



Yarriambiack
SHIRE COUNCIL

Yarriambiack Shire Council

CRM

REPORTING

March 2025 - May 2025

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1 Executive Summary

This report outlines the comprehensive analysis of Council's Customer Request Management system (CRM) activities from 01 July 2024 to 30 June 2025. It includes detailed accounts of the total CRMs managed within this period, as well as those carried forward from previous periods.

Special focus is given to the CRMs created and closed between March 2025 - May 2025, alongside those placed on hold with respective rationales.

Additionally, the report highlights overdue CRMs and provides insight into the reasons for their delays and when they are expected to be resolved.

Community Engagement

Our community has provided valuable input on improving our engagement practices and information sharing. As a result, several initiatives have been implemented based on their feedback, with further enhancements planned for the coming months. The Council employs various methods for capturing CRMs, including:

- Telephone calls through our Customer Service team,
- Snap Send Solve application,
- Direct reporting via our website,
- Reporting through our Community Engagement van.

A statement indicating when the works were completed or are planned to be completed is incorporated into the CRM closed notification, which is sent via text message and or email based on the community member's preferred method of contact.

Customer Request Summary and Actions

Since 01 July 2024 Council has received 2502 customer requests.

The CRMs created between March 2025 - May 2025 amounted to 637, with a significant number of CRMs related to Rates (107), Waste Rubbish and Bins (83), Planning and Building (64), and this indicates a high level of activity in these areas during this period.

The CRMs closed during the same period totalled 486. The highest number of closed Rates (105), Planning and Building (51) and Other Enquiries (36). This suggests that these areas were effectively managed and resolved within the given timeframe.

CRMs placed on hold were only 13 in total. The reasons for placing CRMs on hold varied, with some awaiting further information or resources, while others were scheduled for future resolution.

Overdue CRMs continue to be a focus, with 239 CRMs remaining unresolved past their expected resolution dates. The highest number of overdue CRMs were related to Trees (46), Sealed Roads (39), Planning and Building (30). The report provides rationales for these delays, including resource constraints, scheduling issues, and ongoing inspections or quotations for work to be done.

Roads Summary

We have 4,824 kms of roads to manage and maintain, across 7,326 square kilometres.

Between March 2025 - May 2025 Council has continued to focus on its maintenance grading program and will continue to do this over the next few months to address any outstanding CRMs lodged.

Below is a summary of grader activities that have occurred across the Shire in the last three months. Residents are also encouraged to subscribe to our Yarri Yarns Newsletter and monitor our website which includes a weekly report on our Grader activities.

Northern Zone:

- Works have recently been completed on Yaapect North and Hogan's Roads.
- Works have been completed on Shannon's Road as well as gravel for Hart's Road.
- Gravel works have been completed on Windy Ridge Road and Chivell Road.
- Works completed on Golf Hill Road, Guleys Road, and Maroskis Road (including a resheet).
- Grading works completed on Rosebery East Road and Watchupga West Road.
- Completed the shoulder resheet on Rosebery East Road.
- Completed grading works on Watchupga West Road.
- Maintenance grading completed on Goyura East School Bus Route Road.
- Completed grading works on Binders Road, Barbary Road and Lascelles East Road.
- Resheet works have been completed on Phelan's Road.
- Grading works have been finished on Lascelles East Road and Mitchell's Road.
- Maintenance grading is being carried out on Jolly's Road.
- Resheet works completed on Yaapect South Road.
- Maintenance grading completed on Robins Road.
- Maintenance grading completed on Centre Hill Road and Hollands Road.

Central:

- Shoulder works have been completed on the Blue Ribbon Road. Maintenance grading has also been completed on King's Road.
- Completed maintenance grading on Schultzs Road
- Grading works completed on Goad Lane.
- Grading works undertaken in the township of Brim and the surrounding roadways.
- Combined teams are undertaken grading and resheeting works on Batchica West Road.
- Grading works undertaken on Dumbuoy Road and Cemetery Road.
- Undertaking shoulder works in Warracknabeal.
- Completed grading works on Dunn Road.
- Shoulder resheet works completed on Aubrey Road.
- Works completed on Somers Road.
- Grading works have been completed on Addinsal, Hewitt Roads and Burke Road.
- Works are underway on Cotter Road.
- Grading works completed on Kelm Road and Homebush Road.
- Grading works completed on Exchange Road.
- Shoulder resheet works completed on Antwerp Road.
- Grading works completed on Kelm Road.

Southern:

- Grading works have been completed on Back Road.
- Rehabilitation works completed Degenhardt Street.
- Grading and construction works on Banyena-Pimpinio Road.
- Combined teams have completed grading works on Kewell School Road, Bouchier Lane and Sheehy Road.
- Combined teams have completed grading works on Gawith Road and Koschmann Road. Grading works commenced on Greenhills Road.
- Grading works have been undertaken on Popes Road, Mt Pleasant Road, Rogers Road, and Rurades Road.
- Grading works have been undertaken on Schurmanns Road, Arnolds Road and Holtkamps Road.
- Combined teams completed grading works on Templemore Road, Hill Crest Road, Konigs Road, Holtkamps Road, and Murtoa Cemetery Road.
- Combined teams completed grading works on the following roadways: Jung Recreational Road, Semmlers Road, Tobins Road, Schmitts Road, Lierschs Reserve Road, North West Road, Edmonds Road, and Crams Road.

Waste and Sustainability, including Trees Summary

Waste management issues, including new bins, missed collections, and tree problems, remain frequent. Council can handle simple tree matters, but high-risk activities and assessments require specialist contractors. We have engaged an arborist and tree management services on an ongoing maintenance schedule to help manage the numerous tree requests.

Building, Planning and Local Laws Summary

There has been continued strong demand in building, planning, and local law requests. Our officers strive to address all requests promptly. However, when there is a high volume of requests or the matters are complex, they may not be actioned or resolved within the required timeframes. Officers can provide general information regarding Building and Planning matters within their areas of expertise, however some issues or requests require additional research or advice through other government channels.

Conclusion

With further software system enhancements and a dedicated staff member overseeing this process, we expect to see a continued increase in the closure and actioning of any overdue and on hold CRMs.

Running Total	Total CRMs (current financial year)	Carry Forward	Opened	Closed	On Hold	Overdue
4612	2502	148	637	486	9	239

2 Total of CRMs from 01 July 2024 to 30 June 2025

Row Labels	Count of Ticket ID
Default / Accounts Payable	18
Resolved	18
Default / Accounts Receivable	3
Resolved	3
Default / Aerodrome	1
Resolved	1
Default / Animals	109
On Hold	1
Open	1
Resolved	107
Default / Caravan Park	36
Resolved	36
Default / Council Buildings and Properties	117
Open	10
Resolved	107
Default / Council Projects	5
Resolved	5
Default / Culverts and Bridges	15
Open	7
Resolved	8
Default / Drainage Guttering and Kerbing	67
On Hold	1
Open	22
Resolved	44
Default / Driveways Crossovers	38
On Hold	1
Open	7
Resolved	30
Default / Earth Road	17
Open	6
Resolved	11
Default / Emergency Management	4
Open	1
Resolved	2

Default / Environmental Health	67
Open	6
Resolved	61
Default / Events and Tourism	6
Resolved	6
Default / Fire Prevention	22
Resolved	22
Default / Footpath	71
Open	19
Resolved	52
Default / Gravel Road	54
Open	22
Resolved	32
Default / Kindergartens Playgroup and Youth	30
Resolved	30
Default / Local Laws	138
Open	2
Resolved	136
Default / Nature Strips	20
Open	4
Resolved	16
Default / Other Enquiry	232
On Hold	2
Open	10
Resolved	221
Default / Overgrown Vegetation	20
Open	3
Resolved	17
Default / Parks and Gardens	30
Open	2
Resolved	28
Default / Planning and Building	241
On Hold	1
Open	21
Resolved	219
Default / Playgrounds	3
Resolved	3
Default / Pothole	6
Open	3
Resolved	3
Default / Public Incident	22
Open	3
Resolved	19

Default / Rates	372
Open	2
Resolved	370
Default / Sealed Roads	170
Open	26
Resolved	144
Default / Signage and Traffic Control	79
Open	8
Resolved	71
Default / Swimming Pools	1
Resolved	1
Default / Toilets	21
Resolved	21
Default / Trees	132
Open	50
Resolved	82
Default / Vandalism	1
Resolved	1
Default / Waste Rubbish and Bins	329
Open	14
Resolved	315
Grand Total	2502

3 CRMs Carried Forward

Tickets that remain open and have been carried forward as of 28 February 2025.

Row Labels	Count of Ticket ID
Default / Animals	1
Default / Council Buildings and Properties	1
Default / Culverts and Bridges	3
Default / Drainage Guttering and Kerbing	16
Default / Driveways Crossovers	4
Default / Earth Road	2
Default / Emergency Management	1
Default / Environmental Health	3
Default / Footpath	9
Default / Gravel Road	2
Default / Local Laws	1
Default / Nature Strips	1
Default / Other Enquiry	5
Default / Overgrown Vegetation	1
Default / Parks and Gardens	1
Default / Planning and Building	22
Default / Pothole	1
Default / Rates	1
Default / Sealed Roads	34
Default / Signage and Traffic Control	3
Default / Trees	28
Default / Waste Rubbish and Bins	7
Grand Total	147

4 Created CRMs (March 2025 - May 2025)

Row Labels	Count of Ticket ID
Default / Accounts Payable	2
Default / Animals	24
Default / Caravan Park	14
Default / Council Buildings and Properties	35
Default / Culverts and Bridges	4
Default / Drainage Guttering and Kerbing	17
Default / Driveways Crossovers	8
Default / Earth Road	14
Default / Emergency Management	1
Default / Environmental Health	10
Default / Events and Tourism	1
Default / Fire Prevention	1
Default / Footpath	25
Default / Gravel Road	40

Row Labels	Count of Ticket ID
Default / Kindergartens Playgroup and Youth	3
Default / Local Laws	30
Default / Nature Strips	9
Default / Other Enquiry	44
Default / Overgrown Vegetation	13
Default / Parks and Gardens	7
Default / Planning and Building	64
Default / Playgrounds	2
Default / Pothole	3
Default / Public Incident	6
Default / Rates	106
Default / Sealed Roads	18
Default / Signage and Traffic Control	13
Default / Swimming Pools	1
Default / Toilets	2
Default / Trees	36
Default / Vandalism	1
Default / Waste Rubbish and Bins	83
Grand Total	637

5 Closed CRMs (March 2025 - May 2025)

Row Labels	Count of Ticket ID
Default / Accounts Payable	2
Default / Animals	23
Default / Caravan Park	14
Default / Council Buildings and Properties	25
Default / Drainage Guttering and Kerbing	6
Default / Driveways Crossovers	4
Default / Earth Road	9
Default / Environmental Health	6
Default / Events and Tourism	1
Default / Fire Prevention	1
Default / Footpath	13
Default / Gravel Road	19
Default / Kindergartens Playgroup and Youth	3
Default / Local Laws	29
Default / Nature Strips	6
Default / Other Enquiry	36
Default / Overgrown Vegetation	11
Default / Parks and Gardens	6
Default / Planning and Building	51
Default / Playgrounds	2

Row Labels	Count of Ticket ID
Default / Pothole	1
Default / Public Incident	3
Default / Rates	105
Default / Sealed Roads	10
Default / Signage and Traffic Control	8
Default / Swimming Pools	1
Default / Toilets	2
Default / Trees	12
Default / Vandalism	1
Default / Waste Rubbish and Bins	76
Grand Total	486

6 CRMs on Hold

Row Labels	Count of Ticket ID
Default / Animals	1
Default / Drainage Guttering and Kerbing	1
Default / Driveways Crossovers	1
Default / Gravel Road	1
Default / Other Enquiry	2
Default / Planning and Building	2
Default / Sealed Roads	1
Grand Total	9

6.1 Rationale for CRMs on Hold

Row Labels	Count of Ticket ID	Rationale for On Hold Status	Expected Resolution Date
Default / Drainage Guttering and Kerbing	1	Larger job and will require further investigation.	2025/26
Default / Driveways Crossovers	1	Works to be completed when staff available.	2025/26
Default / Other Enquiry	2	Waiting on Public Incident information.	2025/26
Default / Planning and Building	2	Safety issues and will require further investigation.	2025/26
Default / Sealed Roads	1	Larger job to be completed when staff are available.	2025/26

7 Overdue CRMs

Row Labels	Count of Ticket ID
Default / Animals	1
Default / Council Buildings and Properties	4
Default / Culverts and Bridges	6
Default / Drainage Guttering and Kerbing	23
Default / Driveways Crossovers	5
Default / Earth Road	4
Default / Emergency Management	2
Default / Environmental Health	4
Default / Footpath	18
Default / Gravel Road	16
Default / Local Laws	1
Default / Nature Strips	4
Default / Other Enquiry	10
Default / Overgrown Vegetation	3
Default / Parks and Gardens	2
Default / Planning and Building	30
Default / Pothole	1
Default / Rates	1
Default / Sealed Roads	39
Default / Signage and Traffic Control	7
Default / Trees	46
Default / Waste Rubbish and Bins	12
Grand Total	239

7.1 Rationale for Overdue CRMs

Row Labels	Count of Ticket ID	Rationale for Overdue Status	Expected Resolution Date
Default / Council Buildings and Properties	4	Arranging for suitable qualified asbestos removal and quotes.	30/06/2025
Default / Culverts and Bridges	6	Large scale jobs completed, smaller jobs to be addressed in coming month.	30/06/2025
Default / Drainage Guttering and Kerbing	23	Team typically responsible for these works have been utilised to carry out capital works program or back filling supervisors. Currently working through footpath program. Items assessed, prioritisation and scheduling required.	Ongoing
Default / Driveways Crossovers	5	Traditionally a difficult area to separate responsibility of repair. Several jobs will require passing back to owner, some will be DTP responsibility, and officers will need to decide where steel plates are to be used on the remaining.	30/06/2025
Default / Earth Road	4	Roads to be added to committed works, will be complete when possible.	Ongoing
Default / Emergency Management	1	Have followed up on this ticket and after continued efforts we haven't been able to make contact.	Ongoing
Default / Environmental Health	4	3 tickets have been resolved and 1 has been placed on hold awaiting information from the customer.	30/07/2025
Default / Footpath	18	Works will be assessed and scheduled shortly with staff nearing end of capital works program.	30/06/2025
Default / Gravel Road	16	Gravel road requests requiring additional investigation, some are complete and require sign off.	30/06/2025
Default / Nature Strips	2	Request has been inspected; temporary fix has been done. May require the area to be dug out and a different material laid.	Ongoing
Default / Other Enquiry	10	Down to 8 overdue, tickets have been assigned to individuals to action and close out.	30/06/2025
Default / Overgrown Vegetation	3	Larger works to be completed when staff are available.	30/07/2025
Default / Parks and Gardens	2	Awaiting clarification as to who is responsible to maintain the area.	30/06/2025

Row Labels	Count of Ticket ID	Rationale for Overdue Status	Expected Resolution Date
Default / Planning and Building	30	The majority of these CRMs are for matters which have been addressed.	30/06/2025
Default / Pothole	1	Pothole to be repaired when staff available, road will also be graded while there.	Ongoing
Default / Rates	1	Actioned and resolved	Complete
Default / Sealed Roads	39	Majority pothole requests (basic in nature) passed onto the patching drivers awaiting works completion before signing off.	Ongoing
Default / Signage and Traffic Control	7	Mainly missing signs that have been ordered and scheduled to be replaced, signing off to occur when signs are up.	30/06/2025
Default / Trees	46	The overdue tree items have all been inspected and are awaiting a quote for work to be done or are preparing the information for quoting. To justify bringing an arborist up here it normally needs to 2-3 days' work so this can take 2-3 months to organise. Emergency situations are an exception.	30/08/2025
Default / Waste Rubbish and Bins	12	Outstanding waste and rubbish bin issues related to queries about the glass kerbside service – which was being reviewed over the last 3 months	30/06/2025

8 Planned Works Report

Planned work refers to activities that have been inspected and are included in our scheduled maintenance actions. Currently, the Council has 215 tasks either committed or assigned within our planned works program across various categories. Over the next few months, our objective is to address majority of these planned activities and revise our processes for capturing and reporting planned work in the upcoming year(s). Please note that this report may be subject to change.

Status	Total
Assigned	0
Committed	215
Grand Total	215

Service Type	Total
Council Buildings & Properties	14
Council Enquiry	1
Culverts	2
Drainage	1
Drainage-Urban	4
Events	1
Footpaths	20
Gravel Road	9
Kerb & Channel	3
Nature Strips	3
Parks & Gardens	1
Road Side Vegetation-Not Under Council Control	5
Roads	73
Sealed Road	22
Signage	1
Traffic Control / Signs	2
Trees	48
Waste	4
Water Tanks	1
Grand Total	215