Murrumbidgee
COUNCIL

COVID 19

**Actions and efforts to reduce the spread of COVID 19
among staff, community members and visitors**

Updated 11 August 2020
Changes to take effect from 1 August 2020

Containers SC14 and SC 271

Council Meetings:

- To resume face to face Council meetings with physical distancing rules adhered to. Meetings open to public where physical distancing rules permit. 4 sq metre distancing applies.
- Council Workshops to resume face to face.
- Ian Gilbert Room, Jerilderie Civic Hall to be venue for Council meetings and workshops.
- In person deputations only permitted as determined by Mayor and General Manager

Critical Services:

- Water Supply is a critical service
- Waste Water is a critical service
- Waste collection and disposal is a critical service

Operation of Critical Services:

- Licenced and accredited operators not to work together
    o Should there be a need for a second person to assist the accredited person it will be provided from other employees
- Licenced and accredited operators are not to perform functions that could place them at risk of contracting COVID 19 (other than what relates to the critical service):
    o No cleaning of toilets
    o No catching of dogs
    o No working at the saleyards

- The Virus can survive in sewerage, so extra precautions are to be taken when dealing with these situations.

Essential Services:

- Bendigo Bank
- Development & Building Applications & Inspections
- Road Maintenance
- Maintenance of Public Areas
- Finance and Corporate Functions
- Maintenance of Plant and Fleet
- Weed Control
- Responding to Menacing or Nuisance Dogs
- Managing Funeral Grave Sites
- Meals on Wheels (Darlington Point and Coleambally)
- Emergency Management
- Stock Control
- Opening, closing and road access
- Public Health Inspections
- Responding to safety requests

Travel:

- All non-essential travel is to cease
  - No conferences
  - No training off premises where more than 5 are physically present
  - Prestart and Toolbox meetings etc with staff - 4 square metre rule with 1.5m social distancing to apply. This will allow numbers in attendance to be based on the size of the meeting area available.
  - No meetings where more than 5 are physically present
  - Videoconferencing to be utilised wherever possible.

Social distancing:

- Keeping a distance of at least of 1.5m
- 4 sqm indoor space requirement to be adhered too.
- No shaking of hands
- No kissing/hugging
- No personal touch of any kind

Gatherings:

- No gatherings of more than 5
  - If a function or meeting could potentially have more than 5 persons present, you are unable to attend.
  - 4 sqm indoor space requirement to be adhered too.

Meetings:

- Restrictions on personal meetings
  - All meetings that can be held via phone or video are to be held by that media
    - This includes residents and rate payers who may even only be next door

- Meetings with external stakeholders (eg RMS) within the Council office environment and travelling together in vehicles (eg for road inspections) is permitted. However the area of their origin of travel needs to be identified so as not to be placing staff well-being at risk.

Hygiene practices:

- Regular washing of hands
- Use of hand sanitizer
- Sneezing or coughing into clean tissue, dispose of immediately, then sanitize or clean your hands
- Hourly or before use wiping down surfaces and objects with disinfectant:
  - Benches
  - Door knobs
  - Phones
  - Computers
  - Debit and credit cards
  - ATM
  - EFTPOS
  - Printers
  - Filing cabinets
  - Taps
  - Basins
  - Fridges
  - Pens
  - Steering wheels
  - Gear shifts
  - Door handles
  - Dashes
  - Arm rests
  - Hand tools and equipment
  - Anything which can keep the virus active

(COVID 19 lingers for up to 4 hours on copper surfaces, 24 hours on cardboard, 48 hours on steel surfaces and 72 hours on plastic)

- Do not share food or drinks of any kind

Offices:

- Coleambally, Jerilderie and Darlington Point offices open to public:
    - 8.30am to 12.00pm and 1.00pm to 5.00pm weekdays (Coly closed 12.30pm-1.30pm)
    - During office midday closure entire office to be sanitised
    - 1 member of public only at a time allowed entry to office
    - 1 staff officer only to serve members of public
    - 7 staff rostered in office. 2 additional staff (unrostered) can enter and leave within 15 minutes. Physical distancing to be adhered to and 4 sq metres distancing applied.
- Office cleaner responsible for cleaning and sanitizing offices after 5.00pm and before 8.30am
- Staff who respond to customers responsible for cleaning and sanitising touch points
- Extra care and attention to PPE whilst sanitizing
- No eating or drinking at your desks
- No family or community members in the office area
- Staff are required to work from home
- Development Applications across Murrumbidgee Council contact Kelly
- Service requests or complaints contact
    - Jerilderie - Bryan Payne 0428 579095
    - Darlington Point & Coleambally – Shane Curphey 0427 684166

Public Facilities, controlled by Council:

- Library – **REOPENED 1 June 2020 – for further information, please reference Library COVID-19 Safe Plan, available from Manager, Corporate & Community Services.**
- Swimming Pools closed
- Gymnasiums – **CLOSED TO MEMBERS AS AT 1 AUGUST 2020** Community Gym Committee classes to continue, with registered COVID-19 plan and hygiene marshall
- **John McInnes Square – REOPENED Friday 15 May 2020 with appropriate signage**
- Skate Parks **– REOPENED Friday 15 May 2020 with appropriate signage**
- Water fountains - **REOPENED 13 June 2020**
- Halls /Venues - **REOPENED 13 June 2020**
- Museums – **REOPENED 1 June 2020**
- Facilities run by a third party will not have a Council direction, they must decide themselves based on advice provided by the State and Federal Government
- Playgrounds **– REOPENED Friday 15 May 2020 with appropriate signage**
- Outside exercise equipment **– REOPENED Friday 15 May 2020 with appropriate signage**
- Public BBQ's - **REOPENED 13 June 2020**
- Signage on public seating and tables **– to remain open with appropriate signage**

- Public Toilets
    - Darlington Point: Toilet block behind Murrumbidgee Shire Hall and near Punt Hotel both operational. Cleaning schedule twice per day. Appropriately signed.
    - Coleambally: John McInnes Square and Lions Park Toilets – both operational. Cleaning schedule twice per day. Appropriately signed.
    - Jerilderie: 63 Jerilderie Street (next to bakery) and Elliott Park both operational. Cleaning schedule twice per day. Appropriately signed.

Council Leased Facilities:

- Waive the lease payments on all facilities operated by businesses in properties owned by Council. Effective 1st April 2020 until repealed.
- Sports teams not charged for facility use.

Working from home:

- It might not be possible to provide Council owned computers
- We will however provide access to the network to staff members personal computers
- Staff members with access to the network via personal computers need to be mindful of security and to log out when getting up from the terminal.

(the lead time on purchasing laptops is about 4 weeks)

Front line Personnel:

- Only one person at any office will perform front line tasks, the other person within the office will perform their different tasks.
- Each time of handling cash, hands must be disinfected with hand sanitiser
- Please request the use of credit or debit cards and do not handle others cards
- After each card transaction sanitize the EFTPOS machine
- Sanitise any pens or equipment used by members of the public after each use

Travelling to and from job sites:

- No more than two persons in a two-door vehicle
- No more than three persons in a four-door vehicle
- Keep air circulating via windows whilst travelling
- Staff may be asked to travel in their own car to a work site (claim mileage)

Depot:

- Work times will be staggered
- Where able, you are to travel directly to the job site
- No public or salespersons to enter the facility. Gates to remain closed to them
- Delivery drivers to pull up at closed gate and ring mobile number provided, the appropriate person who answers will make judgement call on how to unload. Where practicable delivery dockets to be rendered via electronic means reducing the need to exchange paper.
- No family or community members in the depot area

All Staff:

- During this time, staff may be asked to perform functions which are not normally your day to day functions. You are expected to perform, as we place our efforts into maintaining our services, especially our critical service.
- No employee will be asked to perform a task they are not capable of performing.
- Working closely with each other may be unavoidable, key is to not place others at risk. If you feel any of the symptoms, do not undertake these tasks. Better still stay at home, and seek medical advice.

Approaches by members of the public:

- If you are approached by members of the public please ensure you follow the social distancing rules
    - Be courteous and respectful
    - If they encroach on your social distancing space, ask them to stop
    - If they continue to approach, and the job site is safe to do so take security in a vehicle. If no vehicle leave the area and call the police
        - Coleambally Police Station (02) 6954 4104
        - Darlington Point Police Station (02) 6968 4144
        - Jerilderie Police Station (03) 5886 1244

Special Leave Provision:

- Leave resulting from suspicion or actual COVID 19 exposure will be borne by a special leave provision. No employee will be required to take Sick, Annual or Long Service Leave. Staff who are concerned they may have contracted COVID 19 should contact the Department of Health's National Coronavirus Helpline, 1800 020 080
- Medical certificates will not be required.
- Requirement to isolate because of returning from oversees or exposure to a known source, or on advice of the medical profession will be via a special leave provision.
- If you display symptoms of COVID 19 self-isolate, speak to a medical professional. If determined not likely to be COVID 19, return to work if you are fit to do so.
- Flexible working arrangements will be made, early starts, late finishes, rostered days etc. Any arrangement where the employee is not performing duties or has been told not to come to work will be paid via the special leave provision.

The above is subject to change at any time, at the direction of the General Manager.

WASTE REVIEW AND REPORT

Definitions/ Acronyms

Residual waste is what's left over after households have separated out the dry recyclables and organics. It is collected from one of three methods: kerbside, at drop-off facilities and through clean-up services. In country areas residual waste is generally sent directly to landfill- often called mixed waste

Red bin- general garbage bin holding residual or mixed waste

Yellow bin-Recycling bin

Dry recyclables- The dry recyclable material component of the waste stream. It also includes eligible containers under the container deposit scheme (CDS)

FOGO Food organics (FO) and green organics (GO- also called green waste)

Domestic waste- waste collected from residential households

Mixed waste- waste that has not been sorted

MSW- Municipal solid waste

C & I- Commercial and Industrial

C & D - Construction and demolition

Introduction

The information that Council has on waste that is generated, disposed, recycled and recovered in the Local Government Area is limited. This is due to historical and current issues associated with how waste is managed and how waste information has been measured, recorded and reported.

These issues are common to both the previous Jerilderie and Murrumbidgee Shires and the merged Murrumbidgee Council. The primary issue is that there is no weighbridge at any of the Council sites, there has been no reasonable recording of waste receivables and outgoings and no adequate breakdown of waste type. There has also been inadequate oversight, monitoring and separation of waste streams.

Although there is an obligation for Council to annually report waste data to the Environment Protection Authority the reliability of the information that has been provided is unclear. Because of this, using previous local waste data and trends analysis to predict future waste behaviour at a local level cannot reliably be made. This uncertainty will impact Council's ability to make informed decisions about the viability and practicality of expanding recycling services to Jerilderie or providing an additional food organic and green organic (FOGO) collection service to residents.

Purpose

The purpose of this report is to provide an improved basis to allow the Council to better predict resident's future domestic waste behaviour. This is required to allow the best possible assessment and planning of future service delivery and to minimise the risks associated with relying on potentially erroneous data.

Method

The following method has been used:

a) Analysis of Council waste data from the NSW Local Government Waste and Resource Recovery (WARR) Report 2018/19 and to identify any shortcomings;
b) Regional comparison of WARR waste data from several other Councils, and identification of any inconsistencies;
c) Discussion with Council employees on previous recording;
d) Identification of state trends affecting waste behaviour;
e) Identification of local waste issues; and
f) Conclusions for future decision making.

WARR 2018/19 Murrumbidgee Council Waste Snapshot

A review of the information held on the Waste and Resource Recovery Portal, and as reported, provides the following snapshot for Murrumbidgee Council

|	
Population	3961 persons
No of Households (HH)	1800
No of HH with residual waste kerbside collection (red bin)	1400
No of HH with dry recyclable kerbside collection (yellow bin)	800 (60% of total HH)
Total residual waste collected at kerbside service	800* t
Total dry recyclables collected at kerbside service	693 t, 675 t recycled
Total volume of domestic waste (kerbside collection)	1493 t
Total disposed to landfill	818* tonnes
Recycling rate	45.2%

Note 18 tonnes recyclables contaminated and to landfill

Regional Waste Comparison

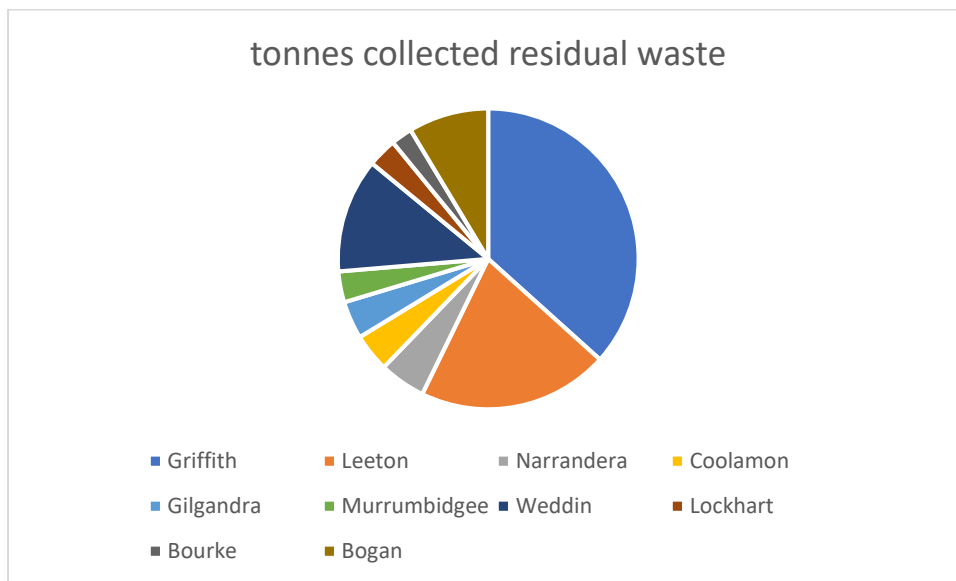This snapshot uses figures from the same WARR report, and provides a comparison of Murrumbidgee waste profile as reported with other Councils in the region or otherwise with a similar population base who offer a kerbside recycling collection service. Of these Councils, Griffith, Leeton, Coolamon and Weddin also offer an organics collection service, either from kerbside, transfer or landfill diversion.

LGA	Population	Recycling rate	Tonnes collected dry recycling	Dry recycling of Total waste%	Tonnes collected of organics	Organics of total waste %	Tonnes collected residual waste	Residual waste of Total waste%	Total disposed
Griffith	26882	17.20%	1905	18%	151	1%	8824	81%	9004
Leeton	11438	31.10%	1060	15%	940	14%	4947	71%	4789
Narrandera	5931	30%	601	33%	0	0%	1200	67%	1260
Coolamon	4368	33%	291	20%	210	14%	983	66%	994
Gilgandra	4226	25.1%	345	26%	0	0	974	74%	987
Murrumbidgee	3961	45.20%	693	46%	0	0	800	54%	818
Weddin	3636	9.6%	362	10%	411	11%	2957	79%	3375
Lockhart	3295	21.4%	213	22%	0	0%	754	78%	761
Bourke	2630	6.8%	40	7%	0	0%	550	93%	550
Bogan	2621	31.1%	226	10%	0	0%	2076	90%	1588

When considering the proportion of waste disposal to landfill according to population, Murrumbidgee Council appears to be not dissimilar to other Councils, but lower than expected given the recycling service is not available to up to 40% of residents.
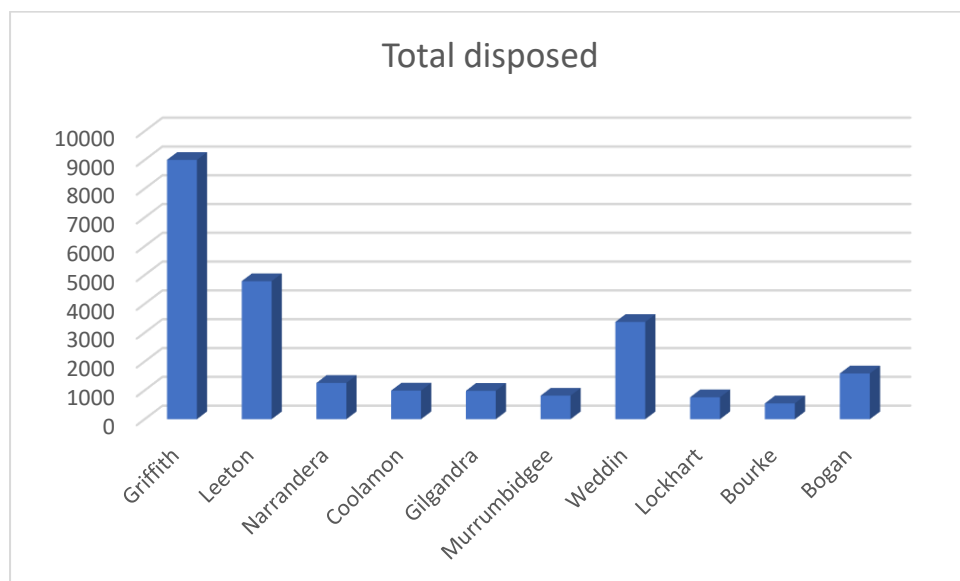
The chart below shows that the amount of Council's residual waste reported in WARR appears similar to that of Gilgandra, Lockhart and Coolamon.

tonnes collected residual waste

■ Griffith   ■ Leeton   ■ Narrandera   ■ Coolamon
■ Gilgandra   ■ Murrumbidgee   ■ Weddin   ■ Lockhart
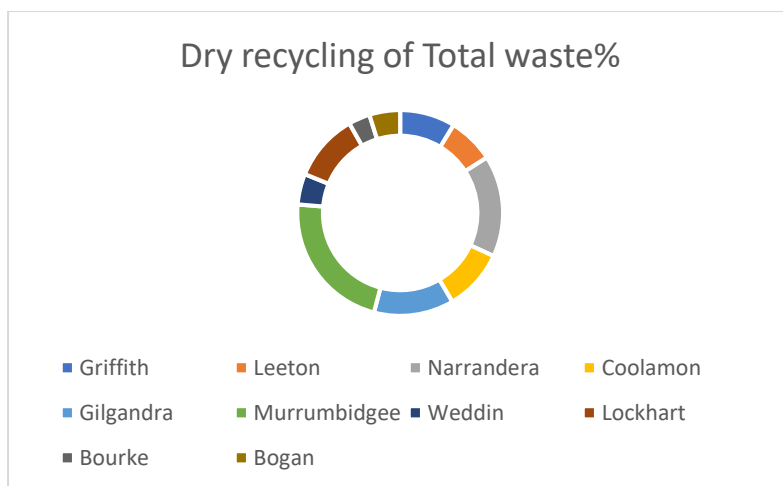■ Bourke   ■ Bogan

The recycling rate in WARR is calculated by the total domestic waste collected at kerbside divided by the amount recycled, where the recycled amount includes dry recyclables, food organics and garden organics (FOGO).

The charts below show that according to WARR, Murrumbidgee Council's recycled waste is a significant percentage of the total waste collected and appears impressive against the other Councils - even those four that recycle organics.

Recycling rate

■ Griffith   ■ Leeton
■ Narrandera   ■ Coolamon
■ Gilgandra   ■ Murrumbidgee
■ Weddin   ■ Lockhart
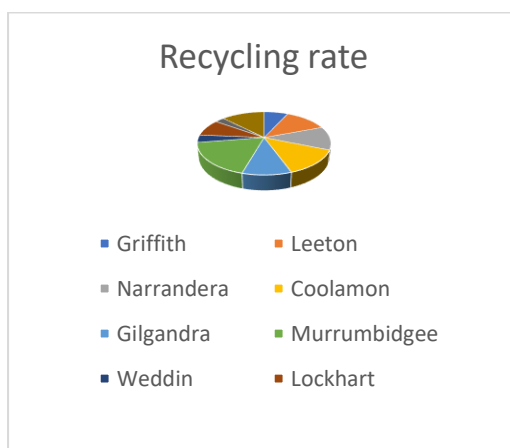
Note: WARR shows Bogan Shire recycling rate reflects that a significant proportion of residual waste collected was diverted and recycled.

Dry recycling of Total waste%

Legend: Griffith, Leeton, Narrandera, Coolamon, Gilgandra, Murrumbidgee, Weddin, Lockhart, Bourke, Bogan
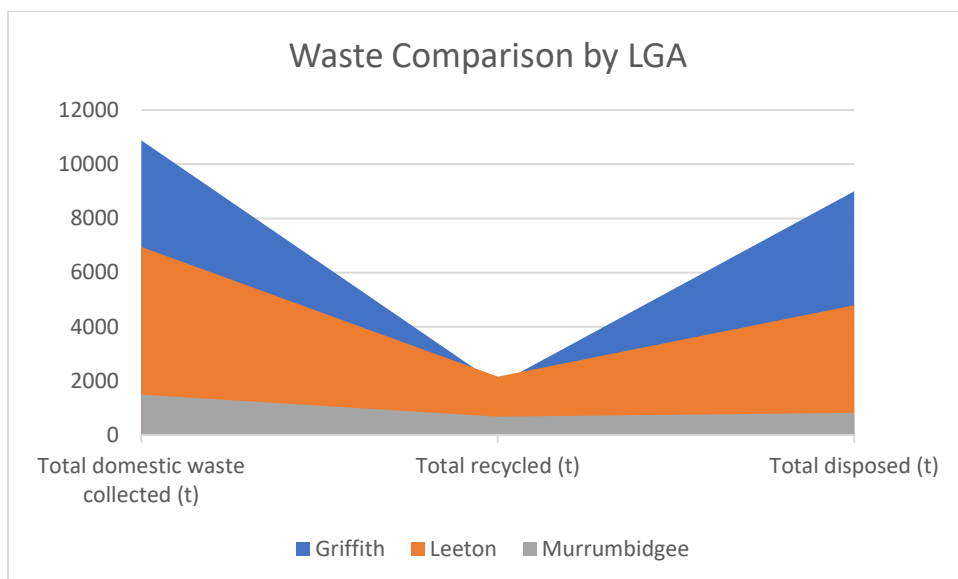
The following charts show that for the larger Councils of Griffith and Leeton there is a similar ratio of recycling against waste generated and waste disposed, and this also generally correlates with that of Gilgandra and Narrandera. Murrumbidgee has a flatter profile, meaning there is less variation and presumably more responsible or sustainable waste behaviour.

LGA Waste Comparison

Legend: Gilganda, Coolamon, Murrumbidgee, Narrandera, Leeton, Griffith

Waste Comparison by LGA
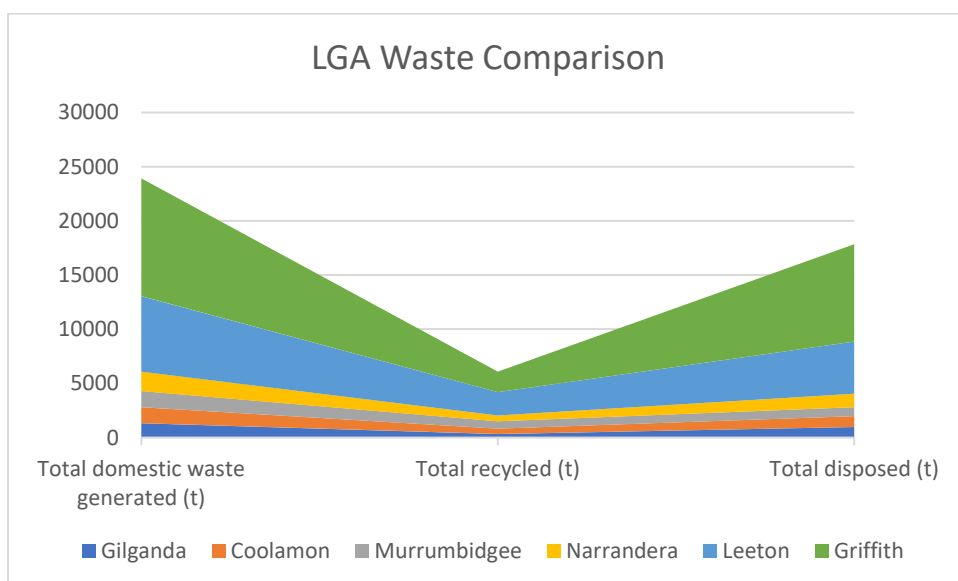
 Information from discussions with Council staff and review of records.

The following table has been derived from discussions with Council's rates clerks and has involved several reviews to ensure the most accurate available information.
In some areas there were some generally minor inconsistencies, but overall the figures can be taken as reflective of the current scenario and do not significantly impact the discussion and conclusions hereafter.

Residual Waste

Jerilderie	Number of properties served at kerbside	Number of bins collected at kerbside
Domestic HH	386	405
Business/other	87	143
TOTAL	**473**	**548**

Darlington Point	Number of properties served at kerbside	Number of bins collected at kerbside
Domestic HH	412	453
Business & other	12	44**
	424	**497***from rates*
		(From truck driver records - Varies from 427 to 483 collected each service. This would include around 25 or so bins from business/other)
Coleambally	248	306
Domestic HH	78	99**
Business/other	**326**	**405***from rates*

		(From truck driver records - Varies generally from 315 to 360 collected each service This would include around 50 or so bins from business/other)
TOTAL in Council area	**1223** *HH 1046* *Bus/other 177*	**1450** *HH 1164* *Bus/other 286*

Dry Recyclables

Darlington Point	Number of properties served at kerbside	Number of bins collected at kerbside
Domestic HH	412	445
Business/other	12	15
Coleambally		
Domestic HH	248	274
Business/other	78	89
TOTAL	**750** *HH 660* *Bus/other 90*	**823*** *HH 719* *Bus/other 104*

*JR Richards 839

The table shows that there are 1,223 properties in the Council area that have access to a residual or general garbage kerbside collection service. Of these, 1,046 are associated with domestic households and 177 business or other land uses.

Of all the general garbage bins in the Council area, Jerilderie has 39%, with Darlington Point having just shy of 35% and Coleambally not quite 27%.

750 of the properties served also have access to a dry recycling collection service that is only available to Darlington Point and Coleambally, and 660 of those are domestic households.

The total number of yellow bins recorded by the Council is 823, however the average number of yellow bins collected at kerbside and reported by Council's contractor JR Richards is 839. This indicates that at least 16 yellow bins in Darlington Point and Coleambally are regularly being emptied that are not rated for that service.

A review of records and discussions with Council's truck driver indicates that the number of bins in Jerilderie collected on any day can range from 77% to 90% with the domestic distribution not recorded.

In Darlington Point, the range is probably around 86% to 97% and in Coleambally 78% to 89%.

Analysing the table shows there is a significant variation in the number of households recorded by the Council as having a general collection service to the 1400 reported in WARR. This also applies to those households identified as having a recycling service.

It appears that the figures reported in WARR relate to both domestic households and other non residential properties and, because of this, the conclusions for Murrumbidgee Council relating to domestic waste generation, waste disposal and recyling rates are most likely incorrect.

Dry Recyclables- JR Richards

There is a variation, also, in the amount of dry recyclables recorded as being collected by Council's recycling contractor in 2018/19 to that reported in WARR.

According to JR Richards June 2019 annual report, total tonnes of recycling collected by waste type in the 2018/19 year was:

1. Paper   55.2
2. Glass   29.5
3. Steel   3.5
4. PET   2
5. HDPE   2
6. Mixed plastic   1.5
7. Aluminium   0.5

A review of several JR Richards reports shows that annual gross recyclable waste ranges from about 85 to 100 t, with an estimated 5.9% contamination rate and, for the 2018/19 year, the actual amount recycled was around 93 t for both domestic and other land uses. The domestic proportion of this is 81.84 t, which is markedly lower than that reported in WARR.

Given the number of households in Darlington Point and Coleambally has been determined to be 660, which is 88% of the total number of properties, the amount of household recyclables collected is almost 82 tonnes a year or 2.38kg/HH/wk.

Across the entire Local Government Area, and based on the census count of 1,800 households, this equates to 0.87kg/HH/wk recycling collected and diverted from landfill.

With two recycling services a month, JR Richards report that, on average, each bin generates approximately 4.21kg recycling generally within the range of 3kg to 6kg, with 4kg actually recycled and the remainder contaminated and landfilled.

However, using the figures above, if recycling was extended to those Jerilderie residents who currently have access to a kerbside collection service, then the total amount of recyclables collected would be approximately 48 tonnes, and across the Council area would be 129.48 tonnes or 2.49 tonnes per week.

Domestic waste collected at kerbside

The following discussion is provided to take into account staff knowledge about waste collected and disposed in the Council area. It includes reference to the staff assessment of the amount of waste collected from households, as well as the estimates of other waste amounts delivered to the transfer station and to landfill.

Council's garbage truck driver has provided information on the amount of domestic waste collected from kerbside over a recent week and thought to generally correlate with the 2018/2019 year. The amounts were confirmed via weighbridge and were considered by him to be on average lower than that expected to be collected, taking into account annual seasonal variations.

Based on this information, and taking into account some potential for variation, the total residual waste generated that is collected by Council's garbage truck has been estimated at 530 tonnes. This includes both domestic and other residual waste.

The amount of residual waste collected from Darlington Point and Coleambally over one year has been estimated at 218 tonnes from Jerilderie and 312 tonnes from Darlington Point and Coleambally. If one considers that Jerilderie accounts for about 40% pro rata of total waste collected in the Council area at kerbside, than these figures are proportionally reasonable.

Because there is no separation of waste collected at kerbside in Jerilderie, then the entire 218 tonnes collected is disposed to landfill. Based on the land use split that shows 74% of the waste collected is from households (and not taking into account potential higher commercial waste generation) the amount of domestic waste collected from households in Jerilderie in one year would be around 161 tonnes that is disposed to landfill.

For Darlington Point and Coleambally, and based on the land use split there, the amount of domestic household waste collected from kerbside is estimated at 84% of 312 tonnes, equating to 263 tonnes.

Over the whole Council area, the recycling rate is derived from the amount recycled over the total amount of waste collected at kerbside, which includes waste from both the general household garbage "red" bins and "yellow" bins.

The total residual waste collected from households is 424 tonnes, and the proportion of the recyclables collected generated by households is 81.8 tonnes, which gives the total domestic waste collected of 505.8 tonnes. This gives a recycling rate of 16.2% for those with a kerbside collection service (at Darlington Point, Coleambally and Jerilderie), well below the 45.2% recycling rate reported in WARR.

The recycling rate for Darlington Point and Coleambally has been assessed as 24%, based on the amount of recycling collected there over the entire domestic amount collected, that includes both residual and recyclables.

If Council was to introduce a recycling service to Jerilderie then, based on the current scenario, that rate could be expected to continue without any intervention such as education.

Waste to Landfill

The expected amount of waste likely to go to landfill in the Murrumbidgee Council area in a year includes:

a) The residual waste collected by garbage truck driver across the Council area, including waste from households and business and other land uses;
b) The amount collected by MIA Quick Skips from the Darlington Point Transfer Station;
c) The contamination waste from recyclables collected by Council's contractor (disposed outside the Council area);
d) The additional, mostly dry packaging waste collected by Coleambally shopkeepers;
e) The waste dropped off to Coleambally and Jerilderie landfill by residents and others that is not stockpiled, recovered or otherwise diverted.

This is estimated as follows:

Council's garbage truck

The above information shows that the total waste to landfill is estimated at 530 tonnes of domestic and non domestic mixed waste

MIA Quick Skip

The waste taken by MIA Quick Skip from the Darlington Point transfer station and delivered to the Coleambally landfill in a 25m^3 container is generally mostly full. This delivery occurs on a planned fortnightly basis, and occasionally on demand.

In the 2019/20 year MIA Quik Skip had 26 trips to the Coleambally landfill. They have advised that each trip would encompass about 4 tonnes, and most is not recyclable and mainly inert. The weight limit for these skips are 12 tonnes.   The annual amount of waste taken from the transfer station and delivered to the Coleambally tip is estimated at 104 tonnes.

Recycling contamination from kerbside

This has not been calculated, as currently this is disposed by JR Richards outside the Council area and is based on an estimated average contamination rate.

Packaging waste at Coleambally

The Coleambally butcher has advised that he keeps a large trailer on site that is used to store commercial waste, mostly packaging from the local shopkeepers. This is not recycled but delivered to the Coleambally landfill two or three times a week and disposed of. This amount is difficult to quantify, but it is generally inert, is light packaging and probably lightly compacted. This has been estimated at 130 tonnes.

Drop offs by residents and others

The Darlington Point landfill supervisor has been recording the number of visits and providing these figures to the Council office for some years. These figures have been misinterpreted and previously used to calculate waste volumes taken to landfill. The reason behind the tally was to account for monies generated against residents' free trips, with no reference at all to vehicle size or waste type. Therefore, there has been no proper recording of waste amounts against vehicle type and the number of trips in accordance with a method considered reasonable and suitable by the Environment Protection Authority. This is countered somewhat because the tallies from MIA Quik Skips can be generally assessed according to their trip invoices, although tonnages cannot be quantified for mixed waste.

Discussions with the landfill supervisor indicate that the number of Coleambally residents visiting that landfill are much less than those of Darlington Point (50%). Of the waste taken there, it is estimated that 50% is mixed waste that is landfilled, with the remainder mostly garden organics or green waste.

Based on the assumption that there are around 800 car/ute or trailer trips a year to Coleambally by residents or others, with 50% of those containing generally mixed waste, this would equate to around 120 tonnes landfilled using the deemed tonnage conversion factor in the Waste Levy Guidelines. It is assumed that garden organics are the primary other type of waste stockpiled on site (70%), disregarding construction and demolition waste. Greenwaste stockpiled on site is estimated at 84 t

In Jerilderie, staff have advised that the general public landfill is not manned and is open to anyone to dump waste. The other common landfill receives waste that mostly can be recycled or recovered. This includes some municipal solid waste, but mainly green waste, scrap metal and construction and demolition waste. This site has restricted public access and requires a pre arranged security key from the Council.

The amount of waste taken to the general tip at Jerilderie cannot be reasonably estimated as it is not manned. This, together with the lack of a recycling service, has implications for the total volumes delivered, stockpiled and landfilled.

Given this, a figure of 350 tonnes a year for landfill disposal has been estimated.

Based on the above assumptions, the waste disposed to landfill across the Council area is approximately 1,235 tonnes, which is very similar to, and slightly less than, that of Narrandera.

It has been previously estimated that the cost of landfill disposal in Australia in rural areas ranges from $42 to $102 per tonne of waste. Although outdated, at 1,235 tonnes per year this equates to a previously estimated landfill disposal cost of up to $125,970 per year.

It is difficult to estimate the amount of space required to accommodate waste in landfill as this changes as to whether the waste is putrescible or inert and its density or compaction rate. The other factors affecting the space used are variable, but include the amount of daily or weekly cover to manage environmental impacts.

Food Organics and Garden Organics (FOGO)

Council has no kerbside collection for FOGO but is currently considering a third bin service. It would appear that a significant amount of garden organics are being stockpiled or buried at all landfills in the Council area and that is unaccounted for. This includes timber pallets and the like. The problem with stockpiling green waste in unmanned sites is that contamination cannot be controlled.   If stockpiles are contaminated, this creates problems for any mulching, increases shredding costs and, because of the seeds contained, without treatment should not be onsold as the product does not meet the Australian Standard.

Greenwaste that is landfilled results in a high volume of space that is underutilised and unnecessary. Food scraps are a significant portion of general putrescible household waste that could be composted and diverted from landfill.

The proportion of FOGO collected from kerbside against other recyclables is indicated in the following table
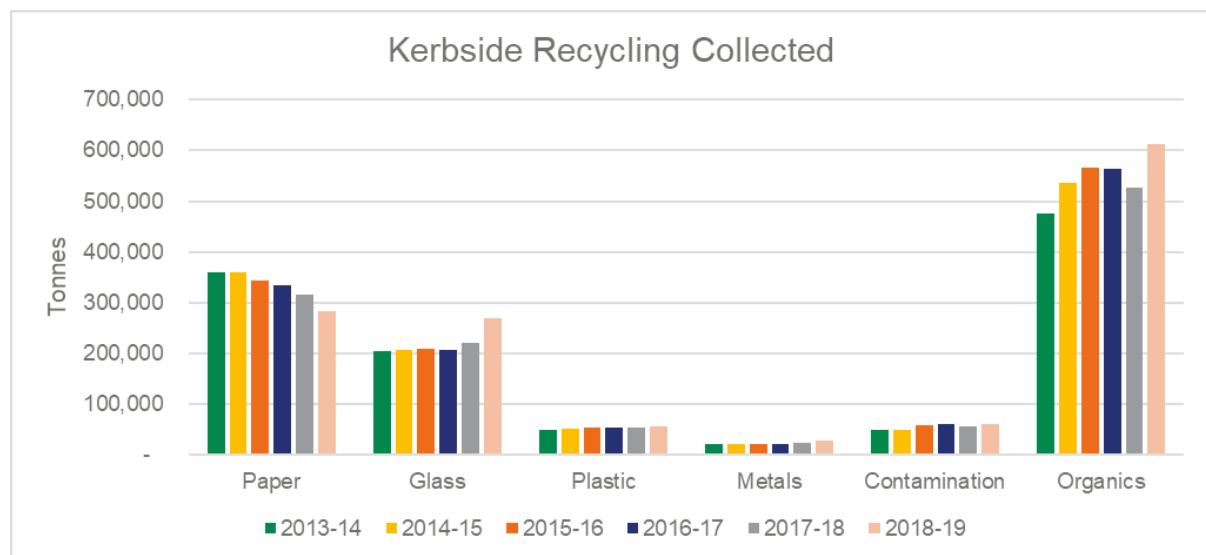
Waste generation per capita

Waste data is collected and used to identify the amount of waste generated by area, by household and by capita.

This allows the Council to consider the likely amount and volumes of waste generated, how that waste may be reduced or diverted from landfill and the likely costs in sustainable waste management in the future. It allows for the proper planning of facilities such as landfills and transfer stations and collection services, and ensures that Council's Long Term Financial Plan accounts for the necessary capital and operational expenditure.

The breakdown is usually associated with domestic residual waste. Account can also be made of C & I waste and C & D waste, as well as other waste types such as hazardous waste or trackable waste.

The amount of domestic waste generated in a Council area is calculated by understanding the amount or volume of waste collected from kerbside collection, the amount of waste dropped off at transfer stations and the like, the amount of waste collected from clean ups (planned or unplanned) and the amount of recyclable waste, including organics. By understanding the amounts stockpiled or recovered or reused, then the amount disposed to and diverted from landfilled can be understood.

It has already been seen that the waste data for Murrumbidgee Council as reported in WARR is not reliable.

However from WARR, the average NSW household generated 21.75 kg of waste a week.

CONCLUSIONS

Based on the information provided in this report:

Recycling

1   In NSW the percentage of households with a recycling service is increasing;
2   21.6% of the content of the red bin are dry recyclables that could be converted to the yellow bins (2.2kg/bin/week);
3   The overall recycling rate for household waste in NSW is 47%, this has increased from 37.8% in 2005–06;
4   Recycling rate is static in NSW since 2010, although country areas are increasing;
5   In country areas, 3.6kg/HH/wk were recyclables collected, which is lower across NSW;
6   The recycling rate for Darlington Point and Coleambally households is 24%;
7   The recycling rate, including all households with access to a kerbside collection service, reduces to 16.2% as Jerilderie residents do not have access to recycling, and less over all households recorded on the census;
8   The average kerbside service collected 4.0 kg of recyclables, 5.3 kg of garden organics or 7.5kg of Food and Garden Organics (FOGO) and 10.9 kg of residual waste;

9 The recycling rates calculated above fall far short of the 45.2% rate reported in WARR;

10 In the Council area, the amount of dry recyclables diverted from landfill is 0.87kg/HH/wk;

11 The amount of household dry recyclables collected at Darlington Point and Coleambally is 2.38kg/HH/wk or about 82 tonnes per year;

12 If recycling was extended to the Jerilderie residents who currently have access to a kerbside collection service, then the total amount of recyclables collected from those households in the year would be around 48 tonnes. If recycling was extended also to service those other existing businesses and landuses which have a general garbage service, then an additional 17.7 tonnes of recyclables would be collected. This would increase the total recycling collected in the Council area to about 148 tonnes or 2.8 tonnes per week, not including business in the north;

13 Using the NSW average figure of 3.7kg/HH/wk of recyclables collected, then this would increase the amount collected to about 201 tonnes per year from households serviced;

14 The amount of recycling collected would be substantially increased by the provision of other drop off and collection facilities dispersed across the Council area;

15 Commercial arrangements for recycling should be encouraged.

Waste generated

1 From WARR, the average NSW household generated 21.75 kg of waste a week. The average person in NSW generated 8.8 kg of waste a week;

2 With a population of 3,961 persons, the domestic waste generated in the Council area is 34.8 tonnes per week or 1812 tonnes per year;

3 Household waste generated to landfill is decreasing, although waste generation is higher due to a more consumable society.

Waste disposed to landfill

1 The waste disposed to landfill across the Council area has been estimated at 1,235 tonnes, substantially higher than that indicated in WARR, and this does not account for illegal dumping;

2 The estimated residual waste generated from domestic households across the Council area, based on the state average, is 917 tonnes per year. Without survey information, Council's truck driver estimates the Coleambally landfill has been operating for 5 years and has another 5 years to go until it reaches capacity, and the Jerilderie landfill cell has been used for 12 months and might be full within another 12 months.

Food Organics and Garden Organics (FOGO)

1 Council has no kerbside collection for FOGO;

2 Recent reports suggest that the proportion of FOGO waste generated by households in NSW on average is 7.5kg/HH/wk or 6.2kg/HH/wk in non regulated areas or 2.84 per capita (kg/ca/wk);

3 Without a collection service, FOGO in red bins is estimated at just over 40%;

4 Using the figures above, the amount of FOGO capable of being collected from the 1,046 households in the Council area with access to a kerbside recycling service

(using a figure of 6.5kg/HH/wk) is 6.8 tonnes per week or almost 354 tonnes per year;

5   If just a greenwaste collection service was provided, based on a NSW average of 3.6kg/HH/wk then the amount collected from kerbside collection would be in the vicinity of 3.76 tonnes a week or 196 tonnes a year. These figures do not take account of the additional amounts that could be collected by drop off facilities. For greenwaste, there would be expected to be a significant seasonal variation in the amounts collected;

6   If Council offered a FOGO collection service, residual waste per household would be reduced to 8 .4kg/bin/week with FOGO 6.5kg/bin/week;

7   In NSW, like dry recyclables, organics are collected through kerbside, drop-off and clean-up services. A total of 49 Councils collect garden organics only and 39 Councils collect food and garden organics (FOGO), with three Councils using both systems. Statewide, 43 Councils did not collect organics at the kerbside. Household garden organics are mainly bark, leaves, twigs and lawn clippings, while the FOGO co-collection service also includes household food scraps;

8   A comparison of the collected garden organics at kerbside by tonnes and by region in NSW compared to the food and garden organics per household and capita weekly showed that the Sydney metro area collected 5.40kg of organics per household weekly, and 7.36kg of FOGO. The regional regulated area collected 5.32kg of organics and 8.08kg of FOGO. Across all areas, FOGO produced the greatest yield. This was by taking the food out of the waste bin and reducing landfill, while increasing recycling rates;

9   The number of Councils using FOGO systems has been increasing over the past few years and providing a greater yield in achieving recycling than the regular garden organics;

10 There has been a steady increase in organics collection by region over the past 5 years. In 2018/19 kerbside collection garden organics increased by 5.5% with FOGO increasing by 40%;

11 In 2018/19 there were more FOGO collections in NSW, with 39 Councils collecting FOGO compared to 15 in 2012/13. NSW Councils provided a kerbside collection service to 61.9% of all households;

12 Linear increase in organic collection over time across NSW

Bin Makeup

Analysis of NSW Kerbside Red Lid Bin Audit Data Report Results of the 2011 – 2019 audits March 2020, key findings were:

1   The average residual waste in the red bin in the waste levy area was 10.1 kg/bin/wk;

2   140L bins were 8.9kg/bin/wk and 240L bins 14.6kg/bin/week;

3   Households with FOGO services disposed 6.5kg/bin/wk;

4   Households with just GO services disposed 10.6 kg/bin/wk;

5   Households with no bin organics disposed 14.9kg/bin/week.

Other Issues

This review has identified the following issues:

1   There needs to be a reasonable system put in place for the measuring and recording of waste being delivered at landfill, preferably a system based on the Waste Levy Guidelines. This should provide information about waste types and their origin such as Domestic, C & I and C & D and FOGO and the like, with estimates of that delivered to landfill and that waste that is diverted. This system requires the development of a Standard Operating Procedure (SOP) to guide staff over time. Waste data should be regularly monitored and analysed at the time of annual WARR reporting. Another recommended approach is shown in RENEW Statistics Improvement Project Part 6 model template for rural landfills without weighbridges. In estimating volumes, large uncompacted waste equates to about 100kg/m3 and large compacted waste 1000kg/m3 (or one tonne);

2   Landfills opened to the public should be manned and otherwise access restricted, with security measures including cameras;

3   A review of all approvals relating to existing landfills is required to identify any limitations or constraints;

4   There is no masterplan for landfills or future capital improvements or operating costs linked to financial plans;

5   Volumetric recording or topographical surveying should be undertaken for all landfills on a yearly basis. It is relevant that the space in a landfill cell is measured by volume, but waste is measured according to weight. On this basis there are intrinsic issues when trying to estimate the predicted life of a newly constructed cell. There is the need to consider the degree of compaction or density of waste being landfilled;

6   A grant application should be sought for additional facilities or services to assist the Council in moving towards sustainable and affordable waste management. Grant monies have been available for improvements such as weighbridges, transfer stations and the like, as well as assisting with pilot programs for FOGO. These grants are administered by the Environment Protection Authority and the NSW Environmental Trust;

7   Through a grant or otherwise, Council should consider the purchase of a compactor to a designated primary landfill to reduce the volume of wasted landfill space;

8   In investigating the viability and desirability of a 3 bin collection service, a holistic approach should be made including consideration of any limitations or opportunities provided by closing, restricting or expanding any existing landfill;

9   Adequacy of existing services to landfills needs to be evaluated, particularly electricity and access to a water supply given the risk of fire;

10 The adequacy of amenities for manned staff at landfill should be evaluated and addressed;

11 For either a 2 bin or 3 bin collection service, appropriately colour coded, lidded bins should be used to promote education and awareness and visual triggers for appropriate waste disposal;

12 Data shows that the most significant method for collecting waste by waste stream (avoiding contamination) is through kerbside collection, followed by drop off. The number of drop off services in the Council area could be improved. For example,

problem wastes such as mattresses which take up landfill space and wreck compactors;

13 There is the ability to join in with other RAMJO Councils to offer better recycling and resource recovery than currently exists;

14 Landfill access for residents' mixed waste is free, which does not drive improved sorting of waste type, improve recycling or encourage landfill diversion.

MURRUMBIDGEE COUNCIL

2020/2021 COMMUNITY SERVICES BUDGET AS AT 31/7/2020

	BUDGET INCOME	BUDGET EXP	INCOME 31/7/2020	%	EXP 31/7/2020	%
HOME MODIFICATIONS						
CHSP Grant Funding	$80,901.58		$20,225.40	25.0%		
Client Contributions - Maintenance	$7,956.64		$390.00	4.9%		
Client Contributions - Modifications	$45,000.00		$550.00	1.2%		
Wages		$37,735.20			$1,797.72	4.8%
Wages Oncosts		$15,094.08			$719.08	4.8%
Contractors - Maintenance		$11,028.94			$390.00	3.5%
Contractors - Modifications		$70,000.00			$6,208.23	8.9%
	$133,858.22	$133,858.22	$21,165.40	15.8%	$9,115.03	6.8%
COMMUNITY TRANSPORT						
CHSP Grant Funding	$51,803.30		$12,950.83	25.0%		
Client Contributions	$20,800.00		$600.00	2.9%		
DVA Client Contributions	$2,200.00		$0.00	0.0%		
Transport for Health	$15,000.00		$980.98	6.5%		
Transport for NSW	$10,000.00		$0.00	0.0%		
Full Cost Recovery Transport(Packages)	$3,634.11		$359.30	9.9%		
Wages		$31,026.72			$2,625.73	8.5%
Wages Oncosts		$12,410.69			$677.36	5.5%
Bus Hire		$0.00			$0.00	0.0%
Volunteer Support - CHSP		$30,707.60			$3,148.35	10.3%
Provision of Service - DVA		$2,090.00			$348.60	16.7%
Provision of Service - Transport fHealth		$14,250.00			$985.05	6.9%
Provision of Service - Transport fNSW		$9,500.00			$104.30	1.1%
Provision of Service - Packages		$3,452.40			$1,314.50	38.1%
	$103,437.41	$103,437.41	$14,891.11	14.4%	$9,203.89	8.9%
RESPITE						
CHSP Grant Funding	$30,300.20		$7,575.05	25.0%		
Client Contributions	$3,800.00		$0.00	0.0%		
Wages - Darlington Point		$10,901.28			$419.15	3.8%
Wages Oncosts - Darlington Point		$4,360.51			$167.66	3.8%
Wages - Coleambally		$12,578.40			$1,226.23	9.7%
Wages Oncosts - Coleambally		$5,031.36			$330.36	6.6%
Morning Tea Supplies		$1,228.65			$0.00	0.0%
	$34,100.20	$34,100.20	$7,575.05	22.2%	$2,143.40	6.3%
MEALS ON WHEELS						
CHSP Grant Funding	$24,108.35		$8,402.31	34.9%		
Client Contributions - Respite Meals	$3,371.33		$0.00	0.0%		
Client Contributions - Frozen Meals	$3,840.00		$171.00	4.5%		
Wages - Darlington Point		$4,192.80			$0.00	0.0%
Wages Oncosts - Darlington Point		$1,677.12			$0.00	0.0%
Wages - Coleambally		$12,578.40			$448.02	3.6%
Wages Oncosts - Coleambally		$5,031.36			$38.76	0.8%
Frozen Meals - NMOW		$3,840.00			$0.00	0.0%
Respite Meals		$4,000.00			$0.00	0.0%
	$31,319.68	$31,319.68	$8,573.31	27.4%	$486.78	1.6%
TOTAL BUDGET	**$302,715.51**	**$302,715.51**	**$52,204.86**	**17.2%**	**$20,949.10**	**6.9%**

Destination NSW Westpac Tourism Expenditure Monitor

Destination NSW

NSW GOVERNMENT

RESULTS FOR PERIOD
MAY 2020

Report Overview

This Monitor has been developed in a collaborative partnership between Destination NSW and Westpac. It will ultimately boost our State's ability to attract more visitors by improving our understanding of how people spend money when they travel throughout NSW. This Monitor should prove particularly beneficial for tourism bodies and operators in rural and remote areas of our State, and assist in ensuring we remain Australia's number one tourist destination.

This Monitor is designed to complement the National Visitor Survey, which is published quarterly by Tourism Research Australia. The Monitor data is reported by Tourism Region (geographical areas managed by the Commonwealth Government for research and reporting purposes) and provides top-level monthly reporting on tourism expenditure in NSW, including:

- The number of visitors to a region – defined as, those who reside greater than 50km from the region;
- The number of transactions undertaken by visitors; and
- The value of visitor spending.

In providing greater understanding of tourism expenditure throughout NSW, this Monitor will be pivotal in benchmarking performance, identifying trends and highlighting opportunities for tourism growth.

This report includes information for the period January 2020 to May 2020 including monthly data and quarterly time-series data. All data is de-identified and aggregated and it is managed securely and responsibly in order to deliver this Monitor. The appendices in this report includes guidance on how to interpret information in this report.

Section 1:
Regional Summary

DESTINATION NSW WESTPAC
TOURISM EXPENDITURE MONITOR

RESULTS FOR PERIOD
MAY 2020

Visitation Metrics By Tourism Region

Visitation count and share, volume transactions and value spend by tourism region

NSW Tourism Region	Visitation Count ('000)	Volume Transactions ('000)	Value Spend ($'000)	Share of visitation from visitors (%)
Blue Mountains	25.4	61.9	$2,368.2	28%
Capital Country	56.6	152.2	$6,745.2	41%
Central Coast	43.5	129.7	$5,670.8	16%
Central NSW	44.4	179.2	$9,448.1	44%
Hunter	99.5	267.9	$12,200.0	22%
New England North West	25.8	104.2	$5,485.5	48%
North Coast	99.6	364.5	$16,217.4	33%
Outback NSW	4.8	24.1	$1,192.4	48%
Riverina	36.3	139.1	$6,903.6	52%
Snowy Mountains	15.2	43.4	$1,937.5	62%
South Coast	85.8	272.3	$12,380.9	26%
Sydney	317.1	883.7	$38,074.4	6%
The Murray	22.6	72.8	$3,917.2	45%

Values are rounded to 1 significant figure, with percentages rounded to whole numbers.
Results period: May 2020.
Please refer to the appendix for how to interpret this table.

Interstate Visitation By Tourism Region

% Value spend within NSW tourism region by state of visitor origin

NSW Tourism Region	New South Wales	Victoria	Queensland	South Australia	Western Australia	Tasmania	Northern Territory	Australian Capital Territory
Blue Mountains	94%	2%	2%	0%	1%	0%	0%	1%
Capital Country	83%	4%	4%	1%	1%	1%	0%	6%
Central Coast	87%	3%	5%	1%	1%	0%	1%	2%
Central NSW	88%	3%	4%	1%	1%	0%	0%	3%
Hunter	79%	6%	6%	2%	4%	0%	0%	2%
New England North West	84%	3%	10%	0%	1%	0%	0%	1%
North Coast	67%	6%	17%	1%	2%	1%	0%	7%
Outback NSW	66%	10%	12%	8%	2%	1%	1%	1%
Riverina	82%	7%	5%	1%	2%	0%	0%	3%
Snowy Mountains	74%	6%	6%	2%	3%	0%	0%	8%
South Coast	79%	5%	4%	1%	1%	0%	0%	10%
Sydney	57%	12%	17%	3%	3%	1%	0%	7%
The Murray	40%	52%	4%	2%	1%	0%	0%	2%

Percentages are rounded to whole numbers.
Results period: May 2020.
Please refer to the appendix for how to interpret this table.

Section 2:
For Every $100 Spent Analysis

DESTINATION NSW WESTPAC
TOURISM EXPENDITURE MONITOR

RESULTS FOR PERIOD
MAY 2020

Tourism Satellite Account Expenditure

For every $100 spent by visitors, what is it spent on?

Tourism Satellite Account	Sydney Value Spend	Regional NSW Average Value Spend
Accommodation and accommodation services for visitors	$1.68	$1.81
Air passenger transport and transport services	$0.02	$0.00
Cultural services and activities	$0.01	$0.04
Food and beverage serving services and activities	$13.73	$13.06
Groceries and off premise alcohol	$20.55	$28.61
Other (non-tourism related)*	$36.34	$31.56
Public transport	$0.36	$0.02
Retail and country specific tourism characteristic goods	$11.24	$7.02
Road passenger transport and transport services	$14.62	$16.36
Sports and recreational and activities	$1.12	$1.27
Transport equipment rental and rental services	$0.18	$0.10
Travel agencies and other reservation services and service activities	$0.01	$0.03
Water passenger transport and transport services	$0.15	$0.13

Values rounded to two significant figures.
Results period: May 2020.
Please refer to the appendix for how to interpret this table.

*This Tourism Satellite Account reflects goods and services provided across a variety of industries (e.g. building and construction, healthcare, banking etc.).

DESTINATION NSW WESTPAC TOURISM EXPENDITURE MONITOR

Section 3:
Quarterly Trends

Visitors By Tourism Region Over Time

JAN - MAY 2020

6 month review on the number of *Visitors ('000)*

NSW Tourism Region	Jan-20	Feb-20	Mar-20	Q1-2020 Average	Apr-20	May-20	Jun-20	Q2-2020 Average
Blue Mountains	31	30	31	31	12	25	-	19
Capital Country	90	81	79	83	31	57	-	44
Central Coast	96	63	55	71	24	44	-	34
Central NSW	69	61	58	63	27	44	-	36
Hunter	214	172	146	177	59	100	-	79
New England North West	45	35	36	39	17	26	-	22
North Coast	306	184	166	219	61	100	-	80
Outback NSW	8	6	8	7	3	5	-	4
Riverina	55	49	48	51	26	36	-	31
Snowy Mountains	19	19	21	20	11	15	-	13
South Coast	156	136	130	141	46	86	-	66
Sydney	767	725	546	679	212	317	-	265
The Murray	52	39	42	44	15	23	-	19

Values are rounded to whole numbers.
Results period: January to May 2020.
Please refer to the appendix for how to interpret this table.

DESTINATION NSW WESTPAC TOURISM EXPENDITURE MONITOR

Value Spend By Tourism Region Over Time

6 month review on the total *Value Spend ($'000)*

NSW Tourism Region	Jan-20	Feb-20	Mar-20	Q1-2020 Average	Apr-20	May-20	Jun-20	Q2-2020 Average
Blue Mountains	$2,907	$2,796	$3,019	$2,907	$1,529	$2,368	-	$1,949
Capital Country	$8,546	$8,153	$8,325	$8,341	$4,908	$6,745	-	$5,827
Central Coast	$11,043	$7,014	$6,172	$8,077	$3,596	$5,671	-	$4,634
Central NSW	$11,587	$10,705	$10,689	$10,993	$6,553	$9,448	-	$8,001
Hunter	$23,387	$17,976	$15,859	$19,074	$8,153	$12,200	-	$10,176
New England North West	$7,713	$6,300	$6,355	$6,789	$4,064	$5,486	-	$4,775
North Coast	$43,367	$25,840	$23,256	$30,821	$11,654	$16,217	-	$13,936
Outback NSW	$1,293	$1,123	$1,387	$1,268	$891	$1,192	-	$1,042
Riverina	$8,325	$7,982	$8,006	$8,104	$5,090	$6,904	-	$5,997
Snowy Mountains	$2,152	$2,285	$2,505	$2,314	$1,523	$1,937	-	$1,730
South Coast	$21,221	$17,711	$17,298	$18,743	$8,108	$12,381	-	$10,245
Sydney	$78,843	$73,620	$56,568	$69,677	$24,597	$38,074	-	$31,336
The Murray	$7,313	$5,374	$5,952	$6,213	$2,901	$3,917	-	$3,409

Values are rounded to whole numbers.
Results period: January to May 2020.
Please refer to the appendix for how to interpret this table.

Appendix:

How to Read Tables

Terms & Conditions

DESTINATION NSW WESTPAC
TOURISM EXPENDITURE MONITOR

RESULTS FOR PERIOD
MAY 2020

How to interpret tables

The tables below are to be used for **explanatory purposes only.**

Section 1: Regional Summary

Visitation Metrics By Tourism Region - A high level look at visitor expenditure and relative metrics for the Tourism Region.

NSW Tourism Region	Visitation Count ('000)	Volume Transactions ('000)	Value Spend ($'000)	Share of visitation from visitors (%)
Tourism Region A (e.g. North Coast)	210	522	$25,418	50%

In the Tourism Region A, approximately 210 ('000) Visitors undertook Westpac domestic card transactions in the month (e.g. June 2019). Visitors accounted for 50% of the card transactions spend in the Tourism Region in the month. These Visitors made over 522 ('000) transactions, with a total value of over $25m worth of expenditure for the month.

Definitions
- Visitation Count: the total number of de-identified Westpac domestic cardholders who transacted at least once in the region across the reporting period.
- Visitors: the number of de-identified Westpac domestic cardholders who reside greater than 50km from the region.
- Volume Transactions: the total number of transactions made by de-identified Westpac domestic cardholders in the region across the reporting period.
- Value Spend: the total value of transactions made by de-identified Westpac domestic cardholders in the region across the reporting period.
- De-identified means that the information does not identify an individual.

How to interpret tables

The tables below are to be used for **explanatory purposes only.**

Section 1: Regional Summary Continued…

Interstate Visitation Spend By Tourism Region - A breakdown of expenditure for each NSW tourism region based on the domestic visitors state of origin.

NSW Tourism Region	New South Wales	Victoria	Queensland	South Australia	Western Australia	Tasmania	Northern Territory	Australian Capital Territory
Tourism Region A	81%	5%	6%	1%	4%	0%	0%	2%
Tourism Region B	71%	7%	6%	3%	1%	0%	0%	10%

81% of expenditure by Visitors to Tourism Region A was made by NSW residents during the month.

<u>Definitions</u>
- Value Spend: the total value of transactions made by de-identified Westpac domestic cardholders in the region across the reporting period.
- Visitors: the number of de-identified Westpac domestic cardholder(s) who reside greater than 50km from the region.
- De-identified means that the information does not identify an individual.

How to interpret tables

The tables below are to be used for **explanatory purposes only.**

Section 2: For Every $100 Spent

Tourism Satellite Account Expenditure - A break down for every $100 spent by visitors by service type

Tourism Satellite Account	Sydney Value Spend	Regional NSW Average Value Spend
Accommodation and accommodation services for visitors	$2.10	$6.25
Air passenger transport and transport services	$0.03	$0.01
Cultural services and activities	$0.05	$0.46

$6.25 for every $100 of Visitor spend is spent on accommodation or accommodation services within regional NSW Tourism Regions. This is the average for all Tourism Regions except Sydney.

Definitions
- Value Spend: the dollar amount per category for every $100 spent by de-identified Westpac domestic cardholders in the region across the reporting period.
- Visitors: the number of de-identified Westpac domestic cardholders who reside greater than 50km from the region.
- Tourism Satellite Accounts: a grouping of tourism related expenditure by tourism service type.
- Sydney Value Spend: the dollar amount per service type for every $100 spent in the Sydney region by de-identified Westpac domestic cardholders across the reporting period.
- Regional NSW Average Value Spend: the dollar amount per service type for every $100 spent in the regions by de-identified Westpac domestic cardholders across the reporting period (averaged across all non-Sydney regions).
- De-identified means that the information does not identify an individual.

DESTINATION NSW WESTPAC TOURISM EXPENDITURE MONITOR

How to interpret tables

The tables below are to be used for **explanatory purposes only.**

Section 4: Quarterly Trend

Visitors By Tourism Region Over Time - A look at the number of visitors per tourism region for the previous 6 months

NSW Tourism Region	Jan-19	Feb-19	Mar-19	Q1-2019 Average	Apr-19	May-19	Jun-19	Q2-2019 Average
Tourism Region A	38	29	35	34	52	36	41	43

The table in this section shows the month on month number of Visitors for each region in thousands as well as the average for the quarter. In this example we see the values for Tourism Region A for the months of January to June 2019 including the two quarterly averages for first and second Quarters of 2019. For the example shown there were over 38 ('000) Visitors to Tourism Region A for January 2019 and the average number of Visitors for the first Quarter in Tourism Region A is around 34 ('000) visitors per month.

Definitions
- Visitation count: the total number of de-identified Westpac domestic cardholders who spent at least once in the region across the reporting period.
- Visitors: the number of de-identified Westpac domestic cardholder(s) who reside greater than 50km from the region.
- De-identified means that the information does not identify an individual.

How to interpret tables

The tables below are to be used for **explanatory purposes only.**

Section 4: Quarterly Trend Continued…

Value Spend By Tourism Region Over Time - A look at spend per tourism region for the previous 6 months

NSW Tourism Region	Jan-19	Feb-19	Mar-19	Q1-2019 Average	Apr-19	May-19	Jun-19	Q2-2019 Average
Tourism Region A	$4,192	$2,817	$3,507	$3,505	$5,043	$3,726	$3,793	$4,187

The table in this section shows the month on month spend for each region in thousands as well as the average for the quarter. In this example we see the values for Tourism Region A for the months of January to June 2019 including the two quarterly averages for first and second Quarters of 2019. For the example shown the spend was over $4.2m to Tourism Region A for January 2019 and the average number of spend for the first Quarter in Tourism Region A is around $3.5m.

Definitions:
* Value Spend: the total value of transactions made by de-identified Westpac domestic cardholders in the region across the reporting period.
* Visitors: the number of de-identified Westpac domestic cardholder(s) who reside greater than 50km from the region.
* De-identified means that the information does not identify an individual.

General Terms and Conditions / Important Disclaimers

Things you should know

Westpac Institutional Bank is a division of Westpac Banking Corporation ABN 33 007 457 141 ('Westpac').

This information is current as at May 2020.

Disclaimer

This material contains contains general commentary, market colour and de-identified and aggregated data from Westpac domestic credit card transactions. This information has been prepared without taking account of your objectives, financial situation or needs. The contents of this document (including but not limited to the details of any third party) may not be, reproduced or restated, whether in whole or in part, without Westpac's prior written approval.

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The data in this document represents an unbiased sample of de-identified and aggregated Westpac cardholders who have made purchases in NSW in the reporting period. The data should only be considered as indicative. Some of the limitations associated with the data include the following:

- The data does not represent everyone who made a transaction in NSW.
- The data does not contain cash transactions and it is restricted to Australian residents only.
- The data does not differentiate between single purchases and purchases made on behalf of a group so cannot be used to calculate the total number of visitors in an area.
- The data has been weighted against Australian Bureau of Statistics population estimates, but there may be differences in how Westpac classifies demographics. Similarly, Westpac may classify tourism related spend differently to the tourism satellite accounts.

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Memorandum of Understanding

Date	July 20, 2020
Parties to the MOU	Destination Riverina Murray and Thrive Riverina

Purpose

This Memorandum of Understanding (MOU) is between Destination Riverina Murray and Thrive Riverina for the purpose of outlining the working relationship between the two organisations and to provide clarity to stakeholders regarding the roles and responsibilities.

This document is intended to be updated and changed as required as the relationship between the two organisations progresses and matures.

The Region

The Riverina Murray region encompasses 149,000 square kilometres, 22 local government areas, 16 National Parks and is home to over 275,000 people. The region is one of the most diverse in NSW and includes the consumer facing destinations of The Riverina and The Murray. The consumer facing destinations are marketed to potential visitors by Destination NSW in partnership with Thrive Riverina or Murray Regional Tourism.

Destination Riverina Murray collaborates with both Thrive Riverina and Murray Regional Tourism to ensure there is consistency and efficiencies achieved through the marketing and promotion of the respective regions. Marketing of the regions is one of the primary functions and deliverables of Destination NSW.

The Organisations

Destination Riverina Murray exists to increase visitation and contribute towards achieving the NSW Government's overnight visitor expenditure goals. The operations of Destination Riverina Murray are funded by the NSW government through Destination NSW, the government's lead agency for tourism and major events.

Thrive Riverina is a membership-funded tourism organisation consisting of local government areas and industry representatives in the Riverina that seek to partner and work together to deliver projects and marketing initiatives to increase visitation to the region. Thrive Riverina focuses on delivering digital marketing through the Riverina destination branding; managing the Taste Riverina brand; and partnering with like-minded organisations to achieve cooperative marketing opportunities.

Key Responsibilities

Destination Riverina Murray is the destination manager and facilitates visitor economy growth through effective representation and coordination of the region's tourism industry.

Key responsibilities include:

- Develop and implement the region's Destination Management Plan.
- Represent the region's interests to Destination NSW and the NSW Government.
- Support the efforts of Thrive Riverina and Murray Regional Tourism to market and promote the region to potential visitors.
- Work with local tourism committees and Local Government tourism teams to ensure there is a consistent and effective approach to tourism marketing and development across the region.
- Provide useful and prompt advice to new or established tourism businesses and event owners/committees, including support for funding applications.
- Deliver education and training initiatives designed to enhance the local tourism industry.
- Provide tourism research and market analysis to inform product development and investment attraction.
- Advocate for the region's tourism industry.
- Assist with acquiring new business events and conferences.
- Provide regular communication to all LGAs by way of industry newsletters, social media, website or direct contact by email/phone.
- Provide opportunities for all LGAs to meet and network to discuss common issues and opportunities.

Thrive Riverina is the destination marketing organisation for the Riverina and is the organisation responsible for promoting the region to potential visitors using the Riverina destination branding. Key responsibilities include:

- Digital marketing using the owned Riverina social media accounts.
- Coordination and management of the Taste Riverina branding.
- Develop and deliver regular newsletter communication to the Riverina's consumer database.
- Delivering cooperative marketing opportunities that promote the region in partnership with Destination NSW or other like-minded organisations.
- Provide a meeting platform for members to network and discuss common issues and opportunities.
- Advocate for the interests of members to organisations such as Destination Riverina Murray and Destination NSW.
- Coordinate and deliver media famils and host visiting journalists (when directly approached) to the region.

Process for Media Opportunities

The Riverina Murray region is often featured in the media and in marketing material that is distributed across both domestic and international media. In many instances this coverage is secured and/or coordinated by Destination NSW. Destination Riverina Murray supports Destination NSW in this effort by coordinating advice and on-the-ground intelligence sourced through regional tourism organisations, local government tourism teams and local businesses.

The following protocols outline the process for how media opportunities are communicated and managed in cases where Destination NSW can influence or directly manage the process. It must be acknowledged that in some cases this process may not be possible for a variety of reasons, therefore it should not be an expectation that every scenario will occur in this way.

- The media opportunity is secured and developed by Destination NSW.
- The opportunity is communicated to Destination Riverina Murray who communicate this as soon as is practical to the relevant LGA tourism officer/s as well as the relevant tourism organisation (either Thrive or MRT). This communication could be a notification, or it could be a request for information and feedback.
- The opportunity is refined in partnership with the relevant tourism officer/s and the relevant tourism organisation before being finalised and provided back to Destination NSW for consideration.
- The final approach is communicated to the relevant tourism officer/s and tourism organisation ahead of the media visit or coverage occurring.

Exposure and coverage achieved as part of the media opportunity may be communicated to relevant stakeholders after it is published/broadcast, with more in-depth reporting and analysis to be considered on request and provided where it is suitable and possible to do so.

Review

The MOU should be reviewed annually and updated as required to ensure it remains current and accurate.

Signatories

Kate Shilling   Brent Lawrence
Chairperson   Chairperson
Destination Riverina Murray   Thrive Riverina

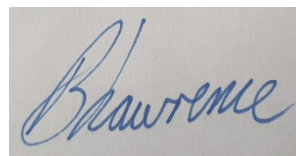Signed: Signed:

Date: Date:
July 20, 2020   July 20, 2020

Destination
Riverina Murray NSW
Strategic Plan 2020-21

Destination Riverina Murray is committed to supporting the region's tourism industry as it recovers and rebuilds after the global pandemic. The industry is resilient and it will adapt to new ways of doing business to emerge stronger in the future. The Destination Riverina Murray team will also apply these principles and take a new and innovative approach to the way we do things.

Vision

The Riverina Murray becomes the most visited destination in regional NSW and the visitor economy is recognised as the region's most important industry.

Mission

To strengthen the region's visitor economy by collaborating effectively with industry, local government and tourism organisations to increase visitation and expenditure within the Riverina Murray.

Values

Destination Riverina Murray is:

- Innovative and entrepreneurial with a can-do, outcome-focused approach.

- Ethical, honest, hardworking, fair, collaborative, responsible and transparent.

Goals

Destination Riverina Murray will increase visitation, length of stay and expenditure in the region through the following strategic initiatives:

1. Increase the number of visitors to the region from both domestic and international markets when possible.

2. Our industry will be highly engaged and equipped with the information and resources needed to succeed.

3. Support the development of more appealing visitor experiences identified within the Riverina Murray Destination Management Plan.

4. The Riverina and Murray regions are promoted as a desirable destination to visit.

5. The region's event calendar will evolve and become stronger in 2021, offering a more diverse and appealing range of flagship events that can attract overnight visitors.

Actions

Increase the number of visitors to the region from both domestic and international markets (when possible) by doing the following:

- Embed the Destination Champion Program in all communications and work with businesses to meet the key criteria.

- Facilitate and support businesses seeking to develop new tourism experiences or expand on existing offerings, including direct support to apply for suitable NSW or Federal Govt. funding programs.

- Develop partnerships with Charles Sturt University to ensure they have the knowledge, connections and resources to effectively promote the region to international students and visiting friends and family.

- Produce an annual "value of tourism" document in partnership with Destination NSW.

- Develop a better knowledge base and understanding of the region's key international consumer and trade market opportunities.

- Develop a research report to better understand key domestic visitor markets, brand awareness, consumer perceptions and intention to travel for both the Riverina and the Murray.

Our industry will be highly engaged and equipped with the information and resources needed to succeed because we will do the following:

- Host monthly Tourism Manager information sessions to provide current and important updates to LGAs, Murray Regional Tourism and Thrive Riverina.

- Deliver high quality and information rich newsletters to the tourism industry on a monthly basis and increase engagement through video content.

- Provide frequent and valuable industry updates through our social media platforms to ensure information is shared quickly.

- Build greater awareness of new tourism businesses or initiatives by developing a series of short video interviews to showcase new or interesting tourism businesses.

- Ensure businesses register and maintain high quality listings on platforms such as the Australian Tourism Data Warehouse (ATDW).

- Encourage more businesses to register for updates directly from Destination NSW through the Insights EDM.

- Establish a stronger and more collaborative relationship with Murray Regional Tourism and Thrive Riverina.

- Work with the Destination NSW industry and trade team to support businesses to become export ready.

Support the development of more appealing visitor experiences identified within the Riverina Murray Destination Management Plan by doing the following:

- Host the Destination Inspiration Event Series to encourage and support the development of new tourism experiences across the region.

- Develop a short film designed to inspire and motivate new tourism businesses by showcasing local success stories.

- Deliver the Destination Inspiration Mentoring Program to support 15 new tourism businesses.

- Support and advocate for the development and completion of tier 1 and tier 2 projects identified in the Destination Management Plan.

- Review and renew the Riverina Murray Destination Management Plan including a product audit, gap analysis and SWOT.

- Progress the development of the Hume and Hovell Walking Track with a vision to achieve status as a Great Walk of Australia.

- Develop a preliminary business case and investment prospectus for a central food and wine hub in Griffith.

- Advocate for the continued development of the Murray River Adventure Trail.

- Develop an investment prospectus designed to highlight up to 4 opportunities for new or expanded tourism ventures seeking private investment.

Actions

The region's event calendar will evolve and become stronger in 2021, offering a more diverse and appealing range of events that can attract overnight visitors because we will do the following:

- Support event owners to secure funding through the Destination NSW Regional Event Program.

- Work with community groups to develop and establish new events.

- Support the Destination NSW Regional Conferencing Team to attract new or existing business events and conferences.

- Develop video content and a presentation deck that highlights the business events and conferencing strengths of the Riverina Murray region.

- Coordinate and host a targeted famil for professional conference organisers in partnership with Visit Albury Wodonga.

- Seek and secure funding and partnership investment from venues and/or LGAs to develop content and host famil activity for professional conference organisers in key locations around the region.

- Support recipients of the Destination NSW and MEA diploma of event management scholarships to complete the course and utilise their skills for the benefit of the region.

The Riverina and Murray regions are promoted as a desirable destination to visit because we will do the following:

- Take a leadership role in coordinating and encouraging collaborative marketing efforts to promote the region in partnership with Destination NSW.

- Manage the communication and delivery of media and PR opportunities in partnership with Destination NSW and local stakeholders.

- Advise and support destinations to ensure marketing efforts are delivered in alignment to Destination NSW led campaigns and are complementary to the efforts of other destinations within the region.

- Develop and deliver in partnership with Destination NSW a content renewal project to identify and fill gaps in imagery and video featured on the content library.

- Work with Destination NSW to ensure all consumer facing elements of the Visit NSW website and social media platforms presents the region in the best possible way.

Murrumbidgee Trails Marketing Campaign Meeting
Monday 29 July 2020
Via BlueJeans
11:30am

Attendees: Brent Lawrence, Leeton Shire Council, Kellie Dissegna, Murrumbidgee Council, Rach from Minta Vinski Graphic Designs, Rachel Anderson, Assembld Digital, Matt Holt, Lockhart Shire Council

Apologies: Tiffany Thornton, Narrandera Shire Council

Discussion around Visitor Guide Structure
Assembld Digital presented the excel spreadsheet with the structure and page number for the guide

About our region
- Currently 3 pages, to potentially cut down the information about the towns?

What's On
- reduced calendar to 2 pages

History and Heritage
- Assembld Digital still working on reviewing content.
- Historical timeline to be added

See and Do
- Swimming pool section to be pulled out

Agritourism
- More infographics than paragraphs of content.
- Murrumbidgee Council staff to send through stats.
- Agriculture content to be sent to Rach by mid-next week

Retail and Services
- 1 page for heading, intro sentence and image

Advertisers
- Morundah Hotel and Hay Shire to be confirmed
- try and place geographically together in publication
- any new images to be named as businesses ad added to DropBox
- Council staff to confirm adverts in right section

General
- Council staff to check the section and adverts are in the right section. Council members to confirmed placement, keeping in mind our target audience and what they're looking for.

- For future guide, have the guide sections in the advertising prospectus so operators can choose which section to be placed.
- Map currently placed in Agritourism adverts - Southern Cotton and Whitton Malthouse can be close to centre of book.

Rach Ander to send excel spreadsheet via DropBox to Council staff

Meeting closed at 12:49pm

1 Darlington Point Depot - Maintenance Grading Sched
Printed Mon 17/08/20

Murrumbidgee
COUNCIL

August 2020

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
					1	2
			Four Corners Road			
3	4	5	6	7	8	9
Ryan Road		Durnam Road				
10	11	12	13	14	15	16
	Bonnars Lane					
17	18	19	20	21	22	23
	Oolembeyan Road					
	Kyola Road					
24	25	26	27	28	29	30
Gum Cre	Lovegrove Road		Steel Road			
31						

Please note this document is subject to change

Murrumbidgee
COUNCIL

Overflow Tasks

ID	Name	Start	Finish
49	Townsend Lane	Thu 27/08/20	Mon 31/08/20

Please note this document is subject to change

Murrumbidgee
COUNCIL

September 2020

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1	2	3	4	5	6
	Britts Road	Road				
7	8	9	10	11	12	13
Manning Lane		Fraser Road	Euroley Road			
Short Street			Morley Road			
14	15	16	17	18	19	20
Cully Road		Wallin Road	Sheppard Lane r	Pike Lane		
21	22	23	24	25	26	27
Banandra Road		Kent Road			Gaston Road	
28	29	30				
Main Canal Road	Jim Cattanach Road	Boondilla Road				
	Citrus Drive		Old Morundah Road			
Egan Road						
Muntz Lane						

Please note this document is subject to change

Overflow Tasks

ID	Name	Start	Finish
27	Argoon Road	Wed 30/09/20	Thu 1/10/20