



Business Performance

	2007 \$'000	2006 \$'000	2005 \$'000	2004 \$'000	2003 \$'000
Total Revenue	46,639	45,338	48,224	47,235	51,658
Expenses other than Depreciation	31,263	31,368	29,421	24,940	24,584
Depreciation	13,108	13,507	13,483	12,847	12,074
Net Profit After Tax	1,580	321	3,722	9,448	15,000
Total Assets	497,134	48,361	485,599	457,317	447,670
Borrowings	31,377	27,121	27,895	11,228	10,018
Shareholders Equity	427,078	425,497	431,167	437,424	427,976
Return on Assets	0.7%	0.49%	1.37%	2.26%	3.61%
Gearing Ratio	0.06	0.06	0.06	0.03	0.02
Interest Cover Ratio	3.0	1.40	14.27	13.14	19.03

ESC Audit

In September 2006, BECA Consulting carried out an audit of the Authority's performance on behalf of the ESC in two areas, Performance Measure Reporting and Customer Service Code.

Goulburn Valley Water scored well on the performance report, which is rated using two systems:

- a letter A, B, C or D reflecting the reliability of systems, policies, and procedures in place;
- a number or X reflecting the accuracy of the data. A value of 1 is high accuracy or confidence in the data value, whilst a value "X" can be awarded where the accuracy could not be verified.
- Out of five measures the Authority scored an "A" on four, the remaining measure scored a "B". An "A" rating shows that all data is based on sound information and records, and on documented policies, practices and procedures which are consistent with the Commission's information specification and fully understood and followed by staff.

Of the KPIs reported, the accuracy of 49 of the KPI measures was deemed by the Auditor as scoring 1,2 or 3 ie better than +/- 10%. It is recognised that some KPIs can not be measured more accurately due to the inherent uncertainty in measurement or limitations of equipment (eg spill volumes, water leakage index or small sample size).

In relation to the Customer Service Code three areas were audited;

- Complaints and disputes;
- Actions for Non Payment by Customers; and
- Provision of Information to Customers.

The score for these areas were based on five criteria: policies; practices; procedures; systems and training/skills.

An overall score was also developed, which required 100% in each of the five criteria to achieve full compliance. Each area was fully compliant. The Auditor identified areas that could be enhanced, that have or are being addressed as part of the Authority's continuous improvement process.

Capital Works

Goulburn Valley Water continued its significant capital works program in 2006/2007, with expenditure of almost \$19.8 million on 110 projects. The variance between the budget and actual is due to a revised program, materials and labour shortages and delays caused by issues such as legal actions and planning conditions imposed by Councils.

Consultancies

A number of consultants were engaged to carry out specific tasks during the year. There were 11 separate engagements costing a total of \$235,187.

During 2006/2007 no consultancies of over \$100,000 were entered into.

Contracts Over/Less than \$10 Million

During 2006/2007 the Authority did not enter into any contracts valued over \$10 million. 53 contracts were entered into with a value of less than \$10 million.

Building Act 1993

During the reporting period, the Authority met relevant compliance provisions of the Building Act 1993 in building and maintenance activities.

Victorian Industry Participation Policy (VIPP)

Goulburn Valley Water has implemented procedures in accordance with Section 9 of the *Victorian Industry Participation Policy Act 2003*. The VIPP forms part of our consultancy handbook which is issued to all consultants undertaking projects for the Authority. The handbook requires consultants to ensure the VIPP forms part of all Tender documentation

Government Contributions

No Government Contributions were received in 2006/2007.



Construction of new Kilmore water storage



Mick Meeny replacing a section of cracked pipe at the Seymour pump station

National Competition Policy

Neutrality is a guiding principle of the National Competition Policy. It requires that Government owned businesses should compete with private sector businesses on the same footing. Goulburn Valley Water has operated in a manner that meets the National Competition Policy compliance requirements.'

Freedom of Information Act 1982

The Authority is considered to be a "Government Agency" under the terms of the *Freedom of Information Act 1982*. Accordingly, it is required to comply with the procedures that have been prescribed under which members of the public may gain access to information held by agencies. A decision to release information is made by an Authorised officer.

The following officers have been appointed in accordance with the provisions of the *Freedom of Information Act 1982*;

Principal Officer – Chief Executive
Authorised Person – Director – Corporate Services

During 2006/2007 there were two written requests for information accompanied by an application fee of \$21.50. One request was granted and the information released. Goulburn Valley Water gave notice in the second request of its intention to refuse pursuant to Section 25A (b). After some discussions and correspondence the request was amended and at 30 June 2007 Goulburn Valley Water was in the process of compiling the information to satisfy the amended request.

There were no hearings or appeals in relation to FOI matters for 2006/2007.

Information Prepared and Available

The information listed in Financial Reporting Direction 22 of the *Financial Management Act 1994* is held at Goulburn Valley Water's office in Shepparton and is available on request, subject to the *Freedom of Information Act 1982* and the *Information Privacy Act 2000*.

Whistleblowers

Goulburn Valley Water has developed procedures in accordance with Section 68(3) of the *Whistleblowers Protection Act 2001* which comply with the Ombudsman's Guidelines. The main objective of the *Whistleblowers Protection Act 2001* is to encourage and facilitate the making of disclosures of improper conduct or detrimental action by public officers and public bodies. During 2006/2007 no disclosures were made under the *Whistleblowers Protection Act 2001*. A copy of the Authority's Whistleblowers Policy is included in this annual report and it outlines how disclosures can be made.