



AGENDA

ORDINARY COUNCIL MEETING

22 JULY 2019

MEMBERSHIP: Councillors J Diffey, V Etheridge, D Grant, D Gumley, A Jones, S Lawrence, G Mohr, K Parker, J Ryan and B Shields.

The meeting is scheduled to commence at 5.30pm.

PRAYER:

O God, Grant that by the knowledge of thy will, all we may resolve shall work together for good, we pray through Jesus Christ our Lord. Amen!

ACKNOWLEDGEMENT OF COUNTRY:

"I would like to acknowledge the Wiradjuri People who are the Traditional Custodians of the Land. I would also like to pay respect to the Elders both past and present of the Wiradjuri Nation and extend that respect to other Aboriginal peoples from other nations who are present".

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CCL19/110 CONFIRMATION OF MINUTES (ID19/957) 4
Confirmation of the minutes of the proceedings of the Ordinary Council meeting held on 24 June 2019.

CCL19/111 PUBLIC FORUM (ID19/955)

CCL19/112 LEAVE OF ABSENCE (ID19/956)

MAYORAL MINUTES:

CCL19/113 NOMINATION OF MATHEW DICKERSON AS EMERITUS MAYOR (ID19/981) 50
The Council had before it the Mayoral Minute regarding Nomination of Mathew Dickerson as Emeritus Mayor.

CCL19/114 SALE OF VACANT COUNCIL LAND IN WELLINGTON (ID19/993) 51
The Council had before it the Mayoral Minute regarding Sale of Vacant Council Land in Wellington.

- CCL19/115 COUNCILLOR OBSERVOR TO THE LOCAL GOVERNMENT NSW ANNUAL CONFERENCE (ID19/1004)** 53
The Council had before it the Mayoral Minute regarding Councillor Observor to the Local Government NSW Annual Conference.

MATTERS CONSIDERED BY COMMITTEES:

- CCL19/116 REPORT OF THE INFRASTRUCTURE COMMUNITY AND RECREATION COMMITTEE - MEETING 8 JULY 2019 (ID19/953)** 54
The Council had before it the report of the Infrastructure, Community and Recreation Committee meeting held 8 July 2019.

- CCL19/117 REPORT OF THE ECONOMIC DEVELOPMENT BUSINESS AND CORPORATE COMMITTEE - MEETING 8 JULY 2019 (ID19/958)** 57
The Council had before it the report of the Economic Development, Business and Corporate Committee meeting held 8 July 2019.

- CCL19/118 REPORT OF THE STREET TREE ADVISORY COMMITTEE - MEETING 2 JULY 2019 (ID19/948)** 61
The Council had before it the report of the Street Tree Advisory Committee meeting held 2 July 2019.

NOTICES OF MOTION:

- CCL19/119 PROPOSED RIVER STREET BRIDGE (ID19/991)** 99
Council had before it a Notice of Motion dated 15 July 2019 from Councillor J Ryan regarding the Proposed River Street Bridge.

REPORTS FROM STAFF:

- CCL19/120 2019 COMMUNITY NEEDS AND SATISFACTION SURVEY RESULTS (ID19/702)** 101
The Council had before it the report dated 9 July 2019 from the Chief Executive Officer regarding 2019 Community Needs and Satisfaction Survey Results.

- CCL19/121 CODE OF MEETING PRACTICE (ID19/960)** 243
The Council had before it the report dated 3 July 2019 from the Executive Manager Governance and Internal Control regarding Code of Meeting Practice.

- CCL19/122 AQUATIC LEISURE CENTRE OPEN AND CLOSE DATES AND DAILY OPERATING HOURS (ID19/951)** 291
The Council had before it the report dated 3 July 2019 from the Recreation Coordinator regarding Aquatic Leisure Centre Open and Close Dates and Daily Operating Hours.
- CCL19/123 ROAD CLOSURE & DISPOSAL AGREEMENT, PART GOONOO STREET IN VILLAGE OF WONGARBON (ID19/950)** 298
The Council had before it the report dated 2 July 2019 from the Property Development Officer regarding Road Closure & Disposal Agreement, Part Goonoo Street in Village of Wongarbron.
- CCL19/124 COMMENTS AND MATTERS OF URGENCY (ID19/954)**
- CCL19/125 COMMITTEE OF THE WHOLE (ID19/1002)**



DUBBO REGIONAL
COUNCIL

Confirmation of Minutes

Confirmation of the minutes of the proceedings of the Ordinary Council meeting held on 24 June 2019.

RECOMMENDATION

That the minutes of the proceedings of the Dubbo Regional Council at the Ordinary Council meeting held on 24 June 2019 comprising pages 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46 and 47 of the series be taken as read, confirmed as correct minutes and signed by the Mayor and the Chief Executive Officer.

Appendices:

- 1 [↓](#) Minutes - Ordinary Council Meeting - 24/06/2019
- 2 [↓](#) Minutes - Committee of the Whole - 24/06/2019



REPORT

ORDINARY COUNCIL MEETING

24 JUNE 2019

PRESENT: Councillors J Diffey, V Etheridge, D Grant, D Gumley, A Jones, S Lawrence, G Mohr, K Parker, J Ryan and B Shields.

ALSO IN ATTENDANCE:

The Chief Executive Officer, the Executive Manager Governance and Internal Control, the Manager Governance Operations, the Community Support Officer, the Director Corporate Services, the Chief Financial Officer, the Director Economic Development and Business, the Manager Corporate Image and Communication, the Communications Coordinator, the Marketing Events and Partnerships Team Leader, the Director Infrastructure and Operations (R Mills), the Director Planning and Environment, the Manager Strategic Planning Services, the Strategic Planner and the Director Community and Recreation.

Councillor B Shields assumed chairmanship of the meeting.

The proceedings of the meeting commenced at 5.33pm at the Dubbo Civic Administration Building, Council Chamber, with a prayer for Divine Guidance to the Council in its deliberations and activities. The acknowledgement of country was also read by Councillor A Jones.

CCL19/87 CONFIRMATION OF MINUTES (ID19/725)

Confirmation of the minutes of the proceedings of the Ordinary Council meeting held on 27 May 2019.

Moved by Councillor K Parker and seconded by Councillor G Mohr

MOTION

That the minutes of the proceedings of the Dubbo Regional Council at the Ordinary Council meeting held on 27 May 2019 comprising pages 6, 7, 8, 9, 10, 11, 12, 13, 14 and 15 of the series be taken as read, confirmed as correct minutes and signed by the Mayor and the Chief Executive Officer.

CARRIED

CCL19/88 LEAVE OF ABSENCE (ID19/726)

There were no applications for leave of absence.

CCL19/89 PUBLIC FORUM (ID19/727)

The Council reports having met with the following person during Public Forum:

- Alex Ferguson from Life line Central West regarding progress in Dubbo/Western NSW.
- Catherine Osborne, Dubbo City Swimtech regarding item CCL19/101 - 2019/2020 Delivery Program, Operation Plan, Council Budget and Associated Documents.
- Geraldine McKay, regarding CCL19/101 - 2019/2020 Delivery Program, Operation Plan, Council Budget and Associated Documents.
- Adam Wells regarding CCL19/101 - 2019/2020 Delivery Program, Operation Plan, Council Budget and Associated Documents.
- Fran Phillipson regarding CCL19/101 - 2019/2020 Delivery Program, Operation Plan, Council Budget and Associated Documents.

MAYORAL MINUTES:**CCL19/90 SALE OF VACANT COUNCIL LAND IN WELLINGTON (ID19/742)**

The Council had before it the Mayoral Minute regarding Sale of Vacant Council Land in Wellington.

Moved by Councillor B Shields

MOTION

1. That Council offer for public sale land that is identified as excess to Council's requirements in Wellington.
2. That Council offer a first home buyers rebate of \$10,000 to eligible first home buyers on the purchase of Lot 191 or 192 DP578202, Montefiores Estate.

CARRIED

Councillor D Grant declared a pecuniary, significant interest in the matter now before the Council and left the room and was out of sight during the Council's consideration of this matter. The reason for such interest is that Councillor D Grant owns a home in the Montefiores Estate which is near the proposed blocks of land to be sold.

Councillor A Jones declared a pecuniary, significant interest in the matter now before the Council and left the room and was out of sight during the Council's consideration of this matter. The reason for such interest is that Councillor A Jones owns land in the Montefiores Estate which is near the proposed blocks of land to be sold.

CCL19/91 PROVISION OF AEDS FOR VILLAGES IN THE DUBBO REGION (ID19/743)

The Council had before it the Mayoral Minute regarding Provision of AEDs for villages in the Dubbo Region.

Moved by Councillor B Shields

MOTION

1. That Council provide \$12,000 to the Red Cross to be combined with a \$500 contribution from each of the hotels in those villages to supply Automated External Defibrillators to the Ploughman's Rest Tavern at Wongarbon, the Mitchell Inn at Geurie, the Ironbark Inn at Stuart Town, the Burrendong Hotel at Mumbil, the Hair of the Dog Inn at Ballimore and the Drover's Dog Tavern at Eumungerie.
2. That the Red Cross enter into an agreement with each of the hotels regarding the undertaking of the annual servicing of the AEDs to be funded by each of the respective hotels.

CARRIED

CCL19/92 ILLEGAL DUMPING OF ASBESTOS AT COUNCIL'S WASTE FACILITIES (ID19/763)

The Council had before it the Mayoral Minute regarding Illegal Dumping of Asbestos at Council's Waste Facilities.

Moved by Councillor B Shields

MOTION

1. That Council make representations to the Minister for Energy and Environment, the Honourable Matthew John Kean MP, requesting the increase of penalties relating to the illegal dumping of waste containing asbestos to deter the continued occurrence of this offence.
2. That Council make further representations to the Minister for Energy and Environment, the Honourable Matthew John Kean MP, requesting that additional resources are allocated to detection and enforcement activities in relation to asbestos related offences.

Moved by Councillor D Gumley and seconded by Councillor G Mohr

AMENDMENT

1. That Council make representations to the Minister for Energy and Environment, the Honourable Matthew John Kean MP, requesting the increase of penalties relating to the illegal dumping of waste containing asbestos to deter the continued occurrence of this offence.
2. That Council make further representations to the Minister for Energy and Environment, the Honourable Matthew John Kean MP, requesting that additional resources are allocated to detection and enforcement activities in relation to asbestos related offences.
3. That Council make representations to the State Government to subsidise the costs associated with the disposal of asbestos containing waste.

The amendment on being put to the meeting was carried.

CARRIED

The amendment then became the motion and on being put to the meeting was carried.

CARRIED

MATTERS CONSIDERED BY COMMITTEES:

CCL19/93 REPORT OF THE PLANNING DEVELOPMENT AND ENVIRONMENT COMMITTEE - MEETING 11 JUNE 2019 (ID19/728)

The Council had before it the report of the Planning, Development and Environment Committee meeting held 11 June 2019.

Moved by Councillor S Lawrence and seconded by Councillor A Jones

MOTION

That the report of the Planning, Development and Environment Committee meeting held on 11 June 2019, be noted.

CARRIED

CCL19/94 REPORT OF THE INFRASTRUCTURE COMMUNITY AND RECREATION COMMITTEE - MEETING 11 JUNE 2019 (ID19/729)

The Council had before it the report of the Infrastructure, Community and Recreation Committee meeting held 11 June 2019.

Moved by Councillor S Lawrence and seconded by Councillor A Jones

MOTION

That the report of the Infrastructure, Community and Recreation Committee meeting held on 11 June 2019, be noted.

CARRIED

CCL19/95 REPORT OF THE ECONOMIC DEVELOPMENT BUSINESS AND CORPORATE COMMITTEE - MEETING 11 JUNE 2019 (ID19/730)

The Council had before it the report of the Economic Development, Business and Corporate Committee meeting held 11 June 2019.

Moved by Councillor Greg Mohr and seconded by Councillor J Ryan

MOTION

That the report of the Economic Development, Business and Corporate Committee meeting held on 11 June 2019, be noted.

CARRIED

CCL19/96 REPORT OF THE STREET TREE ADVISORY COMMITTEE - MEETING 4 JUNE 2019 (ID19/731)

The Council had before it the report of the Street Tree Advisory Committee meeting held 4 June 2019.

Moved by Councillor J Ryan and seconded by Councillor D Grant

MOTION

That the report of the Street Tree Advisory Committee meeting held on 4 June 2019, be adopted.

CARRIED

CCL19/97 REPORT OF THE AUDIT AND RISK MANAGEMENT COMMITTEE - MEETING 14 JUNE 2019 (ID19/732)

The Council had before it the report of the Audit and Risk Management Committee meeting held 14 June 2019.

Moved by Councillor A Jones and seconded by Councillor D Gumley

MOTION

That the report of the Audit and Risk Management Committee meeting held on 14 June 2019, be adopted.

CARRIED

NOTICES OF MOTION:**CCL19/98 APPLICATION FOR GRANT FUNDING FOR SILO ART IN GEURIE AND WELLINGTON (ID19/775)**

Council had before it a Notice of Motion dated 17 June 2019 from Councillor D Gumley regarding the Application for grant funding for silo art in Geurie and Wellington as follows:

“That the Chief Executive Officer be requested to seek grant funding for the undertaking of silo art in Geurie and Wellington.”

Moved by Councillor D Gumley and seconded by Councillor J Ryan

MOTION

That the Chief Executive Officer be requested to seek grant funding for the undertaking of silo art in the Dubbo Regional Council Local Government Area.

CARRIED

CCL19/99 WELLINGTON CBD - LINEMARKING OF CAR PARKING SPACES (ID19/777)

Council had before it a Notice of Motion dated 17 June 2019 from Councillor G Mohr regarding the Wellington CBD - Linemarking of car parking spaces as follows:

“That the Chief Executive Officer be requested to undertake linemarking of car park spaces on the eastern side of Nanima Crescent from Warne Street to Maughan Street, Wellington.”

Moved by Councillor G Mohr and seconded by Councillor D Grant

MOTION

That the Chief Executive Officer be requested to undertake linemarking of car park spaces on the eastern side of Nanima Crescent from Warne Street to Maughan Street, Wellington.

CARRIED

REPORTS FROM STAFF:**PROCEDURAL MOTION**

Moved by Councillor S Lawrence and seconded by Councillor J Ryan

MOTION

That item CCL19/100 - Water for the Future be deferred until after consideration of item CCL19/101 - 2019/2020 Delivery Program, Operation Plan, Council Budget and associated documents.

CARRIED

CCL19/101 2019/2020 DELIVERY PROGRAM, OPERATION PLAN, COUNCIL BUDGET AND ASSOCIATED DOCUMENTS (ID19/646)

The Council had before it the report dated 13 June 2019 from the Chief Executive Officer regarding 2019/2020 Delivery Program, Operation Plan, Council Budget and Associated Documents.

Moved by Councillor G Mohr and seconded by Councillor S Lawrence

MOTION

1. That the 2019/2020 Delivery Program and Operational Plan as amended and included here in Appendix 2, be adopted by Council and commence operation on 1 July 2019.
2. That the Long-Term Financial Plan (Appendix 3) be adopted by Council.
3. That the 2019/2020 Financial Year Fees and Charges (as amended and included here in Appendix 4) be adopted by Council save and except those Fees and Charges relating to:
 - Water supply and sewerage service fee and charges.
 - Aquatic Leisure Centres Lane Hire
 - Dubbo Regional Livestock Markets Fees And Chargesthat are to be dealt with separately.
4. That the 2019/2020 Budget and Capital Expenditure (as amended and included here in Appendix 5) be adopted by Council.
5. That the 2019/2020 Annual Statement of Revenue Policy (Appendix 6) be adopted by Council save and except those rates and charges relating to water supply and sewerage service rates and charges that are to be dealt with separately.
6. That the 2019/2020 Macquarie Regional Library Budget (Appendix 7) be adopted by Council.
7. That a Discount Book of 10 tickets for pensioner, concession and senior card holders be included in Council's fees and charges for 2019/2020 as follows:
 - (a) Dubbo and Wellington Aquatic Leisure Centre \$32.40; and
 - (b) Geurie Aquatic Leisure Centre \$22.50.
8. That in respect of the free admission of individuals with companion cards who accompany those being cared for into Aquatic Leisure Centres, Council adopt free admission into Aquatic Leisure Centres throughout the region.
9. That in respect of the fees and charges for 'registered swimmers' at the Wellington Aquatic Leisure Centre, that the fee is not proposed to be amended. However, it is recommended that the following provisions be amended so that swimming clubs are provided no less than five (5) lanes for their competition nights; and that all fees are placed in a restricted asset for the replacement of lane ropes, blocks, etc.
10. That in respect of fees and charges of lane hire charges at all three Aquatic Leisure Centres that the 'Not for Profit-Paid Coach- per hour' charge be adjusted to \$8 per lane. These charges will be reviewed on a yearly basis with a view for the charges to be increased by 10% per annum.

That all other lane hire users be charged as per the draft Revenue Policy.
11. That in respect of the fees and charges for the Dubbo Regional Sports Council – Affiliation Fee be adopted at the rate of \$55.00 per club.
12. That in respect of fees and charges relating to the Western Plains Culture Centre as included in the Revenue Policy (Appendix 6) that they remain at the current

2018/2019 financial year level and a review of these fees and charges be undertaken by Council and a further report be provided to Council for consideration.

13. That in respect of the proposed re-opening of the Maryvale to Gulgong Railway line as included in submission 42, that this submission be provided to the NSW Department of Transport for their consideration.
14. That in accordance with the requirements of Section 566(3) of the Local Government Act, 1993, that the interest charged on overdue rates and charges be at the rate of 7.5% per annum for the 2019/2020 financial year.
15. That Council's draft Revenue Policy (Appendix 4) be suitably amended for the relevant for the relevant fee for the issuing of a Section 603 Certificate to be at \$85 per certificate, as per the Office of Local Government.
16. That an advertisement be placed in local print media advising of Council's adoption of the 2019/2020 Delivery Program and Operational Plan, Budget package and associated documents.
17. That those who made submissions be acknowledged and advised of Council's determination in this matter.

CARRIED

Councillor A Jones declared a non-pecuniary, significant interest in the matter regarding the fees and charges relating to Market fees now before the Council and left the room and was out of sight during the Council's consideration of this matter. The reason for such interest is that Councillor A Jones is the Treasurer of Geurie Lions Club who have lodged a submission against hire charges at Wise Park Geurie.

CCL19/101(a) 2019/2020 DELIVERY PROGRAM, OPERATION PLAN, COUNCIL BUDGET AND ASSOCIATED DOCUMENTS (ID19/646) - WATER SUPPLY AND SEWERAGE SERVICE FEES AND CHARGES

Moved by Councillor J Ryan

MOTION

That the 2019/2020 Financial Year Fees and Charges (as amended and included here in Appendix 4) and the 2019/2020 Annual Statement of Revenue Policy (Appendix 6) relating to water supply and sewerage service fee and charges be adopted by Council.

As the motion did not receive a seconder the motion lapses.

LAPSED

Moved by Councillor G Mohr and seconded by Councillor D Gumley

MOTION

That the rates and charges as included in the draft 2019/2020 Fees and Charges and the draft 2019/2020 Annual Statement of Revenue Policy with respect to water supply and sewerage services be amended to reflect a 2.7% increase on Council's adopted water supply and sewerage service related rates and charges for 2018/2019.

CARRIED

As one or more Councillors voted against the motion, in accordance with Clause (b)(iv)(2) of Council's Code of Meeting Practice, the following votes were recorded:

FOR	AGAINST
Councillor Diffey	Councillor Etheridge
Councillor Grant	Councillor Lawrence
Councillor Gumley	Councillor Parker
Councillor Jones	Councillor Ryan
Councillor Mohr	
Councillor Shields	
Total (6)	Total (4)

CCL19/101(b) 2019/2020 DELIVERY PROGRAM, OPERATION PLAN, COUNCIL BUDGET AND ASSOCIATED DOCUMENTS (ID19/646) – AQUATIC LEISURE CENTRES LANE HIRE

Moved by Councillor G Mohr and seconded by Councillor J Ryan

MOTION

That in respect of fees and charges of lane hire charges at all three Aquatic Leisure Centres that the 'Not for Profit-Paid Coach- per hour' charge be adjusted to \$8 per lane. These charges will be reviewed on a yearly basis with a view for the charges to be increased by 10% per annum. That all other lane hire users be charged as per the draft Revenue Policy.

Moved by Councillor S Lawrence and seconded by Councillor D Grant

AMENDMENT

That in respect of fees and charges of lane hire charges at all three Aquatic Leisure Centres that the 'Not for Profit-Paid Coach- per hour' charge be adjusted to reflect a 2.7% increase on Council's adopted 2018/2019 lane hire charge noting that these charges will be reviewed on a yearly basis with a view for the charges to be increased by 10% per annum and that all other lane hire users be charged as per the draft Revenue Policy.

The amendment on being put to the meeting was carried.

CARRIED

The amendment then became the motion and on being put to the meeting was carried.

CARRIED

Councillor J Diffey declared a pecuniary, significant interest in the matter now before the Council and left the room and was out of sight during the Council's consideration of this matter. The reason for such interest is that Councillor J Diffey has a daughter who swims as a paid member of the Orana Aquatic Swim Club who may be financially affected as a result of Council's decision in this matter.

CCL19/101(c) 2019/2020 DELIVERY PROGRAM, OPERATION PLAN, COUNCIL BUDGET AND ASSOCIATED DOCUMENTS (ID19/646) – DUBBO REGIONAL LIVESTOCK MARKETS FEES AND CHARGES

Moved by Councillor K Parker and seconded by Councillor G Mohr

MOTION

That the 2019/2020 Financial Year Fees and Charges (as amended and included here in Appendix 4) relating to Dubbo Regional Livestock Markets fees and charges be adopted by Council.

CARRIED

As one or more Councillors voted against the motion, in accordance with Clause (b)(iv)(2) of Council's Code of Meeting Practice, the following votes were recorded:

FOR	AGAINST
Councillor Etheridge	Councillor Diffey
Councillor Grant	
Councillor Gumley	
Councillor Jones	
Councillor Lawrence	
Councillor Mohr	
Councillor Parker	
Councillor Ryan	
Councillor Shields	
Total (9)	Total (1)

CCL19/102 THE MAKING OF THE RATES AND CHARGES FOR 2019/2020 (ID19/645)

The Council had before it the report dated 7 June 2019 from the Revenue Accountant regarding The Making of the Rates and Charges for 2019/2020.

Moved by Councillor G Mohr and seconded by Councillor J Ryan

MOTION

Resolution 1:

That WHEREAS the 2019/2020 Draft Operational Plan was adopted by the Council on 29 April 2019, and WHEREAS public notice of the 2019/2020 Draft Operational Plan was given as per Section 405 of the Local Government Act 1993 in the form of a proactive media plan supported by an advertising campaign and online communications and WHEREAS a period of twenty eight (28) days has lapsed since the commencement of advertising on 3 May 2019 and Council has taken into consideration submissions made concerning the Draft Operational Plan and Budget, IT IS HEREBY RESOLVED that Council make the following Rates and Annual Charges for the year 2019/2020, and that such Rates and Annual Charges be the amount specified hereunder subject to the minimum and base amount per assessment specified in the Ordinary Rates table below:

Ordinary Rates (Section 494)	Ad Valorem (or Rate in \$) Amount	Minimum Amount	Base Amount
Residential			
Residential – Dubbo Urban Applies all residential properties within the defined "Urban" area (as defined in Schedule A hereunder)	0.8409	\$683.95	N/A
Residential – Firgrove Estate Applies to residential properties within the defined "Firgrove" development (as defined in Schedule A hereunder)	0.6828	\$668.55	N/A
Residential - Richmond Estate Applies to residential properties within the defined "Richmond Estate" development (as defined in Schedule A hereunder)	0.6828	\$668.55	N/A
Residential - Ordinary Applies to all residential properties within former Dubbo City Council outside the defined "Residential Urban Dubbo", "Village", "Firgrove" and "Richmond Estate" areas (as defined in Schedule A hereunder)	0.5851	\$519.85	N/A
Residential - Village Applies to all residential properties within the defined "Village" areas of Ballimore, Brocklehurst, Eumungerie and Wongarbon (as defined in Schedule A hereunder)	0.6449	\$539.05	N/A
Residential - Ordinary Wellington Applies to all residential properties in the former Wellington Council area outside the defined Wellington Urban area or Village of Geurie (as defined in Schedule A hereunder)	0.8159	N/A	\$329.00
Residential - Wellington Applies to all residential properties within the Defined Wellington Urban area (as defined in Schedule A hereunder)	1.2435	N/A	\$332.00

Residential - Geurie Applies to all residential properties within the Village of Geurie (as defined in Schedule A hereunder)	0.8181	N/A	\$222.00
Business			
Business - Ordinary Applies to all business properties within former Dubbo City Council area except those within the defined "CBD" "East Dubbo", "Cobra Street" and "Wellington Road" areas	1.1917	\$683.95	N/A
Business - Central Business District Applies to all business properties within the defined "CBD" area	3.2913	\$683.95	N/A
Business - East Dubbo area Applies to all business properties within the defined "East Dubbo" area	3.8526	\$683.95	N/A
Business – Cobra Street Applies to all business properties within the defined "Cobra Street" bulky goods precinct	3.8526	\$683.95	N/A
Business - Wellington Road Applies to all business properties within the defined "Wellington Road" area	3.8526	\$683.95	N/A
Business – Ordinary Wellington Applies to all business properties within the former Wellington Council outside town of Wellington	1.0062	N/A	\$356.00
Business – Wellington Applies to all business properties within the town of Wellington	2.4042	N/A	\$217.00

Farmland			
Farmland - Ordinary Applies to all land which has been declared "Farmland" within the former Dubbo City Council area	0.5541	\$363.55	N/A
Farmland – Wellington Applies to all land which has been declared "Farmland" within the former Wellington Council area	0.6983	N/A	\$199.00
Mining			
Mining – Ordinary Applies to all land which has been declared "Mining" within the former Dubbo City Council area	6.0	\$517.20	N/A
Mining - Wellington Applies to all land which has been declared "Mining" within the former Wellington Council area	24.3216	\$627.35	N/A

Schedule A

Ordinary Rates Land to which rate applies

a. Residential - Ordinary

All residential properties within the former Dubbo City Council area outside the defined "Residential Dubbo Urban", "Village", "Firgrove" and "Richmond Estate" areas.

b. Residential - Dubbo Urban

All residential properties declared "Residential Dubbo Urban" being in the area generally described as that part of the City of Dubbo which lies within an area bounded by Talbragar River, Old Gilgandra Road, Boothenda Road, Yarrandale Road, Cobbora Road, Bushland Drive, western boundary of Lots 221 and 222 DP 1239477, Buninyong Road, South Buninyong Road, Railway Lane, Wellington Road, the western boundary of Lot 51 DP 612578, the eastern and southern boundary of Lot 2508 DP 1093568, eastern and southern boundary of Lot 2492 DP 623366, Sheraton Road, western boundary of Lot 2 DP 880413, northern boundary of Lot 6 DP 582736 and Lot 31 DP 738069, Hennessy Drive inclusive of parcels south of Hennessy Drive described as Lots 7000, 7001 and 7002 DP 1139564, Old Dubbo Road, area on southern side of Macquarie Street zoned R2 to the Water Treatment Plant boundary, Macquarie River, southern boundary of Lot 16 DP 753233, Newell Highway, Blackbutt Road, Joira Road, Minore Road, Western Railway Line, area zoned IN2 on the western side of railway line bounded by Lot 7 DP 223428 Lot 52 DP 1028071 Lot 2 DP 1183095, Narromine Road, Dubbo Aerodrome, Blizzardfield Road, Bunglegumbie Road, northern and eastern boundary Lot 7 DP 250606, eastern boundary Lot 6 DP 250606, northern boundary Lot 5 DP 250606, Macquarie River, southern boundary Lot 261 DP 575016, Brisbane Street North Dubbo and Newell Highway.

- c. Residential - Firgrove
All residential properties within the “Firgrove” development.
- d. Residential - Richmond
All residential properties within the “Richmond Estate” development.
- e. Residential – Village
All residential properties within the villages of Ballimore, Eumungerie and Wongarbon zoned RU5 (Village) under the Dubbo Local Environmental Plan 2011 and all residential properties declared Residential Village being in the area generally described as that part of Brocklehurst which lies within an area bounded by Wambianna Street, western boundary of Lots 147 and 148 DP 754328, northern boundary of Lot 1 DP 1001551 and the Newell Highway.
- f. Residential - Ordinary Wellington
All residential properties within the former Wellington Council area outside the defined Residential Wellington area or Village of Geurie.
- g. Residential - Wellington
All residential properties declared “Residential Wellington” being in the area generally described as that part of the town of Wellington which lies within an area bounded by Mitchell Highway, Goolma Road, western boundary of Lot 2 DP 806578, Macquarie River, McLeod Street, Warne Street, Marsh Street, Maughan Street, McLeod Street, southern boundary of Lots 3 and 4 DP 711299, western boundary of Lot 147 DP 756920, Western boundary of Lot 337 DP 728783, Charles Street, Pierce Street, Samuel Street, the western boundary of lots 68 and 69 DP 756920, Pierce Street, northern boundary of Lot 7002 DP 1020770, Barton Street, Belle Street, Curtis Street, eastern boundary of Lot 3 and 4 DP 759073, Lot 1 Section 82 DP 759073, unformed end of Zouch Street, western boundary of Lots 7 and 10 DP 783257, Maxwell Street, Bell River, southern and eastern boundary of Lot 31 DP 1099008, southern, eastern and northern boundary of Lot 289 DP 756920, Gobolion Street, Bell River, Macquarie River, Lay Street, Tollemache Street, eastern boundary of Lot 10 DP 1122385, southern and eastern boundary of Part Lot 2 DP 334986, Mitchell Highway.
- h. Residential - Geurie
All residential properties declared “Residential Geurie” being in the area generally described as that the village of Geurie which lies within an area bounded Geurie Street, Greenbank Street, Lot 154 DP 754313, Fitzroy Street, Comobella Road, western boundary of Lots 1 and 10, section 5 DP 758438, Lot 1 DP 123355, Lots 1 and 10 section 15 DP 758438, Mitchell Highway, western boundary of Lots 195 and 196 DP 184019, Morley Street, Whitely Street, Cass Street, Old Dubbo Road and Mitchell Highway.
- i. Business - Ordinary
All “business” properties within the former Dubbo City Council area except those within the defined “Central Business District”, “East Dubbo”, “Cobra Street” and “Wellington Road” areas.

- j. Business - Central Business District
All "business" properties within the area described as that part of the City of Dubbo which lies within the area bounded by Erskine Street, Darling Street, Cobra Street and the Macquarie River.
- k. Business - East Dubbo Area
All "business" properties within the area bounded by Wheelers Lane, Birch Avenue, Windsor Parade and the Mitchell Highway.
- l. Business - Cobra Street Area
All "business" properties zoned Business Development B5 fronting Cobra Street within the area bounded by the Molong Railway line to the west and the eastern boundary of Lot 121 DP1074142 and the eastern boundaries of Lot 21 DP 238576 and Lot 304 DP 754308 fronting Hawthorn Street.
- m. Business - Wellington Road Area
All "business" properties zoned Business Development B5 in the area fronting Wellington Road known as "Blue Ridge Estate" within the area bounded by Sheraton Road to the west, Wellington Road (Mitchell Highway) to the north, the eastern boundary of Lot 4 DP 1144575 and Capital Drive to the east and Blueridge Drive and the Northern Boundary of Lot 2506 DP 1082413 as the southern boundary. Those properties to the south of Blueridge Drive will be re-categorised as Business Ordinary.
- n. Business – Ordinary Wellington
All "business" properties within the former Wellington Council area outside the township of Wellington (as defined in the Residential Wellington sub-category).
- o. Business - Wellington
All "business" properties within the township of Wellington (as defined in the Residential Wellington sub-category).
- p. Farmland - Ordinary
All land which has been declared "farmland" within the former Dubbo City Council area.
- q. Farmland - Wellington
All land which has been declared "farmland" within the former Wellington Council area.
- r. Mining - Ordinary
All land declared "mining" within the former Dubbo City Council area.
- s. Mining - Wellington
All land which has been declared "mining" within the former Wellington Council area.

ANNUAL CHARGES STATEMENT (Section 405(2))

DOMESTIC WASTE MANAGEMENT SERVICE CHARGE (SECTION 496)

Domestic Waste Management Service Charge – 3 Bin Service

A Domestic Waste Management Service is to be available to all residential properties in the urban areas of Brocklehurst, Dubbo, Geurie, Wellington and Wongarbron which have been defined on a map marked for this purpose. The annual charge for 2019/2020 is \$389.00. This charge provides for a once weekly kerbside collection service of one weekly 240 litre food and garden waste bin service, a once weekly kerbside collection of 140 litre garbage bin and a fortnightly kerbside collection for one 240 litre bin of mixed recycling.

Under section 496(2) of the Local Government Act 1993 Council may make an annual charge for the provision of a domestic waste management service for a parcel of land that is exempt from rating if the service is available for that land and the owner of that land requests or agrees to the provision of the service to that land.

Council will grant a voluntary pension rebate of \$52.00 on the Domestic Waste Management Service Charge – 3 Bin Service in 2019/2020. To be eligible to receive the voluntary rebate the property owner must be eligible to receive a Pensioner Concession on their Ordinary Rates and Annual Charges under section 575 of the Local Government Act 1993. The voluntary Pension Rebate – Domestic Waste will be granted or abandoned on a quarterly basis as per the eligibility criteria for a Pension Concession granted under section 575.

Domestic Waste Management Service Charge – 2 Bin Service

A Domestic Waste Management Service is to be available to all residential properties located in the urban fringe and outer areas of Brocklehurst, Dubbo, Geurie, Wellington and Wongarbron, the villages of Ballimore, Bodangora, Dripstone, Elong Elong, Euchareena, Eumungerie, Mogriguy, Mumbil, Nanima, North Yeoval and Stuart Town, and the areas of Cadonia Estate, Firgrove Estate, Richmond Estate, Ponto Falls and Wellington Caves; which have been defined on a map marked for this purpose.

The annual charge for 2019/2020 is \$317.00. This charge provides for a once weekly kerbside collection service of one weekly kerbside collection of 240 litre Garbage bin and a fortnightly kerbside collection for one 240 litre bin of mixed recycling.

The Domestic Waste Management Service Charge – 2 Bin Service will apply to multiple unit dwellings on single title lots such as retirement villages, gated communities and apartment blocks and to Strata title units with greater than 2 lots in the registered Strata Plan.

Multiple unit dwellings situated on a single title property will be levied a Domestic Waste Management Service Charge – 2 Bin Service for each unit for dwellings comprising up to and including eight (8) units. Multiple unit dwellings comprising more than eight (8) units will be levied (8) times the Domestic Waste Management Service Charge – 2 Bin Service (\$2,536.00) plus one (1) Domestic Waste Management Service Charge – 2 Bin Service for every two (2) unit dwellings in excess of eight (8) (rounded up to the next whole number in the case of an odd number of units).

Capacity Upgrade – 3 Bin Service

In exceptional circumstances, and as approved by the Manager Solid Waste, approval may be granted for a weekly 240 litre Garbage Bin rather than the standard weekly 140 litre bin. The additional charge for this extra capacity will be \$83.00 in 2019/2020. This is an annual charge and will not be levied on a pro-rata basis.

Domestic Waste Management Charge - Vacant

A Domestic Waste Charge – vacant land of \$98.00 is applicable to all vacant parcels of land categorised as Residential for rating purposes within the defined three (3) bin or two (2) bin kerbside collection areas.

ANNUAL CHARGES (SECTION 501)

Waste Management Service Charge

A kerbside garbage collection service is available to all non-residential properties in the designated kerbside collection area. The annual charge will only be applied to those properties for which the service is provided.

The annual charge for 2019/2020 is \$330.00 which is applicable to all non-residential properties to which the kerbside garbage collection service is provided. The Waste Management Service Charge provides for a once weekly kerbside collection service of one 240 litre bin and a fortnightly kerbside collection and processing service for one 240 litre bin of mixed recycling.

Non-Domestic Waste Collection Service Charge

Additional Non Domestic Waste collections will be provided to all non-residential properties in the designated kerbside collection area that require the service. The annual charge provides for an additional weekly kerbside garbage collection service of one 240 litre bin. The additional service is only applicable to properties charged a minimum of one Waste Management Service Charge incorporating the weekly garbage collection and a fortnightly Recycling service.

The annual charge for 2019/2020 is \$210.00 per bin.

Non-Domestic Recycling Service Charge

Additional Fortnightly Non-Domestic Recycling collections will be provided to all non-residential properties in the designated kerbside collection area that require the service. The annual charge provides for an additional fortnightly kerbside collection of the 240 litre bin of mixed recycling. The additional service is only applicable to properties charged a minimum of one Waste Management Service charge incorporating the weekly collection of Non Domestic Waste and a fortnightly Recycling Service.

The annual charge for 2019/2020 is \$130.00 per bin.

Non-Domestic Green Waste Collection Service Charge

Food and Garden Waste collections will be available to all non-residential properties in the designated 3-bin kerbside collection area that require the service. The annual charge provides for a weekly kerbside garbage collection service of one 240 litre Food and Garden Waste bin. The additional service is only applicable to properties charged a minimum of one Waste Management Service Charge incorporating the weekly garbage collection and a fortnightly Recycling service.

The annual charge for 2019/2020 is \$124.00 per bin.

Waste Management Service (Rural) Charge

A waste management service (Rural) charge is applicable to all rural parcels of rateable land with households located thereon located outside the defined waste collection zones and covers the disposing of small domestic quantities (equivalent to wheelie bin capacity). The annual charge finances the operation of rural household waste transfer stations and the cost of disposing of small quantities of rural household waste at the Whylandra Waste Depot and Wellington Depot.

The annual charge for 2019/2020 is \$139.00 (including GST) and the charge is based on the revenue required to cover the "reasonable cost" of providing this service for 2019/2020.

Drainage Service Charge - Dubbo

An annual Drainage Service Charge will apply to all parcels of rateable land in the defined "Urban" area. The defined "Urban" area is the same area to which the Residential Dubbo Urban Ordinary Rate is applied. The amount of the Annual Charge for 2019/2020 will be \$96.26 and is an increase of 2.7% over the Annual Charge for 2018/2019.

Stormwater Management Service Charge – Wellington

An annual Stormwater Management Service Charge will apply to all parcels of land within the defined Wellington "Urban" area. The amount of the Annual Charge for 2019/2020 will be \$15.99 and is an increase of 2.7% over the Annual Charge for 2018/2019.

Water Supply Service Access Charge

The Pricing Policy for 2019/2020 will comprise:

1. An access charge (annual charge under Section 501)
2. A usage charge (charge for the actual use of the service under Section 502).

Council will be maintaining separate charging structures for the former Dubbo City Council and Wellington Council.

An annual Water Supply Service Access Charge will apply to all parcels of land where a water supply is available. The amount of the access charge applicable to each property will be in accordance with the size of the water service provided to that property. The access charge for each size of water service for 2019/2020 is as follows:

Former Dubbo City Council

Meter Size	Annual Charge
20mm	\$278.43
25mm	\$434.34
30/32mm	\$712.75
40mm	\$1,113.68
50mm	\$1,740.13
65mm	\$2,940.13
80mm	\$4,454.74
100mm	\$6,960.53
150mm	\$15,669.54

A minimum charge being the amount equivalent to a 20mm water service charge will apply to each rateable parcel of land which has been created under a Strata Title subdivision, Community or Neighbourhood Plan.

A minimum charge being the amount equivalent to a 20mm water service charge will apply to each parcel of rateable land which does not have a water service connected but to which a water service is available in accordance with the provision of Section 552 (1) (b) of the Local Government Act 1993.

Former Wellington Council

Tariff Description	Annual Availability Charge
Domestic	\$427.32
Commercial 20MM	\$517.61
Commercial 25MM	\$800.84
Commercial 31MM	\$1,236.78
Commercial 32MM	\$1,318.31
Commercial 38MM	\$1,868.16
Commercial 40MM	\$2,059.38
Commercial 50MM	\$3,214.30
Commercial 80MM	\$8,237.10
Commercial 100MM	\$12,873.14
Commercial 150MM	\$28,954.95
UnConnected Services	\$427.32
Connected Service No Meter	\$517.61
Dedicated Fire Service	\$517.61
Commercial (Non Profit) Commercial 50MM	\$800.84
Churches	
Connected Wellington – Non Residential	\$414.06
Connected Wellington Domestic	\$341.86

A minimum charge being the amount equivalent to a 20mm water service charge will apply to each rateable parcel of land which has been created under a Strata Title subdivision, Community or Neighbourhood Plan.

A minimum charge being the amount equivalent to a 20mm water service charge will apply to each parcel of rateable land which does not have a water service connected but to which a water service is available in accordance with the provision of Section 552 (1) (b) of the Local Government Act 1993.

Sewerage Service Charge – Residential

Dubbo Residential Sewer Charge

An annual Sewerage Service Charge will apply to all residential properties within the former Dubbo City Council area.

The annual Sewerage Service charge to apply to all single dwellings, and each rateable parcel of land which has been created under a Strata Title subdivision, Community or Neighbourhood Plan and vacant land where a sewerage service is available will be \$792.82 for 2019/2020.

The annual sewerage service charge to apply to all residential multiple residence properties where individual separate occupancies are situated on a single parcel of land (includes non strata flats, units, villas and dwellings within retirement villages) will be the number of occupancies x the residential single dwelling annual charge x .5.

Wellington Residential Sewer Charge

An annual Sewerage Service Charge will apply to all residential properties within Wellington.

The annual sewerage service charge to apply to all single dwellings, and each rateable parcel of land which has been created under a Strata Title subdivision, Community or Neighbourhood Plan where a sewerage service is available will be \$694.69 for 2019/2020.

Wellington Sewer Charge - Unoccupied

The annual sewerage service charge to apply to all vacant parcels of land within the township of Wellington where a sewerage service is available will be \$614.83 for 2019/2020.

Mumbil Sewer Charge

The annual sewerage service charge for 2019/2020 to apply to all Residential properties within Mumbil where a sewerage service is available will be \$650.93.

Mumbil Sewer Charge – Unoccupied

The annual sewerage service charge for 2019/2020 to apply to all each unoccupied rateable parcel of land within Mumbil where a sewerage service is available will be \$614.83.

Geurie Sewer Charge

The annual sewerage service charge for 2019/2020 to apply to all Residential properties within Geurie where a sewerage service is available will be \$694.69.

Geurie Sewer Charge – Unoccupied

The annual sewerage service charge for 2019/2020 to apply to each unoccupied rateable parcel of land within Geurie where a sewerage service is available will be \$614.83.

Religious Property Sewer Charge - Wellington

The annual sewerage service charge for 2019/2020 to apply to all religious properties where a sewerage service is available will be \$556.82.

Religious Property Sewer Charge – Village

The annual sewerage service charge for 2019/2020 to apply to all religious properties where a sewerage service is available will be \$477.21.

Resolution 2:

That WHEREAS the 2019/2020 Draft Operational Plan was adopted by the Council on 29 April 2019, and WHEREAS public notice of the 2019/2020 Draft Operational Plan was given as per Section 405 of the Local Government Act 1993 in the form of a proactive media plan supported by an advertising campaign and online communications and WHEREAS a period of twenty eight (28) days has lapsed since the commencement of advertising on 3 May 2019 and Council has taken into consideration submissions made concerning the Draft Operational Plan and Budget, IT IS HEREBY RESOLVED that Council make the following User Charges for the year 2019/2020.

USER PAY CHARGES (SECTION 502)

Water Supply Service Usage Charge

A charge will be raised for the use of the Water Supply Service on a consumption year basis recorded by the meter or meters servicing each property.

The Usage Charge applicable to properties in the former Dubbo City Council for 2019/2020 will apply as follows:

Residential Properties

All Consumption - per kilolitre	\$2.12
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Non Residential Properties

All Consumption - per kilolitre \$2.12

The Usage Charges applicable to properties in the former Wellington Council for 2019/2020 will apply as follows:

Tariff Description	Consumption Charge	Consumption Charge	Consumption Charge	Consumption Charge
From KL	0	301	501	10,001
To KL	300	500	10,000	-
Domestic	2.29	2.33	2.52	2.70
Commercial	1.58	1.71	2.08	2.59
Connected Service No Meter	20KL Per Quarter			
Dedicated Fire Service	1.58	1.71	2.08	2.59

Sewerage Service Charges - Non Residential

Sewerage Service Charge Non Residential - Dubbo

The use of the Sewerage Service by all non-residential properties within the former Dubbo City Council area will be charged on a quarterly basis in accordance with the following pricing structure for 2019/2020:

$$B = SDF \times (AC + C \times UC)$$

B = Quarterly Sewerage Charge - Non Residential

SDF = Sewerage Discharge Factor

$$AC = \frac{(AC_{20} \times D^2)}{400}$$

This equates to the following Access Charge (AC) for the various water connection sizes:

	Quarterly Amount	Annual Equivalent
20mm	\$105.00	\$420.00
25mm	\$164.06	\$656.25
32mm	\$268.80	\$1,075.20
40mm	\$420.00	\$1,680.00
50mm	\$656.25	\$2,625.00
65mm	\$1,109.06	\$4,436.25
80mm	\$1,680.00	\$6,720.00
100mm	\$2,625.00	\$10,500.00
150mm	\$5,906.25	\$23,625.00

The Access Charge (AC) is applicable to each water service connected to a property in accordance with the size of the meter fitted to the service.

$$D = \text{Water Supply Service Connection Size}$$

$$C = \text{Annual Water Consumption}$$

$$UC = \text{Usage Charge} \quad \$2.27/\text{Kl}$$

$$\text{Minimum Quarterly Sewerage Charge - Non Residential} \quad \$198.21$$

Sewerage Services Charge Non Residential - Wellington

The use of the Sewerage Service by all non-residential properties within the former Wellington Council area will be charged on a quarterly basis in accordance with the following pricing structure for 2019/2020:

$$\begin{aligned}
 B &= SDF \times (AC + C \times UC) \\
 B &= \text{Quarterly Sewerage Charge - Non Residential} \\
 SDF &= \text{Sewerage Discharge Factor} \\
 AC &= \frac{(AC_{20} \times D^2)}{400}
 \end{aligned}$$

This equates to the following Access Charge (AC) for the various water connection sizes:

Meter Size	Quarterly Amount	Annual Equivalent
20mm	\$93.04	\$372.16
25mm	\$145.35	\$581.50
31mm	\$223.53	\$894.11
32mm	\$238.18	\$952.73
38mm	\$335.87	\$1,343.50
40mm	\$372.16	\$1,488.64
50mm	\$581.50	\$2,326.00
80mm	\$1,488.64	\$5,954.56
100mm	\$2,326.00	\$9,304.00
150mm	\$5,233.50	\$20,934.00
Unconnected Service	\$147.48	\$589.92
Connected Service No Meter	\$167.41	\$669.66
Commercial (Non-Profit) – 50mm	\$148.62	\$594.48
Churches		
Connected - Villages		\$477.21
Connected - Wellington		\$477.21

The Access Charge (AC) is applicable to each water service connected to a property in accordance with the size of the meter fitted to the service.

$$\begin{aligned}
 D &= \text{Water Supply Service Connection Size} \\
 C &= \text{Annual Water Consumption} \\
 UC &= \text{Usage Charge} && \$0.98/\text{KI} \\
 &= \text{Minimum Quarterly Sewerage Charge - Non Residential} && \$173.67
 \end{aligned}$$

Resolution 3:

That WHEREAS the 2019/2020 Draft Operational Plan was adopted by the Council on 3 May 2019, and WHEREAS Council has complied with the provisions of Section 610F of the Local Government Act, 1993 and given public notice (in accordance with Section 405) of its 2019/2020 draft Operational Plan and has considered submissions duly made to it concerning the draft Operational Plan and Budget, IT IS HEREBY RESOLVED that the fees, contributions and user charges detailed in the Statement of Revenue Policy Document of the 2019/2020 Draft Operational Plan and Budget be applied for the year 2019/2020.

Moved by Councillor D Gumley and seconded by Councillor J Ryan

AMENDMENT

1. That WHEREAS the 2019/2020 Draft Operational Plan was adopted by the Council on 29 April 2019, and WHEREAS public notice of the 2019/2020 Draft Operational Plan was given as per Section 405 of the Local Government Act 1993 in the form of a proactive media plan supported by an advertising campaign and online communications and WHEREAS a period of twenty eight (28) days has lapsed since the commencement of advertising on 3 May 2019 and Council has taken into consideration submissions made concerning the Draft Operational Plan and Budget, IT IS HEREBY RESOLVED that Council make the following Rates and Annual Charges for the year 2019/2020, and that such Rates and Annual Charges be the amount specified hereunder subject to the minimum and base amount per assessment specified in the Ordinary Rates table below:

Ordinary Rates (Section 494)	Ad Valorem (or Rate in \$) Amount	Minimum Amount	Base Amount
Residential			
Residential – Dubbo Urban Applies all residential properties within the defined "Urban" area (as defined in Schedule A hereunder)	0.8409	\$683.95	N/A
Residential – Firgrove Estate Applies to residential properties within the defined "Firgrove" development (as defined in Schedule A hereunder)	0.6828	\$668.55	N/A
Residential - Richmond Estate Applies to residential properties within the defined "Richmond Estate" development (as defined in Schedule A hereunder)	0.6828	\$668.55	N/A

Residential - Ordinary Applies to all residential properties within former Dubbo City Council outside the defined "Residential Urban Dubbo", "Village", "Firgrove" and "Richmond Estate" areas (as defined in Schedule A hereunder)	0.5851	\$519.85	N/A
Residential - Village Applies to all residential properties within the defined "Village" areas of Ballimore, Brocklehurst, Eumungerie and Wongarbone (as defined in Schedule A hereunder)	0.6449	\$539.05	N/A
Residential - Ordinary Wellington Applies to all residential properties in the former Wellington Council area outside the defined Wellington Urban area or Village of Geurie (as defined in Schedule A hereunder)	0.8159	N/A	\$329.00
Residential - Wellington Applies to all residential properties within the Defined Wellington Urban area (as defined in Schedule A hereunder)	1.2435	N/A	\$332.00
Residential - Geurie Applies to all residential properties within the Village of Geurie (as defined in Schedule A hereunder)	0.8181	N/A	\$222.00
Business			
Business - Ordinary Applies to all business properties within former Dubbo City Council area except those within the defined "CBD" "East Dubbo", "Cobra Street" and "Wellington Road" areas	1.1917	\$683.95	N/A
Business - Central Business District Applies to all business properties within the defined "CBD" area	3.2913	\$683.95	N/A
Business - East Dubbo area Applies to all business properties within the defined "East Dubbo" area	3.8526	\$683.95	N/A

Business – Cobra Street Applies to all business properties within the defined "Cobra Street" bulky goods precinct	3.8526	\$683.95	N/A
Business - Wellington Road Applies to all business properties within the defined "Wellington Road" area	3.8526	\$683.95	N/A
Business – Ordinary Wellington Applies to all business properties within the former Wellington Council outside town of Wellington	1.0062	N/A	\$356.00
Business – Wellington Applies to all business properties within the town of Wellington	2.4042	N/A	\$217.00
Farmland			
Farmland - Ordinary Applies to all land which has been declared "Farmland" within the former Dubbo City Council area	0.5541	\$363.55	N/A
Farmland – Wellington Applies to all land which has been declared "Farmland" within the former Wellington Council area	0.6983	N/A	\$199.00
Mining			
Mining – Ordinary Applies to all land which has been declared "Mining" within the former Dubbo City Council area	6.0	\$517.20	N/A
Mining - Wellington Applies to all land which has been declared "Mining" within the former Wellington Council area	24.3216	\$627.35	N/A

Schedule A**Ordinary Rates Land to which rate applies****a. Residential - Ordinary**

All residential properties within the former Dubbo City Council area outside the defined "Residential Dubbo Urban", "Village", "Firgrove" and "Richmond Estate" areas.

b. Residential - Dubbo Urban

All residential properties declared "Residential Dubbo Urban" being in the area generally described as that part of the City of Dubbo which lies within an area bounded by Talbragar River, Old Gilgandra Road, Boothenda Road, Yarrandale Road, Cobbora Road, Bushland Drive, western boundary of Lots 221 and 222 DP 1239477, Buninyong Road, South Buninyong Road, Railway Lane, Wellington Road, the western boundary of Lot 51 DP 612578, the eastern and southern boundary of Lot 2508 DP 1093568, eastern and southern boundary of Lot 2492 DP 623366, Sheraton Road, western boundary of Lot 2 DP 880413, northern boundary of Lot 6 DP 582736 and Lot 31 DP 738069, Hennessy Drive inclusive of parcels south of Hennessy Drive described as Lots 7000, 7001 and 7002 DP 1139564, Old Dubbo Road, area on southern side of Macquarie Street zoned R2 to the Water Treatment Plant boundary, Macquarie River, southern boundary of Lot 16 DP 753233, Newell Highway, Blackbutt Road, Jaira Road, Minore Road, Western Railway Line, area zoned IN2 on the western side of railway line bounded by Lot 7 DP 223428 Lot 52 DP 1028071 Lot 2 DP 1183095, Narromine Road, Dubbo Aerodrome, Blizzardfield Road, Bunglegumbie Road, northern and eastern boundary Lot 7 DP 250606, eastern boundary Lot 6 DP 250606, northern boundary Lot 5 DP 250606, Macquarie River, southern boundary Lot 261 DP 575016, Brisbane Street North Dubbo and Newell Highway.

c. Residential - Firgrove

All residential properties within the "Firgrove" development.

d. Residential - Richmond

All residential properties within the "Richmond Estate" development.

e. Residential – Village

All residential properties within the villages of Ballimore, Eumungerie and Wongarbon zoned RU5 (Village) under the Dubbo Local Environmental Plan 2011 and all residential properties declared Residential Village being in the area generally described as that part of Brocklehurst which lies within an area bounded by Wambianna Street, western boundary of Lots 147 and 148 DP 754328, northern boundary of Lot 1 DP 1001551 and the Newell Highway.

f. Residential - Ordinary Wellington

All residential properties within the former Wellington Council area outside the defined Residential Wellington area or Village of Geurie.

g. **Residential - Wellington**

All residential properties declared "Residential Wellington" being in the area generally described as that part of the town of Wellington which lies within an area bounded by Mitchell Highway, Goolma Road, western boundary of Lot 2 DP 806578, Macquarie River, McLeod Street, Warne Street, Marsh Street, Maughan Street, McLeod Street, southern boundary of Lots 3 and 4 DP 711299, western boundary of Lot 147 DP 756920, Western boundary of Lot 337 DP 728783, Charles Street, Pierce Street, Samuel Street, the western boundary of lots 68 and 69 DP 756920, Pierce Street, northern boundary of Lot 7002 DP 1020770, Barton Street, Belle Street, Curtis Street, eastern boundary of Lot 3 and 4 DP 759073, Lot 1 Section 82 DP 759073, unformed end of Zouch Street, western boundary of Lots 7 and 10 DP 783257, Maxwell Street, Bell River, southern and eastern boundary of Lot 31 DP 1099008, southern, eastern and northern boundary of Lot 289 DP 756920, Gobolion Street, Bell River, Macquarie River, Lay Street, Tollemache Street, eastern boundary of Lot 10 DP 1122385, southern and eastern boundary of Part Lot 2 DP 334986, Mitchell Highway.

h. **Residential - Geurie**

All residential properties declared "Residential Geurie" being in the area generally described as that the village of Geurie which lies within an area bounded Geurie Street, Greenbank Street, Lot 154 DP 754313, Fitzroy Street, Comobella Road, western boundary of Lots 1 and 10, section 5 DP 758438, Lot 1 DP 123355, Lots 1 and 10 section 15 DP 758438, Mitchell Highway, western boundary of Lots 195 and 196 DP 184019, Morley Street, Whitely Street, Cass Street, Old Dubbo Road and Mitchell Highway.

i. **Business - Ordinary**

All "business" properties within the former Dubbo City Council area except those within the defined "Central Business District", "East Dubbo", "Cobra Street" and "Wellington Road" areas.

j. **Business - Central Business District**

All "business" properties within the area described as that part of the City of Dubbo which lies within the area bounded by Erskine Street, Darling Street, Cobra Street and the Macquarie River.

k. **Business - East Dubbo Area**

All "business" properties within the area bounded by Wheelers Lane, Birch Avenue, Windsor Parade and the Mitchell Highway.

l. **Business - Cobra Street Area**

All "business" properties zoned Business Development B5 fronting Cobra Street within the area bounded by the Molong Railway line to the west and the eastern boundary of Lot 121 DP1074142 and the eastern boundaries of Lot 21 DP 238576 and Lot 304 DP 754308 fronting Hawthorn Street.

m. Business - Wellington Road Area

All "business" properties zoned Business Development B5 in the area fronting Wellington Road known as "Blue Ridge Estate" within the area bounded by Sheraton Road to the west, Wellington Road (Mitchell Highway) to the north, the eastern boundary of Lot 4 DP 1144575 and Capital Drive to the east and Blueridge Drive and the Northern Boundary of Lot 2506 DP 1082413 as the southern boundary. Those properties to the south of Blueridge Drive will be re-categorised as Business Ordinary.

n. Business – Ordinary Wellington

All "business" properties within the former Wellington Council area outside the township of Wellington (as defined in the Residential Wellington sub-category).

o. Business - Wellington

All "business" properties within the township of Wellington (as defined in the Residential Wellington sub-category).

p. Farmland - Ordinary

All land which has been declared "farmland" within the former Dubbo City Council area.

q. Farmland - Wellington

All land which has been declared "farmland" within the former Wellington Council area.

r. Mining - Ordinary

All land declared "mining" within the former Dubbo City Council area.

s. Mining - Wellington

All land which has been declared "mining" within the former Wellington Council area.

ANNUAL CHARGES STATEMENT (Section 405(2))**DOMESTIC WASTE MANAGEMENT SERVICE CHARGE (SECTION 496)****Domestic Waste Management Service Charge – 3 Bin Service**

A Domestic Waste Management Service is to be available to all residential properties in the urban areas of Brocklehurst, Dubbo, Geurie, Wellington and Wongarbon which have been defined on a map marked for this purpose. The annual charge for 2019/2020 is \$389.00. This charge provides for a once weekly kerbside collection service of one weekly 240 litre food and garden waste bin service, a once weekly kerbside collection of 140 litre garbage bin and a fortnightly kerbside collection for one 240 litre bin of mixed recycling.

Under section 496(2) of the Local Government Act 1993 Council may make an annual charge for the provision of a domestic waste management service for a parcel of land that is exempt from rating if the service is available for that land and the owner of that land requests or agrees to the provision of the service to that land.

Council will grant a voluntary pension rebate of \$52.00 on the Domestic Waste Management Service Charge – 3 Bin Service in 2019/2020. To be eligible to receive the voluntary rebate the property owner must be eligible to receive a Pensioner Concession on their Ordinary Rates and Annual Charges under section 575 of the Local Government Act 1993. The voluntary Pension Rebate – Domestic Waste will be granted or abandoned on a quarterly basis as per the eligibility criteria for a Pension Concession granted under section 575.

Domestic Waste Management Service Charge – 2 Bin Service

A Domestic Waste Management Service is to be available to all residential properties located in the urban fringe and outer areas of Brocklehurst, Dubbo, Geurie, Wellington and Wongarbon, the villages of Ballimore, Bodangora, Dripstone, Elong Elong, Euchareena, Eumungerie, Mogriguy, Mumbil, Nanima, North Yeoval and Stuart Town, and the areas of Cadonia Estate, Firgrove Estate, Richmond Estate, Ponto Falls and Wellington Caves; which have been defined on a map marked for this purpose.

The annual charge for 2019/2020 is \$317.00. This charge provides for a once weekly kerbside collection service of one weekly kerbside collection of 240 litre Garbage bin and a fortnightly kerbside collection for one 240 litre bin of mixed recycling.

The Domestic Waste Management Service Charge – 2 Bin Service will apply to multiple unit dwellings on single title lots such as retirement villages, gated communities and apartment blocks and to Strata title units with greater than 2 lots in the registered Strata Plan.

Multiple unit dwellings situated on a single title property will be levied a Domestic Waste Management Service Charge – 2 Bin Service for each unit for dwellings comprising up to and including eight (8) units. Multiple unit dwellings comprising more than eight (8) units will be levied (8) times the Domestic Waste Management Service Charge – 2 Bin Service (\$2,536.00) plus one (1) Domestic Waste Management Service Charge – 2 Bin Service for every two (2) unit dwellings in excess of eight (8) (rounded up to the next whole number in the case of an odd number of units).

Capacity Upgrade – 3 Bin Service

In exceptional circumstances, and as approved by the Manager Solid Waste, approval may be granted for a weekly 240 litre Garbage Bin rather than the standard weekly 140 litre bin. The additional charge for this extra capacity will be \$83.00 in 2019/2020. This is an annual charge and will not be levied on a pro-rata basis.

Domestic Waste Management Charge - Vacant

A Domestic Waste Charge – vacant land of \$98.00 is applicable to all vacant parcels of land categorised as Residential for rating purposes within the defined three (3) bin or two (2) bin kerbside collection areas.

ANNUAL CHARGES (SECTION 501)**Waste Management Service Charge**

A kerbside garbage collection service is available to all non-residential properties in the designated kerbside collection area. The annual charge will only be applied to those properties for which the service is provided.

The annual charge for 2019/2020 is \$330.00 which is applicable to all non-residential properties to which the kerbside garbage collection service is provided. The Waste Management Service Charge provides for a once weekly kerbside collection service of one 240 litre bin and a fortnightly kerbside collection and processing service for one 240 litre bin of mixed recycling.

Non-Domestic Waste Collection Service Charge

Additional Non Domestic Waste collections will be provided to all non-residential properties in the designated kerbside collection area that require the service. The annual charge provides for an additional weekly kerbside garbage collection service of one 240 litre bin. The additional service is only applicable to properties charged a minimum of one Waste Management Service Charge incorporating the weekly garbage collection and a fortnightly Recycling service.

The annual charge for 2019/2020 is \$210.00 per bin.

Non-Domestic Recycling Service Charge

Additional Fortnightly Non-Domestic Recycling collections will be provided to all non-residential properties in the designated kerbside collection area that require the service. The annual charge provides for an additional fortnightly kerbside collection of the 240 litre bin of mixed recycling. The additional service is only applicable to properties charged a minimum of one Waste Management Service charge incorporating the weekly collection of Non Domestic Waste and a fortnightly Recycling Service.

The annual charge for 2019/2020 is \$130.00 per bin.

Non-Domestic Green Waste Collection Service Charge

Food and Garden Waste collections will be available to all non-residential properties in the designated 3-bin kerbside collection area that require the service. The annual charge provides for a weekly kerbside garbage collection service of one 240 litre Food and Garden Waste bin. The additional service is only applicable to properties charged a minimum of one Waste Management Service Charge incorporating the weekly garbage collection and a fortnightly Recycling service.

The annual charge for 2019/2020 is \$124.00 per bin.

Waste Management Service (Rural) Charge

A waste management service (Rural) charge is applicable to all rural parcels of rateable land with households located thereon located outside the defined waste collection zones and covers the disposing of small domestic quantities (equivalent to wheelie bin capacity). The annual charge finances the operation of rural household waste transfer stations and the cost of disposing of small quantities of rural household waste at the Whylandra Waste Depot and Wellington Depot.

The annual charge for 2019/2020 is \$139.00 (including GST) and the charge is based on the revenue required to cover the “reasonable cost” of providing this service for 2019/2020.

Drainage Service Charge - Dubbo

An annual Drainage Service Charge will apply to all parcels of rateable land in the defined “Urban” area. The defined “Urban” area is the same area to which the Residential Dubbo Urban Ordinary Rate is applied. The amount of the Annual Charge for 2019/2020 will be \$96.26 and is an increase of 2.7% over the Annual Charge for 2018/2019.

Stormwater Management Service Charge – Wellington

An annual Stormwater Management Service Charge will apply to all parcels of land within the defined Wellington “Urban” area. The amount of the Annual Charge for 2019/2020 will be \$15.99 and is an increase of 2.7% over the Annual Charge for 2018/2019.

Water Supply Service Access Charge

The Pricing Policy for 2019/2020 will comprise:

1. An access charge (annual charge under Section 501)
2. A usage charge (charge for the actual use of the service under Section 502).

Council will be maintaining separate charging structures for the former Dubbo City Council and Wellington Council.

An annual Water Supply Service Access Charge will apply to all parcels of land where a water supply is available. The amount of the access charge applicable to each property will be in accordance with the size of the water service provided to that property. The access charge for each size of water service for 2019/2020 is as follows:

Former Dubbo City Council

Meter Size	Annual Charge
20mm	\$272.33
25mm	\$424.83
30/32mm	\$697.14
40mm	\$1089.29
50mm	\$1,702.02
65mm	\$2,875.72

80mm	\$4,357.16
100mm	\$6,808.07
150mm	\$15,326.30

A **minimum charge** being the amount equivalent to a 20mm water service charge will apply to each rateable parcel of land which has been created under a Strata Title subdivision, Community or Neighbourhood Plan.

A **minimum charge** being the amount equivalent to a 20mm water service charge will apply to each parcel of rateable land which does not have a water service connected but to which a water service is available in accordance with the provision of Section 552 (1) (b) of the Local Government Act 1993.

Former Wellington Council

Tariff Description	Annual Availability Charge
Domestic	\$417.96
Commercial 20MM	\$506.27
Commercial 25MM	\$783.29
Commercial 31MM	\$1,209.69
Commercial 32MM	\$1,289.43
Commercial 38MM	\$1,827.24
Commercial 40MM	\$2,014.27
Commercial 50MM	\$3,143.89
Commercial 80MM	\$8,056.67
Commercial 100MM	\$12,591.15
Commercial 150MM	\$28,320.70
UnConnected Services	\$417.96
Connected Service No Meter	\$506.27
Dedicated Fire Service	\$506.27
Commercial (Non Profit) Commercial 50MM	\$783.29
Churches	
Connected Wellington – Non Residential	\$404.99
Connected Wellington Domestic	\$334.37

A **minimum charge** being the amount equivalent to a 20mm water service charge will apply to each rateable parcel of land which has been created under a Strata Title subdivision, Community or Neighbourhood Plan.

A **minimum charge** being the amount equivalent to a 20mm water service charge will apply to each parcel of rateable land which does not have a water service connected but to which a water service is available in accordance with the provision of Section 552 (1) (b) of the Local Government Act 1993.

Sewerage Service Charge – Residential**Dubbo Residential Sewer Charge**

An annual Sewerage Service Charge will apply to all residential properties within the former Dubbo City Council area.

The annual Sewerage Service charge to apply to all single dwellings, and each rateable parcel of land which has been created under a Strata Title subdivision, Community or Neighbourhood Plan and vacant land where a sewerage service is available will be \$775.46 for 2019/2020.

The annual sewerage service charge to apply to all residential multiple residence properties where individual separate occupancies are situated on a single parcel of land (includes non strata flats, units, villas and dwellings within retirement villages) will be the number of occupancies x the residential single dwelling annual charge x .5.

Wellington Residential Sewer Charge

An annual Sewerage Service Charge will apply to all residential properties within Wellington.

The annual sewerage service charge to apply to all single dwellings, and each rateable parcel of land which has been created under a Strata Title subdivision, Community or Neighbourhood Plan where a sewerage service is available will be \$679.47 for 2019/2020.

Wellington Sewer Charge - Unoccupied

The annual sewerage service charge to apply to all vacant parcels of land within the township of Wellington where a sewerage service is available will be \$601.36 for 2019/2020.

Mumbil Sewer Charge

The annual sewerage service charge for 2019/2020 to apply to all Residential properties within Mumbil where a sewerage service is available will be \$636.67.

Mumbil Sewer Charge – Unoccupied

The annual sewerage service charge for 2019/2020 to apply to all each unoccupied rateable parcel of land within Mumbil where a sewerage service is available will be \$601.36.

Geurie Sewer Charge

The annual sewerage service charge for 2019/2020 to apply to all Residential properties within Geurie where a sewerage service is available will be \$679.47.

Geurie Sewer Charge – Unoccupied

The annual sewerage service charge for 2019/2020 to apply to each unoccupied rateable parcel of land within Geurie where a sewerage service is available will be \$601.36.

Religious Property Sewer Charge - Wellington

The annual sewerage service charge for 2019/2020 to apply to all religious properties where a sewerage service is available will be \$544.62.

Religious Property Sewer Charge – Village

The annual sewerage service charge for 2019/2020 to apply to all religious properties where a sewerage service is available will be \$466.76.

2. That WHEREAS the 2019/2020 Draft Operational Plan was adopted by the Council on 29 April 2019, and WHEREAS public notice of the 2019/2020 Draft Operational Plan was given as per Section 405 of the Local Government Act 1993 in the form of a proactive media plan supported by an advertising campaign and online communications and WHEREAS a period of twenty eight (28) days has lapsed since the commencement of advertising on 3 May 2019 and Council has taken into consideration submissions made concerning the Draft Operational Plan and Budget, IT IS HEREBY RESOLVED that Council make the following User Charges for the year 2019/2020.

USER PAY CHARGES (SECTION 502)**Water Supply Service Usage Charge**

A charge will be raised for the use of the Water Supply Service on a consumption year basis recorded by the meter or meters servicing each property.

The Usage Charge applicable to properties in the former Dubbo City Council for 2019/2020 will apply as follows:

Residential Properties

All Consumption - per kilolitre	\$2.07
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Non Residential Properties

All Consumption - per kilolitre	\$2.07
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The Usage Charges applicable to properties in the former Wellington Council for 2019/2020 will apply as follows:

Tariff Description	Consumption Charge	Consumption Charge	Consumption Charge	Consumption Charge
From KL	0	301	501	10,001
To KL	300	500	10,000	-
Domestic	\$2.24	\$2.28	\$2.46	\$2.64
Commercial	\$1.55	\$1.67	\$2.03	\$2.54
Connected Service No Meter	20KL Per Quarter			
Dedicated Fire Service	\$1.55	\$1.67	\$2.03	\$2.54

Sewerage Service Charges - Non Residential

Sewerage Service Charge Non Residential - Dubbo

The use of the Sewerage Service by all non-residential properties within the former Dubbo City Council area will be charged on a quarterly basis in accordance with the following pricing structure for 2019/2020:

$$B = SDF \times (AC + C \times UC)$$

B = Quarterly Sewerage Charge - Non Residential

SDF = Sewerage Discharge Factor

$$AC = \frac{(AC_{20} \times D^2)}{400}$$

This equates to the following Access Charge (AC) for the various water connection sizes:

	Quarterly Amount	Annual Equivalent
20mm	\$102.73	\$410.90
25mm	\$160.51	\$642.03
32mm	\$262.98	\$1,051.90
40mm	\$410.90	\$1,643.60
50mm	\$642.03	\$2,568.13
65mm	\$1,085.03	\$4,340.13
80mm	\$1,643.60	\$6,574.40
100mm	\$2,568.13	\$10,272.50
150mm	\$5,778.28	\$23,113.13

The Access Charge (AC) is applicable to each water service connected to a property in accordance with the size of the meter fitted to the service.

$$D = \text{Water Supply Service Connection Size}$$

$$C = \text{Annual Water Consumption}$$

$$UC = \text{Usage Charge} \quad \$2.22/Kl$$

Minimum Quarterly Sewerage Charge - Non Residential \$193.86

Sewerage Services Charge Non Residential - Wellington

The use of the Sewerage Service by all non-residential properties within the former Wellington Council area will be charged on a quarterly basis in accordance with the following pricing structure for 2019/2020:

$$B = SDF \times (AC + C \times UC)$$

B = Quarterly Sewerage Charge - Non Residential

SDF = Sewerage Discharge Factor

$$AC = \frac{(AC_{20} \times D^2)}{400}$$

This equates to the following Access Charge (AC) for the various water connection sizes:

Meter Size	Quarterly Amount	Annual Equivalent
20mm	\$91.78	\$367.11
25mm	\$143.40	\$573.61
31mm	\$220.50	\$881.98
32mm	\$234.95	\$939.80
38mm	\$331.32	\$1,325.27
40mm	\$367.11	\$1,468.44
50mm	\$573.61	\$2,294.44
80mm	\$1,468.44	\$5,873.76
100mm	\$2,294.44	\$9,177.75
150mm	\$5,162.48	\$20,649.94
Unconnected Service	\$144.25	\$577.00
Connected Service No Meter	\$163.74	\$654.99
Commercial (Non-Profit) – 50mm	\$145.36	\$581.46
Churches		
Connected - Villages		\$466.76
Connected - Wellington		\$466.76

The Access Charge (AC) is applicable to each water service connected to a property in accordance with the size of the meter fitted to the service.

D = Water Supply Service Connection Size

C = Annual Water Consumption

UC = Usage Charge \$0.96/Kl

Minimum Quarterly Sewerage Charge - Non Residential \$169.87

3. That WHEREAS the 2019/2020 Draft Operational Plan was adopted by the Council on 3 May 2019, and WHEREAS Council has complied with the provisions of Section 610F of the Local Government Act, 1993 and given public notice (in accordance with Section 405) of its 2019/2020 draft Operational Plan and has considered submissions duly made to it concerning the draft Operational Plan and Budget, IT IS HEREBY RESOLVED that the fees, contributions and user charges detailed in the Statement of Revenue Policy Document of the 2019/2020 Draft Operational Plan and Budget be applied for the year 2019/2020.

CARRIED

As one or more Councillors voted against the motion, in accordance with Clause (b)(iv)(2) of Council's Code of Meeting Practice, the following votes were recorded:

FOR	AGAINST
Councillor Diffey	Councillor Lawrence
Councillor Etheridge	Councillor Ryan
Councillor Grant	
Councillor Gumley	
Councillor Jones	
Councillor Mohr	
Councillor Parker	
Councillor Shields	
Total (8)	Total (2)

CCL19/100 WATER FOR THE FUTURE (ID19/764)

The Council had before it the report dated 13 June 2019 from the Director Infrastructure and Operations regarding Water for the Future.

Moved by Councillor D Gumley and seconded by Councillor G Mohr

MOTION

1. That the report of the Director Infrastructure and Operations dated 13 June 2019 be noted.
2. That the CEO provide, as a matter of priority, the necessary resources to develop and deliver the 'Water for the Future' program as Council's long term water security masterplan.
3. The CEO provide a comprehensive outline of the 'Water for the Future' program for consideration at Council's September 2019 Council meeting.

CARRIED

CCL19/103 REVIEW OF CHIEF EXECUTIVE OFFICER'S SPONSORSHIP FUND (ID19/765)

The Council had before it the report dated 14 June 2019 from the Chief Executive Officer regarding Review of Chief Executive Officer's Sponsorship Fund.

Moved by Councillor G Mohr and seconded by Councillor A Jones

MOTION

That the following amendments be made to the conditions of approval to the Chief Executive Officer's Sponsorship Fund:

- 1. Applications may include multiple bookings throughout the year but funding cannot exceed an aggregate of more than \$1,000 per organisation during the year.**
- 2. The Chief Executive Officer may provide approval, in principle, prior to the payment of fees however reimbursement may only occur after evidence is provided of payment.**
- 3. Reimbursement of services provided will only apply to services directly provided by Council to an event located on Council property.**

CARRIED

CCL19/104 CHIEF EXECUTIVE OFFICER'S SPONSORSHIP FUND - PROGRESS REPORT (ID19/776)

The Council had before it the report dated 11 June 2019 from the Chief Executive Officer regarding Chief Executive Officer's Sponsorship Fund - Progress Report.

Moved by Councillor G Mohr and seconded by Councillor D Grant

MOTION

That the report from the Chief Executive Officer dated 11 June 2019 be noted.

CARRIED

CCL19/105 DRAFT DUBBO HEALTH EDUCATION AND WELL-BEING PRECINCT MASTER PLAN REPORT (ID19/716)

The Council had before it the report dated 12 June 2019 from the Manager Strategic Planning Services regarding Draft Dubbo Health Education and Well-being Precinct Master Plan Report.

Moved by Councillor D Grant and seconded by Councillor J Diffey

MOTION

- 1. That the Dubbo Health, Education and Well-being Precinct Master Plan Report (provided here in Appendix 1) be adopted by Council for the purposes of consultation with the public and stakeholders and to undertake preparation of a specific Infrastructure Strategy for the Precinct.**
- 2. That the draft Master Plan be placed on public display for a period of no less than 28 days and for specific consultation to be undertaken with Precinct and other stakeholders.**

3. That Council agree to the preparation of an Infrastructure and Servicing Strategy for the project and that the Chief Executive Officer be authorised to negotiate an appropriate level of financial input on Council's behalf, noting the written confirmation from Charles Sturt University to enter into a joint funding arrangement with Council and the Western NSW Local Health District.
4. That following the cessation of public and stakeholder consultation that a further report be presented to Council for consideration, including the results of consultation activities.
5. That Council and precinct stakeholders monitor State Government directions and information in respect of Local Activation Precincts with a view to seeking local Activation Precinct status for the Precinct.

CARRIED

CCL19/106 BODANGORA COMMUNITY BENEFIT FUND ROUND 4 (ID19/688)

The Council had before it the report dated 30 May 2019 from the Administration Coordinator regarding Bodangora Community Benefit Fund Round 4.

Moved by Councillor A Jones and seconded by Councillor G Mohr

MOTION

1. That the information contained within the report of the Community and Recreation Administration Coordinator dated 30 May 2019 be noted.
2. That the following projects be allocated funding from the Bodangora Wind Farm Community Benefit Fund:

• Wellington Historical Society Inc	\$2,250
• Wellington AED Programme	\$3,020
• Wellington Arts Centre Inc	\$2,400
• Wellington District Cricket Association	\$2,550
• Burrendong Botanic Garden and Arboretum	\$2,500
• Wellington Golf Club	\$2,500
• Macquarie Poultry Club	\$2,000
• Mumbil Parents and Citizens Association Inc	\$2,780
• Geurie Bowling Club	\$5,000
3. That all applicants be advised of the outcomes of their funding application and unsuccessful applicants be advised as to other opportunities to obtain funding.
4. That successive Bodangora Community Benefit Fund Rounds be funded at the rounded \$25,000 CPI adjusted rate.
5. That Round 5 of the Bodangora Community Benefit Fund call for submissions in October 2019 with the available pool being \$36,335 (which includes CPI adjusted funds of \$8,844 remaining from previous rounds) and the upper limit of grant applications being \$5,000.

CARRIED

CCL19/107 PROPOSED SCHOOL BUS ZONE - SKILL SET SENIOR COLLEGE AND CENTRAL WEST LEADERSHIP ACADEMY BULTJE STREET DUBBO (ID19/741)

The Council had before it the report dated 12 June 2019 from the Senior Traffic Engineer regarding Proposed School Bus Zone - Skill Set Senior College and Central West Leadership Academy Bultje Street Dubbo.

Moved by Councillor G Mohr and seconded by Councillor D Gumley

MOTION

1. **That a School Bus Zone be implemented in George Street to facilitate the new Skillset Senior College and Central West Leadership Academy within the Fitzroy Street TAFE between the periods of 8.00am – 9.30am and 2.00pm – 4.00pm school days in accordance with Council's Plan TM 7295.**
2. **That the existing School Bus Zone in Wingewarra Street adjacent the Community Arts Centre of the Western Plains Cultural Centre be removed and reinstated as parallel parking.**



**SCHOOL BUS ZONE GEORGE STREET -
SKILLSET SENIOR COLLEGE & CENTRAL WEST LEADERSHIP ACADEMY**



DRAFT

APPROVED _____ DATE _____ ENGINEERING/PLANNING SUPERVISOR	CHECKED _____ DATE _____ ENGINEER	DESIGNER _____ DATE _____ DESIGNER	DRAWING TITLE PLAN VIEW	JOB SCHOOL BUS ZONE - GEORGE STREET - SKILLSET SENIOR COLLEGE & CENTRAL WEST LEADERSHIP ACADEMY	SHEET NO. 1 OF 1 SHEETS PLAN NO. TM 7295
NOT TO SCALE ORIGINAL SCALE 0 1 2 3 4 5 6 7 8 9 10			SCALES 1:1000 1:2000 1:5000 1:10000		

CARRIED

CCL19/108 COMMENTS AND MATTERS OF URGENCY (ID19/733)

There were no matters recorded under this clause.

At this junction it was moved by Councillor G Mohr and seconded by Councillor A Jones that the Council resolves into the Committee of the Whole Council, the time being 7.38pm.

The meeting resumed at 7.41pm.

CCL19/109 COMMITTEE OF THE WHOLE

The Executive Manager Governance and Internal Control read to the meeting of the report of Committee of the Whole held on 24 June 2019.

Moved by Councillor A Jones and seconded by Councillor J Ryan

MOTION

That the report of the meeting of the Committee of the Whole held on 24 June 2019 be adopted.

CARRIED

The meeting closed at 7.44pm.

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CHAIRMAN



REPORT CONFIDENTIAL COMMITTEE OF THE WHOLE MEETING 24 JUNE 2019

PRESENT: Councillors J Diffey, V Etheridge, D Grant, D Gumley, A Jones, S Lawrence, G Mohr, K Parker, J Ryan and B Shields.

ALSO IN ATTENDANCE:

The Chief Executive Officer, the Executive Manager Governance and Internal Control, the Manager Governance Operations, the Director Corporate Services, the Chief Financial Officer, the Director Economic Development and Business, the Manager Corporate Image and Communication, the Communications Coordinator, the Marketing Events and Partnerships Team Leader, the Director Infrastructure and Operations (R Mills), the Director Planning and Environment, the Manager Strategic Planning Services, the Strategic Planner and the Director Community and Recreation.

Councillor B Shields assumed chairmanship of the meeting.

The proceedings of the meeting commenced at 7.39pm.

CW19/16 SALE OF COUNCIL OWNED LAND - PART LOT 7 DP 1249927, 154 TALBRAGAR STREET (ID19/704)

The Committee had before it the report dated 31 May 2019 from the Manager Property Assets regarding Sale of Council owned land - Part Lot 7 DP 1249927, 154 Talbragar Street.

Moved by Councillor G Mohr and seconded by Councillor A Jones

MOTION

That members of the press and public be excluded from the meeting during consideration of this item, the reason being that the matter concerned information that would, if disclosed, prejudice the commercial position of the person who supplied it (Section 10A(2)(d)(i)).

CARRIED

Moved by Councillor G Mohr and seconded by Councillor J Ryan

MOTION

- 1. That Council offer an option agreement to Verde Property (Aust) Pty Ltd, and also to Stirloch Developments for their purchase of up to 6,000m² of Council owned Lot 7 DP 1249927 under the terms as detailed in the report.**
- 2. That the option agreement only be exercised by either Verde or Stirloch if they are awarded the tender to construct the NSW Government office building.**
- 3. That all documentation in relation to this matter be executed under Power of Attorney.**
- 4. That documents and considerations in regard to this matter remain confidential to Council.**

CARRIED

The meeting closed at 7.41pm.

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CHAIRMAN



DUBBO REGIONAL
COUNCIL

MAYORAL MINUTE: Nomination of Mathew Dickerson as Emeritus Mayor

AUTHOR: Mayor
REPORT DATE: 11 July 2019
TRIM REFERENCE: ID19/981

To the Council
Ladies and Gentlemen

Office of the Mayor
Civic Administration Building
Church Street, Dubbo

I have received a request from Mathew Dickerson, former Mayor of the former Dubbo City Council to approach Local Government NSW (LGNSW) to nominate him for the award of the title of Emeritus Mayor for his service as Mayor of the former Dubbo City Council.

Mr Dickerson was first elected as Mayor of the former Dubbo City Council on 8 September 2011 and held that office until the former Dubbo City Council was merged with the former Wellington Council on 12 May 2016, being approximately 4 years and 8 months.

The award of Emeritus Mayor is bestowed by Local Government NSW in recognition of extended service of senior members as mayors. The current eligibility criteria to be successful in this award as specified by LGNSW is that a former Mayor has served at least 6 years as Mayor and that the title cannot be used while in office. It is noted that advice from LGNSW is that it is likely that this criteria will be reduced to 5 years in the coming months. Even though Mr Dickerson's service for the former Dubbo City Council does not meet the eligibility guidelines of LGNSW for this award, he has requested that he be nominated for consideration of the award.

I would like to support his request and nominate Mr Mathew Dickerson to Local Government NSW to be considered for the award of Emeritus Mayor.

RECOMMENDATION

That Council support the request and nominate Mr Mathew Dickerson to Local Government NSW to be considered for the award of Emeritus Mayor.

Councillor Ben Shields
Mayor



MAYORAL MINUTE: Sale of Vacant Council Land in Wellington

AUTHOR: Mayor
REPORT DATE: 15 July 2019
TRIM REFERENCE: ID19/993

To the Council
Ladies and Gentlemen

Office of the Mayor
Civic Administration Building
Church Street, Dubbo

Council has recently undertaken a review of Council owned vacant land in Wellington to determine whether the original plans Council had for that land are still appropriate and relevant. The review has resulted in a number of parcels of land being identified as excess to Council's needs and available for sale.

Land development and building new homes or commercial premises in Wellington is performing well in the current environment however the availability of additional parcels of land for sale will help encourage future investment in the town.

Following the review, I am proposing that Council offers for sale an industrial lot located at 20 Amaroo Drive, Wellington being Lot 4 DP 711298. This lot is 5619m² in size and zoned IN2 Light Industrial. This lot has been identified as surplus to Council's needs and it is proposed that its sale would be through a public process.



RECOMMENDATION

That Council offer for public sale Lot 4 DP 711298 that is identified as excess to Council's requirements in Wellington.

Councillor Ben Shields
Mayor



MAYORAL MINUTE: Councillor Observer to the Local Government NSW Annual Conference

AUTHOR: Mayor
REPORT DATE: 16 July 2019
TRIM REFERENCE: ID19/1004

To the Council
Ladies and Gentlemen

Office of the Mayor
Civic Administration Building
Church Street, Dubbo

The 2019 Local Government NSW Annual Conference is to be held in Sydney at the William Inglis Hotel, Warwick Farm from Monday 14 to Wednesday 16 October 2019. At Council's Economic Development, Business and Corporate Committee meeting held 8 July 2019, the Committee determined *"that Councillors V Etheridge, S Lawrence, G Mohr and J Ryan be the nominated delegates and Councillor A Jones be the alternative voting Councillor to attend the Local Government NSW Conference to be held in Sydney at the William Inglis Hotel, Warwick Farm from Monday 14 to Wednesday 16 October 2019 inclusive."*

Since this time, Councillor Kevin Parker has expressed an interest in attending the Local Government NSW Conference in the capacity of an observer. As Council's Payment of Expenses and Provision of Facilities for the Mayor and Councillors Policy requires observers to be determined by Council, I now recommend that Councillor Kevin Parker attend the NSW Local Government annual conference as a Council observer.

RECOMMENDATION

That Councillor Kevin Parker be a Councillor observer to attend the Local Government NSW Conference to be held in Sydney at the William Inglis Hotel, Warwick Farm from Monday 14 to Wednesday 16 October 2019.

Councillor Ben Shields
Mayor



**DUBBO REGIONAL
COUNCIL**

Report of the Infrastructure Community and Recreation Committee - meeting 8 July 2019

AUTHOR: Administration Officer - Governance
REPORT DATE: 3 July 2019

The Committee had before it the report of the Infrastructure, Community and Recreation Committee meeting held 8 July 2019.

RECOMMENDATION

That the report of the Infrastructure, Community and Recreation Committee meeting held on 8 July 2019, be noted.



**REPORT
INFRASTRUCTURE, COMMUNITY AND
RECREATION COMMITTEE
8 JULY 2019**

PRESENT: Councillors J Diffey, V Etheridge, D Grant, A Jones, S Lawrence, G Mohr, K Parker and J Ryan.

ALSO IN ATTENDANCE:

The Chief Executive Officer, the Executive Manager Governance and Internal Control, the Community Support Officer, the Administrative Officer Governance, the Director Organisational Performance, the Director Culture and Economy, the Director Infrastructure (S Colliver), the Director Development and Environment (D Archer) and the Director Liveability.

Councillor S Lawrence assumed chairmanship of the meeting.

The proceedings of the meeting commenced at 5.30pm.

**ICRC19/39 REPORT OF THE INFRASTRUCTURE COMMUNITY AND RECREATION
COMMITTEE - MEETING 11 JUNE 2019 (ID19/883)**

The Committee had before it the report of the Infrastructure, Community and Recreation Committee meeting held 11 June 2019.

Moved by Councillor K Parker and seconded by Councillor D Grant

MOTION

That the report of the Infrastructure, Community and Recreation Committee meeting held on 11 June 2019, be noted.

CARRIED

ICRC19/40 INSTALLATION OF INTERPRETIVE SIGNAGE AT SHOYOEN GARDENS (ID19/766)

The Committee had before it the report dated 13 June 2019 from the Sister Cities Officer regarding Installation of Interpretive Signage at Shoyoen Gardens.

Moved by Councillor V Etheridge and seconded by Councillor G Mohr

MOTION

1. That the report from the Sister Cities Officer dated 13 June 2019 be noted.
2. That Dubbo Regional Council proceed with the development of a high quality semi-permanent interpretive signage that is consistent with the adopted Dubbo Regional Botanic Garden signage strategy.
3. That the interpretative signage incorporates Shoyoen, Biodiversity Garden, Sensory Gardens, Oasis Valley, the Adventure Playground and Wiradjuri Park.
4. That following the construction of Wiradjuri Park, the signage strategy be implemented across the Dubbo Regional Botanic Garden identifying the history of the site.

CARRIED

ICRC19/41 LEAVE OF ABSENCE

Requests for leave of absence were received from Councillors D Gumley and B Shields who were absent from the meeting due to the personal reasons.

Moved by Councillor A Jones and seconded by Councillor G Mohr

MOTION

That such requests for leave of absence be accepted and Councillors D Gumley and B Shields be granted leave of absence from this meeting.

CARRIED

The meeting closed at 5.32pm.

.....
CHAIRMAN



**DUBBO REGIONAL
COUNCIL**

Report of the Economic Development Business and Corporate Committee - meeting 8 July 2019

AUTHOR: Administration Officer - Governance
REPORT DATE: 3 July 2019

The Committee had before it the report of the Economic Development, Business and Corporate Committee meeting held 8 July 2019.

RECOMMENDATION

That the report of the Economic Development, Business and Corporate Committee meeting held on 8 July 2019, be noted.



**REPORT
ECONOMIC DEVELOPMENT, BUSINESS AND
CORPORATE COMMITTEE
8 JULY 2019**

PRESENT: Councillors J Diffey, V Etheridge, D Grant, A Jones, S Lawrence, G Mohr, K Parker and J Ryan.

ALSO IN ATTENDANCE:

The Chief Executive Officer, the Executive Manager Governance and Internal Control, the Community Support Officer, the Administrative Officer Governance, the Director Organisational Performance, the Director Culture and Economy, the Director Infrastructure (S Colliver), the Director Development and Environment (D Archer) and the Director Liveability.

Councillor G Mohr assumed chairmanship of the meeting.

The proceedings of the meeting commenced at 5.32pm.

EDBC19/24 REPORT OF THE ECONOMIC DEVELOPMENT BUSINESS AND CORPORATE COMMITTEE - MEETING 11 JUNE 2019 (ID19/884)

The Committee had before it the report of the Economic Development, Business and Corporate Committee meeting held 11 June 2019.

Moved by Councillor S Lawrence and seconded by Councillor V Etheridge

MOTION

That the report of the Economic Development, Business and Corporate Committee meeting held on 11 June 2019, be noted.

CARRIED

EDBC19/25 INVESTMENTS UNDER SECTION 625 OF THE LOCAL GOVERNMENT ACT - JUNE 2019 (ID19/886)

The Committee had before it the report dated 1 July 2019 from the Director Organisational Performance regarding Investments Under Section 625 of the Local Government Act - June 2019.

Moved by Councillor A Jones and seconded by Councillor J Diffey

MOTION

That the report from the Director Organisational Performance dated 1 July 2019 be noted.

CARRIED

Councillor K Parker declared a pecuniary, significant interest in the matter now before the Committee and left the room and was out of sight during the Committee's consideration of this matter. The reason for such interest is that Councillor K Parker an employee of the Dubbo Branch of the Bank of Queensland, a bank that Council has funds invested with.

EDBC19/26 LOCAL GOVERNMENT NSW - 2019 ANNUAL CONFERENCE (ID19/762)

The Committee had before it the report dated 13 June 2019 from the Executive Manager Governance and Internal Control regarding Local Government NSW - 2019 Annual Conference.

Moved by Councillor S Lawrence and seconded by Councillor V Etheridge

MOTION

That Councillors V Etheridge, S Lawrence, G Mohr and J Ryan be the nominated delegates and Councillor A Jones be the alternative voting Councillor to attend the Local Government NSW Conference to be held in Sydney at the William Inglis Hotel, Warwick Farm from Monday 14 to Wednesday 16 October 2019 inclusive.

CARRIED

EDBC19/27 LEAVE OF ABSENCE

Requests for leave of absence were received from Councillors D Gumley and B Shields who were absent from the meeting due to the personal reasons.

Moved by Councillor A Jones and seconded by Councillor V Etheridge

MOTION

That such requests for leave of absence be accepted and Councillors D Gumley and B Shields be granted leave of absence from this meeting.

CARRIED

The meeting closed at 5.36pm.

.....
CHAIRMAN



DUBBO REGIONAL
COUNCIL

Report of the Street Tree Advisory Committee - meeting 2 July 2019

AUTHOR: Administration Officer - Governance
REPORT DATE: 2 July 2019

The Committee had before it the report of the Street Tree Advisory Committee meeting held 2 July 2019.

RECOMMENDATION

That the report of the Street Tree Advisory Committee meeting held on 2 July 2019, be adopted.

Appendices:

1 [↓](#) Street Tree Advisory Committee - 02/07/2019 - Reports



DUBBO REGIONAL
COUNCIL

**REPORT
STREET TREE ADVISORY COMMITTEE
2 JULY 2019**

PRESENT: Councillors V Etheridge and J Ryan, the Director Liveability, Mrs B Edmondson (Community Representative), Mr M Gardner (Community Representative), Mrs N Grant (Community Representative) and Mrs B Sutherland (Community Representative).

ALSO IN ATTENDANCE:

The Manager Recreation and Open Space, the Manager Infrastructure Strategy and the Administration Officer Liveability, the Lead Arborist.

Councillor J Ryan assumed chairmanship of the meeting.

The proceedings of the meeting commenced at 5.30pm.

**STC19/17 PRESENTATION BY GEOFF COLLISON - ROADS AND MARITIME SERVICE
REGARDING WHYLANDRA STREET (ID19/779)**

The Committee will be addressed by Mr Geoff Collison, Roads and Maritime Services, regarding this matter.

RECOMMENDATION

1. That the presentation by Mr Geoff Collison, Roads and Maritime Services be noted.
2. That the Manager Recreation and Open Space be requested to prepare a letter to RMS regarding the non-consultation at the removal of small trees in front of the Caravan Park, Newell Highway (south).
3. That the 60 *Acacia pendula* negotiated as part of the offset for the removal of 17 trees be noted.
4. That the Committee be notified at the following meeting of the Street Tree Advisory Committee when street trees are removed due to safety reasons and the replacement tree used in that circumstance.

**STC19/18 PRESENTATION BY ANDREW HUNTLEY - ESSENTIAL ENERGY REGARDING
STREET TREE PRUNING AND LINE CLEARANCE (ID19/890)**

The Committee will be addressed by Mr Andrew Huntley, Essential Energy, regarding this matter.

RECOMMENDATION

That the presentation by Mr Andrew Huntley, Essential Energy, be noted.

STC19/19 LINE CLEARANCE ARRANGEMENTS WITH ESSENTIAL ENERGY (ID19/778)

The Committee had before it the report dated 17 June 2019 from the Manager Recreation and Open Space regarding Line Clearance Arrangements with Essential Energy.

RECOMMENDATION

1. That the report by the Manager Recreation and Open Space, dated 17 June 2019, be noted.
2. That it be noted that this was discussed with Mr Andrew Huntley during his presentation in item STC19/18 previously during this meeting.

STC19/20 TREE REPORT - 17 GLENABBEY DRIVE DUBBO (ID19/877)

The Committee had before it the report dated 20 June 2019 from the Manager Operations regarding Tree Report - 17 Glenabbey Drive Dubbo.

RECOMMENDATION

That the tree be removed and replaced with another tree species in accordance with the Street Tree Masterplan, Red Ironbark (*Eucalyptus sideroxylon*).

STC19/21 TREE REPORT - 20 ALLANDALE DRIVE, DUBBO (ID19/878)

The Committee had before it the report dated 20 June 2019 from the Manager Operations regarding Tree Report - 20 Allandale Drive, Dubbo.

RECOMMENDATION

That the tree be removed and replaced with another tree species according to the Street Tree Masterplan; Chinese Elm (*Ulmus parviflora*).

STC19/22 TREE REPORT - 118 GOBOLION STREET, WELLINGTON (ID19/879)

The Committee had before it the report dated 20 June 2019 from the Manager Operations regarding Tree Report - 118 Gobolion Street, Wellington.

RECOMMENDATION

That the trees be removed and replacement trees planted in a more appropriate location to offset their loss.

STC19/23 D19-257 - TREE REMOVAL - DUAL OCCUPANCY AND TWO (2) LOT SUBDIVISION - 123 BOUNDARY ROAD DUBBO (ID19/885)

The Committee had before it the report dated 24 June 2019 from the Planner regarding D19-257 - Tree Removal - Dual Occupancy and Two (2) Lot Subdivision - 123 Boundary Road Dubbo.

RECOMMENDATION

1. That the tree located in Boundary Road be removed to allow construction of the driveway for the dual occupancy.
2. That the tree be replaced with another tree species in an appropriate location according to the Street Tree Masterplan; Sioux Crepe Myrtle (*Lagerstroemia indica x L. fauriei*).

At this juncture Mr Mark Gardner left the meeting.

STC19/24 TREE REMOVAL - FURNEY STREET, DUBBO (ID19/888)

The Committee had before it the report dated 25 June 2019 from the Senior Design Engineer regarding Tree Removal - Furney Street, Dubbo.

RECOMMENDATION

That the matter be deferred to the next available Street Tree Advisory Committee and a representative from Infrastructure be available to speak to the matter.

The meeting closed at 6.53pm.

.....
CHAIRMAN

STREET TREE ADVISORY COMMITTEE
2 JULY 2019

STC19/19



REPORT: Line Clearance Arrangements with Essential Energy

AUTHOR: Manager Recreation and Open Space
REPORT DATE: 17 June 2019
TRIM REFERENCE: ID19/778

EXECUTIVE SUMMARY

Essential Energy is, by law, required to maintain safe clearances around their overhead services and infrastructure to assist in the prevention of disruption to electricity supply services, maintain safety for communities and employees and reduce the potential of fire ignition resulting from contact of vegetation with conductors.

Following a large number of complaints received by the public, Councillors and staff not only from Dubbo but across the State, Essential Energy developed and implemented a community engagement program to advise and inform “owners” of the trees (public and private) of the intent to undertake pruning. This process was incorporated into the tender documentation to engage Contractors to undertake vegetation management on Essential Energy’s behalf. Following the implementation of this initiative Dubbo Regional Council has seen a significant reduction in the level of criticism regarding pruning practices on street trees to maintain clearances around conductors.

FINANCIAL IMPLICATIONS

There are no financial implications arising from this report.

POLICY IMPLICATIONS

There are no policy implications arising from this report.

RECOMMENDATION

1. That the report by the Manager Recreation and Open Space, dated 17 June 2019, be noted.
2. That an invitation to Essential Energy to attend and/or present at the next available Street Tree Advisory Committee be extended to enable the Committee to speak directly with the energy supplier in regards to vegetation management (line clearances) in urban areas.

Ian McAlister
Manager Recreation and Open Space

BACKGROUND

Essential Energy is a NSW Government owned corporation with the responsibility for building, operating and maintaining Australia's largest electricity network – delivering essential network services to more than 800,000 homes and businesses across 95% of regional, rural and remote NSW and parts of southern Queensland. The network spans 737,000 km², and has nearly 1,390,000 power poles. To manage this network Essential Energy works under a legal framework that includes:

- Electricity Supply Act 1995 – obligation to maintain a safe network
- Electricity Supply (Safety and Network Management) Regulation 2014 – produce plans for operating a safe network
- Vegetation Management Plan – required to comply with legislation
- Electricity Network Safety Management System – AS5577 – network risk management system required to comply with legislation
- Licence Conditions – requires that Essential Energy maintain a reliable supply.

Dubbo Regional Council manages approximately 39,000 street trees within the urban area of Dubbo City alone. Due to the configuration of the conductors (i.e. running parallel to the streets), and the often inappropriate selection of tree species that have been planted underneath them, the street trees are required to be pruned approximately every 12 – 18mths to maintain legislated clearance zones. The next pruning cycle is scheduled for 2020.

Council's legal responsibility, as it relates to electricity supply, includes:

- Section 48 of the Electricity Act
 - Clause 4 (a) places the responsibility for costs of managing vegetation around power lines on the owner of the tree if the tree was planted after the power lines were installed.

To date, Essential Energy has not enforced Clause 4, and Dubbo Regional Council is considered a front runner in the collaborative and proactive approach of improved species selection under power lines.

REPORT

Street tree management in the urban environment is a complex process with many competing demands, expectations and requirements placed on Council by the public and other authorities, such as Essential Energy and Roads and Maritime Services, as well as internal of Council in regards to the protection and construction of civil infrastructure. These civil infrastructure networks are vital to the health and vitality of Dubbo and other urban centres. The public open space and street trees are arguably as important to the health and vitality of the urban landscape, and provide a range of other services including providing a cooling effect, reduction of air borne particulates, delaying and reducing storm water peak flows, improving the aesthetics of the urban landscape, biodiversity enhancement etc.

STREET TREE ADVISORY COMMITTEE
2 JULY 2019

STC19/19

Unfortunately as a result of all of these competing demands and expectations conflicts often arise in regards to the pruning, and sometimes the removal, of street trees.

One of the major areas of continued conflict is the pruning of street trees to maintain clearances around overhead conductors. However Essential Energy has a legal responsibility and authority to maintain these clearances. Clearance zones vary depending on the type of conductor (High Voltage, Low Voltage) and the current that they carry.

In 2015 Essential Energy's contractor for the Dubbo area undertook a pruning cycle of the street trees, which resulted in a public backlash due to the severity of the pruning that was undertaken. This backlash from the public was not limited to only Dubbo, but also occurred in other regional centres across the State.

As a result of the severity of the pruning and the lack of communication between Essential Energy, their Contractor, and the former Dubbo City Council discussions commenced in regards to how this process could be managed better.

Resulting from these discussions with the former Dubbo City Council, and other affected Councils, Essential Energy incorporated into their tender documentation for "Line Clearance Work" the requirement that the Contractor is to consult with the owner of the trees (whether public or private) prior to the works commencing to assist in pruning techniques and strategies to maintain the required legal clearances. This requirement to engage and consult came into force around 2016 and is still in place today. The process in its entirety is:

1. The City is divided into zones. When Essential Energy contractors are due to undertake line clearance work in a particular zone they first notify Council of their intent.
2. Essential Energy's contractor undertake a visual inspection of the trees to identify pruning works.
3. Where significant pruning works are identified, or removal is recommended, they are required, under the contract, to formally contact Council (in regards to public trees) and organise an inspection of the tree.
4. If Council has an objection to the extent of pruning around overhead conductors or infrastructure an exemption form can be filled out and submitted to Essential Energy for further consideration. If no objection is raised then the pruning of the tree can continue in accordance with the Australian Standard.
5. If Essential Energy accepts the reasoning for the pruning works to be either scaled back or not undertaken, this is recorded and Council then accepts responsibility for the tree and any resultant damages that may occur as a result of the exemption.

Resulting from the development and implementation of the above community engagement process the number of complaints received by Dubbo Regional Council in regards to the pruning of public (most notably street trees) have reduced markedly.

STREET TREE ADVISORY COMMITTEE
2 JULY 2019

STC19/19

This process has been implemented on a number of occasions, including for the trees along the Golden Highway adjacent to the Cemetery. In this particular case the extent of the pruning was scaled back by approximately 80% of the original intent. This was possible due to the relative location of the overhead conductors to the trees, and the species of tree involved.

However, in some cases the increased burden of risk for Council to carry in preventing the pruning of trees is not acceptable. This was the case of the pruning of the Poplars at Golf Links Creek. The location of the trees immediately below the overhead conductors, the upright growth habit of the species, the vegetation well inside the allowable envelope and the weed potential of the species were all reasons not to consider the submission of an exemption. Essential Energy made the offer to remove these trees at no cost to Council. This offer was put to the STAC who requested an environmental offset was also made. An email was sent to Essential Energy requesting consideration for an environmental offset, which was unfortunately rejected. Essential Energy's contractor then undertook the pruning in accordance with their legislative requirements.

As identified in the Dubbo Street Tree Master Plan 2016, Dubbo Regional Council has taken a proactive stance on ensuring that when planting under overhead conductors an appropriate species (eg: in terms of its mature size and form) is chosen. This approach has been well received by Essential Energy and Dubbo Regional Council is recognised and promoted as a leader in this area in attempting to reduce conflicts between trees and their infrastructure.

One of major driving considerations behind the decision of planting shorter trees under overhead conductors is that under the Electricity Supply Act the cost of vegetation management, i.e. line clearance, can be charged back to a local government authority. The Australian Energy Regulator (AER) has recommended to energy suppliers that they should be considering charging the cost of vegetation management back to Councils to help reduce their operating costs. To date Essential Energy has resisted this recommendation preferring a more collaborative approach.

Speaking with Essential Energy's Commercial Manager External Delivery, the approach that Dubbo Regional Council has adopted is best practice and the Council is highly regarded in leading the industry as a result. Essential Energy has also offered to attend a meeting of the Street Tree Advisory Committee as part of their community engagement program and answer questions regarding their process.

STREET TREE ADVISORY COMMITTEE
2 JULY 2019

STC19/20



REPORT: Tree Report - 17 Glenabbey Drive Dubbo

AUTHOR: Manager Operations
REPORT DATE: 20 June 2019
TRIM REFERENCE: ID19/877

EXECUTIVE SUMMARY

A Development Application (DA) has been submitted involving the removal of a designated street tree for the construction of a new driveway at 17 Glenabbey Drive Dubbo.

The tree is a young Lemon-scented Gum (*Corymbia citriodora*) and is situated in Council's footpath east of the construction site. Whilst young, the tree is in fair to poor condition. It is showing signs of Canker disease and has the potential to fail at the main fork in the future.

FINANCIAL IMPLICATIONS

The cost for removal and replacement of the tree would be approximately \$800.

POLICY IMPLICATIONS

There are no policy implications arising from this report.

RECOMMENDATION

That the tree be removed and replaced with another tree species in accordance with the Street Tree Masterplan, Red Ironbark (*Eucalyptus sideroxylon*).

Craig Arms
Manager Operations

STREET TREE ADVISORY COMMITTEE
2 JULY 2019

STC19/20

REPORT

A Development Application (DA) has been submitted involving the removal of a designated street tree for the construction of a new driveway at 17 Glenabbey Drive Dubbo.

Specifications of the Tree

The tree is a young Lemon-scented Gum (*Corymbia citriodora*). See Photo 1, below.

The approximate dimensions of the tree are as follows:

- Height = 12 metres
- Crown Spread = 7 metres
- Diameter Breast Height (DBH) = 29 cm measured at a height of 0.8 of a metre.

The tree is situated in the Council footpath east of the construction site of a new residence.

Tree Condition

The tree health is considered to be fair, but the structure of the tree is fair to poor.

Issues Presented

The tree has bark inclusions either side of an acute fork in the trunk. 'Canker' disease was also detected on the western side of the tree, around the inclusion site. ('Canker' generally refers to many different plant diseases with broadly similar symptoms, affected trees present an appearance of small areas of dead tissue, which grow slowly, often over years. Some are of only minor consequence, but others are ultimately lethal).

The tree has the potential to fail at the main fork in the future as a result of the inclusions and disease. See Photo 2 and 3 below.

It is therefore recommended that the tree be removed and replaced with another tree species in accordance with the Street Tree Masterplan; Red Ironbark (*Eucalyptus sideroxylon*). (refer to species profile below).



Photo 1: Subject Tree – *Eucalyptus citriodora*



Photo 2: Acute Fork in tree



Photo 3: Diseased bark inclusion and Canker

Species Profile from Dubbo Street Tree Master Plan
(Street Trees for the City of Dubbo, page 44).

STREET TREE ADVISORY COMMITTEE
2 JULY 2019

STC19/20



Botanical name:

Eucalyptus sideroxylon

Common name:

Red Ironbark

Origin:

Northern Victoria, north along the western slopes and western plains of New South Wales, with scattered occurrences into south-eastern Queensland.

Typical height:

15-20 metres

Typical width:

7-15 metres

Growth rate:

Moderate to fast



Typical form:

Rounded with open crown

Characteristics:

Medium to large evergreen tree. Dark rough bark hard, and furrowed which is typical of Ironbarks. The bark is persistent and deep brown to black in colour. The foliage is dull, greyish-green to blue-green in colour. White or pink flowers in winter/spring.

Site requirements:

Species adaptable to a wide range of soil conditions, from heavy clay to sand. Tolerates alkaline soils and poor, shallow soils; typical of its natural range.

Prefers well-drained soils, no tolerant of waterlogged soils.

Tolerances:

Drought and frost tolerant.

Notes:

Requires good formative pruning program to develop sound branch architecture.

Mean annual rainfall: 450-920 mm.



STREET TREE ADVISORY COMMITTEE
2 JULY 2019

STC19/21



**REPORT: Tree Report - 20 Allandale Drive,
Dubbo**

AUTHOR: Manager Operations
REPORT DATE: 20 June 2019
TRIM REFERENCE: ID19/878

EXECUTIVE SUMMARY

The resident has asked that a designated street tree be removed due to the resulting damage from a severe wind storm.

The tree is situated in the Council footpath west of the residence. It is assessed to be in poor condition with very poor structure resulting from severe storm damage.

FINANCIAL IMPLICATIONS

Estimated cost of removal is \$800.

POLICY IMPLICATIONS

There are no policy implications arising from this report.

RECOMMENDATION

That the tree be removed and replaced with another tree species according to the Street Tree Masterplan; Chinese Elm (*Ulmus parviflora*).

Craig Arms
Manager Operations

STREET TREE ADVISORY COMMITTEE
2 JULY 2019

STC19/21

REPORT

The resident has asked that a designated street tree be removed due to the resulting damage from a severe wind storm.

The Specifications of the Tree

The tree is a mature Liquidambar (*Liquidambar styraciflua*).

The dimensions of the tree are as follows:

- Height – 16 metres
- Crown Spread – 11 metres
- Diameter Breast Height (DBH) – 45 cm

The tree is situated in the Council footpath approximately 1 metre from the kerb and gutter west of the residence.

Condition of the Tree

The tree is considered to be in poor condition due to its broken and lop-sided crown/structure.

Issues Presented

The tree has had several major branches fail as a result of a severe wind storm event. The tree now has a lop-sided crown and poor structure with over half the canopy missing. This will more than likely result in further branch failures in the future. See Photos 1 and 2.

STREET TREE ADVISORY COMMITTEE
2 JULY 2019

STC19/21

REPORT



Photo 1: Subject Tree – *Liquidambar styraciflua*



Photo 2: Poor Condition of Subject Tree

Species Profile from Dubbo Street Tree Master Plan
(Street Trees for the City of Dubbo, page 86)



Botanical name:

Ulmus parvifolia

Common name:

Chinese Elm

Origin:

Native to eastern Asia.

Typical height:

12-15 metres

Typical width:

8-12 metres

Growth rate:

Moderate to Fast

Typical form:

Medium sized broad domed tree with ascending branches.

Characteristics:

Small, glossy, dark green leaves. Orange-brown flaking bark

Site requirements:

Adapts to most soils, good urban tolerances.

Tolerances:

High drought and frost tolerance. Tolerates compaction and a restricted root zone.

Notes:

Formative pruning to develop good structure. When grown from seed the Chinese Elm can be particularly variable in form and leaf texture and physiology.

The following cultivars are recommended:

U. p. 'Emer II' Allee. This cultivar has outstanding urban tolerances and good uniformity. Makes an impressive avenue tree. Highly resistant, but not immune, to Dutch elm disease. It is also very resistant to the elm leaf beetle

U. p. 'Todd'. Good branch architecture.

This species has been a popular landscape species in Australia.



STREET TREE ADVISORY COMMITTEE
2 JULY 2019

STC19/22



**REPORT: Tree Report - 118 Gobolion
Street, Wellington**

AUTHOR: Manager Operations
REPORT DATE: 20 June 2019
TRIM REFERENCE: ID19/879

EXECUTIVE SUMMARY

The resident has asked that two trees be removed due to them being rotten and dropping branches.

The trees are mature multi-stemmed 'Italian Poplars' (*Populus nigra italica*).

The trees are assessed to be in poor condition due to the amount of wood rot and dieback within the structure of each tree.

The trees have had several major branches failures as a result of the progressing wood rot. This condition will more than likely result in further branch failures in the future.

The trees are located on a narrow strip of land between private property boundary fence and storm water infrastructure. It is not a location recommended for tree planting.

FINANCIAL IMPLICATIONS

The estimated cost of removal is \$1000.

POLICY IMPLICATIONS

There are no policy implications arising from this report.

RECOMMENDATION

That the trees be removed and replacement trees planted in a more appropriate location to offset their loss.

Craig Arms
Manager Operations

STREET TREE ADVISORY COMMITTEE
2 JULY 2019

STC19/22

REPORT

The resident has asked that two trees be removed due to them being rotten and dropping branches.

The Specifications of the Tree

The trees are mature multi-stemmed 'Italian Poplars' (*Populus nigra italica*).

The dimensions of the trees are as follows:

- Height – approximately 14 metres
- Crown Spread – approximately 2-3 metres
- Multi-stemmed

The trees are situated on the Council footpath close to the resident's fence south/west of a corner property in Thornton Street Wellington (see Photos 3 and 4 below)

Condition

The trees are considered to be in poor condition due to the amount of wood rot and dieback within the structure of each tree.

Issues Presented

The trees have had several major branches failures as a result of the progressing wood rot. These trees normally have a soft timber and due to our harsh climate this can ultimately lead to wood rot. This condition will more than likely result in further branch failures in the future. (See Photos 1 and 2 below.)

The trees are located on narrow strip of land between private property boundary fence and storm water infrastructure. It is not a location recommended for tree planting.

It is recommended that the trees be removed and not replaced on site. A suitable alternative location and species can be chosen to offset their loss.

STREET TREE ADVISORY COMMITTEE
2 JULY 2019

STC19/22



Photos 1 and 2: Demonstrate the unstable nature of the subject tree



Photo 3 and 4: Location of Subject Tree

STREET TREE ADVISORY COMMITTEE
2 JULY 2019

STC19/23



**REPORT: D19-257 - Tree Removal - Dual
Occupancy and Two (2) Lot Subdivision -
123 Boundary Road Dubbo**

AUTHOR: Planner
REPORT DATE: 24 June 2019
TRIM REFERENCE: ID19/885

EXECUTIVE SUMMARY

Council is in receipt of a Development Application for a *dual occupancy and two (2) lot subdivision* at Lot 2 DP 222628 – 123 Boundary Road, Dubbo which would require the removal of an existing street tree to cater for the proposed centrally located driveway.

The tree is situated in the Council footpath and has been assessed by Council's Manager Operations to be in poor condition due to the amount of deadwood and decline. The tree will ultimately decline even further and die in the near future due to its poor health and condition.

On the advice of Council's Manager Recreation & Open Space Mr McAlister, no objection is raised to the removal of the tree, subject to a suitable condition of consent.

As such, it is recommended that the tree be removed and replaced in an appropriate location as part of the development.

FINANCIAL IMPLICATIONS

The cost for tree removal and replacement will be included as a condition of consent and will be borne by the developer.

POLICY IMPLICATIONS

There are no policy implications arising from this report.

RECOMMENDATION

1. That the tree located in Boundary Road be removed to allow construction of the driveway for the dual occupancy.
2. That the tree be replaced with another tree species in an appropriate location according to the Street Tree Masterplan; Sioux Crepe Myrtle (*Lagerstroemia indica x L. fauriei*).

Tracie Smart
Planner

STREET TREE ADVISORY COMMITTEE
2 JULY 2019

STC19/23

BACKGROUND

Development Application D19-257, No. 123 Boundary Road, Dubbo, was submitted to Council 13 June 2019, for a *dual occupancy and two (2) lot subdivision*.

The subject site is located on the southern side of Boundary Road and approximately 100 metres west of the intersection with Margaret Crescent (see **Figure 1**).



Figure 1. 123 Boundary Road (green outline).

REPORT

The proposed attached dual occupancy will have a central driveway which will conflict with the location of the existing tree (see **Figure 2**).

Comments received from Council's Manager Recreation & Open Space Mr McAlister on the 19 June 2019 read as follows:

"The tree is a Claret Ash (Fraxinus raywood) that in 2012 had an estimated useful life expectancy of 5 -15 years, health: fair to poor. Adjusted probably 1 – 8 years. The aerial photography shows that the tree has Ash Decline."

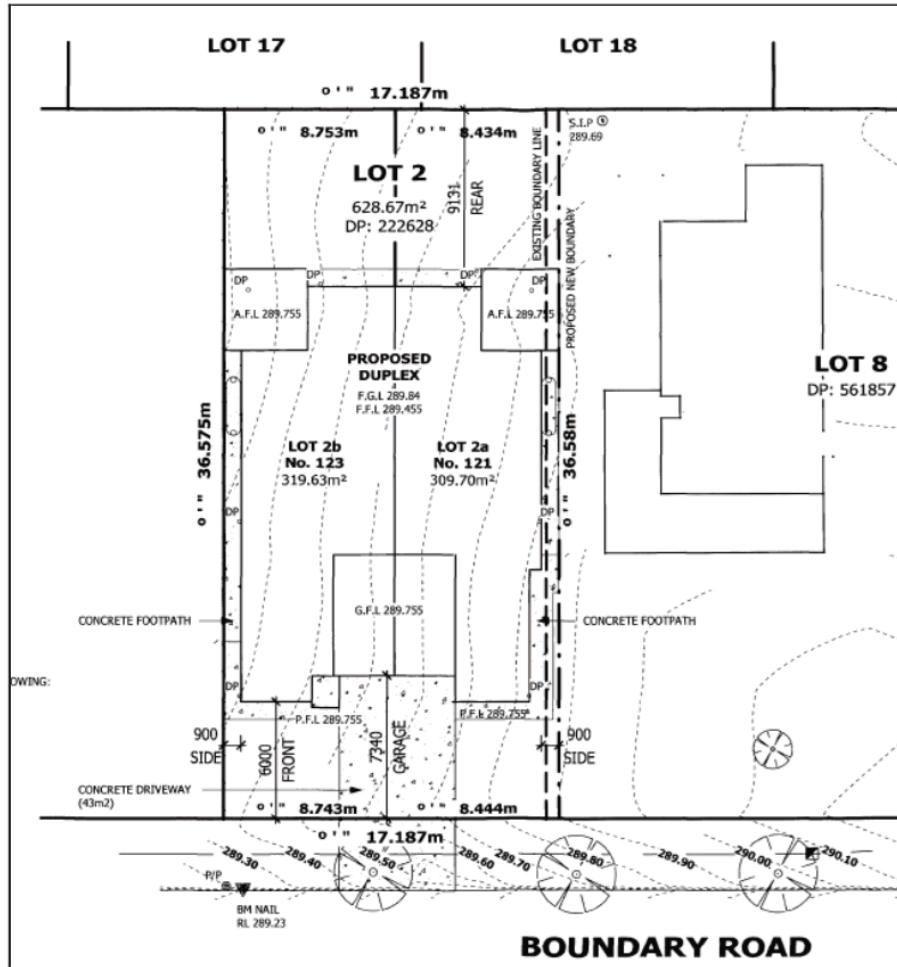


Figure 2. Site Plan, indicating proposed driveway.

STREET TREE ADVISORY COMMITTEE
2 JULY 2019

STC19/23

The tree is shown in Photograph 1 and is situated in the Council road reserve. The tree will need to be removed to permit the proposed driveway.

Council's Manager Operations, Craig Arms and Council's Senior Arborist, Warren Gawthorne inspected the site and provided the following description and condition of the subject tree:

"The tree is a mature Claret ash (Fraxinus angustifolia) - 'Raywood'.

The dimensions of the tree are as follows:

- *Height – 9.5 metres*
- *Crown Spread – 6 metres*
- *Diameter Breast Height (DBH) – 28.5 cm*

The tree is situated in the Council footpath approximately 0.5 of a metre from the kerb and gutter north of the construction site and residence.

Condition of the Tree

The tree is considered to be in poor condition due to the amount of deadwood and decline. See Photos 1 and 2 below.

Issues Presented

Due to Ash decline disease, the tree has a considerable amount of deadwood throughout the canopy which includes a couple of major branches, and these dead branches will more than likely fail. The tree will ultimately decline even further and die in the near future due to its poor health and condition."

STREET TREE ADVISORY COMMITTEE
2 JULY 2019

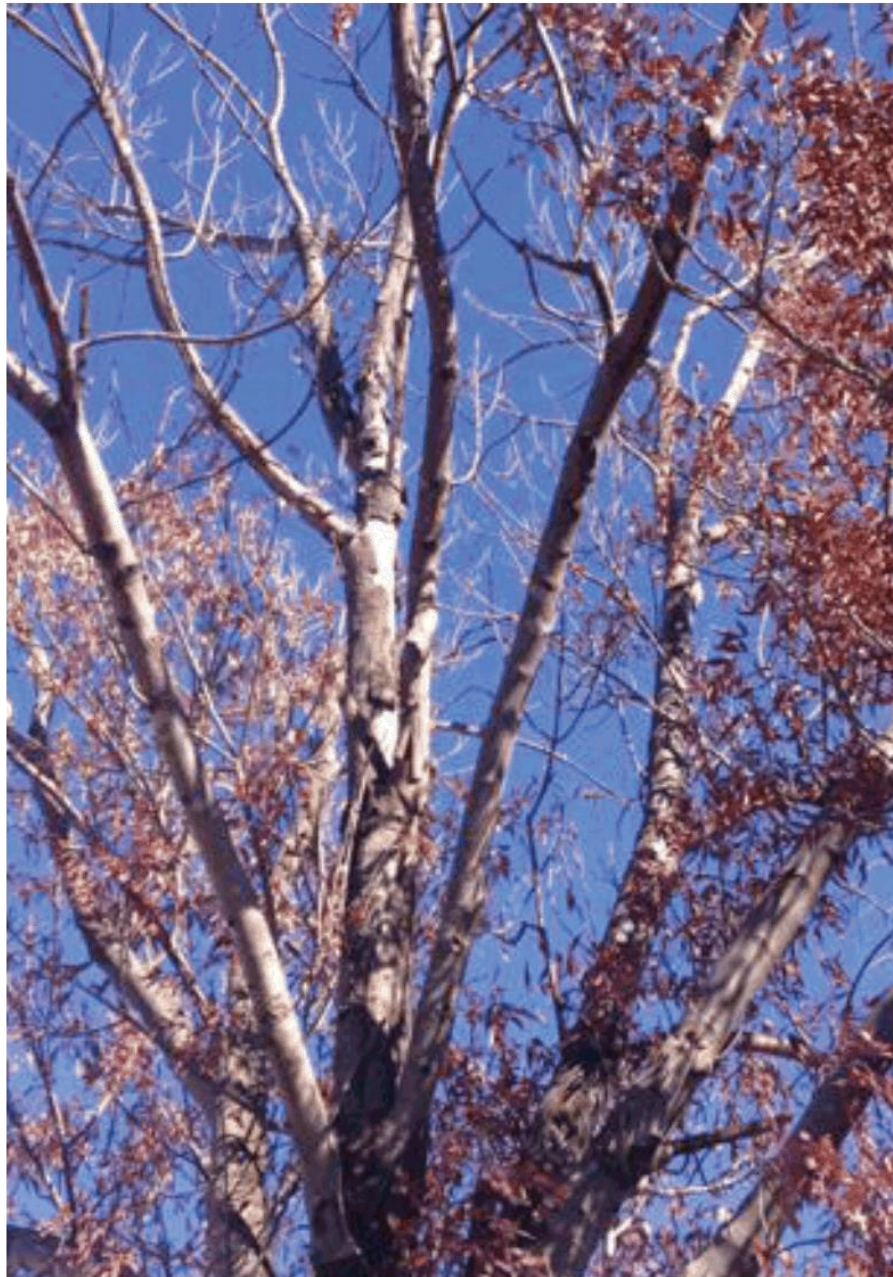
STC19/23



Photograph 1. Subject 'Claret Ash' suffering from 'Ash Decline' – Boundary Road

STREET TREE ADVISORY COMMITTEE
2 JULY 2019

STC19/23



Photograph 2. Subject tree displaying deadwood throughout canopy – Boundary Road

STREET TREE ADVISORY COMMITTEE
2 JULY 2019

STC19/23

Species Profile from Dubbo Street Tree Master Plan
(Street Trees for the City of Dubbo, page 61).



Botanical name:

Lagerstroemia indica x L. fauriei
'Sioux'

Common name:

Sioux Crepe Myrtle

Origin:

Hybrid variety

Typical height:

4-5 metres

Typical width:

3-4 metres

Growth rate:

Slow to moderate

Typical form:

Small deciduous upright vase-shaped tree becoming rounded with age

Characteristics:

Oval leaves, good autumn colour. Ornamental bark.
Panicles of medium to hot pink flowers.

Site requirements:

Adapts to a range of soils. Transplants easily.

Tolerances:

Moderate to high drought tolerance

Notes:

Requires watering during establishment. Prune to single trunk. Useful for limited spaces. Low root impacts, low litter drop, no invasive potential. Powdery mildew resistant.

STREET TREE ADVISORY COMMITTEE
2 JULY 2019

STC19/23

RECOMMENDATION

Due to the proposed driveway and the health of the tree, it is recommended that the tree be removed, with the cost of the removal borne by the Developer. Council would provide an invoice that would need to be paid in full prior to the removal. In addition, the cost of a replacement tree would be required, approximately \$1,100 excluding GST.

STREET TREE ADVISORY COMMITTEE
2 JULY 2019

STC19/24



REPORT: Tree Removal - Furney Street, Dubbo

AUTHOR: Senior Design Engineer
REPORT DATE: 25 June 2019
TRIM REFERENCE: ID19/888

EXECUTIVE SUMMARY

The existing cast iron watermain in Furney Street, Dubbo is due to be replaced as it is approaching the end of its predicted service life. Six existing Box Elder (*Acer negundo*) trees require removal to allow installation of the water main on the northern footpath. New trees are to be planted to replace the existing trees, providing benefit to the community.

FINANCIAL IMPLICATIONS

There are no financial implications arising from this report.

POLICY IMPLICATIONS

There are no policy implications arising from this report.

RECOMMENDATION

1. That the proposed watermain be installed within the northern footpath corridor.
2. That approval be given to remove six existing Box Elder (*Acer negundo*) trees.
3. That following completion of the water main, the existing trees be replaced with eleven *Acer negundo* 'Sensation' trees.
4. That the committee note that as part of the Dubbo Street Tree Planting Master Plan, six existing trees on the southern side of Furney Street will be replaced with eleven *Malus ioensis*.

Chris Godfrey
Senior Design Engineer

STREET TREE ADVISORY COMMITTEE
2 JULY 2019

STC19/24

BACKGROUND

The existing cast iron watermain in Furney Street, Dubbo is due to be replaced as it is approaching the end of its predicted service life. The existing main is located in the centre of the road, which is undesirable from an asset management and worker safety perspective. Current industry best practice for mains replacement involves moving mains off active travel lanes and onto a dedicated space on footpaths/nature strips.

The existing Box Elder (*Acer negundo*) trees require removal to allow installation of the water main on the northern footpath. Offset planting within Furney Street will take place trees are to be planted to replace the existing trees, providing benefit to the community.

REPORT

The existing water main is situated in the middle of the road. The proposed watermain is to be installed within the northern footpath corridor, as there is an existing stub at the Bourke Street intersection within the footpath which the new watermain requires connection to. The benefits for having the watermain within the footpath corridor are as follows:

- Hydrants will not be on the road. Access to hydrants cannot be blocked by vehicles, allowing easy access to both emergency services and Council staff for maintenance purposes (flushing and repainting of lids).
- Easy access to watermain. In the event that a water meter needs to be replaced, repaired or installed (in the case of a redevelopment), the road pavement will not require excavation, or to be disturbed. This will prolong road pavement life and reduce construction and maintenance costs.

Due to underground service congestion within the northern footpath corridor, the only available alignment requires the removal of all existing street trees. Existing vegetation on the northern footpath consists of *Acer negundo* trees. An audit of these trees was undertaken in 2012, which concluded that they were in fair to poor condition. Their useful life expectancy was estimated to be in the range of 5 to 15 years.

Council's database shows there are eight existing *Acer negundo* trees on the northern footpath of Furney Street, however a site visit during the project design phase confirmed there are only six remaining. Two have been removed in previous years due to poor health.

In lieu of the removal of six trees, eleven new *Acer negundo* 'Sensation' trees are proposed to be planted on the northern side of Furney Street. These trees have been recommended as there are no overhead power lines to impede tree growth. These trees suit the environment very well and they can tolerate harsh and varying climatic conditions (extended dry weather periods to high rainfall events).

The species is also quite versatile and can cope in a wide range of soil pH levels. They have a broad canopy, which provides more shade for the road surface. This contributes to lowering the temperature of the road pavement, increasing its useful life expectancy. A broad canopy

STREET TREE ADVISORY COMMITTEE
2 JULY 2019

STC19/24

also provides the benefit of catching more rainfall than a narrower canopy. This reduces the loading on the stormwater system, reducing any potential for inundation in catchment areas.

The trees to be removed are shown in the images below:



STREET TREE ADVISORY COMMITTEE
2 JULY 2019

STC19/24



According to Council's Dubbo Street Tree Planting Master Plan, Furney Street is identified as a number one priority for the replanting of trees.

In future as part of this plan, it is proposed to remove five existing *Acer negundo* and one *Robinia pseudoacacia* from the southern side of Furney Street. Eleven *Malus ioensis* 'Plena' trees are to be replanted on the footpath as they grow to a lower height and will not conflict with existing overhead power lines, increasing the tree population and improving the aesthetic appeal of the street.

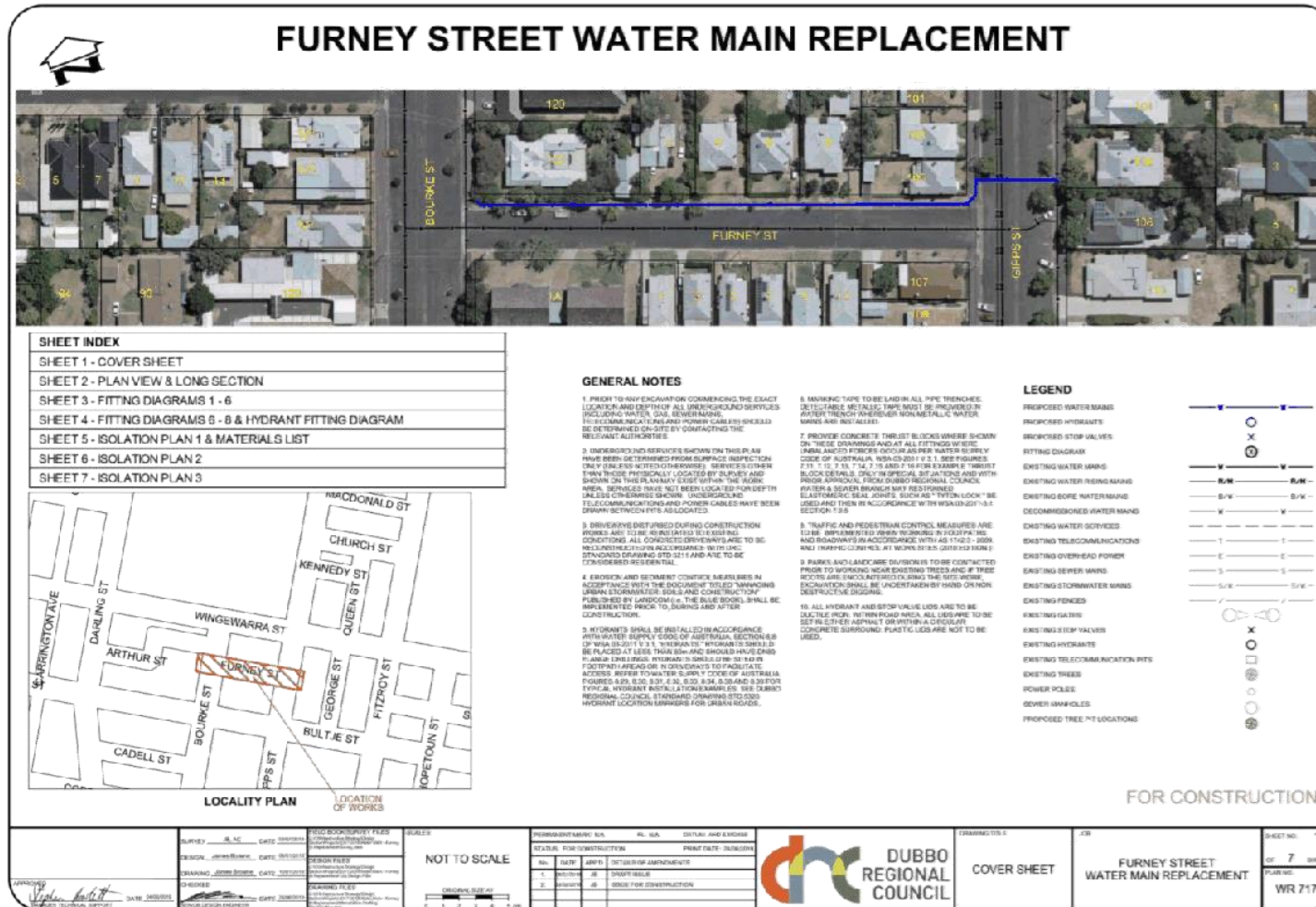
The Master Plan also instructs to use tall graft stock, meaning that the trees to be planted will have solid trunks with relatively high branches. This also reduces any potential impact of vandalism.

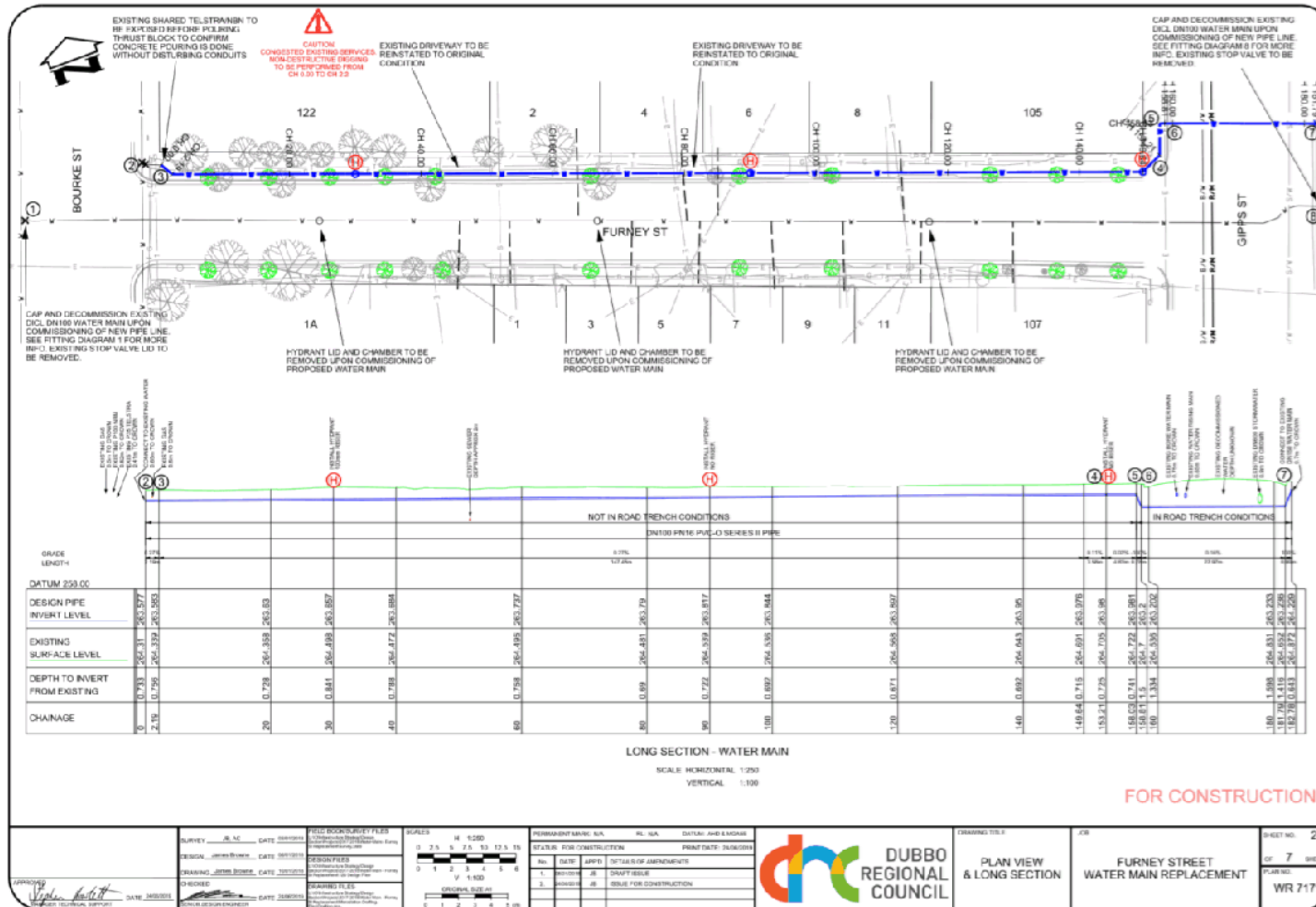
SUMMARY

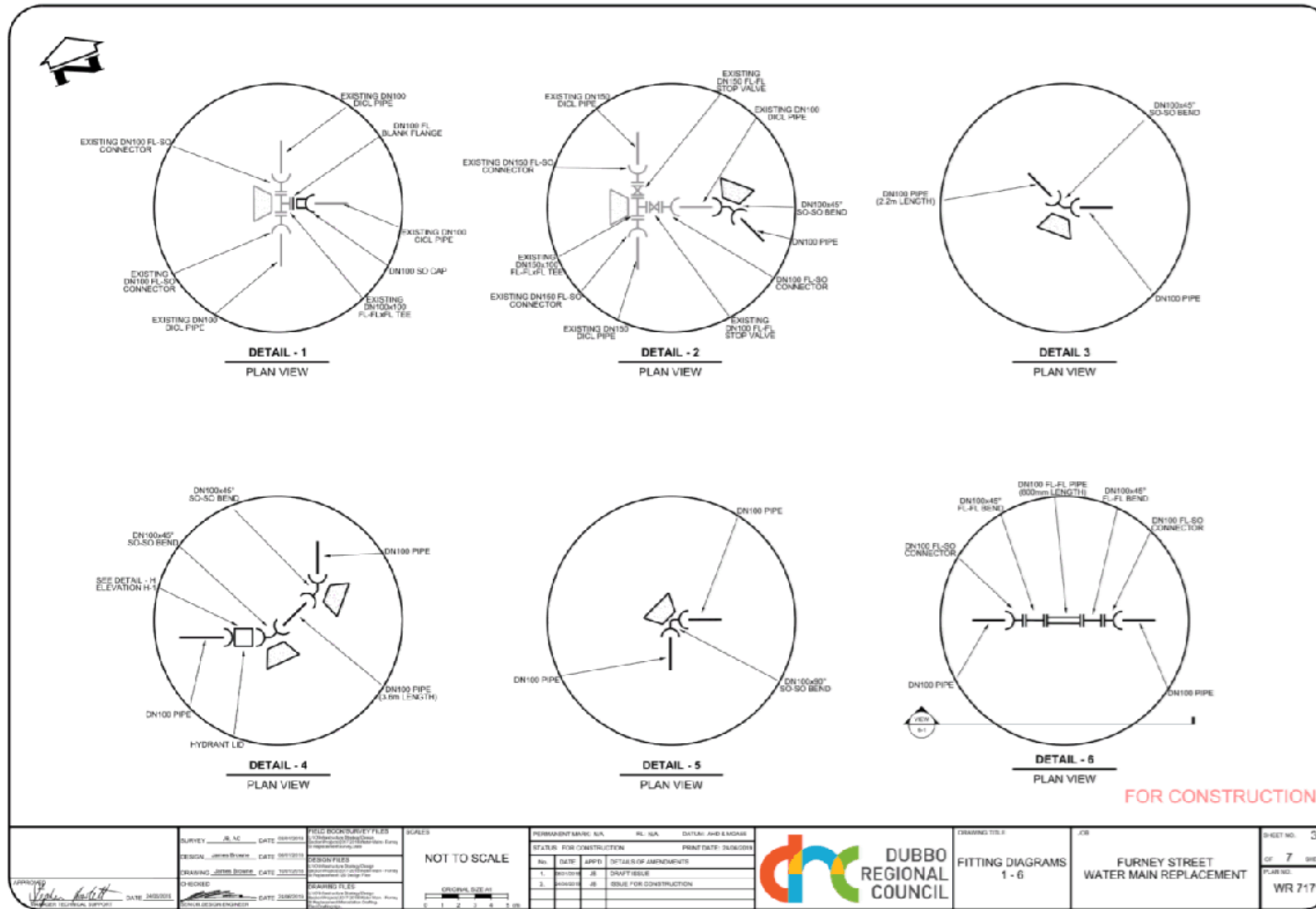
There are numerous benefits to be gained by replacing the existing trees with the proposed *Acer negundo* 'Sensations.' The new species of trees to be placed in the footpath will improve the aesthetics of the street and are more appropriate for the climatic conditions, while the removal of the existing poor quality trees will allow for the replacement of an old watermain, allowing Council to continue to provide essential infrastructure to the community.

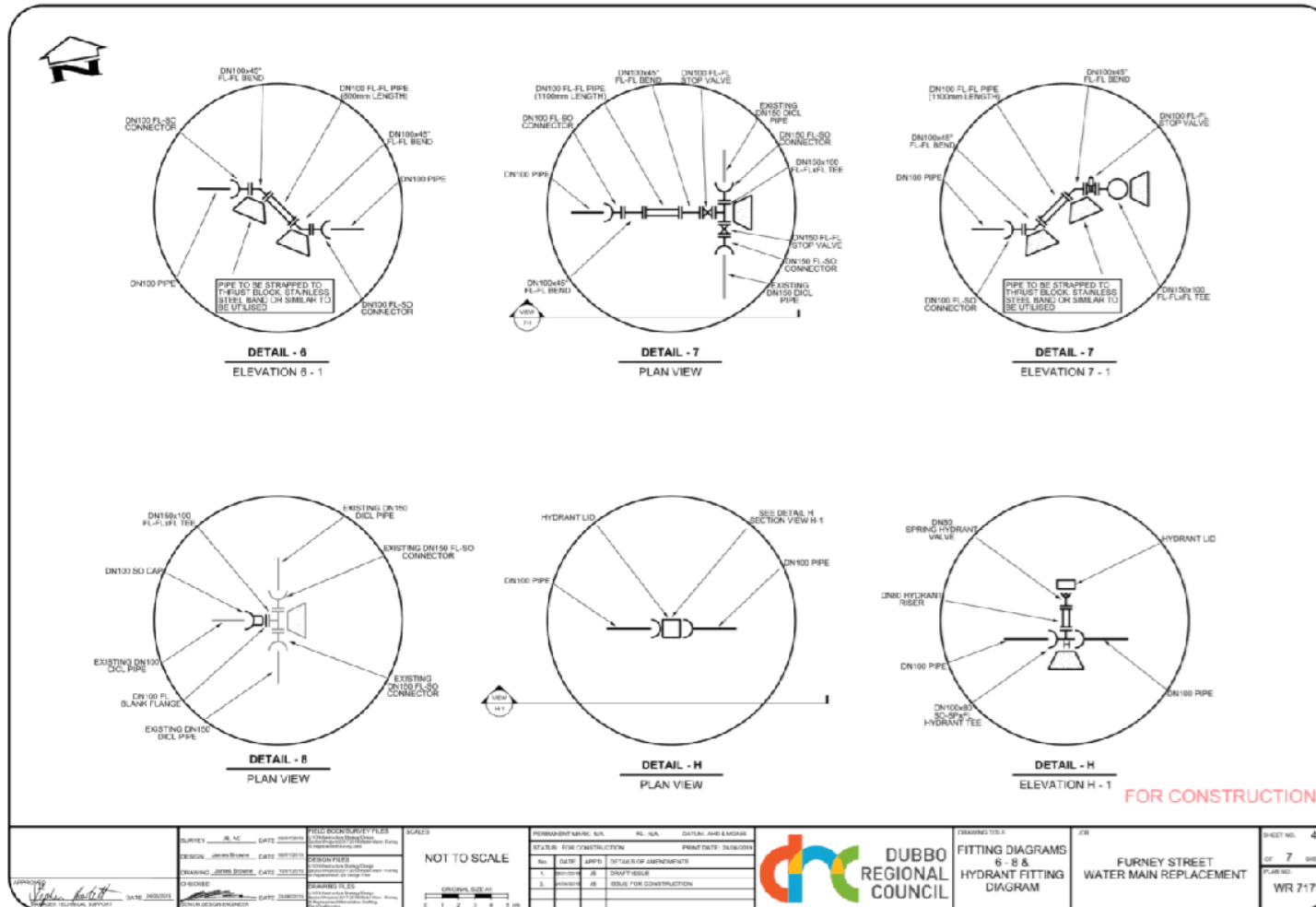
Appendices:

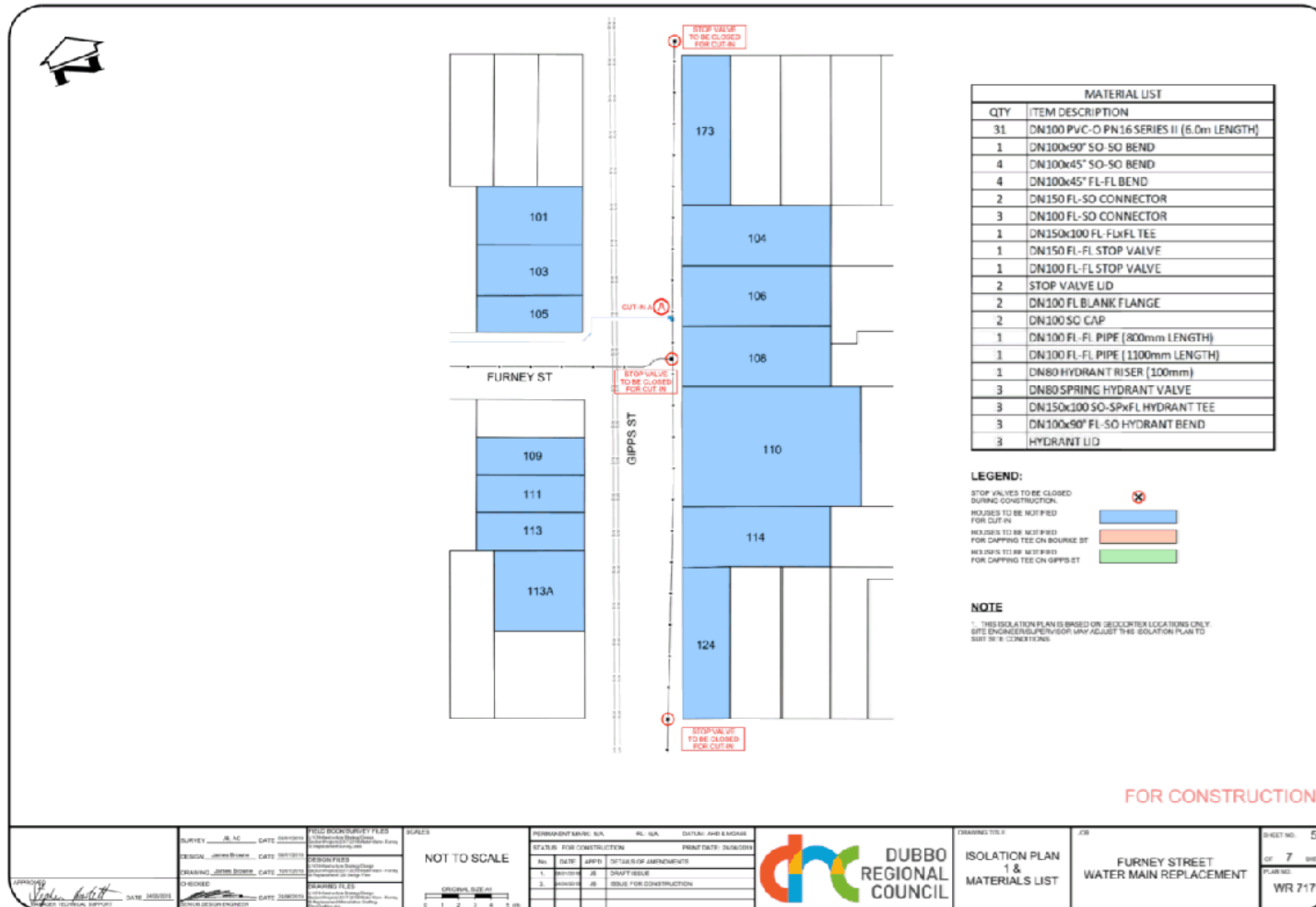
1. Furney Street - Watermain Replacement - WR 7171

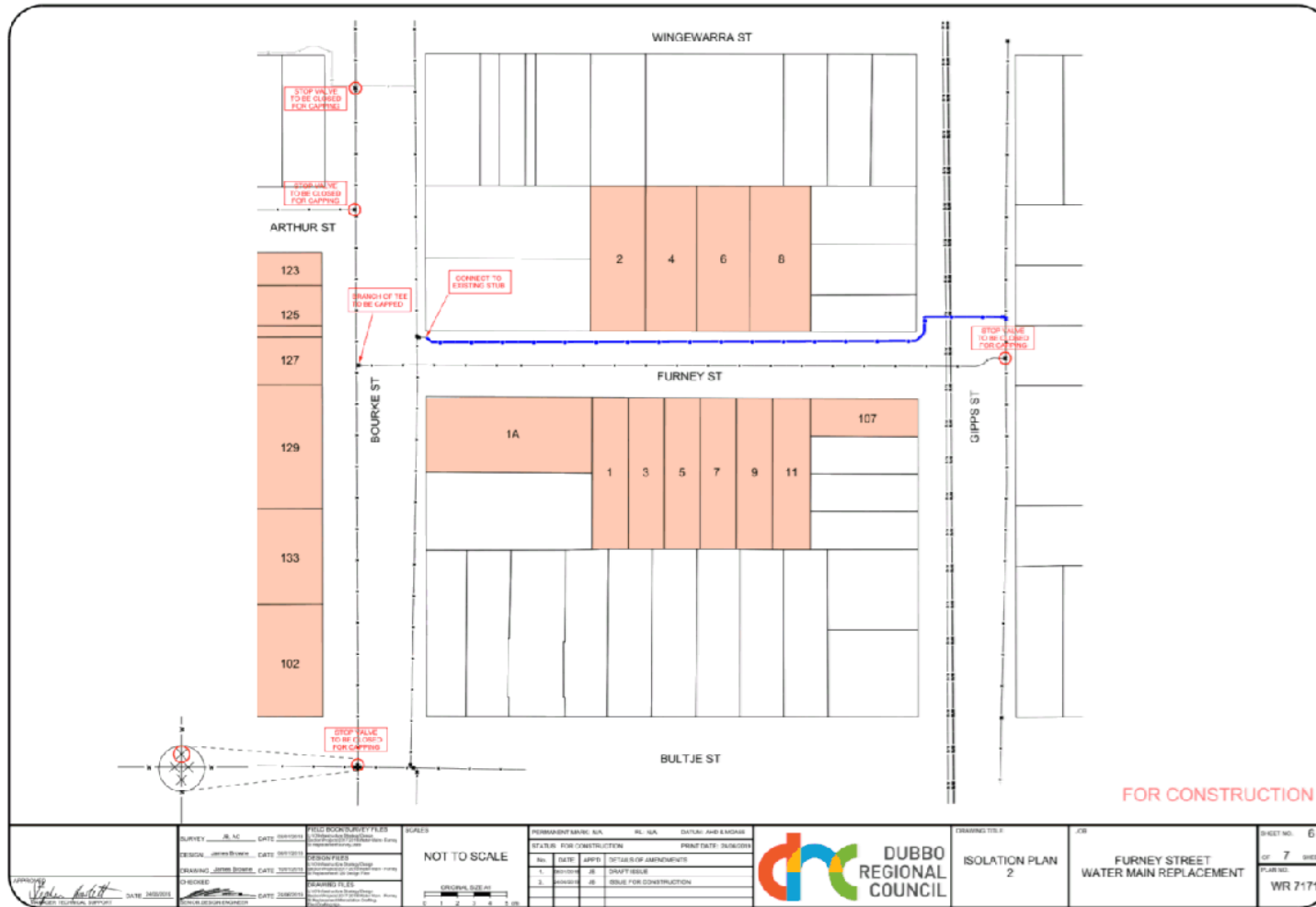


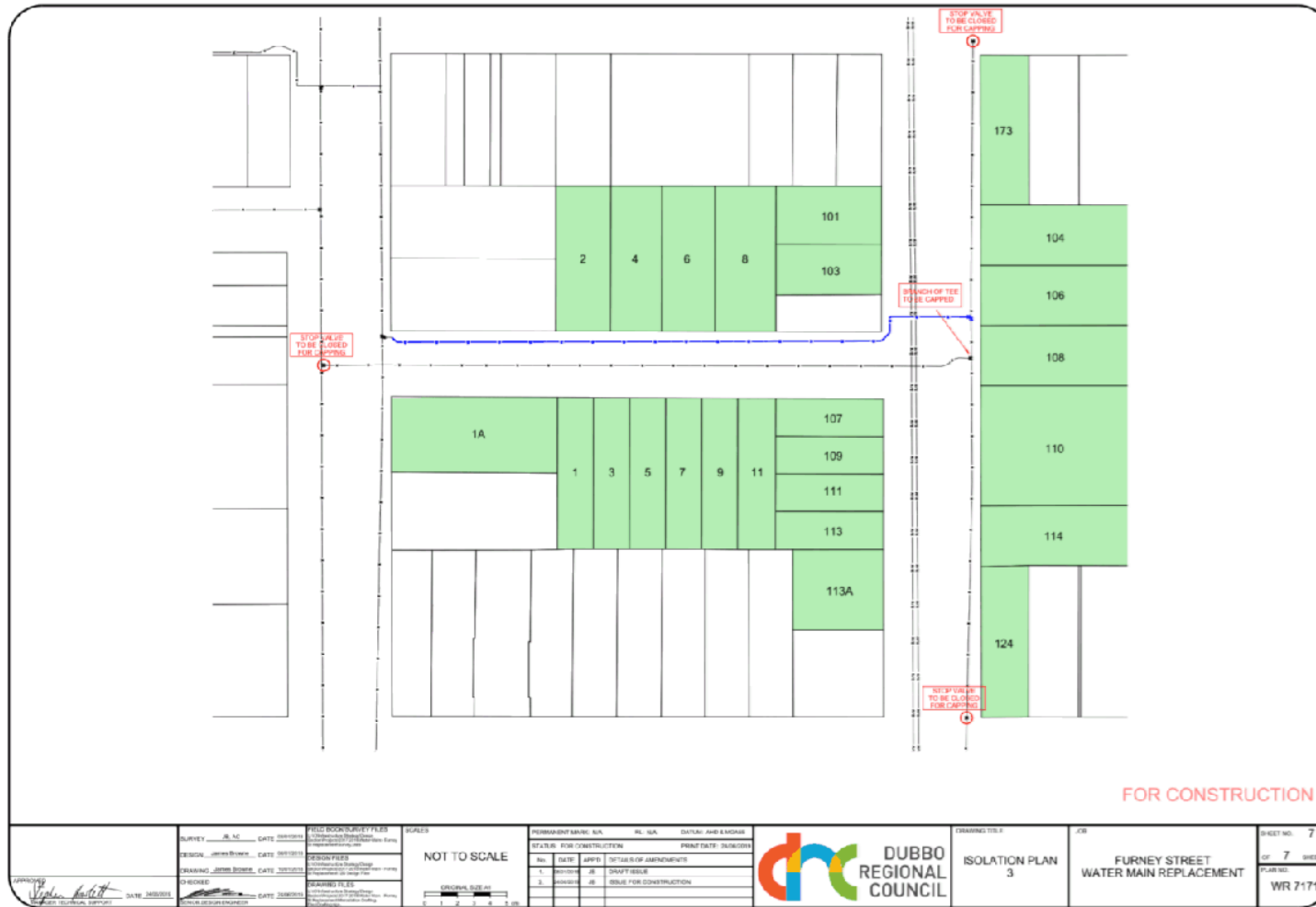














DUBBO REGIONAL
COUNCIL

NOTICE OF MOTION: Proposed River Street Bridge

REPORT DATE: 15 July 2019

FILE: ID19/991

Council had before it a Notice of Motion dated 15 July 2019 from Councillor J Ryan regarding the Proposed River Street Bridge as follows:

- 1. That Council notes the widespread community opposition to the proposed construction of the River Street bridge.*
- 2. That Council notes the widespread community view that major highways be diverted around the city of Dubbo in a way that boosts economic activity and ensures the liveability and amenity of Dubbo.*
- 3. That Council formally express its opposition to the proposed construction of the River Street bridge.*
- 4. That the Chief Executive Officer be requested to prepare a report for the August 2019 Ordinary meeting of Council detailing any and all measures within Council's powers to stop the project."*

RECOMMENDATION

- 1. That Council notes the widespread community opposition to the proposed construction of the River Street bridge.**
- 2. That Council notes the widespread community view that major highways be diverted around the city of Dubbo in a way that boosts economic activity and ensures the liveability and amenity of Dubbo.**
- 3. That Council formally express its opposition to the proposed construction of the River Street bridge.**
- 4. That the Chief Executive Officer be requested to prepare a report for the August 2019 Ordinary meeting of Council detailing any and all measures within Council's powers to stop the project.**

Councillor J Ryan
Councillor

Appendices:

- [1](#) Notice of Motion - Proposed River Street Bridge - Councillor J Ryan

Councillor John Ryan
PO Box 81
DUBBO NSW 2830

12 July 2019

The Chief Executive Officer
Dubbo Regional Council
PO Box 81
DUBBO NSW 2830

Dear Michael

NOTICE OF MOTION – PROPOSED RIVER STREET BRIDGE

I would like to place the following notice of motion on the agenda for the July 2019 Ordinary meeting of Council.

- “1. That Council notes the widespread community opposition to the proposed construction of the River Street bridge.*
- 2. That Council notes the widespread community view that major highways be diverted around the city of Dubbo in a way that boosts economic activity and ensures the liveability and amenity of Dubbo.*
- 3. That Council formally express its opposition to the proposed construction of the River Street bridge.*
- 4. That the Chief Executive Officer be requested to prepare a report for the August 2019 Ordinary meeting of Council detailing any and all measures within Council’s powers to stop the project”.*

Yours faithfully



John Ryan
Councillor



DUBBO REGIONAL
COUNCIL

REPORT: 2019 Community Needs and Satisfaction Survey Results

AUTHOR: Chief Executive Officer
REPORT DATE: 9 July 2019
TRIM REFERENCE: ID19/702

EXECUTIVE SUMMARY

The 2019 Community Needs and Satisfaction Survey was completed in May 2019 and the final result, analysis and recommendations have been completed by IRIS Research.

The purpose of the Community Needs and Satisfaction Survey is to track Council's performance in service delivery, identify priority areas and community needs and evaluate Council's customer services and communication.

The consultant's report with the findings of the 2019 Community Needs and Satisfaction Survey is attached as **Appendix 1**. The Survey was conducted over the phone. 607 Phone surveys were completed. A secondary survey was available online. 352 responses were received online. Satisfaction levels in this report are from the phone survey only. A summary of the online responses are attached as **Appendix 2**.

Findings from the survey gauge the level of satisfaction that residents have with the various services, operations and functions of Council. The findings will be utilised to inform decision making regarding the organisation's operations and areas of improved performance.

A copy of the report will be made available on Council's website, and a summary of key findings will be promoted across key Council communications channels and local media.

FINANCIAL IMPLICATIONS

Funding for the 2019 Community Needs and Satisfaction Survey is included in Corporate Communications operational budget.

POLICY IMPLICATIONS

There are no policy implications arising from this report.

RECOMMENDATION

1. That the report from the Chief Executive Officer dated 9 July 2019, be noted.
2. That findings from the Community Needs and Satisfaction Survey Report be shared with the community, through Council's website, Council Column and Mayoral Column.

Michael McMahon
Chief Executive Officer

BACKGROUND

Action 4.3.5.4 in the 2018-2021 Delivery Program and operational plan is for Council to undertake a biennial Community Needs Survey. Strategy 4.3.5 Council strives for transparency and is an organisation that values two way communication with stakeholders and the broader community.

The goal of the survey is to have a detailed assessment of community views from a representative, random sample of the Dubbo Regional Local Government Area population based on 2016 Census profile.

The objective for the 2019 Community Needs and Satisfaction Survey were to:

1. Measure the importance of, and satisfaction with, services and facilities provided by Council.
2. Compare levels of satisfaction for Council's services, facilities and customer service with similar councils.
3. Assist Council in identifying service use priorities for the community.
4. Give Council guidance on future needs of the community.
5. Understand resident perceptions of the Dubbo Regional Council as a place to live, work and do business.

The 2019 survey provides an important benchmark on community satisfaction. IRIS Research has been engaged under a 2 year contract to provide the same scope of work in 2020.

REPORT

Summary of key findings of the 2019 Community Needs Survey include:

- Overall satisfaction with the performance of Dubbo Regional Council is performing in line with comparable regional councils in NSW.
- 89% of residents agree that, overall, Dubbo Regional Council area is a good place to live.
- 96% of residents are proud to live in the Dubbo Regional Council area.
- 55% of residents have contacted DRC in the past 12 months, of which 74% are satisfied.
- 62% of residents are satisfied with the appearance of Dubbo and Wellington CBD's and surrounding areas.
- 83% of residents agree that Council positively promotes its activities and achievements.

The most valued aspects of living in Dubbo Regional Council are:

1. Community
2. Good quality facilities
3. Accessibility
4. Convenience

Key themes for the needs of the Dubbo Local Government Area:

1. Dubbo Regional Council – improvement in Council administration; Councillors; the Mayor; the current state of Council.
2. Roads – further maintenance; improvement in the road network.
3. Shopping facilities – more major retailers; more retailers; improved shopping diversity.
4. Employment and Industry – more employment; more industry; diverse employment.

Overall satisfaction with Council's performance is in line with comparable Councils. 12% of residents surveyed were very dissatisfied or dissatisfied with Council's performance. These respondents identified the administration of Dubbo Regional Council, road maintenance, waste maintenance and community consultation key improvement areas.

There is a link between the belief that Council positively promotes its achievement and activities and higher satisfaction with Council and its services and facilities as well as higher perceptions of the Dubbo Regional Council area. As such, positive promotion of Council's achievement and activities is an important element in improving resident satisfaction.

Summary of key service areas:

Housing and Basic Services

This category is a strength of Council's service delivery.

- Water supply is outperforming comparable NSW regional councils.
- 81% of residents are satisfied with sewerage service, waste management also recorded high average satisfaction ratings.
- Water conservation is a key vulnerability, fewer than 44% of residents are satisfied with this service.
- Council is outperforming in satisfaction the comparable councils in water supply. However, Council is underperforming in satisfaction of waste management services.

Infrastructure

Satisfaction with many services measured within this category are performing below comparable Councils.

- Council is outperforming the comparable NSW regional councils in street lighting with 55% of residents are satisfied with street lighting.
- Road maintenance services including both sealed roads and unsealed roads recorded low average satisfaction ratings.
- Satisfaction with traffic management and car parking in CBD was below average satisfaction of comparable regional councils in NSW.

Economy

Dubbo Regional Council is outperforming the average of comparable regional NSW councils in four of the five services.

- Managing residential development, supporting local business development and managing commercial development are outperforming comparable councils in NSW.
- Promotion of tourism is a strength of Council's economic services.
- 74% of residents are satisfied with promotion of tourism.

- 56% of residents satisfied with managing regional development.
- Residents are least satisfied with the development application assessment process.

Leadership

- Key vulnerabilities were identified for this service area including, informing the community, being a well-run and managed council, decisions made in the interest of the community.
- Council's events and support for events recorded a high average satisfaction rating.
- Residents are least satisfied with decisions made in the interest of the community.

Liveability

Liveability is, overall, a high performing service area and is a strength of Council's service delivery.

- Council is outperforming the amalgam of comparable councils in four facilities including sports grounds and facilities, parks, childcare facilities and community halls.
- Overall satisfaction with the appearance of Dubbo and Wellington CBDs and surrounding areas is underperforming relative to an average of comparable regional councils in NSW. Sixty-two percent (62%) of residents are satisfied with the appearance of CBDs.

Facility Usage

Libraries, sports grounds and facilities, parks and Western Plains Culture Centre are facilities which are performing above average and are used by an above-average proportion of residents compared to other facilities.

Parks are the facilities used by the highest proportion of Dubbo Regional Council residents (85%).

75% of residents have visited the Dubbo Regional Theatre and Convention Centre at least once a year.

Customer Services

Customers are highly satisfied with Council's customer services.

- 74% overall satisfaction – with 13% overall dissatisfied with Council Customer Service
- 18% of customers contacted Council regarding rates, 16% for general maintenance, 15% planning and development applications.
- Facebook was listed as most preferred source of information and the channel is currently underutilised as a form of communication.
- Information needs to be consistent across a range of different media.

Perceptions of the Dubbo Regional Council area

- Five of the 11 statements recorded high average agreement ratings. All other statements recorded medium average agreement ratings, indicating that residents have generally high perceptions of the Dubbo Regional Council are as a place to live, work and do business.
- Access to open spaces sporting field and recreational activities, the range of Aboriginal and Torres-Strait islander services and safety are viewed as strengths of living in the region amount residents.

Performance of elected Councillors

- 42% of residents are satisfied with the performance of elected Councillors.
- Overall satisfaction with the performance of elected Council's is performing below the average of comparable regional councils in NSW.

Dubbo Regional Council's community satisfaction levels against external benchmarks:

Outperforming comparable NSW regional councils.

- Water supply
- Street lighting
- Promotion of tourism
- Managing residential development
- Supporting local business development
- Managing commercial activities
- Sports grounds and facilities, parks, childcare facilities and community halls and cultural centres

In-line with comparable NSW regional councils

- Sewerage service
- Council events and support for events
- Overall performance with Dubbo Regional Council

Underperforming relative to an average of comparable regional councils in NSW.

- Overall satisfaction with the performance of elected councillors
- Overall satisfaction with the appearance for Dubbo and Wellington CBD's and surrounding areas
- Waste management services
- Traffic management, car parking in CBD
- Maintenance of sealed roads
- Development application assessment process
- Maintenance of public toilets

SUMMARY

The 2019 Community Needs and Satisfaction Survey has been completed by IRIS Research, collected from 607 completed responses from residents of Dubbo Regional Council area aged 18 years and over.

The results of the 2019 Community Needs and Satisfaction Survey indicate a solid result for overall satisfaction with the performance of Dubbo Regional Council over the past 12 months (3.53 out of 5).

56% of residents are satisfied with the performance of Council, with overall satisfaction with the performance of elected Councillors is 3.28 out of 5. 42% of residents are satisfied with the performance of Councillors.

The survey results will be used to help inform future planning of Council's services.

The 2019 survey provides an important benchmark on community satisfaction. IRIS Research has been engaged under a 2 year contract to provide the same scope of work in 2020.

Appendices:

- 1 [↓](#) Community Needs & Satisfaction Survey 2019 - Final Report - IRIS Research
- 2 [↓](#) Community Needs & Satisfaction Survey 2019 - Online Results



DUBBO REGIONAL COUNCIL

COMMUNITY NEEDS &
SATISFACTION SURVEY 2019

ONLINE RESULTS

© IRIS RESEARCH, 2019

MAY 2019

BACKGROUND

The Community Needs & Satisfaction Survey 2019 was available online from 8 April to 22 April 2019.

352 completed responses were collected from a total of 496 respondents. This report contains the results of these completed responses.

A full list of open-ended responses has been provided in a separate report.

SAMPLE PROFILE

IRIS RESEARCH

SAMPLE PROFILE – DEMOGRAPHICS

Gender	%	#
Male	31%	109
Female	67%	236
Prefer not to say	2%	7

Age	%	#
18 to 34	25%	88
35 to 49	42%	149
50 to 64	22%	79
65 plus	8%	28
Prefer not to say	2%	6

Ratepayer Status	%	#
Ratepayer	84%	297
Non-ratepayer	16%	55

Length of time lived in area	%	#
Less than 5 years	16%	58
6 to 10 years	14%	51
11 to 15 years	10%	35
More than 15 years	59%	208

Base: All respondents (n=352)

Q: What is your gender?

Q: What is your age group?

Q: How long have you lived in the Dubbo Regional Council area?

Q: Do you or your family pay Council rates or does your landlord?

4

SAMPLE PROFILE – AREA

Location	%	#
Town	82%	289
Rural farm or property	18%	63

Area	%	#
Dubbo	76%	267
Wellington	10%	35
Geurie	2%	7
Wongarbon	2%	6
Maryvale	1%	4
Mumbil	0.9%	3
Stuart Town	0.9%	3

Area	%	#
Mogriguy	0.9%	3
Rawsonville	0.3%	1
Euchareena	0.3%	1
Toongi	0.3%	1
Ballimore	0.3%	1
Eumungerie	0.3%	1
Other	5%	19

Base: All respondents [n=352]

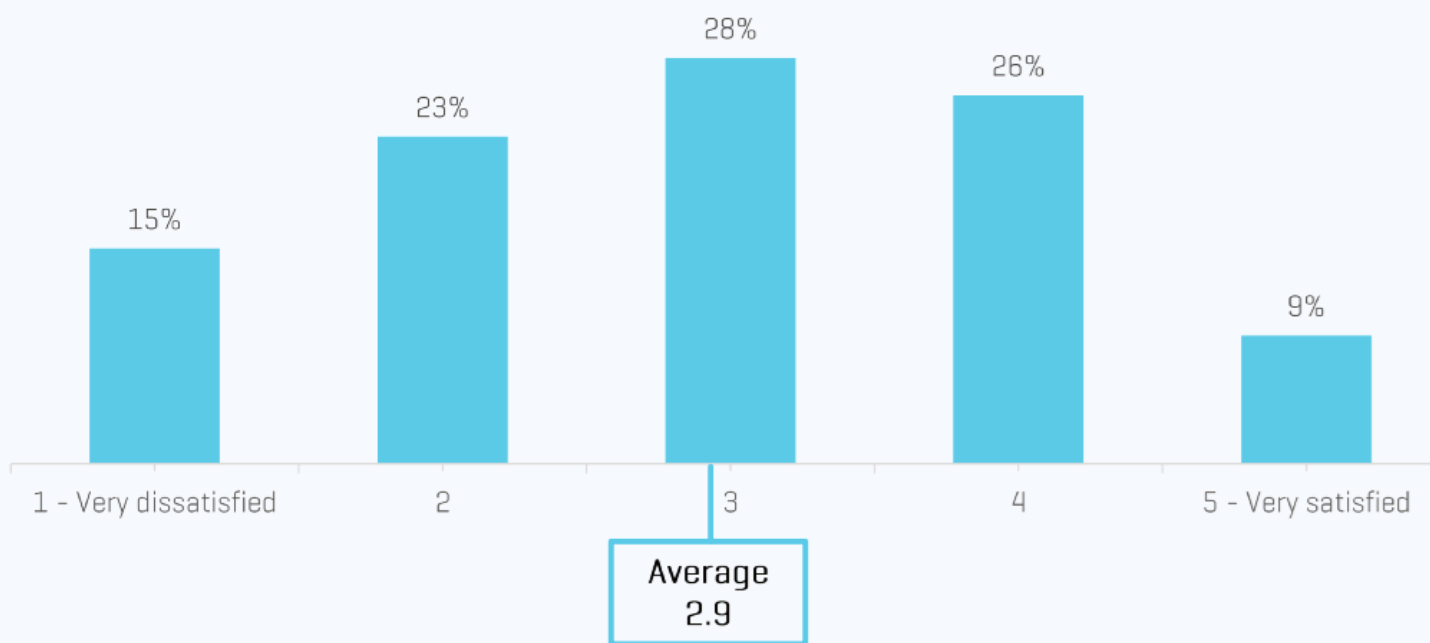
Q: Do you live in a town or on a rural farm or property?

Q: And what is the name of the town or rural area where you live?

OVERALL SATISFACTION

IRIS RESEARCH

OVERALL SATISFACTION WITH DUBBO REGIONAL COUNCIL

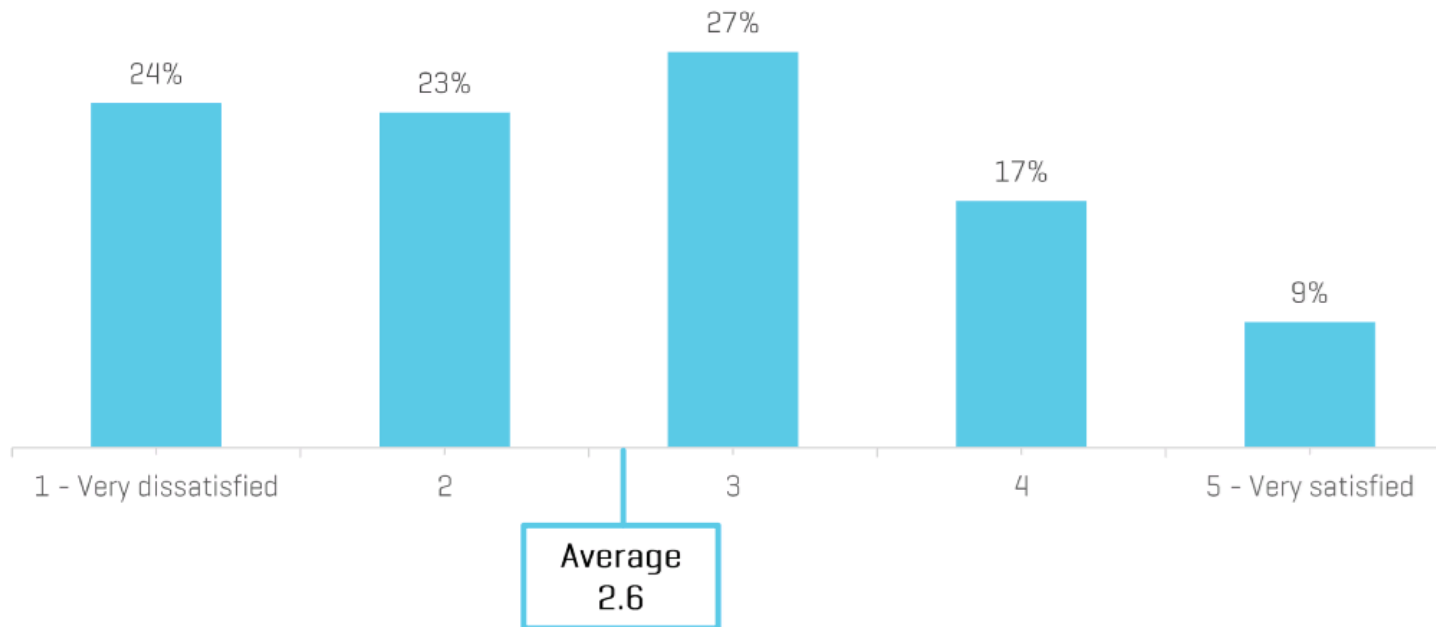


Dissatisfied residents (rating of 1 or 2) were asked to provide one improvement that Council could make to its service delivery.

Base: All respondents (n=352)

Q: On a scale of 1 to 5, how would you rate your satisfaction with the overall performance of Dubbo Regional Council over the past 12 months?

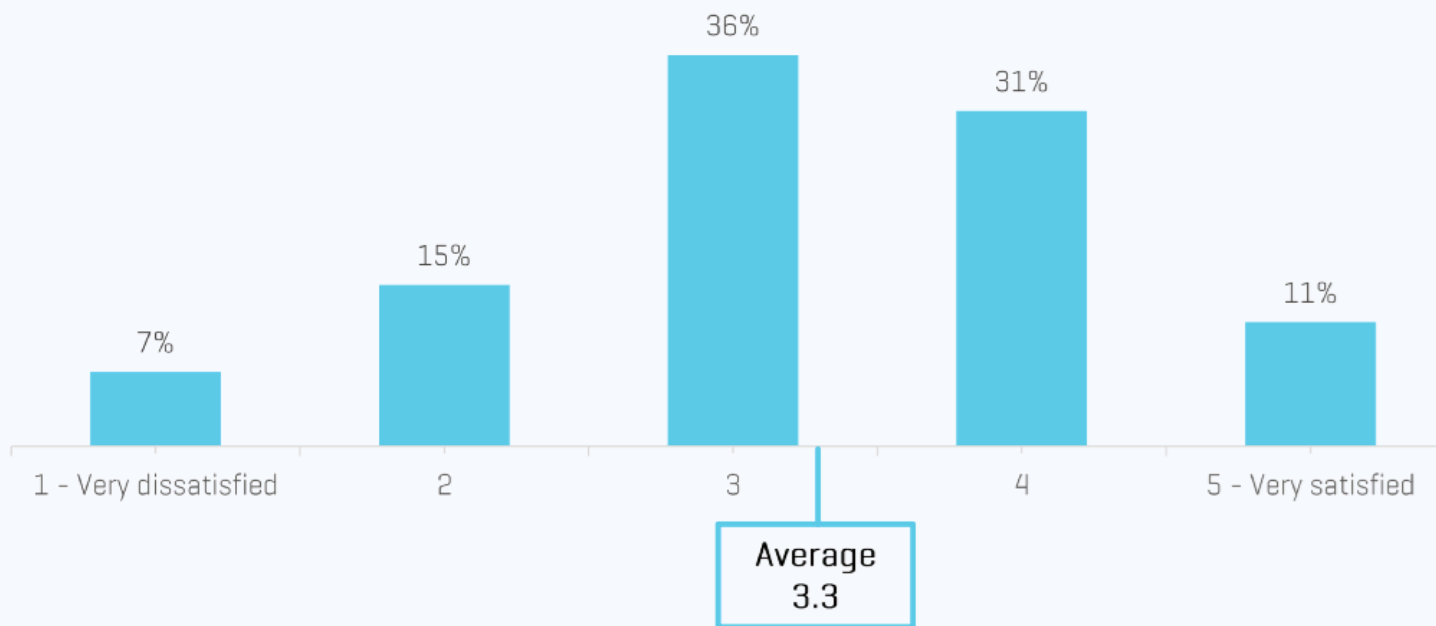
OVERALL SATISFACTION WITH ELECTED COUNCILLORS



Base: All respondents (n=352)

Q: Using the same scale, please rate your satisfaction with...

OVERALL SATISFACTION WITH APPEARANCE OF DUBBO AND WELLINGTON CBDs AND SURROUNDING AREAS



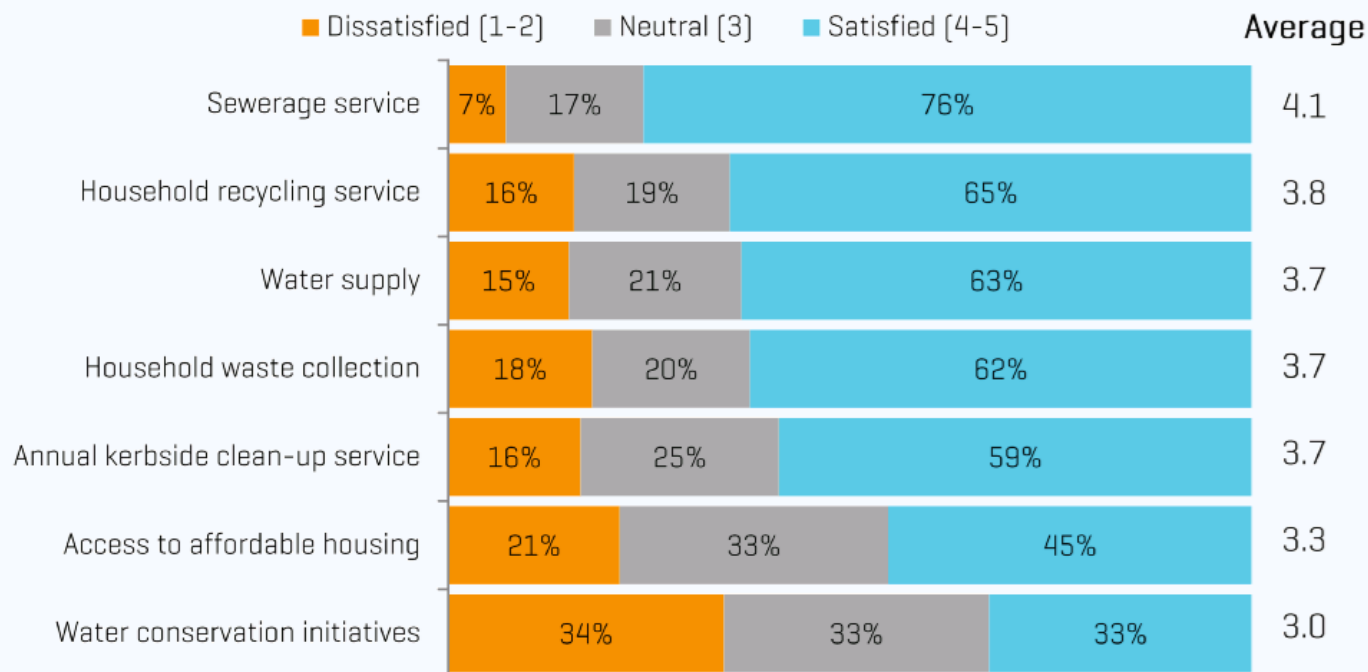
Base: All respondents (n=352)

Q: Using the same scale, please rate your satisfaction with...

COUNCIL SERVICES & FACILITIES

IRIS RESEARCH

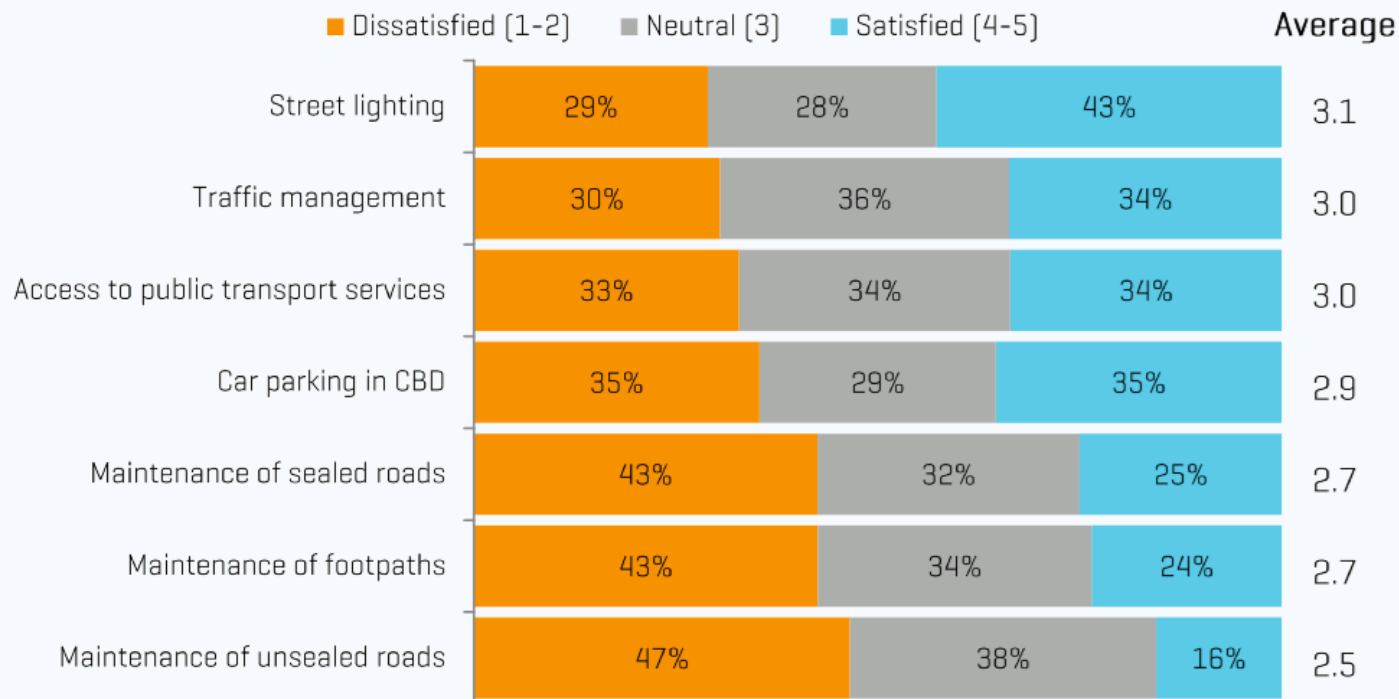
HOUSING & BASIC SERVICES



Base: All respondents (n=352)

Q: Please rate your satisfaction with the following services and facilities using a 5-point scale where 1 means you are 'very satisfied' and 5 means you are 'very dissatisfied'.

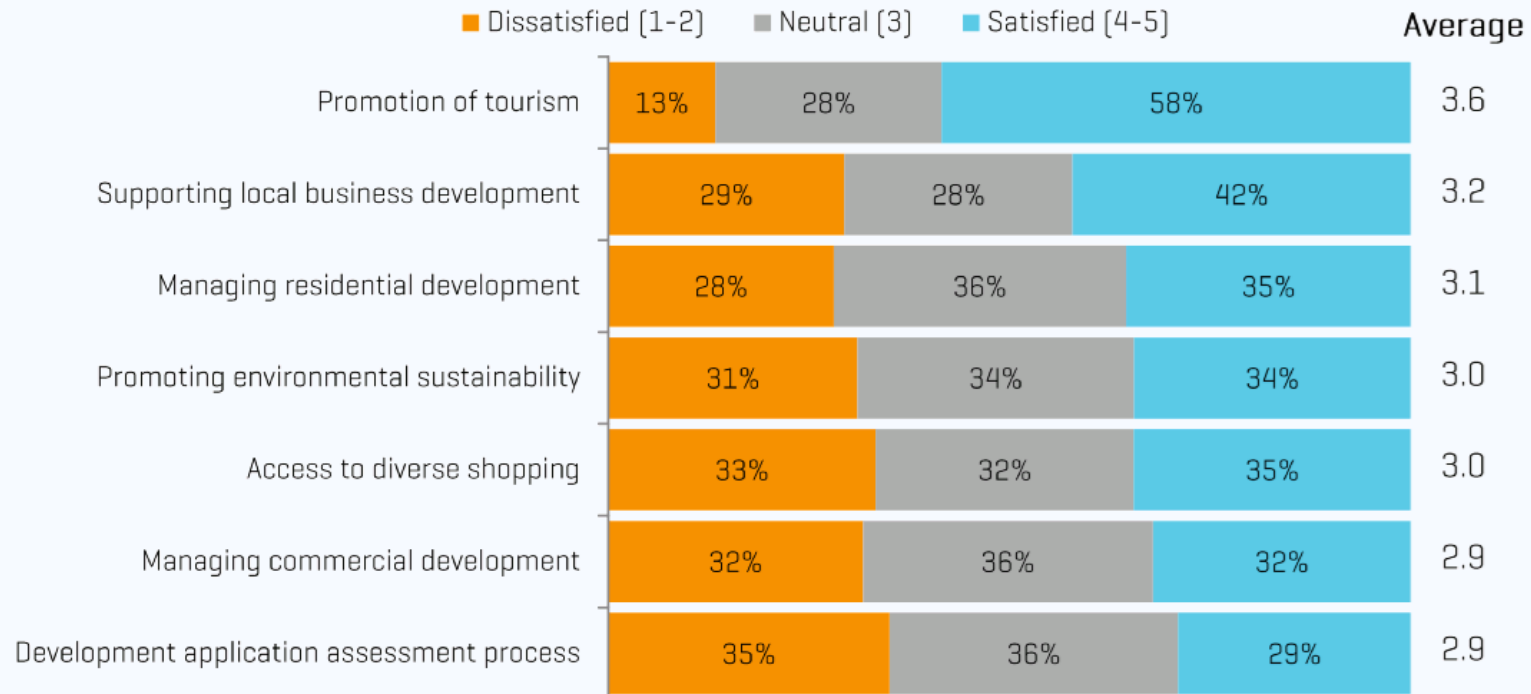
INFRASTRUCTURE



Base: All respondents (n=352)

Q: Please rate your satisfaction with the following services and facilities using a 5-point scale where 1 means you are 'very satisfied' and 5 means you are 'very dissatisfied'.

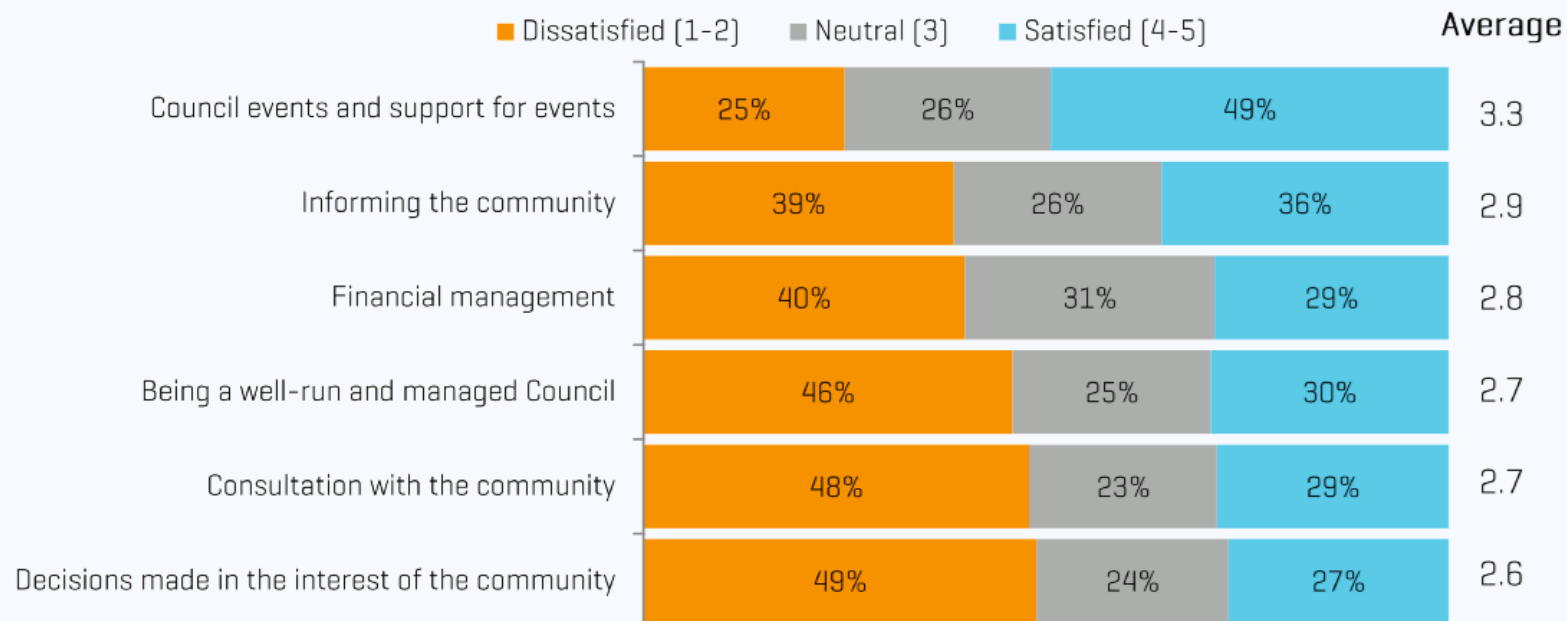
ECONOMY



Base: All respondents (n=352)

Q: Please rate your satisfaction with the following services and facilities using a 5-point scale where 1 means you are 'very satisfied' and 5 means you are 'very dissatisfied'.

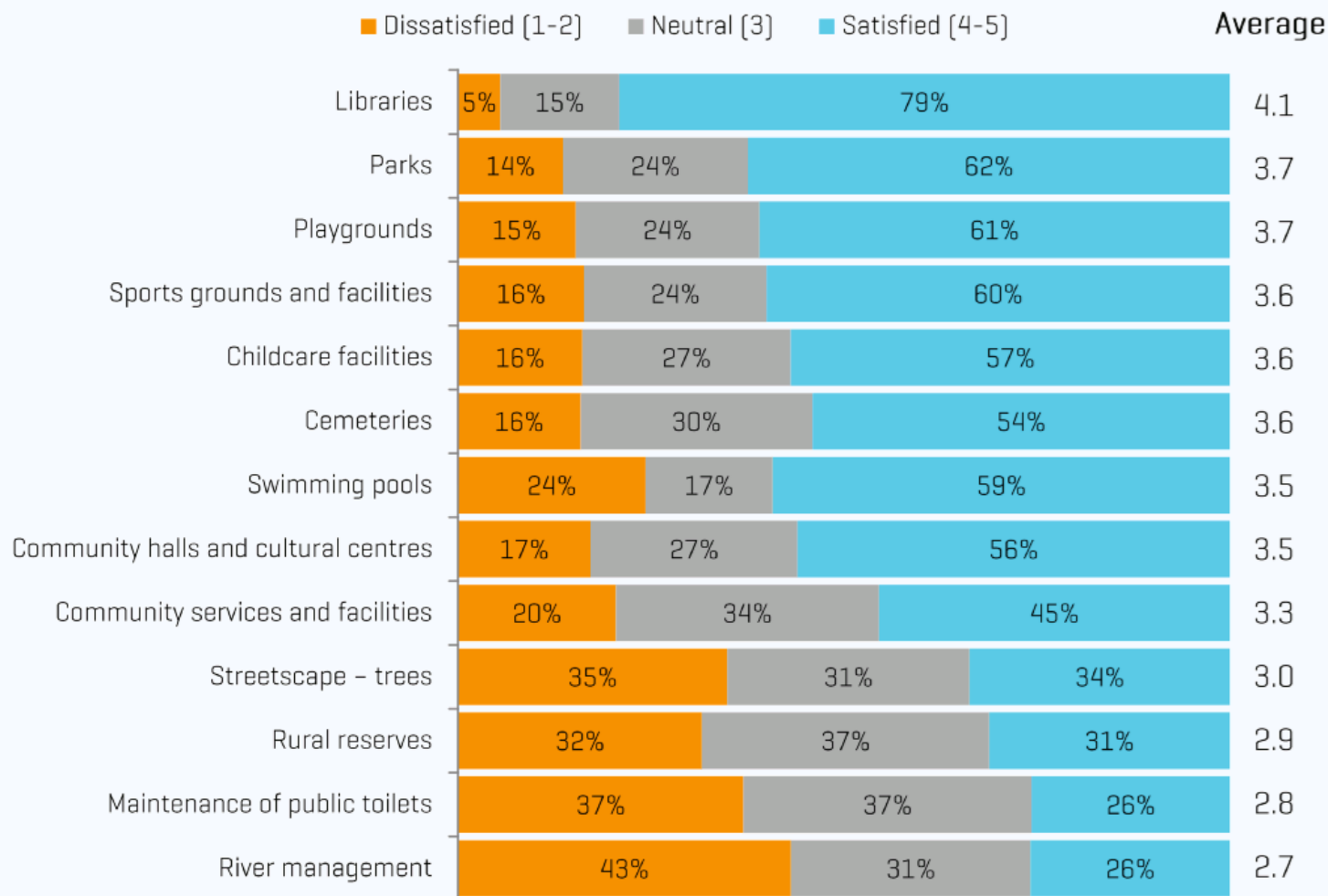
LEADERSHIP



Base: All respondents (n=352)

Q: Please rate your satisfaction with the following services and facilities using a 5-point scale where 1 means you are 'very satisfied' and 5 means you are 'very dissatisfied'.

LIVEABILITY



Base: All respondents (n=352)

Q: Please rate your satisfaction with the following services and facilities using a 5-point scale where 1 means you are 'very satisfied' and 5 means you are 'very dissatisfied'.

FACILITY USAGE

Facility	Daily	Weekly	Monthly	Quarterly	Yearly	Usage Rate	Never
Parks	8%	42%	27%	14%	6%	98%	2%
Dubbo Regional Theatre & Convention Centre	0.9%	0.9%	10%	34%	35%	81%	19%
Sports grounds and facilities	10%	42%	10%	11%	9%	81%	19%
Western Plains Cultural Centre	0.3%	6%	18%	28%	26%	78%	22%
Swimming pools	14%	19%	16%	16%	12%	77%	23%
Playgrounds	4%	28%	17%	15%	8%	72%	28%
Libraries	1%	10%	20%	22%	18%	71%	29%
Facilities for children	13%	28%	12%	7%	6%	67%	33%
Facilities for youth	7%	21%	10%	8%	5%	50%	50%
Facilities for older people	2%	5%	6%	3%	5%	21%	79%

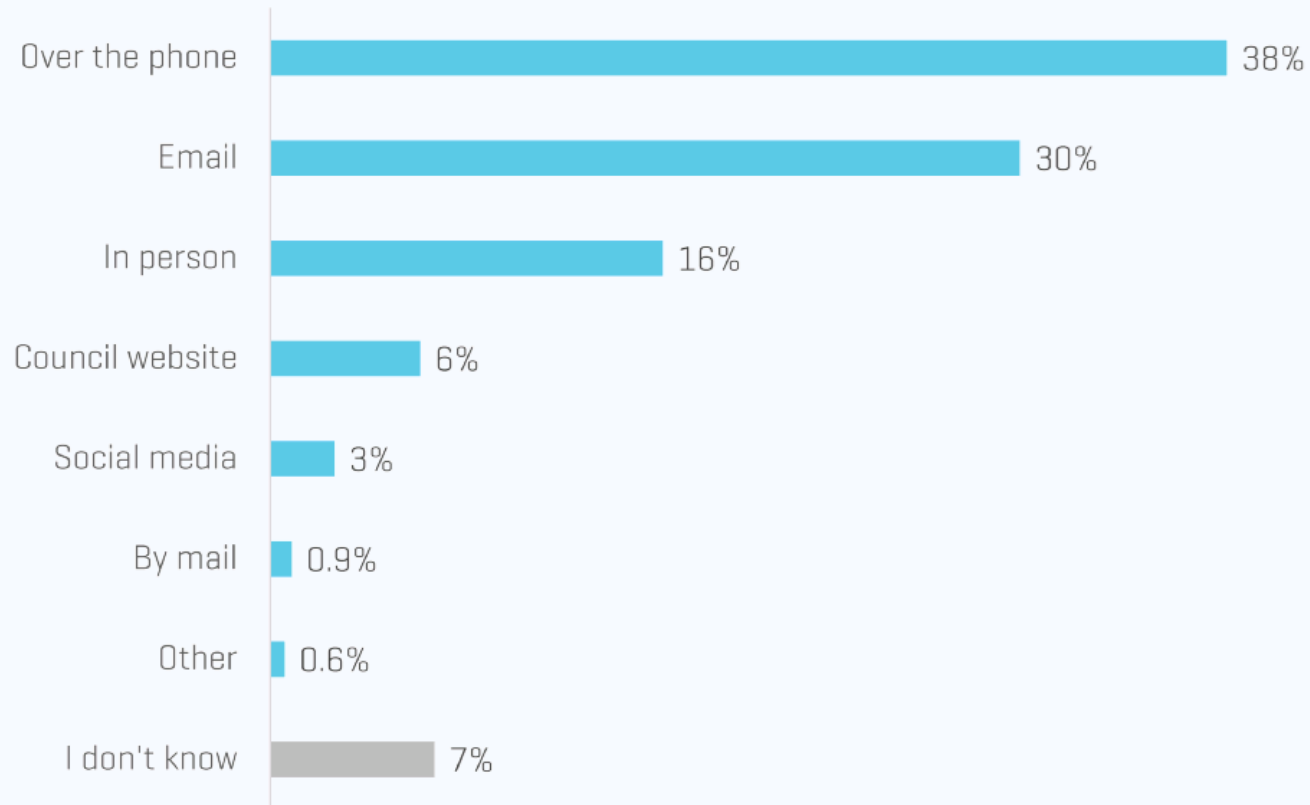
Base: All respondents (n=352)

Q: How frequently do you use the following facilities? Your options are daily, weekly, monthly, quarterly, yearly or never.

CUSTOMER SERVICES

IRIS RESEARCH

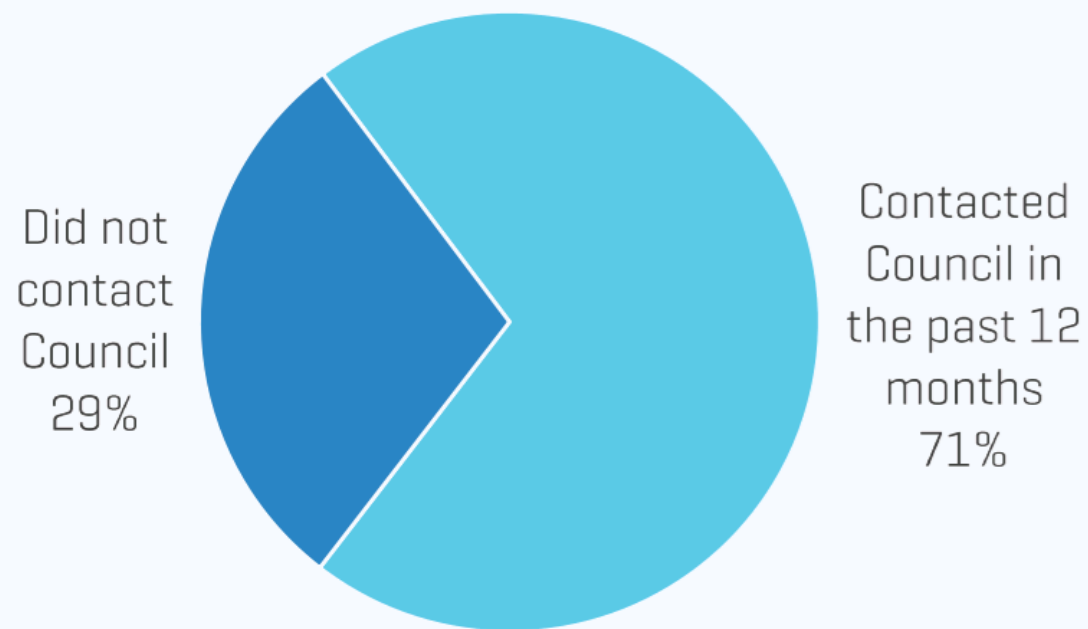
PREFERRED METHOD OF CONTACTING COUNCIL



Base: All respondents (n=352)

Q: What is your preferred method of contacting Council?

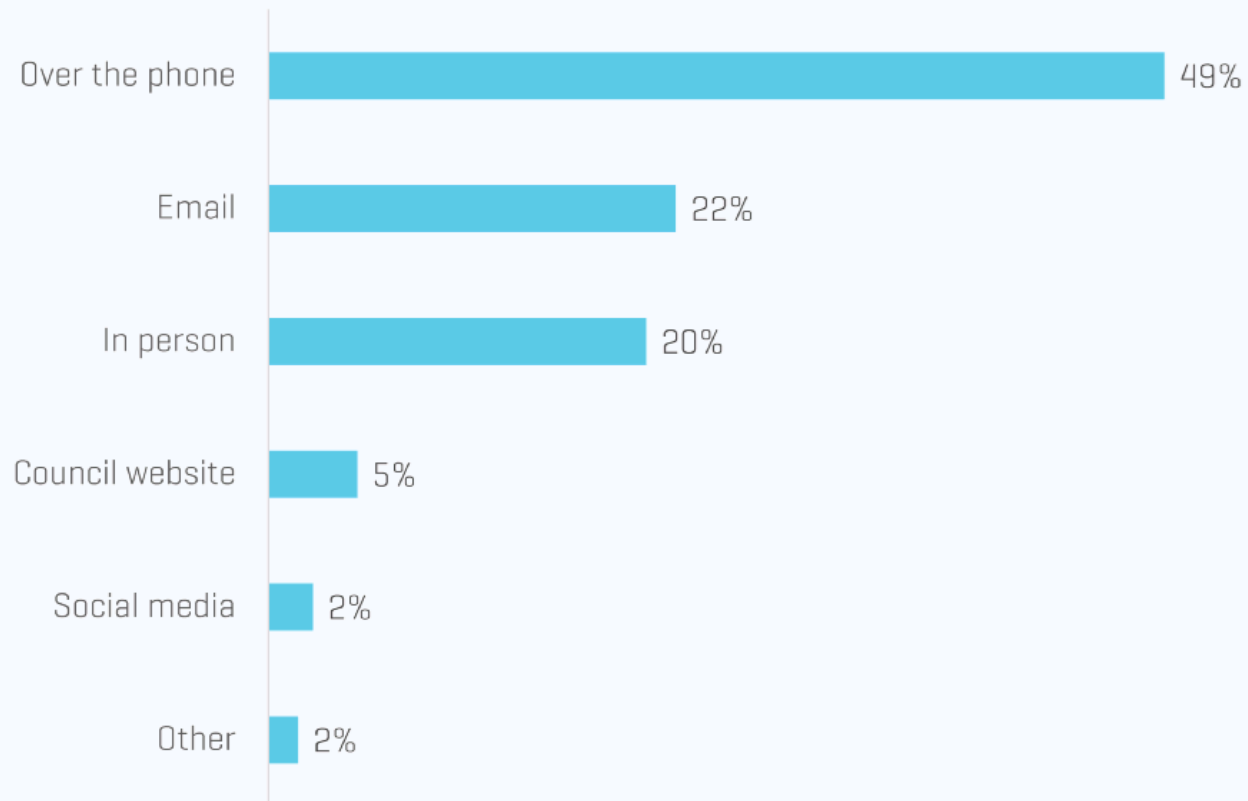
RECENT CONTACT WITH COUNCIL



Base: All respondents (n=352)

Q: Have you contacted Dubbo Regional Council in the past 12 months?

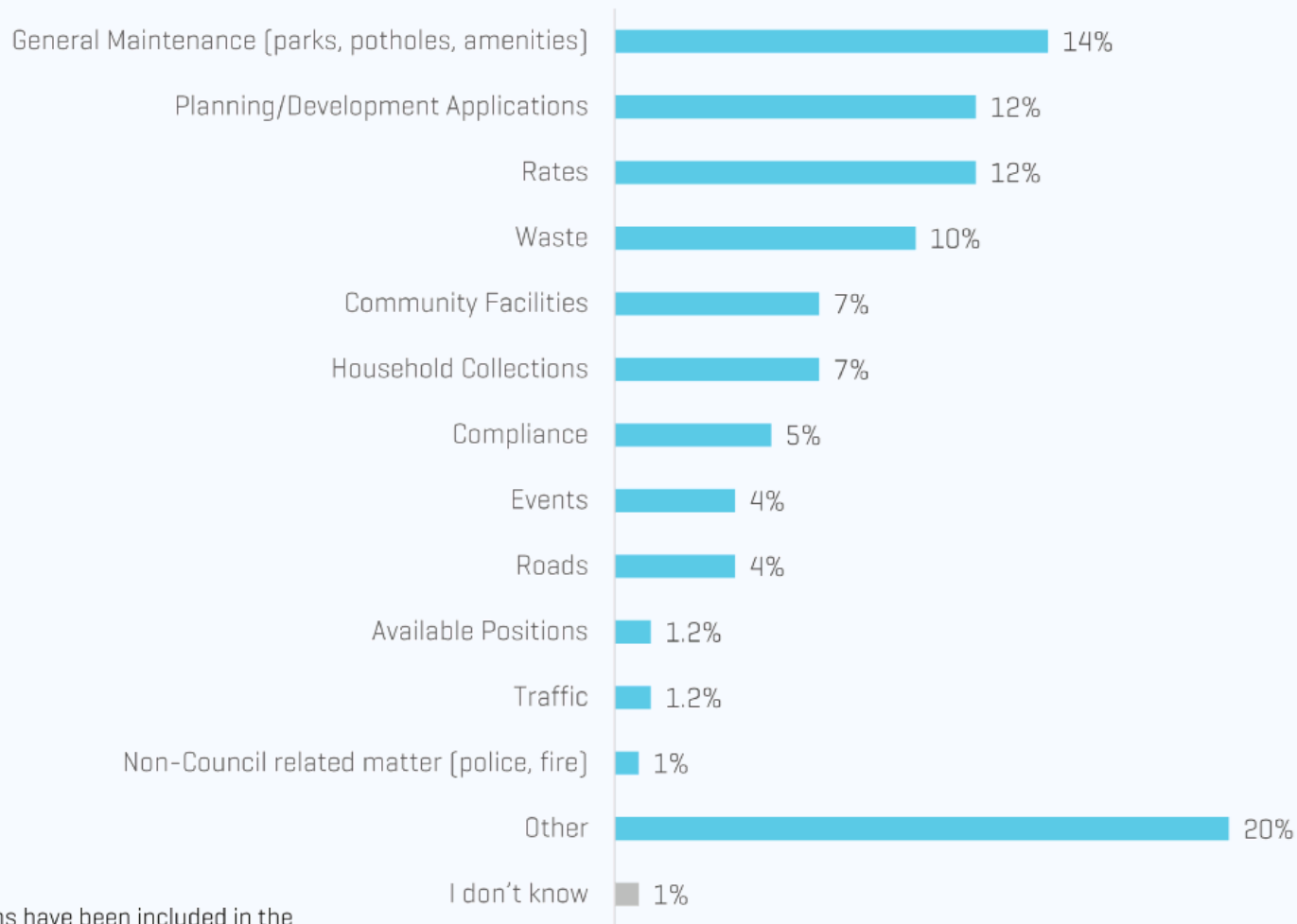
METHOD OF CONTACT



Base: Contacted Council in past 12 months (n=249)

Q: How did you contact Council?

REASON FOR CONTACT

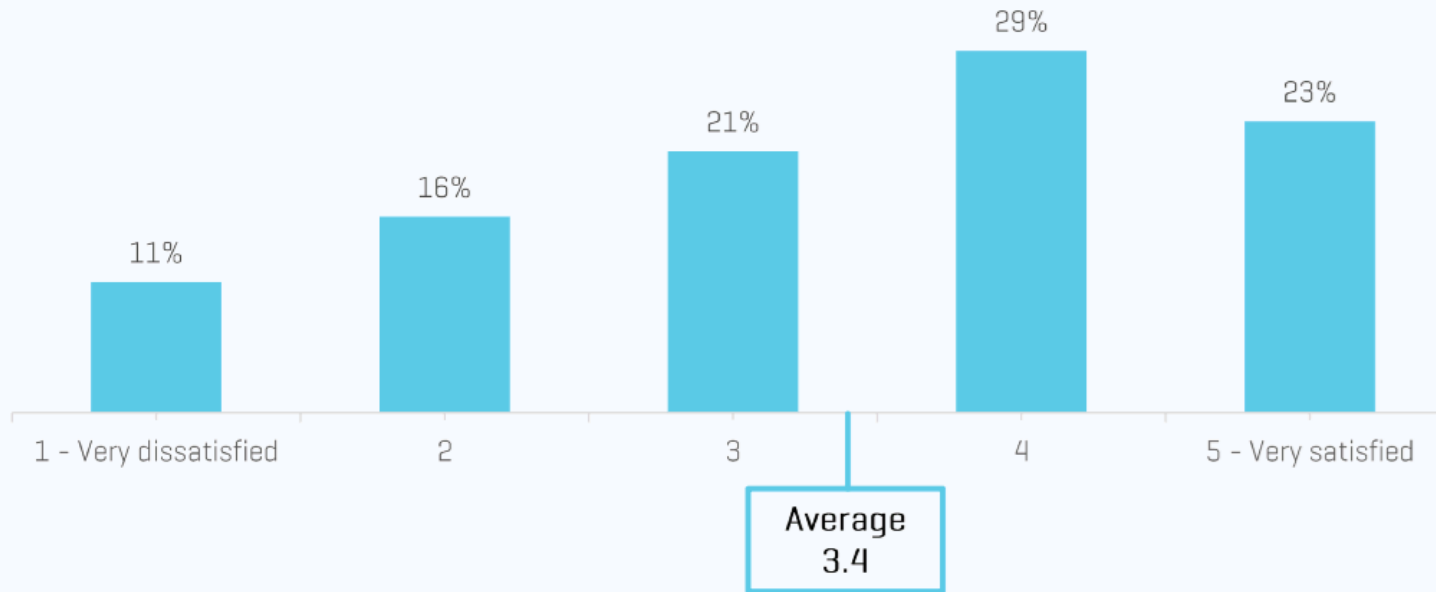


'Other' reasons have been included in the open-ended responses report.

Base: Contacted Council in past 12 months (n=249)

Q: What was the most recent reason you contacted Council?

OVERALL SATISFACTION WITH CUSTOMER SERVICES



Dissatisfied residents (rating of 1 or 2) were asked how Council could have improved their experience.

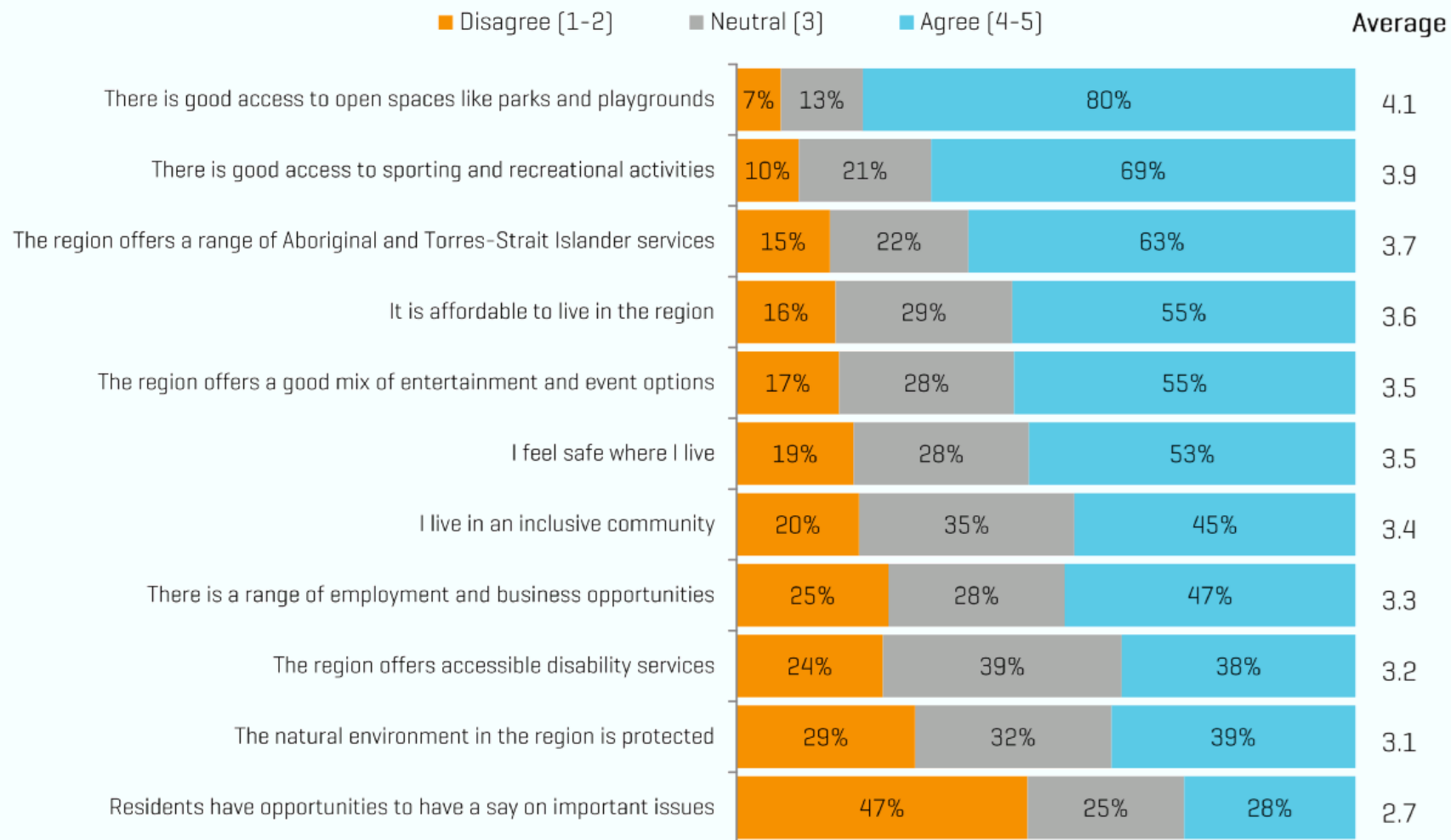
Base: Contacted Council in past 12 months (n=249)

Q: On a scale of 1 to 5, how satisfied were you with Council's customer services?

COMMUNITY NEEDS & PRIORITIES

IRIS RESEARCH

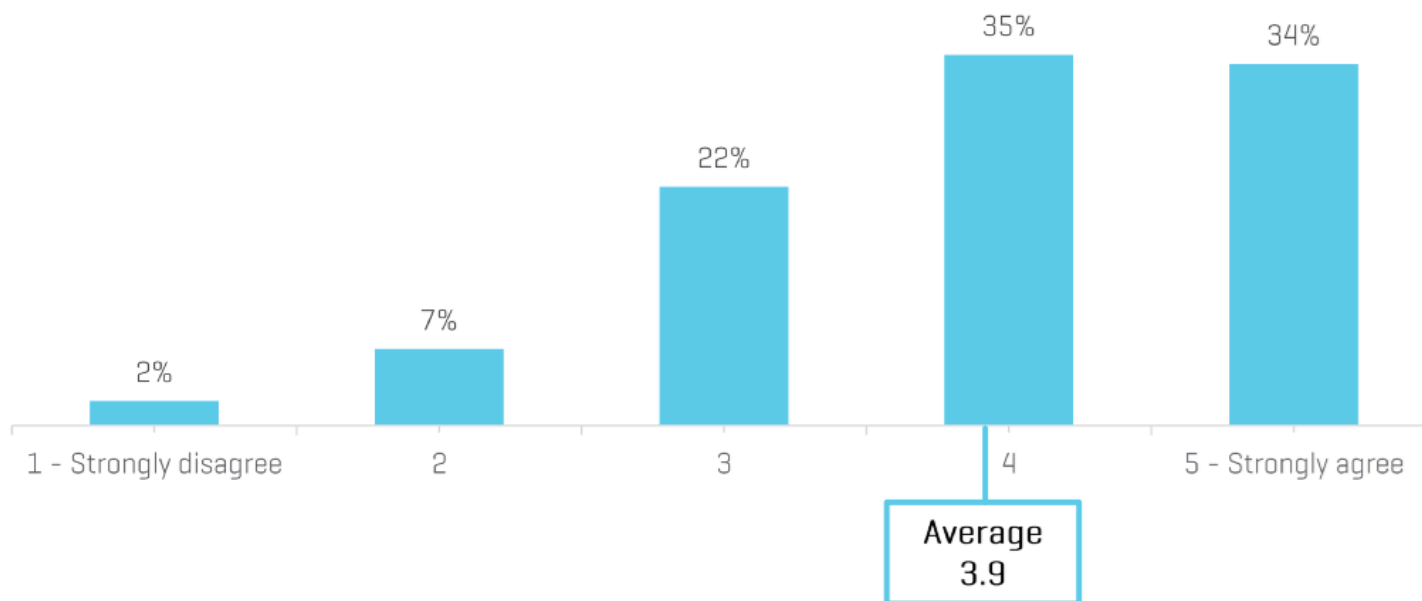
COMMUNITY NEEDS & PRIORITIES



Base: All respondents (n=352)

Q: Please rate your agreement with the following statements using a 5-point scale where 1 means 'strongly disagree' and 5 means 'strongly agree'.

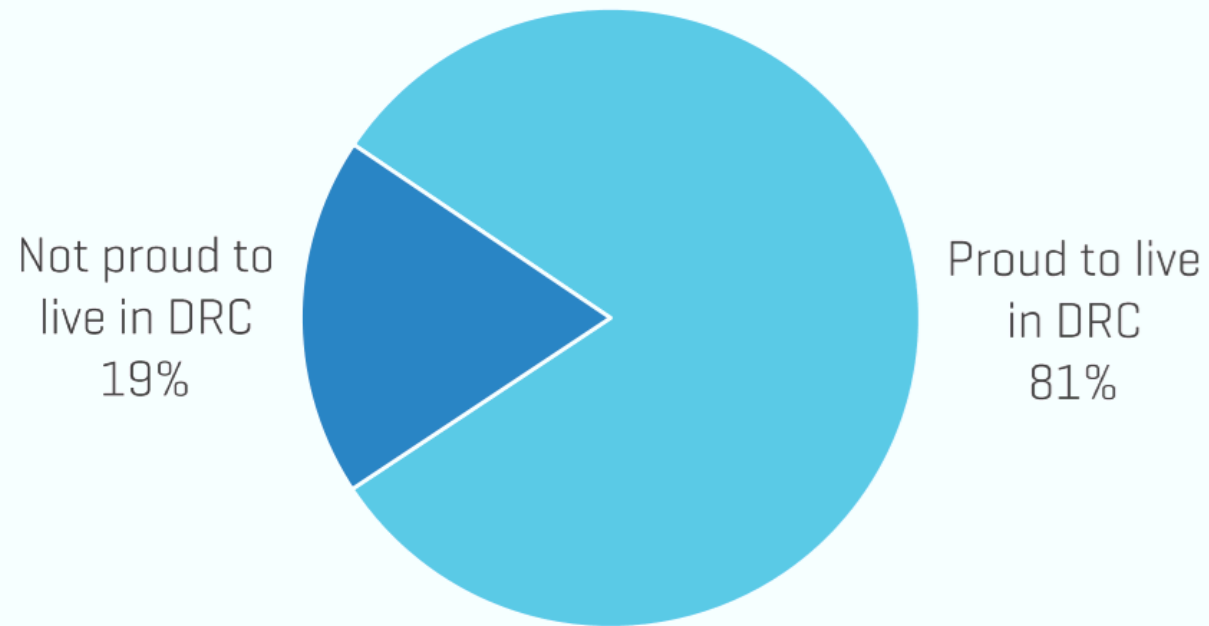
'OVERALL, I BELIEVE DUBBO REGIONAL COUNCIL IS A GOOD PLACE TO LIVE'



Base: All respondents (n=352)

Q: Please rate your satisfaction with the following services and facilities using a 5-point scale where 1 means you are 'very satisfied' and 5 means you are 'very dissatisfied'.

ARE YOU PROUD TO LIVE IN DUBBO REGIONAL COUNCIL?



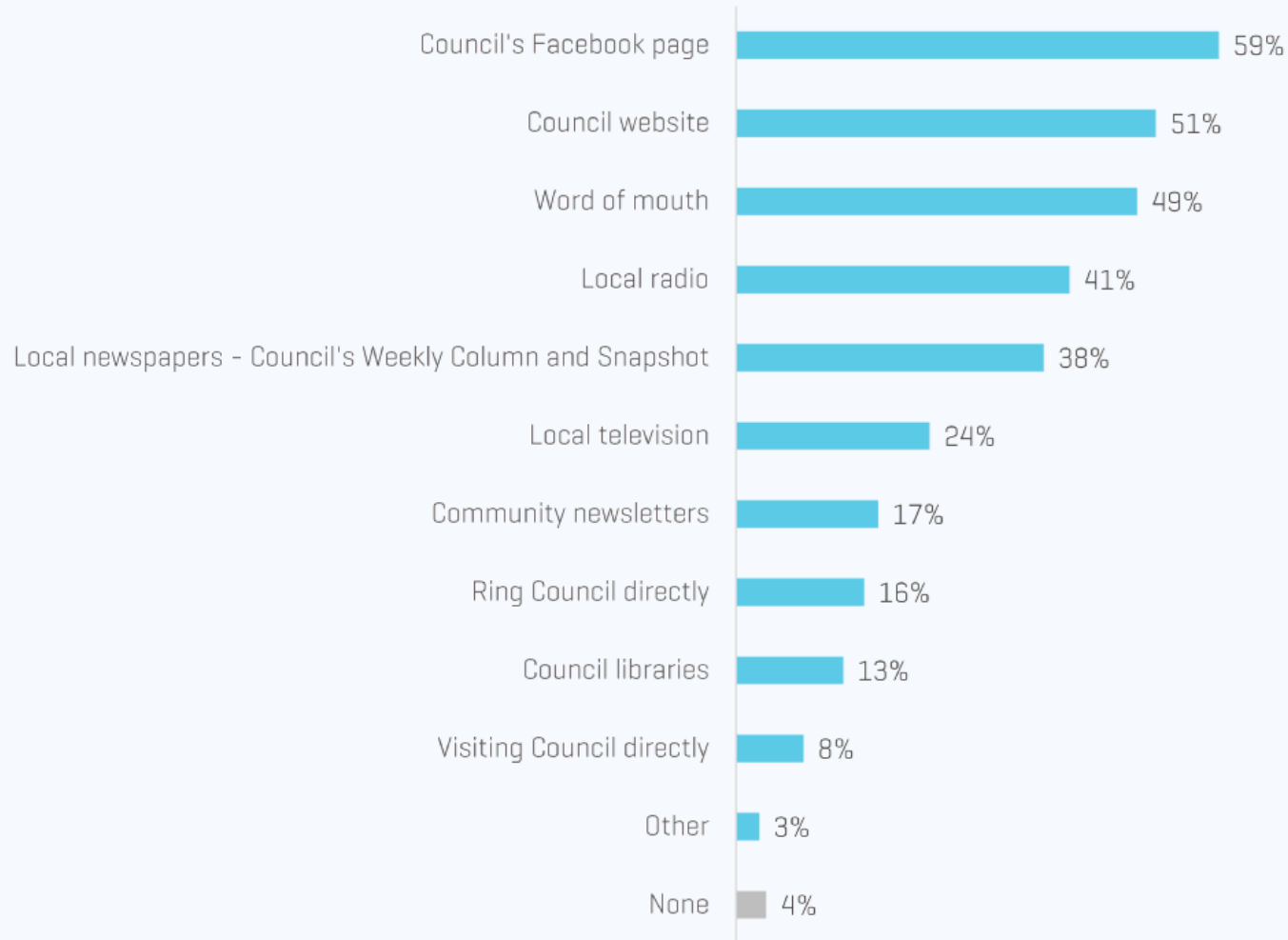
Base: All respondents (n=352)

Q: Are you proud to live in Dubbo Regional Council?

COMMUNICATION

IRIS RESEARCH

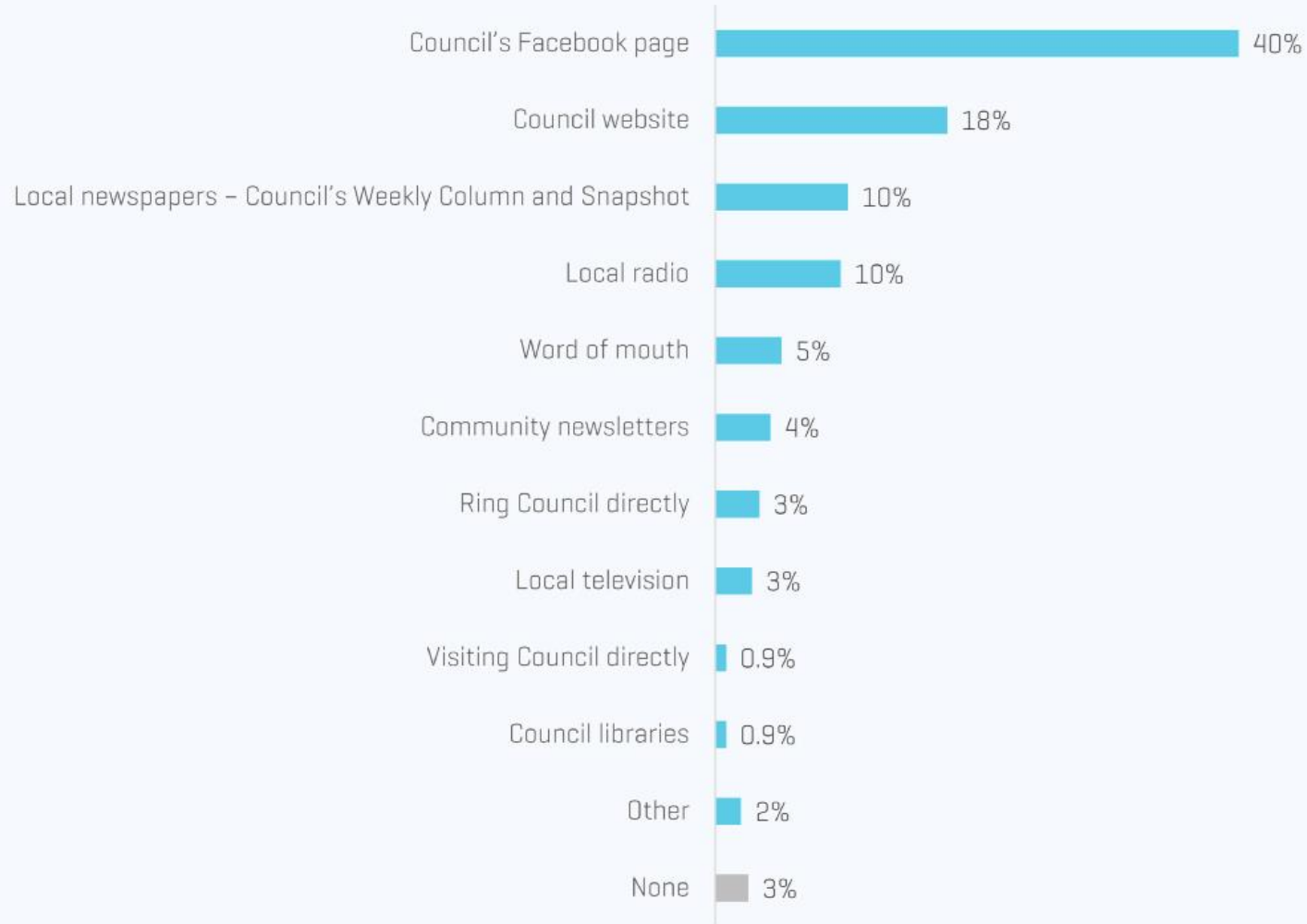
USUAL METHODS OF RECEIVING INFORMATION



Base: All respondents (n=607)

Q: Which of the following sources do you use to receive information or updates on Council's services, events and activities? [MULTIPLE CHOICE]

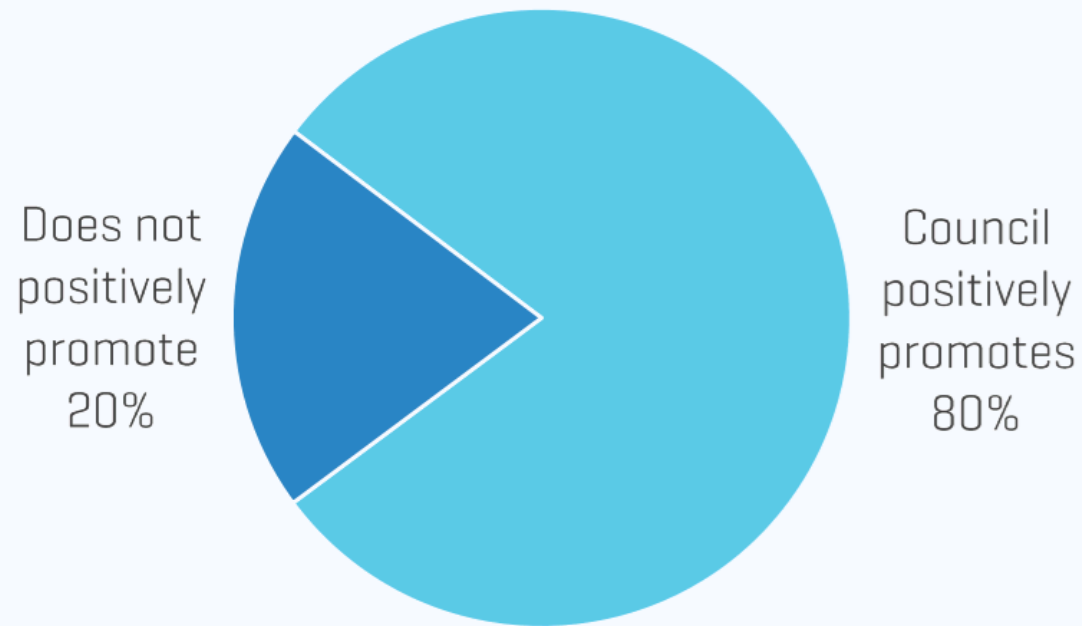
PREFERRED METHODS OF RECEIVING INFORMATION



Base: All respondents (n=352)

Q: Of those sources, which is your most preferred? [SINGLE CHOICE]

POSITIVE PROMOTION OF ACTIVITIES & ACHIEVEMENTS



Base: All respondents (n=352)

Q: Does Council positively promote its activities and achievements?

30



Dubbo Regional Council Community Needs & Satisfaction Survey 2019

Final Report

Prepared for
Dubbo Regional Council

Prepared by
IRIS Research

May 2019

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KEY FINDINGS

Dubbo Regional Council's overall Performance

- ▶ **Fifty-six percent (56%)** of residents are satisfied with the performance of Dubbo Regional Council over the past 12 months.
- ▶ The average overall satisfaction rating is **3.53** out of 5. This is a medium level satisfaction score.
- ▶ Residents who live in urban areas are more satisfied than those who live in rural areas.
- ▶ **Forty-two percent (42%)** are **satisfied with** the performance of elected **Councillors** over the past 18 months, resulting in an average overall satisfaction rating of **3.28** out of 5.
- ▶ Overall **satisfaction with the performance of Council** has improved since 2016 and is performing in-line with comparable regional councils in NSW.

Key Strengths, Improvements and Community Priorities for Council

- ▶ **Housing & Basic Services** and **Liveability** are key strengths of Dubbo Regional Council's service delivery.
- ▶ **Infrastructure** and **Economy** are priority areas for improvement.
- ▶ Analysis of open-ended responses revealed the key priorities and current needs of the Dubbo Regional Council community are:
 - **Maintenance and improvement of the road network**
 - **Deciding the status and location of a new bridge over the Macquarie River**
 - **Economic development in the form of attracting new jobs and industry to the region and supporting existing local businesses.**
- ▶ There is a link between the belief that Council **positively promotes** its achievements and activities and **higher satisfaction** with Council and its services and facilities as well as **higher perceptions** of the Dubbo Regional Council area.
- ▶ As such, **positive promotion of Council's achievements and activities** is an important element in improving resident satisfaction.

INTRODUCTION

IRIS Research was commissioned by Dubbo Regional Council to conduct a Community Satisfaction Survey in 2019 which tracks Council's performance in service delivery, identifies priority areas and community needs and evaluates Council's customer services and communication.

The objectives for the Community Needs & Satisfaction Survey process were to:

1. Measure the importance of, and satisfaction with, services and facilities provided by Council
2. Compare levels of satisfaction for Council's services, facilities and customer service with similar councils
3. Assist Council in identifying service use priorities for the community
4. Give Council guidance on future needs of the community
5. Understand resident perceptions of the Dubbo Regional Council as a place to live, work and do business.

In addition to this published report, IRIS Research offers Council the key data and analysis in an online data visualisation form, using world-leading Tableau data visualisation software. This is a highly accessible, no-cost (to Council), user-friendly value-add which brings the significant community survey data assets to life for Council and makes the detailed analysis intuitive. This is beyond the scope of our original proposal and is offered to Council as a gesture of goodwill and to advance best practice in community research. We will offer Council a demonstration and training advice in the use of the Tableau software.

SUMMARY OF FINDINGS

The Community Needs & Satisfaction Survey 2019 collected 607 completed responses from residents of Dubbo Regional Council area aged 18 years and over.

Overall satisfaction with the performance of Dubbo Regional Council

- ▶ Overall satisfaction with the performance of Dubbo Regional Council over the past 12 months is **3.53** out of 5, which is a solid result.
- ▶ **Fifty-six percent (56%) of residents are satisfied** with the performance of Council while 12 percent (12%) are dissatisfied.
- ▶ In order to compare with previous survey results from 2016, this result was benchmarked out of 100. The benchmarked result for 2019 (66 pts) has increased 4 pts, indicating overall satisfaction with the performance of Council has **improved** over the past three years.

Overall satisfaction with the performance of elected Councillors

- ▶ Overall satisfaction with the performance of elected Councillors over the past 18 months is **3.28** out of 5.
- ▶ **Forty-two percent (42%) of residents are satisfied** with the performance of Councillors while 19 percent are dissatisfied.
- ▶ This result is **underperforming** relative to an average of comparable regional councils in NSW.

Overall satisfaction with the appearance of Dubbo and Wellington CBDs and surrounding areas

- ▶ Overall satisfaction with the appearance of Dubbo and Wellington CBDs and surrounding areas is **3.63** out of 5.
- ▶ **Sixty-two percent (62%) of residents are satisfied** with the appearance of CBDs and surrounding areas while 10 percent are dissatisfied.
- ▶ This result is also **underperforming** relative to an average of comparable regional councils in NSW.

Performance of Key Service Areas

Respondents were asked to rate their satisfaction with 40 Council services and facilities across five service areas using a five-point scale where 1 meant 'very dissatisfied' and 5 meant 'very satisfied'.

The summary tables for Council services and facilities contain several measures:

- ▶ **Average** refers to the average satisfaction rating from the Community Needs & Satisfaction Survey 2019.
- ▶ **Satisfied** refers to the proportion of residents who provided a rating of 4 or 5.
- ▶ **External Benchmark** indicates how Council performed against an average of comparable regional councils in NSW. Not all services could be benchmarked because they did not precisely match with the comparison data.
- ▶ **Strategic Location** refers to the location in the performance / importance quadrant (see Section 3.1).

Housing & Basic Services

Respondents were asked to rate their satisfaction with seven housing and basic services.

This category is a strength of Council's service delivery.

Water supply is a **strategic advantage** as it recorded above-average satisfaction and is important in creating overall satisfaction with Council. This service is also outperforming comparable NSW regional councils. While **sewerage service** is the best performing service, it has a below-average impact on overall satisfaction and is performing in line with comparable councils.

All three **waste management services** are above-average performers within Dubbo Regional Council's service delivery. However, they are underperforming relative to other comparable councils.

Water conservation initiatives has been classified as a **key vulnerability** as it has an important impact on creating overall satisfaction but is performing below average. Fewer than half (44 percent) of residents are satisfied with this service.

Table 1 Summary of Housing & Basic Services

Housing & Basic Services	Satisfied	Average	External Benchmark	Strategic Location
Sewerage service	81%	4.2	↔	Differentiator
Water supply	77%	4.1	↑	Strategic Advantage
Household waste collection	73%	4.0	↓	Differentiator
Household recycling service	71%	3.9	↓	Strategic Advantage
Annual kerbside clean-up service	67%	3.8	↓	Differentiator
Access to affordable housing	51%	3.5	-	Potential Vulnerability
Water conservation initiatives	44%	3.3	-	Key Vulnerability

Infrastructure

Respondents were asked to rate their satisfaction with seven infrastructure services.

All seven services within this category are performing below average and thus have been classified as potential or Key Vulnerabilities based on their impact on creating overall community satisfaction with Council.

Traffic management and **maintenance of sealed roads** are Council's **Key Vulnerabilities**.

Improvement in the performance of these services will have the highest positive impact on creating overall satisfaction.

More more than half (55 percent) of residents are satisfied with **Street Lighting services**. This service is also **outperforming** comparable regional councils in NSW.

Traffic management, car parking in CBD and **maintenance of sealed roads** are underperforming relative to other comparable councils.

Table 2 Summary of Infrastructure

Infrastructure	Satisfied	Average	External Benchmark	Strategic Location
Street lighting	55%	3.5	↑	Potential Vulnerability
Traffic management	48%	3.3	↓	Key Vulnerability
Access to public transport services	45%	3.3	-	Potential Vulnerability
Maintenance of footpaths	41%	3.1	-	Potential Vulnerability
Car parking in CBD	40%	3.1	↓	Potential Vulnerability
Maintenance of sealed roads	33%	2.9	↓	Key Vulnerability
Maintenance of unsealed roads	25%	2.7	↔	Potential Vulnerability

Economy

Respondents were asked to rate their satisfaction with seven services related to the local economy.

These services are performing well compared with other regional councils in NSW but are underperforming compared to other categories of Council's service delivery.

Promotion of tourism is a strength of Council's economic services. This service recorded a high average satisfaction rating (3.9) and is **outperforming** comparable regional councils in NSW. However, this service has a below-average impact on creating overall satisfaction and thus has been classified as a **Differentiator**.

Managing residential development, supporting local business development and managing commercial development are also outperforming comparable councils. However, all three services are **key vulnerabilities**. They are performing below-average compared to Council's other services and have an important impact on creating overall satisfaction.

Development application assessment process is a **Key Vulnerability** and is **underperforming** compared to other councils. This service is a priority area within this service area.

Table 3 Summary of Economy

Economy	Satisfied	Average	External Benchmark	Strategic Location
Promotion of tourism	74%	3.9	↑	Differentiator
Managing residential development	56%	3.6	↑	Key Vulnerability
Access to diverse shopping	56%	3.5	-	Potential Vulnerability
Supporting local business development	49%	3.4	↑	Key Vulnerability
Promoting environmental sustainability	46%	3.4	-	Key Vulnerability
Managing commercial development	48%	3.4	↑	Key Vulnerability
Development application assessment process	33%	3.1	↓	Key Vulnerability

Leadership

Respondents were asked to rate their satisfaction with six leadership services.

Council events and support for events recorded a high average satisfaction rating of 3.8. This service is performing in line with comparable regional councils in NSW. This service is a **Differentiator** as it does not have an important impact on creating overall satisfaction with Council.

Informing the community, being a well-run and managed Council and **decisions made in the interest of the community** are **Key Vulnerabilities**. These leadership attributes are important in creating overall satisfaction with Council but are currently performing below average.

Table 4 Summary of Leadership

Leadership	Satisfied	Average	External Benchmark	Strategic Location
Council events and support for events	67%	3.8	↔	Differentiator
Informing the community	50%	3.5	-	Key Vulnerability
Being a well-run and managed Council	45%	3.3	-	Key Vulnerability
Financial management	41%	3.3	-	Potential Vulnerability
Consultation with the community	43%	3.3	↔	Potential Vulnerability
Decisions made in the interest of the community	37%	3.2	-	Key Vulnerability

Liveability

This category is a strength of Council's service delivery.

Respondents were asked to rate their satisfaction with 13 services and facilities related to liveability. **Eight of the 13 services recorded high average satisfaction ratings.**

The highest rated facilities are **libraries (4.3)**. This is followed by **sports grounds and facilities (4.1)** and **parks (4.1)**.

Sports grounds and facilities, parks, childcare facilities and community halls and cultural centres are **outperforming** comparable regional councils in NSW. **Maintenance of public toilets** is **underperforming** relative to comparable councils.

Community halls and cultural centres and **community services and facilities (e.g. children, youth, older people)** are rated **Strategic Advantages**.

Rural reserves, streetscape – trees and river management are **Key Vulnerabilities**.

Improvement in the performance of these services will have a strong, positive impact on overall satisfaction.

Table 5 Summary of Liveability

Leadership	Satisfied	Average	External Benchmark	Strategic Location
Libraries	85%	4.3	↔	Differentiator
Sports grounds and facilities	81%	4.1	↑	Differentiator
Parks	80%	4.1	↑	Differentiator
Childcare facilities	71%	4.0	↑	Differentiator
Community halls and cultural centres	74%	3.9	↑	Strategic Advantage
Playgrounds	71%	3.9	↔	Differentiator
Cemeteries	72%	3.9	-	Differentiator
Swimming pools	70%	3.8	↔	Differentiator
Community services and facilities	62%	3.7	-	Strategic Advantage
Rural reserves	45%	3.4	-	Key Vulnerability
Streetscape - trees	48%	3.4	-	Key Vulnerability
Maintenance of public toilets	37%	3.1	↓	Potential Vulnerability

River management	37%	3.1	-	Key Vulnerability
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Facility Usage

The facilities with the **highest proportion of residents who use the facilities** (usage rate) are:

1. **Parks** (85%)
2. **Dubbo Regional Theatre & Convention Centre** (75%)
3. **Western Plains Cultural Centre** (72%)
4. **Sports grounds and facilities** (67%)
5. **Libraries** (64%)

The facilities with the **highest average number of uses per year per resident** are:

1. **Sports grounds and facilities** (23.7)
2. **Parks** (23.4)
3. **Facilities for children** (16.2)
4. **Swimming pools** (13.4)
5. **Playgrounds** (11.0)

Libraries, sports grounds and facilities, parks and **Western Plains Cultural Centre** are facilities which are performing above average and are used by an above-average proportion of residents compared to other facilities.

Top Priorities for Council

Respondents were asked what should be Council's one top priority over the next five years'. The key themes which arose include:

1. **Roads** - improving the condition of the road network; further ongoing maintenance; improving road safety.
2. **Bridge** - the importance of a new bridge over the Macquarie River; making a decision regarding the status of the bridge and the location.
3. **Economic development** - attracting new business and industry to the region; creating new jobs; creating employment in Wellington and smaller areas outside Dubbo.

Perceptions of the Dubbo Regional Council area

Eighty-nine percent (89%) of residents agree that, overall, Dubbo Regional Council is a good place to live. Only 2.5 percent disagreed. These results combined for a high average agreement rating of 4.27 out of 5.

Residents were asked to rate their agreement with 11 statements measuring perceptions of the Dubbo Regional Council area as a place to live, work and do business.

The statements which recorded high average ratings include:

- ▶ There is good access to open spaces like parks and playgrounds (4.4)
- ▶ There is good access to sporting and recreational activities (4.3)
- ▶ The region offers a range of Aboriginal and Torres-Strait Islander services (4.1)
- ▶ I feel safe where I live (4.0)
- ▶ The region offers a good mix of entertainment and event options (4.0)

Ninety-six percent (96%) of residents are proud to live in the Dubbo Regional Council area.

Most valued aspects of living in Dubbo Regional Council

Residents were asked to name what they believe is the most valued aspect of living in Dubbo Regional Council. The key themes which arose include:

1. **The community** – community spirit; close-knit community; the people.
2. **Good quality facilities** – health facilities, medical facilities, sporting facilities, community facilities; Dubbo Zoo.
3. **Accessibility** – accessibility to a range of services and facilities; medical and health services; access to a good water supply; sporting events and green spaces.
4. **Convenience** – convenient, central location; close to their needs, ease of getting around.

Current Needs

Residents were asked to indicate what the Dubbo LGA currently needs. The key themes which arose include:

1. **Dubbo Regional Council** – improvement in Council administration; Councillors; the Mayor; the current state of Council.
2. **Roads** – further maintenance; improvement in the road network.
3. **Shopping facilities** – K-mart; more major retailers; more retailers; improved shopping diversity.

Customer Services

Fifty-five percent (55%) of residents have contacted Dubbo Regional Council in the past 12 months.

Customers contacted Council via **telephone** (66 percent) or **in person** (27 percent). These two methods of contact are also the most **preferred**. **Email** is currently **underutilised** as the proportion that prefers this method (10 percent) is higher than the proportion that uses it (five percent); this should be viewed as a communication and efficiency improvement opportunity.

The most common reason for contacting Council is **rates** (18 percent). This is followed by **general maintenance** (16 percent), **planning/development applications** (15 percent) and **waste management** (10 percent).

Customers are highly satisfied with their experience with Council's customer services.

Seventy-four percent (74%) are satisfied, with almost half (43 percent) giving the highest rating of 5. Only nine percent (9%) of customers are dissatisfied.

This resulted in a high average satisfaction rating of 3.96.

Dissatisfied customers cited responsiveness, follow-through, timeliness and communication as the main improvement areas for customer services.

Communication

The five most **used** sources of receiving information on Council services, events and activities include (respondents could select multiple answers):

1. **Word of mouth** (84%)
2. **Local radio** (75%)
3. **Local television** (68%)
4. **Local newspapers – Council’s Weekly Column and Snapshot** (67%)
5. **Ring Council directly** (56%)

The five most **preferred** sources of information include (respondents could only select one answer):

1. **Council’s Facebook page** (19%)
2. **Local newspapers – Council’s Weekly Column and Snapshot** (16%)
3. **Local radio** (14%)
4. **Council website** (13%)
5. **Community newsletters** (12%)

Council’s Facebook page is currently **underutilised** as a form of communication. The variety of preferences exhibited from residents of Dubbo Regional Council indicate a **multiplatform approach** to sharing Council information is necessary. Information needs to be **consistent** across a range of different media.

Positive promotion of Council's activities and achievements

Eighty-three percent (83%) of residents agree that Council positively promotes its activities and achievements.

Perceptions of Council's positive promotion are linked to overall satisfaction with Dubbo Regional Council, its elected Councillors, customer services, the appearance of CBDs and surrounding areas, Council services and facilities and higher perceptions of Dubbo Regional Council as a place to live, work and do business.

Residents who **believe Council positively promotes** its activities and achievements are:

- ▶ **More satisfied with the overall performance of Dubbo Regional Council** (3.6) compared to other residents (3.0).
- ▶ **More satisfied with the performance of local Councillors** (3.4) compared to other residents (2.7).
- ▶ **More satisfied with the appearance of the Dubbo and Wellington CBDs and surrounding areas** (3.7) compared to other residents (3.2).
- ▶ **More satisfied with Council's customer services** (4.0) compared to other residents (3.6).
- ▶ **More satisfied with 35 of the 40 Council services and facilities**, including all services within the categories of Housing & Basic Services, Infrastructure, Economy and Leadership. The exceptions are libraries, community halls and cultural centres, cemeteries, streetscape – trees and maintenance of public toilets, which are all services under the Liveability category.
- ▶ **Use parks, Dubbo Regional Theatre & Convention Centre and swimming pools** significantly more than other residents.
- ▶ **Agreed with all statements related to Community Needs & Priorities** significantly more than other residents.
- ▶ **Agreed that Dubbo is a good place to live** (4.4) significantly more than other residents (3.8).
- ▶ **More likely to be proud to live in Dubbo Regional Council** (98 percent) compared to other residents (88 percent).

RESEARCH DESIGN

The Dubbo Regional Council Community Satisfaction Survey 2019 aimed to collect 600 completed responses from a random sample of residents in the Dubbo Regional Council local government area. The reported results have a margin of error of ± 3.9 percent at the 95 percent confidence level. This means that if we repeated the survey 100 times, in 95 times the results will be within 3.9 percent of the true population value.

Computer-Aided Telephone Interviews

A telephone based (CATI) survey was used to secure a response from 607 residents throughout the local government area. 311 responses were collected from mobile phones (51 percent of the total telephone interviews). The survey unit was residents of the Dubbo Regional Council local government area. In order to qualify for an interview, respondents had to be permanent residents aged 18 years or older, lived in the area for longer than six months and not be an employee or Councillor with Dubbo Regional Council. The 2016 Census was used to establish quotas to ensure a good distribution of responses by age and gender.

Interviews were conducted between 8 and 16 April 2019. Calls were made between 4.30pm and 8.30pm during weekdays. Twenty-one interviewers conducted interviews over the course of the data collection period. The survey was implemented under Interviewer Quality Control Australia (IQCA) quality guidelines. Continuous interviewer monitoring was used, and post-interview validations were conducted within five days of the close of the survey. Ten percent (10%) of all respondents were contacted after data collection was complete in order to verify and validate their data.

Table 6 Final Telephony Sample

Telephony	#
Landlines	296
Mobiles	311
Total	607

Online Survey

A version of the survey was made available online for all residents to complete. The survey was available from 8 April to 22 April 2019 and **352 completed responses were collected**. These results have been shared with Council in a separate report.

Survey Weighting

The collected data often cannot mirror the exact age/sex distribution of a region. To allow for this, the collected data set is weighted to bring it back to the ideal age/sex distribution.

Table 7 reports the weighting factors for the sample. Using a high number of mobile phone numbers resulted in better access to young respondents. Successful data collection and age targeting led to minimal data weighting factors which are well within accepted statistical standards. Council's survey to have been successful in this important representativeness consideration.

Table 7 Data Weighting Factors – Age/Sex

Age	Population		Ideal		Actual		Weights	
	Male	Female	Male	Female	Male	Female	Male	Female
18 to 34	5,542	5,527	88	88	22	40	4.05	2.22
35 to 49	4,415	4,624	70	73	43	72	1.65	1.03
50 to 64	4,515	4,877	72	77	84	105	0.86	0.75
65 plus	3,845	4,453	61	71	90	151	0.69	0.47
Total	18,317	19,841	291	309	239	368		

Sample Profile

In order to obtain a clear view of the sample's profile and to conduct comparison tests, demographic characteristics including gender, age, ratepayer status, location and time lived in the area were collected. Table 8 details the weighted sample profile for this survey.

Table 8 Sample Profile

Gender	%	#	Location	%	#
Male	48%	294	Urban	78%	471
Female	52%	313	Rural	22%	136
Age	%	#	Length of time lived in area	%	#
18 to 34	29%	178	Less than five years	10%	63
35 to 49	24%	145	Six to 10 years	12%	75
50 to 64	25%	151	11 to 15 years	9%	56
65 plus	22%	133	More than 15 years	68%	413
Ratepayer Status	%	#			
Ratepayer	83%	502			
Non-Ratepayer	17%	105			

Base: All respondents (n=607)

Subgroups

Comparison tests are used to test whether there are statistically significant differences in survey results based on the demographic profile of respondents. Appendix 1 (pp. 62-86) contains full subgroup analysis **for all questions** contained in the Community Needs & Satisfaction Survey 2019.

Residents were asked which town or rural area they live in. **The major population centres of Dubbo and Wellington were well represented.** Responses were collected from a broad range of smaller areas in the Dubbo Regional Council area.

Table 9 Town/Rural areas

Town/Rural Area	%	#	Town/Rural Area	%	#
Dubbo	70%	422	Neurea	0.5%	3
Wellington	12%	71	Toongi	0.5%	3
Geurie	3%	16	Stuart Town	0.5%	3
Wongarbon	2%	10	Mogriguy	0.5%	3
Brocklehurst	1%	6	Eulomogo	0.3%	2
Euchareena	0.8%	5	Mount Arthur	0.3%	2
Rawsonville	0.7%	4	Beni	0.3%	2
Minore	0.7%	4	Terramungamine	0.3%	2
Firgrove	0.7%	4	North Yeoval	0.3%	2
Maryvale	0.7%	4	Ballimore	0.3%	2
Mumbil	0.7%	4	Eumungerie	0.2%	1
Bodangora	0.7%	4	Kerrs Creek	0.2%	1
Elong Elong	0.7%	4	Other	3%	20
Dripstone	0.5%	3			

1 OVERALL SATISFACTION

This section of the report covers overall satisfaction with the performance of Dubbo Regional Council and its elected Councillors as well as overall satisfaction with the appearance of Dubbo and Wellington CBDs and surrounding areas. It includes subgroup analysis, comparisons with previous results (internal benchmarks) and comparisons with Councils with similar characteristics to Dubbo Regional Council (external benchmarks).

1.1 Performance of Dubbo Regional Council

Residents were asked to rate their overall satisfaction with the performance of Dubbo Regional Council over the past 12 months using a five-point scale where 1 meant 'very dissatisfied' and 5 meant 'very satisfied'.

Over half (56 percent) are satisfied with the overall performance of Council, with 12 percent providing the highest rating of 5. Twelve percent (12%) are dissatisfied while 32 percent provided a neutral rating of 3.

These results combined for a medium average satisfaction score of 3.53.

Figure 1.1 Overall satisfaction with the performance of Dubbo Regional Council

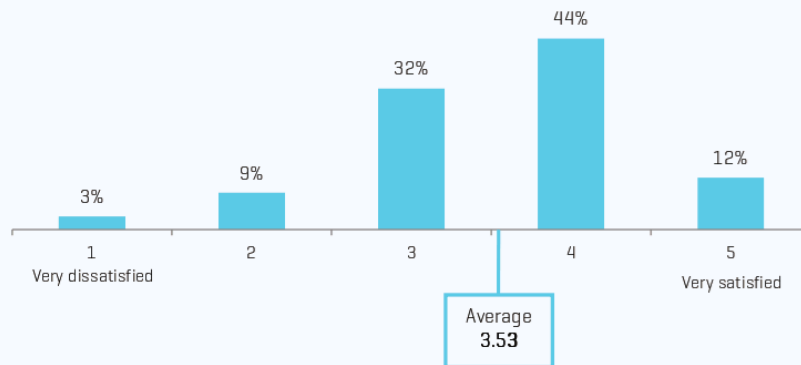


Table 1.1 lists significant differences in overall satisfaction with the performance of Council among subgroups. Residents who live in urban areas and residents who do not pay Council rates (i.e. renters) are more satisfied with the overall performance of Council compared to other residents. There are no differences in satisfaction by gender, age or length of time lived in the area.

Table 1.1 Performance of Dubbo Regional Council – Subgroup Analysis

Subgroup	Significant Differences
Gender	Nil
Age	Nil
Ratepayer Status	Non-ratepayers are significantly more satisfied than ratepayers
Length of time lived in area	Nil
Location	Urban residents are significantly more satisfied than rural residents.

In order to compare with previous survey results from 2016, the average overall satisfaction score for 2019 has been benchmarked out of 100 **using the same methodology as the 2016 report, as agreed with Council**. This is a different methodology to the one IRIS Research uses, which is why this result differs from the external benchmark reported in Figure 1.3.

Overall satisfaction with the performance of Council has **increased** over the past three years.

Figure 1.2 Performance of Dubbo Regional Council – Internal Benchmarks

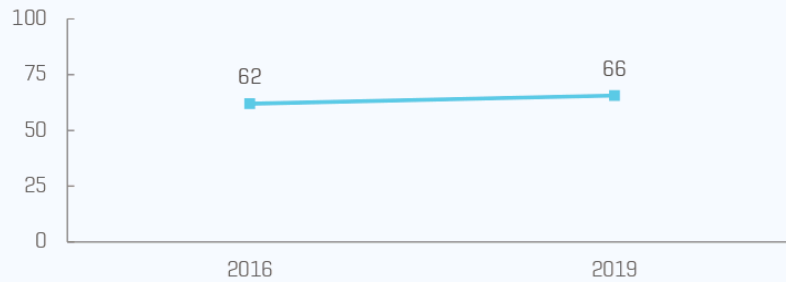
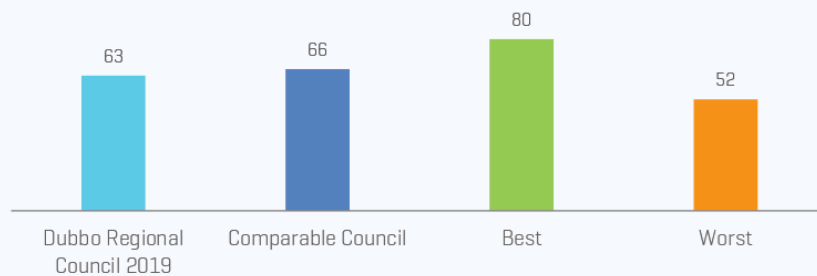


Figure 1.3 compares the benchmarked result (out of 100) for overall satisfaction with Council with an amalgam of comparable regional councils in NSW as well as the best and worst results on the IRIS Research benchmark database. A difference of ± 4 pts indicated a statistically significant difference in performance.

Overall satisfaction with the performance of Dubbo Regional Council is performing **in line** with comparable regional councils in NSW.

Figure 1.3 Performance of Dubbo Regional Council – External Benchmarks



Residents who were dissatisfied with the performance of Dubbo Regional Council (i.e. gave a rating of 1 or 2) were asked to provide a reason for their rating. This was an open-ended response. In total, 64 responses were collected. A full list of open-ended responses has been provided to Council in a separate report.

Sixteen responses identified the **administration of Dubbo Regional Council** as a key improvement to service delivery. These responses concerned accessibility to Council staff, proactiveness, payment systems, staff morale and staff quality.

Other responses to service delivery focused on areas such as **road maintenance, waste management** and **community consultation**.

Figure 1.4 Improvements to service delivery



Base: Dissatisfied with overall performance of Council (n=69)

1.2 Performance of elected Councillors

Residents were asked to rate their satisfaction with the performance of elected Councillors over the past 18 months using a five-point scale.

In total, **42 percent of residents are satisfied with the performance of elected Councillors**, with nine percent giving the highest rating of 5. Nineteen percent (19%) of residents are dissatisfied while 39 percent provided a neutral rating of 3. This suggests a large section of the community are undecided or have no opinion about Councillors' performance which represents a significant improvement opportunity for Councillors.

These results combined for a **medium** average satisfaction score of **3.28**.

Figure 1.5 Overall satisfaction with the performance of elected Councillors

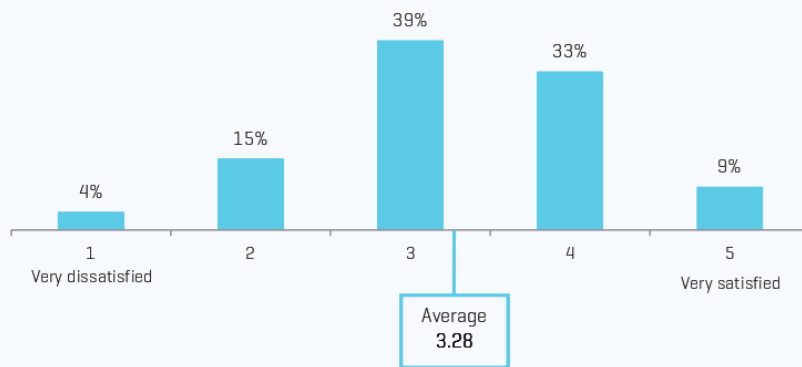


Table 1.2 lists significant differences in overall satisfaction with the performance of elected Councillors among subgroups.

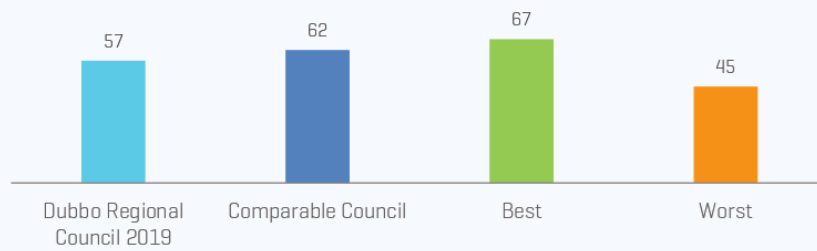
Table 1.2 Performance of elected Councillors – Subgroup Analysis

Subgroup	Significant Differences
Gender	Female residents are more satisfied than male residents
Age	65+ are more satisfied than 50-64
Ratepayer Status	Non-ratepayers are more satisfied than ratepayers
Length of time lived in area	Nil
Location	Urban residents are more satisfied than rural residents

Figure 1.6 compares the benchmarked result (out of 100) for overall satisfaction with the performance of elected Councillors with an amalgam of comparable regional councils in NSW as well as the best and worst results on the IRIS Research benchmark database. A difference of ± 4 pts indicated a statistically significant difference in performance.

Overall satisfaction with the performance of elected Councillors is performing **below** the average of comparable regional councils in NSW.

Figure 1.6 Performance of elected Councillors – External Benchmarks



1.3 Appearance of Dubbo and Wellington CBDs and surrounding areas

Residents were asked to rate their overall satisfaction with the appearance of the Dubbo and Wellington CBDs and surrounding areas using a five-point scale.

Sixty-two percent (62%) of residents are satisfied with the appearance of CBDs and surrounding areas, with 13 percent providing the highest rating of 5. One in ten residents are dissatisfied while 28 percent provided a neutral rating of 3.

These results combined for a **medium** average satisfaction rating of **3.63**.

Figure 1.7 Overall satisfaction with the appearance of CBDs and surrounding areas

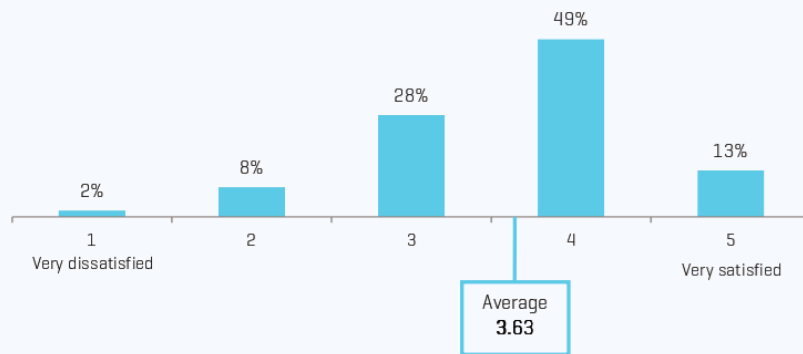


Table 1.4 lists significant differences in overall satisfaction with the appearance of CBDs and surrounding areas among subgroups.

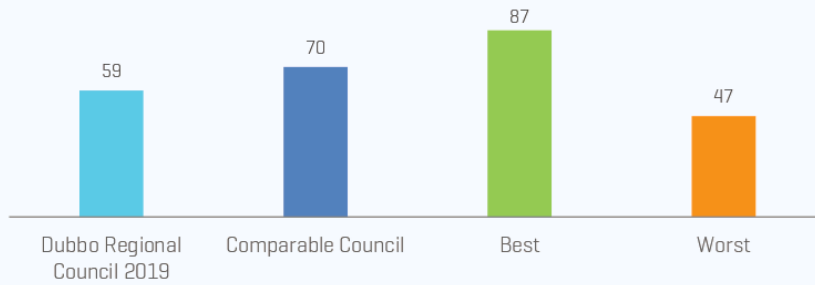
Table 1.3 Appearance of CBDs and surrounding areas – Subgroup Analysis

Subgroup	Significant Differences
Gender	Nil
Age	Nil
Ratepayer Status	Non-ratepayers are more satisfied than ratepayers
Length of time lived in area	Nil
Location	Nil

Figure 1.8 compares the benchmarked result (out of 100) for overall satisfaction with the appearance of CBDs and surrounding areas with an amalgam of comparable regional councils in NSW as well as the best and worst results on the IRIS Research benchmark database. A difference of ± 4 pts indicated a statistically significant difference in performance.

Overall satisfaction with the appearance of CBDs and surrounding areas is performing **below** the average of comparable regional councils in NSW.

Figure 1.8 Appearance of CBDs and surrounding areas - External Benchmarks



2 COUNCIL SERVICES & FACILITIES

This section reports on the services and facilities provided by Dubbo Regional Council. Respondents were asked to rate their satisfaction with 40 services and facilities provided by Council. These services and facilities were classified into six service areas.

Table 2.1 Service & Facilities (by Service Area)

Housing & Basic Services	Infrastructure
Access to affordable housing	Access to public transport services
Annual kerbside clean-up service	Car parking in CBD
Household recycling service	Maintenance of footpaths
Household waste collection	Maintenance of sealed roads
Managing residential development	Maintenance of unsealed roads
Sewerage service	Street lighting
Water conservation initiatives	Traffic management
Water supply	
Economy	Leadership
Access to diverse shopping	Being a well-run and managed Council
Development application assessment process	Consultation with the community
Managing commercial development	Council events and support for events
Promoting environmental sustainability	Decisions made in the interest of the community
Promotion of tourism	Financial management
Supporting local business development	Informing the community
Liveability	
Cemeteries	Playgrounds
Childcare Facilities (e.g. Family Day Care or Rainbow Cottage)	River management
Community halls and cultural centres	Rural reserves
Community services and facilities (e.g. children, youth, older people)	Sports grounds and facilities
Libraries	Streetscape - trees
Maintenance of public toilets	Swimming pools
Parks	

Satisfaction with services are compared with similar services from the Community Satisfaction Survey 2016. However, in 2019 satisfaction has been measured using a five-point Likert scale, which differs from the scale used in 2016. **As such, direct comparisons of mean scores should be treated with caution.** Comparisons between 2019 and the planned 2020 and other future surveys using the same scale will be more reliable.

2.1 HOUSING & BASIC SERVICES

Residents were asked to rate their satisfaction with eight services within this category using a five-point scale where 1 meant 'very dissatisfied' and 5 meant 'very satisfied'.

The service which recorded the highest average satisfaction rating is **sewerage service** (4.2).

Eighty-one percent (81%) of residents are satisfied with this service while only six percent (6%) are dissatisfied. This is followed by **water supply** (4.0).

Waste management services including **household waste collection** (4.0), **household recycling service** (3.9) and **annual kerbside clean-up service** (3.8) also recorded high average satisfaction ratings.

Within this category, residents are least satisfied with **water conservation initiatives**. Forty-four percent (44%) are satisfied with this service while 21 percent are dissatisfied, resulting in an average rating of 3.3. Further promotion of water conservation initiatives may reduce the proportion of neutral respondents (35 percent).

Figure 2.1 Housing & Basic Services – Satisfaction

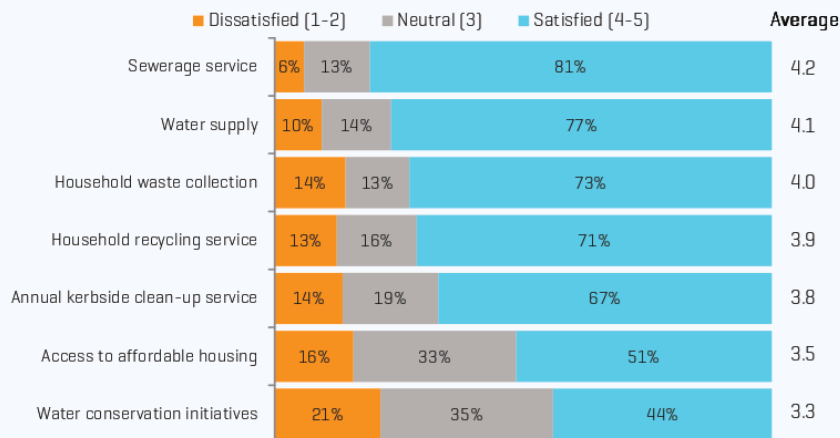


Table 2.2 lists significant differences among subgroups for this category of services. There are no significant differences by length of time lived in the area.

Non-ratepayers (i.e. renters) and residents who live in urban areas are more satisfied with most Housing & Basic Services.

Table 2.2 Housing & Basic Services – Subgroup Analysis

Subgroup	Significant Differences
Gender	Female residents are more satisfied with: <ul style="list-style-type: none"> - Household recycling service
Age	35-49 are less satisfied with: <ul style="list-style-type: none"> - Household waste collection - Household recycling service 65+ are less satisfied compared to 35-49 and 50-64 with: <ul style="list-style-type: none"> - Water conservation initiatives
Ratepayer Status	Ratepayers are more satisfied with: <ul style="list-style-type: none"> - Access to affordable housing Non-ratepayers are more satisfied with: <ul style="list-style-type: none"> - Sewerage service - Water supply - Annual kerbside clean-up service - Managing residential development - Water conservation initiatives
Length of time lived in area	Nil
Location	Urban residents are more satisfied with: <ul style="list-style-type: none"> - Sewerage service - Water supply - Household recycling service - Water conservation initiatives

Table 2.3 compares results from the Community Needs & Satisfaction Survey 2019 with previous survey results from 2016. The service list was expanded in 2019 and most services were renamed. There are several services which can be compared with the more generalised services from 2016.

The performance of **water** and **sewerage services** and as well as **waste management services** have generally improved over the past three years.

Table 2.3 Housing & Basic Services – Internal Benchmarks

2016		2019	
Water and sewerage services	3.9	Sewerage service	4.2
		Water supply	4.1
		Water conservation initiatives	3.3
Waste management	3.8	Household waste collection	4.0
		Household recycling service	3.9
		Annual kerbside clean-up service	3.8

Table 2.4 compares benchmarked results for this category with an amalgam of comparable regional councils in NSW. A difference of ± 4 pts indicates a significant difference in performance.

Dubbo Regional Council is outperforming the comparable councils in **water supply**. However, Council is underperforming in all three waste management services.

Table 2.4 Housing & Basic Services – External Benchmarks

Housing & Basic Services	Dubbo Regional Council 2019	Comparable Councils
Sewerage service	80	79
Water supply	77	69
Household waste collection	74	79
Household recycling service	73	78
Annual kerbside clean-up service	71	76

2.2 INFRASTRUCTURE

Residents were asked to rate their satisfaction with seven services within this category using a five-point scale.

The service which recorded the highest average satisfaction rating is **street lighting** (3.5). Fifty-five percent (55%) of residents are satisfied with this service while 16 percent are dissatisfied. This is followed by **traffic management** (3.3) and **access to public transport services** (3.3).

Road maintenance services including both **sealed roads** (2.9) and **unsealed roads** (2.7) recorded low average satisfaction ratings. For both services the proportion of dissatisfied residents outweighed the proportion that are satisfied. Residents are most dissatisfied with the maintenance of unsealed roads.

Figure 2.2 Infrastructure – Satisfaction

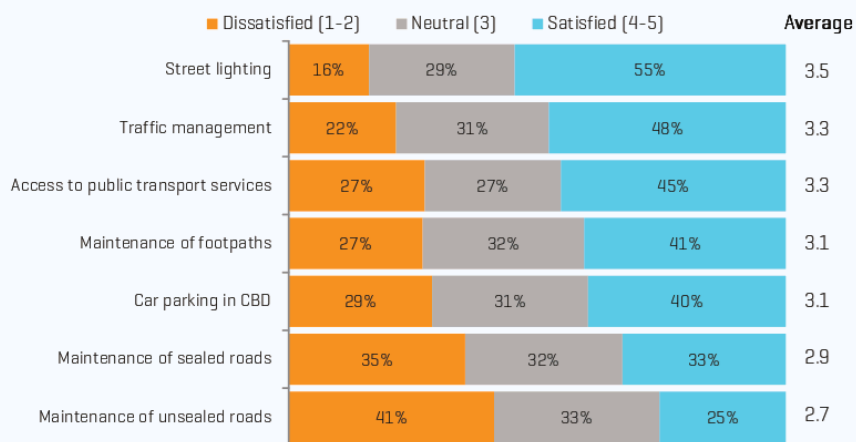


Table 2.5 lists significant differences among subgroups for this category of services. There are no significant differences by gender.

Residents who live in rural areas are less satisfied with the **maintenance of unsealed roads** and **access to public transport services** compared to urban residents.

Table 2.5 Infrastructure – Subgroup Analysis

Subgroup	Significant Differences
Gender	Nil
Age	18-34 and 35-49 are more satisfied compared to 50-64 and 65+ with: <ul style="list-style-type: none"> - Maintenance of footpaths 65+ are more satisfied than 50-64 with: <ul style="list-style-type: none"> - Access to public transport services
Ratepayer Status	Non-ratepayers are more satisfied with: <ul style="list-style-type: none"> - Access to public transport services - Maintenance of sealed roads - Maintenance of unsealed roads
Length of time lived in area	Less than 5 years are most satisfied with: <ul style="list-style-type: none"> - Traffic management
Location	Urban residents are more satisfied with: <ul style="list-style-type: none"> - Access to public transport services - Maintenance of unsealed roads

Table 2.6 compares results from the Community Needs & Satisfaction Survey 2019 with previous survey results from 2016.

The performance of local streets and footpaths have been compared with both street lighting and maintenance of footpaths. The performance of the latter is in line with 2016.

The performance of maintenance of unsealed roads is also in line with 2016.

Table 2.6 Infrastructure – Internal Benchmarks

2016		2019	
Local streets and footpaths	3.1	Street lighting	3.5
		Maintenance of footpaths	3.1
Maintenance of unsealed roads	2.8	Maintenance of unsealed roads	2.7

Table 2.7 compares benchmarked results for this category with an amalgam of comparable regional councils in NSW. A difference of ± 4 pts indicates a significant difference in performance.

Council is **outperforming** the comparable NSW regional councils in **streetlighting** but is underperforming in **traffic management, car parking in CBD** and **maintenance of sealed roads**.

Maintenance of unsealed roads is low-performing but is in line with other regional councils in NSW.

Table 2.7 Infrastructure – External Benchmarks

Infrastructure	Dubbo Regional Council 2019	Comparable Councils
Street lighting	63	59
Traffic management	58	66
Car parking in CBD	53	57
Maintenance of sealed roads	48	54
Maintenance of unsealed roads	43	45

2.3 ECONOMY

Residents were asked to rate their satisfaction with six services within this category using a five-point scale.

The service which recorded the highest average satisfaction rating is **promotion of tourism** (3.9). Seventy-four percent of residents are satisfied with this service while only seven percent are dissatisfied. This is followed by **managing residential development** (3.6).

Residents are least satisfied with the **development application assessment process** (3.1). One third (33 percent) of residents are satisfied while 23 percent are dissatisfied. The proportion of neutral ratings (44 percent) suggests a large proportion of the population is uninformed regarding the development application process or has no direct experience of it. The level of dissatisfied residents is not high relative to services in other categories.

Figure 2.3 Economy – Satisfaction

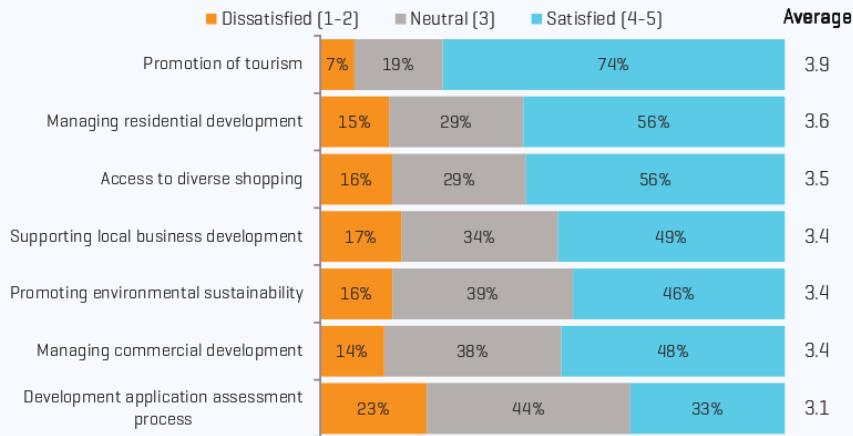


Table 2.8 lists significant differences among subgroups for this category of services.

Non-ratepayers are more satisfied with six of the seven services within this category. Urban residents are more satisfied with Council's promotion of **tourism** and **environmental sustainability** compared to rural residents.

Table 2.8 Economy – Subgroup Analysis

Subgroup	Significant Differences
Gender	Nil
Age	65+ are more satisfied than 35-49 and 50-64 with: <ul style="list-style-type: none"> - Access to diverse shopping
Ratepayer Status	Non-ratepayers are more satisfied with: <ul style="list-style-type: none"> - Promotion of tourism - Managing residential development - Access to diverse shopping - Promoting environmental sustainability - Managing commercial development - Development application assessment process
Length of time lived in area	Less than 5 years are more satisfied with more than 15 years with: <ul style="list-style-type: none"> - Development application assessment process
Location	Urban residents are more satisfied with: <ul style="list-style-type: none"> - Promotion of tourism - Promoting environmental sustainability

Table 2.9 compares results from the Community Needs & Satisfaction Survey 2019 with previous survey results from 2016.

The performance of services relating to the economy are generally in line with previous survey results from 2016. The average satisfaction rating for **promoting environmental sustainability** has declined since 2016.

Table 2.9 Economy – Internal Benchmarks

2016		2019	
Tourism development	3.8	Promotion of tourism	3.9
Planning and building permits	3.4	Managing residential development	3.6
		Managing commercial development	3.4
		Development application assessment process	3.1
Business development	3.4	Supporting local business development	3.4
Environmental sustainability	3.6	Promoting environmental sustainability	3.4

Table 2.10 compares benchmarked results for this category with an amalgam of comparable regional councils in NSW. A difference of ± 4 pts indicates a significant difference in performance.

Dubbo Regional Council is outperforming the average of comparable regional NSW councils in **four** of the five services. The biggest difference is **promotion of tourism** (+13 pts). However, Council is underperforming in the **development application assessment process**.

Table 2.10 Economy – External Benchmarks

Economy	Dubbo Regional Council 2019	Comparable Councils
Promotion of tourism	73	60
Managing residential development	64	53
Supporting local business development	61	52
Managing commercial development	60	53
Development application assessment process	53	57

2.4 LEADERSHIP

Residents were asked to rate their satisfaction with six services within this category using a five-point scale.

The service which recorded the highest average satisfaction rating is **Council events and support for events** (3.8). This is the only service which recorded a **high** average rating. Two thirds (67 percent) are satisfied with this service while only eight percent (8%) are dissatisfied. This is followed by **informing the community** (3.5).

All other services within this category recorded similar average ratings, ranging from 3.2 to 3.3. For each of these services residents are generally neutral or satisfied. The proportions of dissatisfied residents are relatively lower compared to other categories of services. Residents are least satisfied with **decisions made in the interest of the community** (3.2).

Figure 2.4 Leadership – Satisfaction

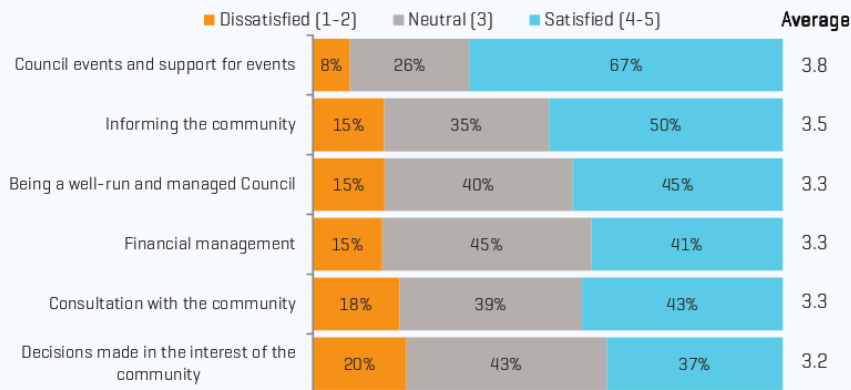


Table 2.11 below, lists significant differences among subgroups for this category of services. There are no significant differences by age, length of time lived in the area or location.

Most significant differences are related to ratepayer status. Ratepayers are less satisfied with all six services related to leadership compared to non-ratepayers.

Female residents are more satisfied with Council's financial management compared to male residents.

Table 2.11 Leadership – Subgroup Analysis

Subgroup	Significant Differences
Gender	Female residents are more satisfied with - Financial management
Age	Nil
Ratepayer Status	Non-ratepayers are more satisfied with: - Council events and support for events - Informing the community - Being a well-run and managed Council - Financial management - Consultation with the community - Decisions made in the interest of the community
Length of time lived in area	Nil
Location	Nil

Table 2.12 compares results from the Community Needs & Satisfaction Survey 2019 with previous survey results from 2016.

Council's leadership services are performing in line with 2016.

Table 2.12 Leadership – Internal Benchmarks

2016		2019	
Informing the community	3.4	Informing the community	3.5
Being a well-run Council	3.4	Being a well-run and managed Council	3.3
Community consultation	3.3	Consultation with the community	3.3
Decisions made in the interest of the community	3.2	Decisions made in the interest of the community	3.2

Table 2.13 compares benchmarked results for this category with an amalgam of comparable regional councils in NSW. A difference of ± 4 pts indicates a significant difference in performance.

Both services are performing in line with comparable regional councils in NSW.

Table 2.13 Leadership – External Benchmarks

Leadership	Dubbo Regional Council 2019	Comparable Councils
Council events and support for events	70	70
Consultation with the community	58	57

2.5 LIVEABILITY

Residents were asked to rate their satisfaction with 13 services within this category using a five-point scale.

Eight services within this category recorded high average satisfaction ratings. Libraries recorded the highest average satisfaction rating of 4.3. Eighty-five percent (85%) of residents are satisfied with libraries while only one percent (1%) are dissatisfied. This is followed by sports grounds and facilities (4.1) and parks (4.1).

Residents are least satisfied with river management (3.1) and maintenance of public toilets (3.1). However, these services recorded medium average ratings and the proportion of satisfied residents outweighs the proportion that are dissatisfied. This signifies that Liveability is, overall, a high performing service area.

Figure 2.5 Liveability – Satisfaction

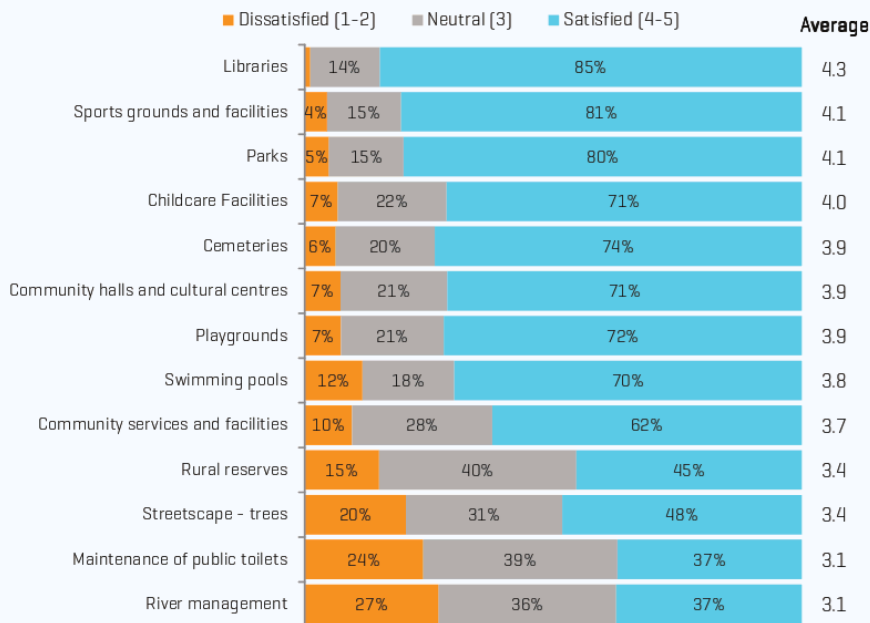


Table 2.14 lists significant differences among subgroups for this category of services.

The subgroup with the highest number of significant differences is **ratepayer status**. Non-ratepayers are significantly more satisfied with eight services and facilities within this category.

Residents in the youngest (18-34 years) and oldest (65 plus years) are significantly more satisfied with **community services** compared to other age groups.

Table 2.14 Liveability – Subgroup Analysis

Subgroup	Significant Differences
Gender	Female residents are more satisfied with: <ul style="list-style-type: none"> - Libraries - Rural reserves
Age	18-34 and 65+ are more satisfied compared to 50-64 with: <ul style="list-style-type: none"> - Community services and facilities (e.g. children, youth, older people) 65+ are more satisfied than 50-64 with: <ul style="list-style-type: none"> - Libraries
Ratepayer Status	Non-ratepayers are more satisfied with: <ul style="list-style-type: none"> - Sports grounds and facilities - Childcare Facilities (e.g. Family Day Care or Rainbow Cottage) - Cemeteries - Swimming pools - Community services and facilities (e.g. children, youth, older people) - Rural reserves - Streetscape – trees - Maintenance of public toilets
Length of time lived in area	Less than 5 years are more satisfied than more than 15 years with: <ul style="list-style-type: none"> - Maintenance of public toilets
Location	Urban residents are more satisfied with: <ul style="list-style-type: none"> - Community halls and cultural centres - Rural reserves

Table 2.15 compares results from the Community Needs & Satisfaction Survey 2019 with previous survey results from 2016.

Services and facilities within this category have generally maintained their level of performance since 2016. Services which have seen an increase in average satisfaction are not directly comparable due to services being renamed and expanded in 2019.

Table 2.15 Liveability – Internal Benchmarks

2016		2019	
Art centres and libraries	4.0	Libraries	4.3
Recreational facilities	3.9	Sports grounds and facilities	4.1
		Parks	4.1
		Community halls and cultural centres	3.9
		Playgrounds	3.9
		Swimming pools	3.8
Community services	3.7	Community services and facilities	3.7
Local streets and footpaths	3.1	Streetscape - trees	3.4

Table 2.16 compares benchmarked results for this category with an amalgam of comparable regional councils in NSW. A difference of ± 4 pts indicates a significant difference in performance.

Council is **outperforming** the amalgam of comparable councils in four facilities including **sports grounds and facilities, parks, childcare facilities** and **community halls and cultural centre**. However, Council is underperforming in maintaining public toilets.

Table 2.16 Liveability – External Benchmarks

Liveability	Dubbo Regional Council 2019	Comparable Councils
Libraries	81	80
Sports grounds and facilities	77	72
Parks	77	71
Childcare Facilities	75	71
Playgrounds	73	73
Community halls and cultural centres	73	68
Swimming pools	70	72
Maintenance of public toilets	54	61

2.6 FACILITY USAGE

Respondents were asked to indicate how often they use the nine facilities surveyed. The proportions who chose 'Daily', 'Weekly', 'Monthly', 'Quarterly' and 'Yearly' were summed to arrive at a 'Usage Rate'. This represents the proportion of residents who have used the facility at least once in the past year. Table 2.7 has been sorted from highest to lowest proportion of users.

Parks are the facilities used by the highest proportion of Dubbo Regional Council residents (85 percent). Residents generally visit parks once a month (25 percent), once every three months (24 percent) or once a week (23 percent). Fifteen percent (15%) indicated they never visit parks.

This is followed by **Dubbo Regional Theatre & Convention Centre**. Seventy-five percent of residents have visited this facility at least once a year. Residents generally visit this facility once a year (34 percent) or once a quarter (29 percent). Twenty-five percent (25%) of residents do not visit this facility.

The facilities with the lowest proportion of users are **youth facilities**. Seventy-one percent (71%) of residents indicated they do not use these facilities. The next lowest is **facilities for children**. However, as shown in Table 2.8 (over page), these facilities are highly used among the relatively low user base.

Table 2.17 Facility Usage Frequency

	Daily	Weekly	Monthly	Quarterly	Yearly	Usage Rate	Never
Parks	2%	23%	25%	24%	11%	85%	15%
Dubbo Regional Theatre & Convention Centre	-	1%	11%	29%	34%	75%	25%
Western Plains Cultural Centre	-	4%	16%	25%	25%	72%	28%
Sports grounds and facilities	2%	27%	16%	13%	10%	67%	33%
Libraries	0.5%	8%	20%	18%	18%	64%	36%
Playgrounds	0.3%	14%	16%	12%	11%	53%	47%
Swimming pools	2%	10%	11%	10%	17%	51%	49%
Facilities for children	2%	13%	11%	11%	6%	43%	57%
Facilities for youth	0.3%	6%	8%	7%	7%	29%	71%

Table 2.8 reports a weighted average number of uses per year per resident.

On average, **sports grounds and facilities are the most used facilities**. The average resident uses these facilities **23.7** times per year. Sports grounds and facilities have the fourth highest proportion of users. However, these facilities have the highest number of average uses due to the high number of residents who use them weekly (27 percent). This is closely followed by **parks** at 23.4 times per year.

Facilities for children have the second lowest proportion of residents that are users but are the third most used in terms of average number of uses per year. This is due to a combined 15 percent of residents using these facilities either daily (two percent) or weekly (13 percent).

Western Plains Cultural Centre has the third highest proportion of users but is used the **least** number of times per year. Half of the residents indicated they use this facility either once a quarter (25 percent) or once a year (25 percent).

Table 2.18 Average number of uses per year

	Average Number of Uses per Year per Resident
Sports grounds and facilities	23.7
Parks	23.4
Facilities for children	16.2
Swimming pools	13.4
Playgrounds	11.0
Libraries	9.4
Facilities for older people	6.2
Facilities for youth	5.9
Western Plains Cultural Centre	5.6

Table 2.9 lists significant differences in **usage rate**. This is differences in the proportions of residents who use facilities.

Most significant differences are related to age. A significantly higher proportion of residents in the 18 to 34 years and 35 to 49 years use **outdoor facilities** and facilities for **youth and children** compared to older residents.

There are no significant differences related to **location**. This shows that the proportions of urban and rural residents who use each facility are statistically in line.

Table 2.19 Facility Usage Frequency – Subgroup Analysis

Subgroup	Significant Differences
Gender	Female residents use the following facilities significantly more: <ul style="list-style-type: none"> - Libraries - Playgrounds - Facilities for older people
Age	18-34 and 35-49 use the following facilities significantly more than 65+: <ul style="list-style-type: none"> - Sports grounds and facilities - Playgrounds - Swimming pools - Facilities for children - Facilities for youth 35-49 use the following facilities significantly more than 65+: <ul style="list-style-type: none"> - Libraries 65+ use the following facilities significantly more: <ul style="list-style-type: none"> - Facilities for older people 65+ use the following facilities significantly less: <ul style="list-style-type: none"> - Parks
Ratepayer Status	Ratepayers use the following facilities significantly more: <ul style="list-style-type: none"> - Dubbo Regional Theatre & Convention Centre - Western Plains Cultural Centre Non-ratepayers use the following facilities significantly more: <ul style="list-style-type: none"> - Playgrounds - Facilities for children
Length of time lived in area	11 to 15 years use the following facilities significantly more than 6 to 10 years: <ul style="list-style-type: none"> - Western Plains Cultural Centre 11 to 15 years use the following facilities significantly more than more than 15 years: <ul style="list-style-type: none"> - Libraries
Location	Nil

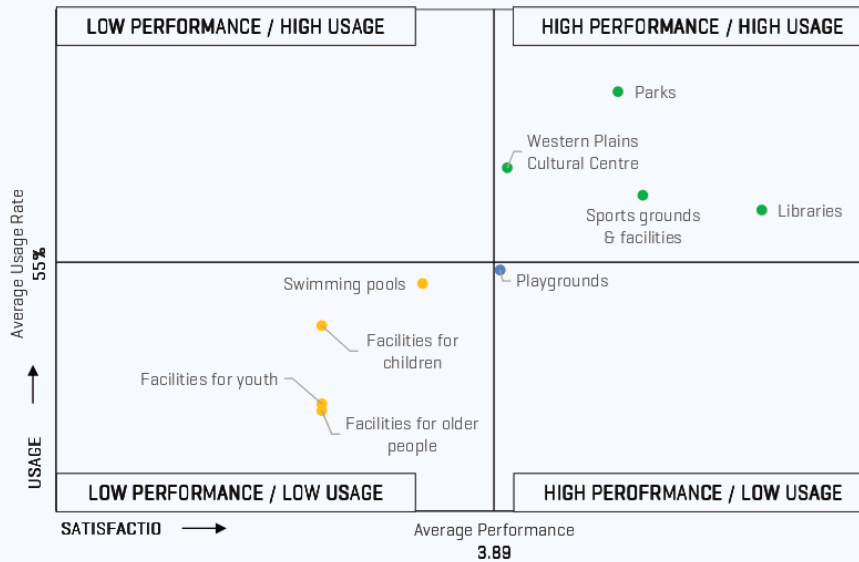
In order to further analyse the relationship between performance and usage, satisfaction scores have been mapped against usage rates in order to determine which facilities are underutilised. There is a clear positive trend between performance and usage, indicating that Council's higher performing facilities are used by the highest proportion of residents.

Four of the nine facilities are above-average performers and are highly utilised. These include **libraries, sports grounds and facilities, parks** and **Western Plains Cultural Centre**.

Four of the nine facilities are recorded below-average performance relative to other facilities but also saw below-average usage rates. These include facilities for **children, youth and older people** as well as **swimming pools**.

Playgrounds are sitting at average usage and performance.

Figure 2.6 Performance/Usage Quadrant



Note: the average performance score only includes the facilities in the quadrant. As facilities for children, youth and older people were measured as 'community services and facilities' in the report, these facilities share the same performance score.

3 PRIORITISING SERVICES & FACILITIES

This section of the report aims to identify the key drivers of resident satisfaction via a deeper analysis of the relationship between overall satisfaction with Dubbo Regional Council and satisfaction with services and facilities as reported in the previous section.

3.1 Quadrant Analysis

Quadrant analysis simultaneously analyses the importance of a service in terms of driving overall satisfaction and the performance of services in terms of resident satisfaction. To do this, mean satisfaction scores are plotted against derived importance scores for each Council service. Importance scores are derived from regression analysis.

To form quadrants, the average derived importance score and average satisfaction score across all services and facilities were calculated. Services and facilities with a mean satisfaction score less than the overall average were classified as 'low' performing while those with a mean score above the average were classified as 'high' performing. Similarly, services and facilities have 'high' or 'low' importance depending on their position above or below the overall average.

These scores do not suggest the service or facility is not important in the personal lives of residents. It strictly relates to importance in creating overall satisfaction with Council. Areas of personal importance are analysed in Section 4 'Community Needs & Priorities'.

Figure 3.1 (over-page) is Council's performance/importance quadrant.

1. The upper right quadrant (high importance and high satisfaction) represents current service strengths or 'Strategic Advantages'.
2. The upper left quadrant (high importance but low satisfaction) denotes services where satisfaction should be improved or 'Key Vulnerabilities'.
3. The lower left quadrant (relatively lower importance and relatively lower satisfaction) represents lower priority service dimensions or 'Potential Vulnerabilities'.
4. The lower right quadrant (relatively lower importance and high satisfaction) represent Council's 'Differentiators'.

Figure 3.1 Quadrant Analysis



Table 3.1 Quadrant Analysis

KEY VULNERABILITIES	STRATEGIC ADVANTAGES
27 - Managing residential development	1 - Water supply
28 - Informing the community	2 - Household recycling service
29 - Supporting local business development	3 - Community halls and cultural centres
30 - Promoting environmental sustainability	4 - Community services and facilities
31 - Managing commercial development	
32 - Rural reserves	
33 - Streetscape - trees	
34 - Being a well-run and managed Council	
35 - Traffic management	
36 - Water conservation initiatives	
37 - Decisions made in the interest of the community	
38 - River management	
39 - Development application assessment process	
40 - Maintenance of sealed roads	
POTENTIAL VULNERABILITIES	DIFFERENTIATORS
17 - Access to diverse shopping	5 - Libraries
18 - Street lighting	6 - Sewerage service
19 - Access to affordable housing	7 - Sports grounds and facilities
20 - Financial management	8 - Parks
21 - Consultation with the community	9 - Childcare facilities
22 - Access to public transport services	10 - Household waste collection
23 - Maintenance of public toilets	11 - Cemeteries
24 - Maintenance of footpaths	12 - Promotion of tourism
25 - Car parking in CBD	13 - Playgrounds
26 - Maintenance of unsealed roads	14 - Annual kerbside clean-up service
	15 - Swimming pools
	16 - Council events and support for events

Services in the upper right quadrant are **Strategic Advantages** – these have an important impact on creating overall satisfaction with Dubbo Regional Council and their performance is above average.

Council's four **Strategic Advantages** include:

- ▶ Water supply
- ▶ Household recycling service
- ▶ Community halls and cultural centres
- ▶ Community services and facilities

Services in the upper left quadrant are **Key Vulnerabilities** – services which have an important impact on creating overall satisfaction but are performing below average. These services are regarded as Council's **foremost** priorities.

There is a cluster of services which are close to both average performance and average importance. While these services are classified as key vulnerabilities, there are three clear priorities which will have the strongest impact on creating higher overall satisfaction. Further strengthening perceptions of being a well-run and managed Council, making decisions in the interest of the community and improving the state of sealed roads will increase community overall satisfaction with Dubbo Regional Council.

Council's 14 **Key Vulnerabilities** include:

- | | |
|---|--|
| ▶ Maintenance of sealed roads | ▶ Streetscape – trees |
| ▶ Development application assessment process | ▶ Rural reserves |
| ▶ River management | ▶ Managing commercial development |
| ▶ Decisions made in the interest of the community | ▶ Promoting environmental sustainability |
| ▶ Water conservation initiatives | ▶ Supporting local business development |
| ▶ Traffic management | ▶ Informing the community |
| ▶ Being a well-run and managed Council | ▶ Managing residential development |

All other services are classified as **Differentiators** or **Potential Vulnerabilities** based on whether they are performing above or below average, respectively. Improvement in the performance of these services will not have a large, significant impact on overall satisfaction with Council.

Table 3.2 reports quadrant analysis by service category. Council's **Strategic Advantages** are shared between **Housing & Basic Services** and **Liveability**. Council's **Differentiators** are also mostly concentrated in these two service areas. This indicates that Housing & Basic Services and Liveability are Council's **highest performing service areas**, though most services within these categories do not have a strong impact on creating overall satisfaction.

Council's **Key Vulnerabilities** are spread across each category. The category with the highest number of Key Vulnerabilities is **Economy**. All services within the **Infrastructure** category are performing below average but only two services will have a strong impact on overall satisfaction if performance improves.

Table 3.2 Quadrant Analysis by Service Category

Housing & Basic Services	Infrastructure
Household recycling service	Access to public transport services
Water supply	Car parking in CBD
Annual kerbside clean-up service	Maintenance of footpaths
Household waste collection	Maintenance of unsealed roads
Sewerage service	Street lighting
Access to affordable housing	Maintenance of sealed roads
Managing residential development	Traffic management
Water conservation initiatives	
Economy	Leadership
Promotion of tourism	Council events and support for events
Access to diverse shopping	Consultation with the community
Development application assessment process	Financial management
Managing commercial development	Being a well-run and managed Council
Promoting environmental sustainability	Decisions made in the interest of the community
Supporting local business development	Informing the community
Liveability	
Community halls and cultural centres	Sports grounds and facilities
Community services and facilities (e.g. children, youth, older people)	Swimming pools
Cemeteries	Maintenance of public toilets
Childcare Facilities (e.g. Family Day Care or Rainbow Cottage)	River management
Libraries	Rural reserves
Parks	Streetscape - trees
Playgrounds	

3.2 Top Priorities for Council – Open-Ended Responses

Residents were asked what Council's single top priority over the next five years should be. This was an open-ended question. A full list of open-ended responses has been provided to Council in a separate report. Thematic analysis was used to categorise responses into key themes.

Figure 3.2 (over page) lists these key themes by number of responses.

1. Roads

Ninety-two responses were related to roads. The bulk of these responses are related to the **condition** of roads and state Council's top priority should be further **maintenance and improvement in the road network**. Other responses focused on road **safety** while some responses cited specific roads or areas such as the Mitchell Highway, Mogriguy and Macquarie Street.

2. Bridge

Forty responses were related to a new bridge over the Macquarie River. Several responses cited the importance of the new bridge while others just wanted a decision to be made regarding the status of the bridge and the location. Several responses were against the proposed new bridge.

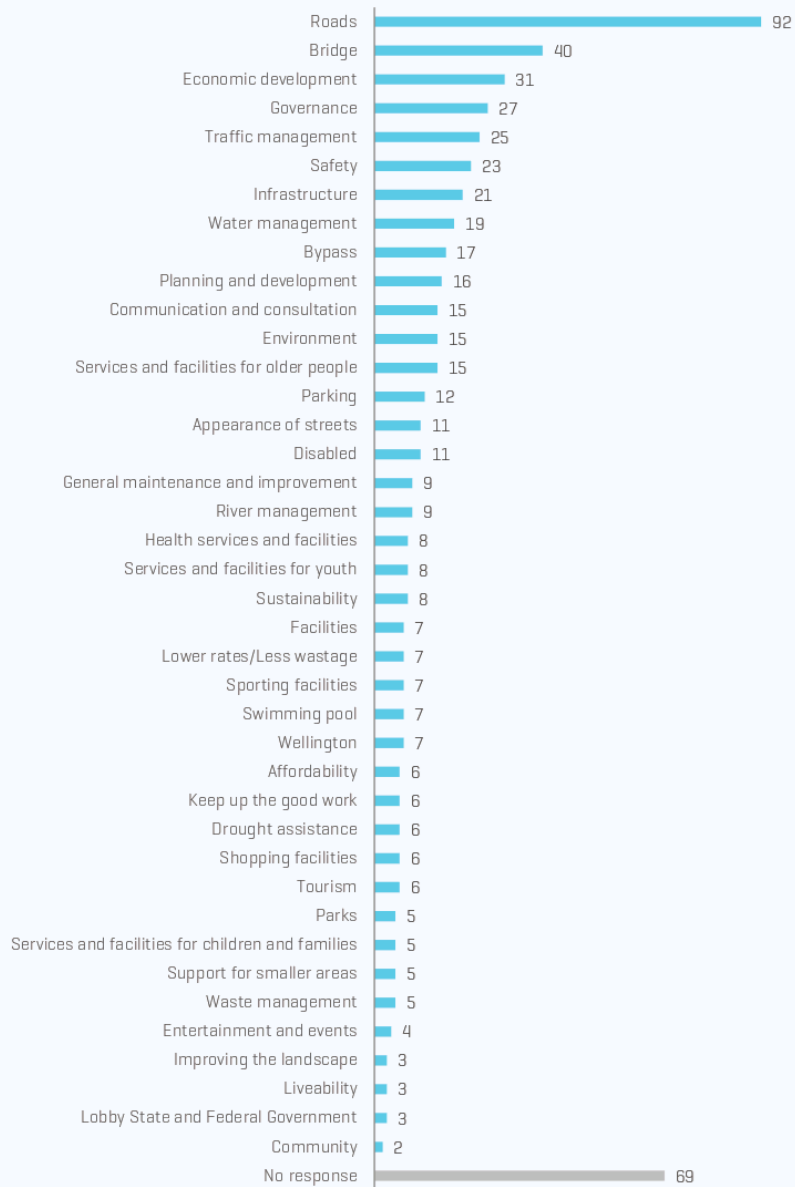
3. Economic development

Thirty-one responses were related to economic development and local jobs. Most of the responses within this theme were concerned with attracting new business and industry to the region, thereby creating new job. Some responses specifically cited the need for new jobs in Wellington and in smaller areas outside Dubbo. Other responses were concerned with supporting existing businesses in the area.

4. Governance

Twenty-seven responses were related to the governance of Dubbo Regional Council. These responses covered a broad range of areas related to Council such as the Mayor and Councillors, rates, planning for town growth and the future, leadership and quality of staff.

Figure 3.2 Top Priorities for Council



4 COMMUNITY NEEDS & PRIORITIES

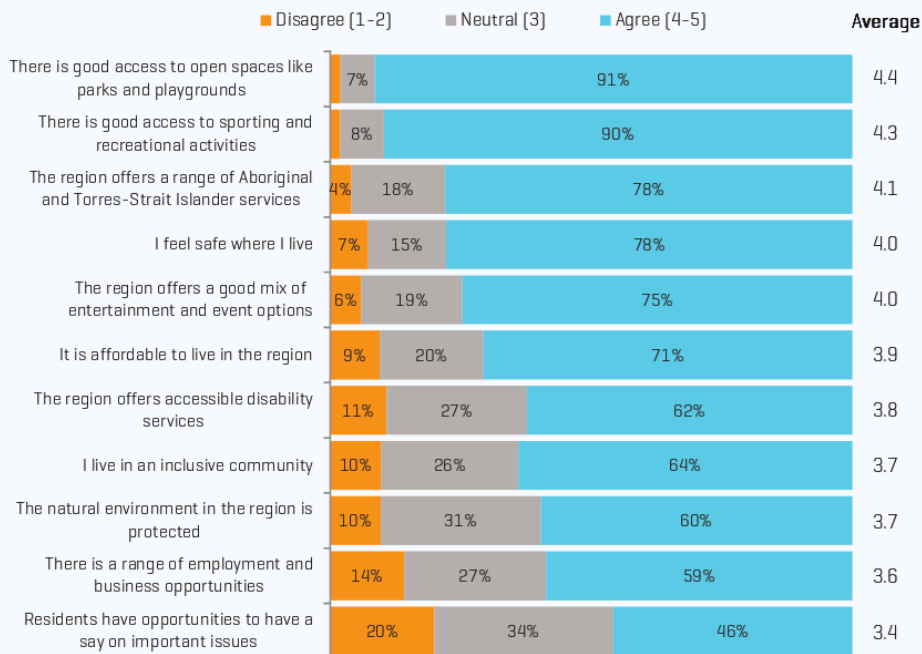
In addition to measuring community satisfaction, one of the primary objectives of the Community Needs & Satisfaction Survey was to evaluate community needs and identify priority areas for Council among residents.

4.1 Perceptions of the Dubbo Regional Council area

Residents were asked to rate their agreement with 11 statements measuring perceptions of the Dubbo Regional Council area as a place to live, work and do business.

Five of the 11 statements recorded **high** average agreement ratings (above 4.0). All other statements recorded medium average agreement ratings, indicating that residents have generally **high perceptions** of the Dubbo Regional Council area as a place to live, work and do business.

Figure 4.1 Perceptions of the Dubbo Regional Council area



The statement with the highest average agreement rating is ***There is good access to open spaces like parks and playgrounds***. Ninety-one percent (91%) of residents agreed with this statement while only two percent disagreed (2%).

Access to **open spaces, sporting field and recreational activities**, the range of **Aboriginal & Torres-Strait Islander services** and **safety** are viewed as strengths of living in the region among residents.

The statements which recorded **high** average ratings include:

- ▶ **There is good access to open spaces like parks and playgrounds**
- ▶ **There is good access to sporting and recreational activities**
- ▶ **The region offers a range of Aboriginal and Torres-Strait Islander services**
- ▶ **I feel safe where I live**
- ▶ **The region offers a good mix of entertainment and event options**

The only statement which saw fewer than half (46 percent) of residents agree is ***Residents have opportunities to have a say on important issues***. However, only 20 percent of residents disagreed with the statement. There is potential for perceptions regarding this issue to be strengthened, reducing the number of neutral ratings (34 percent).

Table 4.1 lists significant differences in average agreement among subgroups.

Most significant differences are related to age. Younger residents (18-34 years) recorded higher agreement regarding community services such as services for Aboriginal and Torres-Strait Islanders and disability services. This age group, along with residents aged 65 plus years, showed higher perceptions of environmental protection in the region.

Male residents have higher perceptions of diversity in employment and business while residents who live in rural areas have higher perceptions of safety.

Table 4.1 Perceptions of the Dubbo Regional Council area – Subgroup Analysis

Subgroup	Significant Differences
Gender	Male residents agreed significantly more that: - There is a range of employment and business opportunities
Age	18-34 agreed significantly more that: - The region offers a range of Aboriginal and Torres-Strait Islander services - The region offers accessible disability services 18-34 and 65+ agreed significantly more than 50-64 that: - The natural environment in the region is protected 50-64 agreed significantly less that: - I live in an inclusive community 65+ agreed significantly more than 50-64 that: - The region offers a good mix of entertainment and event options
Ratepayer Status	Non-ratepayer agreed significantly more that: - I live in an inclusive community
Length of time lived in area	Nil
Location	Rural residents agreed significantly more that: - I feel safe where I live

Residents were asked to rate their agreement with the statement *Overall, I believe Dubbo Regional Council is a good place to live* using a five-point agreement scale.

In total, **89 percent agreed with the statement**, with 44 percent giving the highest rating of 5. Only 2.5 percent of residents disagreed. This resulted in a **high average agreement rating of 4.27** out of 5.

Table 4.2 lists significant differences in average agreement among subgroups. The average ratings for residents aged 65 plus years and non-ratepayers are significantly higher compared to other residents.

Figure 4.2 Dubbo Regional Council is a good place to live

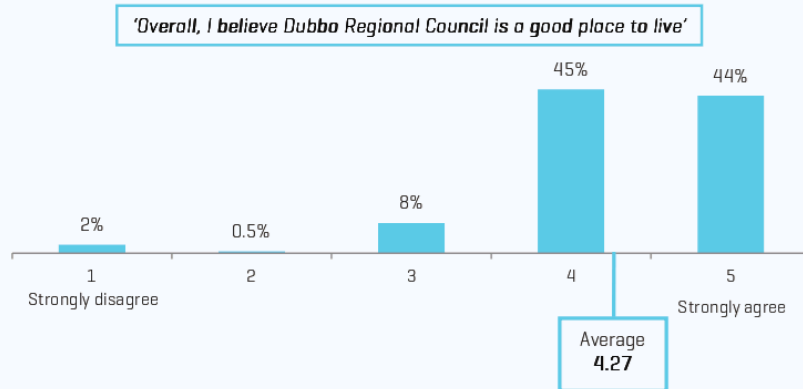


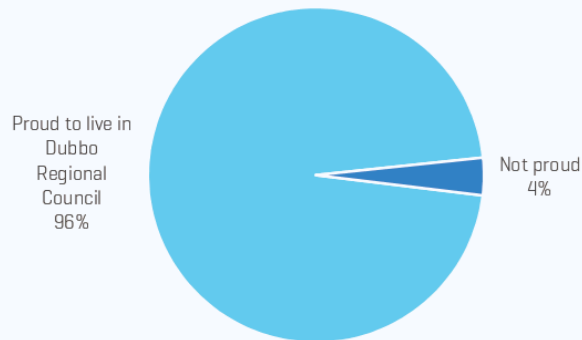
Table 4.2 Dubbo Regional Council is a good place to live – Subgroup Analysis

Subgroup	Significant Differences
Gender	Nil
Age	65+ agreed significantly more than 35-49 and 50-64
Ratepayer Status	Non-ratepayers agreed significantly more than ratepayers
Length of time lived in area	Nil
Location	Nil

Residents were asked whether they are proud to live in Dubbo Regional Council. Most residents (96 percent) are proud to live in Dubbo Regional Council.

Furthermore, there are **no significant differences** among subgroups. This suggests that pride in living in Dubbo Regional Council is not dependent upon the demographic profile of the resident.

Figure 4.3 Proud to live in Dubbo Regional Council



4.2 Most valued aspects of living in Dubbo Regional Council

Residents were asked what is the one thing they value most about living in Dubbo Regional Council. This was an open-ended question. A full list of open-ended responses has been provided to Council in a separate report. Thematic analysis was used to categorise responses into key themes.

1. The community

Fifty-eight responses cited the **community** as the most valued aspect of living in the Dubbo Regional Council area. These residents used phrases such as 'community spirit', 'close-knit community' and 'the people'.

2. Good quality facilities

Fifty-two responses highlighted the quality of the facilities in the Dubbo Regional Council area. Most responses referred to 'facilities' generally while other responses specified health facilities, medical facilities, sporting facilities, community facilities, and Dubbo Zoo.

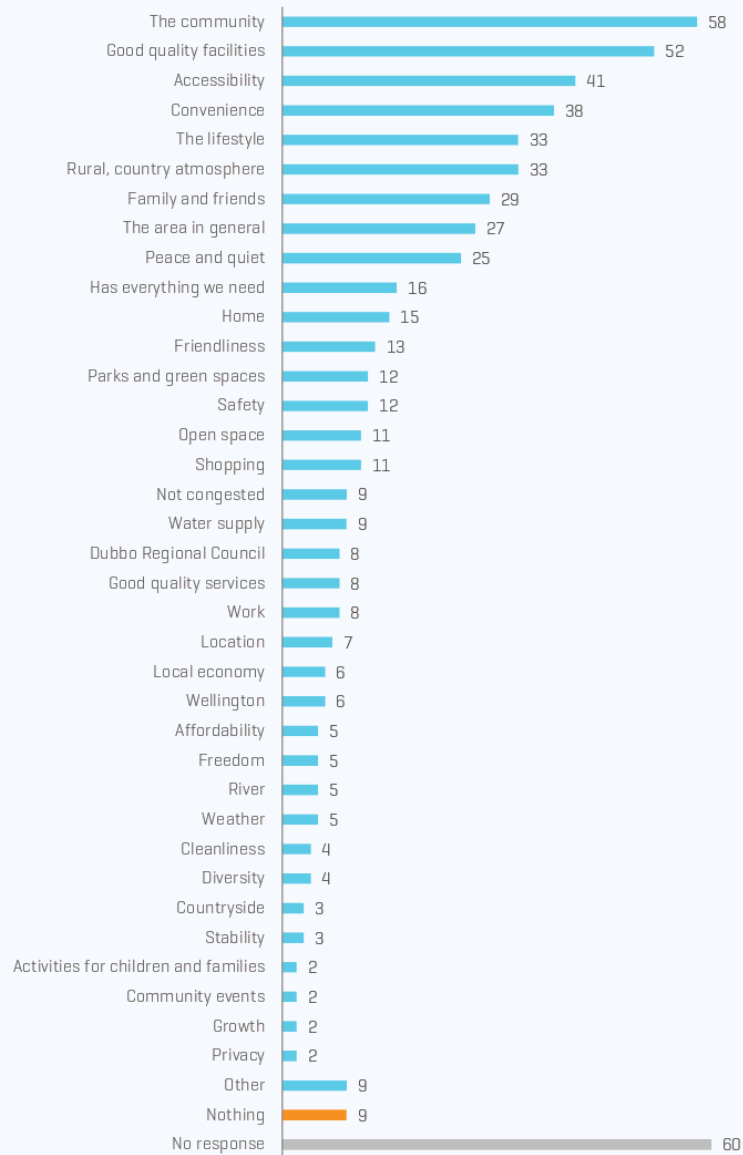
3. Accessibility

Forty-one responses cited accessibility as the most valued aspects of living in the area. Residents cited accessibility in general due to the size of the town as well as accessibility to a range of different services and facilities such as medical and health facilities, good water supply, sporting events and green spaces.

4. Convenience

Thirty-eight responses were related to convenience. These responses were similar to those related to accessibility. These residents cited that living in the Dubbo Regional Council area allowed them to be near their needs. Residents used phrases such as 'everything is close', 'ease of getting around' and 'central to everything'.

Figure 4.4 Most valued aspects of living in Dubbo Regional Council



4.3 Current Needs

Residents were asked what is one thing the Dubbo Regional Council area currently needs. This was an open-ended question. A full list of open-ended responses has been provided to Council in a separate report. Thematic analysis was used to categorise responses into key themes. 209 respondents did not provide a response.

1. Dubbo Regional Council

Thirty-five responses were related to Dubbo Regional Council, its elected Councillors and the Mayor. These responses were critical of the current state of Dubbo Regional Council.

2. Roads

Thirty-five responses were related to roads. These responses cited 'better' roads, further maintenance and improvement of roads in the area as the one thing Dubbo Regional Council currently needs.

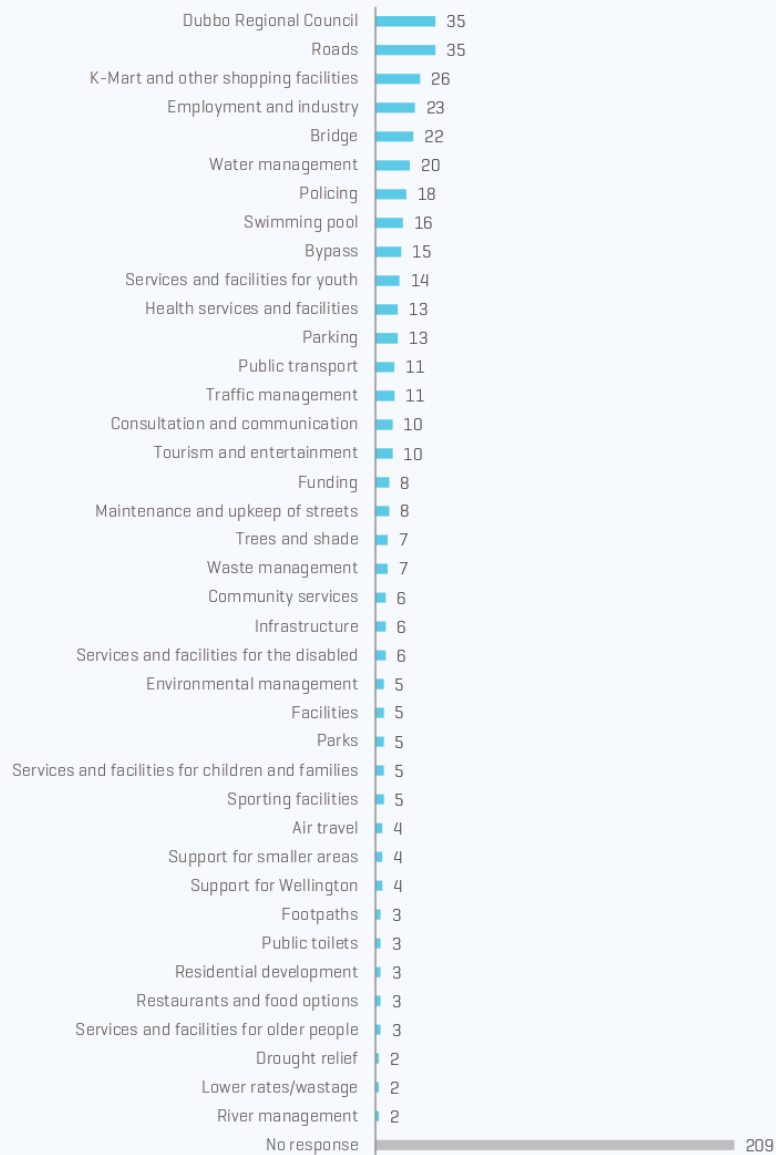
3. K-mart and other shopping facilities

Twenty-six responses cited more shopping facilities as the one thing the area currently needs. The main response within this theme was 'K-mart'. Other responses were more general and cited 'more major retailers', 'more retail shops' and 'improve shopping diversity'.

4. Employment and industry

Twenty-three responses were related to employment and industry. These residents believe the area currently needs 'more employment', 'more industry', and 'diverse employment'.

Figure 4.5 Current Needs



5 CUSTOMER SERVICES

This section of the report covers Dubbo Regional Council's customer services. It includes recent contact with Council, methods of contact (used and preferred), reason for contact, overall satisfaction with customer services and improvement opportunities.

5.1 Recent contact with Council

Over half (55 percent) of residents have contacted Dubbo Regional Council in the past 12 months. These residents were asked specific questions about their method of contact, reason for contact and overall satisfaction with their customer experience.

A significantly higher proportion of ratepayers contacted Council in the past 12 months compared to non-ratepayers. There are no other significant differences among subgroups, which suggests that likelihood of contacting Council is generally not dependent upon the demographic profile of the resident.

Figure 5.1 Recent contact with Council

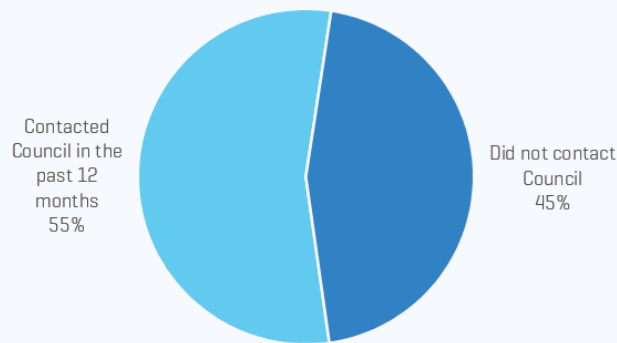


Table 5.1 Recent contact with Council – Subgroup Analysis

Subgroup	Significant Differences
Gender	Nil
Age	Nil
Ratepayer Status	Ratepayers contacted Council significantly more than non-ratepayers
Length of time lived in area	Nil
Location	Nil

5.2 Method of Contact

First, all residents were asked to indicate their preferred method of contacting Council. Residents who had contacted Council in the past 12 months ('customers') were asked which method they most recently used to contact Council.

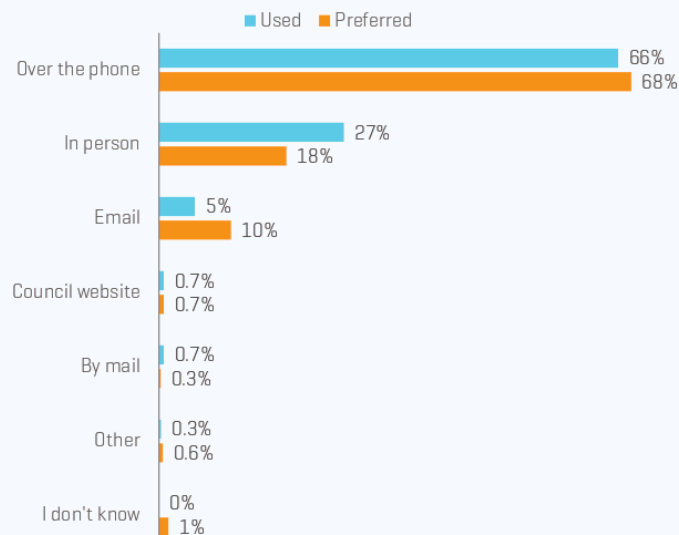
Figure 5.2 shows the most used and most preferred methods of contacting Council. This shows that Council are generally meeting the preferences of residents.

Contacting Council over the phone is both the most used (66 percent) and the most preferred (68 percent).

Over one quarter (27 percent) of customers contacted Council **in person**. However, the proportion that prefer visiting in person is not as high (18 percent).

The proportion that prefer **email** (10 percent) is higher than the proportion of customers that used this method (5 percent). This shows that email is currently an underutilised method of contact.

Figure 5.2 Method of Contact



Base: Used - All respondents (n=607)

Base: Preferred - Contacted in the last 12 months (n=332)

Table 5.2 reports subgroup analysis for the method of contact recently used by customers. Residents aged 65 plus years were more likely to contact by email while ratepayers were more likely to visit Council in person.

Table 5.2 Recent method of contact – Subgroup Analysis

Subgroup	Significant Differences
Gender	Nil
Age	65+ used the following method significantly more: - By mail
Ratepayer Status	Ratepayers used the following method significantly more: - In person
Length of time lived in area	Nil
Location	Nil

Table 5.3 lists significant differences among subgroups for preferred methods of contact. Residents aged 18 to 35 years prefer contacting Council over the phone significantly more than residents aged 65 plus years. Residents in the 35 to 49 years prefer email significantly more than those aged 65 plus years.

Table 5.3 Preferred method of contact – Subgroup Analysis

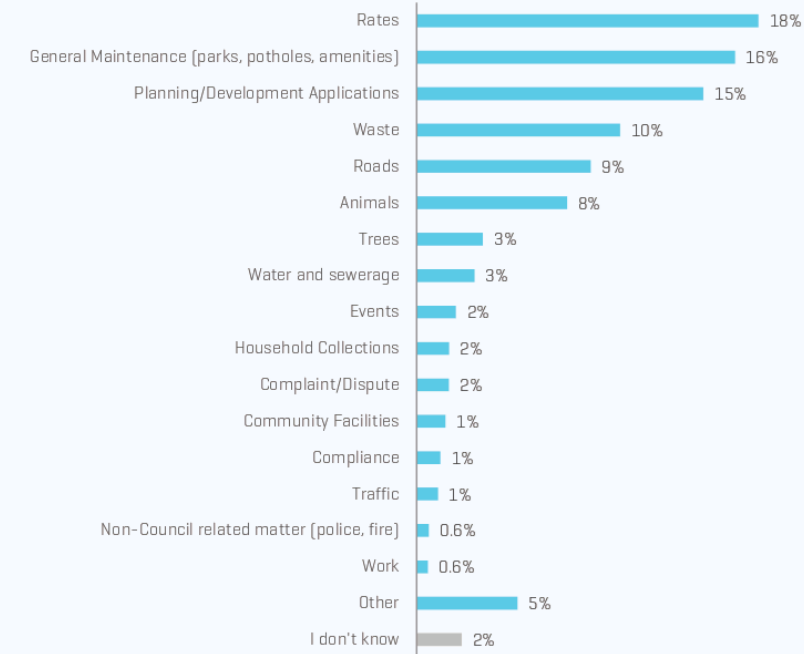
Subgroup	Significant Differences
Gender	Nil
Age	18-34 prefer the following method significantly more than 65+ - Over the phone 35-49 prefer the following method significantly more than 65+ - Email 65+ prefer the following method significantly more: - In person
Ratepayer Status	Ratepayers prefer the following method significantly more: - In person
Length of time lived in area	Nil
Location	Rural residents prefer the following method significantly more: - Other

5.3 Reason for Contact

Customers were asked to indicate their most recent reason for contacting Council.

Eighteen percent [18%] of customers contacted Council regarding **rates**. The next most common reasons include general maintenance, planning/development applications, waste and roads.

Figure 5.3 Reason for Contact



Base: Contacted in the last 12 months (n=332)

Table 5.4 reports subgroup analysis of reason for contacting Council.

Table 5.4 Reason for Contact – Subgroup Analysis

Subgroup	Significant Differences
Gender	Male residents contacted for the following reasons significantly more: <ul style="list-style-type: none"> - Planning/Development Applications - Roads Female residents contacted for the following reasons significantly more: <ul style="list-style-type: none"> - General Maintenance - Waste - Compliance
Age	50-64 and 65+ contacted for the following reasons significantly more than 18-34 and 35-49: <ul style="list-style-type: none"> - Water and sewerage
Ratepayer Status	Ratepayers contacted for the following reasons significantly more: <ul style="list-style-type: none"> - Planning/Development Applications - Roads Non-ratepayers contacted for the following reasons significantly more: <ul style="list-style-type: none"> - Household Collections
Length of time lived in area	6 to 10 years contacted for the following reasons significantly more than less than 5 years and 11 to 15 years: <ul style="list-style-type: none"> - Waste 6 to 10 years and 11 to 15 years contacted for the following reasons significantly more than less than 5 years and more than 15 years: <ul style="list-style-type: none"> - Work More than 15 years contacted for the following reasons significantly less: <ul style="list-style-type: none"> - Events
Location	Urban residents contacted for the following reasons significantly more: <ul style="list-style-type: none"> - Animals Rural residents contacted for the following reasons significantly more: <ul style="list-style-type: none"> - Planning/Development Applications - Trees

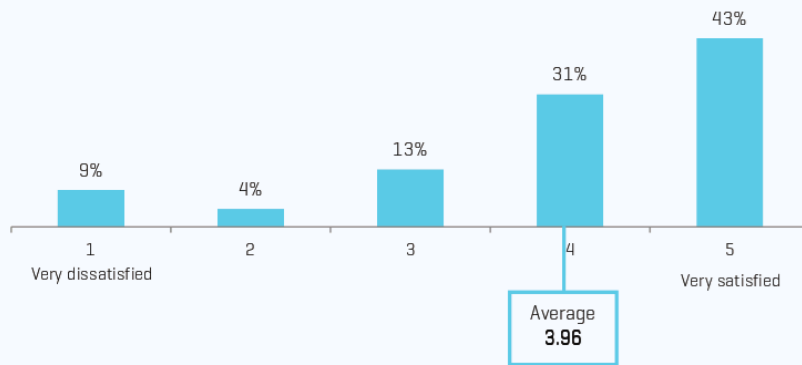
5.4 Overall satisfaction with Council’s customer services

Customers were asked to rate their overall satisfaction with Council’s customer services using a five-point satisfaction scale.

In total, **74 percent of customers are satisfied with Council’s customer services** with almost half (43 percent) giving the highest rating of 5. Thirteen percent (13%) of customers are dissatisfied with customer services.

These results combined for a **high** average satisfaction rating of 3.96. This shows that customer services are an **organisational strength of Dubbo Regional Council**.

Figure 5.4 Overall satisfaction with Council’s customer services



The only significant difference among subgroups is related to the **location**. Customers who live in urban areas are significantly more satisfied with their experience compared to their rural counterparts.

Table 5.5 Overall satisfaction with Council’s customer services – Subgroup Analysis

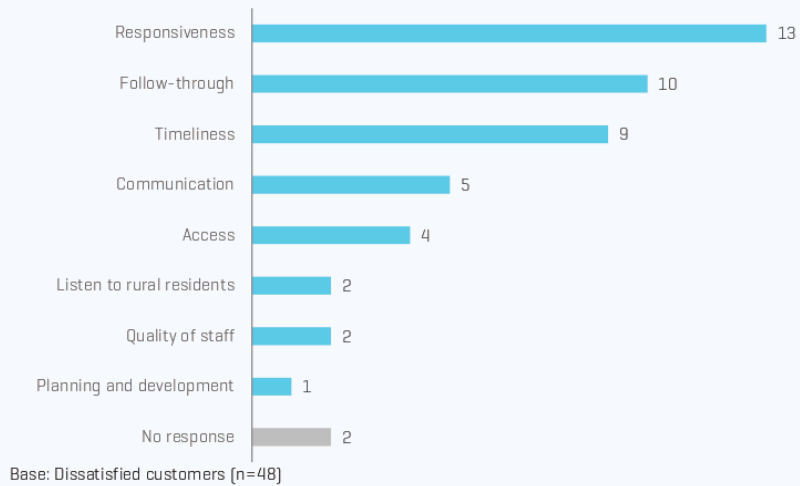
Subgroup	Significant Differences
Gender	Nil
Age	Nil
Ratepayer Status	Nil
Length of time lived in area	Nil
Location	Customers who live in urban areas are significantly more satisfied than those who live in rural areas.

Residents who were dissatisfied with Council's customer services were asked how Council could have improved their experience.

Thirteen responses were related to **responsiveness**. These customers stated their experience could have improved by getting a response from Council regarding their issue or query.

Ten responses were related to **follow-through**. These customers were critical of Council for not following through with the actions they stated they would undertake.

Figure 5.5 Improvements for Council's customer services



6 COMMUNICATION

This section of the report examines the most used and the most preferred sources of receiving information about Council services, events and activities. This section also reports community perceptions of Council's positivity in promoting its activities and achievements.

6.1 Sources of receiving information about Council

Respondents were read a list of sources and were asked to indicate which they usually use to receive information regarding Council services, events and activities. They were able to select multiple responses. Respondents were asked to select only **one** preferred source from that list.

Figure 6.1 (over page) shows the most used and most preferred sources of receiving information about Council, ranked from most used to least used.

The five most **used** sources of information include:

6. **Word of mouth** (84%)
7. **Local radio** (75%)
8. **Local television** (68%)
9. **Local newspapers – Council's Weekly Column and Snapshot** (67%)
10. **Ring Council directly** (56%)

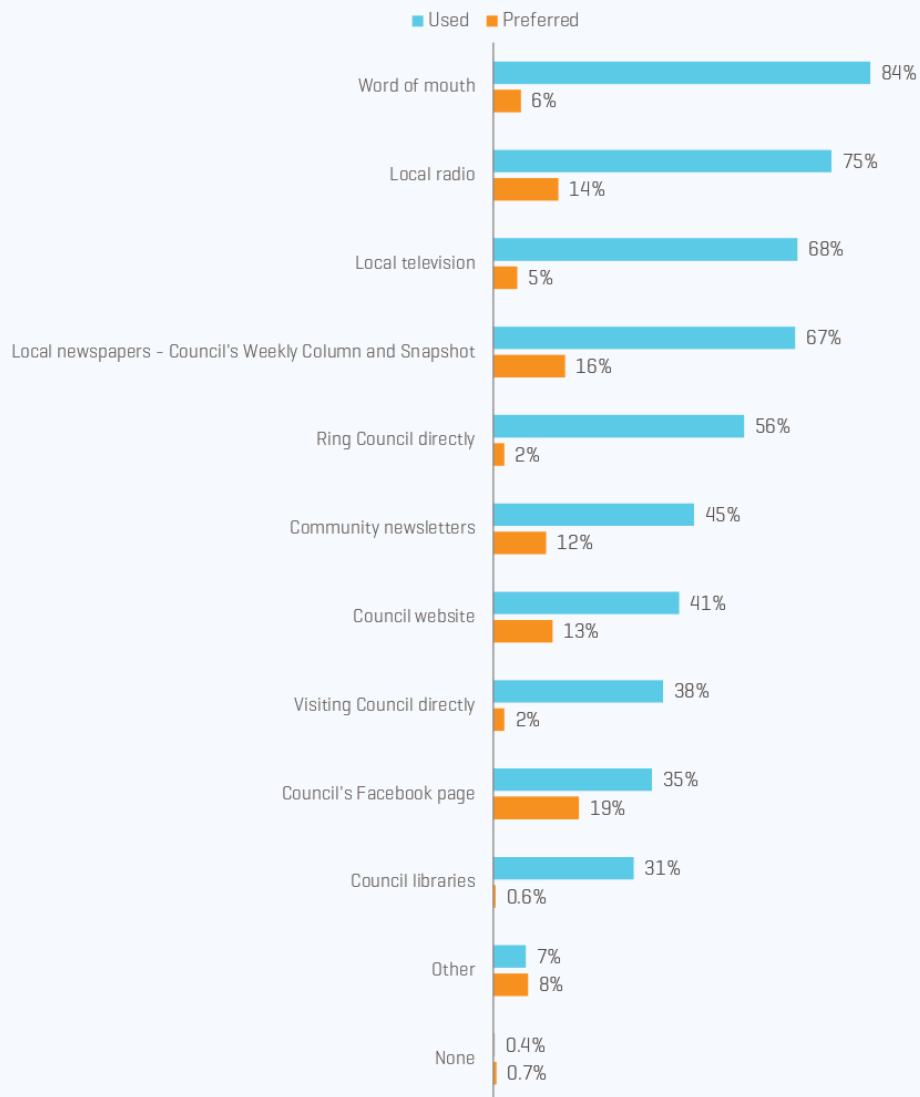
The five most **preferred** sources of information include:

6. **Council's Facebook page** (19%)
7. **Local newspapers – Council's Weekly Column and Snapshot** (16%)
8. **Local radio** (14%)
9. **Council website** (13%)
10. **Community newsletters** (12%)

In terms of rankings, **Council's Facebook page** is currently underutilised as a form of communication. This platform could benefit from increased promotion in other more utilised sources.

The variety of preferences exhibited from residents of Dubbo Regional Council indicate a **multi-platform approach** to sharing Council information is necessary. Information needs to be **consistent** across a range of different media.

Figure 6.1 Most used and preferred sources of receiving Council information



Note: 'Used' figures do not total 100% as respondents could select multiple sources.

Tables 6.1 and 6.2 report subgroup analysis for the most used and most preferred sources of information. Most significant differences are related to the age of the resident.

Table 6.1 Most used sources of information – Subgroup Analysis

Subgroup	Significant Differences
Gender	Female residents use the following sources significantly more: - Ring Council directly
Age	18-34 use the following sources significantly more: - Council's Facebook page 18-34 use the following sources significantly less: - Ring Council directly 18-34 use the following sources significantly more than 65+ - Local radio 65+ use the following sources significantly more: - Visiting Council directly 65+ use the following sources significantly less: - Council website
Ratepayer Status	Nil
Length of time lived in area	6 to 10 years use the following sources significantly more than more than 15 years: - Council's Facebook page 11 to 15 years use the following sources significantly less: - Local television More than 15 years use the following sources significantly more: - Visiting Council directly
Location	Rural residents use the following sources significantly more: - Local radio

Table 6.2 Most preferred sources of information – Subgroup Analysis

Subgroup	Significant Differences
Gender	Male residents prefer the following sources significantly more: - Visiting Council directly
Age	18-34 prefer the following sources significantly more: - Council's Facebook page 50-64 and 65+ prefer the following sources significantly more than 18-34: - Ring Council directly 65+ prefer the following sources significantly more than 18-34 and 35-49: - Local newspapers – Council's Weekly Column and Snapshot 65+ prefer the following sources significantly more than 18-34: - Community newsletters 65+ prefer the following sources significantly less: - Council website
Ratepayer Status	Nil
Length of time lived in area	Nil
Location	Rural residents prefer the following sources significantly more: - Council libraries

6.2 Further Segmentation

Table 6.3 lists the most used and most preferred sources for different types of residents.

Table 6.3 Sources of Information – Further Segmentation

Gender	Area	Age	Usual Methods	Preferred Methods
Male	Urban	18 to 34	1. Local radio 2. Word of mouth 3. Council's Facebook page	1. Council's Facebook page 2. Local newspapers 3. Local radio
		35 to 49	1. Word of mouth 2. Local radio 3. Local newspapers	1. Local newspapers 2. Council website 3. Local radio
		50 to 64	1. Word of mouth 2. Local television 3. Local radio	1. Local newspapers 2. Local radio 3. Community newsletters
		65+	1. Word of mouth 2. Local newspapers 3. Ring Council directly	1. Community newsletters 2. Local newspapers 3. Local radio
	Rural	18 to 34	1. Local newspapers 2. Local television 3. Local radio	1. Visiting Council directly 2. Local newspapers 3. Local radio
		35 to 49	1. Local radio 2. Word of mouth 3. Local television	1. Council website 2. Council's Facebook page 3. Community newsletters
		50 to 64	1. Local radio 2. Word of mouth 3. Local television	1. Local radio 2. Local newspapers 3. Community newsletters
		65+	1. Word of mouth 2. Local newspapers 3. Local radio	1. Local newspapers 2. Community newsletters 3. Local television

Gender	Area	Age	Usual Methods	Preferred Methods
Female	Urban	18 to 34	1. Word of mouth 2. Local radio 3. Council's Facebook page	1. Council's Facebook page 2. Council website 3. Word of mouth
		35 to 49	1. Word of mouth 2. Local radio 3. Local newspapers	1. Council's Facebook page 2. Council website 3. Local radio
		50 to 64	1. Word of mouth 2. Local radio 3. Ring Council directly	1. Council website 2. Local newspapers 3. Community newsletters
		65+	1. Local television 2. Word of mouth 3. Local newspapers	1. Local newspapers 2. Community newsletters 3. Local radio
	Rural	18 to 34	1. Word of mouth 2. Local radio 3. Local television	1. Council's Facebook page 2. Local newspapers 3. Council website
		35 to 49	1. Word of mouth 2. Local radio 3. Council website	1. Community newsletters 2. Council's Facebook page 3. Council website
		50 to 64	1. Word of mouth 2. Local radio 3. Ring Council directly	1. Local newspapers 2. Local radio 3. Community newsletters
		65+	1. Word of mouth 2. Local radio 3. Local television	1. Local newspapers 2. Local radio 3. Council website

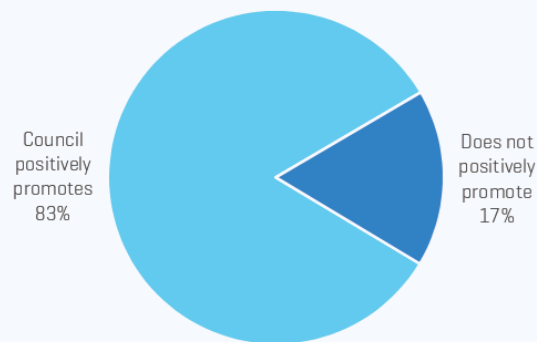
6.3 Positive promotion of Council's activities and achievements

Residents were asked whether they believe Council positively promotes its activities and achievements.

Eighty-three percent (83%) of residents agree that Council positively promotes its activities and achievements.

There are **no significant differences** among subgroups, which suggests that the perception that Council positively promotes its activities and achievements does not depend upon the demographic profile of the resident.

Figure 6.2 Positive promotion of Council's activities and achievements



Perceptions of Council's positive promotion are linked to overall satisfaction with Dubbo Regional Council, its elected Councillors, customer services, the appearance of CBDs and surrounding areas, Council services and facilities and higher perceptions of Dubbo Regional Council as a place to live, work and do business. There are a considerable number of statistically significant differences between those who do, and do not believe that Council positively promotes its activities and achievements.

Residents who **believe Council positively promotes** its activities and achievements are:

- ▶ **More satisfied with the overall performance of Dubbo Regional Council** (3.6) compared to other residents (3.0).
- ▶ **More satisfied with the performance of local Councillors** (3.4) compared to other residents (2.7).
- ▶ **More satisfied with the appearance of the Dubbo and Wellington CBDs and surrounding areas** (3.7) compared to other residents (3.2).
- ▶ **More satisfied with Council's customer services** (4.0) compared to other residents (3.6).
- ▶ **More satisfied with 35 of the 40 Council services and facilities**, including all services within the categories of Housing & Basic Services, Infrastructure, Economy and Leadership. The exceptions are libraries, community halls and cultural centres, cemeteries, streetscape – trees and maintenance of public toilets, which are all services under the Liveability category.
- ▶ **Use parks, Dubbo Regional Theatre & Convention Centre and swimming pools** significantly more than other residents.
- ▶ **Agreed with all statements related to Community Needs & Priorities** significantly more than other residents.
- ▶ **Agreed that Dubbo is a good place to live** (4.4) significantly more than other residents (3.8).
- ▶ **More likely to be proud to live in Dubbo Regional Council** (98 percent) compared to other residents (88 percent).

Tables 6.4 and 6.5 report significant differences in positive promotion by used and preferred sources of receiving information. Residents who reported using **local radio, local newspapers, community newsletters, Council website** and **Council's Facebook page** are significantly more likely to perceive that Council positively promotes its activities and achievements. Except for local radio, the content in these sources is wholly produced by Council.

These five significant differences represent the five most preferred sources of receiving information.

Table 6.4 Positive promotion by used sources of information

	Council positively promotes	Does not positively promote
Word of mouth	83%	88%
Local radio	77%	67%
Local television	69%	60%
Local newspapers - Council's Weekly Column and Snapshot	69%	56%
Ring Council directly	56%	53%
Community newsletters	47%	34%
Council website	44%	29%
Visiting Council directly	38%	36%
Council's Facebook page	40%	13%
Council libraries	32%	26%
Other	6%	13%
None	0.4%	-

Table 6.5 Positive promotion by preferred sources of information

	Council positively promotes	Does not positively promote
Council's Facebook page	20%	14%
Local newspapers - Council's Weekly Column and Snapshot	16%	17%
Local radio	14%	17%
Council website	14%	11%
Community newsletters	12%	11%
Word of mouth	6%	5%
Local television	5%	5%
Visiting Council directly	1%	6%
Ring Council directly	3%	2%
Council libraries	0.1%	2%
Other	8%	8%
None	0.6%	1%

APPENDIX 1 – SUBGROUP ANALYSIS

Overall Satisfaction

Overall satisfaction with the performance of Dubbo Regional Council over the past 12 months

Overall Satisfaction	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Dissatisfied (1-2)	12%	11%	12%	8%	14%	14%	11%
Neutral (3)	32%	35%	30%	32%	36%	35%	26%
Satisfied (4-5)	56%	54%	58%	60%	50%	51%	63%
Average Satisfaction	3.5	3.5	3.6	3.6	3.4	3.4	3.7

Overall Satisfaction	Total	Ratepayer Status		Length of Time Lived in Area			
		Ratepayer	Non-Ratepayer	Less than 5	6 to 10	11 to 15	More than 15
Dissatisfied (1-2)	12%	13%	7%	2%	13%	12%	13%
Neutral (3)	32%	36%	17%	32%	22%	24%	36%
Satisfied (4-5)	56%	52%	76%	66%	65%	63%	52%
Average Satisfaction	3.5	3.5	3.9	3.8	3.7	3.6	3.5

Overall Satisfaction	Total	Location	
		Urban	Rural
Dissatisfied (1-2)	12%	10%	17%
Neutral (3)	32%	32%	35%
Satisfied (4-5)	56%	58%	48%
Average Satisfaction	3.5	3.6	3.3

Overall satisfaction with the performance of elected Councillors over the past 18 months

Overall Satisfaction	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Dissatisfied (1-2)	19%	23%	15%	14%	20%	25%	17%
Neutral (3)	39%	42%	37%	44%	39%	40%	32%
Satisfied (4-5)	42%	35%	48%	42%	41%	35%	51%
Average Satisfaction	3.3	3.1	3.4	3.4	3.2	3.1	3.4

Overall Satisfaction	Total	Ratepayer Status		Length of Time Lived in Area			
		Ratepayer	Non-Ratepayer	Less than 5	6 to 10	11 to 15	More than 15
Dissatisfied (1-2)	19%	21%	6%	19%	15%	22%	19%
Neutral (3)	39%	40%	35%	26%	50%	22%	42%
Satisfied (4-5)	42%	38%	59%	55%	35%	56%	39%
Average Satisfaction	3.3	3.2	3.7	3.5	3.4	3.3	3.2

Overall Satisfaction	Total	Location	
		Urban	Rural
Dissatisfied (1-2)	19%	17%	25%
Neutral (3)	39%	39%	41%
Satisfied (4-5)	42%	44%	34%
Average Satisfaction	3.3	3.3	3.1

Overall satisfaction with the appearance of the Dubbo and Wellington CBDs and surrounding areas

Overall Satisfaction	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Dissatisfied (1-2)	10%	9%	11%	11%	12%	11%	5%
Neutral (3)	28%	26%	30%	25%	25%	29%	36%
Satisfied (4-5)	62%	65%	59%	64%	64%	60%	59%
Average Satisfaction	3.6	3.6	3.6	3.6	3.7	3.6	3.7

Overall Satisfaction	Total	Ratepayer Status		Length of Time Lived in Area			
		Ratepayer	Non-Ratepayer	Less than 5	6 to 10	11 to 15	More than 15
Dissatisfied (1-2)	10%	11%	5%	2%	14%	12%	10%
Neutral (3)	28%	30%	21%	20%	28%	25%	30%
Satisfied (4-5)	62%	59%	74%	78%	59%	63%	60%
Average Satisfaction	3.6	3.6	3.9	3.9	3.6	3.6	3.6

Overall Satisfaction	Total	Location	
		Urban	Rural
Dissatisfied (1-2)	10%	10%	8%
Neutral (3)	28%	28%	29%
Satisfied (4-5)	62%	62%	63%
Average Satisfaction	3.6	3.6	3.6

Council Services & Facilities

Housing & Basic Services

Housing & Basic Services	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Sewerage service	4.2	4.1	4.3	4.1	4.1	4.3	4.4
Water supply	4.1	4.0	4.1	4.0	4.0	4.1	4.1
Household waste collection	4.0	3.8	4.1	4.0	3.6	4.0	4.2
Household recycling service	3.9	3.8	4.1	4.0	3.6	4.0	4.1
Annual kerbside clean-up service	3.8	3.8	3.8	3.7	4.0	3.8	3.8
Managing residential development	3.6	3.5	3.6	3.7	3.5	3.4	3.6
Access to affordable housing	3.5	3.6	3.4	3.6	3.4	3.4	3.5
Water conservation initiatives	3.3	3.3	3.3	3.4	3.1	3.1	3.5

Housing & Basic Services	Total	Ratepayer Status		Length of Time Lived in Area			
		Ratepayer	Non-Ratepayer	Less than 5	6 to 10	11 to 15	More than 15
Sewerage service	4.2	4.1	4.4	4.2	4.2	4.1	4.2
Water supply	4.1	4.0	4.3	4.2	4.2	4.0	4.0
Household waste collection	4.0	3.9	4.1	4.2	3.9	3.8	4.0
Household recycling service	3.9	3.9	4.1	4.0	3.9	4.2	3.9
Annual kerbside clean-up service	3.8	3.8	4.2	3.8	3.5	4.0	3.9
Managing residential development	3.6	3.5	3.9	3.5	3.6	3.8	3.5
Access to affordable housing	3.5	3.6	3.2	3.7	3.3	3.5	3.5
Water conservation initiatives	3.3	3.2	3.6	3.4	3.4	3.3	3.2

Housing & Basic Services	Total	Location	
		Urban	Rural
Sewerage service	4.2	4.3	3.5
Water supply	4.1	4.1	3.5
Household waste collection	4.0	4.0	3.6
Household recycling service	3.9	4.0	3.4
Annual kerbside clean-up service	3.8	3.9	3.7
Managing residential development	3.6	3.6	3.5
Access to affordable housing	3.5	3.5	3.4
Water conservation initiatives	3.3	3.4	2.9

Infrastructure

Infrastructure	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Street lighting	3.5	3.6	3.5	3.6	3.4	3.4	3.6
Traffic management	3.3	3.2	3.4	3.4	3.3	3.1	3.4
Access to public transport services	3.3	3.2	3.3	3.3	3.2	3.0	3.4
Maintenance of footpaths	3.1	3.3	3.0	3.3	3.3	2.9	2.9
Car parking in CBD	3.1	3.1	3.2	3.2	3.1	3.0	3.1
Maintenance of sealed roads	2.9	2.8	3.0	2.8	3.0	2.9	3.1
Maintenance of unsealed roads	2.7	2.7	2.7	2.7	2.7	2.7	2.8

Infrastructure	Total	Ratepayer Status		Length of Time Lived in Area			
		Ratepayer	Non-Ratepayer	Less than 5	6 to 10	11 to 15	More than 15
Street lighting	3.5	3.5	3.6	3.7	3.4	3.4	3.5
Traffic management	3.3	3.3	3.5	3.9	3.1	3.2	3.3
Access to public transport services	3.3	3.1	4.0	3.4	3.4	3.2	3.2
Maintenance of footpaths	3.1	3.1	3.3	3.2	3.1	3.3	3.1
Car parking in CBD	3.1	3.1	3.4	3.5	3.1	3.2	3.1
Maintenance of sealed roads	2.9	2.9	3.2	3.3	2.7	3.0	2.9
Maintenance of unsealed roads	2.7	2.6	3.1	3.0	2.6	3.0	2.6

Infrastructure	Total	Location	
		Urban	Rural
Street lighting	3.5	3.5	3.5
Traffic management	3.3	3.3	3.2
Access to public transport services	3.3	3.3	2.9
Maintenance of footpaths	3.1	3.1	3.2
Car parking in CBD	3.1	3.2	3.1
Maintenance of sealed roads	2.9	3.0	2.7
Maintenance of unsealed roads	2.7	2.9	2.3

Economy

Economy	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Promotion of tourism	3.9	3.9	3.9	3.9	4.0	3.9	4.0
Managing residential development	3.6	3.5	3.6	3.7	3.5	3.4	3.6
Access to diverse shopping	3.5	3.6	3.5	3.6	3.3	3.5	3.8
Supporting local business development	3.4	3.3	3.5	3.4	3.4	3.4	3.5
Promoting environmental sustainability	3.4	3.4	3.4	3.5	3.3	3.3	3.5
Managing commercial development	3.4	3.4	3.4	3.5	3.4	3.3	3.4
Development application assessment process	3.1	3.1	3.1	3.2	3.1	3.2	3.0

Economy	Total	Ratepayer Status		Length of Time Lived in Area			
		Ratepayer	Non-Ratepayer	Less than 5	6 to 10	11 to 15	More than 15
Promotion of tourism	3.9	3.9	4.1	4.0	4.1	3.9	3.9
Managing residential development	3.6	3.5	3.9	3.5	3.6	3.8	3.5
Access to diverse shopping	3.5	3.5	3.8	3.4	3.6	3.4	3.6
Supporting local business development	3.4	3.4	3.7	3.6	3.5	3.4	3.4
Promoting environmental sustainability	3.4	3.3	3.9	3.6	3.4	3.4	3.4
Managing commercial development	3.4	3.3	3.9	3.6	3.6	3.5	3.3
Development application assessment process	3.1	3.0	3.6	3.7	3.3	3.1	3.0

Economy	Total	Location	
		Urban	Rural
Promotion of tourism	3.9	4.0	3.7
Managing residential development	3.6	3.6	3.5
Access to diverse shopping	3.5	3.5	3.6
Supporting local business development	3.4	3.5	3.2
Promoting environmental sustainability	3.4	3.5	3.1
Managing commercial development	3.4	3.4	3.4
Development application assessment process	3.1	3.2	2.9

Leadership

Leadership	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Council events and support for events	3.8	3.7	3.8	3.8	3.8	3.8	3.7
Informing the community	3.5	3.5	3.4	3.6	3.4	3.4	3.4
Being a well-run and managed Council	3.3	3.3	3.4	3.3	3.3	3.3	3.5
Financial management	3.3	3.2	3.5	3.3	3.3	3.2	3.5
Consultation with the community	3.3	3.3	3.3	3.4	3.2	3.2	3.4
Decisions made in the interest of the community	3.2	3.1	3.3	3.2	3.2	3.1	3.4

Leadership	Total	Ratepayer Status		Length of Time Lived in Area			
		Ratepayer	Non-Ratepayer	Less than 5	6 to 10	11 to 15	More than 15
Council events and support for events	3.8	3.7	4.1	4.0	4.0	3.7	3.7
Informing the community	3.5	3.4	3.8	3.6	3.6	3.5	3.4
Being a well-run and managed Council	3.3	3.3	3.7	3.5	3.5	3.5	3.3
Financial management	3.3	3.2	3.8	3.6	3.5	3.5	3.2
Consultation with the community	3.3	3.2	3.7	3.6	3.3	3.3	3.3
Decisions made in the interest of the community	3.2	3.1	3.6	3.5	3.3	3.1	3.2

Leadership	Total	Location	
		Urban	Rural
Council events and support for events	3.8	3.8	3.7
Informing the community	3.5	3.5	3.3
Being a well-run and managed Council	3.3	3.4	3.2
Financial management	3.3	3.4	3.1
Consultation with the community	3.3	3.3	3.2
Decisions made in the interest of the community	3.2	3.3	3.0

Liveability

Liveability	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Libraries	4.3	4.1	4.4	4.2	4.3	4.2	4.4
Sports grounds and facilities	4.1	4.1	4.1	4.0	4.0	4.1	4.2
Parks	4.1	4.1	4.1	3.9	4.1	4.0	4.2
Childcare Facilities (e.g. Family Day Care or Rainbow Cottage)	4.0	3.9	4.1	4.2	3.9	3.8	3.9
Community halls and cultural centres	3.9	3.9	3.9	3.9	3.8	3.9	4.0
Playgrounds	3.9	3.9	3.9	3.8	3.9	3.8	4.1
Cemeteries	3.9	3.9	3.9	4.0	3.9	3.8	4.0
Swimming pools	3.8	3.8	3.7	3.9	3.7	3.8	3.8
Community services and facilities (e.g. children, youth, older people)	3.7	3.7	3.7	3.8	3.6	3.4	3.7
Rural reserves	3.4	3.3	3.5	3.5	3.2	3.3	3.4
Streetscape - trees	3.4	3.5	3.3	3.5	3.4	3.2	3.4
Maintenance of public toilets	3.1	3.2	3.1	3.0	3.2	3.1	3.3
River management	3.1	3.1	3.1	3.2	3.0	3.0	3.3

Liveability	Total	Ratepayer Status		Length of Time Lived in Area			
		Ratepayer	Non-Ratepayer	Less than 5	6 to 10	11 to 15	More than 15
Libraries	4.3	4.2	4.4	4.2	4.2	4.2	4.3
Sports grounds and facilities	4.1	4.0	4.3	4.2	4.0	4.0	4.1
Parks	4.1	4.0	4.2	4.0	3.8	4.1	4.1
Childcare Facilities (e.g. Family Day Care or Rainbow Cottage)	4.0	3.9	4.3	4.1	4.0	3.8	4.0
Community halls and cultural centres	3.9	3.9	4.0	4.0	3.9	3.9	3.9
Playgrounds	3.9	3.9	4.1	4.2	3.7	4.0	3.9
Cemeteries	3.9	3.9	4.2	3.9	4.0	3.7	4.0
Swimming pools	3.8	3.7	4.2	3.6	3.8	4.0	3.8
Community services and facilities (e.g. children, youth, older people)	3.7	3.6	3.9	3.7	3.7	3.7	3.6
Rural reserves	3.4	3.3	3.7	3.5	3.5	3.5	3.3
Streetscape - trees	3.4	3.3	3.6	3.6	3.3	3.5	3.3
Maintenance of public toilets	3.1	3.1	3.4	3.5	3.3	3.2	3.1
River management	3.1	3.1	3.3	3.2	3.1	3.2	3.1

Liveability	Total	Location	
		Urban	Rural
Libraries	4.3	4.3	4.1
Sports grounds and facilities	4.1	4.1	4.0
Parks	4.1	4.1	4.1
Childcare Facilities (e.g. Family Day Care or Rainbow Cottage)	4.0	4.0	3.9
Community halls and cultural centres	3.9	4.0	3.7
Playgrounds	3.9	3.9	3.8
Cemeteries	3.9	3.9	4.0
Swimming pools	3.8	3.8	3.7
Community services and facilities (e.g. children, youth, older people)	3.7	3.7	3.7
Rural reserves	3.4	3.5	3.0
Streetscape - trees	3.4	3.4	3.3
Maintenance of public toilets	3.1	3.2	2.9
River management	3.1	3.2	2.9

Facility Usage Frequency

Facility Usage Frequency	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Parks	85%	87%	84%	94%	92%	90%	76%
Dubbo Regional Theatre & Convention Centre	75%	71%	78%	71%	82%	76%	72%
Western Plains Cultural Centre	72%	68%	74%	71%	72%	74%	70%
Sports grounds and facilities	67%	70%	65%	90%	84%	71%	48%
Libraries	64%	58%	68%	65%	75%	63%	59%
Playgrounds	53%	47%	58%	73%	77%	56%	34%
Swimming pools	51%	51%	50%	77%	80%	54%	27%
Facilities for children	43%	40%	45%	64%	69%	42%	26%
Facilities for youth	29%	30%	29%	42%	55%	30%	12%
Facilities for older people	28%	22%	32%	13%	25%	24%	36%

Facility Usage Frequency	Total	Ratepayer Status		Length of Time Lived in Area			
		Ratepayer	Non-Ratepayer	Less than 5	6 to 10	11 to 15	More than 15
Parks	85%	84%	91%	90%	83%	87%	85%
Dubbo Regional Theatre & Convention Centre	75%	77%	66%	69%	69%	78%	76%
Western Plains Cultural Centre	72%	74%	60%	70%	62%	85%	72%
Sports grounds and facilities	67%	67%	64%	79%	61%	73%	65%
Libraries	64%	64%	64%	75%	63%	80%	61%
Playgrounds	53%	51%	64%	58%	56%	64%	51%
Swimming pools	51%	50%	57%	57%	53%	61%	48%
Facilities for children	43%	41%	53%	48%	50%	50%	41%
Facilities for youth	29%	28%	34%	28%	32%	43%	27%
Facilities for older people	28%	27%	32%	21%	21%	28%	30%

Facility Usage Frequency	Total	Location	
		Urban	Rural
Parks	85%	86%	81%
Dubbo Regional Theatre & Convention Centre	75%	74%	77%
Western Plains Cultural Centre	72%	72%	68%
Sports grounds and facilities	67%	66%	68%
Libraries	64%	64%	64%
Playgrounds	53%	55%	46%
Swimming pools	51%	51%	50%
Facilities for children	43%	45%	38%
Facilities for youth	29%	29%	29%
Facilities for older people	28%	29%	24%

Community Needs & Priorities

Community Needs & Priorities	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
There is good access to open spaces like parks and playgrounds	4.4	4.4	4.4	4.5	4.4	4.4	4.4
There is good access to sporting and recreational activities	4.3	4.3	4.3	4.3	4.2	4.3	4.4
The region offers a range of Aboriginal and Torres-Strait Islander services	4.1	4.0	4.1	4.3	4.0	3.9	3.9
I feel safe where I live	4.0	4.1	4.0	4.1	3.9	4.0	4.1
The region offers a good mix of entertainment and event options	4.0	4.0	4.0	4.0	3.9	3.8	4.1
It is affordable to live in the region	3.9	3.9	3.9	3.8	3.8	3.9	4.1
The region offers accessible disability services	3.8	3.8	3.7	4.1	3.5	3.6	3.8
I live in an inclusive community	3.7	3.7	3.8	3.8	3.8	3.5	3.8
The natural environment in the region is protected	3.7	3.7	3.7	3.9	3.5	3.5	3.7
There is a range of employment and business opportunities	3.6	3.8	3.5	3.8	3.7	3.4	3.5
Residents have opportunities to have a say on important issues	3.4	3.3	3.4	3.4	3.2	3.3	3.5

Community Needs & Priorities	Total	Ratepayer Status		Length of Time Lived in Area			
		Ratepayer	Non-Ratepayer	Less than 5	6 to 10	11 to 15	More than 15
There is good access to open spaces like parks and playgrounds	4.4	4.4	4.5	4.4	4.3	4.4	4.5
There is good access to sporting and recreational activities	4.3	4.3	4.4	4.3	4.1	4.4	4.3
The region offers a range of Aboriginal and Torres-Strait Islander services	4.1	4.1	4.1	4.2	4.0	4.1	4.0
I feel safe where I live	4.0	4.0	4.1	3.8	4.0	4.1	4.1
The region offers a good mix of entertainment and event options	4.0	3.9	4.1	3.9	3.9	4.0	4.0
It is affordable to live in the region	3.9	3.9	3.8	3.9	3.7	4.0	3.9
The region offers accessible disability services	3.8	3.7	3.9	3.8	3.8	3.7	3.8
I live in an inclusive community	3.7	3.7	4.1	3.8	3.8	3.8	3.7
The natural environment in the region is protected	3.7	3.6	3.8	3.8	3.6	3.7	3.7
There is a range of employment and business opportunities	3.6	3.6	3.7	3.4	3.6	3.7	3.6
Residents have opportunities to have a say on important issues	3.4	3.3	3.5	3.4	3.2	3.4	3.4

Community Needs & Priorities	Total	Location	
		Urban	Rural
There is good access to open spaces like parks and playgrounds	4.4	4.4	4.5
There is good access to sporting and recreational activities	4.3	4.3	4.4
The region offers a range of Aboriginal and Torres-Strait Islander services	4.1	4.0	4.1
I feel safe where I live	4.0	4.0	4.4
The region offers a good mix of entertainment and event options	4.0	3.9	4.1
It is affordable to live in the region	3.9	3.9	3.9
The region offers accessible disability services	3.8	3.7	3.9
I live in an inclusive community	3.7	3.8	3.6
The natural environment in the region is protected	3.7	3.7	3.6
There is a range of employment and business opportunities	3.6	3.6	3.7
Residents have opportunities to have a say on important issues	3.4	3.4	3.3

Overall, I believe Dubbo Regional Council is a good place to live

Average Agreement	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Disagree (1-2)	3%	2%	3%	4%	4%	3%	1%
Neutral (3)	8%	6%	11%	6%	10%	12%	6%
Agree (4-5)	89%	92%	86%	90%	86%	86%	93%
Average Agreement	4.3	4.3	4.3	4.3	4.2	4.2	4.4

Average Agreement	Total	Ratepayer Status		Length of Time Lived in Area			
		Ratepayer	Non-Ratepayer	Less than 5	6 to 10	11 to 15	More than 15
Disagree (1-2)	3%	3%	3%	6%	2%	5%	2%
Neutral (3)	8%	9%	4%	6%	10%	11%	8%
Agree (4-5)	89%	88%	93%	88%	88%	85%	90%
Average Agreement	4.3	4.2	4.5	4.2	4.1	4.2	4.3

Average Agreement	Total	Location	
		Urban	Rural
Disagree (1-2)	3%	3%	3%
Neutral (3)	8%	9%	6%
Agree (4-5)	89%	88%	91%
Average Agreement	4.3	4.2	4.3

Are you proud to live in Dubbo Regional Council?

Proud to live in Dubbo Regional Council	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Proud to live in Dubbo Regional Council	96%	95%	98%	98%	94%	96%	97%

Proud to live in Dubbo Regional Council	Total	Ratepayer Status		Length of Time Lived in Area			
		Ratepayer	Non-Ratepayer	Less than 5	6 to 10	11 to 15	More than 15
Proud to live in Dubbo Regional Council	96%	96%	97%	89%	97%	99%	97%

Proud to live in Dubbo Regional Council	Total	Location	
		Urban	Rural
Proud to live in Dubbo Regional Council	96%	96%	96%

Customer Services

Recent contact with Dubbo Regional Council

Recent contact with Dubbo Regional Council	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Contacted Council in the past 12 months	55%	57%	53%	46%	58%	64%	52%

Recent contact with Dubbo Regional Council	Total	Ratepayer Status		Length of Time Lived in Area			
		Ratepayer	Non-Ratepayer	Less than 5	6 to 10	11 to 15	More than 15
Contacted Council in the past 12 months	55%	59%	34%	45%	55%	49%	57%

Recent contact with Dubbo Regional Council	Total	Location	
		Urban	Rural
Contacted Council in the past 12 months	55%	54%	56%

Preferred method of contacting Council

Preferred method of contacting Council	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Over the phone	68%	66%	70%	77%	67%	68%	58%
In person	18%	21%	16%	11%	15%	19%	32%
Email	10%	10%	11%	10%	16%	10%	6%
Council website	0.7%	1%	0.4%	-	1%	0.5%	1%
By mail	0.3%	0.2%	0.3%	-	-	-	1%
Other	0.6%	0.5%	0.6%	-	0.7%	0.57%	1%
I don't know	1%	0.8%	2%	2%	-	2%	0.5%

Preferred method of contacting Council	Total	Ratepayer Status		Length of Time Lived in Area			
		Ratepayer	Non-Ratepayer	Less than 5	6 to 10	11 to 15	More than 15
Over the phone	68%	66%	76%	68%	77%	61%	68%
In person	18%	20%	10%	16%	9%	19%	20%
Email	10%	10%	10%	12%	14%	18%	9%
Council website	0.7%	0.8%	-	-	-	-	1%
By mail	0.3%	0.3%	-	-	-	-	0.4%
Other	0.6%	0.7%	-	-	-	0.8%	0.7%
I don't know	1%	1%	3%	3%	-	1%	1%

Preferred method of contacting Council	Total	Location	
		Urban	Rural
Over the phone	68%	69%	67%
In person	18%	19%	15%
Email	10%	9%	14%
Council website	0.7%	0.9%	-
By mail	0.3%	0.2%	0.5%
Other	0.6%	0.2%	2%
I don't know	1%	1%	2%

Recent method of contacting Council

Recent method of contacting Council	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Over the phone	66%	64%	69%	77%	65%	67%	54%
In person	27%	30%	23%	20%	26%	25%	38%
Email	5%	4%	6%	3%	6%	8%	4%
Council website	0.7%	1%	0.5%	-	2%	0.8%	-
By mail	0.7%	0.8%	0.6%	-	-	-	3%
Other	0.3%	-	0.6%	-	1%	-	-

Recent method of contacting Council	Total	Ratepayer Status		Length of Time Lived in Area			
		Ratepayer	Non-Ratepayer	Less than 5	6 to 10	11 to 15	More than 15
Over the phone	66%	65%	75%	73%	80%	62%	64%
In person	27%	28%	13%	24%	13%	30%	29%
Email	5%	4%	12%	-	6%	6%	6%
Council website	0.7%	0.8%	-	-	-	-	1%
By mail	0.7%	0.8%	-	2%	2%	2%	0.2%
Other	0.3%	0.3%	-	-	-	-	0.4%

Recent method of contacting Council	Total	Location	
		Urban	Rural
Over the phone	66%	64%	75%
In person	27%	29%	19%
Email	5%	5%	5%
Council website	0.7%	0.9%	-
By mail	0.7%	0.9%	-
Other	0.3%	-	1%

Reason for Contact

Reason for Contact	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Rates	18%	21%	14%	20%	17%	15%	18%
General Maintenance (parks, potholes, amenities)	16%	11%	21%	13%	15%	20%	16%
Planning/Development Applications	15%	20%	10%	20%	20%	9%	10%
Waste	10%	7%	14%	5%	10%	11%	15%
Roads	9%	14%	4%	15%	5%	9%	7%
Animals	8%	5%	10%	13%	6%	9%	2%
Trees	3%	4%	3%	-	8%	2%	3%
Water and sewerage	3%	2%	4%	-	-	7%	5%
Events	2%	1%	3%	3%	2%	2%	1%
Household Collections	2%	0.9%	2%	3%	1%	2%	1%
Complaint/Dispute	2%	0.9%	2%	-	1%	2%	3%
Community Facilities	1%	1%	2%	3%	3%	-	-
Compliance	1%	-	2%	-	2%	2%	0.7%
Traffic	1%	1%	0.7%	-	-	3%	2%
Non-Council related matter (police, fire)	0.6%	0.5%	0.7%	-	-	2%	0.7%
Work	0.6%	0.5%	0.6%	-	1%	0.9%	-
Other	5%	7%	3%	5%	5%	4%	7%
I don't know	2%	0.8%	4%	-	1%	2%	7%

Reason for Contact	Total	Ratepayer Status		Length of Time Lived in Area			
		Ratepayer	Non-Ratepayer	Less than 5	6 to 10	11 to 15	More than 15
Rates	18%	18%	16%	29%	12%	20%	17%
General Maintenance (parks, potholes, amenities)	16%	16%	23%	18%	16%	17%	16%
Planning/Development Applications	15%	16%	1%	11%	17%	10%	15%
Waste	10%	11%	7%	2%	24%	2%	10%
Roads	9%	10%	1%	14%	7%	2%	10%
Animals	8%	7%	15%	11%	5%	13%	7%
Trees	3%	3%	7%	-	2%	-	5%
Water and sewerage	3%	3%	3%	2%	5%	4%	3%
Events	2%	2%	2%	6%	2%	15%	-
Household Collections	2%	0.8%	9%	-	-	5%	2%
Complaint/Dispute	2%	2%	2%	5%	-	-	2%
Community Facilities	1%	0.9%	6%	-	-	-	2%
Compliance	1%	1%	2%	-	-	-	2%
Traffic	1%	1%	-	3%	2%	-	0.9%
Non-Council related matter (police, fire)	0.6%	0.7%	-	-	-	3%	0.5%
Work	0.6%	0.6%	-	-	2%	3%	-
Other	5%	5%	5%	-	3%	3%	7%
I don't know	2%	2%	1%	-	3%	2%	3%

Reason for Contact	Total	Location	
		Urban	Rural
Rates	18%	20%	9%
General Maintenance (parks, potholes, amenities)	16%	17%	15%
Planning/Development Applications	15%	12%	25%
Waste	10%	10%	11%
Roads	9%	7%	16%
Animals	8%	10%	2%
Trees	3%	2%	8%
Water and sewerage	3%	3%	4%
Events	2%	2%	1%
Household Collections	2%	2%	-
Complaint/Dispute	2%	2%	-
Community Facilities	1%	2%	-
Compliance	1%	1%	1%
Traffic	1%	1%	1%
Non-Council related matter (police, fire)	0.6%	0.8%	-
Work	0.6%	0.3%	1%
Other	5%	6%	4%
I don't know	2%	2%	2%

Overall satisfaction with Council's customer services

Overall Satisfaction	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Dissatisfied (1-2)	13%	11%	14%	3%	18%	17%	12%
Neutral (3)	13%	16%	11%	17%	9%	12%	15%
Satisfied (4-5)	74%	73%	75%	80%	73%	71%	73%
Average Satisfaction	4.0	3.9	4.0	4.2	3.9	3.8	4.0

Overall Satisfaction	Total	Ratepayer Status		Length of Time Lived in Area			
		Ratepayer	Non-Ratepayer	Less than 5	6 to 10	11 to 15	More than 15
Dissatisfied (1-2)	13%	13%	8%	8%	15%	7%	14%
Neutral (3)	13%	14%	7%	18%	9%	12%	13%
Satisfied (4-5)	74%	73%	85%	74%	76%	81%	73%
Average Satisfaction	4.0	3.9	4.3	4.2	3.9	4.2	3.9

Overall Satisfaction	Total	Location	
		Urban	Rural
Dissatisfied (1-2)	13%	10%	21%
Neutral (3)	13%	12%	16%
Satisfied (4-5)	74%	77%	63%
Average Satisfaction	4.0	4.1	3.6

Communication

Most used sources of receiving information

Most used sources of receiving information	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Word of mouth	84%	85%	83%	82%	87%	83%	83%
Local radio	75%	77%	74%	84%	78%	71%	65%
Local television	68%	68%	68%	71%	59%	70%	70%
Local newspapers - Council's Weekly Column and Snapshot	67%	68%	66%	71%	65%	61%	71%
Ring Council directly	56%	50%	61%	40%	64%	61%	62%
Community newsletters	45%	45%	45%	35%	48%	45%	54%
Council website	41%	42%	41%	44%	53%	46%	20%
Visiting Council directly	38%	40%	36%	33%	31%	38%	51%
Council's Facebook page	35%	31%	39%	73%	32%	17%	10%
Council libraries	31%	29%	34%	30%	35%	29%	32%
Other	7%	6%	8%	6%	11%	8%	4%
None	0.4%	-	0.7%	1%	-	-	-

Most used sources of receiving information	Total	Ratepayer Status		Length of Time Lived in Area			
		Ratepayer	Non-Ratepayer	Less than 5	6 to 10	11 to 15	More than 15
Word of mouth	84%	83%	86%	90%	80%	80%	84%
Local radio	75%	76%	73%	80%	66%	63%	78%
Local television	68%	68%	67%	70%	71%	47%	69%
Local newspapers - Council's Weekly Column and Snapshot	67%	66%	71%	78%	67%	67%	66%
Ring Council directly	56%	56%	55%	60%	52%	51%	57%
Community newsletters	45%	46%	40%	43%	39%	32%	48%
Council website	41%	41%	42%	47%	55%	49%	37%
Visiting Council directly	38%	40%	28%	36%	23%	31%	42%
Council's Facebook page	35%	34%	43%	41%	52%	40%	31%
Council libraries	31%	31%	32%	47%	36%	37%	27%
Other	7%	6%	12%	9%	4%	7%	8%
None	0.4%	0.4%	-	-	-	-	0.5%

Most used sources of receiving information	Total	Location	
		Urban	Rural
Word of mouth	84%	83%	87%
Local radio	75%	73%	84%
Local television	68%	66%	74%
Local newspapers - Council's Weekly Column and Snapshot	67%	67%	67%
Ring Council directly	56%	54%	61%
Community newsletters	45%	47%	37%
Council website	41%	41%	41%
Visiting Council directly	38%	37%	41%
Council's Facebook page	35%	35%	38%
Council libraries	31%	30%	34%
Other	7%	7%	9%
None	0.4%	0.5%	-

Most preferred sources of receiving information

Most preferred sources of receiving information	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Council's Facebook page	19%	15%	23%	43%	17%	8%	2%
Local newspapers - Council's Weekly Column and Snapshot	16%	18%	14%	10%	12%	19%	25%
Local radio	14%	16%	13%	12%	13%	16%	18%
Council website	13%	11%	15%	12%	21%	15%	4%
Community newsletters	12%	13%	11%	4%	12%	14%	19%
Word of mouth	6%	6%	7%	5%	7%	5%	9%
Local television	5%	6%	5%	1%	4%	8%	9%
Visiting Council directly	2%	4%	0.8%	5%	1%	2%	2%
Ring Council directly	2%	2%	3%	-	3%	4%	4%
Council libraries	0.6%	0.2%	0.9%	1%	-	-	0.9%
Other	8%	9%	7%	7%	8%	8%	8%
None	0.7%	-	1%	-	1%	1%	-

Most preferred sources of receiving information	Total	Ratepayer Status		Length of Time Lived in Area			
		Ratepayer	Non-Ratepayer	Less than 5	6 to 10	11 to 15	More than 15
Council's Facebook page	19%	17%	27%	30%	28%	29%	14%
Local newspapers - Council's Weekly Column and Snapshot	16%	16%	14%	13%	14%	8%	18%
Local radio	14%	15%	11%	14%	13%	13%	15%
Council website	13%	13%	14%	21%	16%	13%	12%
Community newsletters	12%	12%	9%	5%	11%	4%	14%
Word of mouth	6%	6%	8%	6%	6%	10%	6%
Local television	5%	5%	5%	2%	6%	6%	6%
Visiting Council directly	2%	3%	2%	1%	0.6%	1%	3%
Ring Council directly	2%	2%	3%	-	3%	4%	2%
Council libraries	0.6%	0.5%	0.7%	-	-	2%	0.5%
Other	8%	8%	7%	7%	2%	9%	9%
None	0.7%	0.9%	-	-	1%	-	0.8%

Most preferred sources of receiving information	Total	Location	
		Urban	Rural
Council's Facebook page	19%	20%	14%
Local newspapers - Council's Weekly Column and Snapshot	16%	16%	17%
Local radio	14%	14%	17%
Council website	13%	14%	11%
Community newsletters	12%	12%	11%
Word of mouth	6%	6%	5%
Local television	5%	5%	5%
Visiting Council directly	2%	1%	6%
Ring Council directly	2%	3%	2%
Council libraries	0.6%	0.1%	2%
Other	8%	8%	8%
None	0.7%	0.6%	1%

Positive promotion of Council's activities and achievements

Positive promotion of Council's activities and achievements	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Council positively promotes its activities and achievements	83%	83%	83%	93%	80%	80%	76%

Positive promotion of Council's activities and achievements	Total	Ratepayer Status		Length of Time Lived in Area			
		Ratepayer	Non-Ratepayer	Less than 5	6 to 10	11 to 15	More than 15
Council positively promotes its activities and achievements	83%	82%	87%	87%	84%	83%	82%

Positive promotion of Council's activities and achievements	Total	Location	
		Urban	Rural
Council positively promotes its activities and achievements	83%	83%	83%



DUBBO REGIONAL
COUNCIL

REPORT: Code of Meeting Practice

AUTHOR: Executive Manager Governance and
Internal Control

REPORT DATE: 3 July 2019

TRIM REFERENCE: ID19/960

EXECUTIVE SUMMARY

Section 360 of the Local Government Act 1993 requires Council to adopt a code of meeting practice that incorporates the requirements of the Local Government (General) Regulation 2005 for the conduct of Council meetings. This Model Code contains mandatory and non-mandatory provisions that requires councils to adopt the mandatory provisions but also allows flexibility for each individual council to adopt, modify or discard the non-mandatory provisions of the code. Under the requirements of the Act, Council is to adopt a Code of Meeting Practice prior to December 2019.

At its Ordinary meeting held 27 May 2019, Council resolved:

“That the draft Code of Meeting Practice and Meeting Procedures as appended to this report be placed on public exhibition for 28 days with a further report being presented to Council following the submission period of 42 days.”

Public submissions were called and closed on 15 July 2019 at which point no submissions had been received. Upon further review of the Code of Meeting Practice, it is recommended that additional sections be added to clause (vii) of the Code of Meeting Practice to allow Information Only Reports and Procedural Reports to be addressed early in the meeting for a more efficient running of Council and Committee meetings. This is in accordance with section 362(2) of the Local Government Act 1993 that states that if amendments are in the opinion of Council to be not substantial, the amendments can be made without public exhibition prior to adoption.

It is recommended that the Code of Meeting Practice as attached as **Appendix 1** be adopted.

FINANCIAL IMPLICATIONS

There are no financial implications arising from this report.

POLICY IMPLICATIONS

Once adopted the Code of Meeting Practice will be the policy of Council.

RECOMMENDATION

That the Code of Meeting Practice as appended to the report of the Executive Manager Governance and Internal Control, dated 3 July 2019 be adopted.

Michael Ferguson

Executive Manager Governance and Internal Control

REPORT

Section 360 of the Local Government Act 1993 requires Council to adopt a code of meeting practice that incorporates the requirements of the Local Government (General) Regulation 2005 for the conduct of Council meetings. This Model Code contains mandatory and non-mandatory provisions that requires councils to adopt the mandatory provisions but also allows flexibility for each individual council to adopt, modify or discard the non-mandatory provisions of the code. Under the requirements of the Act, Council is to adopt a Code of Meeting Practice prior to December 2019.

At its Ordinary meeting held 27 May 2019, Council resolved:

“That the draft Code of Meeting Practice and Meeting Procedures as appended to this report be placed on public exhibition for 28 days with a further report being presented to Council following the submission period of 42 days.”

Public submissions were called and closed on 15 July 2019 at which point no submissions had been received.

It is recommended that the Code of Meeting Practice as attached as **Appendix 1** be adopted.

Appendices:

[1](#) Code of Meeting Practice



**DUBBO REGIONAL
COUNCIL**

Code of Meeting Practice

May 2019

CODE OF MEETING PRACTICE

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CODE OF MEETING PRACTICE

1. INTRODUCTION

The Model Code of Meeting Practice for Local Councils in NSW (the Model Meeting Code) is made under section 360 of the *Local Government Act 1993* (the Act) and the *Local Government (General) Regulation 2005* (the Regulation).

Council must adopt a Code of Meeting Practice that incorporates the mandatory provisions of the Model Meeting Code, but may also include non-mandatory and other supplementary provisions of the Model Code providing that it does not contain provisions that are inconsistent with the mandatory provisions of the Model Meeting Code.

This Code applies to all meetings of Council and Committees of Council of which all the members are Councillors (Committees of Council). These Committees include the Committee of the Whole; the Planning, Development and Environment Committee; the Infrastructure, Community and Recreation Committee; and the Economic Development, Business and Corporate Committee. Council Committees whose members include persons other than Councillors may adopt their own rules for meetings unless the Council determines otherwise.

A Council and a Committee of the Council of which all the members are Councillors must conduct its meetings in accordance with the Code of Meeting Practice adopted by the Council.

This Code of Meeting Practice has been publically exhibited in accordance with the Act and adopted by the Council.

2. MEETING PRINCIPLES

(Mandatory Provision 2.1)

2.1 Council and committee meetings should be:

Transparent: Decisions are made in a way that is open and accountable.

Informed: Decisions are made based on relevant, quality information.

Inclusive: Decisions respect the diverse needs and interests of the local community.

Principled: Decisions are informed by the principles prescribed under Chapter 3 of the Act.

Trusted: The community has confidence that councillors and staff act ethically and make decisions in the interests of the whole community.

Respectful: Councillors, staff and meeting attendees treat each other with respect.

Effective: Meetings are well organised, effectively run and skilfully chaired.

Orderly: Councillors, staff and meeting attendees behave in a way that contributes to the orderly conduct of the meeting.

CODE OF MEETING PRACTICE

3. BEFORE THE MEETING**Timing of Ordinary Council Meetings***(MCOMP Mandatory Provisions 3.1 - 3.2)*

3.1 The Council shall, by resolution, set the frequency, time, date and place of its ordinary meetings. Ordinary meetings will usually be held at 5.30pm on the fourth Monday of each month (excluding January). Ordinary Council meetings will be held in Dubbo unless otherwise specified.

The time, date and place of Ordinary meetings will be determined during the Ordinary meeting of Council held each September for the ensuing year, unless it is a Local Government election year in which case the Ordinary meeting dates will be determined in October for the ensuing year.

Note: Under section 365 of the Act, councils are required to meet at least ten (10) times each year, each time in a different month unless the Minister for Local Government has approved a reduction in the number of times that a council is required to meet each year under section 365A.

Extraordinary Meetings*(MCOMP Mandatory Provision 3.3)*

3.2 If the Mayor receives a request in writing, signed by at least two (2) Councillors, the Mayor must call an extraordinary meeting of the Council to be held as soon as practicable, but in any event, no more than fourteen (14) days after receipt of the request. The Mayor can be one of the two Councillors requesting the meeting.

Note: Clause 3.2 reflects section 366 of the Act.

Notice to the Public of Council Meetings*(MCOMP Mandatory Provisions 3.4-3.6)*

3.3 The Council must give notice to the public of the time, date and place of each of its meetings, including extraordinary meetings and of each meeting of Committees of the Council.

Note: Clause 3.3 reflects section 9(1) of the Act.

3.4 For the purposes of clause 3.3, notice of a meeting of the Council and of a Committee of council is to be published before the meeting takes place. The notice must be published on the Council's website, and in such other manner that the Council is satisfied is likely to bring notice of the meeting to the attention of as many people as possible.

3.5 For the purposes of clause 3.3, notice of more than one (1) meeting may be given in the same notice.

Notice to Councillors of Ordinary Council Meetings*(MCOMP Mandatory Provisions 3.7 - 3.8)*

3.6 The Chief Executive Officer must send to each Councillor, at least three (3) days before each meeting of the Council, a notice specifying the time, date and place at which the meeting is to be held, and the business proposed to be considered at the meeting.

Note: Clause 3.6 reflects section 367(1) of the Act.

3.7 The notice and the agenda for, and the business papers relating to, the meeting may be given to Councillors in electronic form, but only if all Councillors have facilities to access the notice, agenda and business papers in that form.

Note: Clause 3.7 reflects section 367(3) of the Act.

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Notice to Councillors of Extraordinary Meetings*(MCOMP Mandatory Provision 3.9)*

3.8 Notice of less than three (3) days may be given to Councillors of an Extraordinary meeting of the Council in cases of emergency.

Note: Clause 3.8 reflects section 367(2) of the Act.

Giving Notice of Business to be Considered at Council Meetings*(MCOMP Mandatory Provisions 3.10-3.11
MCOMP Non-mandatory Provisions 3.12-3.13)*

3.9 A Councillor may give notice of any business they wish to be considered by the Council at its next ordinary meeting by way of a notice of motion. To be included on the agenda of the meeting, the notice of motion must be in writing and must be submitted at least five business days before the meeting is to be held.

3.10 A Councillor may, in writing to the Chief Executive Officer, request the withdrawal of a notice of motion submitted by them prior to its inclusion in the agenda and business paper for the meeting at which it is to be considered. If a Councillor who has submitted a notice of motion under this clause wishes to withdraw it after the agenda and business paper for the meeting at which it is to be considered have been sent to Councillors, the Councillor may request the withdrawal of the motion when it is before the Council.

3.11 A notice of motion lodged with Council must request the Chief Executive Officer to prepare a report on the subject of the notice of motion for a future meeting of Council that addresses the legal, strategic, financial or policy implications of the proposed motion.

Questions With Notice*(MCOMP Mandatory Provisions 3.14-3.16)*

3.12 A Councillor may, by way of a notice submitted under clause 3.8, ask a question for response by the Chief Executive Officer about the performance or operations of the Council.

3.13 A Councillor is not permitted to ask a question with notice under clause 3.12 that comprises a complaint against the Chief Executive Officer or a member of staff of the Council, or a question that implies wrongdoing by the Chief Executive Officer or a member of staff of the Council.

3.14 The Chief Executive Officer or their nominee may respond to a question with notice submitted under clause 3.12 by way of a report included in the business papers for the relevant meeting of the Council or orally at the meeting.

Agenda and Business Papers for Ordinary Meetings*(MCOMP Mandatory Provision 3.17-3.22)*

3.15 The Chief Executive Officer must cause the agenda for a meeting of the Council or a Committee of the Council to be prepared as soon as practicable before the meeting.

3.17 The Chief Executive Officer must ensure that the agenda for an Ordinary meeting of the Council states:

- (a) all matters to be dealt with arising out of the proceedings of previous meetings of the Council, and
- (b) if the Mayor is the chairperson – any matter or topic that the chairperson proposes, at the time when the agenda is prepared, to put to the meeting, and
- (c) all matters, including matters that are the subject of staff reports and reports of Committees, to be considered at the meeting, and
- (d) any business of which due notice has been given under clause 3.9.

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3.18 Nothing in clause 3.17 limits the powers of the Mayor to put a Mayoral Minute to a meeting under clause 9.6.

3.19 The Chief Executive Officer must not include in the agenda for a meeting of the Council any business of which due notice has been given if, in the opinion of the Chief Executive Officer, the business is, or the implementation of the business would be, unlawful. The Chief Executive Officer must report, without giving details of the item of business, any such exclusion to the next meeting of the Council.

3.20 Where the agenda includes the receipt of information or discussion of other matters that, in the opinion of the Chief Executive Officer, is likely to take place when the meeting is closed to the public, the Chief Executive Officer must ensure that the agenda of the meeting:

(a) identifies the relevant item of business and indicates that it is of such a nature (without disclosing details of the information to be considered when the meeting is closed to the public), and

(b) states the grounds under section 10A(2) of the Act relevant to the item of business.

Note: Clause 3.20 reflects section 9(2A) (a) of the Act.

3.21 The Chief Executive Officer must ensure that the details of any item of business which, in the opinion of the Chief Executive Officer, is likely to be considered when the meeting is closed to the public, are included in a business paper provided to Councillors for the meeting concerned. Such details must not be included in the business papers made available to the public, and must not be disclosed by a Councillor or by any other person to another person who is not authorised to have that information.

Availability of the Agenda and Business Papers to the Public

(MCOMP Mandatory Provision 3.23-3.26)

3.22 Copies of the agenda and the associated business papers, such as correspondence and reports for meetings of the Council and Committees of Council, are to be published on the Council's website, and must be made available to the public for inspection, or for taking away by any person free of charge at the offices of the Council, at the relevant meeting and at such other venues determined by the Council.

Note: Clause 3.22 reflects section 9(2) and (4) of the Act.

3.23 Clause 3.22 does not apply to the business papers for items of business that the Chief Executive Officer has identified under clause 3.19 as being likely to be considered when the meeting is closed to the public.

Note: Clause 3.23 reflects section 9(2A) (b) of the Act.

3.24 For the purposes of clause 3.21, copies of agendas and business papers must be published on the council's website and made available to the public at a time that is as close as possible to the time they are available to Councillors.

Note: Clause 3.24 reflects section 9(3) of the Act.

3.25 A copy of an agenda, or of an associated business paper made available under clause 3.22, may in addition be given or made available in electronic form.

Note: Clause 3.25 reflects section 9(5) of the Act.

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Agenda and Business Papers for Extraordinary Meetings*(MCOMP Mandatory Provisions 3.27-3.31)*

3.26 The Chief Executive Officer must ensure that the agenda for an Extraordinary meeting of the Council deals only with the matters stated in the notice of the meeting.

3.27 Despite clause 3.26, business may be considered at an Extraordinary meeting of the Council, even though due notice of the business has not been given, if:

(a) a motion is passed to have the business considered at the meeting, and

(b) the business to be considered is ruled by the chairperson to be of great urgency on the grounds that it requires a decision by the Council before the next scheduled Ordinary meeting of the Council.

3.28 A motion moved under clause 3.27(a) can be moved without notice but only after the business notified in the agenda for the extraordinary meeting has been dealt with.

3.29 Despite clauses 10.20–10.30, only the mover of a motion moved under clause 3.27(a) can speak to the motion before it is put.

3.30 A motion of dissent cannot be moved against a ruling of the chairperson under clause 3.27(b) on whether a matter is of great urgency.

Pre-meeting Briefing Sessions*(MCOMP Non-mandatory Provision 3.32-3.36)*

3.31 Prior to each Ordinary meeting of the Council, the Chief Executive Officer may arrange a pre-meeting briefing session to brief Councillors on business to be considered at the meeting. Pre-meeting briefing sessions may also be held for Extraordinary meetings of the Council and meetings of Committees of the Council.

3.32 Pre-meeting briefing sessions are to be held in the absence of the public.

3.33 The Chief Executive Officer or a member of staff nominated by the Chief Executive Officer is to preside at pre-meeting briefing sessions.

3.34 Councillors must not use pre-meeting briefing sessions to debate or make preliminary decisions on items of business they are being briefed on, and any debate and decision-making must be left to the formal Council or Committee meeting at which the item of business is to be considered.

3.35 Councillors (including the Mayor) must declare and manage any conflicts of interest they may have in relation to any item of business that is the subject of a briefing at a pre-meeting briefing session, in the same way that they are required to do so at a Council or Committee meeting. The Council is to maintain a written record of all conflict of interest declarations made at pre-meeting briefing sessions and how the conflict of interest was managed by the Councillor who made the declaration.

3.36 A record of minutes will be taken in pre-meeting briefings including the items discussed, attendees at the meetings, timings and conflicts of interest as detailed in clause 3.35.

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4. PUBLIC FORUMS*(Non-mandatory Provision 4.1-4.23)*

4.1 The Council will hold a public forum during each Ordinary and Extraordinary meeting of the Council for the purpose of hearing oral submissions from members of the public.

4.2 Public Forum is limited to a maximum period of thirty (30) minutes and shall be held following "Apologies" on the Council agenda. Should there remain time following speakers who have previously nominated, the Mayor will enquire of the Public Gallery, if there are any other speakers.

Should the number of nominated speakers exceed the thirty (30) minute time frame, a decision by Council may extend the time frame for Public Forum by a maximum of ten (10) minutes.

4.3 Members of the public wishing to discuss items of business listed on the business paper will be given preference over those wishing to discuss matters that are not included on the agenda to be considered at the meeting.

4.4 To speak at a public forum, a person must first make an application to the Council in the approved form. Applications to speak at the public forum must be received at least 3 hours prior to the commencement of the public forum is to be held, and must identify the item of business on the agenda of the council meeting the person wishes to speak on, and whether they wish to speak 'for' or 'against' the item, where applicable.

4.5 A person may apply to speak on more than one item however the total time that person speaks for must not exceed five (5) minutes.

4.6 Legal representatives acting on behalf of others are not to be permitted to speak at a public forum unless they identify

their status as a legal representative when applying to speak at the public forum.

4.7 The Chief Executive Officer or their delegate may refuse an application to speak at a public forum. The Chief Executive Officer or their delegate must give reasons in writing for a decision to refuse an application and advise the chairperson prior to the respective public forum session.

4.8 No more than two (2) speakers are to be permitted to speak 'for' or 'against' each item of business on the agenda for the Council meeting.

4.9 If more than the permitted number of speakers apply to speak 'for' or 'against' any item of business, the Chief Executive Officer or their delegate may request the speakers to nominate from among themselves the persons who are to address the Council on the item of business. If the speakers are not able to agree on whom to nominate to address the Council, the first two (2) speakers to register interest to speak on that item shall be permitted to speak to the item.

4.10 If more than the permitted number of speakers apply to speak 'for' or 'against' any item of business, the Chief Executive Officer or their delegate may, in consultation with the Mayor or the chairperson as the case may be, increase the number of speakers permitted to speak on an item of business, where they are satisfied that it is necessary to do so to allow the Council to hear a fuller range of views on the relevant item of business. Additional speakers shall speak once all registered speakers have spoken and will only be permitted provided that the maximum time for public forum of 30 minutes is not exceeded.

4.11 Approved speakers at the public forum are to register with the Council any written, visual or audio material to be

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presented in support of their address to the Council at the public forum, and to identify any equipment needs no less than one (1) business day before the public forum. The Chief Executive Officer or their delegate may refuse to allow such material to be presented should the request be unreasonable and the equipment not being readily available.

4.12 The Chief Executive Officer or their delegate is to determine the order of speakers at the public forum. This will usually be determined by the order in which the requests are received.

4.13 Each speaker will be allowed five (5) minutes to address the Council. This time is to be strictly enforced by the chairperson.

4.14 Speakers at public forums must not digress from the item on the agenda of the Council meeting they have applied to address the Council on. If a speaker digresses to irrelevant matters, the chairperson is to direct the speaker not to do so. If a speaker fails to observe a direction from the chairperson, the speaker will not be further heard and be requested to return to their seat.

4.15 A Councillor (including the chairperson) may, through the chairperson, ask questions of a speaker following their address at a public forum. Questions put to a speaker must be direct, succinct and without argument.

4.16 Speakers at public forums **cannot** ask questions of the Council, Councillors or Council staff.

4.17 The Chief Executive Officer or their nominee may, with the concurrence of the chairperson, address the Council for up to two (2) minutes in response to an address to the Council at a public forum after the address and any subsequent questions and answers have been finalised.

4.18 Where an address made at a public forum raises matters that require further consideration by Council staff, the Chief Executive Officer may recommend to the chairperson that the Council defer consideration of the matter pending the preparation of a further report on the matters.

4.19 When addressing the Council, speakers at public forums must comply with this code and all other relevant Council codes, policies and procedures. Speakers must refrain from engaging in disorderly conduct, publicly alleging breaches of the Council's Code of Conduct or making other potentially defamatory statements.

4.20 If the chairperson considers that a speaker at a public forum has engaged in conduct of the type referred to in clause 4.19, the chairperson may request the person to refrain from the inappropriate behaviour and to withdraw and unreservedly apologise for any inappropriate comments. Where the speaker fails to comply with the chairperson's request, the chairperson may immediately require the person to stop speaking.

4.21 Clause 4.20 does not limit the ability of the chairperson to deal with disorderly conduct by speakers at public forums in accordance with the provisions of Part 15 of this code.

4.22 Where a speaker engages in conduct of the type referred to in clause 4.19, the Chief Executive Officer or their delegate may refuse further applications from that person to speak at public forums for a period of six (6) months. Should this speaker repeat this conduct following this suspension at a further public forum session, the Chief Executive Officer or their delegate may refuse further applications from that person to speak at public forums for a period of twelve (12) months. Should

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this speaker repeat this conduct following this second suspension at a further public forum session, the Chief Executive Officer or their delegate may refuse further applications from that person to speak at public forums indefinitely.

4.23 Councillors (including the Mayor) must declare and manage any conflicts of interest they may have in relation to any item of business that is the subject of an address at a public forum, in the same way that they are required to do so during the remainder of a Council or Committee meeting. The Council is to maintain a written record of all conflict of interest declarations made at public forums and how the conflict of interest was managed by the Councillor who made the declaration.

4.24 Where an address relates to an issue of general interest (ie a matter not listed on the agenda), it cannot be debated by Council except where in accordance with Section 241 of the Local Government (General) Regulation 2005:

- (a) motion is passed to have the business transacted at the meeting; and
- (b) the business proposed to be brought forward is ruled by the Chairperson to be of great urgency.

4.25 Speakers must conduct themselves with respect to Council and observe the rules of order and meeting procedure as contained in Council's Code of Meeting Practice. As part of Public Forum, the Mayor shall ensure the conduct of public forum is such that presenters:

- confine their presentation to a statement of facts
- not insult or make personal reflections or impute improper motives to any Councillor or member of staff

- not say or do anything that is inconsistent with maintaining order at the meeting or is likely to bring Council into contempt

- allow other speakers to put their views without interruption.

4.26 Any potential tenderer (being a person or entity, including their agent, employee or representative, that has requested documents or information regarding a tender or quotation) must not be permitted to address a meeting of Council (including any Committee or Working Party of Council) regarding the relevant tender or quotation without the prior written consent of the Chief Executive Officer.

In deciding whether to grant such consent, the Chief Executive Officer may take into consideration: any relevant legislative requirements, tendering guidelines issued by the Office of Local Government from time to time, terms of the relevant tender or quotation documents, Council's Code of Conduct, and the rules of procedural fairness.

(It is noted that Council has a statutory obligation to ensure that any requests for tender or quotation documents, or information or clarification regarding the tender or quotation, from any potential tenderer must be directed to the responsible officer identified in the tender or quotation documents.)

4.27 It is Council's practice that members of the public who have an interest in matters before Council's standing committees (ie Planning, Development and Environment Committee; Infrastructure, Community and Recreation Committee or Economic Development, Business and Corporate) are advised that they may attend and address those committees. This practice is more informal and there is often interaction/ questions/ discussions between those

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persons and the Councillors and staff. This informality has been at the discretion of the Chairperson, noting that only those matters listed on the Committee's agenda will be discussed, matters of "general interest" are not to be raised by the public.

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5. COMING TOGETHER**Attendance by Councillors at Meetings***(Mandatory Provisions 5.1 – 5.8)*

5.1 All Councillors must make reasonable efforts to attend meetings of the Council and of Committees of the Council of which they are members.

Note: A Councillor may not attend a meeting as a Councillor (other than the first meeting of the Council after the Councillor is elected or a meeting at which the Councillor takes an oath or makes an affirmation of office) until they have taken an oath or made an affirmation of office in the form prescribed under section 233A of the Act.

5.2 A Councillor cannot participate in a meeting of the Council or of a Committee of the Council unless personally present at the meeting.

5.3 Where a Councillor is unable to attend one or more Ordinary meetings of the Council, the Councillor should formally request that the Council grant them a leave of absence from those meetings. This clause does not prevent a Councillor from making an apology if they are unable to attend a meeting. However the acceptance of such an apology does not constitute the granting of a leave of absence for the purposes of this code and the Act.

Note: The making an apology by a Councillor is to be done so in writing to the Chief Executive Officer at least one (1) hour prior to the commencement of a meeting who will notify the Mayor, or chairperson prior to the commencement of a meeting. An apology will not be recorded for an absent Councillor who has not provided formal notification.

5.4 A Councillor's request for leave of absence from Council meetings should, if practicable, identify (by date) the meetings from which the Councillor intends to be

absent and the grounds upon which the leave of absence is being sought.

5.6 The Council must act reasonably when considering whether to grant a Councillor's request for a leave of absence.

5.7 A Councillor's civic office will become vacant if the Councillor is absent from three (3) consecutive ordinary meetings of the Council without prior leave of the Council, or leave granted by the Council at any of the meetings concerned, unless the holder is absent because they have been suspended from office under the Act, or because the Council has been suspended under the Act, or as a consequence of a compliance order under section 438HA.

Note: Clause 5.7 reflects section 234(1) (d) of the Act.

5.8 A Councillor who intends to attend a meeting of the Council despite having been granted a leave of absence should, if practicable, give the Chief Executive Officer at least two (2) days' notice of their intention to attend.

The Quorum for a Meeting*(Mandatory Provisions 5.9 – 5.13)**(Non-mandatory Provisions 5.14-5.16)*

5.9 The quorum for a meeting of the Council is a majority of the Councillors of the Council who hold office at that time and are not suspended from office.

Note: Clause 5.9 reflects section 368(1) of the Act.

5.10 Clause 5.9 does not apply if the quorum is required to be determined in accordance with directions of the Minister in a performance improvement order issued in respect of the Council.

Note: Clause 5.10 reflects section 368(2) of the Act.

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5.11 A meeting of the Council must be adjourned if a quorum is not present:

(a) at the commencement of the meeting where the number of apologies received for the meeting indicates that there will not be a quorum for the meeting, or

(b) within half an hour after the time designated for the holding of the meeting, or

(c) at any time during the meeting.

5.12 In either case, the meeting must be adjourned to a time, date and place fixed:

(a) by the chairperson, or

(b) in the chairperson's absence, by the majority of the councillors present, or

(c) failing that, by the Chief Executive Officer.

5.13 The Chief Executive Officer must record in the Council's minutes the circumstances relating to the absence of a quorum (including the reasons for the absence of a quorum) at or arising during a meeting of the Council, together with the names of the Councillors present.

5.14 Where, prior to the commencement of a meeting, it becomes apparent that a quorum may not be present at the meeting, or that the safety and welfare of Councillors, Council staff and members of the public may be put at risk by attending the meeting because of a natural disaster (such as, but not limited to flood or bushfire), the Mayor may, in consultation with the Chief Executive Officer and, as far as is practicable, with each Councillor, cancel the meeting. Where a meeting is cancelled, notice of the cancellation must be published on the Council's website and in such other manner that the Council is satisfied is likely to bring notice of the cancellation to the attention of as many people as possible.

5.15 Where a meeting is cancelled under clause 5.14, the business to be considered at the meeting may instead be considered,

where practicable, at the next ordinary meeting of the Council or at an extraordinary meeting called under clause 3.2.

Entitlement of the Public to Attend Council Meetings

(Mandatory Provisions 5.16 – 5.18)

5.16 Everyone is entitled to attend a meeting of the Council and Committees of the Council. The Council must ensure that all meetings of the Council and Committees of the Council are open to the public.

Note: Clause 5.16 reflects section 10(1) of the Act. Committees of the Council in this context refers to standing committees where all Councillors are members.

5.17 Clause 5.16 does not apply to parts of meetings that have been closed to the public under section 10A of the Act.

5.18 A person (whether a Councillor or another person) is not entitled to be present at a meeting of the Council or a Committee of the Council if expelled from the meeting:

(a) by a resolution of the meeting, or

(b) by the person presiding at the meeting if the Council has, by resolution, authorised the person presiding to exercise the power of expulsion.

Note: Clause 5.18 reflects section 10(2) of the Act.

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Webcasting of Meetings*(Mandatory Provisions 5.19 – 5.22)*

5.19 All meetings of the Council and Committees of the Council are to be webcast on the Council's website.

These meetings shall be webcast as an audio-visual live stream with a copy of the stream being retained on Council's website for a minimum period of 6 months.

It is noted that due to technical difficulties, it may not be possible to produce an audio-visual live stream and in these cases an audio recording will be made available on Council's website within 48 hours of the meeting being held.

5.20 Clause 5.19 does not apply to parts of a meeting that have been closed to the public under section 10A of the Act.

5.21 At the start of each meeting the chairperson is to make a statement informing those in attendance that the meeting is being webcast and that those in attendance should refrain from making any defamatory statements.

5.22 A recording of each meeting of the Council and Committee of the Council is to be retained on the council's website for a minimum period of 6 months. Recordings of meetings may be disposed of in accordance with the State Records Act 1998.

Attendance of the Chief Executive Officer and Other Staff at Meetings*(Mandatory Provisions 5.23 – 5.26)*

5.23 The Chief Executive Officer is entitled to attend, but not to vote at, a meeting of the Council or a meeting of a Committee of the Council of which all of the members are Councillors.

Note: Clause 5.23 reflects section 376(1) of the Act.

5.24 The Chief Executive Officer is entitled to attend a meeting of any other Committee of the Council and may, if a member of the Committee, exercise a vote.

Note: Clause 5.24 reflects section 376(2) of the Act.

5.25 The Chief Executive Officer may be excluded from a meeting of the Council or a Committee while the Council or Committee deals with a matter relating to the standard of performance of the Chief Executive Officer or the terms of employment of the Chief Executive Officer.

Note: Clause 5.25 reflects section 376(3) of the Act.

5.26 The attendance of other Council staff at a meeting, (other than as members of the public) shall be with the approval of the Chief Executive Officer.

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6. THE CHAIRPERSON**The Chairperson at Meetings***(Mandatory Provisions 6.1 – 6.2)*

6.1 The Mayor, or at the request of or in the absence of the Mayor, the Deputy Mayor (if any) presides at meetings of the Council.

Note: Clause 6.1 reflects section 369(1) of the Act.

6.2 If the Mayor and the Deputy Mayor (if any) are absent, a Councillor elected to chair the meeting by the Councillors present presides at a meeting of the Council.

Note: Clause 6.2 reflects section 369(2) of the Act.

Election of the Chairperson in the Absence of the Mayor and Deputy Mayor*(Mandatory Provisions 6.3 – 6.8)*

6.3 If no chairperson is present at a meeting of the Council at the time designated for the holding of the meeting, the first business of the meeting must be the election of a chairperson to preside at the meeting.

6.4 The election of a chairperson must be conducted:

(a) by the Chief Executive Officer or, in their absence, an employee of the Council designated by the Chief Executive Officer to conduct the election, or

(b) by the person who called the meeting or a person acting on their behalf if neither the Chief Executive Officer nor a designated employee is present at the meeting, or if there is no Chief Executive Officer or designated employee.

6.5 If, at an election of a chairperson, two (2) or more candidates receive the same number of votes and no other candidate receives a greater number of votes, the chairperson is to be the candidate whose name is chosen by lot.

6.6 For the purposes of clause 6.5, the person conducting the election must:

(a) arrange for the names of the candidates who have equal numbers of votes to be written on similar slips, and

(b) then fold the slips so as to prevent the names from being seen, mix the slips and draw one of the slips at random.

6.7 The candidate whose name is on the drawn slip is the candidate who is to be the chairperson.

6.8 Any election conducted under clause 6.3, and the outcome of the vote, are to be recorded in the minutes of the meeting.

Chairperson to Have Precedence*(Mandatory Provisions 6.9)*

6.9 When the chairperson rises or speaks during a meeting of the Council:

(a) any Councillor then speaking or seeking to speak must cease speaking and, if standing, immediately resume their seat, and

(b) every Councillor present must be silent to enable the chairperson to be heard without interruption.

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7. MODES OF ADDRESS*(Non-Mandatory Provisions 7.1 – 7.4)*

7.1 If the chairperson is the Mayor, they are to be addressed as 'Mr Mayor' or 'Madam Mayor'.

7.2 Where the chairperson is not the Mayor, they are to be addressed as either 'Mr Chairperson' or 'Madam Chairperson'.

7.3 A Councillor is to be addressed as 'Councillor [surname]'.

7.4 A Council officer is to be addressed by their official designation or as Mr/Ms [surname] or their position title.

7.5 During a meeting of the Council, all Councillors with the exception of the chairperson, or any Councillor prevented by physical infirmity, shall stand when speaking.

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**8. ORDER OF BUSINESS FOR
ORDINARY COUNCIL MEETINGS***(Mandatory Provisions 8.1/8.2 – 8.4)*

8.1 The general order of business for an ordinary meeting of the council shall be:

- 01 Opening meeting
- 02 Prayer
- 03 Acknowledgement of country
- 04 Apologies and applications for a leave of absence by Councillors
- 05 Public Forum
- 06 Confirmation of Minutes
- 07 Mayoral minute(s)
- 08 Correspondence
- 09 Procedural Matters
- 10 Information Only Matters
- 11 Petitions
- 12 Matters Considered by Committees
- 13 Notices of Motion/ Notices of Motion of Rescission
- 14 Delegates' Reports
- 15 Reports from Staff
- 16 Questions on Notice
- 17 Comments and Matters of Urgency
- 18 Committee of the Whole/Confidential matters (where required)
- 19 Conclusion of the meeting

8.2 The order of business as fixed under 8.1 may be altered for a particular meeting of the Council if a motion to that effect is passed at that meeting. Such a motion can be moved without notice.

8.3 Despite clauses 10.20–10.30, only the mover of a motion referred to in clause 8.2 may speak to the motion before it is put.

8.4 With regard to the lodgement of petitions:

(a) Petitions must be lodged in the format as specified in the Petitions Policy

(b) Petitions may be lodged at a Council meeting however they are not to be considered or debated unless a resolution of Council is passed to transact

the business of the meeting and the chairperson rules it as a matter of urgency in accordance with 9.3.

(c) Petitions lodged with Council will be presented to Council for consideration at the next available Ordinary meeting of Council where the agenda has not already been determined.

8.5 (a) Questions on Notice must be lodged in writing with the Chief Executive Officer no later than 5pm on the Monday of the week prior to the scheduled Ordinary Meeting of the Council.

(b) Questions on Notice must directly relate to the business of the Council and must comply with the Local Government (General) Regulation 2005 which provides in Clause 249 that a "Councillor must put every such question directly, succinctly and without argument."

9. CONSIDERATION OF BUSINESS AT COUNCIL MEETINGS

Business that can be Dealt with at a Council Meeting

(Mandatory Provisions 9.1 – 9.5)

9.1 The Council must not consider business at a meeting of the Council:

(a) unless a Councillor has given notice of the business, as required by clause 3.9, and

(b) unless notice of the business has been sent to the Councillors in accordance with clause 3.6 in the case of an Ordinary meeting or clause 3.8 in the case of an Extraordinary meeting called in an emergency.

9.2 Clause 9.1 does not apply to the consideration of business at a meeting, if the business:

(a) is already before, or directly relates to, a matter that is already before the Council, or

(b) is the election of a chairperson to preside at the meeting, or

(c) subject to clause 9.9, is a matter or topic put to the meeting by way of a mayoral minute, or

(d) is a motion for the adoption of recommendations of a Committee, including, but not limited to, a Committee of the Council.

9.3 Despite clause 9.1, business may be considered at a meeting of the Council even though due notice of the business has not been given to the Councillors if:

(a) a motion is passed to have the business considered at the meeting, and

(b) the business to be considered is ruled by the chairperson to be of great urgency on the grounds that it requires a decision by the Council before the next scheduled ordinary meeting of the Council.

9.4 A motion moved under clause 9.3(a) can be moved without notice. Despite clauses 10.20–10.30, only the

mover of a motion referred to in clause 9.3(a) can speak to the motion before it is put.

9.5 A motion of dissent cannot be moved against a ruling by the chairperson under clause 9.3(b).

Mayoral Minutes

*(Mandatory Provisions 9.6 – 9.9
Non-mandatory Provision 9.10)*

9.6 Subject to clause 9.9, if the Mayor is the chairperson at a meeting of the Council, the Mayor may, by minute signed by the Mayor, put to the meeting, in writing, without notice any matter or topic that is within the jurisdiction of the Council, or of which the Council has official knowledge.

9.7 A Mayoral Minute, when put to a meeting, takes precedence over all business on the Council's agenda for the meeting. The chairperson (but only if the chairperson is the Mayor) may move the adoption of a Mayoral Minute without the motion being seconded.

9.8 A recommendation made in a Mayoral Minute put by the Mayor is, so far as it is adopted by the Council, a resolution of the Council.

9.9 A Mayoral Minute must not be used to put without notice matters that are routine and not urgent, or matters for which proper notice should be given because of their complexity. For the purpose of this clause, a matter will be urgent where it requires a decision by the Council before the next scheduled Ordinary meeting of the Council.

9.10 Where a Mayoral Minute makes a recommendation which, if adopted, would require the expenditure of funds on works and/or services other than those already provided for in the Council's current adopted operational plan, it must identify

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the source of funding for the expenditure that is the subject of the recommendation.

If the Mayoral Minute does not identify a funding source, the Council must defer consideration of the matter, pending a report from the Chief Executive Officer on the availability of funds for implementing the recommendation if adopted.

Staff Reports

(Mandatory Provision 9.11)

9.11 A recommendation made in a staff report is, so far as it is adopted by the Council, a resolution of the Council.

Reports of Committees of Council

(Mandatory Provisions 9.12 – 9.13)

9.12 The recommendations of a Committee of the Council are, so far as they are adopted by the Council, resolutions of the Council.

9.13 If in a report of a Committee of the Council distinct recommendations are made, the Council may make separate decisions on each recommendation.

Questions

(Mandatory Provisions 9.14 – 9.19)

9.14 A question must not be asked at a meeting of the Council unless it concerns a matter on the agenda of the meeting or notice has been given of the question in accordance with clauses 3.9 and 3.12.

9.15 A Councillor may, through the chairperson, put a question to another Councillor about a matter on the agenda.

9.16 A Councillor may, through the Chief Executive Officer, put a question to a Council employee about a matter on the agenda. Council employees are only obliged to answer a question put to them through the Chief Executive Officer at the direction of the Chief Executive Officer.

9.17 A Councillor or Council employee to whom a question is put is entitled to be given reasonable notice of the question and, in particular, sufficient notice to enable reference to be made to other persons or to documents. Where a Councillor or Council employee to whom a question is put is unable to respond to the question at the meeting at which it is put, they may take it on notice and report the response to the next meeting of the Council or before the next meeting of Council with the response being circulated to all Councillors.

9.18 Councillors must put questions directly, succinctly, respectfully and without argument.

9.19 The chairperson must not permit discussion on any reply to, or refusal to reply to, a question put to a Councillor or Council employee.

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10. RULES OF DEBATE**Motions to be Seconded***(Mandatory Provision 10.1)*

10.1 Unless otherwise specified in this code, a motion or an amendment cannot be debated unless or until it has been seconded.

Notices of Motion*(Mandatory Provisions 10.2 – 10.4)*

10.2 A Councillor who has submitted a notice of motion under clause 3.9 is to move the motion the subject of the notice of motion at the meeting at which it is to be considered.

10.3 If a Councillor who has submitted a notice of motion under clause 3.9 wishes to withdraw it after the agenda and business paper for the meeting at which it is to be considered have been sent to Councillors, the Councillor may request the withdrawal of the motion when it is before the Council.

10.4 In the absence of a Councillor who has placed a notice of motion on the agenda for a meeting of the council:

(a) any other Councillor may, with the leave of the chairperson, move the motion at the meeting, or

(b) the chairperson may defer consideration of the motion until the next meeting of the Council.

Chairperson's Duties With Respect to Motions*(Mandatory Provisions 10.5 – 10.8)*

10.5 It is the duty of the chairperson at a meeting of the Council to receive and put to the meeting any lawful motion that is brought before the meeting.

10.6 The chairperson must rule out of order any motion or amendment to a motion that is unlawful or the implementation of which would be unlawful.

10.7 Before ruling out of order a motion or an amendment to a motion under clause 10.6, the chairperson is to give the mover an opportunity to clarify or amend the motion or amendment.

10.8 Any motion, amendment or other matter that the chairperson has ruled out of order is taken to have been lost.

Motions Requiring the Expenditure of Funds*(Non-Mandatory Provision 10.9)*

10.9 A motion or an amendment to a motion which if passed would require the expenditure of funds on works and/or services other than those already provided for in the Council's current adopted operational plan must identify the source of funding for the expenditure that is the subject of the motion. If the motion does not identify a funding source, the Council must defer consideration of the matter, pending a report from the Chief Executive Officer on the availability of funds for implementing the motion if adopted.

Amendments to motions*(Mandatory Provisions 10.10 – 10.16)*

10.10 An amendment to a motion must be moved and seconded before it can be debated.

10.11 An amendment to a motion must relate to the matter being dealt with in the original motion before the Council and must not be a direct negative of the original motion. An amendment to a motion which does not relate to the matter being dealt with in the original motion, or which is a direct negative of the original motion, must be ruled out of order by the chairperson.

10.12 The mover of an amendment is to be given the opportunity to explain any uncertainties in the proposed amendment before a seconder is called for.

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10.13 If an amendment has been lost, a further amendment can be moved to the motion to which the lost amendment was moved, and so on, but no more than one (1) motion and one (1) proposed amendment can be before Council at any one time.

10.14 While an amendment is being considered, debate must only occur in relation to the amendment and not the original motion. Debate on the original motion is to be suspended while the amendment to the original motion is being debated.

10.15 If the amendment is carried, it becomes the motion and is to be debated. If the amendment is lost, debate is to resume on the original motion.

10.16 An amendment may become the motion without debate or a vote where it is accepted by the councillor who moved the original motion.

Foreshadowed Motions

(Mandatory Provisions 10.17 – 10.19)

10.17 A Councillor may propose a foreshadowed motion in relation to the matter the subject of the original motion before the Council, without a seconder during debate on the original motion. The foreshadowed motion is only to be considered if the original motion is lost or withdrawn and the foreshadowed motion is then moved and seconded. If the original motion is carried, the foreshadowed motion lapses.

10.18 Where an amendment has been moved and seconded, a Councillor may, without a seconder, foreshadow a further amendment that they propose to move after the first amendment has been dealt with. There is no limit to the number of foreshadowed amendments that may be put before the Council at any time. However, no discussion can take place on

foreshadowed amendments until the previous amendment has been dealt with and the foreshadowed amendment has been moved and seconded.

10.19 Foreshadowed motions and foreshadowed amendments are to be considered in the order in which they are proposed. However, foreshadowed motions cannot be considered until all foreshadowed amendments have been dealt with.

Limitations on the Number and Duration of Speeches

(Mandatory Provisions 10.20 – 10.30)

10.20 A Councillor who, during a debate at a meeting of the Council, moves an original motion, has the right to speak on each amendment to the motion and a right of general reply to all observations that are made during the debate in relation to the motion, and any amendment to it at the conclusion of the debate before the motion (whether amended or not) is finally put.

10.21 A Councillor, other than the mover of an original motion, has the right to speak once on the motion and once on each amendment to it.

10.22 A Councillor must not, without the consent of the Council, speak more than once on a motion or an amendment, or for longer than five (5) minutes at any one time.

10.23 Despite clause 10.22, the chairperson may permit a Councillor who claims to have been misrepresented or misunderstood to speak more than once on a motion or an amendment, and for longer than five (5) minutes on that motion or amendment to enable the Councillor to make a statement limited to explaining the misrepresentation or misunderstanding.

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10.24 Despite clause 10.22, the Council may resolve to shorten the duration of speeches to expedite the consideration of business at a meeting.

10.25 Despite clauses 10.20 and 10.21, a Councillor may move that a motion or an amendment be now put:

(a) if the mover of the motion or amendment has spoken in favour of it and no Councillor expresses an intention to speak against it, or

(b) if at least two (2) Councillors have spoken in favour of the motion or amendment and at least two (2) Councillors have spoken against it.

10.26 The chairperson must immediately put to the vote, without debate, a motion moved under clause 10.25. A seconder is not required for such a motion.

10.27 If a motion that the original motion or an amendment be now put is passed, the chairperson must, without further debate, put the original motion or amendment to the vote immediately after the mover of the original motion has exercised their right of reply under clause 10.20.

10.28 If a motion that the original motion or an amendment be now put is lost, the chairperson must allow the debate on the original motion or the amendment to be resumed.

10.29 All Councillors must be heard without interruption and all other Councillors must, unless otherwise permitted under this code, remain silent while another Councillor is speaking.

10.30 Once the debate on a matter has concluded and a matter has been dealt with, the chairperson must not allow further debate on the matter.

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11. VOTING**Voting Entitlements of Councillors***(Mandatory Provisions 11.1 – 11.3)*

11.1 Each councillor is entitled to one (1) vote.

Note: Clause 11.1 reflects section 370(1) of the Act.

11.2 The person presiding at a meeting of the Council has, in the event of an equality of votes, a second or casting vote.

Note: Clause 11.2 reflects section 370(2) of the Act.

11.3 Where the chairperson declines to exercise, or fails to exercise, their second or casting vote, in the event of an equality of votes, the motion being voted upon is lost.

Voting at Council Meetings*(Mandatory Provisions 11.5 – 11.10**Non-mandatory Provision 11.11)*

11.4 A Councillor who is present at a meeting of the Council but who fails to vote on a motion put to the meeting is taken to have voted against the motion.

11.5 If a Councillor votes against a motion put at a Council meeting, the Chief Executive Officer must ensure that the Councillor's dissenting vote is recorded in the Council's minutes as if a division had been called.

11.6 The decision of the chairperson as to the result of a vote is final, unless the decision is immediately challenged and not fewer than two (2) Councillors rise and call for a division.

11.7 When a division on a motion is called, the chairperson must ensure that the division takes place immediately. The Chief Executive Officer must ensure that the names of those who vote for the motion and those who vote against it are recorded in the Council's minutes for the meeting.

11.8 When a division on a motion is called, any Councillor who fails to vote will be recorded as having voted against the motion in accordance with clause 11.4 of this code.

11.10 Voting at a meeting, including voting in an election at a meeting, is to be by open means (such as on the voices, by show of hands or by a visible electronic voting system). However, the Council may resolve that the voting in any election by Councillors for Mayor or Deputy Mayor is to be by secret ballot.

Voting on Planning Decisions*(Mandatory Provisions 11.12 – 11.15)*

11.11 The Chief Executive Officer must keep a register containing, for each planning decision made at a meeting of the Council or a Council Committee (including, but not limited to a Committee of the Council), the names of the Councillors who supported the decision and the names of any Councillors who opposed (or are taken to have opposed) the decision.

11.12 For the purpose of maintaining the register, a division is taken to have been called whenever a motion for a planning decision is put at a meeting of the Council or a Council Committee.

11.13 Each decision recorded in the register is to be described in the register or identified in a manner that enables the description to be obtained from another publicly available document.

11.14 Clauses 11.11–11.13 apply also to meetings that are closed to the public.

Note: Clauses 11.11–11.14 reflect section 375A of the Act.

Note: The requirements of clause 11.11 may be satisfied by maintaining a register of the minutes of each planning decision.

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12. COMMITTEE OF THE WHOLE*(Mandatory Provisions 12.1 – 12.4)*

12.1 The Council may resolve itself into a Committee to consider any matter before the Council.

Note: Clause 12.1 reflects section 373 of the Act.

12.2 All the provisions of this code relating to meetings of the Council, so far as they are applicable, extend to and govern the proceedings of the Council when in Committee of the Whole, except the provisions limiting the number and duration of speeches.

Note: Clauses 10.20–10.30 limit the number and duration of speeches.

12.3 The Chief Executive Officer or, in the absence of the Chief Executive Officer, an employee of the Council designated by the Chief Executive Officer, is responsible for reporting to the Council the proceedings of the Committee of the Whole. It is not necessary to report the proceedings in full but any recommendations of the Committee must be reported.

12.4 The Council must ensure that a report of the proceedings (including any recommendations of the Committee) is recorded in the Council's minutes. However, the Council is not taken to have adopted the report until a motion for adoption has been made and passed.

13. DEALING WITH ITEMS BY EXCEPTION

(Non-mandatory Provisions 13.1 – 13.7)

13.1 The Council or a Committee of Council may, at any time, resolve to adopt multiple items of business on the agenda together by way of a single resolution.

13.2 Before the Council or Committee resolves to adopt multiple items of business on the agenda together under clause 13.1, the chairperson must list the items of business to be adopted and ask Councillors to identify any individual items of business listed by the chairperson that they intend to vote against the recommendation made in the business paper or that they wish to speak on.

13.3 The Council or Committee must not resolve to adopt any item of business under clause 13.1 that a Councillor has identified as being one they intend to vote against the recommendation made in the business paper or to speak on.

13.4 Where the consideration of multiple items of business together under clause 13.1 involves a variation to the order of business for the meeting, the Council or Committee must resolve to alter the order of business in accordance with clause 8.3.

13.5 A motion to adopt multiple items of business together under clause 13.1 must identify each of the items of business to be adopted and state that they are to be adopted as recommended in the business paper.

13.6 Items of business adopted under clause 13.1 are to be taken to have been adopted unanimously.

13.7 Councillors must ensure that they declare and manage any conflicts of interest they may have in relation to items of business considered together under clause 13.1 in accordance with the requirements of the council's code of conduct.

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14. CLOSURE OF COUNCIL**MEETINGS TO THE PUBLIC***(Mandatory Provisions 14.1 – 14.2)*

14.1 The Council or a Committee of the Council may close to the public so much of its meeting as comprises the discussion or the receipt of any of the following types of matters:

(a) personnel matters concerning particular individuals (other than Councillors),

(b) the personal hardship of any resident or ratepayer,

(c) information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business,

(d) commercial information of a confidential nature that would, if disclosed:

(i) prejudice the commercial position of the person who supplied it, or

(ii) confer a commercial advantage on a competitor of the Council, or

(iii) reveal a trade secret,

(e) information that would, if disclosed, prejudice the maintenance of law,

(f) matters affecting the security of the Council, Councillors, Council staff or Council property,

(g) advice concerning litigation, or advice that would otherwise be privileged from production in legal proceedings on the ground of legal professional privilege,

(h) information concerning the nature and location of a place or an item of Aboriginal significance on community land,

(i) alleged contraventions of the Council's Code of Conduct.

Note: Clause 14.1 reflects section 10A(1) and (2) of the Act.

14.2 The Council or a Committee of the Council may also close to the public so much of its meeting as comprises a motion to close another part of the meeting to the public.

Note: Clause 14.2 reflects section 10A(3) of the Act.

Matters to be Considered when Closing Meetings to the Public*(Mandatory Provisions 14.3 – 14.7)*

14.3 A meeting is not to remain closed during the discussion of anything referred to in clause 14.1:

(a) except for so much of the discussion as is necessary to preserve the relevant confidentiality, privilege or security, and

(b) if the matter concerned is a matter other than a personnel matter concerning particular individuals, the personal hardship of a resident or ratepayer or a trade secret – unless the Council or Committee concerned is satisfied that discussion of the matter in an open meeting would, on balance, be contrary to the public interest.

Note: Clause 14.3 reflects section 10B(1) of the Act.

14.4 A meeting is not to be closed during the receipt and consideration of information or advice referred to in clause 14.1(g) unless the advice concerns legal matters that:

(a) are substantial issues relating to a matter in which the Council or Committee is involved, and

(b) are clearly identified in the advice, and

(c) are fully discussed in that advice.

Note: Clause 14.4 reflects section 10B(2) of the Act.

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14.5 If a meeting is closed during the discussion of a motion to close another part of the meeting to the public (as referred to in clause 14.2), the consideration of the motion must not include any consideration of the matter or information to be discussed in that other part of the meeting other than consideration of whether the matter concerned is a matter referred to in clause 14.1.

Note: Clause 14.5 reflects section 10B(3) of the Act.

14.6 For the purpose of determining whether the discussion of a matter in an open meeting would be contrary to the public interest, it is irrelevant that:

(a) a person may misinterpret or misunderstand the discussion, or

(b) the discussion of the matter may:

(i) cause embarrassment to the Council or Committee concerned, or to Councillors or to employees of the Council, or

(ii) cause a loss of confidence in the Council or Committee.

Note: Clause 14.6 reflects section 10B(4) of the Act.

14.7 In deciding whether part of a meeting is to be closed to the public, the Council or Committee concerned must consider any relevant guidelines issued by the Chief Executive of the Office of Local Government.

Note: Clause 14.7 reflects section 10B(5) of the Act.

Notice of Likelihood of Closure Not Required in Urgent Cases

(Mandatory Provision 14.8)

14.8 Part of a meeting of the Council, or of a Committee of the Council, may be closed to the public while the Council or Committee considers a matter that has not been identified in the agenda for the

meeting under clause 3.21 as a matter that is likely to be considered when the meeting is closed, but only if:

(a) it becomes apparent during the discussion of a particular matter that the matter is a matter referred to in clause 14.1, and

(b) the Council or Committee, after considering any representations made under clause 14.9, resolves that further discussion of the matter:

(i) should not be deferred (because of the urgency of the matter), and

(ii) should take place in a part of the meeting that is closed to the public.

Note: Clause 14.8 reflects section 10C of the Act.

Representations by Members of the Public

(Mandatory Provisions 14.9-14.17)

14.9 The Council, or a Committee of the Council, may allow members of the public to make representations to or at a meeting, before any part of the meeting is closed to the public, as to whether that part of the meeting should be closed.

Note: Clause 14.9 reflects section 10A(4) of the Act.

14.10 A representation under clause 14.9 is to be made after the motion to close the part of the meeting is moved and seconded.

14.11 Where the matter has been identified in the agenda of the meeting under clause 3.21 as a matter that is likely to be considered when the meeting is closed to the public, in order to make representations under clause 14.9, members of the public must first make an application to the Council in the approved form. Applications must be received by Council no less than two (2) hours before the meeting at which the matter is to be considered.

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14.12 The Chief Executive Officer (or their delegate) may refuse an application made under clause 14.11. The Chief Executive Officer or their delegate must give reasons in writing for a decision to refuse an application.

14.13 No more than three (3) speakers are to be permitted to make representations under clause 14.9 and each speaker shall be allowed a maximum of two (2) minutes to make representations to the Council.

14.14 If more than the permitted number of speakers apply to make representations under clause 14.9, the Chief Executive Officer or their delegate may request the speakers to nominate from among themselves the persons who are to make representations to the Council. If the speakers are not able to agree on whom to nominate to make representations under clause 14.9, the Chief Executive Officer or their delegate is to determine who will make representations to the Council.

14.15 The Chief Executive Officer (or their delegate) is to determine the order of speakers.

14.16 Where the Council or a Committee of the Council proposes to close a meeting or part of a meeting to the public in circumstances where the matter has not been identified in the agenda for the meeting under clause 3.20 as a matter that is likely to be considered when the meeting is closed to the public, the chairperson is to invite representations from the public under clause 14.9 after the motion to close the part of the meeting is moved and seconded. The chairperson is to permit no more than three (3) speakers to make representations in such order as determined by the chairperson.

14.17 Each speaker will be allowed two (2) minutes to make representations, and this time limit is to be strictly enforced by

the chairperson. Speakers must confine their representations to whether the meeting should be closed to the public. If a speaker digresses to irrelevant matters, the chairperson is to direct the speaker not to do so. If a speaker fails to observe a direction from the chairperson, the speaker will not be further heard.

Expulsion of Non-councillors from Meetings Closed to the Public

(Mandatory Provisions 14.18 - 4.19)

14.18 If a meeting or part of a meeting of the Council or a Committee of the Council is closed to the public in accordance with section 10A of the Act and this code, any person who is not a Councillor and who fails to leave the meeting when requested, may be expelled from the meeting as provided by section 10(2)(a) or (b) of the Act.

14.19 If any such person, after being notified of a resolution or direction expelling them from the meeting, fails to leave the place where the meeting is being held, a police officer, or any person authorised for the purpose by the Council or person presiding, may, by using only such force as is necessary, remove the firstmentioned person from that place and, if necessary restrain that person from reentering that place for the remainder of the meeting.

Information to be Disclosed in Resolutions Closing Meetings to the Public

(Mandatory Provision 14.20)

14.20 The grounds on which part of a meeting is closed must be stated in the decision to close that part of the meeting and must be recorded in the minutes of the meeting. The grounds must specify the following:

(a) the relevant provision of section 10A(2) of the Act,

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(b) the matter that is to be discussed during the closed part of the meeting,

(c) the reasons why the part of the meeting is being closed, including (if the matter concerned is a matter other than a personnel matter concerning particular individuals, the personal hardship of a resident or ratepayer or a trade secret) an explanation of the way in which discussion of the matter in an open meeting would be, on balance, contrary to the public interest.

Note: Clause 14.20 reflects section 10D of the Act.

Resolutions Passed at Closed Meetings to be Made Public

(Mandatory Provisions 14.21 – 14.22)

14.21 If the Council passes a resolution during a meeting, or a part of a meeting, that is closed to the public, the chairperson must make the resolution public as soon as practicable after the meeting, or the relevant part of the meeting, has ended, and the resolution must be recorded in the publicly available minutes of the meeting.

14.22 Resolutions passed during a meeting, or a part of a meeting that is closed to the public must be made public by the chairperson under clause 14.21 during a part of the meeting that is webcast.

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15. KEEPING ORDER AT MEETINGS**Points of Order***(Mandatory Provisions 15.1 – 15.3)*

15.1 A Councillor may draw the attention of the chairperson to an alleged breach of this code by raising a point of order. A point of order does not require a seconder.

15.2 A point of order cannot be made with respect to adherence to the principles contained in clause 2.1.

15.3 A point of order must be taken immediately it is raised. The chairperson must suspend the business before the meeting and permit the Councillor raising the point of order to state the provision of this code they believe has been breached. The chairperson must then rule on the point of order – either by upholding it or by overruling it.

Questions of Order*(Mandatory Provisions 15.4 – 15.7)*

15.4 The chairperson, without the intervention of any other Councillor, may call any Councillor to order whenever, in the opinion of the chairperson, it is necessary to do so.

15.5 A Councillor who claims that another Councillor has committed an act of disorder, or is out of order, may call the attention of the chairperson to the matter.

15.6 The chairperson must rule on a question of order immediately after it is raised but, before doing so, may invite the opinion of the Council.

15.7 The chairperson's ruling must be obeyed unless a motion dissenting from the ruling is passed.

Motions of Dissent*(Mandatory Provisions 15.8 – 15.10)*

15.8 A Councillor can, without notice, move to dissent from a ruling of the chairperson on a point of order or a question of order. If that happens, the chairperson must suspend the business before the meeting until a decision is made on the motion of dissent.

15.9 If a motion of dissent is passed, the chairperson must proceed with the suspended business as though the ruling dissented from had not been given. If, as a result of the ruling, any motion or business has been rejected as out of order, the chairperson must restore the motion or business to the agenda and proceed with it in due course.

15.10 Despite any other provision of this code, only the mover of a motion of dissent and the chairperson can speak to the motion before it is put. The mover of the motion does not have a right of general reply.

Acts of Disorder*(Mandatory Provisions 15.10 – 15.11)*

15.11 A Councillor commits an act of disorder if the Councillor, at a meeting of the Council or a Committee of the Council:

(a) contravenes the Act or any regulation in force under the Act or this code, or

(b) assaults or threatens to assault another Councillor or person present at the meeting, or

(c) moves or attempts to move a motion or an amendment that has an unlawful purpose or that deals with a matter that is outside the jurisdiction of the Council or the Committee, or addresses or attempts to address the Council or the Committee on such a motion, amendment or matter, or

(d) insults or makes personal reflections on or imputes improper

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motives to any other Council official, or alleges a breach of the Council's Code of Conduct, or

(e) says or does anything that is inconsistent with maintaining order at the meeting or is likely to bring the Council or the Committee into disrepute.

15.12 The chairperson may require a Councillor:

(a) to apologise without reservation for an act of disorder referred to in clauses 15.11(a) or (b), or

(b) to withdraw a motion or an amendment referred to in clause 15.11(c) and, where appropriate, to apologise without reservation, or

(c) to retract and apologise without reservation for an act of disorder referred to in clauses 15.11(d) and (e).

How Disorder at a Meeting may be Dealt With

(Mandatory Provision 15.13)

15.13 If disorder occurs at a meeting of the Council, the chairperson may adjourn the meeting for a period of not more than fifteen (15) minutes and leave the chair. The Council, on reassembling, must, on a question put from the chairperson, decide without debate whether the business is to be proceeded with or not. This clause applies to disorder arising from the conduct of members of the public as well as disorder arising from the conduct of Councillors.

Expulsion from Meetings

*(Non-mandatory Provision 15.14 - 15.16
Mandatory Provisions 15.17 - 15.20)*

15.14 All chairpersons of meetings of the Council and Committees of the Council are authorised under this code to expel any person other than a Councillor, from a Council or Committee meeting, for the purposes of section 10(2)(b) of the Act. Councillors may only be expelled by

resolution of the Council or the Committee of the Council.

15.15 Clause 15.14 does not limit the ability of the Council or a Committee of the Council to resolve to expel a person, including a Councillor, from a Council or Committee meeting, under section 10(2)(a) of the Act.

15.16 A Councillor may, as provided by section 10(2)(a) or (b) of the Act, be expelled from a meeting of the Council for having failed to comply with a requirement under clause 15.12. The expulsion of a Councillor from the meeting for that reason does not prevent any other action from being taken against the Councillor for the act of disorder concerned.

15.17 A member of the public may, as provided by section 10(2)(a) or (b) of the Act, be expelled from a meeting of the Council for engaging in or having engaged in disorderly conduct at the meeting.

15.18 Where a Councillor or a member of the public is expelled from a meeting, the expulsion and the name of the person expelled, if known, are to be recorded in the minutes of the meeting.

15.19 If a Councillor or a member of the public fails to leave the place where a meeting of the Council is being held immediately after they have been expelled, a police officer, or any person authorised for the purpose by the Council or person presiding, may, by using only such force as is necessary, remove the Councillor or member of the public from that place and, if necessary, restrain the Councillor or member of the public from re-entering that place for the remainder of the meeting.

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**Use of Mobile Phones and the
Unauthorised Recording of Meetings***(Mandatory Provisions 15.21 – 15.24)*

15.20 Councillors, Council staff and members of the public must ensure that mobile phones are turned to silent during meetings of the Council and Committees of the Council.

15.21 A person must not live stream or use an audio recorder, video camera, mobile phone or any other device to make a recording of the proceedings of a meeting of the Council or a Committee of the Council without the prior authorisation of the Council or the Committee.

15.22 Any person who contravenes or attempts to contravene clause 15.21, may be expelled from the meeting as provided for under section 10(2) of the Act.

15.23 If any such person, after being notified of a resolution or direction expelling them from the meeting, fails to leave the place where the meeting is being held, a police officer, or any person authorised for the purpose by the Council or person presiding, may, by using only such force as is necessary, remove the firstmentioned person from that place and, if necessary, restrain that person from re-entering that place for the remainder of the meeting.

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16. CONFLICTS OF INTEREST*(Mandatory Provision 16.1)*

16.1 All Councillors and, where applicable, all other persons, must declare and manage any conflicts of interest they may have in matters being considered at meetings of the Council and Committees of the Council in accordance with the Council's code of conduct. All declarations of conflicts of interest and how the conflict of interest was managed by the person who made the declaration must be recorded in the minutes of the meeting at which the declaration was made.

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17. DECISIONS OF THE COUNCIL**Council Decisions***(Mandatory Provisions 17.1 – 17.2)*

17.1 A decision supported by a majority of the votes at a meeting of the Council at which a quorum is present is a decision of the Council.

Note: Clause 17.1 reflects section 371 of the Act.

17.2 Decisions made by the Council must be accurately recorded in the minutes of the meeting at which the decision is made.

Rescinding or Altering Council Decisions*(Mandatory Provisions 17.3 – 17.9 and 17.11
Non-mandatory Provisions 17.10 and 17.12 – 17.14)*

17.3 A resolution passed by the Council may not be altered or rescinded except by a motion to that effect of which notice has been given under clause 3.9.

Note: Clause 17.3 reflects section 372(1) of the Act.

17.4 If a notice of motion to rescind a resolution is given at the meeting at which the resolution is carried, the resolution must not be carried into effect until the motion of rescission has been dealt with.

Note: Clause 17.4 reflects section 372(2) of the Act.

17.5 If a motion has been lost, a motion having the same effect must not be considered unless notice of it has been duly given in accordance with clause 3.9.

Note: Clause 17.5 reflects section 372(3) of the Act.

17.6 A notice of motion to alter or rescind a resolution, and a notice of motion which has the same effect as a motion which has been lost, must be signed by three (3) Councillors if less than three (3) months has elapsed since the resolution was passed, or the motion was lost.

Note: Clause 17.6 reflects section 372(4) of the Act.

17.7 If a motion to alter or rescind a resolution has been lost, or if a motion which has the same effect as a previously lost motion is lost, no similar motion may be brought forward within three (3) months of the meeting at which it was lost. This clause may not be evaded by substituting a motion differently worded, but in principle the same.

Note: Clause 17.7 reflects section 372(5) of the Act.

17.8 The provisions of clauses 17.5–17.7 concerning lost motions do not apply to motions of adjournment.

Note: Clause 17.8 reflects section 372(7) of the Act.

17.9 A notice of motion submitted in accordance with clause 17.6 may only be withdrawn under clause 3.10 with the consent of all signatories to the notice of motion.

17.10 Where a Councillor intends to move a notice of motion to alter or rescind a resolution relating to a development application, the Councillor must advise the Chief Executive Officer their intent to do so immediately following the adoption of the motion and the notice of motion to alter or rescind a resolution must be submitted to the Chief Executive Officer no later than 48 hours after the completion of the meeting at which the resolution was adopted. This will allow the Council to delay the formal approval of the development application until the matter is finalised.

17.11 A motion to alter or rescind a resolution of the Council may be moved on the report of a Committee of the Council and any such report must be recorded in the minutes of the meeting of the Council.

Note: Clause 17.11 reflects section 372(6) of the Act.

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17.12 Subject to clause 17.7, in cases of urgency, a motion to alter or rescind a resolution of the Council may be moved at the same meeting at which the resolution was adopted, where:

(a) a notice of motion signed by three Councillors is submitted to the chairperson, and

(b) a motion to have the motion considered at the meeting is passed, and

(c) the chairperson rules the business that is the subject of the motion is of great urgency on the grounds that it requires a decision by the Council before the next scheduled ordinary meeting of the Council.

17.13 A motion moved under clause 17.12(b) can be moved without notice. Despite clauses 10.20–10.30, only the mover of a motion referred to in clause 17.12(b) can speak to the motion before it is put.

17.14 A motion of dissent cannot be moved against a ruling by the chairperson under clause 17.12(c).

17.15 Where a Councillor has indicated that they wish to submit a notice of motion under 17.12(a), the chairperson must adjourn the meeting for five (5) minutes to allow the preparation of the notice of motion.

Recommitting Resolutions to Correct an Error

(Non-mandatory Provisions 17.15 – 17.20)

17.16 Despite the provisions of this Part, a Councillor may, with the leave of the chairperson, move to recommit a resolution adopted at the same meeting:

(a) to correct any error, ambiguity or imprecision in the council's resolution, or

(b) to confirm the voting on the resolution.

17.17 In seeking the leave of the chairperson to move to recommit a resolution for the purposes of clause 17.16(a), the Councillor is to propose alternative wording for the resolution.

17.18 The chairperson must not grant leave to recommit a resolution for the purposes of clause 17.16(a), unless they are satisfied that the proposed alternative wording of the resolution would not alter the substance of the resolution previously adopted at the meeting.

17.19 A motion moved under clause 17.16 can be moved without notice. Despite clauses 10.20–10.30, only the mover of a motion referred to in clause 17.16 can speak to the motion before it is put.

17.20 A motion of dissent cannot be moved against a ruling by the chairperson under clause 17.16.

17.21 A motion moved under clause 17.16 with the leave of the chairperson cannot be voted on unless or until it has been seconded.

**18. TIME LIMITS ON COUNCIL
MEETINGS***(Non-mandatory Provisions 18.1 – 18.5)*

18.1 There are no time limits imposed on Council or Committee meetings however the chairperson may adjourn a meeting of Council or Committee if required due to the meeting not completing in a reasonable timeframe, following the moving and adoption of a motion to do so.

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19. AFTER THE MEETING**Minutes of Meetings***(Mandatory Provisions 19.1 – 19.7)*

19.1 The Council is to keep full and accurate minutes of the proceedings of meetings of the Council.

Note: Clause 19.1 reflects section 375(1) of the Act.

19.2 At a minimum, the Chief Executive Officer must ensure that the following matters are recorded in the Council's minutes:

(a) details of each motion moved at a Council meeting and of any amendments moved to it,

(b) the names of the mover and seconder of the motion or amendment,

(c) whether the motion or amendment was passed or lost, and

(d) such other matters specifically required under this code.

19.3 The minutes of a Council meeting must be confirmed at a subsequent meeting of the Council.

Note: Clause 19.3 reflects section 375(2) of the Act.

19.4 Any debate on the confirmation of the minutes is to be confined to whether the minutes are a full and accurate record of the meeting they relate to.

19.5 When the minutes have been confirmed, they are to be signed by the person presiding at the subsequent meeting.

Note: Clause 19.5 reflects section 375(2) of the Act.

19.6 The confirmed minutes of a meeting may be amended to correct typographical or administrative errors after they have been confirmed. Any amendment made under this clause must not alter the substance of any decision made at the meeting.

19.7 The confirmed minutes of a Council meeting must be published on the Council's website. This clause does not prevent the Council from also publishing unconfirmed minutes of its meetings on its website prior to their confirmation.

Access to Correspondence and Reports Laid on the Table at, or Submitted to, a Meeting*(Mandatory Provisions 19.8 – 19.11)*

19.8 The Council and Committees of the Council must, during or at the close of a meeting, or during the business day following the meeting, give reasonable access to any person to inspect correspondence and reports laid on the table at, or submitted to, the meeting.

Note: Clause 19.8 reflects section 11(1) of the Act.

19.9 Clause 19.8 does not apply if the correspondence or reports relate to a matter that was received or discussed or laid on the table at, or submitted to, the meeting when the meeting was closed to the public.

Note: Clause 19.9 reflects section 11(2) of the Act.

19.10 Clause 19.8 does not apply if the Council or the Committee resolves at the meeting, when open to the public, that the correspondence or reports are to be treated as confidential because they relate to a matter specified in section 10A(2) of the Act.

Note: Clause 19.10 reflects section 11(3) of the Act.

19.11 Correspondence or reports to which clauses 19.9 and 19.10 apply are to be marked with the relevant provision of section 10A(2) of the Act that applies to the correspondence or report.

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Implementation of Decisions of the Council

(Mandatory Provision 19.12)

19.12 The Chief Executive Officer is to implement, without undue delay, lawful decisions of the Council.

Note: Clause 19.12 reflects section 335(b) of the Act.

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20. COUNCIL COMMITTEES**Application of this Part***(Mandatory Provision 20.1)*

20.1 This Part only applies to Committees of the Council whose members are all Councillors.

Council Committees Whose Members are all Councillors*(Mandatory Provisions 20.2 – 20.4)*

20.2 The Council may, by resolution, establish such Committees as it considers necessary.

20.3 A Committee of the Council is to consist of the Mayor and such other Councillors as are elected by the Councillors or appointed by the Council.

20.4 The quorum for a meeting of a Committee of the Council is to be:

- (a) such number of members as the Council decides, or
- (b) if the Council has not decided a number – a majority of the members of the Committee.

Functions of Committees*(Mandatory Provision 20.5)*

20.5 The Council must specify the functions of each of its Committees when the Committee is established, but may from time to time amend those functions.

Notice of Committee Meetings*(Mandatory Provisions 20.6 – 20.7)*

20.6 The Chief Executive Officer must send to each Councillor, regardless of whether they are a Committee member, at least three (3) days before each meeting of the Committee, a notice specifying:

- (a) the time, date and place of the meeting, and
- (b) the business proposed to be considered at the meeting.

20.7 Notice of less than three (3) days may be given of a Committee meeting called in an emergency.

Attendance at Committee Meetings*(Mandatory Provisions 20.8 – 20.9)*

20.8 A Committee member (other than the Mayor) ceases to be a member of a Committee if the Committee member:

(a) has been absent from three (3) consecutive meetings of the Committee without having given reasons acceptable to the Committee for the member's absences, or

(b) has been absent from at least half of the meetings of the Committee held during the immediately preceding year without having given to the Committee acceptable reasons for the member's absences.

20.9 Clause 20.8 does not apply if all of the members of the Council are members of the Committee.

Non-members Entitled to Attend Committee Meetings*(Mandatory Provision 20.10)*

20.10 A Councillor who is not a member of a Committee of the Council is entitled to attend, and to speak at a meeting of the Committee. However, the Councillor is not entitled:

- (a) to give notice of business for inclusion in the agenda for the meeting, or
- (b) to move or second a motion at the meeting, or
- (c) to vote at the meeting.

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Chairperson and Deputy Chairperson of Council Committees*(Mandatory Provisions 20.11 – 20.14)*

20.11 The chairperson of each Committee of the Council must be:

- (a) the Mayor, or
- (b) if the Mayor does not wish to be the chairperson of a Committee, a member of the Committee elected by the Council, or
- (c) if the Council does not elect such a member, a member of the Committee elected by the Committee.

20.12 The Council may elect a member of a Committee of the Council as deputy chairperson of the Committee. If the Council does not elect a deputy chairperson of such a Committee, the Committee may elect a deputy chairperson.

20.13 If neither the chairperson nor the deputy chairperson of a Committee of the Council is able or willing to preside at a meeting of the Committee, the Committee must elect a member of the Committee to be acting chairperson of the Committee.

20.14 The chairperson is to preside at a meeting of a Committee of the Council. If the chairperson is unable or unwilling to preside, the deputy chairperson (if any) is to preside at the meeting, but if neither the chairperson nor the deputy chairperson is able or willing to preside, the acting chairperson is to preside at the meeting.

Procedure in Committee Meetings*(Mandatory Provisions 20.15 – 20.18)*

20.15 Subject to any specific requirements of this code, each Committee of the Council may regulate its own procedure. The provisions of this code are to be taken to apply to all Committees of the Council unless the Council or the Committee determines otherwise in accordance with this clause.

20.16 Whenever the voting on a motion put to a meeting of the Committee is equal, the chairperson of the Committee is to have a casting vote as well as an original vote unless the Council or the Committee determines otherwise in accordance with clause 20.15.

20.17 Voting at a Council Committee meeting is to be by open means (such as on the voices, by show of hands or by a visible electronic voting system).

Closure of Committee Meetings to the Public*(Mandatory Provisions 20.19 – 20.21)*

20.18 The provisions of the Act and Part 14 of this code apply to the closure of meetings of Committees of the Council to the public in the same way they apply to the closure of meetings of the Council to the public.

20.19 If a Committee of the Council passes a resolution, or makes a recommendation, during a meeting, or a part of a meeting that is closed to the public, the chairperson must make the resolution or recommendation public as soon as practicable after the meeting or part of the meeting has ended, and report the resolution or recommendation to the next meeting of the Council. The resolution or recommendation must also be recorded in the publicly available minutes of the meeting.

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20.20 Resolutions passed during a meeting, or a part of a meeting that is closed to the public must be made public by the chairperson under clause 20.19 during a part of the meeting that is webcast.

Disorder in Committee Meetings

(Mandatory Provision 20.22)

20.21 The provisions of the Act and this code relating to the maintenance of order in Council meetings apply to meetings of Committees of the Council in the same way as they apply to meetings of the Council.

Minutes of Council Committee Meetings

*(Mandatory Provision 20.23, 20.25 – 20.29
Non-mandatory provision 20.24)*

20.22 Each Committee of the Council is to keep full and accurate minutes of the proceedings of its meetings. At a minimum, a Committee must ensure that the following matters are recorded in the Committee's minutes:

- (a) details of each motion moved at a meeting and of any amendments moved to it,
- (b) the names of the mover and seconder of the motion or amendment,
- (c) whether the motion or amendment was passed or lost, and
- (d) such other matters specifically required under this code.

20.23 If a Councillor votes against a motion put at a Committee of Council meeting, the Chief Executive Officer must ensure that the Councillor's dissenting vote is recorded in the Council's minutes.

20.24 The minutes of meetings of each Committee of the Council must be confirmed at a subsequent meeting of the Committee.

20.25 Any debate on the confirmation of the minutes is to be confined to whether the minutes are a full and accurate record of the meeting they relate to.

20.26 When the minutes have been confirmed, they are to be signed by the person presiding at that subsequent meeting.

20.27 The confirmed minutes of a meeting may be amended to correct typographical or administrative errors after they have been confirmed. Any amendment made under this clause must not alter the substance of any decision made at the meeting.

20.28 The confirmed minutes of a meeting of a Committee of the Council must be published on the Council's website. This clause does not prevent the Council from also publishing unconfirmed minutes of meetings of committees of the Council on its website prior to their confirmation.

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21. IRREGULARITIES*(Mandatory Provision 21.1)*

21.1 Proceedings at a meeting of a Council or a Council Committee are not invalidated because of:

- (a) a vacancy in a civic office, or
- (b) a failure to give notice of the meeting to any Councillor or Committee member, or
- (c) any defect in the election or appointment of a Councillor or Committee member, or
- (d) a failure of a Councillor or a Committee member to declare a conflict of interest, or to refrain from the consideration or discussion of, or vote on, the relevant matter, at a Council or Committee meeting in accordance with the Council's code of conduct, or
- (e) a failure to comply with this code.

Note: Clause 21.1 reflects section 374 of the Act.

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22. DEFINITIONS

the Act	means the <i>Local Government Act 1993</i>
act of disorder	means an act of disorder as defined in clause 15.11 of this code
amendment	in relation to an original motion, means a motion moving an amendment to that motion
audio recorder	any device capable of recording speech
business day	means any day except Saturday or Sunday or any other day the whole or part of which is observed as a public holiday throughout New South Wales
chairperson	in relation to a meeting of the council – means the person presiding at the meeting as provided by section 369 of the Act and clauses 6.1 and 6.2 of this code, and in relation to a meeting of a committee – means the person presiding at the meeting as provided by clause 20.11 of this code
this code	means the council’s adopted code of meeting practice
committee of the council	means a committee established by the council in accordance with clause 20.2 of this code (being a committee consisting only of councillors) or the council when it has resolved itself into committee of the whole under clause 12.1
council official	has the same meaning it has in the <i>Model Code of Conduct for Local Councils in NSW</i>
day	means calendar day
division	means a request by two councillors under clause 11.7 of this code requiring the recording of the names of the councillors who voted both for and against a motion
foreshadowed amendment	means a proposed amendment foreshadowed by a councillor under clause 10.18 of this code during debate on the first amendment
foreshadowed motion	means a motion foreshadowed by a councillor under clause 10.17 of this code during debate on an original motion
MCOMP	NSW Government Model Code of Meeting Practice for Local Councils in NSW - 2018

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open voting	means voting on the voices or by a show of hands or by a visible electronic voting system or similar means
planning decision	means a decision made in the exercise of a function of a Council under the Environmental Planning and Assessment Act 1979 including any decision relating to a development application, an environmental planning instrument, a development control plan or a development contribution plan under that Act, but not including the making of an order under Division 9.3 of Part 9 of that Act
performance improvement order	means an order issued under section 438A of the Act
quorum	means the minimum number of councillors or committee members necessary to conduct a meeting
the Regulation	means the <i>Local Government (General) Regulation 2005</i>
webcast	a video or audio broadcast of a meeting transmitted across the internet either concurrently with the meeting or at a later time
year	means the period beginning 1 July and ending the following 30 June



REPORT: Aquatic Leisure Centre Open and Close Dates and Daily Operating Hours

AUTHOR: Recreation Coordinator
REPORT DATE: 3 July 2019
TRIM REFERENCE: ID19/951

EXECUTIVE SUMMARY

With the transition to internal management of the three Aquatic Centres of Council being the Dubbo Aquatic Leisure Centre, the new Wellington Aquatic Leisure Centre and Geurie Swimming Pool a review of season dates and daily operating hours was undertaken. The objective of the review was to maximise public access to the aquatic leisure centres with consideration of maximising potential revenue and improving the operating efficiency and effectiveness of the facilities.

It is recommended that the season dates and daily operating hours proposed for the upcoming 2019/2020 season be a trial and that a further review be undertaken at the end of the season using the accurate entry data captured through the new point of sales system to inform any further changes for the 2020/2021 season and beyond.

Given that patronage can vary from day to day and can be heavily dependent on the weather it is recommended that the Chief Executive Officer, or a delegated staff member, have the authority to alter community access for special events or the daily operating hours at any Aquatic Centre based on community demand and ability to achieve minimum staff requirements.

FINANCIAL IMPLICATIONS

That following the conclusion of the 2019/2020 swimming season a review of the data captured relating to patronage, programming income, and entry fees be reviewed. This review will form the basis of future recommendations in the setting of fees and charges associated with the Aquatic Leisure Centres sub-function.

POLICY IMPLICATIONS

The development of Policies and Procedures required for the safe and efficient running of the Aquatic Leisure Centres sub-function Policies and Procedures is currently underway. As a result of the internalisation of the management of the Aquatic Leisure Centres, a Policy surrounding the staffing and supervision of the facilities that complies with Royal Lifesaving Australia's Guidelines is being developed that takes into account the proposed opening times of the three facilities.

RECOMMENDATIONS

1. That the Dubbo Aquatic Leisure Centre open 7 September 2019 and close on 29 March 2020. With the option to remain open for extended period no later than 25 April 2020 depending on weather and patronage.
2. That the Dubbo Aquatic Leisure Centre 2019/2020 season daily operating hours be:
September/October
Mon – Fri 5.30am – 6.30pm
Sat 6.30am – 6.30pm
Sun 10am – 6.30pm
November/December/January/February/March
Mon – Fri 5.30am – 8.30pm
Sat 6am – 8.30pm
Sun 10am – 8pm
3. That the Wellington Aquatic Leisure Centre open on 5 October 2019 and close 22 March 2020 however pending construction completion of the redevelopment of the Wellington Aquatic Leisure Centre the opening date may be 12 November 2019.
4. That the Wellington Aquatic Leisure Centre 2019/2020 season daily operating hours be:
October/November/December/ February/March
Mon – Fri 6am – 6.30pm
Sat 8am – 6.30pm
Sun 10am – 6.30pm
January
Mon – Fri 6am – 7.30pm
Sat 8am – 7.30pm
Sun 10am – 7.30pm
5. That the Geurie Aquatic Leisure Centre open on 2 November 2019 and close on 8 March 2020.
6. That the Geurie Aquatic Leisure Centre 2019/2020 season daily operating hours be:
November/December/ February/March
Mon/Tues/Thurs/Fri 6am – 7am
Mon – Fri 3.30pm – 6.30pm
Sat 11.30am – 6.30pm
Sun 11.30am – 6.30pm
January
Mon/Tues/Thurs/Fri 6am – 7pm
Mon – Sun 11.30am – 7pm
7. That the Dubbo Aquatic Leisure Centre, Wellington Aquatic Leisure Centre and Geurie Aquatic Leisure Centre close on Good Friday and Christmas Day and open on any other public holiday from 11am – 7pm.
8. That the Chief Executive Officer, or delegated staff member, have the authority to alter community access for special events or the daily operating hours at any Aquatic Leisure Centre based on community demand and ability to achieve minimum staff requirements.

9. That the new point of sales system installed at Dubbo Aquatic Leisure Centre, Wellington Aquatic Leisure Centre and Geurie Aquatic Leisure Centre be used to capture accurate entry and usage data to undertake a review of operating hours at the end of the 2019/2020 season and be used to inform future decisions regarding season dates and daily operating hours.

Tracey Whillock
Recreation Coordinator

BACKGROUND

For the past 25 years the Dubbo Aquatic Leisure Centre has been managed by external contractors with the 30 week season normally starting on the second Monday in September and continuing until the last Sunday in March. Due to public demand, in many cases there have had an extension of one or two weeks into the start of April with restricted hours of operation to accommodate lap swimmers and swimming club individuals training for state and national competitions.

The 2018/2019 season daily operating hours at the Dubbo Aquatic Leisure Centre were:

September - October

Mon – Fri	5.30am – 6.30pm
Sat	6am – 6.30pm
Sun	10am – 6.30pm

November – March

Mon – Fri	5.30am – 8.30pm
Sat	6am – 8.30pm
Sun	10am – 8pm

Public Holidays	11am – 7pm
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Previously Wellington Memorial Pool, now Wellington Aquatic Leisure Centre (WALC) and Geurie Swimming Pool (now Geurie Aquatic Leisure Centre (GALC)) were managed internally by staff. Due to the redevelopment of the WALC the facility was closed for the 2018/2019 season. Previously the 2017/2018 season ran for 22 weeks opening on the first Saturday in October and closing mid-March.

The 2017/2018 season daily operating hours at the WALC were:

Mon – Sun	6am – 7am
	9.30am – 7pm

With the WALC unavailable for the 2018/2019 season the length of the season and daily operating hours at GALC were extended. The GALC has historically opened on the first Saturday in November with an 18 week season closing in early March.

In 2018/2019 with WALC unavailable the GALC daily operating hours were:

School Terms

Mon/ Tues/ Thurs/ Fri	6am – 7am
Mon – Fri	12pm – 7pm
Sat/ Sun	9am – 7pm

School Holidays

Mon/ Tues/ Thurs/ Fri	6am – 7am
Mon – Sun	9am – 7pm

In 2017/2018 the Geurie Aquatic Leisure Centre daily operating hours were:

School Terms

Mon – Fri	6am – 7am
	3.30pm – 7pm
Sat/ Sun	11.30am – 7pm

School Holidays

Mon – Sun	6am – 7am
Mon – Sun	11.30am – 7pm

With the transition to the internal management of the three Aquatic Centres of Council, the reopening of the Wellington Aquatic Leisure Centre, the migration to a new Point of Sale (Links) system and an extension of services and programs on offer to the public, a review of season dates and daily operating hours was undertaken. The objective of the review was to maximise public access to the aquatic leisure centres with consideration of maximising potential revenue and improving the operating efficiency and effectiveness of the facilities.

REPORT

At the Ordinary Meeting of Council in March 2019 Council resolved to transition to internal management of the three Aquatic Centres of Dubbo Regional Council being the Dubbo Aquatic Leisure Centre, the new Wellington Aquatic Leisure Centre and Geurie Aquatic Leisure Centre.

With the transition to internal management and with the Wellington Aquatic Leisure Centre to reopen for the 2019/2020 season a review of the season opening and closing dates and the daily operating hours was undertaken.

As part of the review of the daily operating hours a number of factors were considered including:

- More efficient use of 5 hour 'no break' award conditions for staff rostering
- Targeting peak times to ensure the facilities are open and have adequate staff available for safe operation
- Option to use facilities after hours via special booking (i.e. 7 – 9pm in high summer or user group booking)
- Public holidays are highest staff cost timeframes. Compacting the public holiday timeframes as to still honour the public holiday purpose but allow both regular swimmers and recreational user's time to utilise the Aquatic Centres. Allowing for 'one shift' allocation of staff which is the most efficient way to roster on public holidays.

For consistency across all three Aquatic Leisure Centres it is recommended that the Dubbo Aquatic Leisure Centre open on the first Saturday in September and close the last Sunday in March pending a review of weather and patronage which could see the centre remain open until no later than ANZAC Day. Therefore for the 2019/2020 season the opening date will be Saturday 7 September 2019 with the proposed closing date to be Sunday 29 March 2020 however pending weather and patronage the facility may remain open for an extended period no later than Tuesday 25 April 2020.

The Dubbo Aquatic Leisure Centre 2019/2020 season daily operating hours be:

September/October

Mon – Fri	5.30am – 6.30pm
Sat	6am – 6.30pm
Sun	10am – 6.30pm

November/December/January/February/March

Mon – Fri	5.30am – 8.30pm
Sat	6am – 8.30pm
Sun	10am – 8pm

Furthermore it is recommended that in general the Wellington Aquatic Leisure Centre open on the first Saturday in October and close 25 weeks later on the Sunday. However for the 2019/2020 season due to the current redevelopment of the Wellington Swimming Pool it is proposed the centre will open on Tuesday 12 November 2019 pending no delay in construction completion and close on Sunday 29 March 2020.

The Wellington Aquatic Leisure Centre 2019/2020 season daily operating hours be:

October/November/December/ February/March

Mon – Fri	6am – 6.30pm
Sat	8am – 6.30pm
Sun	10am – 6.30pm

January

Mon – Fri	6am – 7.30pm
Sat	8am – 7.30pm
Sun	10am – 7.30pm

The Geurie Aquatic Leisure Centre will open in general on the first Saturday in November and close 18 weeks later on the Sunday. For the 2019/2020 season the opening date would be Saturday 2 November 2019 and the closing date Sunday 8 March 2020.

The Geurie Aquatic Leisure Centre 2019/2020 season daily operating hours be:

November/December/ February/March

Mon/Tues/Thurs/Fri	6am – 7am
Mon – Fri	3.30pm – 6.30pm
Sat	11.30am – 6.30pm
Sun	11.30am – 6.30pm

January

Mon/Tues/Thurs/Fri	6am – 7am
Mon – Sun	11.30am – 7pm

Furthermore after consideration of rostering and staffing efficiencies the DALC, WALC and GALC will close on Good Friday and Christmas Day and open on any other public holiday from 11am – 7pm.

Given that patronage can vary from day to day and can be heavily dependent on the weather it is recommended that the Chief Executive Officer, or delegated staff member have the authority to alter the daily operating hours at any Aquatic Leisure Centre based on community demand. An extension to daily operating hours would need to be justifiable given extreme hot weather, patronage demand or special bookings to avoid peak times and would only be approved if the ability to extend staff work timeframes to meet minimum staffing requirements for safe pool operation can be achieved. Furthermore the Chief Executive Officer be given authority to alter community access for special events.

Finally it is recommended that the above season dates and daily operating hours be a trial for the 2019/2020 season given the new management model and lack of accurate data entry across all three Aquatic Centres. With the installation of new point of sales systems at all three Aquatic Centres prior to the 2019/2020 season it is recommended that the accurate entry data captured through the point of sales system but used to conduct a further review of the operating hours and inform any further changes for the 2020/2021 season and beyond.

SUMMARY

That the proposed 2019/2020 season opening and closing dates as well as daily operating hours for the Aquatic Leisure Centres as outlined in this report be adopted as a trial. That the Chief Executive Officer, or delegated staff member have authority to alter community access for special events and operating hours at Aquatic Leisure Centres based on community demand and ability to achieve minimum staffing is available.

A subsequent review of the operating hours be undertaken at the conclusion of the 2019/2020 season using the accurate entry information captured by the new point of sales system at each Aquatic Leisure Centre and this data be used to inform and future changes to operating hours.



REPORT: Road Closure & Disposal Agreement, Part Goonoo Street in Village of Wongarbron

AUTHOR: Property Development Officer
REPORT DATE: 2 July 2019
TRIM REFERENCE: ID19/950

EXECUTIVE SUMMARY

At Council's Ordinary Council meeting held 27 November 2017, Council adopted the report of the Infrastructure, Community and Recreation Committee held 20 November 2017.

This included report ICRC17/20 Proposed Closure of Unformed Road in Village of Wongarbron. The report supported the request by a developer, Mr Ben Braithwaite, to apply to NSW Department of Primary Industry – Crown Lands for the closure of Goonoo Street between Lots 184 and 186 DP 754321 for the consolidation of the road with his proposed subdivision of Lots 184 and 186 into twenty (20) residential lots.

Subsequently, an application to Crown Lands has been determined not to be required. Under changes to the Roads Act 1993, Council is now empowered to close and dispose of such 'Council public roads' itself, subject to a required advertising and notification process being undertaken including the notification of crown lands.

The advertising and notification process was undertaken by Council staff between 10 October 2018 and 19 November 2018, with no objections to the closure being received from the adjoining neighbours or from public authorities. In addition, crown lands confirmed that they raised no objection to the road vesting in Council (rather than the Crown) upon closure.

As the land is to vest in Council, an agreement has now been made with Mr Braithwaite for his purchase of the closed road. The agreement is that Council will close the road into one lot of approximately 3,223.3m² and then dispose of the lot to Mr Braithwaite for a sale price of \$11,500 excluding GST. Mr Braithwaite will be responsible for all his own legal and finance costs in relation to the matter.

This report recommends that the closure of the subject road be executed, and that the disposal agreement with Mr Braithwaite for his purchase of the closed road be supported by Council.

FINANCIAL IMPLICATIONS

The agreement made with Mr Braithwaite is for the closure and disposal of one closed road lot of approximately 3,223.3m² for a sale price of \$11,500 excluding GST. Mr Braithwaite will be responsible for all his own legal and finance costs in relation to the matter.

Council's legal, valuation and surveying costs to execute the agreement are estimated to be \$6,500. As such, it is expected that Council will receive \$5,000 from the sale of the closed road to Mr Braithwaite, being the market value of the land.

POLICY IMPLICATIONS

There are no policy implications arising from this report.

RECOMMENDATION

- 1. That Council execute the closure of the road (Goonoo Street) between Lot 184 and 186 DP 754321 in the Village of Wongarbron into one (1) lot of approximately 3,223.3m².**
- 2. That upon closure of the subject road, the land be classified operational.**
- 3. That Council dispose of the closed road lot to the adjoining owner of Lot 184 DP 754321 Mr Ben Braithwaite, for a sale price of \$11,500 excluding GST.**
- 4. That the Chief Executive Officer be authorised to complete any documentation under delegated Power of Attorney.**

Alex Noad
Property Development Officer

BACKGROUND

At Council's Ordinary Council meeting held 27 November 2017, Council adopted the report of the Infrastructure, Community and Recreation Committee held 20 November 2017.

This included report ICRC17/20 Proposed Closure of Unformed Road in Village of Wongarbron which supported a request by a developer, Mr Ben Braithwaite, to apply to the NSW Department of Primary Industries – Crown lands for the closure of Goonoo Street between Lots 184 and 186 DP 754321 for consolidation with his proposed subdivision of Lots 184 and 186 into twenty (20) residential lots.

Mr Braithwaite's subdivision, Development Application D2017/460 Twenty (20) Lot subdivision, has since been approved by Council staff under delegated authority on 11 April 2018.

REPORT

The road to be closed is part of Goonoo Street and is located in north Wongarbron. It is shown in red in figure 1, below. Adjoining lots 184 and 186 DP 754321, owned by Ben and Colleen Braithwaite, are shown with a dotted outline.



Figure 1: Subject road to be closed (shown in solid red) – Part Goonoo Street in north Wongarbron.

Mr Braithwaite's subdivision layout as approved under Development Approval D2017/460 – Twenty (20) Lot Subdivision of Lots 184 and 186 DP 754321 is shown in Figure 2 below:

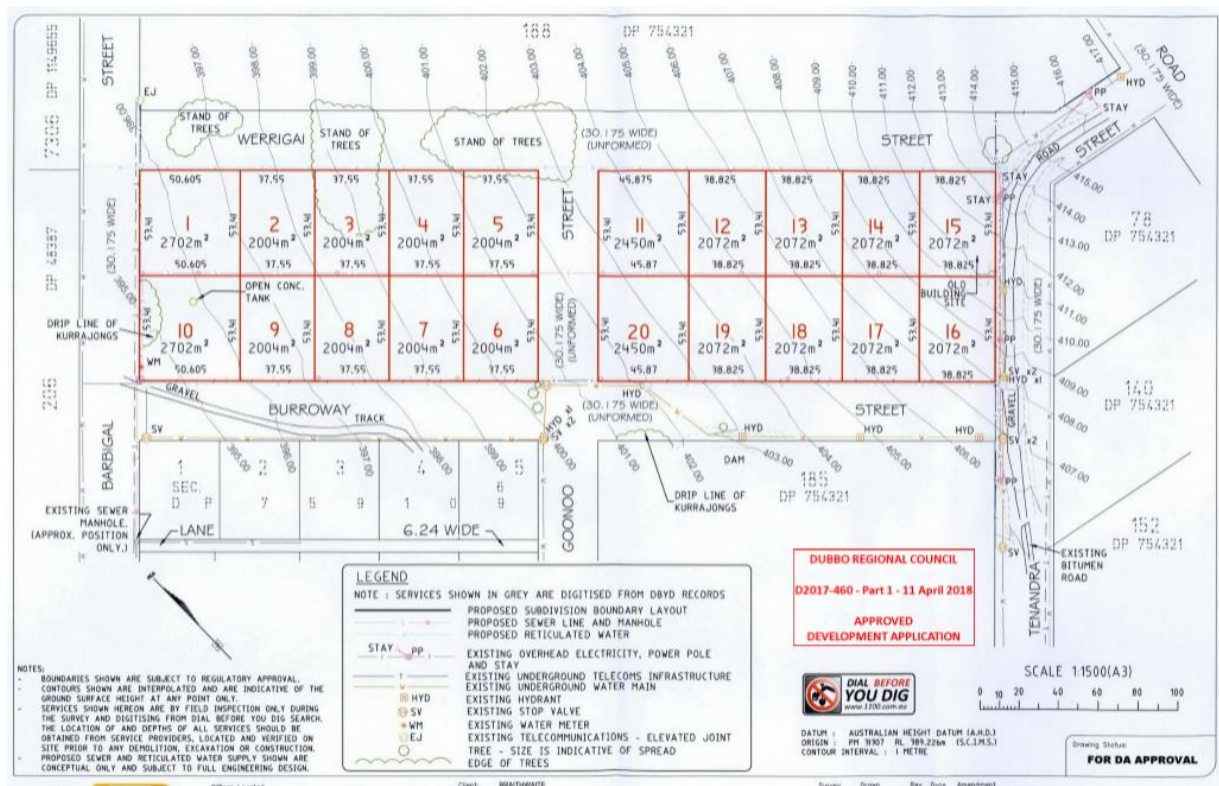


Figure 2: D2017/460 20 Lot Subdivision, Tenandra Street Wongarbron – Approved Subdivision Plan

The closure of the road in between lots 184 and 186 DP 754321, and its creation as one lot of 3,223.3m², will enable Mr Braithwaite to integrate it into the approved subdivision and to increase the number of Lots in the subdivision from 20 to 22 Lots. Practically this would be achieved by a further subdivision of the closed road lot and a reduction in the areas of approved lots 11 and 20 to 2,000m².

Council supported the road closure proposal from Mr Braithwaite under report ICRC17/19 pursuant to the following resolutions:

1. That Council consent to an application being lodged by Mr B Braithwaite for the closure of the unformed road located between Lots 184 and 186 in DP 754321 for the purpose of consolidation within the proponent's residential subdivision.
2. That any necessary documentation be executed under the Common Seal of the Council.

The 'application' that is referred to in Recommendation 1 is the application to NSW Department of Primary Industries – Crown Lands that was previously required to be submitted for such road closures.

The application to Crown Lands is no longer required. Under changes to the Roads Act 1993, Council is now empowered to close and dispose of such 'Council public roads' itself subject to advertising and notification process specified under *Part 4 Division 3 Closing of Council public roads by councils* being undertaken, including the notification of crown lands.

The road closure proposal was advertised in the Daily Liberal newspaper on 10 October 2019. The notification processes was undertaken by Council staff between 10 October 2018 and 19 November 2018. No submissions objecting to the closure were received from the adjoining neighbours or from public authorities in relation to the closure. In addition crown lands confirmed that they raised no objection to the road vesting in Council upon closure, rather than the crown.

As the land is to vest in Council, an agreement has now been made with Mr Braithwaite for his purchase of the closed road. The agreement is that Council will close the road into one (1) lot of approximately 3223.3m² and dispose of the lot to Mr Braithwaite for a sale price of \$11,500 excluding GST. Mr Braithwaite will be responsible for all his legal and finance costs in relation to the matter.

The sale price is based on a property valuation for the road procured from Opteon Property Group dated 19 January 2018 which valued the road portion at \$5,000 excluding GST. As the value of the land is minimal, Council offered Mr Braithwaite a sale price of \$11,500 excluding GST for the land to cover its estimated costs of \$6,500 for closing and disposing of the road and to ensure that Council receives the market value of the land from the sale.

SUMMARY

Consistent with the resolutions of ICRC17/20 Proposed Closure of Unformed Road in Village of Wongarbron, Council staff have pursued the closure of part Goonoo Street in North Wongarbron as requested by Mr Braithwaite in 2017.

Due to amended Roads Act 1993 legislation, an application to Crown lands by Mr Braithwaite was not required. Instead, Council staff have undertaken the new advertising and notification processes to progress the matter. Having done so, no submissions objecting to the closure of the road were received, and Crown Lands confirmed that the road may vest in Council upon closure for disposal.

Council may now proceed to execute the closure of the road and dispose of the closed road to Mr Braithwaite for integration with his approved subdivision on two adjoining lots. To this end Council Staff have made an agreement with Mr Braithwaite for him to purchase the closed road lot from Council for \$11,500 excluding GST.

Ultimately, this road closure and disposal agreement will facilitate the ongoing orderly development of Wongarbron and resolve a matter that has been outstanding with Council since 2017. Thereby, it is recommended that Council resolve to execute the closure of the road and to support the disposal agreement that has been made with Mr Braithwaite.