

# MCCC AGENDA

## Meeting no. 206

10.00am  
Tuesday 25 February 2025  
SRW Maffra Depot

*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 February 2025	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 205	Chair
4.1	Attachment – Minutes MCCC Meeting 205, 26 November 2024	
5	Business arising from previous meetings	Chair
5.1	Attachment – MCCC business arising report	
6	<b><u>GUEST SPEAKER</u></b>	
6.1	SRW’s Carbon Offset Program	Kate Berg
6.2	Emergency Management at SRW	Kellie Massouras
7	<b><u>PRINCIPAL MATTERS – FOR DISCUSSION</u></b>	
7.1	Committee Governance	Melissa Jeal
7.2	Water Supply East Update	Matt Cook
7.3	Discussion - High Demand Review	All
8	<b><u>PRINCIPAL MATTERS – FOR NOTING</u></b>	
8.1	Communications Report	
9	<b><u>COMMITTEE MATTERS</u></b>	
9.1	Important issues from other customer committees	Cameron FitzGerald
9.2	Matters referred by/to the Board/board committee	Cameron FitzGerald
9.3	2025 Committee Workplan	Chair
10	<b><u>GENERAL BUSINESS</u></b>	All

11	Meeting evaluation	Chair
12	Next meeting	
13	Close	12pm

*Light refreshments will be provided at the meeting.*

Item No: 1

Subject: **Acknowledgement of Country**

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

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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 205  
Action: For approval  
Author: Hayley Taylor – Executive Assistant  
Date: 18/02/2025

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## PURPOSE

1. To ensure that the minutes taken of committee meeting 205 are an accurate and sufficient record of discussions held and decisions made at the meeting.

**RECOMMENDATION:** That the committee approves the minutes of meeting 205 held on Tuesday 26 November 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 205, held at SRW Maffra Office on Tuesday 26 November 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 205

Date	Time	Location
26 November 2024	10:00am	SRW Maffra Office

### Present

Mr Benn Thexton	Committee Chair
Mrs Kate Lamb	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 Warrick Purdon	Committee Member
Mr James Clyne	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 Bernard Coleman	Committee Member
Mr Brad White	Committee Member

### Absent

### Guests

Mr Terry Flynn	Manager Water Resource Projects
Dr Stephanie Suter	Environmental Water Resource Officer, WGCMA

## 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 204

The minutes of meeting 204 were approved.

**Moved:** Tim Missen   **Second:** Thomas Dwyer

## 5. Business Arising

The report was taken as read.

## 6. PROJECT UPDATE

### 6.1 Avon Valley Water Security Project

Mr Terry Flynn, Manager Water Resource Projects provided the committee with an overview of the Avon Valley Water Security Project highlighting:

- SRW are applying for a commonwealth grant to undertake a detailed business case for this project. The grant application is for funding for 50% of the cost of the business case.
- The business case will determine whether it is feasible to:
  - introduce a 6GL pipeline supply across the Avon,
  - construct two balancing storages to improve the Main Northern supply constraints
  - Reconfigure the Nuntin channel by piping the channel.
- It is expected:
  - there would be a separate fee structure to join the scheme.
  - There would be approximately 1.8GL of water savings if Nuntin is modernised.
  - Full construction costs would be around \$50-\$60M.

The Managing Director reiterated SRW is asking for funding to assist in the undertaking of a detailed business case. A successful outcome of the business case would be confirming that all unmet demand within the existing MIA footprint could be met, and that any expansion results in a better service for existing customers. A better service for existing customers is feedback that has been heard clearly from the



committee and other customers and is a commitment from SRW should this project proceed.

The committee discussed:

- Expansion has to be beneficial for all, and the business case has to confirm that there will not be a water shortage through this expansion. A member expressed concern that the expansion could increase water prices for current customers and the expansion will take the water away from the current district.
- Infrastructure will be needed to support the delivery of this water, including infrastructure to get the water from Glenmaggie to customers, as well as on farm storage.
- Balancing the growth of the district with water security of the current district

Management advised concerns and issues such as these will be explored as part of the business case and rules need to be defined in line with beneficiary pays principle to justify funding. The Managing Director expressed that it is feasible that at some point in the future customers will require 24/7/365 access to an irrigation water supply to combat the changing climate and to support the changing water needs of farmers investing in the MIA.

The committee discussed

- the Werribee reconfiguration project and Newry Creek, and swapping one water source for another.
- Whether there is a way to harvest flood water and put flows into balancing storages. It was noted that SRW is constrained by the Bulk Entitlement.
- Potential for water to be taken using a different structure, for example off-peak or whether consideration has been given to making this water available “not-off peak”, for customers that have an entitlement within the current district but want to expand their business across the Avon. Management advised these options will be explored through the detailed business case.
- previous expansions and balancing the growing of district with water security of the current district.
- how water can be harvested and stored.
- how environmental and cultural values will be considered as part of the business case. The committee discussed water which has been allocated to Traditional Owners in the area, and the upcoming allocation of the 3/4 bench between irrigators, Traditional Owners and the environment.
- The allocation of water for the power stations in the Latrobe Valley, the Parliamentary Inquiry into nuclear power generation in Australia and the possibility of nuclear power generation in the Latrobe Valley.

A committee member discussed the impact modernising had on Newry Creek and the CFA. Management highlighted the conversations the organisation had had with Newry Creek customers, and noted the correspondence to Newry Creek customers advising of the commitment, that SRW will install an outlet when or if the WGCMA advise they wish to allocate environmental flows to Newry Creek.

It is expected it will take 18 months for business case to be prepared if funding is granted and outcomes will be discussed with the MCCC.

The committee **noted** their support for SRW in applying for grant funding for the detailed business case, reiterating existing customers must not be disadvantaged, and the project outcome must provide better service to existing customers.

**Moved:** Thomas Dwyer      **Second:** Kate Lamb

The Committee thanked Mr Flynn for the presentation.

Mr Flynn left the meeting.

## 7. OUTLOOK

### 7.1 Season Outlook

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

- There was 76,435 ML in storage at the start of the season with small, regular rain events resulting in a low requirement for irrigation. October increase in demand.
- This season commenced with a lower storage level than recent years with peak storage levels reached in October.
- Spill has not been called this season with the storage reaching 7000ML below spill level.
- The Thomson Drought Reserve is expected to be paid back by 15 December 2024.
- An environmental fresh of 5,685ML, commenced at the start of November. The committee discussed how environmental flows could impact Spill, but a member noted the environment is also a customer, with an entitlement. Dr Suter highlighted the CMA do engage with irrigators and other stakeholders and consider irrigator needs when planning freshes.

A member noted this is an average year, and irrigators will need to keep this in mind when making decisions.

## 8. GUEST SPEAKER

### 8.1 Environmental Water Management Flows

Dr Stephanie Suter, Environmental Water Resource Officer, WGCMA, provided a presentation on the Environmental Water Management Flows, highlighting:

- The reasons environmental flows are required including river flows and needs of plants and animals in the systems.
- Environmental water is water set aside to manage, sustain and improve the health of rivers, wetlands and floodplains.

- The Victorian Environmental Water Holder (VEWH) holds the environmental water entitlements for the state. They are able to trade and sell their entitlement, but this has not happened in the Macalister area.
- Catchment Management Authorities (CMA) manage the entitlements held by the VEWH and engage with partners to develop annual and ongoing outcomes for these entitlements. These outcomes consider the natural requirements of the ecosystems including the needs of fish species for migration, and the needs of birds for breeding as well as managing water quality during dry periods. As part of this engagement the CMA also works with delivery partners to understand usage, including spill timing and volume.
- CMA's have a different arrangement to irrigator's, whereby they can carry over their entitlement, but if Glenmaggie spills, the first 20,000ML of water is environmental entitlement.
- The public can view information on environmental flows on the CMA's website and sign-up for text, emails. SRW also include environmental flow information in the weekly snap-shot.

The committee inquired as to how Traditional Owners could use any entitlements as were advised that how Traditional Owner's used their entitlements is up to them. For example, they could use the water on their own land, trade the water or leave it in the stream.

A member inquired as to whether fish numbers are counted and how species are tracking. Dr Suter advised monitoring is conducted on rivers and there have been improvements in fish breeding activities and numbers in some areas and stabilisation of species in other areas. The best years for breeding are during wet years, and freshes are used to support the species through to the next wet year.

The committee inquired whether on-farm efficiencies are impacting the drainage into rivers and whether this is considered a loss to the environment. Dr Suter advised on-farm run-off dams to reduce nutrient loads which would otherwise impact the environment in other ways.

The committee thanked Dr Suter for the presentation.

## **9. PRINCIPAL MATTERS – FOR DISCUSSION**

### **9.1 Roundtable discussion – Regional highlights, issues and opportunities**

The committee members were asked to provide an update on highlights, issues and opportunities they are seeing in their area.

#### James Clyne

- while irrigators would like more water, this season is representative of a normal year.

#### Thomas Dwyer

- highlighted two issues that had been raised with him, where a customer had reported some of their land had not been reinstated after modernisation works had been completed and discussed compensation payments for customers where pipelines had been installed on their land. It was **agreed** to take the matters offline and follow-up with the project team. Management advised that customers had 12 months post works to report any issues for them to be rectified.
- Inquired when outlets would be installed on Newry Creek environmental flows. The Chair and Managing Director clarified SRW had written to the Newry Creek community group confirming outlets will be put installed on Newry Creek if environmental flows are allocated to Newry creek. 17% of water savings from phase 2 modernisation are allocated to the environment, and the VEWH will determine where the environmental flows are allocated to. It was emphasised that customers on the creek are not currently metered, and if environmental flows are put through Newry creek, SRW will need to consider how the creek is rostered and how restrictions could apply. The Managing Director advised the portion of water set aside for four years for Newry Creek customers to purchase.
- Advised he had received reports that bores are low in the Newry area. A committee member who is also in the area advised this concern is isolated.

#### Warrick Purdon

- Advised he is happy with the volume of water available, and the cost of water through trades.
- has had no issues from the modernisation project, and was fortunate in the work area, as issues tend to become evident as the ground settles.

#### Kate Lamb

- upgrades from the Newry Modernisation project are working well, with some wins and loss through access to land during installation, and recouping land through filling in channels.

#### Mark Coleman

- The Wellington Shire Council is working to build a platform for local relevant information in the area (audio and visual).
- New councillors have commenced, and have asked SRW for information regarding 3/4 bench and how it works. It was **agreed** Terry Flynn could present using the information that was presented to the SGRF.

#### Tim Missen

- Irrigators are completing water budgets to ensure there is water available through the second half of the season. This is a service supported by AgVic that irrigators can utilise.

#### James Clyne

- Conditions are dry, with no deep soil moisture due to a dry winter. Due to the conditions he is irrigating a lot but is efficient in the way he irrigates.

#### Benn Thexton

- noted if Spill is not declared, he will dry off one farm and buying in feed as he cannot see value in buying water over summer. He has enough water on his other two farms.

Action	Action Officer	Due Date
Review with Modernisation Project team, matters raised by Thomas Dwyer regarding farmland not being reinstated and compensation matter.	M COOK	27/12/2024
Terry Flynn present to Council on the 3/4 Bench using the information that was presented to the SGRF.	T FLYNN	30/03/2025

## 9.2 Water Supply East Update

The report was taken as read.

## 9.3 Water Auctions

Mr Matthew Cook, Manager Water Supply East discussed SRW's Temporary Water auctions highlighting;

- The water has been generated by water savings created through early parts of modernisation and SRW has decided to sell 1000ML of water shares per year for 3 years.
- SRW holds the unauctioned shares, and will sell on the temporary market during the year to put the water into production. SRW will continue to auction this water until the shares have been permanently sold. A reserve has been set, as per SRW's Water Sales policy. The Managing Director explained the principles for setting the reserve, and the difference of the reserve for permanent allocation, and temporary allocation where the aim is putting as much water into production as possible.
- To ensure transparency, dates for the temporary water auctions have been published.

Management thanked the members for quickly highlighting an issue with text messages, and due to their notification SRW was able to rectify the issue quickly.

It was highlighted that a groundwater trade platform is about to be trialled in the South West and if successful, SRW will work to rollout the platform to the rest of SRW's service area. Groundwater is more complex due to aquifers, water associated with land and neighbour impacts, all of which need to be considered when trading. Due to this, groundwater trades will require human interventions to process the trade.

It was **agreed** the following items would be taken offline and discussed with the individual committee member:

- B-Pay and billing issue. Bills are not clearly reflecting pre-payments – Kate Lamb
- requirement to pay season allocation – James Clyne

Action	Action Officer	Due Date
Review with Finance team B-Pay and billing issue where bills are not clearly reflecting pre-payments (Kate Lamb) and the requirement to pay season allocation (James Clyne)	M COOK	27/12/2024

## 10. PRINCIPAL MATTERS – FOR NOTING

### 10.1 Communication Report

The report was taken as read.

### 10.2 Annual Report

The committee **noted** SRW's Annual Report had been published.

## 11. COMMITTEE MATTERS

### 11.1 Important issues from other customer committees

The Board and Executive recently participated in a strategy session to commence the Corporate Plan cycle. Current issues that are being discussed with the board are:

- Dry conditions are a focus for the board, particularly in the South West.
- Focus on improving technology including the implementation of a new finance system. This will be a multi-year project and aims to significantly improve customer experience.

### 11.2 Matter referred by/to the Board/Board Committee.

Discussed during agenda item 11.1.

### 11.3 2025 Committee workplan

The committee **noted** the workplan and it was **agreed** Management will include reporting at the next meeting on:

- % of customers that have used % of their allocation, and
- Feedback on Auctions.

Action	Action Officer	Due Date
At the February 2025 meeting include information on:	M COOK	20/01/2025

- % of customers that have used % of their allocation, and
- feedback on auctions.

#### 11.4 2025 meeting schedule

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

## 12. GENERAL BUSINESS

Applications for changes Bulk Entitlement (BE) – A member inquired about the applications being advertised for public consultation, to changes to Bulk Entitlement relating to Loy Yang. The Managing Director advised there are two applications which have been advertised by the Minister for public consultation. AGL currently hold a BE and have been working with the government to close the power station. The proposed amendment will add a clause to include the timing of when mine stops operating, and moves to rehabilitation. There is no change to amount the of water the operator can take, or the way they currently operate. The Latrobe Valley Regional Rehabilitation Strategy (located on DEECA’s website), details how mines can be rehabilitated with water and how they are restricted to taking water. A member raised concern with water contamination in mine voids with the Managing Director advising an Environmental Effects Statement would likely be required to be completed as part of any remediation works.

The committee discussed whether the Committee should have a formal option on water being used for mine rehabilitation. The Managing Director advised the policy directs that no irrigator entitlements will be impacted.

SRW carbon offset program – it was **agreed** SRW will provide a presentation at the next meeting on SRW’s Carbon Offset program.

Carbon reforestation project – The Managing Director described SRW’s net zero greenhouse gas emissions target advising SRW uses 100% renewable energy but needs to offset some vehicle emissions. Work is being undertaken to plant carbon offsets on SRW owned land including at Glenmaggie with planting expected to begin in May 2025. 75 hectares of land around Blue Rock Lake is being assessed as to whether it is suitable to plant. Included in the assessment is a bushfire risk assessment. The proposed site is situated well back from the Willow Grove township. SRW are working with some members of the committee to address issues that have been raised.

Additionally, SRW is working to change over to an electric fleet which will also reduce vehicle emissions.

Action	Action Officer	Due Date
At the February 2025 meeting provide a presentation on SRW’s Carbon Offset Program.	M COOK	20/01/2025

### **13. Meeting evaluation**

With the meeting running over time, this agenda item was not discussed.

### **14. Next meeting**

The next meeting of the Macalister Customer Consultative Committee is scheduled for Tuesday 25 February 2025 at will be held at the newly renovated Maffra Depot.

### **15. Close**

With no further business the meeting was declared closed at 12:21pm.



Item No: **5**  
Subject: **Business arising from previous meetings**  
Action: **For noting**  
Author: **Hayley Taylor – Executive Assistant**  
Date: **18/02/2025**

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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:

- Four action items have been completed,
- One action item will be addressed during the meeting, and
- Two items remain 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	
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	18/02/25	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. 18/2/25 - Modernisation team completed on farm inspections late Dec. Findings have been included in the WSE update (agenda item 7.2).
35595	Review with Modernisation Project team, matters raised by Thomas Dwyer regarding farmland not being reinstated and compensation matter.	Macalister Customer Consultative Committee, 26 November 2024 - Agenda item 9.1 Roundtable discussion – Regional highlights, issues and opportunities	27/12/24	18/02/25	Matt Cook	18/2/2025 - Raised with Modernisation team. There is a 2-year defects period where any customer can reach out regarding any concerns from the modernisation works completed on their property. Defects period has been communicated to the irrigator to raise any concerns.
35597	Review with Finance team B-Pay and billing issue where bills are not clearly reflecting pre-payments (Kate Lamb) and the requirement to pay season allocation (James Clyne)	Macalister Customer Consultative Committee, 26 November 2024 - Agenda item 9.3 Water Auctions	27/12/24	18/02/25	Matt Cook	Raised with Finance team, further investigation will be entered into as next season bills are prepared.
35598	At the February 2025 meeting include information on: • % of customers that have used % of their allocation, and • feedback on auctions.	Macalister Customer Consultative Committee, 26 November 2024 - Agenda item 11.3 Committee Workplan	20/01/25	18/02/25	Matt Cook	Information provided in WSE Update, agenda item 7.2

## Action progress: This agenda

Action	Source	Due date	Completed date	Accountable officer	Status comment	
35599	At the February 2025 meeting provide a presentation on SRW's Carbon Offset Program.	Macalister Customer Consultative Committee, 26 November 2024 - Agenda item 12 General Business	20/01/25	18/02/25	Matt Cook	Refer to agenda item 6.1

## 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	

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35596	Terry Flynn present to Council on the 3/4 Bench using the information that was presented to the SGRF.	Macalister Customer Consultative Committee, 26 November 2024 - Agenda item 9.1 Roundtable discussion – Regional highlights, issues and opportunities	30/03/25	Terry Flynn
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Item No: **6.1**

Subject: **SRW's Carbon Offset Program**

Kate Berg, Manager Environment and Climate Adaptation, will provide an overview of SRW's Carbon Offset Program.

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Item No: **6.2**

Subject: **Emergency Management at SRW**

Kellie Massouras, Manager Emergency Planning and Risk will provide an overview of emergency management at SRW, including an update on the Flood Warden system.

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Item No: **7.1**

Subject: **Committee Governance**

Melissa Jeal, Corporation Secretary will attend the meeting and discuss

- The importance of governance arrangements,
- What good governance looks like, and
- Responsibilities of members.

Southern Rural Water's Customer Consultative Committee Handbook provides members with information on the governance arrangements of the committees. Committee members have previously been issued a copy and asked to review the handbook and VPS Code of Conduct and return the member declaration to the committee secretary.

A copy of the handbook and Code of Conduct are linked below.

[Customer Consultative Committee Handbook](#)

[VPS Code of Conduct](#)

The committee will have an opportunity to discuss how formal committee positions are agreed and communicated to customers and stakeholders.

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Item No: **6.1**  
 Subject: **Manager Water Supply East Update**  
 Action: **For noting**  
 Author: **Matt Cook, Manager Water Supply East**  
 Date: **17/02/2025**

Issue	Commentary 2022-23
Allocation Update	Current Allocation is 100% HRWS 50% LRWS
System Efficiency (target vs actuals)	Efficiency 84% Target 85%

### Usage against High Reliability Water Shares

Scale of Delivery	Alloc Bank Accounts Within High Reliability Share Entitlement Range							
	Up to 124 ML		124-174 ML		Above 174 ML		Total	
	Volume	No.	Volume	No.	Volume	No.	Volume	No.
Below 50% HRS	1846.7	451	741.1	24	6130.5	46	8718.3	521
50% to 75% HRS	2966.7	90	1998.3	22	31485.4	79	36450.5	191
75% to 100% HRS	2976.7	61	3982.3	30	44354.6	86	51313.6	177
100% to 110% HRS	411.7	7	151.3	1	11843.7	15	12406.8	23
110% to 120% HRS	20.1	1	0.0	0	936.6	3	956.7	4
120% to 130% HRS	126.2	3	0.0	0	0.0	0	126.2	3
130% to 140% HRS	0.0	0	0.0	0	0.0	0	0.0	0
140% to 150% HRS	16.5	1	186.2	1	326.6	1	529.3	3
150% to 160% HRS	0.0	0	0.0	0	0.0	0	0.0	0
160% to 170% HRS	0.0	0	0.0	0	0.0	0	0.0	0
170% to 180% HRS	0.0	0	0.0	0	0.0	0	0.0	0
180% to 190% HRS	0.0	0	0.0	0	0.0	0	0.0	0
190% to 200% HRS	0.0	0	0.0	0	0.0	0	0.0	0
Above 200% HRS	17.3	1	0.0	0	0.0	0	17.3	1
Delivery where no HRS	37.4	95					37.4	95
Retired	383.3	6					383.3	6
<b>Total</b>	<b>8802.7</b>	<b>716</b>	<b>7059.2</b>	<b>78</b>	<b>95077.5</b>	<b>230</b>	<b>110939.4</b>	<b>1024</b>

With current allocation there is 197,888 ML water available.

Currently at 56% usage of current available allocation.

### Zero tolerance on water theft.

As we continue into a water season with no Spill period SRW will continue to 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 more Southern Rural Water staff will be trained and accredited in compliance and enforcement (including the ability to produce PIN's).

### Macalister Irrigation District Water Auction

On Wednesday 2 April 2025 between 9am and 12:30pm, Southern Rural Water will sell 1,000 megalitres of high reliability and 441 ML low reliability water shares within the Macalister Irrigation District system. These Shares will be sold without allocation for the 2024-25 season.

The water shares will be sold as lots via an online auction on the Southern Rural Water Exchange at: [www.srwexchange.waterpartners.org.au](http://www.srwexchange.waterpartners.org.au)

In our Price Submission 2023, we committed to selling 1,000 ML of high reliability water shares each year during the current price submission period in the Macalister Irrigation District with the proceeds of the sale used to pay debt from modernisation works already completed.

The Minister for Water, Harriet Shing MP, approved the recognition and conversion of 4,485 megalitres long-term average annual yield as water savings for Phase 1A of the Macalister Irrigation District 2030 modernisation project.

## **Macalister Fresh**

Project Status:

<b>Phase</b>	<b>Completion status</b>
Phase 1 – Develop Vision	100%
Phase 2 - Engage with stakeholders, build partnerships, set principles and success metrics	100%
Phase 3 - Identification of problems and opportunities, assess potential pathways, development of Consultation Plan, and customer consultation to inform final plan.	70%
Phase 4 - Final plan that describes and highlights the value proposition	0%

On track for project completion in line with funding agreement.

### **Key Current Activities:**

- Preparation of public consultation paper for distribution in April 2025
  - Internal workshops
  - Expert reviews
  - Preparation of content, maps, costings etc
- Approval of 3/4 bench entitlement (5.3GL) expected before 25/26 year
- Decision on Avon Valley Water Security Business Case funding expected in March Federal budget

### **Activities to Completion:**

March	Completion of draft Consultation Paper, SRW Project Control Group review
April	SRW Board Strategic Future Forum (Eastern) Consultation Paper – Engagement period
May	Review community feedback; develop final paper
June	Macalister Fresh Plan completed

### **Newry Modernisation field inspection.**

In December 2024, properties impacted by the Newry pipeline installation along the Macalister River were inspected.

The focus was on properties where decommissioning works were self-completed by customers as part of Deed of Variation (DOV) agreements between landowners and Southern Rural Water, and whether channel banks had been removed incorrectly.

Records of the inspections were kept, and comparisons made with what works had been completed on farm, what the conditions were prior to the works, and what requirements were listed in the DOV documentation.

It is the opinion of SRW representatives that, based on these observations, there was no evidence that channel banks were removed contrary to the agreed Deed of Variation as part of the decommissioning works completed by landowners.

**Changing of Water Supply Team Leaders and leadership team.**

Over the past 6 months there has been a refresh of the Water Supply East Leadership team. This has seen Daniel O’Flaherty start in 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.

Recently Russell Briggs has also joined us in the 12 month fixed term role of Team Leader Irrigation Delivery whilst Peter Miller takes leave.

Russell has a strong maintenance, customer service and leadership background and will compliment the new leadership team.

Item No: **7.3**

Subject: **Discussion | High Demand Review**

The Committee Chair will lead a roundtable discussion of all committee members on how customers have found the system performance from December 2024 to now.

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Item No: **8.1**  
Subject: **Communications and Engagement report – November 2024**  
Action: **For noting**  
Author: **Kris Perkovic, Senior Community Engagement Adviser**  
Date: **25/02/2025**

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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 issued its summer newsletter in December, which was received by 664 Macalister Irrigation District customers. The summer outlook was the most popular story in the newsletter, followed by profiles of growers in Newry, Werribee and Thorpdale. The autumn customer newsletter will be issued in early March 2025 and 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.

[www.srw.com.au/news-media/macalister-customers-reminded-only-take-their-water](http://www.srw.com.au/news-media/macalister-customers-reminded-only-take-their-water)

[www.srw.com.au/news-media/boating-activity-exemption-lake-glenmaggie-1](http://www.srw.com.au/news-media/boating-activity-exemption-lake-glenmaggie-1)

[www.srw.com.au/news-media/spill-period-closes-lake-glenmaggie](http://www.srw.com.au/news-media/spill-period-closes-lake-glenmaggie)

[www.srw.com.au/news-media/season-outlook-dry-forecast-across-southern-victoria](http://www.srw.com.au/news-media/season-outlook-dry-forecast-across-southern-victoria)

[www.srw.com.au/news-media/maximising-efficiency-macalister](http://www.srw.com.au/news-media/maximising-efficiency-macalister)

[www.srw.com.au/news-media/water-auctions-macalister-irrigation-area](http://www.srw.com.au/news-media/water-auctions-macalister-irrigation-area)

## 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 February at 11:57

Demand for water across the Macalister Irrigation District has almost doubled this season, when compared to the five-year average.

We're working hard to get water delivered on time, with 83,000 megalitres of water delivered this season, an increase from last year's 56,377 megalitres and higher than the five-year average of 48,222.

We're monitoring water use across rivers and channels, so make sure you're following your confirmed order times to help keep the system fair for all.

Read more at <https://www.srw.com.au/.../macalister-customers-reminded...>




**Southern Rural Water**  
23 January at 13:55

Do you have water to sell or need more for your operations in Gippsland or south west Victoria? Then head to Southern Rural Water Exchange.

Southern Rural Water Exchange is an online platform that makes trading easy for eligible customers in the Macalister Irrigation District and Southwest Limestone Groundwater Management Area.

- Buy or sell water shares and allocations.
- Transparent, live trading rooms.
- Tools to manage trades efficiently.

Need help getting started? Visit <https://www.srwexchange.waterpartners.org.au/> or call Water Partners on 03 5853 2333.



**Southern Rural Water**  
7 January at 14:18


Exciting things are happening across southern Victoria.

We've been working alongside our customers, traditional owners, and stakeholders to secure a prosperous future for the region.

From the Werribee Reconfiguration Project to the Macalister Fresh initiative, these collaborations are setting the stage for a more sustainable and thriving future.

Our projects focus on innovation, environmental care, and strengthening local economies by introducing reliable recycled water and building on modernisation works to unlock new investment opportunities.

Read how we're collaborating to bring lasting benefits to the community and the environment at <https://www.srw.com.au/.../securing-victoria-regional...>




**Southern Rural Water**  
20 December 2024

It's been a big year that's included finishing major modernisation projects in the east and west of the state and working with customers, partners and stakeholders to lay the foundations for future prosperity.

Thank you to our customers, community, and partners. Together, we've achieved so much this year, and as we look to 2025, we're excited to keep working together on impactful projects that make a real difference.

Read more about our year at <https://www.srw.com.au/.../our-commitment-customers...>

**Modernisation**




Completed the Newry Pipeline Project

**Southern Rural Water**  
5 December 2024

Do you know how to track your water usage?

Whether you have an automated or manual meter, the WaterLine platform makes tracking your usage simple and efficient.

For more information visit <https://www.srw.com.au/water.../water-management/metering>



**Matt Stagg**  
Team Leader Asset Management

**Southern Rural Water**  
3 December 2024

Dry conditions are expected during summer across southern Victoria.

Customers are urged to plan their water allocation effectively to meet their needs for the season.

Read our full season outlook at <https://www.srw.com.au/.../season-outlook-dry-forecast...>



**Season outlook: our summer forecast**

Item No: **9.1**

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

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

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Item No: **9.2**

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: **9.3**

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 9.3.1 for **noting**.

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## 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
	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 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: **10**

Subject: **General Business**

The Chair will introduce any items of general business.

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Item No: **11**

Subject: **Meeting evaluation**

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

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

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

Item No: **12**

Subject: **Next Meeting**

The next meeting of the Macalister Customer Consultative Committee will held on Tuesday 27 May 2025 at the SRW Maffra Office.

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Item No: **13**

Subject: **Close**

The Chair will close the meeting.

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