



**Yarriambiack**  
SHIRE COUNCIL

# Yarriambiack Shire Council CRM REPORTING

December 2024 – February 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 December 2024 and February 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

Council has been investing time and resources into enhancing its customer request management system, along with its reporting, recording and analysis processes.

This has been a result of extensive community consultation and feedback, and we acknowledge that the CRM process will be subject to continuous improvement.

Our community offered feedback on enhancing our engagement practices and information sharing. Based on their input, several initiatives have been implemented, with more improvements planned for the coming months.

Council utilises a mix of methods to capture CRM's which includes:

- Calls via our Customer Service team
- Snap Send Solve application
- Reporting directly via our website
- Reporting via our Community Engagement van.

The Council has recently invested in improving the reporting process for completed and/or closed CRMs. An enhancement has been implemented to include a statement indicating when the works were completed and/or planned to be completed. This statement will be included in the CRM closed notification, which is sent via text message and/or email, depending on the community member's preferred method of contact.

### Workforce Resourcing

We understand that communication is important for information sharing with our community. Council has recently advertised and appointed a Customer Liaison Administrator who will be focusing on improving how we engage and relay information back to CRM requestors when works will be completed and expected timeframes.

As a small rural Council, we acknowledge our limited resources and realise that we may not always be able to address CRM requests as quickly as desired. However, we understand the importance of effective communication and setting realistic timeframes to manage the expectations of our community.

### Customer Request Summary and Actions

Since 01 July 2024 Council has received 1865 customer requests.

The CRMs created between December 2024 and February 2025 amounted to 675, with a significant number of CRMs related to Waste Rubbish and Bins (76), Planning and Building (55), and Other Enquiries (68). This indicates a high level of activity in these areas during this period.

The CRMs closed during the same period totalled 743. The highest number of closed CRMs were related to Sealed Roads (113), Rates (95), and Other Enquiries (67). This suggests that these areas were effectively managed and resolved within the given timeframe.

CRMs placed on hold were only 14 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 are a focus, with 225 CRMs remaining unresolved past their expected resolution dates. The highest number of overdue CRMs were related to Sealed Roads (70), Planning and Building (26), and Trees (32). 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 December 2024 and February 2025 Council has been focusing heavily on its maintenance grading program and will continue to do this over the next few months to address the outstanding CRM's 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 and monitor our website which includes a weekly report on our Grader activities.

### **Northern Zone:**

- Gravel top-ups and maintenance grading at Gaalanungah South Road have been completed.
- Ongoing gravel top-ups and maintenance grading on Gaalanungah North Road completed.
- Gravel resheet and undertaking maintenance grading on Turriff West Road.
- Storm damage repair works undertaken on Shearing Shed Road.
- Grading works completed on Turriff Silo Road and Caseys Road.
- Grading works on Torpeys Road and Turriff West Road.
- Works underway to re-sheet 2kms along Hollands Road.
- Road forming works on Couzner Road from Brikkle Road through to Rainbow Road.
- Grading works on Brentwood West Road, Shannons Road, and Golf Hill Road.
- Grading works completed on Golders Road.
- Grading works on Brentwood West Road.
- Grading works completed on Shannons Road, Harts Road and Golf Hill Road.
- Road forming works on Yarto-speed Road and Rowneys Road
- Grading works on Windy Ridge Road through to the Henty Highway.
- Shoulder resheet works along Rosebery East Road.
- Maintenance grading works on Kinkora Road.
- Grading works along Windy Ridge Road.
- Grading works on Yaapeet North Road.
- Works on the gravel section of Hogans Road.

### **Central:**

- Maintenance grading on Mcginness Road and Kellys Road, as well as reworking the grade on Clyne Road.
- Grading works on Matheson Road.
- Grading works on Jenkins Road.
- Completed blending on Ward Road. Grading road edges along Antwerp Road.
- Grading works completed on Rattray Road and Langs Road.

- Grading works completed on Martins Road and Bangerang Road.
- Road shoulder works on Blue Ribbon Road.

**Southern:**

- Road forming works undertaken on 3lk Road, Lubeck Tip Road, and Bismark-Lubeck Road. Gravel works on Wal Wal Road, Nelson Parade, and Gold Escort Route.
- Maintenance grading completed on Degenhardt Road, Hudsons Road, and Swaggie Lane.
- Maintenance grading on Peterings Road South and Rogers Road.
- Completed grading works on V Schultz Road.
- Grading works completed on Bryans Road and Back Road.
- Completed grading works on Schmitts Road.
- Rehabilitation works on Degenhardt Street.

**Waste and Sustainability, including Trees Summary**

Waste management including new bins, missed bin collections and problematic trees continue to be high volume requests.

Council can address simple tree matters. However, for high-risk activities and tree assessments these matter must be referred to specialist contractors. Council is currently working through a procurement process to engage an arborist and tree management services to address our high number of tree requests.

**Building, Planning and Local Laws Summary**

There has been an increase 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, but it is important to note that they cannot serve as both advisers and assessors.

**Conclusion**

With the anticipated software system enhancements, the onboarding of a new staff member, and a substantial focus on road maintenance activities in the upcoming months due to the completion of most of the capital works program, we expect a significant increase in the closure and actioning of CRMs.

Running Total Post 01 July 2024	Total CRMs (current financial year)	Carry Forward	Opened	Closed	On Hold	Overdue
4001	1865	149	675	743	14	225

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

Row Labels	Count of Ticket ID
<b>Default / Accounts Payable</b>	<b>16</b>
Resolved	16
<b>Default / Accounts Receivable</b>	<b>3</b>
Resolved	3
<b>Default / Aerodrome</b>	<b>1</b>
Resolved	1
<b>Default / Animals</b>	<b>85</b>
Open	2
Resolved	83
<b>Default / Caravan Park</b>	<b>22</b>
Open	1
Resolved	21
<b>Default / Council Buildings and Properties</b>	<b>83</b>
Open	3
Resolved	80
<b>Default / Council Projects</b>	<b>5</b>
Resolved	5
<b>Default / Culverts and Bridges</b>	<b>11</b>
Open	5
Resolved	6
<b>Default / Drainage Guttering and Kerbing</b>	<b>51</b>
Open	22
Resolved	29
<b>Default / Driveways Crossovers</b>	<b>31</b>
Open	8
Resolved	23
<b>Default / Earth Road</b>	<b>4</b>
Open	3
Resolved	1
<b>Default / Emergency Management</b>	<b>3</b>
Open	1
Resolved	2
<b>Default / Environmental Health</b>	<b>57</b>
Open	4
Resolved	53



<b>Default / Events and Tourism</b>	<b>5</b>
Open	1
Resolved	4
<b>Default / Fire Prevention</b>	<b>21</b>
Resolved	21
<b>Default / Footpath</b>	<b>46</b>
Open	12
Resolved	34
<b>Default / Gravel Road</b>	<b>15</b>
Open	10
Resolved	5
<b>Default / Kindergartens Playgroup and Youth</b>	<b>27</b>
Open	3
Resolved	24
<b>Default / Local Laws</b>	<b>108</b>
Open	4
Resolved	104
<b>Default / Nature Strips</b>	<b>12</b>
Open	6
Resolved	6
<b>Default / Other Enquiry</b>	<b>188</b>
Open	17
Resolved	171
<b>Default / Overgrown Vegetation</b>	<b>7</b>
Open	2
Resolved	5
<b>Default / Parks and Gardens</b>	<b>23</b>
Open	3
Resolved	20
<b>Default / Planning and Building</b>	<b>176</b>
On Hold	4
Open	12
Resolved	160
<b>Default / Playgrounds</b>	<b>1</b>
Open	1
<b>Default / Pothole</b>	<b>3</b>
Open	1
Resolved	2
<b>Default / Public Incident</b>	<b>16</b>
Resolved	16
<b>Default / Rates</b>	<b>266</b>
Open	2
Resolved	264

<b>Default / Sealed Roads</b>	<b>153</b>
Open	42
Resolved	111
<b>Default / Signage and Traffic Control</b>	<b>66</b>
Open	18
Resolved	48
<b>Default / Toilets</b>	<b>19</b>
Open	1
Resolved	18
<b>Default / Trees</b>	<b>95</b>
On Hold	1
Open	35
Resolved	59
<b>Default / Waste Rubbish and Bins</b>	<b>246</b>
On Hold	1
Open	20
Resolved	225
<b>Grand Total</b>	<b>1865</b>



### 3 CRMs Carried Forward

Tickets that remain open and have been carried forward as of 30 November 2024.

Row Labels	Count of Ticket Type
Default / Caravan Park	1
Default / Council Buildings and Properties	1
Default / Culverts and Bridges	2
Default / Drainage Guttering and Kerbing	10
Default / Driveways Crossovers	7
Default / Environmental Health	2
Default / Footpath	5
Default / Kindergartens Playgroup and Youth	2
Default / Local Laws	1
Default / Other Enquiry	12
Default / Planning and Building	25
Default / Sealed Roads	61
Default / Signage and Traffic Control	6
Default / Trees	12
Default / Waste Rubbish and Bins	2
<b>Grand Total</b>	<b>149</b>

### 4 Created CRMs (December 2024 – February 2025)

Row Labels	Count of Ticket Type
Default / Accounts Payable	4
Default / Aerodrome	1
Default / Animals	28
Default / Caravan Park	6
Default / Council Buildings and Properties	29
Default / Council Projects	3
Default / Culverts and Bridges	5
Default / Drainage Guttering and Kerbing	27
Default / Driveways Crossovers	12
Default / Earth Road	4
Default / Emergency Management	1
Default / Environmental Health	21
Default / Events and Tourism	3
Default / Fire Prevention	10
Default / Footpath	24
Default / Gravel Road	15
Default / Kindergartens Playgroup and Youth	12
Default / Local Laws	39

Row Labels	Count of Ticket Type
Default / Nature Strips	12
Default / Other Enquiry	68
Default / Overgrown Vegetation	7
Default / Parks and Gardens	11
Default / Planning and Building	55
Default / Playgrounds	1
Default / Pothole	3
Default / Public Incident	4
Default / Rates	97
Default / Sealed Roads	33
Default / Signage and Traffic Control	19
Default / Toilets	5
Default / Trees	40
Default / Waste Rubbish and Bins	76
<b>Grand Total</b>	<b>675</b>

### 5 Closed CRMs (December 2024 – February 2025)

Row Labels	Count of Ticket Type
Default / Accounts Payable	5
Default / Animals	25
Default / Caravan Park	6
Default / Council Buildings and Properties	31
Default / Council Projects	4
Default / Culverts and Bridges	8
Default / Drainage Guttering and Kerbing	28
Default / Driveways Crossovers	20
Default / Earth Road	1
Default / Emergency Management	1
Default / Environmental Health	18
Default / Events and Tourism	2
Default / Fire Prevention	10
Default / Footpath	22
Default / Gravel Road	4
Default / Kindergartens Playgroup and Youth	14
Default / Local Laws	37
Default / Nature Strips	6
Default / Other Enquiry	67
Default / Overgrown Vegetation	5
Default / Parks and Gardens	17
Default / Planning and Building	64

Row Labels	Count of Ticket Type
Default / Pothole	1
Default / Public Incident	5
Default / Rates	95
Default / Sealed Roads	113
Default / Signage and Traffic Control	21
Default / Toilets	7
Default / Trees	32
Default / Waste Rubbish and Bins	74
<b>Grand Total</b>	<b>743</b>

## 6 CRMs on Hold

Row Labels	Count of Ticket Type
Default / Council Buildings and Properties	2
Default / Local Laws	2
Default / Planning and Building	8
Default / Trees	1
Default / Waste Rubbish and Bins	1
<b>Grand Total</b>	<b>14</b>

### 6.1 Rationale for CRMs on Hold

Row Labels	Count of Ticket Type	Rationale for On Hold Status	Expected Resolution Date
Default / Council Buildings and Properties	2	Both resolved	20/03/2025
Default / Local Laws	2	Both resolved	19/03/2025
Default / Planning and Building	8	4 of these tickets have been resolved. The others few are more complex matters which have been escalated directly to the relevant personnel.	30/06/2025
Default / Trees	1	No longer on hold	19/03/2025
Default / Waste Rubbish and Bins	1	No longer on hold	19/03/2025

### 7 Overdue CRMs

Row Labels	Count of Ticket Type
Default / Animals	1
Default / Caravan Park	1
Default / Council Buildings and Properties	3
Default / Culverts and Bridges	4
Default / Drainage Guttering and Kerbing	14
Default / Driveways Crossovers	8
Default / Environmental Health	5
Default / Footpath	9
Default / Gravel Road	6
Default / Kindergartens Playgroup and Youth	3
Default / Local Laws	2
Default / Nature Strips	3
Default / Other Enquiry	15
Default / Overgrown Vegetation	2
Default / Parks and Gardens	1
Default / Planning and Building	26
Default / Playgrounds	1
Default / Sealed Roads	70
Default / Signage and Traffic Control	11
Default / Trees	32
Default / Waste Rubbish and Bins	8
<b>Grand Total</b>	<b>225</b>

### 7.1 Rationale for Overdue CRMs

Row Labels	Count of Ticket Type	Rationale for Overdue Status	Expected Resolution Date
Default / Animals	1	Still a stray cat problem (at Lubeck). This matter is complex and requires a collaborative approach between multiple agencies.	07/04/2025
Default / Caravan Park	1	This ticket is for Tree Maintenance at the Warracknabeal Caravan Park. This work has been scheduled.	30/04/2025
Default / Council Buildings and Properties	2	Arranging for suitable qualified asbestos removal and quotes.	30/06/2025
Default / Culverts and Bridges	4	Large scale jobs require contractors or excavator hire. Hire quotes currently being assessed.	30/06/2025
Default / Drainage Guttering and Kerbing	14	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	8	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 / Environmental Health	5	All overdue CRMs now actioned and closed out in the Environmental Health area.	20/03/2025
Default / Footpath	9	Footpath CRMs have been allocated to the wrong area recently but have now been corrected and works will be assessed and scheduled shortly.	30/06/2025
Default / Gravel Road	6	Gravel road requests requiring additional investigation, some are complete and require sign off.	30/06/2025
Default / Kindergartens Playgroup and Youth	3	All 3 overdue CRMs have now been resolved.	19/03/2025
Default / Local Laws	2	No longer overdue	19/03/2025
Default / Nature Strips	3	One is for tree lopping, weed spraying typically sent back to customer, and an issue that is scheduled to be completed in the coming weeks.	30/04/2025
Default / Other Enquiry	15	CRM's lodged in this category are reviewed and reallocated to relevant staff members for actioning. Expected to be all closed off by next month.	30/04/2025

Row Labels	Count of Ticket Type	Rationale for Overdue Status	Expected Resolution Date
Default / Overgrown Vegetation	2	The overgrown vegetation has been difficult to resolve due to many people on leave. As a result, we have prioritised keeping the graders running.	30/04/2025
Default / Parks and Gardens	1	Bindi request on council land. Team to work on the area when suitable.	30/03/2025
Default / Planning and Building	26	The majority of these CRMs are for matters which have been already addressed now or a few with ongoing issues.	30/06/2025
Default / Playgrounds	1	Pest control required to manage ants at park, job now scheduled.	30/03/2025
Default / Sealed Roads	70	Majority pothole requests (basic in nature) passed onto the patching drivers awaiting works completion before signing off.	Ongoing
Default / Signage and Traffic Control	11	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	32	The overdue tree items have all been inspected and are awaiting a quote for work to be done or am 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.	30/06/2025
Default / Waste Rubbish and Bins	8	The overdue waste items have largely been dealt with now and the remainder will be done this week.	21/03/2025

## 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 339 tasks either committed or assigned within our planned works program across various categories. Over the next six 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	96
Committed	243
<b>Grand Total</b>	<b>339</b>

Service Type	Total
Bridges	27
Building and Planning	1
Council Buildings & Properties	13
Council Enquiry	1
Culverts	3
Drainage	1
Drainage-Urban	11
Events	1
Footpaths	30
Gravel Road	9
Infrastructure & Works	2
Kerb & Channel	4
Nature Strips	4
Parks & Gardens	1
Playgrounds	1
Railway Crossings	2
Roadside Vegetation-Not Under Council Control	14
Roads	98
Sealed Road	20
Tanks	1
Toilets	1
Traffic Control / Signs	3
Trees	80
Waste	10
Water Tanks	1
<b>Grand Total</b>	<b>339</b>