



Annual Report 2020



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Mayor's Message

There is no doubt that 2019-20 was one of the most challenging years on record for Dubbo Regional Council (DRC) as it dealt with an unprecedented drought, followed by the COVID-19 pandemic.

For the first half of the year, Council had to deal with the challenges of a dwindling water supply and educating the community on water restrictions. Almost as soon as we had some much-needed rain to alleviate the drought, the pandemic began to hit our regional economy.

While there is no doubt it was a difficult time, Dubbo weathered the storm better than most regions. And though our economy took a hit, we have bounced back. Council did what it could to assist by forming an Economic Recovery Taskforce designed to assist businesses and encourage local spending.

Our Local Procurement Policy is also about giving local businesses the best opportunity to supply Council. We now have one of the strongest policies in NSW, with all services and supplies under \$10,000 required to be purchased from our region. All tenders for services up to \$150,000 will be given a 10 per cent weighting over competing quotes for consideration.

A running theme of this current Council has been the amount of capital works underway and that has continued in 2019-20.

Big projects including the Victoria Park No.1 Oval redevelopment, the Dubbo Regional Cycling Facility and Dubbo Regional Livestock Market truck wash were all completed. Moves to secure Dubbo's future water

security through a cross-city pipeline also commenced.

Securing \$10 million of NSW Government funding for the Destination Dubbo Project which includes the Old Dubbo Gaol Plaza, Macquarie River Foreshore precinct and Wiradjuri Tourism Centre will ensure Dubbo remains a destination for domestic and international visitors.

At Wellington the new pool was completed and opened for the 2019-20 swim season and will be an important facility for years to come, as will the Wellington Caves, which received a major boost with the Visitor Experience Centre.

The elected Councillors continued to work harmoniously and focused on a fiscally responsible Council that would navigate Dubbo through the recovery from the pandemic and ensure a bright future. I would like to commend them and Council staff for their hard work during this unprecedented time. As a result of our responsible financial management and our willingness to embrace new and exciting developments, Dubbo Regional Council is building a reputation around the country as the council that gets things done.

It is an honour to serve the Dubbo Region as Mayor and I look forward to delivering more great results in the coming year.



Chief Executive Officer's Message

On behalf of all the Councillors and staff of Dubbo Regional Council, I am pleased to present an annual report that encompasses the wide range of services, initiatives, projects and Council operations delivered to our community during what has been a very challenging reporting year.

Your Council has worked hard to continue delivering and expanding its services to the community, and has worked hard to build on the success of an already strong local economy and community, thanks largely to ongoing business, infrastructure investment, tourism, development and jobs growth throughout our region. All of this against the backdrop of consecutive years' facing the worst drought in our nation's modern recorded history; and a 'once in a lifetime' global pandemic that looks set to linger for some time.

Despite this, Council has continued to ensure our key areas of Liveability, Culture and the Economy, Development and Environment, Infrastructure and Organisational Performance delivered on their strategic objectives, while remaining flexible and agile in their ability to respond to both operational, corporate and financial pressures and requirements placed on the organisation during the reporting period.

This financial year provided Council with the opportunity to deliver a number of achievements and outcomes for our community that not only demonstrates Council's focussed commitment and resolve to build upon and improve our communities, it also highlights the great partnerships between Council, state and federal governments, business, individuals, community groups and other agencies when delivering services, projects and programs across our region, for our region.

Amid the worst drought in Australia's recorded history, and then the outbreak of Coronavirus, Dubbo Regional Council has had to remain flexible and adaptable corporately, operationally and financially. This didn't prevent or slow Council in delivering top-tier sporting facilities, such as the Dubbo Regional Cycling Facility, sporting facility and venue upgrades to Victoria Park

No.1 Oval, and completion/opening of the Wellington Aquatic Lifestyle Centre for the 2019-20 swim season. Similarly, our infrastructure builds and improvements rolled on, and we looked to securing the future of our water security by setting about building new infrastructure to bolster drought resilience through funding partnership with NSW Government and Australian Government. This work is ongoing, despite the full effect of the drought easing significantly in the latter part of the reporting period.

Our airport was deservedly recognised as (2020) Large Regional Airport of the Year. Dubbo was one of four finalists in the category, going up against Karratha Airport for its high growth, Tamworth Regional Airport for its recent upgrades, and Whitsunday Coast Airport for its campaign "Heart of the Great Barrier Reef."

Those reading the annual report will see that Council's Statement of Financial Position indicates that Council is in a sound financial position, despite the effects of COVID-19, with Net Current Assets worth some \$2.63 billion. In addition, Council has gained \$2,493,000 from the disposal of assets. While pleasing, this leaves no room for complacency and Council has worked hard to achieve savings across a number of key areas, and will continue to do so across consecutive reporting years.

I thank Council's executive leadership group and staff for all of their exemplary work over yet another busy year; a year full of 'unprecedented' challenges that tested both our Council and the fantastic communities that make up the Dubbo Regional Council Local Government Area. I commend the following Annual Report to you, and despite those challenges, shows Council and the region is in a good position.

Council achievements – Drought Response & Recovery

It will be hard to forget the months of hot, dry, and dusty conditions that persisted across the Dubbo region throughout 2019, and into 2020, testing the mental patience and resilience of the community. In response to the deteriorating drought conditions, Council voted to move to level three water restrictions on 1 October 2019. With drought conditions worsening, and water usage not really declining, the Chief Executive Officer activated the Drought Coordinated Response Team (DCRT). Comprised of four staff members who had in-depth knowledge and experience across various areas of Council, the team's objective was to better prepare the community, businesses, and Council operations for increased water restrictions. Over the ensuing six months, the team provided an extraordinary coordinated approach to drought management across Council, as well as educating the community, businesses, and Council to be responsible water users.

More than \$347,000 in funding was provided to four directorates across the organisation, to help DRC facilities and projects become more drought-resilient. A total of 22 projects received funding, and were completed by 30 June 2020. Some project highlights include the removal of turf at the Hawthorn Street Depot, effluent reuse at the Sewerage Treatment Plant, requiring of smart watering controllers at open spaces, and installation of water tanks at various Council facilities.

The DCRT was also responsible for the implementation of a major change-communications piece, where the community is still taking steps to understand their water usage in their home better. This involved mail-outs to residents explaining the water restrictions, along with the creation of a new Dubbo Region Drought Hub within the existing corporate website, a Water Saving Rebate Scheme, water saving packs for accommodation providers, and implementation of new DRC water use signage across all of Council's facilities, so that residents could accurately determine how each of Council's assets were being watered (i.e. bore water, backwash water, or river water).

The legacy of the DCRT is still being felt more than nine months after the team was disbanded. There has been long-term behaviour change in relation to water use, as well as the adoption of innovative water-saving initiatives

such as smart water meters, redirection of effluent water, and the establishment of funding partnerships to support water saving projects. It's already clear now that the community has a deeper understanding of the need to save water, with residential water use consistently remaining below the water restriction target. The devastating drought of 2018/2019 will never be forgotten, and the projects and initiatives implemented by the DCRT and DRC will be utilised for generations to come.



Council achievements – COVID-19 Response

Dubbo Regional Council (DRC) was on the front-foot when it came to responding to the COVID-19 pandemic, quickly re-forming its Crisis Management Team (CMT) which had been put together as part of the drought response late in 2019. The CMT was made up of members of People, Culture & Safety, Emergency Management, IT, Finance, Executive Leadership, Communications, and Customer Experience staff.

The CMT enacted the Business Continuity Plan, rapidly responding to Public Health Orders, with daily updates from the Premier provided to staff. The CEO Michael McMahon participated in regular briefings with the CEO of the Western NSW Local Health District, Scott McLachlan, and representatives from Local Government NSW. CMT met every morning online, encouraging all members to identify challenges they faced in their teams, delivery of services and stakeholder management.

DRC's Corporate Image and Communications (CIC) team was present at every CMT meeting, providing advice on how staff should be informed of any changes. It was agreed early that staff needed a central communication platform dedicated to the COVID19 response that was user-friendly for both desktop and handheld devices. A COVID specific Sharepoint site was developed. It was a centralised location where staff could access information about:

- Daily updates from the CEO or chair of the CMT
- Leave entitlements
- NSW Health information
- Important contacts like People, Culture & Safety (PC&S), Payroll and the Employee Assistance Program
- Links to remote desktop access and check-in for staff who couldn't work from home.

As part of DRC's rapid response to the pandemic, the IT team made rapid changes to the way staff could access the network remotely. With the closure of almost all call centres and customer-facing facilities, DRC successfully moved aspects to digital platforms to keep connections live. The DRC&ME digital transaction portal provided 24/7 access to council to submit service requests from the convenience of the users home. This project was already in scope to be developed and rolled out, however due to

COVID-19 impacts and closures the project was fast-tracked and delivered within a significantly reduced time frame. The project began in February and went live on 1 May 2020.

All staff demobilised and worked primarily from home. Council IT assets were assigned to staff and taken home to assist with this process ensuring that work could still be performed. Staff continued to perform survey, inspection and certification work within the community with social distancing techniques adhered to.



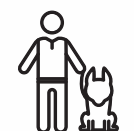
Who are we?



53,719
Population Dubbo Region



7,576
people who are Aboriginal
or Torres Strait Islander



37 Years
average age



Popular employment industries:

- Healthcare and social assistance
- Retail trade
- Education and training
- Construction
- Public administration and safety



Dwellings
21,883 in the Dubbo Region



1.1% growth rate



\$304 median weekly rent

\$365,000 median house price – Dubbo

\$147,000 median house price – Wellington

*Source – ABS 2019 Estimated Residential population via Remplan

Awards and nominations

Performing Arts Centre of the Year

Recognises an outstanding contribution to performing arts touring in Australia, determined by expert industry professionals sitting on the PAC Australia Board of Management.

Large Regional Airport of the Year - 2019

These awards recognise innovation and excellence within the airport and airline industry, determined by the Australian Airports Association at the National Airport Industry awards night.

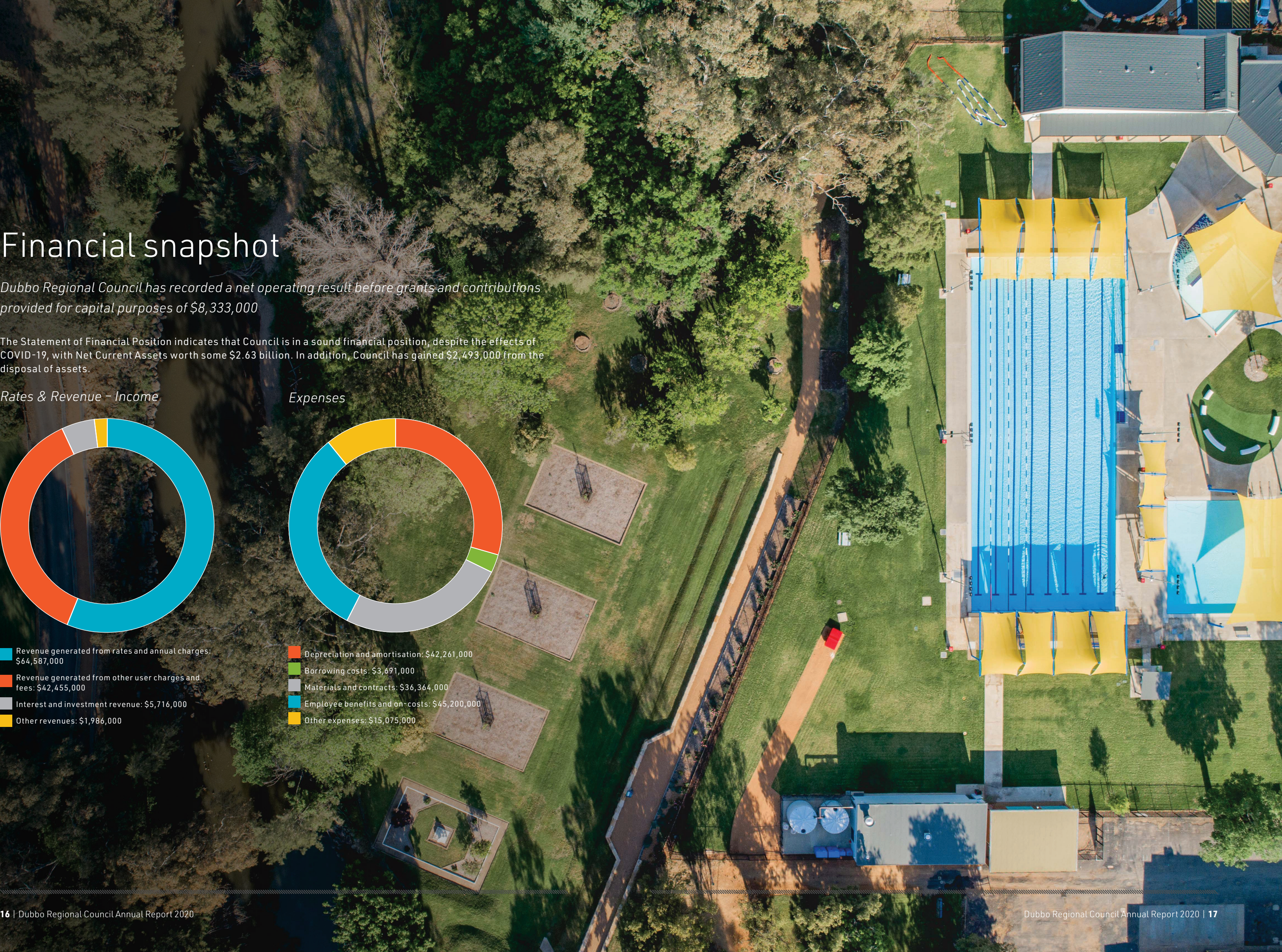
Finalist in LGNSW's Excellence in Environment Awards

The Energy Strategy and Implementation Plan was nominated as a finalist in the LGNSW's Excellence in Environment Awards in the Towards Net Zero Emissions category. Award winners were announced in October 2020, and Dubbo Regional Council was successful in Division B.

NSW Police Awards

Dubbo Regional Council's Exercise Bolt involvement was nominated for an Internal NSW Police award for its 'risk management excellence'.



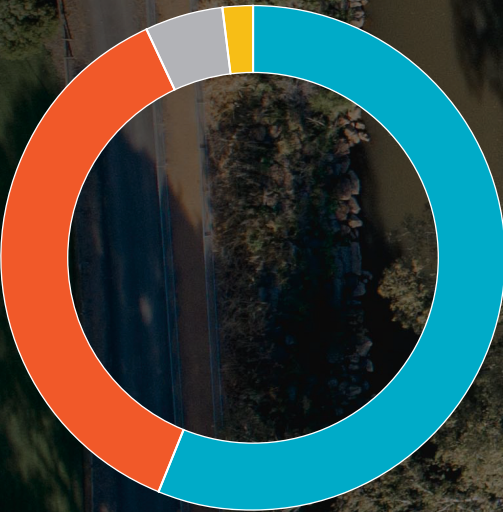


Financial snapshot

Dubbo Regional Council has recorded a net operating result before grants and contributions provided for capital purposes of \$8,333,000

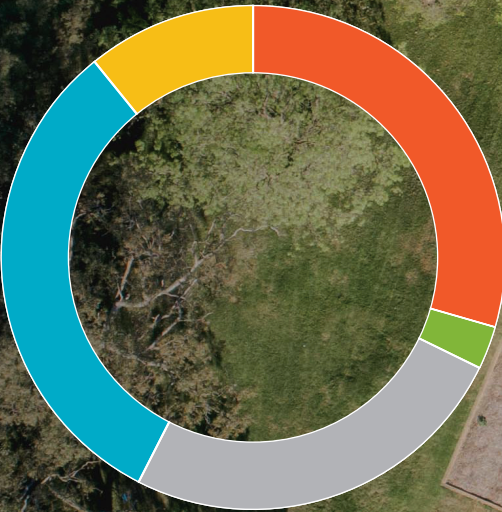
The Statement of Financial Position indicates that Council is in a sound financial position, despite the effects of COVID-19, with Net Current Assets worth some \$2.63 billion. In addition, Council has gained \$2,493,000 from the disposal of assets.

Rates & Revenue – Income



- Revenue generated from rates and annual charges: \$64,587,000
- Revenue generated from other user charges and fees: \$42,455,000
- Interest and investment revenue: \$5,716,000
- Other revenues: \$1,986,000

Expenses



- Depreciation and amortisation: \$42,261,000
- Borrowing costs: \$3,691,000
- Materials and contracts: \$36,364,000
- Employee benefits and on-costs: \$45,200,000
- Other expenses: \$15,075,000

Project highlights



Liveability

OPERATIONS

 **177**
After hours call outs

 **18**
Cemeteries

 **968Ha**
sporting fields, parks, and natural areas to maintain

 **500**
trees on a daily watering run



660km
Wellington roadside verges to mow

286,000m²
Dubbo highway approaches/ entrances to mow

90,000m²
traffic medians to mow

RECREATION AND OPEN SPACE

 **4**
playgrounds built/renewed

 **20**
sporting facilities to maintain

 **4**
masterplans developed for recreation & open spaces


COMMUNITY SERVICES

 **17**
community service based events

 **167**
CCTV cameras

 **223**
Family day care participants

 **109**
Rainbow Cottage participants

 **129**
Cemetery interments

MACQUARIE REGIONAL LIBRARY

 **188,710**
visitors

 **250,027**
items borrowed: 42,822 e-books, e-magazines, e-films, and e-audio.

 **1,155**
programs and events

AQUATIC LEISURE CENTRES

 **77,879**
visitors for 2019/2020 season

 **89**
season passes

 **58,914**
single-entry visitors

 **16,905**
single-entry Fitness Passport visits

 **313**
children enrolled in learn-to-swim classes

 **32**
swimming carnivals



Wellington Wiradjuri Centre

COST: \$623,000

COMPLETION DATE: February 2020

The Wellington Wiradjuri Centre was constructed to highlight and showcase Aboriginal artefacts and culture for the broader community. It was designed to fit with the Cameron Park precinct as a drawcard to the area. The centre will educate visitors and residents about Wiradjuri Culture, and it will also be a gathering place for Aboriginal employment and training, particularly in curating artefacts.

Funding for the \$623,000 building was from the state government's Building Stronger Communities fund, to repurpose the Wellington Visitor Information Centre in Cameron Park, to be utilised as a Wiradjuri Community Centre and Café.

2040 CSP Objective(s):

5.7.2.5 The Aboriginal community is supported in the preservation and celebration of culture

Dubbo Regional Cycling Facility

COST: \$5.8 million

COUNCIL CONTRIBUTION: \$1.3 million

COMPLETION DATE: March 2020

After being based at Victoria Park for more than 100 years, the Dubbo Cycle Club was in need of a new home. Dubbo Regional Council built one of the best regional cycling facilities in Australia, with a new 400-metre velodrome, which includes a warm-up/ cool-down track in the centre, and a 1km criterium circuit for road bike racing. The site is also accompanied by a fully line-marked car park with designated disability car parking spaces and access footpaths to the clubhouse, grandstand and tracks. The Dubbo Cycle Club also has access to a storage and bike maintenance shed.

Dubbo Regional Cycling Facility provides a high-quality facility which will encourage individuals of all ages to participate in sport and recreation ultimately providing social, physical and mental benefits for individuals and the community.

The Dubbo Regional Cycling Facility provides the general public with a quality and safe environment separate from public roads to be active and participate in sport and recreation. A number of families are utilising the criterium track to teach their young children how to ride a bike given the safe nature of the facility.

Sport in Dubbo plays a significant role in kerbing anti-social behaviour and developing social cohesion so the new high standard facilities at Dubbo Regional Cycling Facility will encourage participation in a lifelong sport and with the new clubhouse will allow social gatherings that will further build the Dubbo community through social inclusion.

2040 CSP Objective(s):

5.1 Our City, town and villages are well-maintained, welcoming, showcase their heritage and what they have to offer

5.1.1 Our towns and villages are sustainable and promoted for their range of lifestyle opportunities and being attractive and welcoming

5.5 The community has the opportunity to participate in a diverse range of lifestyle, sporting and passive recreational pursuits

5.5.1 Access to recreation and cultural facilities for young people is improved

5.5.3 Unique recreational facilities and opportunity are available

5.5.4 Our sporting facilities are recognised as catering for a wide range of local, regional and state sporting events and opportunity



Wellington Aquatic Leisure Centre

COST: \$9.8 million

COUNCIL CONTRIBUTION: \$2.3 million

COMPLETION DATE: November 2019

A structural assessment of the old Wellington Pool was undertaken after the Wellington Shire amalgamation with Dubbo City Council. The pool was unsatisfactory for community use, with major structural defects identified in the Olympic Pool, medium pool, and toddler's pool, change rooms, the filtration systems, and plumbing and reticulation systems.

Three (3) concept plans for the Wellington Memorial Pool Complex re-development were placed on public exhibition from 29 June 2017 to 20 July 2017 and the community was invited to either vote for their preferred option, or to provide feedback through a written submission. Where appropriate, these considerations were incorporated into the final Wellington Memorial Pool Master Plan that was subsequently adopted by Council on 9 August 2017 and the Development Application approved by the Joint Regional Planning Panel. Construction started in October 2018, and was completed in time for the summer swimming season in November 2019.

2040 CSP Objective(s):

5.1 Our City, town and villages are well-maintained, welcoming, showcase their heritage and what they have to offer

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Culture and Economy

OPERATIONS



145,112

Passengers through airport



66,223

Visitors to Information Centres



32,238

Old Dubbo Gaol Visitors



21,732

Wellington Caves Visitors



12,914

tickets sold Dubbo Regional Theatre and Convention Centre (DRTCC)



26,344

general visitors DRTCC



70,643

Western Plains Cultural Centre Visitors

DUBBO REGIONAL LIVESTOCK MARKETS



155,770

Cattle



3,887

Goats



802,086

Sheep



5,054

Truck washes

Wellington Caves Visitor Experience Centre

COST: \$4.2 million

COUNCIL CONTRIBUTION: \$400,000

COMPLETION DATE: February 2020

The new \$4.2 million Wellington Caves Visitor Experience Centre was designed and constructed to revitalise the welcome precinct, café and visitor experience at the Wellington Caves. This included introducing a new exhibition space set to house a state-of-the-art Megafauna Museum Exhibition, an Education Discovery Classroom and updated café, office space and amenities.

The facility will help raise the customer experience of visitors to the Wellington Caves, increasing visitation numbers and increasing the positive impact on the regional visitor economy and overnight stays to the region. The facility will also provide educational opportunities for local groups and visitors, further job creation within hospitality and tourism industries as facility numbers increase.

Funding was received through the NSW Government \$3.8M with Council contributing an additional \$400,000.

2040 CSP Objective(s):

3.1.1 Diverse and unique tourism opportunities are explored, developed and supported

3.1.2 Value and appeal to regional visitors is increased through packaging, trails and collaborative campaigns

3.1.4 Visitor experiences in the Local Government Area are of high quality, relevance and value for visitors

3.1.5 Events that provide for activities that foster cultural and recreational opportunities and community interaction are supported

5.5.1 Access to recreation and cultural facilities for young people is improved

5.4.2 Access to a variety of high quality education facilities, opportunity and choice is available

5.8.1 Conservation of heritage items through their adaptive re-use is encouraged

5.8.4 The Wellington Caves is maintained as a premier tourist attraction

5.7.1 The community participates in and celebrates the high quality of cultural services and facilities available

5.7.3 Existing arts and cultural facilities are leveraged to provide and promote complementary facilities and opportunity



Truck Wash

COST: \$1.6 million

COUNCIL CONTRIBUTION: \$780,000

COMPLETION DATE: July 2020

Dubbo Regional Livestock Markets (DRLM) continues to lead the way in biosecurity efficiencies, with the unveiling of its brand new truck wash facility. The truck wash facility allows for more weed and disease control, increased road safety, safer work environment and reduced driver fatigue.

The new four-bay facility will improve biosecurity by allowing truck drivers to wash their stock crates between sales, reducing the risk of trucks carrying diseases like footrot. The new truck wash has enough bays to allow multiple trucks to pass through in a timely manner, so they can get back on the road. Diseases like footrot can have a devastating effect on our agricultural industry, and with the DRLM contributing more than \$75 million to the agricultural industry, our producers can rest easy knowing that we have some of the best biosecurity measures in the country. The \$1.6 million project was jointly funded by Restart NSW and Dubbo Regional Council (DRC), with DRC contributing \$780,000 for the overall project.

New pumps allow for a better and more constant water supply, a slope to allow faster drainage of truck carriers, screens between wash bays, and energy efficient lighting all help improve safety and efficiency. The bays are long enough to accommodate the largest of trucks, including b-triples and road trains.

2040 CSP Objective(s):

3.4.2.3 The Dubbo Regional Livestock Markets are supported by long-term strategic planning and asset investment.

Dubbo City Regional Airport Apron Expansion

COST: \$3 million

COUNCIL CONTRIBUTION: \$1 million

COMPLETION DATE: June 2020

The Dubbo City Regional Airport Apron Expansion will reduce increasing pressure that already exists on the Regular Passenger Transport (RPT) Apron parking bays. On a regular basis this area was at capacity, and this project was a welcomed improvement for aircraft movement. The work involves the construction of a new apron area at the southern end of the existing RPT apron to provide additional large aircraft and concurrently an upgrade existing lighting to LED.

With the assistance of co-funding by the NSW Rural Fire Service (RFS), the expanded space will also be utilised by the (RFS) Large Air Tanker (LAT) Aircraft commencing 2020/21 Fire Season.

The expansion will also provide for increased aircraft and passenger movement.

2040 CSP Objective(s):

2.4.2.1 A master plan is maintained and implemented for the Dubbo City Regional Airport.



Dubbo Showground continuing upgrades

COST: \$838,788

COUNCIL CONTRIBUTION: \$348,788

COMPLETION DATE: June 2020

The Dubbo Showground Masterplan was completed in July 2019 and outlines a series of upgrades and changes based on community feedback and business improvement recommendations. The new amenities and upgrade of Expo Centre were two of the key areas for improvement highlighted in the Masterplan.

The Expo Centre was built in the 1980s and has received limited upgrades since and it was in urgent need of refurbishment to not only maintain affordable social amenity, but to ensure community access and user ability to that of today's standards. A new centrally-located amenities block with disabled access is more suitable for the users of the Dubbo Showground.

The Expo Centre is now more aesthetic, and a presentable, professional place for all users from business / field day events, charity events, sporting groups, non-profit groups and private events. Reverse cycle air conditioning will create a much more comfortable environment for these users creating a centre that is suitable for all year round in all weather conditions.

2040 CSP Objective(s):

Dubbo Showground Masterplan prepared - completed in July 2019

Dubbo Showground Masterplan implemented - above project completed by July 2020.

Dubbo Region Discovery App: Great Christmas Chase

COST: \$69,810 – plus ongoing costs

COUNCIL CONTRIBUTION: 100%

COMPLETION DATE: November 2019 – ongoing

The overall app development was undertaken as an innovative way for Council to engage with community on a number of projects, and create easy access tourism for community products.

The Christmas Chase was the first augmented reality (AR) game which launched the app in 2019 for Christmas. The purpose of the game was to engage the community in the CBD, getting families out to explore the CBD as they collect a series of characters at markers hidden throughout the CBD, and elves hidden in stores. At a time when the region was at the height of the drought, the objective of the game was to build morale by providing a family-fun activity, and encourage spending in the CBD shops, as the predicted spend for Christmas period had been forecasted to experience a significant decline. With implementation of this additional CBD support, the forecasted decline was avoided and local spending was up slightly for the November and December period for 2019 compared to 2018.

2040 CSP Objective(s):

3.5.6.1 'Spend Local' campaigns are undertaken

3.8.1.3 Central Business District and town centre spaces are used to connect the community through activities that support these centres

Development & Environment

WASTE SERVICES



69,012
tonnes entombed at Whylandra



15,694
homes with 3-bin service



642
tonnes recycled material sent off site



3,676
additional homes with 2-bin service



3,390
tonnes entombed at other waste facilities



4,398
tipping vouchers used



4,850
tonnes of Food & Organic Waste

DEVELOPMENT

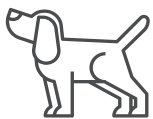


578
Development Applications (DAs) approved



\$122,712,519
Value of approved DAs

ANIMAL & RANGER SERVICES



95
animals adopted



844
stray animals collected





Upgrading Dubbo Regional Council's LED network

COST: \$2.4 million
COUNCIL CONTRIBUTION: 100%
COMPLETION DATE: May 2019

Street lighting within the Dubbo Regional Council Local Government Area is installed and maintained by Essential Energy. However, Council pays the electricity and maintenance bills. Street lighting accounts for around 17% of Council's electricity consumption and is therefore a significant expense for Council, in the vicinity of \$1.2m each year in energy and maintenance costs.

With close to 7000 streetlights across Council's footprint, in February 2020 Council embarked on a major project to work with Essential Energy to upgrade around 90% of the Dubbo Region's street light network to new energy efficient LED Technology. The upgrade was timed to take place during Essential Energy's bulk street light replacement program and also formed part of a state wide initiative by Essential Energy to offer LED street light technology to councils. At the time of writing this report, Council's energy monitoring software e21 indicated that the change in electricity consumption, when comparing the month of July in 2019 and 2020, reflected at least a 46% reduction in electricity consumption (a reduction of 175,838.5 kWh). Council's electricity and maintenance (SLUOS) bills also reflected a 48% reduction in electricity costs and 30% reduction in maintenance costs to Council, with a total saving of \$50,669.11 for the month of July.

2040 CSP Objective(s):

2.1.2 A key action under Council's Operational Plan

2.1.2.2 The Project was also one of the first initiatives to be implemented under Council's recently adopted Energy Strategy and Implementation Plan 2020 to 2025. The "roll out of energy efficient lighting across the municipality" is also one of Council's five pledges under its membership to the Cities Power Partnership Program.

Wellington Landfill Rehabilitation

COST: \$186,000
COUNCIL CONTRIBUTION: 100%
COMPLETION DATE: June 2020 (stage 1)

The Wellington Landfill Rehabilitation project involves progressively rehabilitating the Wellington landfill at the Wellington Waste Facility, as it approaches final closure as a landfill operation. Stage 1 works were designed to protect adjacent environmentally sensitive sites (i.e. natural drainage line/waterway) that could have been impacted by landfill operations.


To date, a cut-off drain has been constructed at the toe of the northern bank of the landfill to capture and direct any runoff from the landfill into a leachate dam. A series of check dams along the drain protect it from erosion during periods of intense rain. Three sections of steep landfill banks have been modified to reduce slope steepness, top-soiled and grassed. In addition two stormwater drains on the south side of the landfill have been piped to divert stormwater around the landfill and down to the natural water course. A Closure Plan is currently being developed for the Wellington landfill operation to guide future rehabilitation works.

2040 CSP Objective(s):


2.3.2 Council's solid waste management services comply with legislation and meet the current and future needs of the community.

Infrastructure


ROADS



25
projects dedicated to road safety



1,162
complaints about transport assets



1,348km
unsealed roads

1,383km
sealed roads

3.85km
roads sealed this year

FLEET




159 light vehicles




72 heavy vehicles


WATER & SEWER




1,280
urgent repairs




932
water services




470
sewer services



78,400
meter reads



86
Gross Pollutant Traps (GPTs)



400
tonnes prevented from entering river system





Exercise Bolt

COMPLETION DATE: 7 March 2020

Exercise Bolt was a multi-agency operation which was aimed at testing the emergency plan of Dubbo City Regional Airport EMplan, and the response capability of emergency services in Dubbo.

The exercise was also part of CASA license requirements for the Dubbo City Regional Airport. The mock-crash of a Royal Flying Doctor Service (RFDS) plane and a charter plane was a way of testing the response of all emergency responders. Planning for the exercise started in August 2019, and the exercise was held on 7 March, 2020.

The emergency exercise was led and coordinated by Council's Local Emergency Management Officer (LEMO), with assistance from other participating agencies, including: Fire & Rescue NSW, NSW Rural Fire Service, Dubbo Volunteer Rescue Squad, RFDS, NSW SES, NSW Police Force, DCRA, NSW Ambulance and DRC's Corporate Image and Communications Team. The Corporate Image and Communications Team utilised its in-house Live-U capability to live-stream the exercise to various state and federal government agencies, community members who weren't able to attend on the day, but were still interested in seeing how an exercise like this would unfold.

2040 CSP Objective(s):

Not applicable.

Wellington, Dubbo, Geurie bore construction

COST: \$1 million – funded by NSW Planning Industry and Environment – Dubbo Drought Groundwater Infrastructure Project.

COMPLETION DATE: June 2020

In June 2019, the NSW Government announced capital grant funding for Dubbo Regional Council of up to \$30m under the Safe and Secure Water Program in response to predictions of 'cease to flow' in the Macquarie River around March 2020. Without additional water supplies, current sources would be insufficient to meet even restricted demand. Part of the overall program was to secure new groundwater sources for Wellington, Geurie, and Dubbo. Two new bores have been constructed at Geurie (located in the road reserve on Arthurville Road). Two new bores have been constructed in Wellington, one located in Lay Street and the other located in Bicentennial Park. Three new bores have been constructed and are located in North Dubbo at Devils Hole Reserve, Darling Street and Bunglegumbie, with a fourth bore to be completed in September 2020, also located at Bunglegumbie.

Water from these bores will ensure in future droughts Wellington, Geurie and Dubbo will have a more resilient water supply system. Pipelines to connect these bores to the respective water treatment plants are further projects under this funding due for delivery by June 2021.

2040 CSP Objective(s):

2.3.1.6: Further sustainable water sources are investigated to maintain growth and development of the local government area.



GPT installation

COST: \$1,106,000
COUNCIL CONTRIBUTION: 100%
COMPLETION: June 2020 - ongoing

Dubbo Regional Council awarded the design and construction of West Dubbo, Brisbane Street and Paringa Place stormwater outfall Gross Pollutant Traps (GPTs) to Optimal Stormwater. Continuation of the installation of GPTs will occur within Council's four year plan. Funding of \$2.7m over 2020/2021 to 2023/2024 has allowed for the installation of GPTs on river outfalls that are currently unprotected.

This project included the installation of three new GPTs on pipe outfalls in both Dubbo and Wellington. This has resulted in a total of approximately 400 Ha of urbanised stormwater catchments to be treated that were not previously. This is a great result for both Dubbo and Wellington communities, as there could be up to 100 tonnes of additional gross pollutants removed from the Macquarie River system per year, resulting in a much healthier river system.

2040 CSP Objective(s):
5.10.3.2: Programme for GPTs. It was also a Council resolution to have new GPTs installed on pipe outlets to the Macquarie River.

Blue House Dubbo

COST: \$31,846
COUNCIL CONTRIBUTION: \$20,000
COMPLETION DATE: June 2020

The Blue House Dubbo is a fully-functioning interactive home in south-east Dubbo that includes water-saving tips and design to show how easy it can be to be water-wise. The Blue House Dubbo was developed as an extension of the Virtual Blue House concept, created by Smart Approved Water Mark, as a key aspect of Council's Drought Media and Communication Strategy.


The Blue House Dubbo is a water-saving home, designed to show just how easy it can be to save water around the home and garden.

There is something for everyone, including learning about Dubbo's water supply, water-saving tips and facts, even interactive displays and activities. Many readily available water-efficient products have been fitted out and are on display both inside and outside the house. This has been a very important education and engagement project that has given Council the opportunity to work with the community in an effort to conserve this precious resource.

2040 CSP Objective(s):
4.3.6: A corporate culture with an emphasis on quality customer service and community engagement is demonstrated by Council.
5.9.1: The community and Council is supported in becoming sustainable.


Organisational Performance

CUSTOMER EXPERIENCE




52,946

calls handled



277,792

electronic documents process



371

Customer Requests lodged through DRC&ME*

*DRC&ME launched on 1 May 2020, so data is collected from 1/5/2020 – 30/06/2020.

MOST POPULAR REQUESTS:

- 1. Bin liner delivery requests
- 2. Request for email rates notices
- 3. Roads requests
- 4. Request for change of address
- 5. Nuisance animal reports



Customer Experience Refurbishment

COST: \$295,000
COUNCIL CONTRIBUTION: 100%
COMMENCEMENT DATE: March 2020

The project was undertaken to transform the perception of Customer Service to a Customer Experience. By reviewing the centre's lay out, it allowed for a new-look transformation and a different service model. The project's objectives were to establish increased customer connections, join-up processes, optimal use of technology and improved service performance. The use of technology including Nexa ticketing and feedback technology with the inclusion of a concierge role, streamlines the way DRC interacts with its customers. The launch of the self-service computers allowed for digitisation, including increased community awareness of Council's online platform, DRC&ME.

The redesigned community-focus Customer Experience Centre will better service the community by improving their access to council information and resources through new technologies. The new features have been implemented in the context of a broader transformation initiative taking place, which enables an agile working environment focused on collaboration, innovation and sustainability to better deliver for the people of the Dubbo region.

2040 CSP Objective(s):
Aligning the transformation with the Customer Experience Strategy and Charter.



Keswick Estate Stage 5 Release

COST: \$6 million

COUNCIL CONTRIBUTION: 100%

COMMENCEMENT DATE: August 2019

Dubbo Regional Council is committed to ensuring the region remains an affordable place to live and work. This land release provides affordable entry into the residential market for home buyers, in a location close to retail and medical services. This release will also generate a \$1.9 million profit to Council.

2040 CSP Objective(s):

1.4.1 – There is adequate land suitable zoned to meet a variety of residential development opportunity.

Construction of horticulture staff office building – Hawthorn Depot

COST: \$405,000

COUNCIL CONTRIBUTION: 100%

COMMENCEMENT DATE: June 2020

As part of DRC's Hawthorn Depo master plan, new office accommodation was required for horticulture staff. The project was entirely funded by Dubbo Regional Council. The 210 square metre office building has double layer wall and roof insulation, double glazed doors and windows, 10kW photovoltaic system, and energy efficient air-conditioning system. This is expected to be the most energy efficient building DRC's portfolio, ultimately reducing operating costs for the life of the building.

Executive Services



Corporate Broadcasting

COST: \$70,800 over a 24-month lease, plus operating costs
COUNCIL CONTRIBUTION: 100%
COMMENCEMENT DATE: January 2020

With the loss of more journalists and media outlets in regional areas, particularly the Dubbo region, the Corporate Image and Communications (CIC) team has started using its own in-house live streaming and television capability allowing Council to be more proactive with sharing its stories digitally. With COVID-19 restrictions affecting the day-to-day operations of DRC, it was imperative to reassure the community that their essential services would continue operating. With the Manager CIC Andrew Parsons the dedicated spokesperson for COVID-19 response, the team utilised its in-house broadcasting equipment to stream live updates to the DRC corporate website, along with streaming to TV networks nationally with the assistance of Sydney Teleport Service (STS). Each live update reached up to 25,000 people, and with assistance from a NSW Deaf Society Auslan interpreter based in Sydney, the message could be seen and heard by all members of the community. Dubbo Regional Council was on the only local government area in regional NSW, and perhaps even regional Australia using this particular service to connect to its community.

The live broadcast capability for Council has also been registered as a key asset and capability under the Local Emergency Management Committee (LEMO) for emergency public information and emergency response, eg. bushfires, floods and other critical emergencies and natural disasters.

In addition to utilising the Live-U service to communicate updates about COVID-19 to the community, the live and video capabilities were used to show important events. Other opportunities and events the Live-U capability was utilised include informing the community about a Boil Water Notice in Geurie – where NO other local TV media attended. This demonstrates that DRC is now utilising this

technology to reach an audience that otherwise wouldn't have received the message. The broadcasting capability was also used to launch Prohibition at Old Dubbo Gaol, and in a DRC-first, broadcasting a live Q&A session from inside the Cathedral Cave at Wellington – more than 80 metres underground. The service was also used to host an online ANZAC Day, as well as conduct sim-sat and live interviews for TV stations including Channel 7, 9, 10, Sky News, and the ABC News Breakfast programming.

- 2040 CSP Objective(s):
- 3.6 The Local Government Area is recognised as a leading regional centre in Australia through the development of a united and positive image of the region
- 3.6.2 Progressive digital communications and e-commerce opportunities are explored and implemented to improve economic outcomes.



Statutory report

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Delivery Program & Operational Plan Implementation

The Integrated Planning and Reporting (IP&R) Framework requires Council to have in place a Community Strategic Plan which identifies the long term visions and aspirations of the community and future of the local government area.

- The Community Strategic Plan is supported by a number of other plans, including:
- The Delivery Program;
 - The Operational Plan; and
 - The Resourcing Strategy (incorporating the Long Term Financial Plan, Interim Asset Management Strategy and the Workforce Management Plan).

The Delivery Program details the principal activities Council will undertake in the adopted four (4) year timeframe to implement the strategies established by the Community Strategic Plan. The Operational Plan is prepared as a sub-plan of the Delivery

Program and details the activities Council will undertake during the financial year to address the principal activities outlined in the Delivery Program.

Council adopted a combined document which comprises both the Delivery Program and Operational Plan into a single and easy to use document.

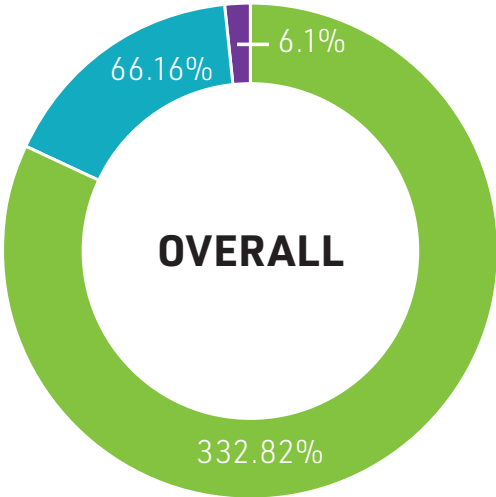
YEAR 2 OF THE DELIVERY PROGRAM AND OPERATIONAL PLAN

This section provides the community with a transparent and clear method to review achievements of the principal activities in the Delivery Program and Operational Plan. Performance

is evaluated as complete, tracking, observing or not started.

The Delivery Program and Operational Plan contained 404 actions. 82% of actions have been completed and 16% of actions are on track to meet the target results, which represents a high achievement rate. The remaining 1% of actions are in the project planning stage or are waiting for a condition to alter before the action can be progressed.

COVID-19 and staffing arrangements created additional challenges during the reporting period, however Council enacted its draft Business Continuity Plan in preparation for COVID-19 to ensure actions could be dealt with in an appropriate manner.



- Completed: Action completed
- Tracking: Action underway and is progressing as planned
- Not started: Action has not started due to an issue



Delivering for our community – Housing

Why is it Important?

Access to affordable housing in the Dubbo Regional Local Government Area is viewed by the community as a significant benefit of living in the region.

Across Dubbo and Wellington, considerable land is available for the development of housing which could provide in excess of approximately 10,000 dwellings. This includes approximately 7,000 in Dubbo and approximately 3,000 in Wellington. Significant residential development opportunity is available across many of the villages in the LGA.

However, the availability of land is only one component of the housing spectrum. It is also important to examine housing choice, affordability and the availability of public housing and crisis accommodation for our community.

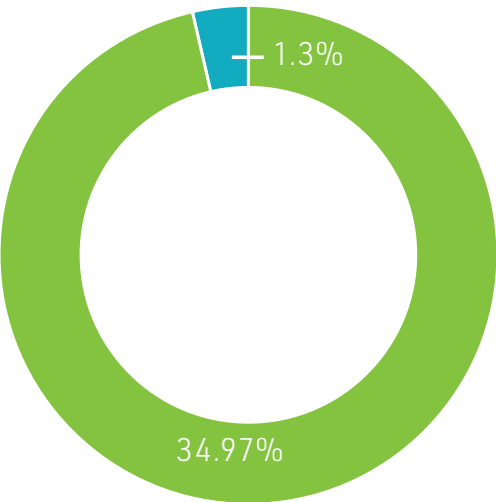
Particularly pleasing is also the fact that overall housing affordability in Dubbo has increased from 49% to 56% from 2018.

Council has a number of roles across the housing spectrum, including identifying land for housing and streamlining planning processes, to setting

appropriate local policy positions through planning instruments, to assessing applications and importantly, building and maintaining relationships with stakeholders.

Council also has a role in articulating and negotiating with government in respect of the need and demand for public housing and crisis accommodation.

How are we Progressing?



How we measure success

Measure	Directorate	Comment
Overall development approvals and approvals for specific housing types	Development and Environment	<p>Council determined and approved a total of 578 development applications. 462 approvals were for residential purposes, and 116 approvals were for commercial, industrial or other purposes.</p> <p>148 approvals were for new single dwellings, 294 approvals were for alterations and additions to an existing single dwelling, and 20 approvals were for secondary dwellings.</p> <p>Council also determined and approved 53 modification applications and 13 complying development certificates.</p>
Number of Planning Proposal requests to amend the planning controls	Development and Environment	<p>Council received an application for three (3) Planning Proposals for Additional Permitted Use, while one (1) Planning Proposal for an Additional Permitted Use was gazetted under State Legislation.</p> <p>Council continued to assess four (4) Planning Proposals, all of which are at different stages in the process. Progression of these Planning Proposals will continue into the 2020/2021 financial year.</p>
Residential Land Monitor and the maintenance of a land development pipeline	Development and Environment	<p>It is important for Council to have an understanding of the movement of residential land throughout the land development pipeline. The residential land monitor and land supply pipeline calculates the number of lots which can be developed, considers the number of lots with approval to be developed and how many are under construction.</p> <p>Council continued to progress the preparation of detailed Structure Plans for the North-West Residential Urban Release Area and the South-West Residential Urban Release Area, of which Council is a significant landowner in the North-West area.</p> <p>Council approved development applications to create 334 additional residential lots, with construction to begin in the near future.</p>



Infrastructure

Why is it Important?

Infrastructure provision provides some of the very foundations of our community and the services that we rely upon every day.

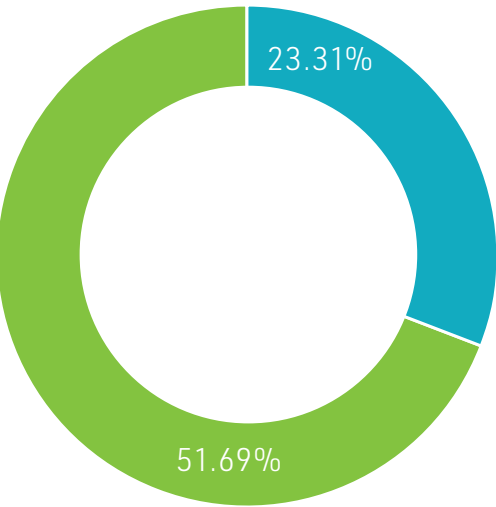
Our community benefits from our geographical location at the centre of NSW with Dubbo forming the junction of three highways. The region has access to Sydney through a daily train service and access to Sydney, Melbourne, Brisbane, Canberra and Newcastle from the Dubbo City Regional Airport. The community also has access to the Bodangora Airstrip which provides general aviation facilities and is a vital asset for the Wellington community.

Dubbo has benefited from the initial roll-out of the National Broadband Network (NBN) however, this Plan recognises that we must advocate to government for NBN to be provided in Wellington and for NBN and an improved mobile phone service to be available in our villages and rural areas.

The Dubbo Regional Local Government Area has one of the highest take-up rates for solar energy provision in Australia. This Plan recognises that our community, business and industry understand the financial and environmental benefits of renewable energies and the role it can play in our sustainable future.

The provision and maintenance of infrastructure is a key consideration for Council and the community over time in both Dubbo and Wellington. The provision of appropriate infrastructure provides economic development opportunity and ensures our community can continue to benefit.

How are we Progressing?



How we measure success

Measure	Directorate	Comment
Overall complaints received for rural and urban roads	Infrastructure	<p>Council maintains a total of 1,383km of sealed roads and 1,348km of unsealed roads in the Local Government Area.</p> <p>When the community advises Council of a complaint or a request for action, a Customer Request Management (CRM) incident is actioned to Council staff. CRMs allow Council to track and organise workflows, conversations and actions undertaken. Council received a total of 1,162 CRMs in relation to transport assets.</p>
Percentage uptake in renewable energy across Council facilities	Infrastructure	<p>Council operates a number of facilities across the Local Government Area. These facilities include the Dubbo Aquatic and Leisure Centre, Macquarie Regional Library, Dubbo Regional Airport, Dubbo Regional Theatre and Convention Centre, two (2) administration buildings, two (2) depots and a number of other facilities.</p> <p>The Wellington Caves installed a 4kW solar power system, and the Wellington Waste Facility is powered entirely by a solar power system. Council has a total of 110kW installed and operational solar power systems.</p> <p>In February 2020 Council adopted an Energy Strategy and Implementation Plan 2020 – 2025 which is designed to support and guide Council in reducing its energy consumption, increasing energy efficiency, and increasing the use and adoption of renewal energy resources.</p>
Percentage of residents overall suitability of waste and recycling facilities	Development and Environment	<p>Council offers a three-bin service to some residential properties for weekly collection of landfill and food/garden waste and fortnightly collection for recycling, a two-bin service to some residential fringe properties for weekly collection for landfill waste and fortnightly collection for recycling, and rural transfer stations for those who do not have kerbside rubbish collection.</p> <p>Council focused on engaging with rural residents using rural transfer stations. As a result of this communication waste collection services have been extended into the village areas of Elong Elong and Euchareena. Council is focusing on providing, where possible, waste collection services to rural residents as feedback from residents surrounding this initiative has been positive.</p> <p>A majority of residents are not users of Council waste and recycling facilities, as the volume of waste generated is adequately handled with the waste collection services offered by Council.</p> <p>It appears that the majority of residents are satisfied with the overall services of waste and recycling facilities. Council is continuing to look for ways to improve waste and recycling services offered at all facilities.</p>
Overall kilometres of road rebuilt or re-sheeted	Infrastructure	<p>Council has an ongoing maintenance schedule to ensure roads meet community needs and expectations. In addition to the maintenance of all roads, 42km of roads were rebuilt or re-sheeted as part of Council's Urban Roads and Rural Roads Reseal Programs.</p>
Number of water and sewerage complaints and call out	Infrastructure	<p>Council received 1,280 water and sewer urgent repair call outs, 932 water service call outs, and 470 sewer service call outs.</p> <p>Council received one water supply related complaint and one sewerage complaint.</p>



Economy

Why is it Important?

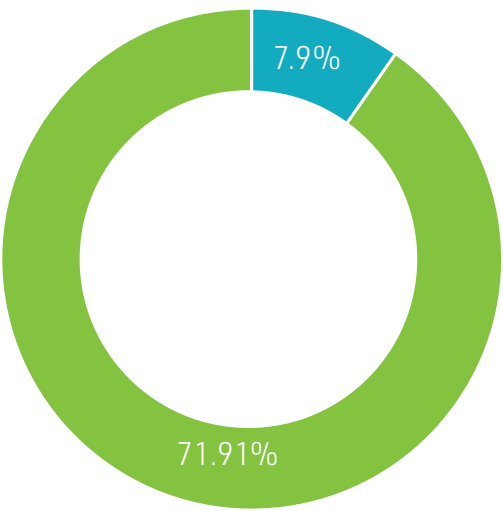
The Dubbo Regional Local Government Area benefits from its strategic location in the centre of NSW. Dubbo is located at the junction of the Golden, Newell and Mitchell Highways. The region also benefits from connections offered by the Dubbo City Regional Airport to Brisbane, Melbourne and Newcastle. The region will also have the benefit of being within close proximity to the Brisbane to Melbourne Inland Rail. The strategic location of the region and the significant Infrastructure and transport connections in place provide the very foundations for the development of a diverse regional economy.

Over time, the focus of the region’s economy has shifted to be strongly reliant on the service, health and education sectors. This is reflective of the role the region now plays in servicing a significant percentage of western NSW.

The region includes significant tourism assets which serve to drive the visitor economy and attract significant numbers of both domestic and overseas tourists. The region boasts the Taronga Western Plains Zoo, Wellington Caves and the Old Dubbo Gaol as prime tourist attractions. The importance of tourism to the region can be highlighted by the 606,000 domestic day visitors, 555,000 domestic overnight visitors and the 10,000 international visitors in 2017.

Council has a role in providing leadership in the region to both promote the significant economic development opportunities available and to partner with existing business, industry and providers to ensure our workforce has the appropriate range of skills and experience to meet industry demands.

How are we Progressing?



How we measure success

Measure	Directorate	Comment
Percentage of business and industry active participants in programs and activities	Culture and Economy	<p>Council encourages and promotes strong and effective relationships between businesses and Council. Council operates a number of programs and activities including tourist businesses, new resident programs, events, attractions, festivals and other things. Approximately 26% of businesses participate in Council's programs and activities.</p> <p>The Tourism Destination program is partnered by five (5) Local Government Areas and 121 businesses located in the Dubbo Regional Local Government Area. The program advertises these businesses to visiting tourists.</p> <p>26 businesses are involved in Council's New Resident Program. The New Resident Program primarily focuses on advertising Dubbo as a place to live, work and play.</p>
Number of placemaking activities facilitated	Culture and Economy	<p>Placemaking activities capitalise on a local community's assets, inspiration and potential, with the intention of creating public spaces that promote people's health, happiness and well-being.</p> <p>Council facilitated seven (7) placemaking activities including activating empty shopfronts in Wellington and Dubbo, providing assistance for markets, promoting activities and creating ambience in the CBD, and promoting Christmas.</p>
Number of visitors to Council-owned and other tourist parks	Culture and Economy	<p>It is important to monitor Council operated tourist facilities to ensure they are operating appropriately. Council is the owner/operator of a number of tourist facilities including the Wellington Caves, Old Dubbo Goal, and Western Plains Cultural Centre.</p> <p>The Wellington Caves complex offers public tours, school tours and accommodation. There were 21,732 admissions to the facility, and 7,553 guests stayed at the accommodation facilities.</p> <p>The Old Dubbo Goal offers public admission and group tours throughout the facility. There were 32,238 admissions to the facility.</p> <p>Domestic visitors stay on average 2.1 nights, and international visitors stay on average 16.6 nights in the Local Government Area.</p>



Community Leadership

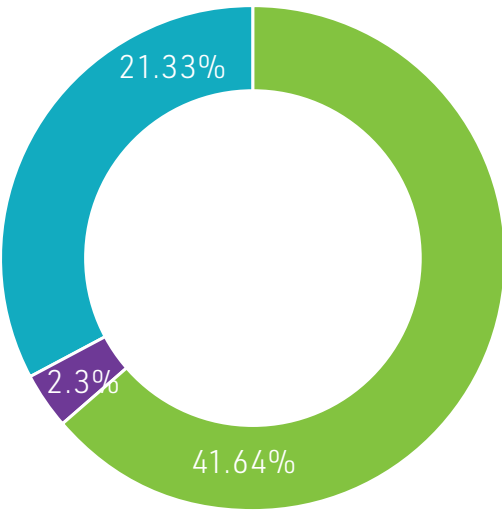
Why is it Important?

Community Leadership aims to ensure the delivery of the actions and initiatives provided by the community are achieved across a variety of connected stakeholders, including all levels of government, our community and other interconnected service providers. Importantly, our civic leaders are the champions of Council's Integrated Planning and Reporting Framework and the effective liaison between the community and Council.

Most importantly, community leadership ensures that Council can continue to operate within its means and ensure our income streams, including land rates, are treated with respect and value for money is sought across all of Council's processes and actions, including the actions and initiatives identified by the community.

The Plan recognises that limited funds are available to deliver all of the identified actions and initiatives, which is central as to why Integrated Planning and Reporting is important for our community and Council to come together.

How are we Progressing?



How we measure success

Measure	Directorate	Comment
Overall community satisfaction with customer services provided	Organisational Performance	<p>In December 2019 Council commenced a phone Customer Satisfaction Survey. The survey collected 745 responses from residents of the region who have contacted Council by phone. 2.6% of the total customers who called Council elected to complete the survey. In total, customers were 89% satisfied with the overall experience with Council. The overall average rating was 4.45 out of 5.</p> <p>In December 2019 Council commenced a survey at the Wellington Customer Experience Centre. The survey collected 122 responses from residents of the region who had visited the Centre. 9% of the total customers who visited the Centre elected to complete the survey. In total, customers were 98.91% satisfied with the overall experience with Council.</p>
Councils financial sustainability	Organisational Performance	<p>Dubbo Regional Council takes great care in ensuring that the organisation runs in a financially sustainable manner.</p> <p>The Long Term Financial Plan defines financial sustainability as the ability to provide services and service levels in line with the priorities and aspirations of the community in a manner that ensures equitable funding of services across both the current and future generations of ratepayers.</p> <p>Like all Council's in NSW, Council has been affected by the COVID-19 pandemic and the associated measures that have been taken by the Government to slow down infection levels. Council has a strong commitment to maintain delivery of services to the community. Council is dedicated to communicating with residents, having delivered several press releases and written updates on the changing local environment, and is planning for the recovery from the pandemic.</p> <p>The Long Term Financial Plan, budget, annual statement of revenue, quarterly budget reviews and fees and charges outline exactly what strategies will be used to ensure financial sustainability and what income and expenditure Council can expect.</p>
Overall employee satisfaction rating	Organisational Performance	<p>Dubbo Regional Council has approximately 600 employees across all branches of the organisation.</p> <p>A survey was completed by Council employees to determine which areas of the organisation may require strategies to be implemented to improve employee satisfaction.</p> <p>The survey identified priority areas which Council continues to provide incentives and encourages improvement in these areas for employees.</p>



Liveability

Why is it Important?

Council has a community leadership role in ensuring the population is provided with services and facilities equitable with those provided in other local government areas. However, it should also be recognised that for a number of services and facilities which add to the liveability of our region, Council has an advocacy role with government and other service providers.

Our community has access to a unique range of arts and cultural facilities and parks and recreation facilities which are considered to be unparalleled in regional NSW.

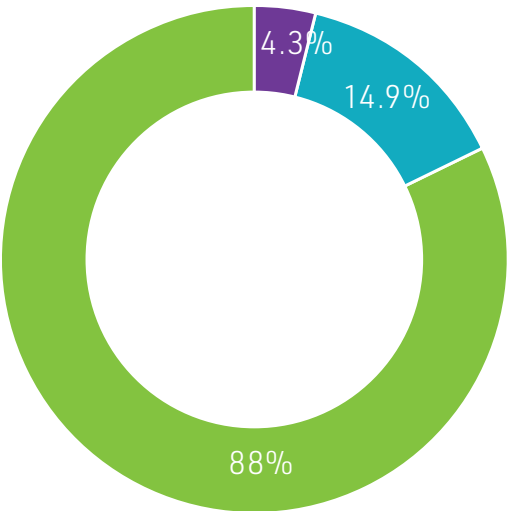
Crime and safety is viewed by our community as a significant issue for the future of the region. This includes the 24-hour availability of police services in Wellington and the provision and maintenance of the safety camera system in Dubbo and Wellington.

Our community understands the need for all levels of government to address issues of crime and drug dependency across the region and the need for a dedicated Drug Court, Youth Koori Court and residential drug rehabilitation facilities in the region.

It is acknowledged that the redevelopment of the Dubbo Base Hospital is continuing. However, it is unclear as to the long term intentions of government for the Wellington Hospital.

The health of the Bell, Macquarie and Talbragar rivers and associated environments is an important issue for the community. In addition, the continued conservation of our unique, natural environment and the further education of our community in the importance of environmental issues will ensure we sustainably manage our environment for future generations.

How are we Progressing?



How we measure success

Measure	Directorate	Comment
Overall satisfaction with parks and recreational facilities	Liveability	<p>Parks and recreation facilities are important for delivering socially inclusive places that promote recreation opportunities. Improving the quality of parks and recreational facilities is a key aspect in increasing tourism, employment and new residents whilst improving the liveability of the region.</p> <p>Council operates a number of parks and recreational facilities including Apex Park, Barden Park, Dubbo Cycle Facility, Victoria Park, Cameron Park, Wellington Osawano Japanese Gardens and multiple aquatic centres.</p> <p>Council continually audits open space assets to maintain green spaces and recreational opportunities for physical and mental wellbeing. Council proactively monitored water and irrigation usage during the drought, rather than stopping all watering, to enable better long-term management and reduced recovery time and expenses.</p>
Complaints received in relation to public areas	Infrastructure	<p>Council controls and operates a large amount of public areas. Due to the number of areas and difficulties in defining each specific area this measure has been taken to include the Central Business District (CBD) of Dubbo. It is important to keep the CBD neat, tidy and welcoming as it is the most important area of the city.</p> <p>When the community advises Council of a complaint or a request for action, a Customer Request Management (CRM) incident is actioned to Council staff. CRMs allow Council to track and organise workflows, conversations and actions undertaken. Council received a total of 8 CRMs in relation to the CBD.</p>
Number of children in care facilities including family day care	Liveability	<p>Council provides two (2) child care facilities to the local community. These facilities are the Rainbow Cottage Childcare Centre and the Dubbo Family Day Care.</p> <p>The Rainbow Cottage Childcare Centre had 104 children enrolled at the facility, and the Dubbo Family Day Care had 320 children enrolled at the facility.</p>

Local Government (General) Regulation 2005 Clause 217 (1)(a)

Overseas Visits

Details (including the purpose) of overseas visits undertaken during the year by councillors, council staff or other persons while representing the council (including visits sponsored by other organisations).

The following overseas travel was undertaken during 2019/2020 by Councillors or staff:

- Councillors Ben Shields, Greg Mohr and Dayne Gumley participated in the 30th Anniversary Sister City Delegation to Minokamo Japan in October 2019. All Councillors funded their trip.
- Council’s Chief Executive Officer, Michael McMahon, participated in the Sister City Delegation to Minokamo Japan in October 2019. Mr McMahon funded his trip.
- Council’s Manager Recreation and Open Space, Ian McAlister, participated in the 30th Anniversary Sister City Delegation to Minokamo Japan in October 2019. Mr McAlister funded his trip.
- Council’s Manager Macquarie Regional Library, Kathryn McAlister, participated in the 30th Anniversary Sister City Delegation to Minokamo Japan in October 2019. Mrs McAlister funded her trip.
- Council’s Sister City Officer, Kylie Sutherland, participated in the 30th Anniversary Sister City Delegation to Minokamo Japan in October 2019. Council funded this trip as part the Sister City role.

Local Government (General) Regulation 2005 Clause 217 (1)(a)

Payment of Expenses and Provision of Facilities to Councillors

Details of the total cost during the year of the payment of the expenses of, and the provision of facilities to, councillors in relation to their civic functions (as paid by the council, reimbursed to the councillor or reconciled with the councillor), including separate details on the total cost of each of the following:

- (i) The provision during the year of dedicated office equipment allocated to councillors on a personal basis, such as laptop computers, mobile telephones and landline telephones and facsimile machines installed in councillors’ homes (including equipment and line rental costs and internet access costs but not including call costs).
- (ii) Telephone calls made by councillors, including calls made from mobile telephones provided by the council and from landline telephones and facsimile services installed in councillors’ homes.
- (iii) The attendance of councillors at conferences and seminars.
- (iv) The training of councillors and the provision of skill development for councillors.
- (v) Interstate visits undertaken during the year by councillors while representing the council, including the cost of transport, the cost of accommodation and other out-of-pocket travelling expenses.
- (vi) Overseas visits undertaken during the year by councillors while representing the council, including the cost of transport, the cost of accommodation and other out-of-pocket travelling expenses.
- (vii) The expenses of any spouse, partner (whether of the same or the opposite sex) or other person who accompanied a councillor in the performance of his or her civic functions, being expenses payable in accordance with the Guidelines for the payment of expenses and the provision of facilities for Mayors and Councillors for Local Councils in NSW prepared by the Director-General from time to time.
- (viii) Expenses involved in the provision of care for a child of, or an immediate family member of, a councillor, to allow the councillor to undertake his or her civic functions.

Mayoral and Councillor Fees for the period 1 July 2019 until 30 June 2020 was \$226,462.50.

Mayor and Councillor Travel Subsistence 1 July 2019 until 30 June 2020 was \$20,480.93

Description		Cost
i.	Cost of dedicated office equipment allocated to Mayor and Councillors	\$5,742
ii.	Telephone/data charges for Mayor and Councillors	Included in above
iii.	Attendance of Mayor and Councillors at conferences and seminars	\$10,976
iv.	Training of Mayor and Councillors and provision of skill development	\$5,078
v.	Interstate visits by Mayor and Councillors (transport/accommodation/other travelling expenses)	\$6,252
vi.	Overseas visits by Mayor and Councillors (transport/accommodation/other travelling expenses)	Nil
vii.	Expenses of any spouse/partner who accompanied the Mayor or Councillors	Nil
viii.	Expenses involved in the provision of child care for the Mayor or Councillors	Nil

Legal Proceedings

A summary of the amounts incurred by the council during the year in relation to legal proceedings taken by or against the council (including amounts, costs and expenses paid or received by way of out of court settlements, other than those the terms of which are not to be disclosed) and a summary of the state of progress of each legal proceeding and (if it has been finalised) the result.

Details of Legal Proceedings	Amount Incurred	Amount Recovered	State of Progress	Result
Insurance Claim – Chemical Exposure – Public Liability	\$12,500	Nil	Ongoing	Outstanding
Insurance Claim – Public Liability – Council. Labor hire personnel tripped on piece of steel whilst using whipper snipper.	\$152,500	Nil	Ongoing	Outstanding
Insurance Claim – Public Liability – Road Conditions	\$12,500	Nil	Finalised	Matter settled in court

Government Information (Public Access) Act 2009

Each agency (other than a Minister) must, within 4 months after the end of each reporting year, prepare an annual report on the agency's obligations under this Act for submission to the Minister responsible for the agency. A copy of the report is to be provided to the Information Commissioner.

The annual report of an agency (other than a Minister) required to be prepared under section 125 of the Act must include the following:

(Note: An agency's report under section 125 of the Act can be included in the agency's annual report required to be prepared under the annual reporting legislation—see section 6 of the Annual Reports (Departments) Act 1985 or section 5A of the Annual Reports (Statutory Bodies) Act 1984 (as the case requires).)

- (a) Details of the review carried out by the agency under section 7 (3) of the Act during the reporting year and the details of any information made publicly available by the agency as a result of the review.
- (b) The total number of access applications received by the agency during the reporting year (including withdrawn applications but not including invalid applications).
- (c) The total number of access applications received by the agency during the reporting year that the agency refused, either wholly or partly, because the application was for the disclosure of information referred to in Schedule 1 to the Act (Information for which there is conclusive presumption of overriding public interest against disclosure).
- (Note: Table D in Schedule 2 also requires information relating to access applications in respect of which there is a conclusive presumption of overriding public interest against disclosure.)
- (d) Information, as set out in the form required by the tables in Schedule 2, relating to the access applications (if any) made to the agency during the reporting year.

Dubbo Regional Council's program for proactive release of information involves:

- Continual improvement of the systems and mechanisms utilised by the organisation to facilitate easy and effective access by members of the public to information that they have a right to view, download or copy (where applicable).
- Working towards ensuring all government information is available to the public on the Council website.
- Ensuring that if information is not available on the Council website that it may be accessed by other means.
- Reviewing the types of information requested via Formal Access applications and via customer contact with Council's Customer Service Centre and deciding if the information should be made readily available to all members of the public.
- For the period 2019/2020, Council received in total 28 Formal GIPA Applications, of which only 3 applications were refused.
- During the year Council published a Disclosure Log on its website. The Disclosure Log publishes details of information released in response to access applications that Council considers may be of interest to other members of the public. It is a requirement under Section 26 of the Government Information (Public Access) Act 2009 (GIPA Act) that NSW government agencies publish a disclosure log on its website.

Government Information (Public Access) Regulation 2009

Schedule 2 Statistical information about access applications to be included in annual report (Clause 7)

Table A: Number of applications by type of applicant and outcome*								
	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	1	0	0	0	0	0	0
Members of the public (other)	22	2	3	0	0	0	0	0

* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Government Information (Public Access) Regulation 2009

Schedule 2 Statistical information about access applications to be included in annual report (Clause 7)

Table B: Number of applications by type of application and outcome								
	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	22	3	3	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

* A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

Table C: Invalid applications	
REASON FOR INVALIDITY	NO OF APPLICATIONS
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

Government Information (Public Access) Regulation 2009

Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 to Act	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under Electricity Network Assets (Authorised Transactions) Act 2015	0
Information about authorised transaction under Land and Property Information NSW (Authorised Transaction) Act 2016	0

* More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Government Information (Public Access) Regulation 2009

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of Act	Number of occasions when application not successful
Responsible and effective government	1
Law enforcement and security	0
Individual rights, judicial processes and natural justice	2
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	27
Decided after 35 days (by agreement with applicant)	1
Not decided within time (deemed refusal)	0
Total	0

Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)	Decision varied	Decision upheld	Total
Internal review	0	2	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	1	0	0
Review by NCAT	0	0	0
Total	0	0	0

* The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of the Act (by type of applicant)	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)	Number of applications transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

Public Interest Disclosures

Information required to be provided in accordance with s2 of the Public Interest Disclosures Regulation 2011 is included herewith:

- (a) the number of public officials who have made a public interest disclosure to the public authority - Nil

(b) the number of public interest disclosures received by the public authority in total and the number of public interest disclosures received by the public authority relating to each of the following - Nil

(i) corrupt conduct - Nil

(ii) maladministration - Nil

(iii) serious and substantial waste of public money or local government money (as appropriate) - Nil

(iv) government information contraventions - Nil

(v) local government pecuniary interest contraventions - Nil

(c) the number of public interest disclosures finalised by the public authority - Nil

(d) whether the public authority has a public interest disclosures policy in place - Public Interest Disclosures Policy adopted by Dubbo Regional Council at its Ordinary meeting held 24 October 2016

(e) what actions the head of the public authority has taken to ensure that his or her staff awareness responsibilities under section 6E (1) (b) of the Act have been met – posters on notice boards throughout work areas, Code of Conduct training to all staff and Councillors including Public Interest Disclosures processes, policy available on Council website and Intranet.

(f) public interest disclosures made by public officials in performing their day to day functions as such public officials - Nil
- (g) public interest disclosures not within paragraph (f) that are made under a statutory or other legal obligation - Nil

(h) all other public interest disclosures - Nil

During 2019/2020 the number of Nominated Disclosure Officers within Council was increased from 3 to 10 staff. Prior to the increase all 3 Nominated Disclosure Officers were located within the Council Administration Building in Dubbo. This did not facilitate easy access for wider Council staff to access the Nominated Disclosure Officers. Trained Nominated Disclosure Officers are now available to staff throughout a number of Council work locations including Wellington Caves, Dubbo Works Depot and Dubbo Regional Saleyards. It is intended that further staff will be trained to be Nominated Disclosure Officers.

Audited Financial Reports

– Special Rate Variation

Report on activities funded via a special rate variation of general income, including:

- Reporting requirements set out in the Instrument of Approval
- Projects of activities funded from the variation outcomes achieved as a result of the project or activities.

The Minister for Local Government has approved Special Variation Rate increases of two per cent above the general increase for 2004/2005, four percent for 2005/2006 and five percent for 2006/2007 and 2007/2008 for the former Dubbo City Council.

These Special Variation increases were an essential element of Council's strategy for funding the long-term requirements for the maintenance and improvement of its Civil Infrastructure (Roads and Footpaths) Asset Base, Parks and Landcare maintenance and renewals, and the construction and ongoing operations of the Dubbo Regional Theatre and Convention Centre.

A condition of the approval of these special variations is that expenditures are clearly reported in the Annual Report. In 2019/2020, the total revenue generated from the Special Variations was \$3.779 million and the expenditure from this revenue was as follows:

- Dubbo Regional Theatre and Convention Centre operations
- Asset Maintenance:
 - Urban Parks Asset Maintenance
 - Rural Parks Asset Maintenance
 - Sporting Facilities Asset Maintenance
- Roadworks:
 - Urban Preconstruction and General Maintenance.
- The total expenditures were \$3.779 million with no unexpended balance required to be allocated.

Rates and Charges written off

2019/2020 rates and charges written off	\$
Rates - Pension rebates (S583(1))	1,361,522.03
Rates - Postponed rates (S595(1))	26,739.24
Rates - Not ratable Properties (S555(1))	31,868.80
Rates - Levy Adjustments (S598(1))	0
Charges - Interest on Postponed Rates	9381.22
Charges - Amounts which were unrecoverable	8,733.75

Contracts Awarded

Name of Contractor	Goods / Services	Amount
Robert Armstrong Cleaning	DRLM weekly washdown	\$ 274,975.01
Aerometrex Pty Ltd	RGBi imagery at 15cm resolution across the entire LGA	\$ 178,500.02
Yoff Pty Ltd T/as Dubbo Terrazzo & Concrete Industries	Construction of the Victoria Park No.1 Oval Clubhouse	\$ 3,007,106.86
J R & E G Richards (NSW) Pty Ltd T/as J	Weekly Domestic MGB Collections	\$ 3,139,235.08
WO Services Pty Ltd T/as Williams Oriel	WPCC - Chiller Replacement	\$ 246,513.02
J R & E G Richards (NSW) Pty Ltd T/as J	Collection of recyclables	\$ 2,091,299.11
Bucher Municipal Pty Ltd	Bucher VT652 on an Isuzu FSR140	\$ 327,089.48
Dubbo Turf Supplies Pty Ltd	Supply and Maintenance of Turf for Pavans Land	\$ 313,250.03
Fabranamics Pty Ltd T/as Pureablue	Supply and Installation of an Amenity Block Cameron Park	\$ 226,517.02
Simtec Surveillance & Security	Design and upgrade public CCTV	\$ 546,312.00
Evergreen Turf Group Pty Ltd	Victoria Park No 1 Oval playing surface	\$ 1,342,120.00
Adaptive Trading Pty Ltd T/as Adaptive	Refurbishment of Wellington Administration Building	\$ 613,985.06
Fewster Brothers Contracting Pty Ltd	Wellington Sewerage Treatment Plant Upgrade	\$ 846,510.08
Sydney Night Patrol and Inquiry Co Pty	Airport - Monthly Contract Fee for Airport Screening	\$ 818,181.90
Westrac Pty Ltd	Caterpillar 12M Grader	\$ 368,704.74
Hynash Constructions Pty Ltd	Construction of Keswick Estate Stage 5 Release 1	\$ 3,007,106.56
Essential Energy	Bulk Streetlighting LED upgrade	\$ 2,377,929.33
Start VR Pty Ltd	Cross-Organisational Augmented and Virtual Reality	\$ 257,716.00
Tracserv Pty Ltd T/as Tracserv	Isuzu FSR140-260 Single Cab	\$ 198,727.27
Roads & Maritime Services	Cobra / Fitzroy St Intersection	\$ 215,227.00
Westrac Pty Ltd	Caterpillar 320 Next Gen Excavator	\$ 307,000.03
Adaptive Trading Pty Ltd T/as Adaptive	Construction of Gollan Rural Fire Service Shed	\$ 183,220.02
Gilgandra Shire Council	Full Service to Undertake Heavy Patching On Eumungerie Road	\$ 291,169.61
Boral Construction Materials Group Ltd	Provision of Asphalt for Purvis Lane	\$ 1,704,025.36
Yoff Pty Ltd T/as Dubbo Terrazzo &	DALC Kiosk construction	\$ 206,417.80
Stanaway Pty Ltd T/as David Payne	Wiradjuri Tourism Experience Centre	\$ 506,720.16

Name of Contractor	Goods / Services	Amount
Boral Construction Materials Group Ltd	Supply and place airport grade asphalt	\$ 192,965.87
Landmark Engineering & Design Pty Ltd	Design and Construction Toilet Building Dubbo Showground	\$ 388,368.00
Otis Elevator Company Pty Ltd	CAB Lift Replacement	\$ 249,800.00
Rocla Pipeline Products	Supply and Delivery of Stormwater Products	\$ 178,868.02
Holcim (Australia) Pty Ltd	Supply of 5,500T of 20mm road base	\$ 165,649.00
Stanaway Pty Ltd T/as David Payne	DRLM Truck Wash Facility	\$ 1,479,097.95
MCA Engineering Pty Ltd	Construction Culvert #2 Muronbung Road	\$ 185,156.80
Tonkin Consulting Pty Ltd	Design of Bootherba Road	\$ 159,769.50
BTX Group Pty Ltd	Supply and Delivery of 900 Tonne Quick Lime	\$ 400,950.00
Redox Pty Ltd	Supply and Delivery of 60 Tonne Powdered Activated Carbon	\$ 446,325.00
Modular Innovations Pty Ltd T/as	Supply, Installation and Painting of Accoustic Fence	\$ 234,960.00
Impax Group Pty Ltd	Devil's Hole Bore	\$ 163,482.00
Impax Group Pty Ltd	North Dubbo 1 Bore	\$ 163,482.00
Impax Group Pty Ltd	North Dubbo 2 Bore	\$ 163,482.00
Holcim (Australia) Pty Ltd	Supply and delivery of HD GDB20	\$ 643,280.00
Taggle Systems Pty Ltd	Supply and Install fixed radio network and smart metres	\$ 5,387,932.54
Lightwell Group Pty Ltd	Multi media supplier Redevelopment Stage 1	\$ 275,000.00
KB Concrete Pty Ltd	Supply and Delivery of Concrete	\$ 198,000.00
Boral Construction Materials Group Ltd	Supply of Concrete for Construction	\$ 198,000.00
West Orange Motors Pty Ltd	Mercedes Benz Actros 2651	\$ 286,295.51
Skilltech Consulting Services Pty Ltd	Extension of Quarterly Water Meter Reading	\$ 223,150.00
Cadia Group	Concrete pipes	\$ 179,043.20
Jonishan Pty Ltd	The Design and Construction of Water Main Between Birch Ave & Windsor Parade	\$ 311,100.56
Optimal Stormwater Pty Ltd	West Dubbo GPT - Design and Construction	\$ 1,216,600.00
BT Equipment Pty Ltd T/as Tutt Bryant	Bomag BW219PD-5 Padfoot Roller	\$ 226,600.00
Glenn Healey Constructions	Supply and Installation of Cricket Practice Nets	\$ 258,230.50
BT Equipment Pty Ltd T/as Tutt Bryant	Bomag BW28RH Multi Tyre Roller	\$ 196,262.00

Private Works

No resolutions were made concerning works carried out on private land during the reporting period.

Capital expenditure review works

Report on certain proposed capital works projects where a capital expenditure review has been submitted.

- Wellington Caves Visitor Experience Centre
- Wellington Pool Redevelopment
- Victoria Park Ovals precinct
- RFS Training Facility.

Contributions

During 2019/2020, a total of \$131,174 was contributed under this section of the Act, as follows:

ORGANISATION	DONATION
Girl Guides Association of NSW	\$3,229
Cerebral Palsy Alliance	\$2,000
Young Life Australia	\$1,000
Wellington Amateur Theatrical Society	\$1,000
Mid Macquarie Landcare Incorpoted	\$1,500
LeaderLife Limited	\$4,000
Ballimore Progress Association	\$8,500
OneLife Community Church Inc.	\$-1,000
Ultimate Digital	\$981
Dubbo District Band Inc	\$500
Dubbo Rivercare Group Inc	\$500
Aust Decorative & Fine Arts Society	\$500
Buninyong Public School	\$500
Dubbo Legacy Division of Orange Legacy	\$3,500
1st Dubbo Scouts Group	\$500
Wellington Connect Incorporate - Mens Shed	\$3,500
Dubbo Triathlon Club	\$1,000
St Brigids Craft Group	\$500
Wellington View Club	\$300
Wellington Legacy	\$2,900
Dubbo Filmmakers Incorporated	\$800
Lifeline Central West Inc	\$15,000
Dubbo & District Pipe Band	\$1,500
Western Region Academy of Sport	\$2,924
Orana Early Childhood Intervention	\$1,000
U3A Dubbo Chapter Inc	\$3,000
Dubbo Neighbourhood Centre Inc	\$30,000
Wellington Information & Neighbourhood	\$30,000
OneLife Community Church Inc	\$1,000
Country Womens Association Wellington	\$2,240
Central West Leadership Academy	\$500
Burrendong Botanic Garden & Arboretum	\$7,800
	\$131,174

External Bodies

A statement of all external bodies that during that year exercised functions delegated by the council.

There are no external bodies exercising functions delegated by Dubbo Regional Council.

Controlling interests

A statement of all corporations, partnerships, trusts, joint ventures, syndicates, or other bodies which council held a controlling interest.

There are no external bodies in which Dubbo Regional Council held a controlling interest.

Joint ventures

Statement of all corporations, partnerships, trusts, joint ventures, syndicates, or other bodies (whether or not incorporated) in which the council participated in during the year.

Macquarie Regional Library.

Equal employment opportunity

Statement of activities undertaken to implement Council's EEO management plan.

Dubbo Regional Council is committed to the principles of Equal Employment Opportunities (EEO). We aim to provide a work environment that fosters fairness, equity, respect for social and cultural diversity, and is free from unlawful discrimination, harassment and vilification.

To create this environment we develop and uphold policies, practices and behaviours that ensure fair outcomes in all areas of employment, including recruitment, learning and development and management of staff.

Over the past year, the COVID-19 pandemic had a significant impact on our deliverables with some training and projects having been delayed or postponed. However, we were still able to provide the following training programs to help build capability and awareness within our leaders and staff to support, value and respect diversity within our workplace:

- Bullying and Harassment
- EEO
- Code of Conduct
- Supervising Apprentices and Trainees
- Dealing with Random Behaviours in Local Government
- ASIST (Applied Suicide Intervention Training)
- Mental Health First Aid
- Wellbeing Advocate
- Mental Health Chats

At the end of 2020 Council will be renewing our Wellbeing Strategy, with one of the objectives of the strategy being Culture. This focus of this objective is to be a diverse, inclusive and social organisation. Actions will be developed to help foster an inclusive, open and accessible environment for the organisation.

General Manager (CEO) and senior staff remuneration packages

Position	Total employment cost	Salary component	Termination	Bonuses	Employer's contribution to superannuation of salary sacrifice	Non-cash benefits – motor vehicle	FBT payable
CEO	\$380,253	\$359,250	0	NIL	\$21,003	\$4,578	\$4,475
Directors	\$1,294,311	\$1,091,911	\$79,784	NIL	\$122,617	\$2,706	\$2,647

Stormwater management services

Financial details for Council's projected and actual stormwater management services provided in 2019/2020 area as follows:

Stormwater Management Services	Budget	Actual
Income from continuing operations	1,1085,625	3,058,382
Expenses from continuing operations	2,383,776	2,376,469
Operating result surplus/ (deficit)	20,892	32,768
Grants included in income	20,892	32,768

Council's annual stormwater charge for Dubbo City defined under urban area in 2019/2020 was \$96.26 per property, which generated an income of \$1,489,681. The annual stormwater management fee for Wellington residential and businesses in 2019/2020 was \$96.26, which generated income of \$33,947.

Council's stormwater operations provided 8,479 pits, 103 retention basins, 64 gross pollutant traps (GPTd), 279 kilometres of drainage pipes and 6 wetlands.

The total operating revenue increased due to an increase in developer contributed assets to infrastructure.

The total operating expenses decreased due to the ongoing drought, which reduced cleaning expenditure and asset management costs.

Environmental upgrade agreements

Include particulars of any environmental upgrade agreement entered into by the council.

Dubbo Regional Council did not enter into any environmental upgrade agreements for the reporting period.

Companion Animals Act and Regulation

Detailed statement, prepared in accordance with such guidelines as may be issued by the Director-General from time to time, of the council's activities during the year in relation to enforcing, and ensuring compliance with, the provisions of the Companion Animals Act 1988 (CA Act) and the Companion Animal Regulation 2018, including:

- lodgement of pound data collection returns with OLG (Survey of council seizures of cats and dogs)
- lodgement of data about dog attacks with OLG
- amount of funding spent on companion animal management and activities
- community education programs carried out and strategies the council has in place to promote and assist the desexing of dogs and cats
- strategies in place for complying with the requirement under s 64 of the CA Act to seek alternatives to euthanasia for unclaimed animals
- off leash areas provided in the council area
- detailed information on fund money used for managing and controlling companion animals in its area.

All necessary OLG collection returns were lodged. A number of education campaigns were carried out throughout the year to encourage dog owners to de-sex their pets, along with what initiatives were introduced by Dubbo Regional Council in regard to safety measures as a result of COVID-19 pandemic requirements.

Dog Attack records lodged with OLG show Dubbo Regional Council for the 2019-2020 period recorded 50 incidents of dog attacks.

Council sent 85 animals to be de-sexed prior to rehoming or sale.

This Facebook post was an education / information post regarding leash free areas facebook.com/DubboRegionalCouncil/posts/3355317081200981.

- Expenditure was \$378,276 (including wages).
- Interest and depreciation costs \$14,509
- Plant and equipment depreciation costs \$41,166
- Maintenance and repairs \$25,045
- Total running costs \$458,996

Section 64 of the Companion Animals Act 1998 is complied with by:

- Ensuring a good relationship with animal rehoming groups who attend the facility and routinely rehome as many unclaimed animals as DRC can supply.
- Only obviously sick and untreatable animals, or those animals deemed too dangerous or their temperament too unsuitable to rehome are not rehomed. Injured animals are assessed by a vet and rehoming agencies to assess the probability of the recovery of the animal and chances of living a normal life and rehoming probability.

Dubbo Regional Council maintains 16 off leash area in the LGA.

Planning agreements

A total of three (3) Planning Agreements are in place and in operation as listed below:

- Bodangora Wind Farm – Community Benefit Fund;
- Rawsonville Sand Quarry – Road Maintenance Levy; and
- Sheraton Road Hard Rock Quarry – for the upgrading of Sheraton Road

Swimming pools

Details of inspections of private swimming pools. Include the number of inspections that:

- | | |
|--|---|
| <ul style="list-style-type: none">• were of tourist and visitor accommodation.• were of premises with more than 2 dwellings.• resulted in issuance a certificate of compliance under s22D of the SP Act• resulted in issuance a certificate of non-compliance under cl 21 SP Reg. | <p>303 inspections undertaken, comprising:</p> <ul style="list-style-type: none">• 279 Private swimming pools inspections.• 24 Visitor Accommodation (visits reduced due to COVID requirements).• 141 Compliance Certificates issued• 105 Non Compliance certificates issued requiring follow-up visits. |
|--|---|

The Swimming Pool Compliance Officer has been very effective with having all pool owners complying with relevant legislative requirements.

Carers Recognition Act

Councils considered to be 'human service agencies' under the Carers Recognition Act 2010 (the CR Act) (provide services directed at carers and/or people being cared for by carers) must report on compliance with the CR Act for the reporting period.

All policies and flexible work policies are inclusive of the needs of those employees who are carers

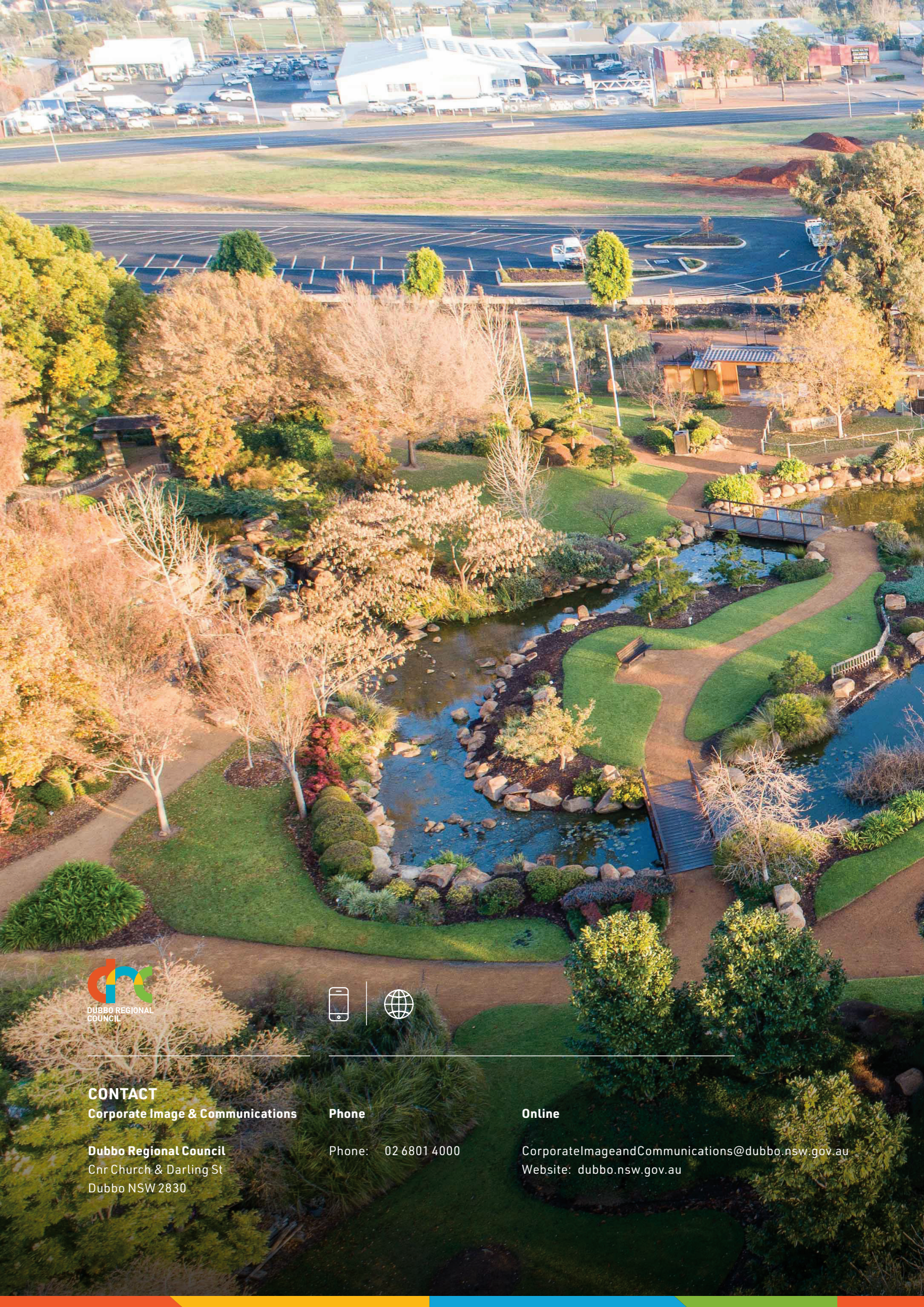
Application of leave considers the needs of those employees who are carers

CDO provides updated information to the community and services on the Carer Gateway and how to access support and services

CDO co – facilitates (with Wellington Multiservice Centre) the Wellington Carer Support Group, venue is the Wellington Senior Citizen Centre

The Disability Inclusion Action Plan recognises the role of the carer and is inclusive of their needs





DUBBO REGIONAL
COUNCIL



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