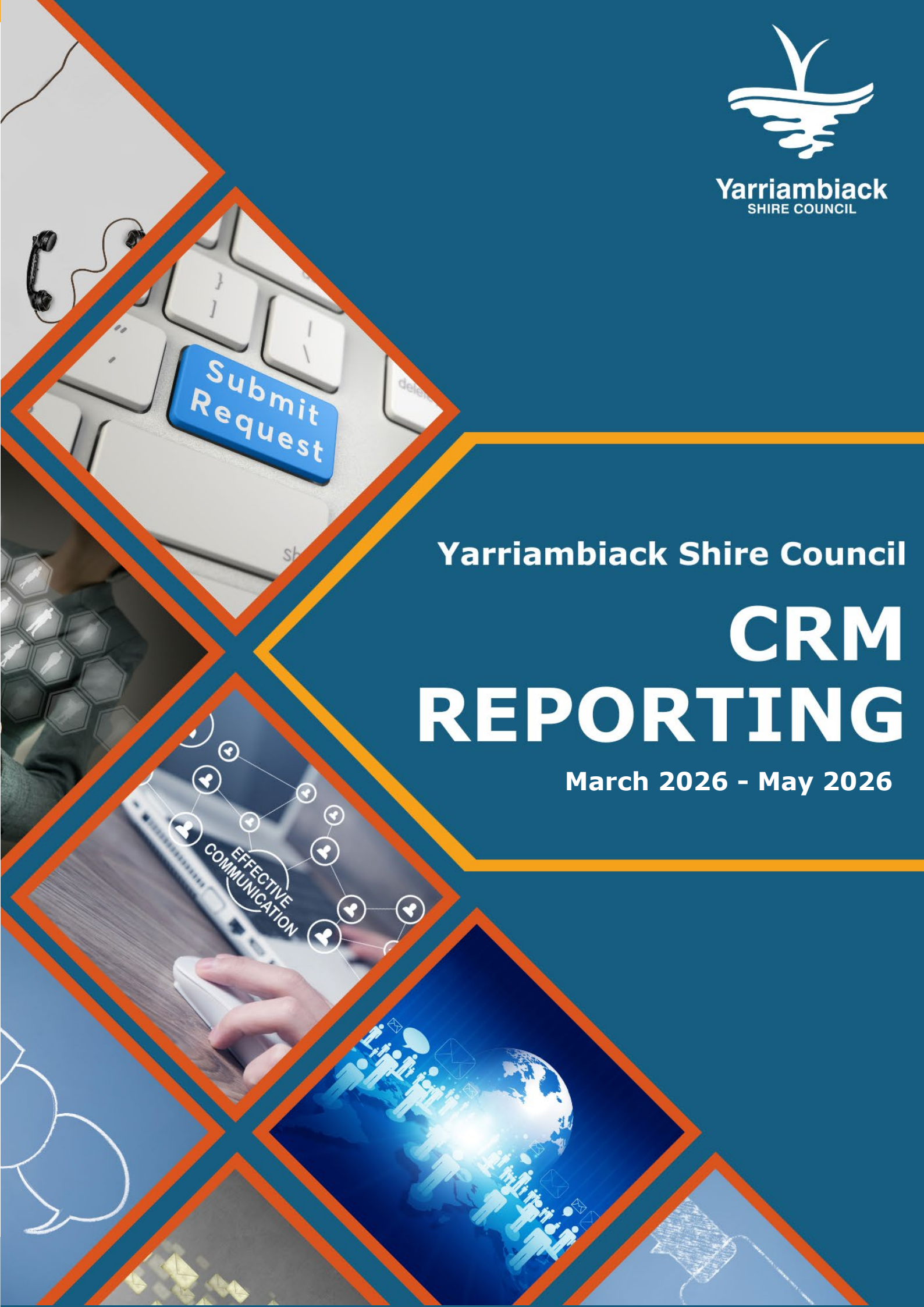




Yarriambiack
SHIRE COUNCIL



Yarriambiack Shire Council CRM REPORTING

March 2026 - May 2026

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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 2025 to 31 May 2026. 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 2026 - May 2026, 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. 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 2025 Council has received 2184 customer requests. The CRMs created between March 2026 - May 2026 amounted to 610, with higher numbers of CRMs relating to Rates (100) Waste Rubbish and Bins (61), Planning and Building (49) and Trees (40). These numbers indicate a high level of activity in these areas during this period.

During the quarter, 522 CRMs were closed. The most common issues addressed were Rates (98), Waste Rubbish and Bins (56) and Buildings and Planning (44). These matters were managed and resolved within the given timeframe.

There are 11 CRMs placed on hold in total. CRMs were placed on hold either pending more information or resources or scheduled for later resolution.

There are currently 119 CRMs remaining unresolved past their expected resolution dates. The highest number of overdue CRMs relate to Trees (25), Gravel Roads (15) with Sealed Roads and Planning and Building at (11).

Roads Summary

We have 4,603 kms of roads to manage and maintain, across 7,326 square kilometres.

Between March 2026 - May 2026 Council has continued to focus on its maintenance grading program and will continue to address any outstanding CRMs lodged.

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

The report outlines the underlying reasons for delays, where applicable, including factors such as limited resources, scheduling challenges, and ongoing inspections or quotations required for upcoming work.

Quarterly Road Maintenance Summary (March 2026 - May 2026)

Northern:

Grading operations commenced with works progressing across Maidavale, Sullivans, Boundary, and Gaalanungah Roads, with some delays experienced due to wet conditions and plant availability.

Works were completed on Linklaters, Sullivan, Robertsons and Dalton Roads, with subsequent works progressing through Burns Road, Tempy-Patchewollock Road and Uptons Road. Additional grading and resheeting activities were undertaken on Stonechurch Road and Brentwood West Road.

Progress continued across Earhardts, Warrens, Kellys, Barbary, Pearce, and Binders Roads, along with shoulder maintenance works on sections of Sea Lake-Lascelles Road. Completion of works extended to Duthies Track and Hopetoun Tip Road, with further grading progressing through Burroin, Georges, Rickards, and Judds Roads.

Combined operations enabled completion of works on Talbots and Echunga Roads, with crews transitioning onto Yaapect-Kenmare Road. Additional maintenance grading was undertaken on Williams Road and surrounding networks.

Central:

Operations commenced with grading on Wilkur South School Road and progressing to Sheep Hills-Boolite Road in preparation for resheeting works.

Resheeting was completed on Sheep Hills-Boolite Road and Mellis Road, while grading works progressed across Blue Ribbon, Fryatt, Johns, Geodetic and Graetz Roads, extending through to Zanker Road. Additional grading was completed on King Road and Stronach Road.

Maintenance grading works were carried out across Antwerp Road, Peters Road, Lutzes Road and Cannum Five Chain Road, alongside resheeting works on Sheep Hills-Kellalac Road and Watchem-Warracknabeal Road.

Grading activities continued across Milgates Road, Mcleans Road and Muller Drive, with further works undertaken on Antwerp Road and Cannum Five Chain Road.

Support was provided to Southern grading teams during the period, with some plant temporarily out of service due to maintenance and training requirements.

Southern:

Combined grading operations delivered works across F Krelle, Byrnes, Burrum-Lawler, Waller, and Tarkedia Roads, followed by completion of grading and resheeting works on Delahuntys Road.

Grading activities progressed across Hillcrest, Templemores, Gulbin, Roscrea and Burnt Clay Roads, along with Popes Road and Teasdales Road. Maintenance grading was subsequently completed across Lallats South, McLeod, Dalcross and associated local roads.

Further works were completed on Bates, Gulbin, Webbs Dry Weather, Tobins, Gavans and Forest Home Roads, with continued grading across Morgans, Konigs and Delahuntys Roads, extending to Jung Recreation Reserve Road and Flumes Road.

Ongoing grading works were undertaken across Florences, Millers and Longerenong-Warracknabeal Roads, with completion achieved on Rupanyup South School Road, McKays Road, Linghams Road, Dyers Estate Road and Bryntirion Road.

Across March to May 2026, grading activities were delivered across all three operational areas, with steady progress achieved through a mix of maintenance grading, shoulder works and targeted resheeting. Priority rural routes and collector roads were addressed in each area, with strong output in the Northern and Southern networks and key resheeting works completed in the Central area. Delivery was consistent, with minor disruptions from wet conditions, plant maintenance, and training requirements, which

were managed through resource reallocation and coordinated crew deployment. Overall, the program progressed in line with operational priorities and maintenance requirements.

Waste and Sustainability, including Trees Summary

Waste and sustainability enquiries remained high during the quarter, with increased waste related requests linked to changes in how our contractor, Wimmera Mallee Waste, is operating, including new drivers and vehicles.

Tree related requests continue to be a consistent area of demand. Many street trees across our towns are of a similar age and have not been managed well over time. Their age, past management issues, periods of drought, and windy summer conditions have all contributed to an increase in reported tree issues requiring ongoing inspection and maintenance.

Building, Planning and Local Laws Summary

The Building and Planning enquiries during this period have mainly been focused on what can occur on a property, with or without a permit. Most of these properties have been for sale with the enquiries being made by the possible purchaser. Other enquires have been made on what is required for a permit application to be submitted for either building or planning.

The Swimming Pools and Spa Register has been reviewed, and letters have been progressively sent out to pool or spa owners as a reminder that certificate of barrier compliance are due. This has resulted in increased calls about the location of inspectors able to undertake the relevant inspection.

Planned Works

The Planned Works program currently includes 98 inspected and scheduled tasks, with 66 committed and 32 assigned across key asset areas including signage, footpaths, roads, gravel roads, and Council buildings. Focus over the coming months will be on progressing these works while continuing to refine planning, scheduling, and reporting processes to support efficient delivery and improved oversight.

Conclusion

The March 2026 to May 2026 quarter reflects a stable and managed CRM environment, with 610 requests raised and 522 closed, demonstrating Council's continued capacity to respond to strong service demand across key areas.

While some overdue and on hold requests remain, this is largely due to resourcing constraints and the complexity of some works, a clear pipeline of planned works is in place to support ongoing resolution. Overall, the CRM process continues to provide effective oversight and responsiveness, with a focus on improving timeliness and service delivery.

Running Total	Total CRMs (current financial year)	Carry Forward	Opened	Closed	On Hold	Overdue
6959	2184	33	610	522	11	126

2 Total of CRMs from 01 July 2025 to 31 May 2026

Row Labels	Count of Ticket Type
Default / Parking - Illegal	1
Resolved	1
Default / Abandoned Vehicle	2
Resolved	2
Default / Accounts Payable	7
Resolved	7
Default / Accounts Receivable	3
Resolved	3
Default / Aerodrome	5
Resolved	5
Default / Animals	75
Resolved	75
Default / Caravan Park	29
Open	2
Resolved	27
Default / Council Buildings and Properties	142
Open	4
Resolved	138
Default / Culverts and Bridges	16
Open	1
Resolved	15
Default / Drainage Guttering and Kerbing	81
On Hold	1

Open	11
Resolved	69
Default / Driveways Crossovers	31
Open	4
Resolved	27
Default / Dumped Tyres	1
Resolved	1
Default / Earth Road	55
Open	10
Resolved	45
Default / Emergency Management	4
Resolved	4
Default / Environmental Health	57
Open	4
Resolved	53
Default / Events and Tourism	15
Resolved	15
Default / Fire Prevention	42
Resolved	42
Default / Footpath	62
Open	10
Resolved	52
Default / Gravel Road	98
Open	17
Resolved	81
Default / Hydrants / Pumps	2
Open	1
Resolved	1

Default / Kindergartens Playgroup and Youth	8
Open	1
Resolved	7
Default / Livestock Exchange / Saleyards	1
Resolved	1
Default / Local Laws	103
Open	2
Resolved	101
Default / Nature Strips	44
Open	7
Resolved	37
Default / Other Enquiry	154
Open	6
Resolved	148
Default / Overgrown Vegetation	56
Open	4
Resolved	52
Default / Parks and Gardens	41
Open	2
Resolved	39
Default / Planning and Building	179
On Hold	3
Open	4
Resolved	172
Default / Playgrounds	2
Resolved	2
Default / Pothole	23
Open	1

Resolved	22
Default / Public Incident	2
Open	1
Resolved	1
Default / Rates	293
Open	2
Resolved	291
Default / Sealed Roads	78
On Hold	1
Open	6
Resolved	71
Default / Signage and Traffic Control	39
Open	2
Resolved	37
Default / Toilets	27
Resolved	27
Default / Trees	145
Open	26
Resolved	119
Default / Vandalism	1
Resolved	1
Default / Waste Rubbish and Bins	260
Open	7
Resolved	253
Grand Total	2184

3 CRMs Carried Forward

Tickets that remain open and have been carried forward as of 31 May 2026.

Row Labels	Count of Ticket Type
Default / Council Buildings and Properties	1
Default / Drainage Guttering and Kerbing	3
Default / Driveways Crossovers	1
Default / Earth Road	1
Default / Environmental Health	3
Default / Footpath	1
Default / Gravel Road	1
Default / Planning and Building	11
Default / Sealed Roads	7
Default / Trees	4
Grand Total	33

4 Created CRMs (March 2026 - May 2026)

Row Labels	Count of Ticket Type
Default / Parking - Illegal	1
Default / Abandoned Vehicle	1
Default / Aerodrome	1
Default / Animals	21
Default / Caravan Park	8
Default / Council Buildings and Properties	27
Default / Culverts and Bridges	1
Default / Drainage Guttering and Kerbing	33
Default / Driveways Crossovers	8
Default / Earth Road	18
Default / Environmental Health	14
Default / Events and Tourism	2

Row Labels	Count of Ticket Type
Default / Fire Prevention	1
Default / Footpath	24
Default / Gravel Road	27
Default / Kindergartens Playgroup and Youth	1
Default / Local Laws	29
Default / Nature Strips	21
Default / Other Enquiry	41
Default / Overgrown Vegetation	20
Default / Parks and Gardens	15
Default / Planning and Building	49
Default / Playgrounds	1
Default / Pothole	3
Default / Rates	100
Default / Sealed Roads	21
Default / Signage and Traffic Control	10
Default / Toilets	11
Default / Trees	40
Default / Waste Rubbish and Bins	61
Grand Total	610

5 Closed CRMs (March 2026 - May 2026)

Row Labels	Count of Ticket Type
Default / Parking - Illegal	1
Default / Abandoned Vehicle	1
Default / Aerodrome	1
Default / Animals	21
Default / Caravan Park	6
Default / Council Buildings and Properties	23

Row Labels	Count of Ticket Type
Default / Culverts and Bridges	1
Default / Drainage Guttering and Kerbing	27
Default / Driveways Crossovers	7
Default / Earth Road	11
Default / Environmental Health	11
Default / Events and Tourism	2
Default / Fire Prevention	1
Default / Footpath	17
Default / Gravel Road	21
Default / Local Laws	27
Default / Nature Strips	14
Default / Other Enquiry	36
Default / Overgrown Vegetation	16
Default / Parks and Gardens	13
Default / Planning and Building	44
Default / Playgrounds	1
Default / Pothole	3
Default / Rates	98
Default / Sealed Roads	18
Default / Signage and Traffic Control	8
Default / Toilets	11
Default / Trees	26
Default / Waste Rubbish and Bins	56
Grand Total	522

6 CRMs on Hold

Row Labels	Count of Ticket Type
Default / Drainage Guttering and Kerbing	3
Default / Driveways Crossovers	1
Default / Planning and Building	4
Default / Sealed Roads	3
Grand Total	11

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	3	Placed on hold as the jobs are significant. One of the jobs were scheduled to be stabilised but had to be postponed due to budget constraints.	December 2026
Default / Driveways Crossovers	1	Will be completed when plant and staff are available.	August 2026
Default / Planning and Building	4	Three of these jobs require further inspections. Of these, two sites do not match the description of the issues raised. The final job is subject to a Building Order with Council's Building Surveyor working with Engineers to sort the issues.	Three are aimed to be reviewed July 2026. Building Order CRM August 2026.
Default / Sealed Roads	3	One of the jobs requires a section of road to be sealed after GWM completed works on a water main. Works have been delayed due to needing to wait until the material has settled before we seal over it. The other 2 jobs are drainage works in Woomelang which should be completing shortly.	August 2026

7 Overdue CRMs

Row Labels	Count of Ticket ID
Default / Council Buildings and Properties	2

Row Labels	Count of Ticket ID
Default / Culverts and Bridges	1
Default / Drainage Guttering and Kerbing	10
Default / Driveways Crossovers	4
Default / Earth Road	7
Default / Environmental Health	6
Default / Footpath	10
Default / Gravel Road	15
Default / Hydrants / Pumps	1
Default / Kindergartens Playgroup and Youth	1
Default / Nature Strips	5
Default / Other Enquiry	4
Default / Overgrown Vegetation	4
Default / Parks and Gardens	1
Default / Planning and Building	11
Default / Pothole	1
Default / Public Incident	1
Default / Rates	1
Default / Sealed Roads	11
Default / Signage and Traffic Control	1
Default / Trees	25
Default / Waste Rubbish and Bins	4
Grand Total	126

7.1 Rationale for Overdue CRMs

Row Labels	Count of Ticket Type	Rationale for Overdue Status	Expected Resolution Date
Default / Council Buildings and Properties	2	1 waiting for additional information and 1 now resolved.	July 2026
Default / Culverts and Bridges	1	Need to review this job with the supervisor. Was a significant job as a culvert collapsed and caused flooding.	July 2026
Default / Drainage Guttering and Kerbing	10	Drainage works are currently being completed in Hopetoun which will close a few jobs off. Other jobs include cleaning out drains and fixing broken kerbing.	November 2026
Default / Driveways Crossovers	4	One of the jobs is being followed up by our contractor after they completed footpath works which has now affected someone's driveway. The other jobs require review as they needed crossover plates installed and they may have missed being closed off.	August 2026
Default / Earth Road	7	Majority are roads that need grading. Should be able to close some off in the next month before the next CWP starts.	August 2026
Default / Environmental Health	6	3 have now been resolved and closed. 2 waiting for additional information and 1 is under investigation.	August 2026
Default / Footpath	10	Number of these are being checked by our inspectors. Some of the jobs are significant and will be completed in the next few months.	November 2026

Row Labels	Count of Ticket Type	Rationale for Overdue Status	Expected Resolution Date
Default / Gravel Road	15	Majority are roads that need grading. Should be able to close some off in the next month before the next CWP starts.	November 2026
Default / Hydrants / Pumps	1	We are looking for a contractor to undertake these repairs.	August 2026
Default / Kindergartens Playgroup and Youth	1	Repair works have been completed	June 2026
Default / Nature Strips	5	1 ticket resolved and closed, 4 have been added to a works order for the arborists	August 2026
Default / Other Enquiry	4	3 are resolved and are now closed. 1 is ongoing pending conversations about grant funding opportunities.	July 2026
Default / Overgrown Vegetation	4	Jobs require tree trimming and mowing which will be completed when staff are available.	July 2026
Default / Parks and Gardens	1	Isaac needs to organise a meeting with the resident who submitted the CRM, he was unable to get in contact with him.	July 2026
Default / Planning and Building	11	These tickets relate to issues that are either being further investigated and may require assistance from other Government agencies or are linked to planning scheme amendments that are currently being prepared.	October 2026
Default / Pothole	1	Small pothole that requires filling when staff are available.	July 2026

Row Labels	Count of Ticket Type	Rationale for Overdue Status	Expected Resolution Date
Default / Public Incident	1	This has been resolved and closed out.	June 2026
Default / Rates	1	This has been resolved and closed out.	June 2026
Default / Sealed Roads	11	A number of these are from the Draft Road Hierarchy, other jobs required shoulder works to be completed or signage to be moved.	August 2026
Default / Signage and Traffic Control	1	1 new sign has been ordered expected installation during July	July 2026
Default / Trees	25	Contract arborists are completing most works in June	July 2026
Default / Waste Rubbish and Bins	4	Rural service queries requiring route changes and signage changes that are underway.	July 2026

8 Planned Works Report

Planned work refers to activities that have been inspected and scheduled as part of our maintenance program. Currently, the council has 98 tasks either committed or assigned within the planned works program across various categories. Over the next few months, our goal is to complete the majority of these activities and refine our processes for capturing and reporting planned work in the coming year(s). Please note that this report may be subject to change.

Status	Total
Assigned	32
Committed	66
Grand Total	98

Service Type	Total
Council Buildings & Properties	6
Culverts	1
Drainage	1
Bridges	8
Footpaths	26
Gravel Road	16
Kerb & Channel	8
Infrastructure & Works	1
Roads	11
Sealed Road	7
Signage	9
Trees	4
Grand Total	98