New 750mm ductile iron pipeline for connection to future reservoirs
- Installation of all new pits and conduits for the electrical cabling

The upgrade commenced in April 2021 and the site was commissioned in November 2022.

The high voltage upgrade will result in:

- Improved reliability of water supply
- Provide Goldenfields Water the ability to continue pumping water even if there is no Essential Energy supply (installation of generator connection points)
- Provisions for future water treatment operations to meet the future needs of the growing communities



Oura Water Treatment Plant

Stage 2, Reservoir & Aerator Construction

Goldenfields Water engaged Quay Civil Pty Ltd to undertake the \$12.6 million detailed design and construction of new water infrastructure at the Oura Water Treatment Plant.

The design and construction of the reservoirs and aerators forms Stage 2 of the Oura Water Treatment Plant Upgrade.

Works for Stage 2 include:

- The finalisation of the preliminary designs for the construction of the proposed multi tray aeration unit and structural tower
- Transfer pipeline
- Two reservoirs (4ml each)

- Associated civil and electrical infrastructure along with instrumentation for the operation and monitoring of the system

Project Benefits

- Increased water storage capacity for growth in towns supplied from our Oura Scheme
- Reduced potential for disruption to supply when maintenance works are carried out on reservoirs
- Increased treatment time to improve water quality

Stage 2 is expected to be completed by the end of 2024.

Customer Focus



- Well trained highly motivated workforce
- Safe, healthy, and risk managed working environment exists for staff and the community
- Community satisfaction is built and maintained through provision of services and information
- Financial management
- Improving performance and managing risk
- Regional collaboration

What we've done

Well trained and highly motivated workforce

Staff professional development plans undertaken annually.

Bi-annual staff engagement surveys completed and action items developed.

All action items from Goldenfields Water's EEO Management Plan 2021-25 implemented.

Training Plan 2022-26 implemented.

We delivered two unique events in 2024 for our staff and constituent councils



International Women's Day Event

Hosted on 12 March 2024, by Goldenfields Water, constituent council members were invited to attend the event in celebration of International Women's Day.

Highly respected Olympic Gold and Silver Medallist, Brooke Hanson OLY OAM, shared her exceptional achievements in both her sporting and personal life to inspire women in local government, who travelled from the areas of Junee, Bland, Temora, Cootamundra-Gundagai and Hilltops Councils.



Men's Health Week Event

The council hosted 50 of its male staff, along with 20 male staff members from its constituent councils including Temora, Cootamundra-Gundagai, and Hilltops at an event on Thursday 13 June 2024 coinciding with Men's Health Week. The event featured guest speaker and ex AFL player Steven Baker who shared his personal journey of growth and resilience.



Safe, healthy, and risk managed working environment exists for staff and the community

- Integrated approach to risk management in the workplace through the development and implementation of WHS-P003 WHS Planning and Reporting Procedure
- Implementation of Health and Wellbeing Strategy inclusive of biannual health and wellbeing weeks for staff

Community satisfaction is built and maintained through provision of services and information

- End of Term Customer Survey undertaken in the months of September and October 2024 with a total of 117 customers completing the survey
- Social media utilised for promotion of projects, outages and upcoming works

We continued and expanded our delivery of community and educational programs.

Livestream Educational Programs

In March 2022, Goldenfields Water partnered with the National Theatre for Children to deliver the first of its annual program, Your Water, Your Future.

The Your Water, Your Future program is aimed at Stage 4: Years 7 to 8 students with a focus on the following educational points: the value of water, water in our world, the science and geography behind water treatment, and the future of water efficiency in Australia.

The program was expanded in 2024 to include an additional offering Stage 5: Years 9 to 10 students with a program called Connect 2 NEXT. This program has a focus on environmental science, climate change, sustainability, and STEM career pathways.

The livestream events are accompanied by a full digital e-learning curriculum including games, videos, hands-on lessons, assessments for educators, and more for use both in-school and at-home.





Depth Days

Commencing in 2020, Goldenfields Water offer a unique experience to Year 11 & 12 chemistry and investigating science students from its constituent councils. Hosted at Goldenfields Water’s Jugiong Water Treatment Plant students experience the water process firsthand. Due to COVID restrictions the event did not take place in 2022, however has been attended by school students within the region in the years 2021, 2023 & 2024.

Depth Days are based on research into the NSW school curriculum and cover topics relating to HSC Chemistry, Geography and Investigating Science.

“We thoroughly enjoyed the interactive nature of the whole day. Students were fascinated by the technology and impressed by the professionalism and depth of knowledge of the staff at Goldenfields Water. We would highly recommend it to any schools wanting to show their students real world applications of science.” Teachers from Young High School.

Besides supporting senior students with their upcoming HSC exams, Depth Days enables Goldenfields Water to educate and engage the communities they serve about the importance of their region’s drinking water supply, water efficiency and sustainable water practises.



National Water Week

National Water Week makes a splash across Australia each year, encouraging communities and organisations to unite in tackling water-related challenges and future solutions. Running in the second last week of October each year, Goldenfields celebrates the week by running Primary school-based colouring in and poster competitions annually.

Financial Management

- Long Term Financial Plan was reviewed in line with 2024-25 Operational Plan
- Fees and charges reviewed and increased annually



Improving performance and managing risk

- Our Audit, Risk & Improvement Committee held quarterly meetings throughout the term, undertaking internal audits in accordance with Strategic Internal Audit Plan
- All financial statements and quarterly budget reviews were delivered within statutory timeframes
- ICT plan developed in 2023/24 to ensure the maintenance of an up to date ICT infrastructure for organisational efficiency



Regional Collaboration

- Goldenfields Water have attended RivJo and REROC meetings regularly throughout the term with consideration of any projects that may have a joint interest
- Regular meetings held with constituent council's to address areas of concern and provide updates
- Service level agreements were drafted for all bulk supply council's with negotiations ongoing
- Roundtable with Constituent Councils

In April of 2024, Goldenfields Water County Council hosted General Managers and Mayors from their seven constituent councils to discuss each of their priority areas and to present an update on the recent, current, and future projects being undertaken by Goldenfields Water.

A Healthy Natural Environment

- Energy costs and usage are monitored and reduced through utilisation of alternative technologies and system innovations
- Environmentally adverse consequences are minimised from operations including water extraction, capital works and day to day operations
- Potential effect of climate change on water supply is identified, planned, and managed
- Water is used wisely with system losses minimised and accounted for



What we've done

Energy costs and usage are monitored and reduced through utilisation of alternative technologies and system innovations

Energy efficiency considered in infrastructure design and benefit cost assessments.

Energy usage records kept and monitored. Staff look to conserve energy usage where possible utilising automated control systems such as SCADA. The development of tariff inhibitors have now been implemented across the schemes to align with Councils new energy contractual conditions to reduce costs. Limitations of council's energy management occurs during summer months where demands require extensive pump run times and SCADA controls cannot limit pumping requirements failing loss of pressure and flow for customers.

Council maintains an energy management system

Council currently operates two systems for energy management. Azility is a platform that is currently utilised to process energy invoices and incorporates payment processes through the Authority system. E21, is a management system that staff utilise to trend usage and report operational data to make informed decisions upon. These systems have been in place and utilised since 2018.



Environmentally adverse consequences are minimised from operations including water extraction, capital works and day to day operations

All construction activities were undertaken and adhered to all environmental factors. Major construction activities that were undertaken adhered to specific Construction Environmental Management Plans.

Potential effect of climate change on water supply is identified, planned and managed

Integrated Water Cycle Management Strategy (IWMC) to consider climate change.

Hydraulic model has been completed with the current draft for options assessment being completed. Outstanding items are the Total Asset Management Plan, Financial assessment and price path, Drought & Demand Management Plan and a new Developer Servicing Plan.



Goldenfields
Water

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2022-24