



AGENDA

CORPORATE SERVICES COMMITTEE

11 JULY 2024

MEMBERSHIP: Councillors J Black, L Burns, S Chowdhury, M Dickerson, V Etheridge, J Gough, R Ivey, D Mahon, P Wells and M Wright.

The meeting is scheduled to commence at the close of the Culture and Community Committee

ACKNOWLEDGEMENT OF COUNTRY:

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

Page

CSC24/30	LEAVE OF ABSENCE (ID24/1426)	
CSC24/31	CONFLICTS OF INTEREST (ID24/1427) In accordance with their Oath/Affirmation under the Act, and Council's Code of Conduct, Councillors must disclose the nature of any pecuniary or non-pecuniary interest which may arise during the meeting, and manage such interests accordingly.	
CSC24/32	REPORT OF THE WELLINGTON TOWN COMMITTEE - MEETING 20 MAY 2024 (ID24/1342) The Committee had before it the report of the Wellington Town Committee meeting held 20 May 2024.	3
CSC24/33	REPORT OF THE VILLAGES COMMITTEE - MEETING 22 MAY 2024 (ID24/1341) The Committee had before it the report of the Villages Committee meeting held 22 May 2024.	8
CSC24/34	REPORT OF THE DUBBO REGIONAL LIVESTOCK MARKETS ADVISORY COMMITTEE - MEETING 4 JUNE 2024 (ID24/1340) The Committee had before it the report of the Dubbo Regional Livestock Markets Advisory Committee meeting held 4 June 2024.	13

CSC24/35	MONTHLY REPORTING SNAPSHOT FOR COUNCILLORS - JUNE 2024 (ID23/2982)	17
	The Committee had before it the report dated 3 June 2024 from the Corporate Strategy Performance Coordinator regarding Monthly Reporting Snapshot for Councillors - June 2024.	
CSC24/36	INVESTMENT UNDER SECTION 625 OF THE LOCAL GOVERNMENT ACT - JUNE 2024 (ID24/1234)	31
	The Committee had before it the report dated 2 July 2024 from the Revenue Accountant regarding Investment Under Section 625 of the Local Government Act - June 2024.	
CSC24/37	2024/2025 PROPOSED TWO WEEK SHUTDOWN (ID24/1329)	48
	The Committee had before it the report dated 1 July 2024 from the Manager People Culture and Safety regarding 2024/2025 Proposed Two Week Shutdown.	
CSC24/38	UPDATE ON INVESTIGATIONS ON POTENTIAL BOUNDARY ALTERATION: NORTH YEOVAL (ID24/1156)	54
	The Committee had before it the report dated 30 May 2024 from the Director Strategy, Partnerships and Engagement regarding Update on Investigations on Potential Boundary Alteration: North Yeoval.	
CSC24/39	AUSTRALIA DAY CEREMONIES FOR JANUARY 2025 (ID24/1393)	61
	The Committee had before it the report dated 3 July 2024 from the Manager Corporate Governance regarding Australia Day Ceremonies for January 2025.	
CSC24/40	QUARTERLY REPORT ON COMPLAINT STATISTICS UNDER COUNCIL'S CODE OF CONDUCT (ID24/1390)	81
	The Committee had before it the report dated 3 July 2024 from the Manager Corporate Governance regarding Quarterly Report on Complaint Statistics Under Council's Code of Conduct.	
CSC24/41	COUNCIL POLICY - PRIVACY MANAGEMENT PLAN - RESULTS OF PUBLIC EXHIBITION PERIOD (ID24/1343)	85
	The Committee had before it the report dated 2 July 2024 from the Governance Team Leader regarding Council Policy - Privacy Management Plan - Results of Public Exhibition Period.	



**DUBBO REGIONAL
COUNCIL**

Report of the Wellington Town Committee - meeting 20 May 2024

AUTHOR: Governance Officer
REPORT DATE: 2 July 2024

The Council had before it the report of the Wellington Town Committee meeting held 20 May 2024.

RECOMMENDATION

That the report of the Wellington Town Committee meeting held on 20 May 2024, be noted.



REPORT WELLINGTON TOWN COMMITTEE 20 MAY 2024

PRESENT: Councillors J Gough, R Ivey, the Chief Executive Officer, the Director Strategy, Partnerships and Engagement, E Holmes (Community Representative), D Ramsland (Community Representative), T Kelly (Community Representative), I Parkes (Community Representative), M Griggs (Community Representative), T Dray (Community Representative) and J Wykes (Community Representative).

ALSO IN ATTENDANCE:

The Acting Director Strategy, Partnerships and Engagement (S Jennings), the Director Infrastructure, the Manager Strategic Partnerships and Investment, the Corporate Strategy and Performance Coordinator and the Executive Officer Strategy, Partnerships and Engagement.

Councillor R Ivey assumed the Chair of the meeting.

The proceedings of the meeting commenced at 5:30pm.

WTC24/10 ACKNOWLEDGEMENT OF COUNTRY (ID24/1015)

The Chief Executive Officer delivered an Acknowledgement of Country.

WTC24/11 LEAVE OF ABSENCE (ID24/1016)

Requests for leave of absence were received from the Manager Community Services, R Whiteley (Community Representative) and D Mitchell (Community Representative).

WTC24/12 CONFLICTS OF INTEREST (ID24/1017)

The following Conflicts of interest was declared:

- T Kelly – non pecuniary and less than significant item WTC24/14

WTC24/13 REPORT OF THE WELLINGTON TOWN COMMITTEE - MEETING 26 FEBRUARY 2024 (ID24/1014)

The Committee had before it the report of the Wellington Town Committee meeting held 26 February 2024.

OUTCOME

1. That the report of the Wellington Town Committee meeting held on 26 February 2024, be noted.
2. That the Director Infrastructure undertake updated communications on the Duke of Wellington Bridge as per item WTC24/8.
3. That the Committee note the actions as discussed and advised by staff on item WTC24/9.

WTC24/14 CENTRAL-WEST ORANA RENEWABLE ENERGY ZONE (ID24/1028)

The Committee was addressed by the Acting Director Strategy, Partnerships and Engagement.

Discussions were held on the following topics;

- Voluntary Planning Agreements (VPA) and community benefit funds, the current status of the Wellington South Battery Energy Storage System and the Orana Battery Energy Storage System Planning Agreements, Bodangora Wind Farm, Dubbo firming power station and Councillor Ivey's upcoming Notice of Motion to Council's May Ordinary Meeting.
- The business case process for the Renewable Energy Awareness and Career Training Centre (REACT)
- Circular economy opportunities
- Status of the EnergyCo transmission project and the company ACEREZ (consortium including ACCIONA, Cobra and Endeavour Energy)

OUTCOME

1. That the address provided by the Acting Director Strategy, Partnerships and Engagement, be noted.
2. That a link to Councils website for the minutes of the Ordinary Council Meeting held in May 2024 be provided for the Committee to review the resolutions on items IPEC24/29 and CCL24/115.

T Kelly declared a non-pecuniary, less than significant interest in the matter now before the Committee and remained in the room during the Committee's consideration of this matter. The reason for this interest is that T Kelly consulted with farmers regarding the solar farms.

WTC24/15 REGIONAL DROUGHT RESILIENCE PLAN (ID24/1062)

The Committee was addressed by the Manager Strategic Partnerships and Investment and R Medd from Projence.

OUTCOME

1. That the address provided by the Manager Strategic Partnerships and Investment and R Medd from Projence, be noted.

2. That the request for additional engagement methods specific to Wellington be considered.
3. That committee members encourage community to participate in the survey.

WTC24/16 UPDATE ON OPERATIONAL PLAN ACTIONS (ID24/1029)

The Committee was addressed by Corporate Strategy and Performance Coordinator.

Discussions were held on the following topics:

- Saxa bridge
- The Sunken Garden
- The Fowler Steam Engine
- Wellington Caves Holiday Park service review
- Wellington Toyama Osawano Japanese Gardens

OUTCOME

1. That the address by the Corporate Strategy and Performance Coordinator, the Director Infrastructure and the Director Strategy, Partnerships and Engagement be noted.
2. That the Committee note the actions as discussed and advised by staff.
3. That the Director Infrastructure provide a report to the next Wellington Town Committee meeting on a concept plan for the Sunken Garden.
4. That the Director Community Culture and Places to provide a report to a future Wellington Town Committee meeting regarding the Wellington Caves Holiday Park service review.
5. That the Chief Executive Officer provide a further update to Councillors with regard to the Fowler Steam Engine.

**WTC24/17 GENERAL BUSINESS, CORRESPONDENCE AND QUESTIONS ON NOTICE
(ID24/1030)**

The Committee was addressed by the Chair and Director Strategy, Partnerships and Engagement regarding this item.

Discussions were held on the following topics:

- Overtaking lane between Wellington and Geurie,
- Street lighting,
- Cleaning of footpaths,
- Cameron Park toilets
- Aquatic Leisure Centre fees.

OUTCOME

1. That the address by the Chair and Director Strategy, Partnerships and Engagement regarding this item be noted.
2. That Committee members encourage community to make a formal submission on

- Council’s YourSay website as part of the Draft 2024/2025 Budget and Operational Plan public exhibition, specific to Cameron Park toilet options.
3. That the Committee be provided with the relevant link to the location of the Aquatic Leisure Centre fees.

The meeting closed at 7:27 pm.

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CHAIRPERSON



**DUBBO REGIONAL
COUNCIL**

Report of the Villages Committee - meeting 22 May 2024

AUTHOR: Governance Officer
REPORT DATE: 2 July 2024

The Council had before it the report of the Villages Committee meeting held 22 May 2024.

RECOMMENDATION

That the report of the Villages Committee meeting held on 22 May 2024, be noted.



REPORT VILLAGES COMMITTEE 22 MAY 2024

PRESENT: Councillors R Ivey, S Chowdhury, the Director Strategy, Partnerships and Engagement, P Wykes AFSM (Community Representative), L Hennessy (Community Representative), F Doughty (Community Representative), K Charlton (Community Representative), V Parkes (Community Representative), S O'Leary (Community Representative), E Walker-Manson (Community Representative) and M Cox (Community Representative).

ALSO IN ATTENDANCE:

The Acting Director Strategy, Partnerships and Engagement (S Jennings), the Director Infrastructure, the Manager Strategic Partnerships and Investment, the Corporate Strategy and Performance Coordinator and the Executive Officer Strategy, Partnerships and Engagement.

Councillor R Ivey assumed the Chair of the meeting.

The proceedings of the meeting commenced at 3:00pm.

VC24/10 ACKNOWLEDGEMENT OF COUNTRY (ID24/1010)

The Director Strategy, Partnerships and Engagement delivered an Acknowledgement of Country.

VC24/11 LEAVE OF ABSENCE (ID24/1011)

Requests for leave of absence were received from the Chief Executive Officer and M Hanney (Community Representative).

Councillors S Chowdhury and M Cox attended via audio visual link.

VC24/12 CONFLICTS OF INTEREST (ID24/1012)

The following conflict of interest was declared:

- M Cox – pecuniary significant interest in VC24/16.

**VC24/13 REPORT OF THE VILLAGES COMMITTEE - MEETING 27 MARCH 2024
(ID24/1013)**

The Committee had before it the report of the Villages Committee meeting held 27 March 2024.

RECOMMENDATION

That the report of the Villages Committee meeting held on 27 March 2024, be noted.

VC24/14 FURTHER MATTERS AND QUESTIONS ON NOTICE (ID24/1031)

The Committee was addressed by the Acting Director Strategy, Partnerships and Engagement and the Chair, where points of interest were discussed from each Community Representative.

Discussion was held on a number of topics including:

- Current status of the Spicers Creek Wind Farm
- Lack of community engagement in Elong Elong from Squadron Energy
- Council attendance at the Yeoval show
- Eulalie Lane works update
- Water usage by Squadron Energy
- Water issue at Euchareena
- Tree Policy for Eumungerie
- Cenotaph lights in Eumungerie
- Flooding and water issues in Ballimore
- Building approvals and dwelling entitlements at Elong Eloong
- Community lawn mowers update
- Geurie flood plan
- Geurie cemetery fencing

OUTCOME

1. **That the address by the Acting Director Strategy, Partnerships and Engagement, be noted.**
2. **That the Committee note the actions as discussed and advised by staff:**
 - a. **Director Development and Environment be invited to the next Committee meeting to discuss building entitlements in Elong Elong.**
 - b. **That a link to councils website for the minutes of the Ordinary Council Meeting held in May 2024 be provided for the Committee to review the resolutions on items IPEC24/29 and CCL24/115.**
 - c. **Director Community Culture and Places be invited to the next Committee meeting to provide an update on fencing around the Geurie Cemetery.**
 - d. **Director Infrastructure – provided an update regarding the lawn mowing in Village areas.**
3. **That the Director Infrastructure provide an update as to any work being undertaken on Saxa Road.**
4. **That the committee note the advice regarding reporting any compliance concerns relating to State Significant developments.**

At this juncture F Doughty left the meeting at 4.13pm.

VC24/15 CENTRAL-WEST ORANA RENEWABLE ENERGY ZONE (ID24/1032)

The Committee was addressed by the Acting Director Strategy, Partnerships and Engagement.

That the address by Acting Director Strategy, Partnerships and Engagement be noted.

VC24/16 DROUGHT RESILIENCE PLAN (ID24/1033)

The Committee was addressed by the Manager Strategic Partnerships and Investment and R Medd from Projence.

OUTCOME

- 1. That the address by the Manager Strategic Partnerships and Investment and R Medd from Projence, be noted.**
- 2. That the Committee be updated on the progress of the Regional Drought Resilience Plan.**
- 3. That the Committee be provided with appropriate resources to encourage and share the survey with their respective communities.**

M Cox (Community Representative) declared a pecuniary, significant interest in the matter now before the Committee and left the room and was out of sight during the Committee's consideration of this matter. The reason for such interest is that M Cox (Community Representative) has a conflict with a wind farm company.

VC24/17 UPDATE ON NORTH YEOVAL BOUNDARY ADJUSTMENT (ID24/1034)

The Committee was addressed by the Acting Director Strategy, Partnerships and Engagement

OUTCOME

- 1. That the address by Acting Director Strategy, Partnerships and Engagement be noted.**
- 2. That Committee member V Parkes be provided with a copy of reports put to future meetings of Council, in relation to the proposed LGA boundary adjustment specific to North Yeoval.**

At this juncture Councillor Chowdhury left the meeting at 4.48pm.

VC24/18 UPDATE ON OPERATIONAL PLAN ACTIONS (ID24/1035)

The Committee was addressed by the Corporate Strategy and Performance Coordinator.

OUTCOME

- 1. That the address by the Corporate Strategy and Performance Coordinator be noted.
- 2. That Committee members encourage community to make a formal submission on Council’s YourSay website as part of the Draft 2024/2025 Budget and Operational Plan public exhibition, and that the direct link and a copy of the Villages Fact Sheet be provided to the Committee members.

The meeting closed at 4.55pm.

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CHAIRPERSON



**DUBBO REGIONAL
COUNCIL**

Report of the Dubbo Regional Livestock Markets Advisory Committee - meeting 4 June 2024

AUTHOR: Governance Officer
REPORT DATE: 2 July 2024

The Council had before it the report of the Dubbo Regional Livestock Markets Advisory Committee meeting held 4 June 2024.

RECOMMENDATION

That the report of the Dubbo Regional Livestock Markets Advisory Committee meeting held on 4 June 2024, be noted.



REPORT
DUBBO REGIONAL LIVESTOCK MARKETS
ADVISORY COMMITTEE
4 JUNE 2024

PRESENT: Councillors D Mahon, M Dickerson, V Etheridge, R Ivey, the Director Organisational Performance, the Chief Executive Officer, the Manager Dubbo Regional Livestock Market, JM Morris (Independent Member), KP Parker (Independent Member), PB Baldwin (Supply Chain), RS Shanks (Supply Chain and MS Simmons (DSSA President)

ALSO IN ATTENDANCE:

Councillor Shibli Chowdhury, the Executive Officer Organisational Performance

Councillor V Etheridge assumed the Chair of the meeting.

The proceedings of the meeting commenced at 4.02pm.

LMAC24/12 ACKNOWLEDGEMENT TO COUNTRY (ID24/1182)

Director Organisational Performance delivered an Acknowledgement of Country.

LMAC24/13 LEAVE OF ABSENCE (ID24/1181)

There were requests for leave of absence received from Rodger Fletcher.

There were requests for leave from Ross Plasto via M Simmons within the meeting.

No formal request from PD Devenish, KH Hammond, AM Maclean, AW Warrian, BA Agar.

Councillor Shibli Chowdhury, Councillor Richard Ivey and Peter Baldwin attended via Audio Visual Link.

LMAC24/14 CONFLICTS OF INTEREST (ID24/1183)

There were no conflicts of Interest declared.

LMAC24/15 REPORT OF THE DUBBO REGIONAL LIVESTOCK MARKETS ADVISORY COMMITTEE - MEETING 5 MARCH 2024 (ID24/472)

The Committee had before it the report of the Dubbo Regional Livestock Markets Advisory

Committee meeting held 5 March 2024.

OUTCOME

That the report of the Dubbo Regional Livestock Markets Advisory Committee meeting held on 5 March 2024, be noted.

LMAC24/16 SHEEP AND GOAT ELECTRONIC IDENTIFICATION PROGRAM (ID24/1037)

The Committee had before it the report dated 15 May 2024 from the Manager Dubbo Regional Livestock Markets regarding Sheep and Goat Electronic Identification Program.

OUTCOME

That the report Sheep and Goat electronic Identification Program be noted.

LMAC24/17 MANAGER UPDATE ON DRLM OPERATIONS (ID24/1018)

The Committee had before it the report dated 15 May 2024 from the Manager Dubbo Regional Livestock Markets regarding Update on DLRM Operations.

OUTCOME

1. **That the presentation by the Manager Dubbo Regional Livestock Markets be noted.**
2. **That it be noted the effort and professionalism of Dubbo Regional Livestock Markets Manager has been driving forward the saleyards.**

LMAC24/18 FEES AND CHARGES (ID24/1003)

The Committee had before it the report dated 14 May 2024 from the Manager Dubbo Regional Livestock Markets regarding Fees and Charges.

OUTCOME

That the report Dubbo Regional Livestock Markets Fees & Charges be noted.

At this juncture Councillor R Ivey left the meeting, the time being 5.14pm, and did not return.

LMAC24/19 DUBBO REGIONAL LIVESTOCK MARKETS BUSINESS STRUCTURE SERVICE REVIEW (ID24/1122)

The Committee had before it the report dated 29 May 2024 from the Manager Dubbo Regional Livestock Markets regarding Dubbo Regional Livestock Markets Business Structure Service Review.

OUTCOME

That the information contained within this report be noted.

LMAC24/20 GENERAL BUSINESS (ID23/2925)

The following General Business was discussed.

That the recommendation from the last meeting with regard to investigating advertising, it is advised that currently the DRLM are receiving a weekly mention in the local media.

The meeting closed at 5:57pm.

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CHAIRPERSON



REPORT: Monthly Reporting Snapshot for Councillors - June 2024

DIVISION: Strategy, Partnerships and Engagement
REPORT DATE: 3 June 2024
TRIM REFERENCE: ID23/2982

EXECUTIVE SUMMARY

Purpose	Provide review or update	
Issue	<ul style="list-style-type: none">Provide high level report snapshots for Councillors regarding Council's Financial Performance, Facility Performance and Customer Experience.	
Reasoning	<ul style="list-style-type: none">Councillors are provided high level data and reporting on a monthly basis for visibility and oversight on performance trends.	
Financial Implications	Budget Area	Various
	Funding Source	Various
	Proposed Cost	N/A
	Ongoing Costs	N/A
Policy Implications	Policy Title	There are no policy implications arising from this report
	Impact on Policy	N/A

STRATEGIC DIRECTION

The Towards 2040 Community Strategic Plan is a vision for the development of the region out to the year 2040. The Plan includes six principle themes and a number of objectives and strategies. This report is aligned to:

Theme: 4 Leadership
CSP Objective: 4.1 Council provides transparent, fair and accountable leadership and governance
Delivery Program Strategy: 4.1.2 Council's decision-making processes are open, transparent and accountable

Theme: 4 Leadership
CSP Objective: 4.1 Council provides transparent, fair and accountable leadership and governance
Delivery Program Strategy: 4.1.3 Council provides quality customer service

RECOMMENDATION

That the information contained within the report of the Corporate Strategy and Performance Coordinator, dated 3 July 2024, be noted.

Steven Jennings
Director Strategy, Partnerships and Engagement

ZJ
Corporate Strategy
Performance Coordinator

BACKGROUND

Previous Resolutions of Council

11 May 2023 CSC23/19	<ol style="list-style-type: none">1. <i>That the report from the Chief Executive Officer dated 11 April 2023, be noted.</i>2. <i>That the report in the current format continue to be produced monthly until the end of the current Council term.</i>3. <i>That upon election of a new Council in September 2024, a review of the Monthly Report for Councillors be undertaken in consideration of the new Councillor's priorities.</i>
24 August 2023 CCL23/212	<ol style="list-style-type: none">1. <i>That the information contained within the report of the Chief Executive Officer dated 1 July 2023, be noted.</i>2. <i>That the proposed changes to the presentation of Major Capital Projects dashboard, as outlined in the report, be endorsed.</i>

REPORT

This report is a standing monthly report for Councillors and provides high level data, statistics and commentary for Councillors from the Financial Performance and Services and Facility Performance and Customer Experience dashboards. It should be noted that select data is public facing, data that is not public facing is not provided within the monthly report and is provided to Councillors via other methods.

Data collected at the time of the reporting may not have been validated/audited and numbers are subject to change pending published annual reports.

Major Projects: As at the end of June 2024, Council's Your Say platform was showcasing 68 Community consultation or engagement projects, with 23 of these being active capital works projects.

APPENDICES:

[1](#) Dashboard Snapshots - June 2024

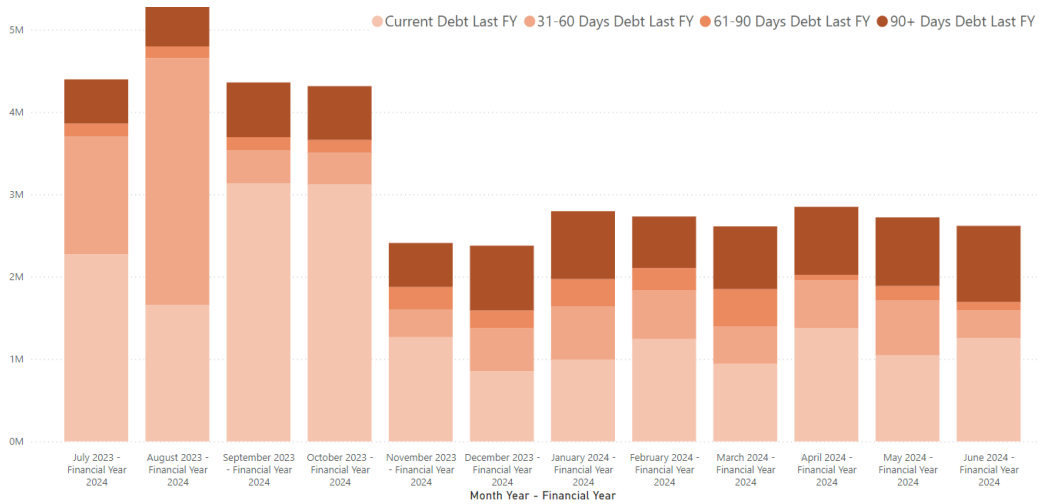


FINANCIAL PERFORMANCE DASHBOARD

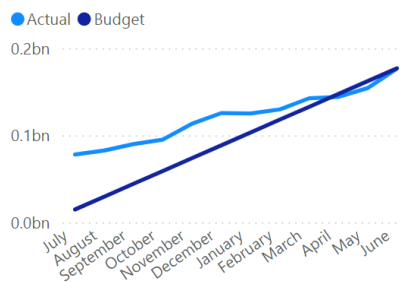
REPORT PRINT DATE: 02/07/2024

Associated fees are outline in Council's Fees and Charges document; however the overdue balances below do not include rates, annual charges or capital grants.

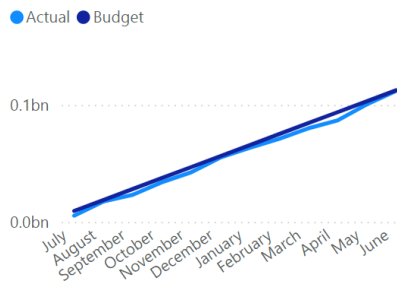
2023/2024 Financial Year Overdue Debt



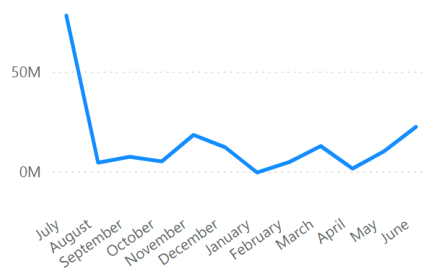
YTD Revenue



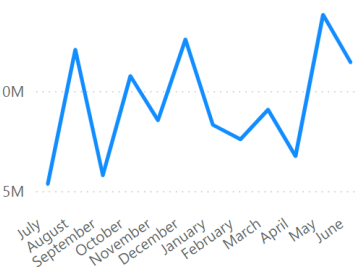
YTD Expenditure



Monthly Revenue



Monthly Expenditure



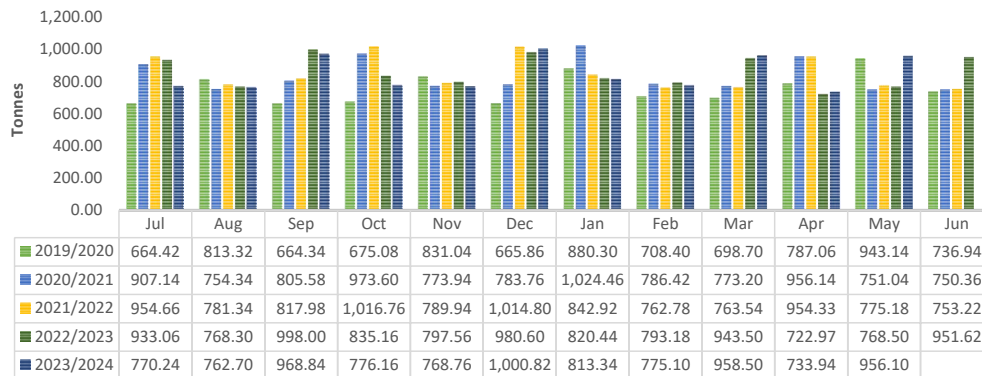


FACILITY AND SERVICE PERFORMANCE DASHBOARD

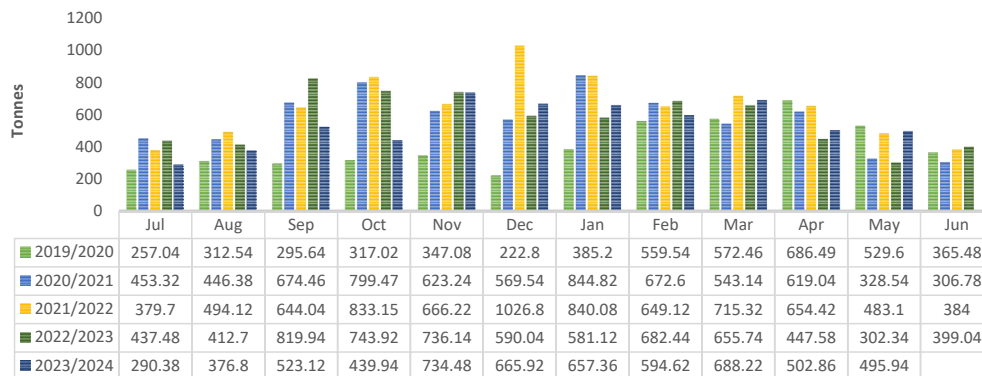
REPORT PRINT DATE: 02/07/2024

SERVICES PERFORMANCE

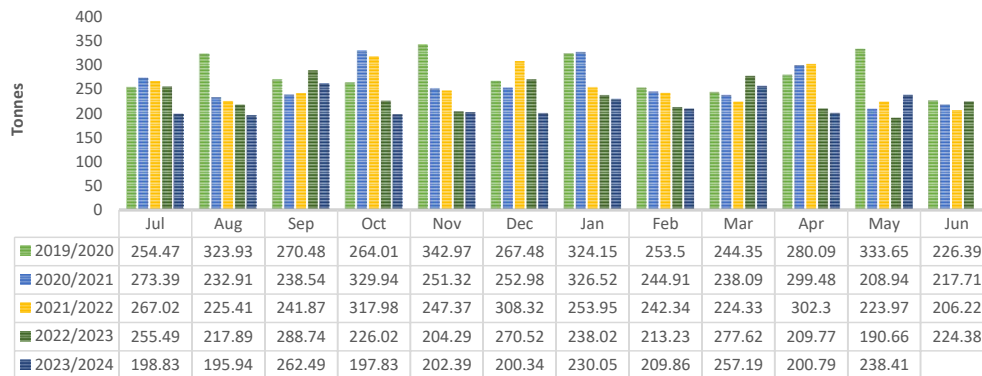
DOMESTIC WASTE - MIXED WASTE TONNES PER MONTH



DOMESTIC WASTE - FOGO TONNES PER MONTH



DOMESTIC WASTE - RECYCLING TONNES PER MONTH



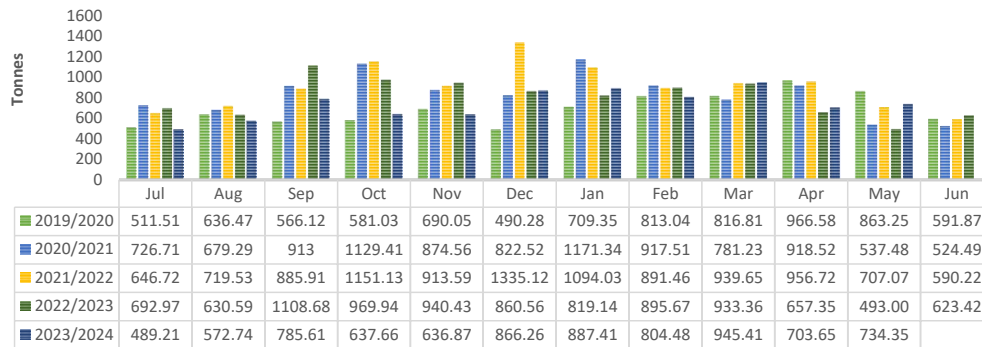


**DUBBO
REGIONAL
COUNCIL**

**FACILITY AND SERVICE
PERFORMANCE DASHBOARD**

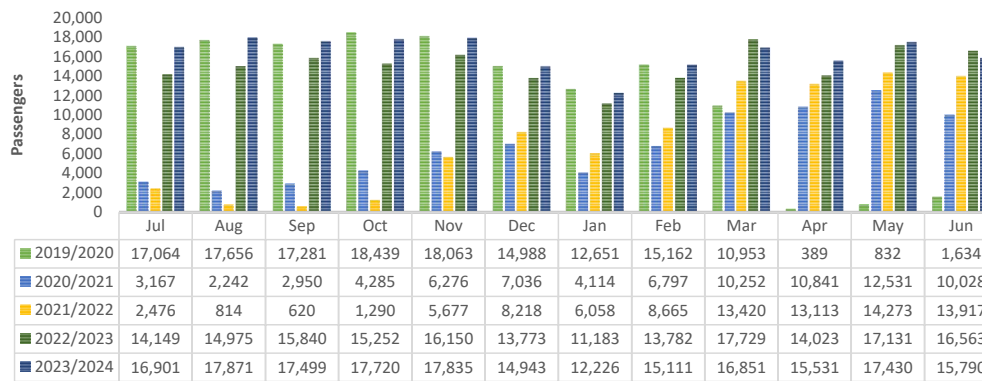
REPORT PRINT DATE: 02/07/2024

DOMESTIC WASTE - DIVERTED FROM LANDFILL TONNES PER MONTH

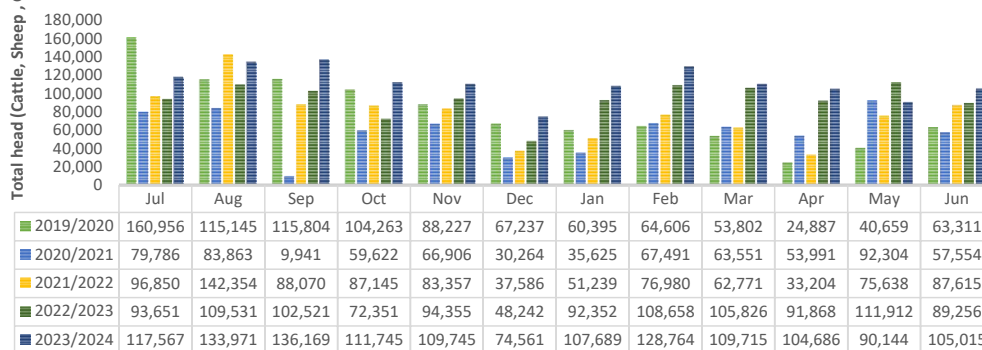


PASSENGERS & VOLUME – COMMERCIAL

DUBBO REGIONAL AIRPORT - PASSENGERS PER MONTH



DUBBO REGIONAL LIVESTOCK MARKETS - TOTAL HEAD SOLD PER MONTH



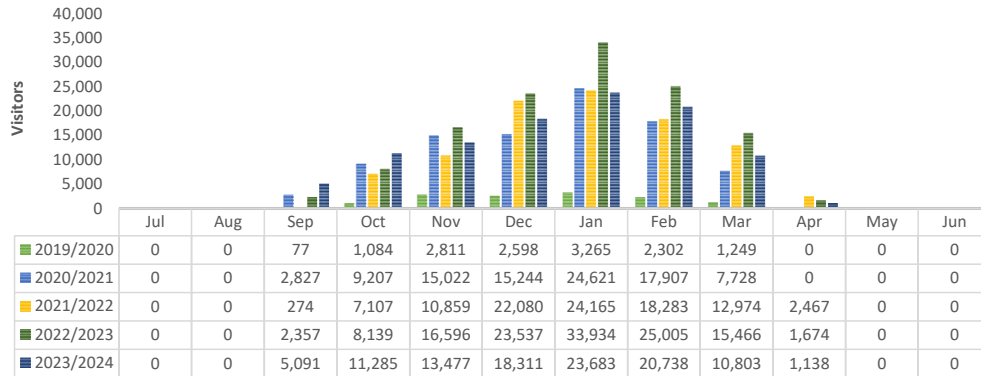


FACILITY AND SERVICE PERFORMANCE DASHBOARD

REPORT PRINT DATE: 02/07/2024

VISITORS & CUSTOMERS – COMMUNITY

AQUATIC LEISURE CENTRES - TOTAL VISITORS PER MONTH



MACQUARIE REGIONAL LIBRARY VISITORS (ALL LGAS) AND ITEMS LOANED (ALL FORMATS) PER MONTH



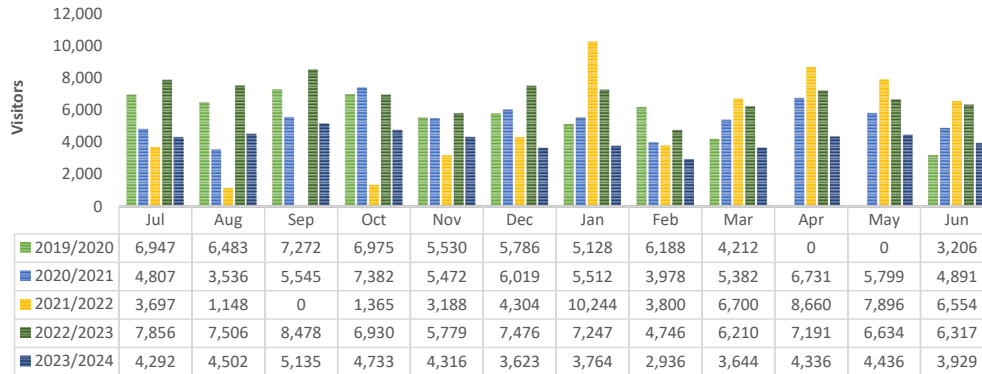


FACILITY AND SERVICE PERFORMANCE DASHBOARD

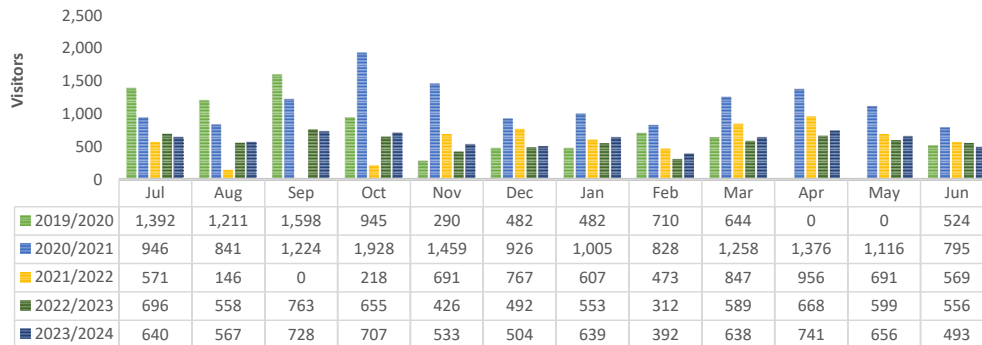
REPORT PRINT DATE: 02/07/2024

VISITORS & CUSTOMERS – TOURISM & CULTURAL

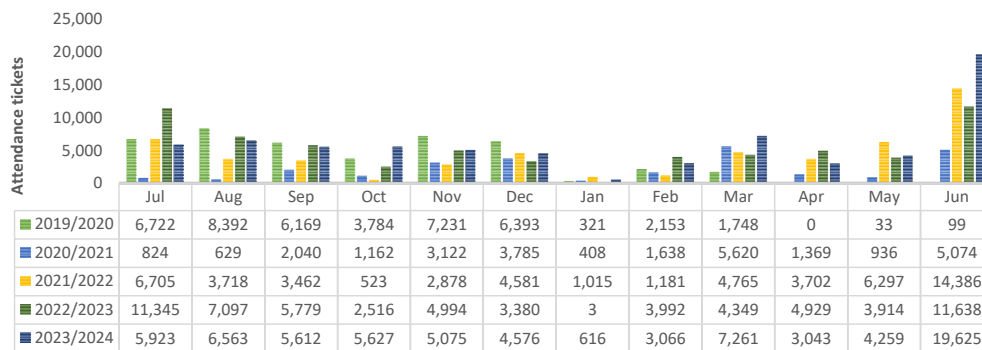
DUBBO VISITOR INFORMATION CENTRE - VISITORS PER MONTH



WELLINGTON VISITOR INFORMATION CENTRE - VISITORS PER MONTH



DUBBO REGIONAL THEATRE AND CONVENTION CENTRE - VISITORS PER MONTH

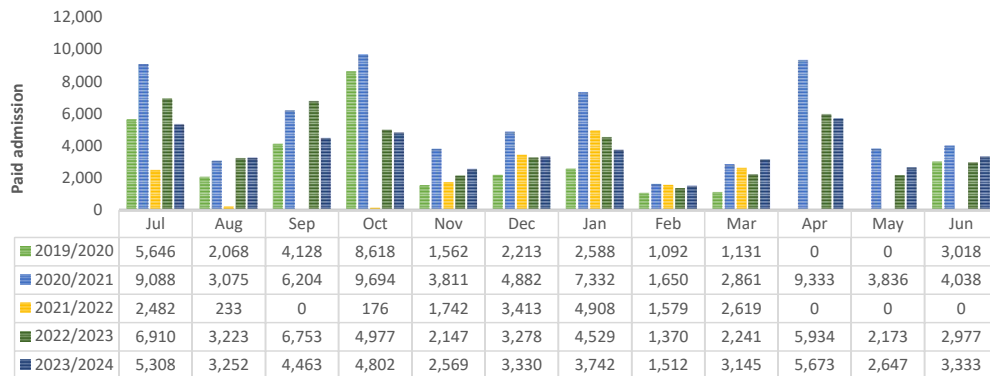




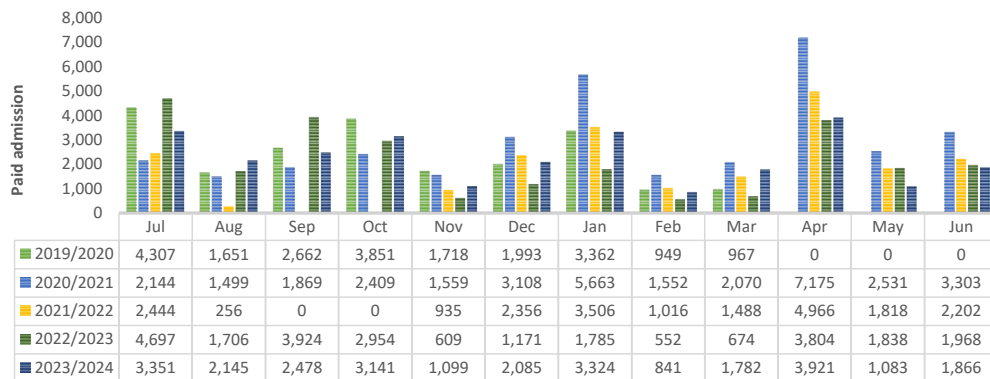
FACILITY AND SERVICE PERFORMANCE DASHBOARD

REPORT PRINT DATE: 02/07/2024

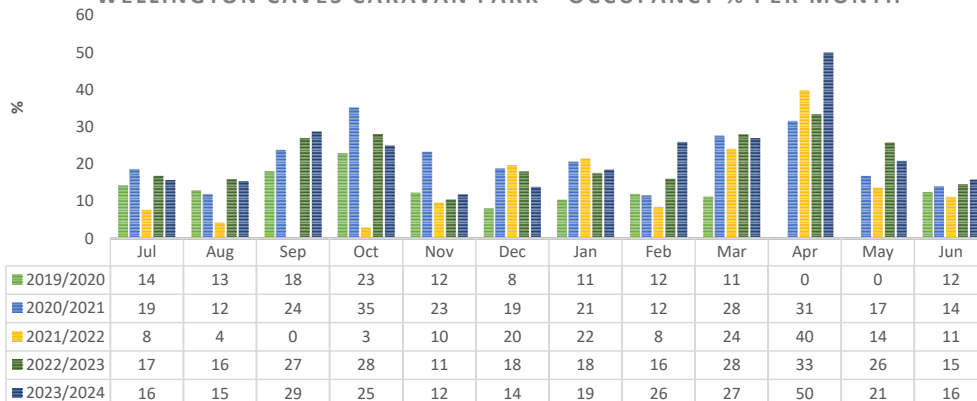
OLD DUBBO GAOL - VISITORS PER MONTH



WELLINGTON CAVES - PAID ADMISSION PER MONTH



WELLINGTON CAVES CARAVAN PARK - OCCUPANCY % PER MONTH

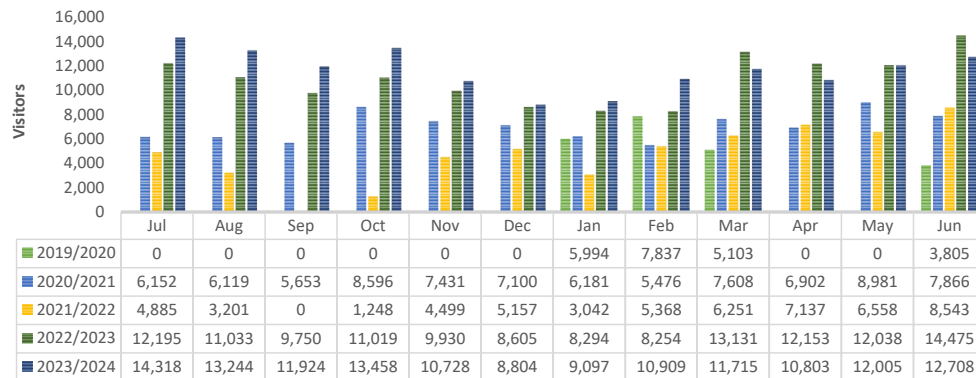




FACILITY AND SERVICE PERFORMANCE DASHBOARD

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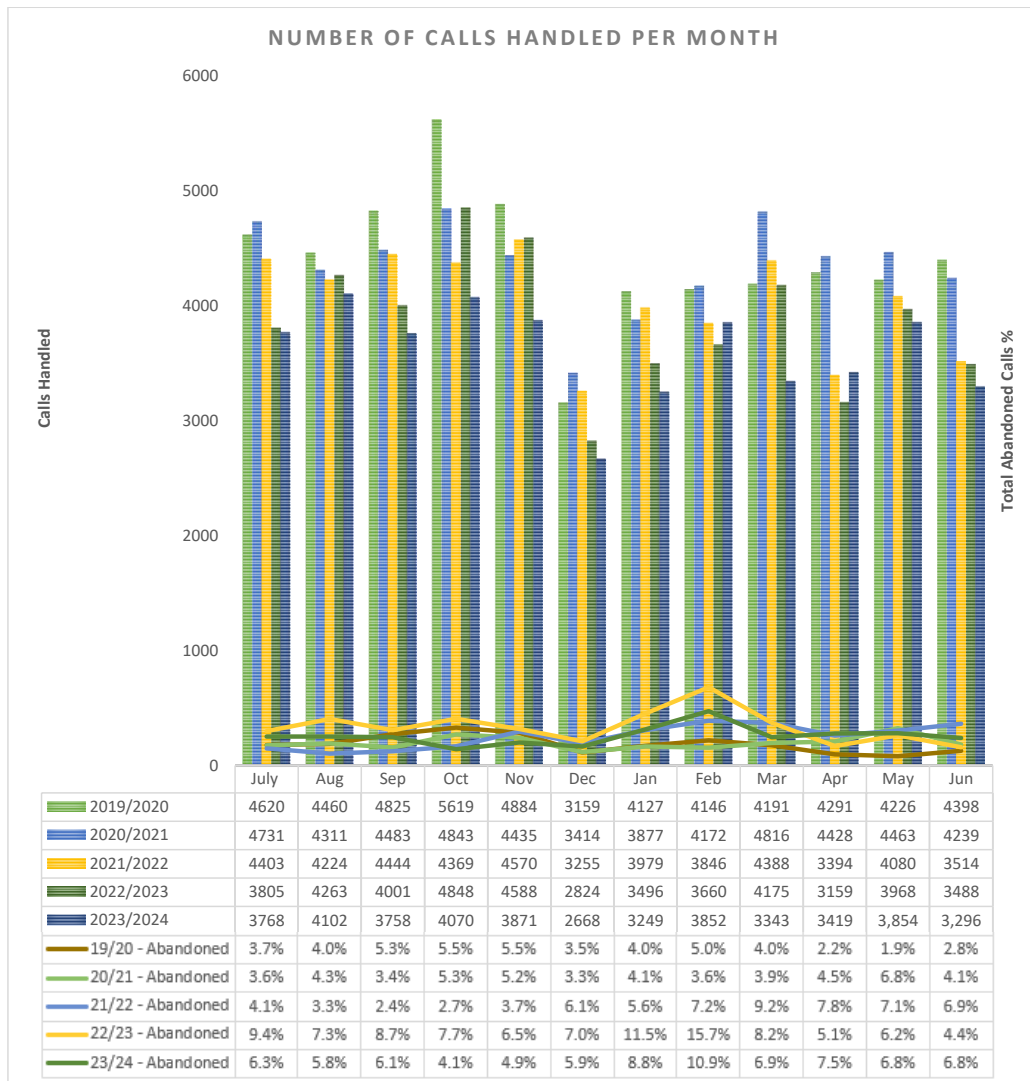
WESTERN PLAINS CULTURAL CENTRE - VISITORS PER MONTH





CUSTOMER EXPERIENCE CHARTER DASHBOARD

REPORT PRINT DATE: 02/07/2024

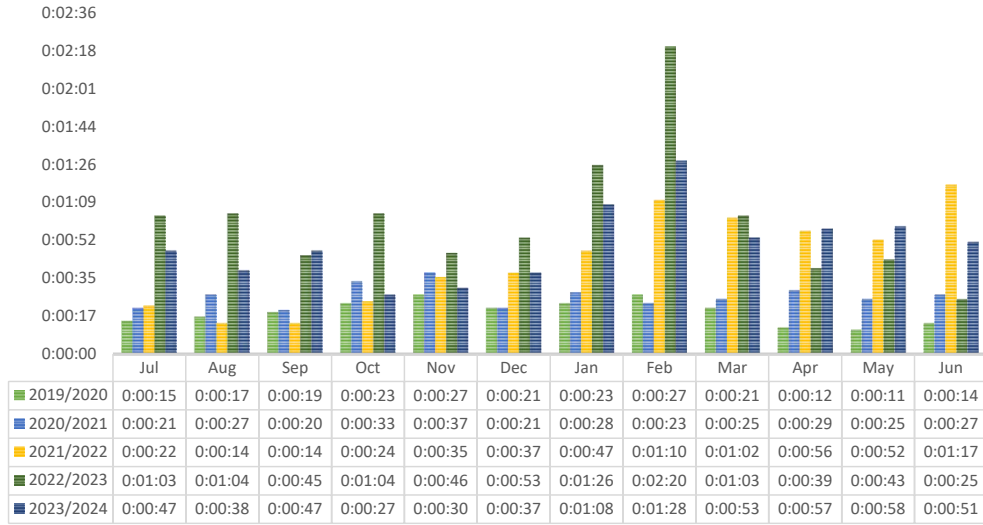




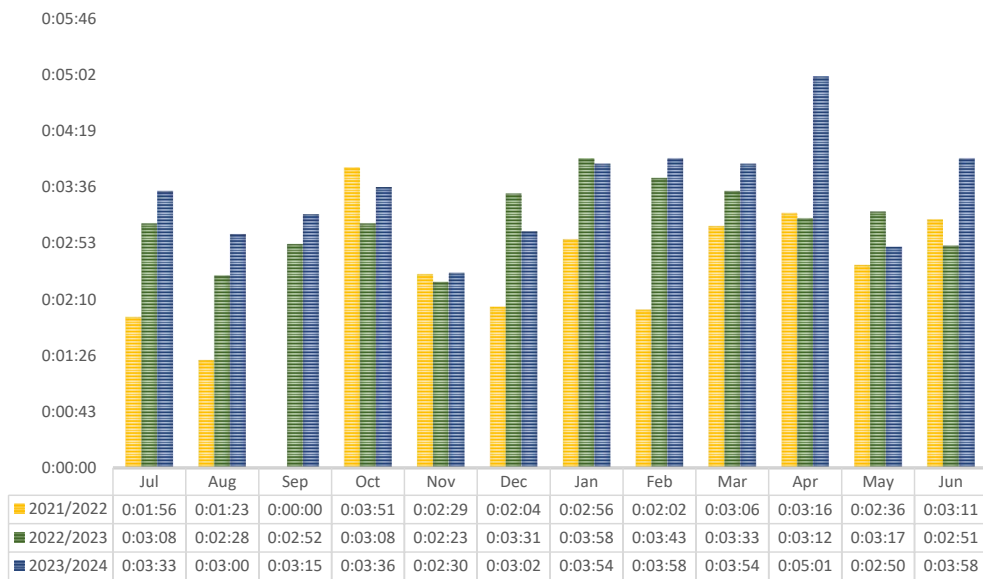
CUSTOMER EXPERIENCE CHARTER DASHBOARD

REPORT PRINT DATE: 02/07/2024

AVERAGE WAIT TIME IN CALL CENTRE QUEUE



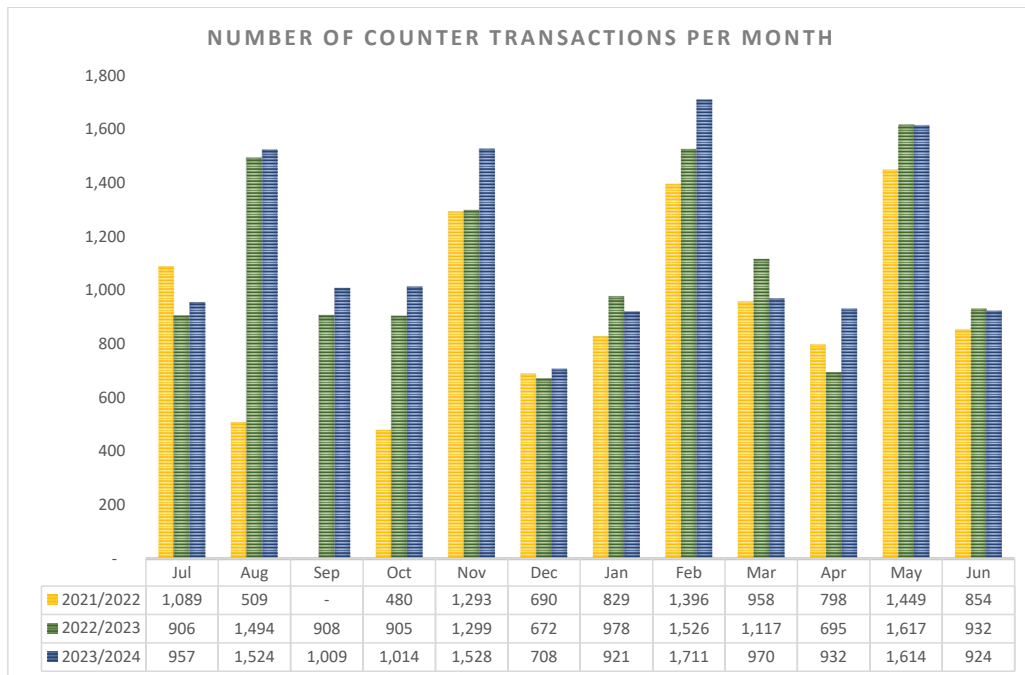
AVERAGE WAIT TIME IN COUNTER QUEUE





CUSTOMER EXPERIENCE CHARTER DASHBOARD

REPORT PRINT DATE: 02/07/2024



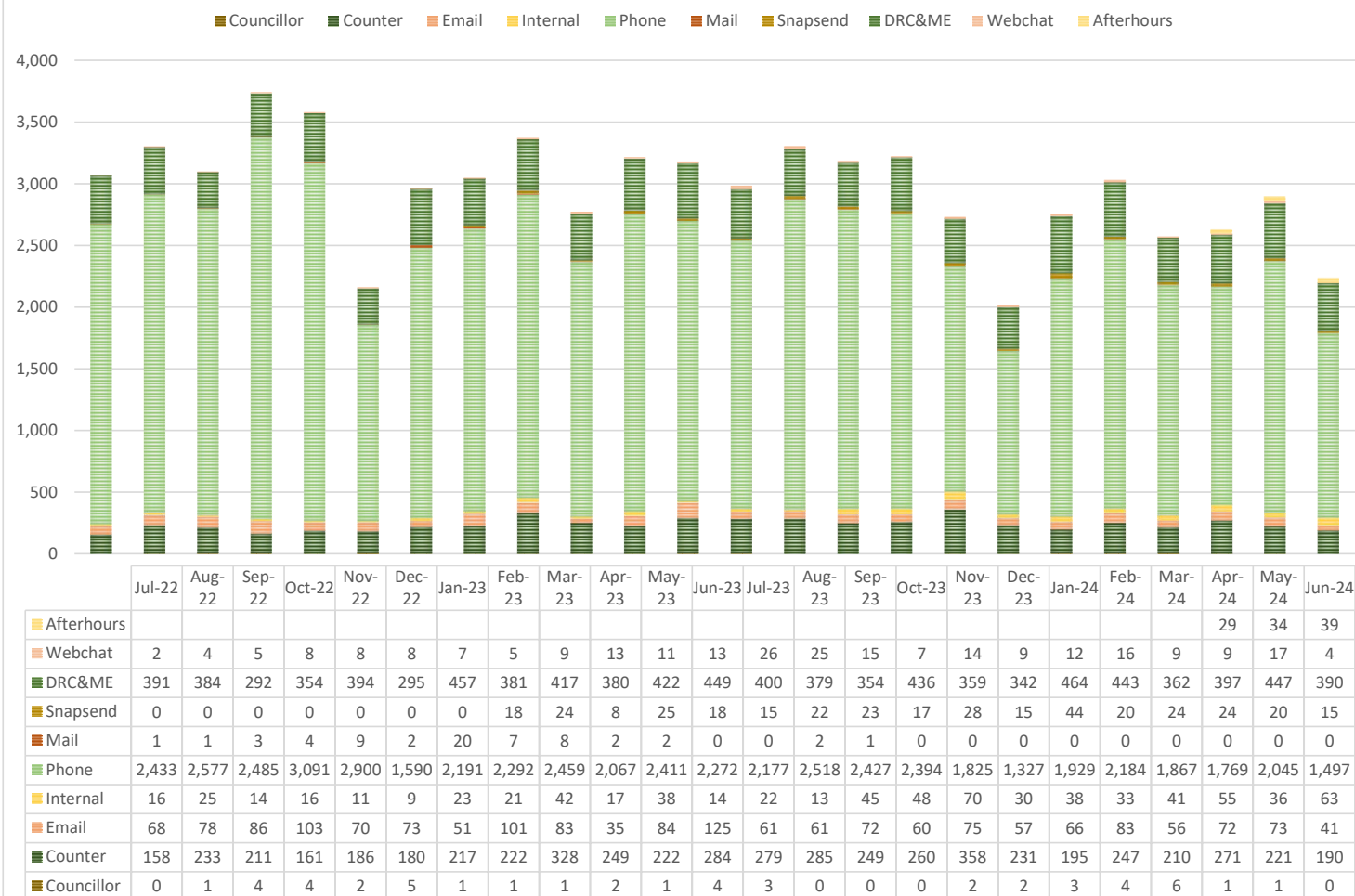
Note: Sep 2021 , COVID-19 closure .



CUSTOMER EXPERIENCE CHARTER DASHBOARD

REPORT PRINT DATE: 02/07/2024

CUSTOMER SERVICE REQUEST TOTAL PER MONTH BY CATEGORY



Note: Snap Send Solve tracking implemented Feb 2023
Afterhours CRM's lodged implemented April 2024



REPORT: Investment Under Section 625 of the Local Government Act - June 2024

DIVISION: Organisational Performance
REPORT DATE: 2 July 2024
TRIM REFERENCE: ID24/1234

EXECUTIVE SUMMARY

Purpose	<ul style="list-style-type: none">• Provide review or update• Fulfil legislative requirement/compliance	
Issue	<ul style="list-style-type: none">• Investment under Section 625 of the <i>Local Government Act 1993</i>.	
Reasoning	<ul style="list-style-type: none">• Section 212 of the Local Government (General) Regulation 2021• Section 625 of the Local Government Act 1993• Council's Investment Policy and Strategy	
Financial Implications	Budget Area	Organisational Performance
	Funding Source	Interest Earned on Investment
Policy Implications	Policy Title	Investment Policy 2024
	Impact on Policy	There are no policy implications arising from this report

STRATEGIC DIRECTION

The Towards 2040 Community Strategic Plan is a vision for the development of the region out to the year 2040. The Plan includes six principle themes and a number of objectives and strategies. This report is aligned to:

Theme: 4 Leadership
CSP Objective: 4.2 The resources of Council are sustainably managed.
Delivery Program Strategy: 4.2.1 The system of raising revenue is equitable and revenue from grants and other income sources is maximised

RECOMMENDATION

That the information contained within the Investment under Section 625 of the Local Government Act Report, dated 2 July 2024, be noted.

Jane Bassingthwaighte
Director Organisational Performance

BM
Revenue Accountant

BACKGROUND

As required by Section 212 of the *Local Government (General) Regulation 2021*, this report contains the details of all monies that Council has invested under Section 625 of the *Local Government Act 1993* dated as at the last day of the reporting month.

In accordance with the *Investment Ministerial Order* dated 12 January 2011, Dubbo Regional Council (Council) may only invest money (on the basis that all investments must be denominated in Australian Dollars) in the following forms of investment:

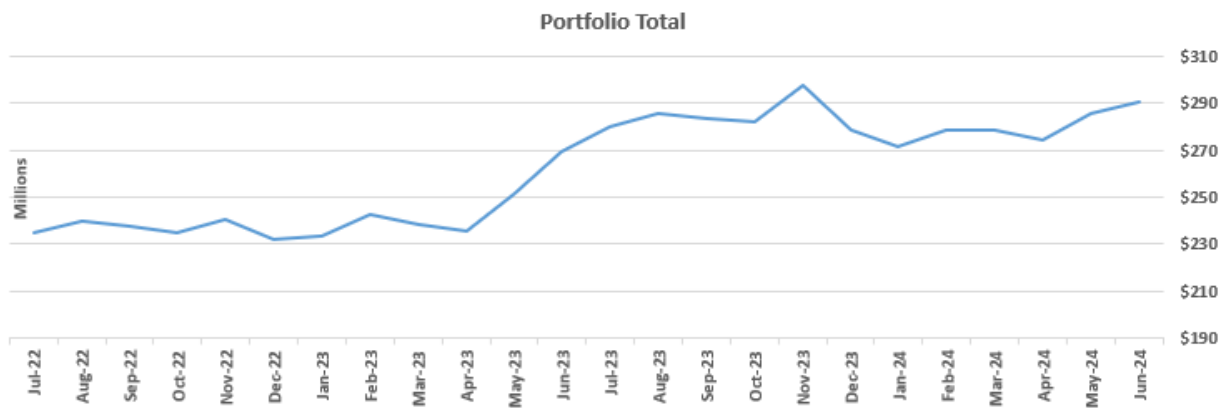
- a. any public funds or securities issued by or guaranteed by the Commonwealth, any State of the Commonwealth or a Territory;
- b. any debentures or securities issued by a council (within the meaning of the *Local Government Act 1993* (NSW));
- c. interest bearing deposits with, or any debentures or bonds issued by, an authorised deposit taking institution (as defined in the *Banking Act 1959* (Cwth)), but excluding subordinated debt obligations;
- d. any bill of exchange which has a maturity date of not more the 200 days; and if purchased for value confers on the holder in due course a right of recourse against a bank which has been designated as an authorised deposit-taking institution by the Australian Prudential Regulation Authority;
- e. A deposit with the New South Wales Treasury Corporation on investment in an Hour-Glass investment facility of the New South Wales Treasury Corporation.

Investments, when placed, have been done so in accordance with the *Local Government Act, Local Government (General) Regulations 2021* and Council's Investment Policy and Strategy. Interest on investment has been accounted for on an accrual basis. This report details investments and annualised returns for the reporting month. Attachment 1 provides more detailed information on Council's investment portfolio for this period.

REPORT

Portfolio Overview

As of 30 June 2024, Council had a total investment Portfolio Face Value of \$290,229,118.98. This is inclusive of Councils Cash at bank consisting of General Funds, Sewer Funds, Water Funds, and restricted Grant Funding. Laminar Capital have provided a Market Value of \$294,144,089.71 for Council's Total Investment Portfolio.



Portfolio Fund Breakdown

Portfolio Breakdown – Current Month			
Fund	Total Amount Invested	PFA Bank Account Balance	Total
General	\$108,000,000.00	\$37,714,185.12	\$145,714,185.12
Water	\$52,000,000.00	\$7,418,923.35	\$59,418,923.35
Sewer	\$77,000,000.00	\$8,096,010.51	\$85,096,010.51
Total	\$237,000,000.00	\$53,229,118.98	\$290,229,118.98

Portfolio Breakdown – Previous Month			
Fund	Total Amount Invested	PFA Bank Account Balance	Total
General	\$108,000,000.00	\$35,084,709.20	\$143,084,709.20
Water	\$52,000,000.00	\$6,423,466.99	\$58,423,466.99
Sewer	\$77,000,000.00	\$7,369,810.03	\$84,369,810.03
Total	\$237,000,000.00	\$48,877,986.22	\$285,877,986.22

Key Movements

Investment Activity during the month was as follows:

- Investment Maturities – funds returned to Council:

ADI	Instrument	Amount	Funded by
Heritage and People's Choice Bank	Term Deposit	\$5,000,000.00	General
Commonwealth Bank	Term Deposit	\$4,000,000.00	Water
Northern Territory Treasury Corporation	Fixed Rate Bond	\$3,000,000.00	Sewer
ME Bank	Term Deposit	\$5,000,000.00	Sewer

- New Investments Purchased – funds paid out by Council:

ADI	Instrument	Amount	Funded by
Heritage and People's Choice Bank	Term Deposit	\$5,000,000.00	General
Judo Bank	Term Deposit	\$4,000,000.00	Water
Judo Bank	Term Deposit	\$3,000,000.00	Sewer
National Australia Bank	Term Deposit	\$5,000,000.00	Sewer

Notable Bank Account activity during the month was as follows:

- Notable Extraordinary Income – funds received by Council of an extraordinary nature:

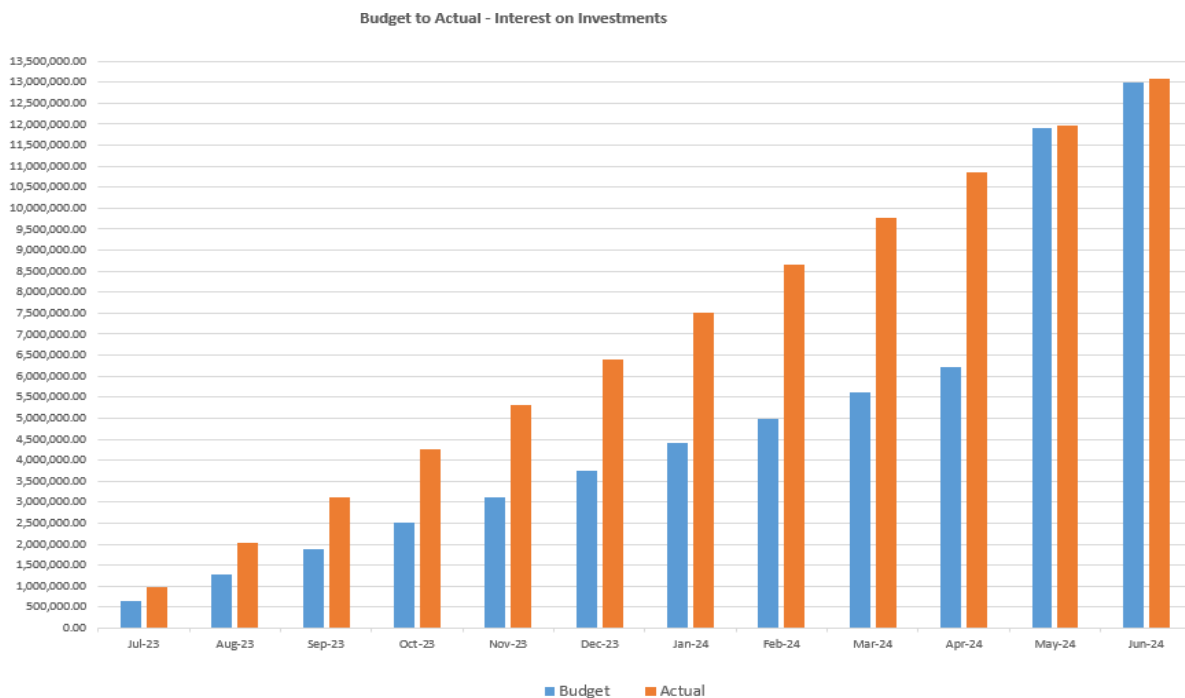
Reason for Income	Amount	Fund
Payment of Grant funds	\$12,198,269.00	General
Payment of Grant funds	\$1,118,985.00	General

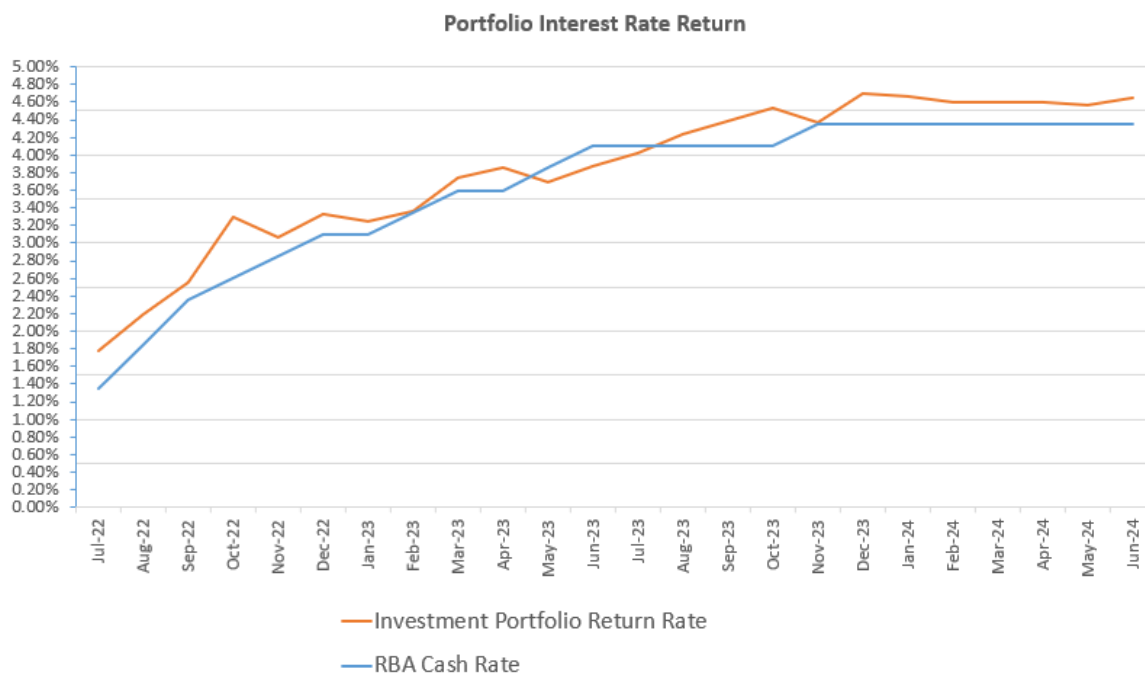
- Notable Expenditure – funds paid out by Council:

Reason for Expenditure	Amount	Funded by
Heavy Plant/Equipment purchase	\$1,032,939.44	General

Investment Interest Overview:

The total income generated from the Investment Portfolio for the 2023/2024 financial year was \$13,076,193.34, which was slightly higher than the budget forecast of \$13,000,000.00.





Council has investments totalling \$31,000,000 Face Value which were invested with fixed interest rates below the current Official Cash Rate of 4.35%. Investments totalling \$18,000,000.00 will mature in the 2025 Financial Year with interest rates of 0.90% and 1.70%. Longer term investments beyond 30 June 2025 totalling \$13,000,000 were invested with interest rates ranging from 1.70% to 4.25%. These investments were placed with competitive interest rates at the time the investments were made.

Summary

Cash Account

Council outperformed the 11.00 am Official Cash Rate market benchmark for one month return of 4.35%, achieving a return of 4.75% for its At Call investments.

Investment Portfolio

Council outperformed the one-month Bloomberg AusBond Bank Bill Index of 0.38%, with an average return of 4.64% for its overall portfolio return.

Consultation

- Laminar Capital Pty Ltd provides advisory services to Council on any investment related decision.

Resourcing Implications

- The management of Council's investment portfolio is a primary activity of a staff member within Council's Financial Operations branch.

APPENDICES:

- 1 [↓](#) Investment Report - Laminar Capital - June 2024 - Attachment

Dubbo Regional Council

Investment Report

1 June 2024 to 30 June 2024



Portfolio Valuation as at 30 June 2024

Security	Security Rating	ISIN	Face Value Original	Face Value Current	FI Cap Price/ Unit Price/ Share Price	Unit Count/ Share Count	Accrued Interest Price	Market Value	% Total Value	Running Yield	Weighted Running Yield
At Call Investment											
NAB At Call In	S&P ST A1+		53,229,118.98	53,229,118.98	100.000		0.000	53,229,118.98	18.10%	4.75%	
			53,229,118.98	53,229,118.98				53,229,118.98	18.10%		4.75%
Covered Fixed Bond											
SunBank 3.25 24 Aug 2026 COVEREDFIX	Moodys Aaa	AU3CB0239267	5,000,000.00	5,000,000.00	96.449		1.134	4,879,150.00	1.66%	2.95%	
			5,000,000.00	5,000,000.00				4,879,150.00	1.66%		2.95%
Fixed Rate Bond											
MACQ 1.7 12 Feb 2025 Fixed	S&P A+	AU3CB0270387	8,000,000.00	8,000,000.00	98.027		0.649	7,894,080.00	2.68%	1.65%	
NTTC 0.9 15 Jun 2025 - Issued 04 Feb 2021 - Dubbo Regional Council Fixed	Moodys Aa3		5,000,000.00	5,000,000.00	100.000		0.037	5,001,850.00	1.70%	0.90%	
NTTC 0.9 15 Jun 2025 - Issued 10 Feb 2021 - Dubbo Regional Council Fixed	Moodys Aa3		5,000,000.00	5,000,000.00	100.000		0.037	5,001,850.00	1.70%	0.90%	
RABOBK 4.25 12 May 2026 Fixed	Moodys Aa2	AU3CB0233898	5,000,000.00	5,000,000.00	98.573		0.566	4,956,950.00	1.69%	3.71%	
			23,000,000.00	23,000,000.00				22,854,730.00	7.77%		1.83%
Floating Rate Note											
Auswide 0.9 17 Mar 2025 FRN	Moodys Baa2	AU3FN0067393	5,000,000.00	5,000,000.00	99.969		0.188	5,007,850.00	1.70%	5.27%	
Auswide 1.3 10 Jun 2025 FRN	Moodys Baa2	AU3FN0069555	5,000,000.00	5,000,000.00	100.253		0.294	5,027,350.00	1.71%	5.66%	
Auswide 1.5 07 Nov 2025 FRN	Moodys Baa2	AU3FN0073037	3,500,000.00	3,500,000.00	100.405		0.876	3,544,835.00	1.21%	5.92%	
BOQ 0.63 06 May 2026 FRN	S&P A-	AU3FN0060406	5,000,000.00	5,000,000.00	99.549		0.747	5,014,800.00	1.70%	5.05%	
MYS 0.65 16 Jun 2025 FRN	Moodys Baa2	AU3FN0061024	8,000,000.00	8,000,000.00	99.787		0.179	7,997,280.00	2.72%	5.02%	
MYS 1.3 13 Oct 2025 FRN	Moodys Baa2	AU3FN0072369	8,000,000.00	8,000,000.00	100.463		1.178	8,131,280.00	2.76%	5.66%	
UBS Aust 0.5 26 Feb 2026 FRN	Moodys Aa3	AU3FN0058608	4,500,000.00	4,500,000.00	99.691		0.450	4,506,345.00	1.53%	4.84%	
			39,000,000.00	39,000,000.00				39,229,740.00	13.34%		5.33%
Term Deposit											
BOQ 5.55 22 Jul 2024 396DAY TD	S&P ST A2		6,000,000.00	6,000,000.00	100.000		0.091	6,005,473.98	2.04%	5.55%	
BOQ 5.42 29 Nov 2024 365DAY TD	S&P ST A2		4,000,000.00	4,000,000.00	100.000		3.163	4,126,516.16	1.40%	5.42%	
BOQ 5.2 02 Dec 2024 549DAY TD	S&P ST A2		2,000,000.00	2,000,000.00	100.000		0.385	2,007,693.16	0.68%	5.20%	
BOQ 5.2 02 Dec 2024 549DAY TD	S&P ST A2		3,000,000.00	3,000,000.00	100.000		0.385	3,011,539.74	1.02%	5.20%	
BOQ 5.42 30 Jan 2025 427DAY TD	S&P ST A2		8,000,000.00	8,000,000.00	100.000		3.163	8,253,032.32	2.81%	5.42%	
BOQ 4.95 10 Apr 2025 762DAY TD	S&P ST A2		5,000,000.00	5,000,000.00	100.000		6.482	5,324,123.30	1.81%	4.95%	

BOQ 4.76 21 Sep 2026 1461DAY TD	S&P A-	5,000,000.00	5,000,000.00	100.000	3.691	5,184,531.50	1.76%	4.76%
BOQ 4.91 23 Sep 2027 1826DAY TD	S&P A-	4,000,000.00	4,000,000.00	100.000	3.753	4,150,124.92	1.41%	4.91%
BOQ 5.15 03 Mar 2028 1827DAY TD	S&P A-	3,000,000.00	3,000,000.00	100.000	1.665	3,049,947.96	1.04%	5.15%
BOQ 5.15 03 Mar 2028 1827DAY TD	S&P A-	2,000,000.00	2,000,000.00	100.000	1.679	2,033,580.82	0.69%	5.15%
BOQ 5.15 03 Mar 2028 1827DAY TD	S&P A-	2,000,000.00	2,000,000.00	100.000	1.665	2,033,298.64	0.69%	5.15%
BOQ 5.23 May 2028 1462DAY TD	S&P A-	2,000,000.00	2,000,000.00	100.000	0.534	2,010,684.94	0.68%	5.00%
CBA 5.75 05 Jul 2024 366DAY TD	S&P ST A1+	5,000,000.00	5,000,000.00	100.000	5.687	5,284,349.30	1.80%	5.75%
CBA 5.75 05 Jul 2024 366DAY TD	S&P ST A1+	2,000,000.00	2,000,000.00	100.000	5.687	2,113,739.72	0.72%	5.75%
CBA 5.54 02 Aug 2024 364DAY TD	S&P ST A1+	11,500,000.00	11,500,000.00	100.000	5.024	12,077,753.68	4.11%	5.54%
CBA 5.55 07 Aug 2024 365DAY TD	S&P ST A1+	1,500,000.00	1,500,000.00	100.000	4.972	1,574,582.88	0.54%	5.55%
CBA 5.46 23 Aug 2024 364DAY TD	S&P ST A1+	2,500,000.00	2,500,000.00	100.000	4.637	2,615,931.50	0.89%	5.46%
CBA 5.37 21 Oct 2024 332DAY TD	S&P ST A1+	4,000,000.00	4,000,000.00	100.000	3.222	4,128,880.00	1.40%	5.37%
CBA 5.39 22 Nov 2024 364DAY TD	S&P ST A1+	4,000,000.00	4,000,000.00	100.000	3.234	4,129,360.00	1.40%	5.39%
CBA 4.78 20 Dec 2024 731DAY TD	S&P ST A1+	5,000,000.00	5,000,000.00	100.000	2.370	5,118,517.80	1.74%	4.78%
PCCU 5.8 12 Jul 2024 365DAY TD	S&P ST A2	5,000,000.00	5,000,000.00	100.000	5.609	5,280,465.75	1.80%	5.80%
PCCU 5.2 13 Jun 2025 364DAY TD	S&P ST A2	5,000,000.00	5,000,000.00	100.000	0.228	5,011,397.25	1.70%	5.20%
JUDO 5.2 22 May 2025 365DAY TD	S&P ST A2	3,000,000.00	3,000,000.00	100.000	0.556	3,016,668.48	1.03%	5.20%
JUDO 5.2 22 May 2025 365DAY TD	S&P ST A2	2,000,000.00	2,000,000.00	100.000	0.556	2,011,112.32	0.68%	5.20%
JUDO 5.13 16 Dec 2025 550DAY TD	S&P BBB	3,000,000.00	3,000,000.00	100.000	0.225	3,006,746.31	1.02%	5.13%
JUDO 5.13 16 Dec 2025 550DAY TD	S&P BBB	4,000,000.00	4,000,000.00	100.000	0.225	4,008,995.08	1.36%	5.13%
JUDO 1.7 16 Sep 2026 1826DAY TD	S&P BBB	3,000,000.00	3,000,000.00	100.000	1.332	3,039,961.65	1.03%	1.70%
MACQCU 5.12 18 Feb 2025 365DAY TD	Unrated ST UR	2,000,000.00	2,000,000.00	100.000	1.852	2,037,032.32	0.69%	5.12%
NAB 5.17 03 Sep 2024 330DAY TD	S&P ST A1+	4,000,000.00	4,000,000.00	100.000	3.754	4,150,142.48	1.41%	5.17%
NAB 5.13 11 Sep 2024 240DAY TD	S&P ST A1+	3,000,000.00	3,000,000.00	100.000	2.347	3,070,414.53	1.04%	5.13%
NAB 5.07 28 Feb 2025 365DAY TD	S&P ST A1+	5,000,000.00	5,000,000.00	100.000	1.695	5,084,731.50	1.73%	5.07%
NAB 5.07 28 Feb 2025 365DAY TD	S&P ST A1+	3,000,000.00	3,000,000.00	100.000	1.695	3,050,838.90	1.04%	5.07%
NAB 5.25 02 Jul 2025 397DAY TD	S&P AA-	5,000,000.00	5,000,000.00	100.000	0.432	5,021,575.35	1.71%	5.25%
NAB 5.3 07 Jul 2025 376DAY TD	S&P AA-	5,000,000.00	5,000,000.00	100.000	0.058	5,002,904.10	1.70%	5.30%
NAB 5.2 24 Sep 2025 488DAY TD	S&P AA-	5,000,000.00	5,000,000.00	100.000	0.527	5,026,356.15	1.71%	5.20%
SuncorpGp 5.11 13 Aug 2025 547DAY TD	S&P A+	5,000,000.00	5,000,000.00	100.000	1.932	5,096,600.00	1.73%	5.11%
SunBank 5.15 03 Oct 2024 240DAY TD	S&P ST A1	3,000,000.00	3,000,000.00	100.000	2.046	3,061,376.70	1.04%	5.15%
SunBank 5.18 05 Feb 2025 365DAY TD	S&P ST A1	1,500,000.00	1,500,000.00	100.000	2.058	1,530,867.12	0.52%	5.18%
SunBank 5.11 06 May 2025 455DAY TD	S&P ST A1	5,000,000.00	5,000,000.00	100.000	0.770	5,038,500.00	1.71%	5.11%

Westpac 5.09 18 Mar 2025 365DAY TD	S&P ST A1+	5,000,000.00	5,000,000.00	100.000	1.450	5,072,515.05	1.72%	5.09%
Westpac 5.09 18 Mar 2025 365DAY TD	S&P ST A1+	2,000,000.00	2,000,000.00	100.000	1.450	2,029,006.02	0.69%	5.09%
Westpac 5.29 30 Apr 2025 365DAY TD	S&P ST A1+	1,000,000.00	1,000,000.00	100.000	0.884	1,008,840.82	0.34%	5.29%
Westpac 5.01 23 Jul 2025 516DAY TD	S&P AA-	5,000,000.00	5,000,000.00	100.000	0.522	5,026,079.45	1.71%	5.01%
Westpac 5.17 30 Apr 2029 1826DAY TD	S&P AA-	4,000,000.00	4,000,000.00	100.000	0.864	4,034,561.08	1.37%	5.17%
		170,000,000.00	170,000,000.00			173,951,350.73	59.14%	5.18%
Total Portfolio		290,229,118.98	290,229,118.98			294,144,089.71	100.00%	4.80%

Portfolio Valuation By Categories as at 30 June 2024

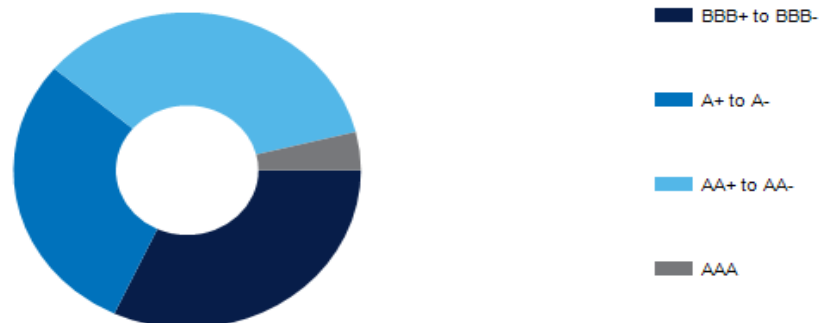
Short Term Issuer/Security Rating Group	Market Value	% Total Value
N/R	2,037,032.32	0.69%
A2	44,048,022.46	14.97%
A1	9,630,743.82	3.27%
A1+	113,738,723.16	38.67%
Portfolio Total	169,454,521.76	57.61%

Market Value by Security Rating Group (Short Term)



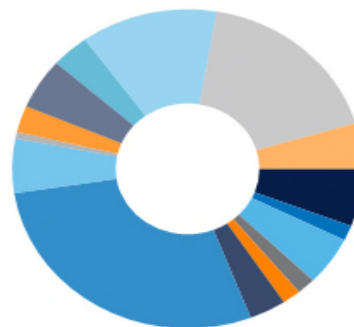
Long Term Issuer/Security Rating Group	Market Value	% Total Value
BBB+ to BBB-	39,764,298.04	13.52%
A+ to A-	36,467,648.78	12.40%
AA+ to AA-	43,578,471.13	14.82%
AAA	4,879,150.00	1.66%
Portfolio Total	124,689,567.95	42.39%

Market Value by Security Rating Group (Long Term)



Issuer	Market Value	% Total Value
Auswide Bank Limited	13,580,035.00	4.62%
Bank of Queensland Ltd	52,205,347.44	17.75%
Commonwealth Bank of Australia Ltd	37,043,114.88	12.59%
People's Choice Credit Union	10,291,863.00	3.50%
Judo Bank	15,083,483.84	5.13%
Macquarie Bank Ltd	7,894,080.00	2.68%
Macquarie Credit Union Limited	2,037,032.32	0.69%
MyState Bank Ltd	16,128,560.00	5.48%
National Australia Bank Ltd	83,636,081.99	28.43%
Northern Territory Treasury Corporation	10,003,700.00	3.40%
Rabobank Nederland Australia Branch	4,956,950.00	1.69%
Suncorp Group Ltd	5,096,600.00	1.73%
Suncorp-Metway Ltd	14,509,893.82	4.93%
UBS Australia Ltd	4,506,345.00	1.53%
Westpac Banking Corporation Ltd	17,171,002.42	5.84%
Portfolio Total	294,144,089.71	100.00%

Market Value by Issuer



Security Type	Market Value	% Total Value
At Call Investment	53,229,118.98	18.10%
Covered Fixed Bond	4,879,150.00	1.66%
Fixed Rate Bond	22,854,730.00	7.77%
Floating Rate Note	39,229,740.00	13.34%
Term Deposit	173,951,350.73	59.14%
Portfolio Total	294,144,089.71	100.00%

Market Value by Security Type



Term Remaining	Market Value	% Total Value
0 to < 1 Year	205,384,781.76	69.82%
1 to < 3 Years	71,447,109.59	24.29%
3 to < 5 Years	17,312,198.36	5.89%
Portfolio Total	294,144,089.71	100.00%

Note: Term Remaining is calculated using a weighted average life date (WAL) where appropriate and available

Market Value by Term Remaining



0 to < 1 Year

1 to < 3 Years

3 to < 5 Years

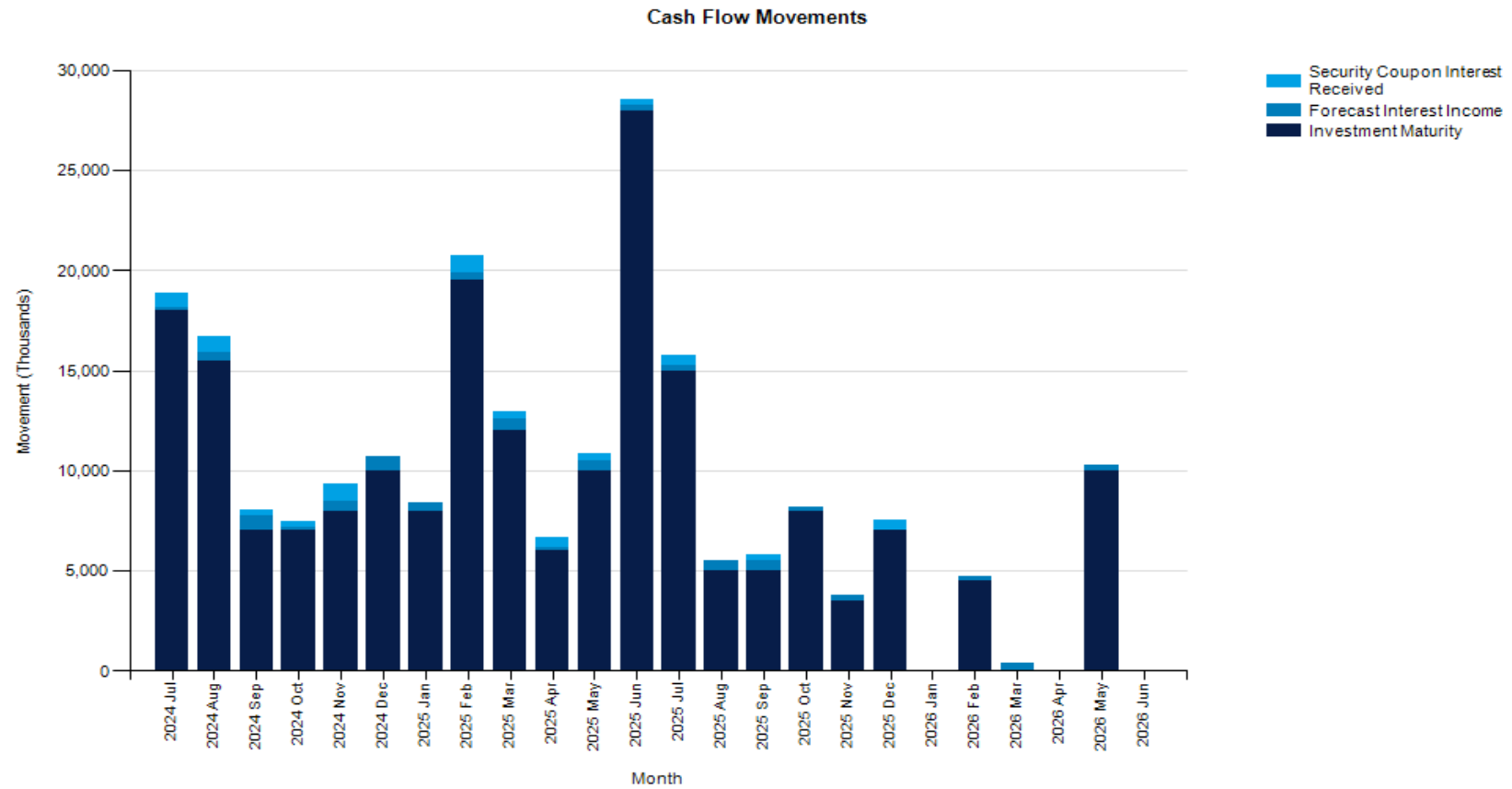
Performance Statistics For Period Ending 30 June 2024

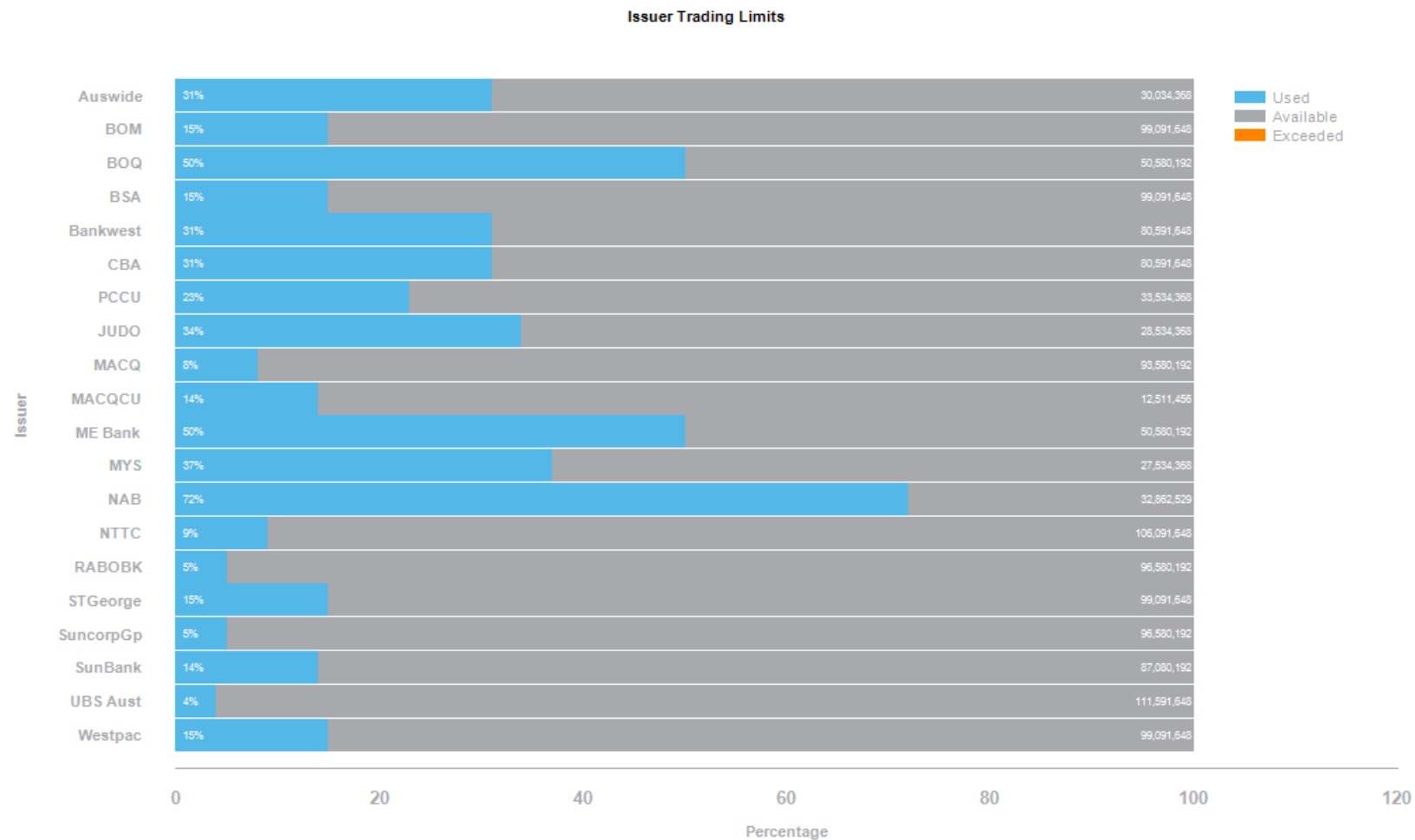
Trading Book	1 Month	3 Month	12 Month	Since Inception
Dubbo Regional Council				
Portfolio Return (1)	0.38%	1.16%	4.89%	2.56%
Performance Index (2)	0.35%	1.08%	4.37%	2.00%
Excess Performance (3)	0.03%	0.08%	0.52%	0.56%

Notes

- 1 Portfolio performance is the rate of return of the portfolio over the specified period
- 2 The Performance Index is the Bloomberg AusBond Bank Bill Index (Bloomberg Page BAUBIL)
- 3 Excess performance is the rate of return of the portfolio in excess of the Performance Index

Trading Book	Weighted Average Running Yield
Dubbo Regional Council	4.80







REPORT: 2024/2025 Proposed Two Week Shutdown

DIVISION: Organisational Performance
REPORT DATE: 1 July 2024
TRIM REFERENCE: ID24/1329

EXECUTIVE SUMMARY

Purpose	<ul style="list-style-type: none"> Seek endorsement 	
Issue	<ul style="list-style-type: none"> 2024/25 proposed Two Week Shutdown 	
Reasoning	<ul style="list-style-type: none"> Overall employee support for a two-week closure is strong The trial two-week closure resulted in increased wellbeing and reduced leave liability for Council The two-week closure trial resulted in some negative feedback and impacts in sections of the community. This year there are plans to mitigate this. 	
Financial Implications	Budget Area	Multiple across Council
	Funding Source	Multiple across Council
	Proposed Cost	On call costs for the period Advertising budget
	Ongoing Costs	Advertising budget
Policy Implications	Policy Title	Leave Entitlement Policy Fatigue Management Policy
	Impact on Policy	Adherence to policies required for the New Year closure period
Consultation	SLT Communication Employees	Engagement to discuss working arrangements Engagement to discuss advertising Employee survey for feedback on the trial

STRATEGIC DIRECTION

The Towards 2040 Community Strategic Plan is a vision for the development of the region out to the year 2040. The Plan includes six principal themes and a number of objectives and strategies. This report is aligned to:

Theme: 4 Leadership

CSP Objective: 4.1 Council provides transparent, fair and accountable leadership and governance

Delivery Program Strategy: 4.1.2 Council's decision-making processes are open, transparent and accountable

Theme: 4 Leadership

CSP Objective:	4.1 Council provides transparent, fair and accountable leadership and governance
Delivery Program Strategy:	4.1.3 Council provides quality customer service

RECOMMENDATION

1. That the information contained within the report of the Chief Executive Officer dated 1 July 2024, be noted.
2. That the two-week closure period of Monday 23 December 2024 to Friday 3 January 2025 inclusive be endorsed.
3. That the service summary provided in the report of which services will be fully, partially or closed be endorsed.

Murray Wood
Chief Executive Officer

KR
Manager People Culture
and Safety

BACKGROUND

In past years, many Council services and facilities traditionally observed a one-week closure during the Christmas/New Year period, a practice that diverged from various other industries that typically shut down for a two-week duration during the same time frame.

Since the advent of COVID-19, there has been a noticeable uptick in both physical and mental fatigue among staff, with the added issue of substantial accrued leave balances stemming from previous travel and activity constraints.

In response to fatigue management and accrued leave balances, for the 2023/2024 Christmas – New Year period, Council implemented an extended closure from Monday, 25 December 2023, returning Monday, 8 January 2024. This was an extension of the traditional Council closure period by an additional week.

Following the trial of the first two-week closure, an employee survey, a leave liability review and a Customer Experience analysis were completed to understand the impacts of the trial. This information has been previously provided to the Corporate Services Committee, 11 April 2024 and has been used to inform this proposed shut down period.

Previous Resolutions of Council

13 July 2023 CSC23/34	<i>That the information contained within the report of the Chief Executive Officer dated 1 July 2023, be noted.</i>
27 July 2023 CCL23/185	

REPORT

For the 2024/2025 New Year period, Council is proposing to primarily close most services from Monday 23 December 2024 to Friday 3 January 2025. Below is summary table of the services and their proposed status:

Service	Status	Operations
Customer Experience & Engagement	On call only	Phone calls will be switched to the after-hours provider. Manager on call for after-hours provider
Visitor Information Centre	Partially Open	7 days (not Christmas Day or Boxing Day)
Airport	Open	Normal Operations
DRLM	On call only	
Animal Shelter	Open	Normal Operations
Rangers/Environmental Compliance	On call only	
Waste Services	Open	Normal Operations
Infrastructure Delivery	Partially Open	Operations for CBD Maintenance,

		Street sweeping, essential maintenance and emergency response
Greenspace Operations	Partially Open	Operations for mowing, rubbish and cemeteries
Water Supply and Sewerage	Open	Normal Operations
Cemetery Services	Partially Open	DRC&Me submissions plus 1 resource for urgent Funeral Home requests
Western Plains Cultural Centre	Open excl public holidays	
Wellington Caves	Open	Normal Operations (Closed Christmas Day)
Old Dubbo Gaol	Open	Normal Operations (Closed Christmas Day)
DRTCC	Closed	
Wellington Civic Centre	Closed	
Dubbo Family Day Care	Closed	
Rainbow Cottage	Closed	
Libraries	Partially Open	Libraries closure: 25 December to 1 January 2025 (inclusive)
Dubbo and Wellington Showgrounds	On call only	

Consultation

- Employees were consulted on their experience of the previous two-week closure through the survey conducted.
- The Community Culture and Places team were consulted to ensure effective planning for cemetery services which was acknowledged as a concern during the previous two-week shutdown period.
- The Communications team were consulted to create an effective communications plan based on previous experiences.
- The Senior Leadership Team were consulted to provide input for service closure options and employee requirements.
- The Executive Leadership Team were consulted to review and confirm the arrangements and proposed closure dates.

Resourcing Implications

- Most employees at Dubbo Regional Council will achieve a two week break minimum to support a physical and mental break from the workplace.
- For employees required to work, scheduling has occurred to support at least a one-week break, with discussions for other break periods throughout the year to occur as well.

- For employees on-call, the on-call arrangements will be shared throughout the team to support a mental break from the workplace of at least one-week.

Options Considered

- Option 1 – Two- week shutdown – preferred and outlined in this report
- Option 2 – traditional one-week shutdown – not preferred due to the lack of physical and mental break for the majority of employees, the feedback from employees on the previous trial, the cost benefit to Council in reduced leave balances and the ability of services to effectively support a two-week shutdown.

Planned Communications

A thorough communication plan has been developed to ensure the community is aware of the services status and are able to plan for any impacts in advance:

TIMING	TYPE / MEDIA	MESSAGING / ACTIVITY
July 26	Inclusion in July outcomes MR	Following Council meeting. to highlight closure dates and why Council has made the changes. This will be included in the July Council outcomes.
From 2 December to 6 January	Website – corporate, DRC&Me, YourSay	<ul style="list-style-type: none"> • Webpage updated with closure information • Feature Webpage on the homepage pointing to the closure dates and details • Website carousel changed • DRC&Me banners changed • YourSay banner changed
2 December – 9 December	Social Media campaign	Seven-day campaign on activation of web page highlighting what's open over the Christmas period. Targeting local audience.
From 2 December to 6 January	Social Media	<ul style="list-style-type: none"> • Facebook cover photo • Social posts one per week promoting the closures and pointing to website for full details – Facebook, Instagram, Twitter and LinkedIn
From 2 December to 6 January	Nexa Screen *Customer Service	Holiday closure period dates
From 2 December to 6 January	Email Signature	IT to change email signature to reflect closure period dates
From 2 December to 6 January	A4 Poster – CAB doors / Dubbo Wellington	Holiday closure period dates

From 2 December to 6 January	Radio	Holiday closure period - Binjang - SCA
5 December	Photo News – Full Page	Holiday shutdown period - potential for Christmas feature as taken in 2022, combined with year in review
4, 18 December (1/3 page) 11 December – Council Column	Daily Liberal - Council News Advert Template	Holiday shutdown period dates *Advertisement dates will be dependent on paper shutdown
9 December	Wellington District Leader Half Page	Holiday shutdown period dates
12 / 19 December	Photo News Snapshot	Holiday shutdown period *Advertisement dates will be dependent on paper shutdown
16 December	Public Notice	Holiday shutdown period dates – changes made to two weeks, essential services remain. / Note from comms, how to contact during closure period for major events.
17 -31 December	Dubbo Region – Destination Campaign on Social	What’s open / what’s closed over the Christmas period. Social campaign on Dubbo Region targeting tourists visiting over the holidays. Focus on WPCC, DRTCC, Gaol, Caves, VIC.
17 December – 2 January	TV screen at airport	Closure dates for destination attractions over the holiday period – where to visit and when.
18 December	Central News Story	Happy Holidays - We had a great year / Slide show
20 December to 6 January	A4 Poster	For CX doors – contact numbers
25 December	Social Media	Happy Holidays / pointing to closures webpage - Instagram, Facebook, Twitter, LinkedIn <i>*Subject to on-call staff member moderating social media over holiday period</i>

Next Steps

- Communication with employees internally on closure period including Frequently Asked Questions to assist internal processes required to support the closure.
- Enact the communication plan as described in this report.



REPORT: Update on Investigations on Potential Boundary Alteration: North Yeoval

DIVISION: Strategy, Partnerships and Engagement
REPORT DATE: 30 May 2024
TRIM REFERENCE: ID24/1156

EXECUTIVE SUMMARY

Purpose	Strategic Project Update	
Issue	<ul style="list-style-type: none"> Providing update on investigations on potential LGA boundary adjustments for Yeoval and North Yeoval as per Council's 2023-2024 Operational Plan: Action 4.1.1.5 	
Reasoning	<ul style="list-style-type: none"> Council at its Ordinary Meeting on 15 February 2024 considered an update report on investigations into a potential Local Government boundary alteration at North Yeoval with Cabonne Council. Initial community engagement has been undertaken. The objective of this engagement was to inform and to seek any early insights into the potential impacts of the change. Council staff attended the Yeoval Show on 30 April 2024 to engage with community. The general sentiment of community was positive towards the proposal. However, it was noted that the community wanted to know more information in respect of the proposed change as it becomes available through the process. Council Staff have had ongoing consultation with Cabonne Council Staff. This consultation will continue as the project further progresses. Based on the results of initial engagement with community and the potential benefits of the proposal, formal consultation and engagement will now be undertaken with landowners in North Yeoval and the Yeoval community. 	
Financial Implications	Budget Area	Not applicable
	Funding Source	Not applicable
Policy Implications	Policy Title	Not applicable
	Impact on Policy	Not applicable
Consultation	Finance Operations	Gained insight on potential impacted ratepayers. Sought advice on process, governance requirements and timelines.

	Office of Local Government Cabonne Council	Informal advice to Mayor and General Manager that Council would be investigating potential adjustments as per Operational Plan action.
	Village Committee	Ongoing updates provided to the Community Committee on the project.

STRATEGIC DIRECTION

The Towards 2040 Community Strategic Plan is a vision for the development of the region out to the year 2040. The Plan includes six principle themes and a number of objectives and strategies. This report is aligned to:

Theme: 4 Leadership

CSP Objective: 4.1 Council provides transparent, fair and accountable leadership and governance

Delivery Program Strategy: 4.1.1 Council encourages and facilitates two-way communication with and between stakeholders and the community

Theme: 4 Leadership

CSP Objective: 4.1 Council provides transparent, fair and accountable leadership and governance

Delivery Program Strategy: 4.1.2 Council's decision-making processes are open, transparent and accountable

RECOMMENDATION

1. That the information in the report of the Director Strategy, Partnerships and Engagement be noted.
2. That a further report, including the results of the public exhibition process be provided to Council for consideration.

Murray Wood
Chief Executive Officer

SJ
Director Strategy,
Partnerships and
Engagement

BACKGROUND

1. Community Strategic Plan

Community feedback received on the 2023/2024 Budget and Delivery Program included a request for Council to make a formal submission to the Office of Local Government on areas such as North Yeoval. Council's 2023/2024 Operational Plan included the following action 4.1.1.5

'Collaborate with neighbouring LGAs to investigate and consider formal boundary adjustments for areas such as Yeoval and North Yeoval'.

There are a number of steps that need to be undertaken before Council would be in a position to potentially make an application for a boundary alteration.

2. Boundary Change Process

The Office of Local Government (OLG) details the process of seeking a local government boundary alteration as the following:

- Applications for boundary alteration may be made to the Minister, by a council affected by a proposal or by the minimum number of electors as defined by the Local Government Act, 1993.
- The OLG provided information that an application should be made by a council, as this is the most direct avenue to seek an amendment.
- Where all affected councils agree to the proposed boundary line, the application is processed internally by the OLG, but where one (or more) affected council does not agree, the matter is referred to the Boundaries Commission.
- The Local Government Act, 1993 does not specify the format of making an application, however, the application needs to include a cover letter to the Minister explaining the reasons for the proposed alteration, resolutions of the affected councils and a map of the current and proposed boundary.
- The Application is also required to provide information addressing all relevant components of Section 263(3) of the Local Government Act.

The Office of Local Government has previously advised Council that due to the September 2024 local government elections and the related workload being a priority for the office, the NSW Electoral Commission has placed all boundary alterations on hold.

As there are a number of moving parts to a potential application, the OLG recommend that Council continue to move through the process to seek the formal views of community.

3. North Yeoval

A potential boundary alteration could occur in North Yeoval following paper road reserves. The pink is the current LGA boundary, and adjustment could be proposed to the yellow. This

adjustment would result in North Yeoval residents and properties forming part of the same LGA as the residents of Yeoval, being Cabonne Council, as shown in Figure 1.

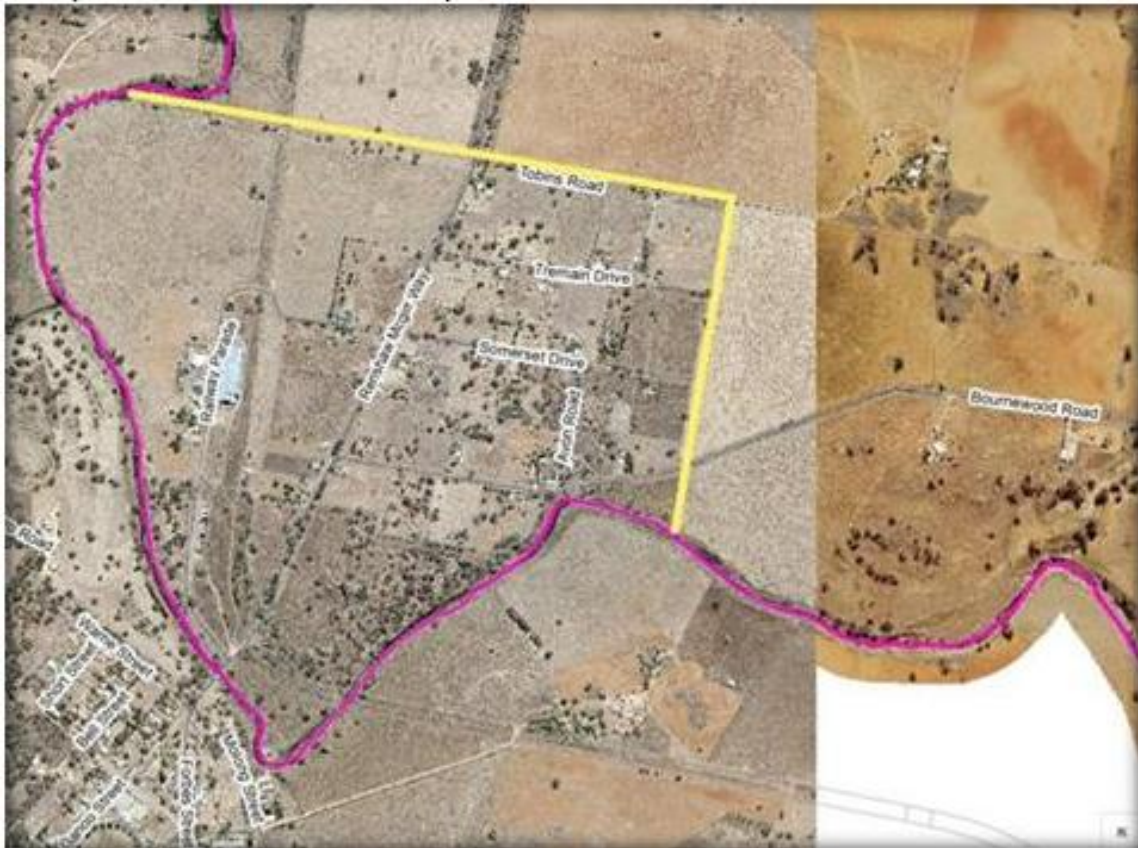


Figure 1. Proposed Local Government boundary adjustment area

Investigation of a potential boundary alteration identified the following:

- There are 42 rate assessments within the zone example above.
- Cabonne Council provides water and waste services to North Yeoval residents, with Dubbo Regional Council collecting payments and on-paying to Cabonne Council.
- Dubbo Regional Council provides a cemetery management service. The cemetery is maintained via a third-party contractor.

Further investigations and initial engagement with community has now been undertaken. This report provides a further update on the process of the steps that will now be undertaken.

REPORT

1. Consultation with Community

Council is undertaking a staged process in consideration of the proposed boundary alteration as described below:

(a) Stage 1 and Ongoing

Conversations with Cabonne Council to identify whether the proposal should proceed to community engagement and consultation.

This includes the following:

- Discussions with both Councils and their relevant operational teams.
- Preliminary investigations into the proposal.
- Examination of potential impacts.

Council staff will continue regular consultation with Cabonne Council throughout the boundary change process.

(b) Stage 2

An initial community engagement program has been undertaken. This program had the aim of gaining community insight into the potential impacts of the proposed change. This program included the following:

- Dedicated YourSay Engagement page.
This project page has had approximately 200 views from community.
- Individual correspondence to landowners explaining the background, basis and steps involved in consideration of the proposal.
- Council Staff had community conversations at the Yeoval Show on 30 April 2024. Overall, Staff had 25 conversations with community. The general sentiment of community was positive towards the proposal. However, it was noted that the community wanted to know more information in respect of the proposed change as it becomes available through the process.

Council is currently at this point in the process for consideration of the proposal.

(c) Stage 3

The formal stage for community input and consideration, supported by public exhibition for all community to voice their support or concerns on the boundary proposal. As part of this process, staff will be aiming to facilitate as many one-on-one conversations with North Yeoval property owners and residents to ensure the proposed boundary adjustment is understood and importantly to seek to answer any questions community may have.

This will include the following:

- Accessible information available through Council's YourSay Engagement Page.

- Further individual correspondence to landowners in the area explaining the proposal and the steps involved.
- Hard copies to be made available in a convenient location.
- Formal submissions process of no less than 28 days.

(d) Stage 4

(Pending Council direction from Stage 3)

Application to Office of Local Government:

- An application will be submitted, outlining background, considerations, proposed change, financial impacts and the results of community engagement.
- The final decision will be made by the Local Government Minister or the Boundaries Commission.

2. Consultation with Cabonne Council

Staff have undertaken a number of conversations with Cabonne Council Staff throughout the process to date. This includes understanding the general level of Council support for the proposed boundary realignment and to understand the infrastructure servicing arrangements for North Yeoval, which are predominately undertaken on Council's behalf by Cabonne Council.

Informal engagement has also been undertaken with the Mayor and General Manager of Cabonne Council.

It is understood that there is a level of support at this stage of the boundary adjustment process for the proposal to continue to move forward to seek the formal views of community.

3. Financial Implications

Dubbo Regional Council services to North Yeoval are Cemetery maintenance and roadside maintenance only. Both water and solid waste services are provided by Cabonne Council under a service agreement that was signed between the former Wellington Shire Council and Cabonne Council on 4 July 1985.

It is understood that both Yeoval and North Yeoval receive reticulated water from Molong via a pipeline.

Consultation

- Advice on the boundary alteration process has been received from the Office of Local Government.

- Council's Customer Insights and Engagement Team have provided advice on an Engagement Program, which includes a formal exhibition and public engagement process.

Resourcing Implications

- Undertaking consultation and engagement with community on the preparation of a potential application to the Office of Local Government will be managed within existing operational budgets and staffing.
- Staff will continue to undertake regular consultation with Cabonne Council both in respect of the potential boundary change and the ongoing status of the service agreement between the former Wellington Council and Cabonne Council.

Next Steps

The following details the next steps Council staff will be undertaking in respect of the proposal:

- Ongoing consultation with Cabonne Council in respect of the following:
 - (i) Infrastructure servicing arrangements for North Yeoval and the status of the service agreement between the former Wellington Council and Cabonne Council.
 - (ii) Asset management information for Dubbo Regional Council owned assets in the proposed area.
 - (iii) The potential financial cost implications to community associated with the proposed boundary adjustment.
- Formal consultation and engagement will be undertaken with landowners in North Yeoval in accordance with the identified Stage 3 actions as included in the report.
- Council will seek the formal views of Cabonne Council on the proposed local government boundary adjustment.
- Following completion of consultation and engagement processes, a further report will be provided to Council.



REPORT: Australia Day Ceremonies for January 2025

DIVISION: Organisational Performance
REPORT DATE: 3 July 2024
TRIM REFERENCE: ID24/1393

EXECUTIVE SUMMARY

Purpose	<ul style="list-style-type: none">Seek direction or decision	
Issue	<ul style="list-style-type: none">Delivering Australia Day events in our LGA that are inclusive and in line with community expectations.	
Reasoning	<ul style="list-style-type: none">Council is committed to delivering events and celebrations that reflect the community and are culturally diverse and inclusive.A community survey was undertaken seeking feedback on the 2023 Australia Day civic ceremonies and events in Dubbo and Wellington. The survey also provided community input regarding the Australia Day civic ceremonies and events for 2024.The 2024 civic ceremonies and events were delivered in Wellington on the evening of Thursday 25 January, and in Dubbo on the morning of Friday 26 January.Council must now determine the Australia Day civic ceremonies and events for 2025, with 26 January 2024 falling on a Sunday.Monday 27 January 2025 is a declared public holiday.	
Financial Implications	Budget Area	Corporate Governance
	Funding Source	Australia Day
	Proposed Cost	\$35,894 (existing budget allocation)
	Ongoing Costs	Nil
Policy Implications	Policy Title	Not Applicable
	Impact on Policy	Nil
Consultation	2023	DRC Your Say – Community Survey

STRATEGIC DIRECTION

The Towards 2040 Community Strategic Plan is a vision for the development of the region out to the year 2040. The Plan includes six principal themes and a number of objectives and strategies. This report is aligned to:

Theme: 4 Leadership

CSP Objective: 4.1 Council provides transparent, fair and accountable leadership and governance

Delivery Program Strategy: 4.1.1 Council encourages and facilitates two-way communication with and between stakeholders and the

community

Theme:	4 Leadership
CSP Objective:	4.1 Council provides transparent, fair and accountable leadership and governance
Delivery Program Strategy:	4.1.2 Council’s decision-making processes are open, transparent and accountable

RECOMMENDATION

- 1. That the report of the Manager Corporate Governance be noted.
- 2. That the Australia Day Civic Ceremonies and Events date and time be determined for Dubbo and Wellington for 2025.

Jane Bassingthwaighe
Director Organisational Performance

AR
Manager Corporate
Governance

BACKGROUND

Council has been holding Australia Day civic ceremonies and events since the early 1980's. These events are predominantly to host the civic component of the day, which presents Australia Day awards that recognise volunteers and talented members of the community. The civic event also welcomes and formally confers Australian Citizenship to members of the community who have qualified for such. An Australia Day Ambassador is allocated to each local government area by the Australia Day Council, this person is part of the official party and delivers an address at the civic ceremony.

Since the Council merger in 2016, Dubbo Regional Council have been organising and conducting two Australia Day civic ceremonies and events each year, one held in Dubbo and another held in Wellington.

Council trialled new formats at the 2023 Australia Day civic ceremonies and event with the Wellington civic ceremony and event held on the evening of Wednesday 25 January 2023, and the Dubbo civic ceremony (including citizenship ceremony) and event held on the morning of Thursday 26 January 2023 (Australia Day), both with market stalls.

This format continued for the 2024 Australia Day civic ceremonies and events with the civic ceremony and markets held in Wellington on the evening of Thursday 25 January 2024, and the civic ceremony (including citizenship ceremony) and market stalls held in Dubbo on the morning of Friday 26 January 2024 (Australia Day).

Previous Resolutions of Council

8 December 2022 CCL22/326	<ol style="list-style-type: none">1. <i>That the proposed trial events be implemented for community celebrations to mark Australia Day 2023 in Dubbo and Wellington.</i>2. <i>That council undertake community consultation following Australia Day events to gauge community feedback and expectations.</i>3. <i>That a comprehensive plan following community consultation be developed and presented to council at a future meeting of Council.</i>
10 August 2023 CSC23/47	<ol style="list-style-type: none">1. <i>That the report of the Manager Corporate Governance be noted.</i>2. <i>That the Australia day Ceremonies for Wellington and Dubbo to be held similar to last year, with the Wellington ceremony to be held on the evening of Thursday 25 January 2024 at 6.30pm and the Dubbo ceremony to be held on the morning of Friday 26 January 2024 8.00am</i>3. <i>That an Expression of Interest process be undertaken to form Australia Day Committees for Dubbo and Wellington.</i>4. <i>That food and beverage options, along with activities are to be similar at both ceremonies.</i>

REPORT

Following the 2023 Australia Day program, a community survey was completed and the results and specifics of the 2023 ceremonies is detailed in the report CSC23/47 *“Australia Day – Survey Results for 2023 Ceremonies and Planning for 2024 Ceremonies”* which is attached to this report as **Appendix 1** for reference.

The 2024 Civic Ceremonies events for Wellington and Dubbo were completed as resolved with specifics outlined:

Wellington 2024

- The official civic ceremony for Wellington commenced at 6:30 pm on the evening of Thursday 25 January 2024 in Cameron Park with a number of award presentations.
- The official civic ceremony each year consists of:
 - Welcome to Country
 - Singing of the Anthem and Flag Raising ceremony
 - An address by an Indigenous Elder
 - An address by the Deputy Mayor
 - An address by the Australia Day Ambassador
 - Presentation of Community awards
 - Presentation of the Australia Day awards
 - Citizenship Ceremony (if required)
 - Cutting of the Australia Day Cake and photos
 - End of ceremony
- The Wellington Town Band played music prior to, and during the ceremony, and Council arranged kids activities including facepainting.
- The Wellington Rotary Club ran the twilight markets from 5:00 pm and as part of the market set up.
- There was a free sausage sandwich cooked by Wellington Rotary Club (with Council supplied sausages, rolls, and condiments).
- A morning tea event was held at Maranatha House on Friday 26 January with formalities and the Australia Day Ambassador.

Dubbo 2024

- The official civic ceremony for Dubbo commenced at 8:00 am on Friday 26 January 2024 in Victoria Park with a number of award presentations.
- The official ceremony consisted of:
 - Welcome to Country – Councillor Lewis Burns
 - Anthem and Flag Raising ceremony
 - Address and Welcome by the Mayor
 - Address by the Australia Day Ambassador
 - Address by an Indigenous Elder, Tatum Moore
 - Presentation of the Australia Day awards
 - Citizenship Ceremony
 - Cutting of the cake and photos
 - End of ceremony
- The Dubbo District Concert Band played music prior to, and during the ceremony, and Council arranged kids activities including facepainting.

- Some food vendor stalls were present and there was an Australian car display.
- There was a free breakfast BBQ provided which cooked by Dubbo Macquarie Rotary Club (with Council supplied sausages, bacon, eggs, bread rolls).

For the 2025 Australia Day civic ceremony and events, Council may need to give consideration to the fact that 26 January 2025 falls on a Sunday, and there is a declared public holiday on Monday 27 January 2025. There are some logistical considerations and staffing arrangements to holding events on a Sunday including set-up and pack down requirements, whether market providers or entertainment vendors are available, the public holiday falling the following day and the long weekend effect (eg: potential award winners may not be available to attend a ceremony on a Sunday in the middle of a long weekend).

It should also be noted that Council was formerly bound by statutory provisions to hold the citizenship component of the Australia Day civic ceremonies and events on 26 January. However, those statutory provisions were amended in late 2022 and now allow for such ceremonies to be held 3 days either side of 26 January.

Consultation

- Feedback from the Wellington Australia Day Committee and Council Staff:
 - Later start at 6:30 pm was better for weather and attendees
 - Later packing up timeframe, particularly packing up in the dark was difficult for staff
 - Positive feedback about the Ambassador, Rhys Muldoon
 - Some market providers withdrew due to the heat (outside of event control)
 - More promotion of the free BBQ on the night (at commencement of ceremony)
 - Estimated 250 attendees (2023 event estimated 450 attendees)
 - The Committee would like more involvement from local schools
 - The Youth Committee could be part of the planning and ceremony
 - Positive feedback from kids activities
- Feedback from Dubbo event:
 - Early start at 8 am was suitable, i.e. not too early and beats the heat
 - Location great and having the site set up the day prior assists with the early start
 - Ambassador was good, spoke well and great sense of humour
 - Program content was well received, including Indigenous speaker
 - Citizenship Ceremony was nice to see and display of cultural flags looked good
 - Limited attendance from stall holders due to time of day i.e. not an appropriate time to sell hot food
 - Positive feedback from kids activities
 - Car display was good, CWA Stall was well received

Councillors who attended each/either ceremony likely had discussions with attendees and may have received additional feedback at that time, or since the events, for consideration.

Resourcing Implications

- Significant staff time is required in the months leading up to the events to form committees, plan and promote the Australia Day awards, facilitate deliberations, liaise with nominees, book suppliers, complete works programs, promote and attend both events, inspect and ensure the safety and presentation of the parks/venues for each event.
- Each year a budget allocation is made for the Australia Day events:

Total Financial Implications	2025 events (\$)	Current year + 1 (\$)	Current year + 2 (\$)	Current year + 3
a. Operating revenue	0	0	0	0
b. Operating expenses	35,894	36,612	37,344	38,091
c. Operating budget impact (a – b)	35,894	36,612	37,344	38,091
d. Capital Expenditure	0	0	0	0
e. Total net impact (c – d)	-35,894	-36,612	-37,344	-38,091
Does the proposal require ongoing funding?	No			
What is the source of this funding?	Australia Day Budget			

Table 1. Ongoing Financial Implications

Options Considered

Options for consideration of the 2025 celebrations are listed below with potential recommendations. Councillors may also provide alternative options for the 2025 events which are not listed in this report.

Option 1 – Civic Ceremony and Event to be held within 3 days before or after 26 January 2025

- That both Australia Day civic ceremonies and events be held at 6:30pm on Friday 24 January 2025:
 - With the Dubbo civic ceremony to be held in Victoria Park with the Mayor and Councillors to attend.
 - With the Wellington civic ceremony to be held in Cameron Park with the Deputy Mayor and Councillors to attend.
- That an Expression of Interest process be undertaken to form Australia Day Event Committees for Dubbo and Wellington.
- That any additional activities surrounding the civic ceremonies for 2025 be determined between Council Events team and the Australia Day Event Committees.

Option 2 – Civic Ceremony and Event to be held within 3 days before or after 26 January 2025

1. That the Australia Day civic ceremony and event for Dubbo be held at 6:30pm on Friday 24 January 2025 at Victoria Park.
2. That the Australia Day civic ceremony and event for Wellington be held at 6:30pm on Saturday 25 January 2025 in Cameron Park.
3. That an Expression of Interest process be undertaken to form Australia Day Event Committees for Dubbo and Wellington.
4. That any additional activities surrounding the civic ceremonies for 2025 be determined between Council Events team and the Australia Day Event Committees.

Option 3 – Both Civic Ceremonies and Events to be held on 26 January 2025 with staggered start times

1. That both Australia Day civic ceremonies and events be held on Sunday 25 January 2025:
 - a. With the Dubbo civic ceremony and event to be held in Victoria Park at 8am.
 - b. With the Wellington civic ceremony and event to be held in Cameron Park at 10am.
2. That an Expression of Interest process be undertaken to form Australia Day Event Committees for Dubbo and Wellington.
3. That any additional activities surrounding the civic ceremonies for 2025 be determined between Council Events team and the Australia Day Events Committees.

Option 4 – Both Civic Ceremonies and Events to be held on 26 January 2025 at the same time

1. That both Australia Day civic ceremonies and events be held at 8am on Sunday 26 January 2025:
 - a. With the Dubbo civic ceremony and event to be held in Victoria Park with the Mayor and Councillors to attend.
 - b. With the Wellington civic ceremony and event to be held in Cameron Park with the Deputy Mayor and Councillors to attend.
2. That an Expression of Interest process be undertaken to form Australia Day Event Committees for Dubbo and Wellington.
3. That any additional activities surrounding the civic ceremonies for 2025 be determined between Council Events team and the Australia Day Event Committees.

Option 5 - Continue the same format as 2023 and 2024

1. That the Australia Day civic ceremony and event for Wellington be held the evening prior to Australia Day, at 6:30pm on Saturday 25 January 2025 at Cameron Park.
2. That the Australia Day civic ceremony and event for Dubbo be held the morning of Australia Day at 8am on Sunday 26 January 2025 in Victoria Park.
3. That an Expression of Interest process be undertaken to form Australia Day Event Committees for Dubbo and Wellington.
4. That any additional activities surrounding the civic ceremonies for 2025 be determined between Council Events team and the Australia Day Event Committees.

Option 6 – Alternating Wellington and Dubbo civic ceremonies and events between 25 and 26 January 2025

1. That the Australia Day civic ceremony and event for Dubbo be held the evening prior to Australia Day, at 6:30pm on Saturday 25 January 2025 at Victoria Park.
2. That the Australia Day civic ceremony and event for Wellington be held the morning of Australia Day at 8am on Sunday 26 January 2025 in Cameron Park.
3. That an Expression of Interest process be undertaken to form Australia Day Events Committees for Dubbo and Wellington.
4. That any additional activities surrounding the civic ceremonies for 2025 be determined between Council Events team and the Australia Day Event Committees.

Preferred Option

- The current venues in Dubbo and Wellington work well, both are centrally located and provide large, shaded areas that can accommodate the crowd and seating requirements.
- The local Band performances are well received and assist the running of formalities.
- The suite of Australia Day Awards be set for both Wellington and Dubbo being:
 - Citizen of the Year
 - Senior Citizen of the Year
 - Young Citizen of the Year
 - Services to Sport
 - Sports Person of the Year
 - Young Sports Person of the Year
 - Cultural Award (Dubbo only)
 - Community Event of the Year (Wellington only)

Planned Communications

- Once a determination is made for the 2025 civic ceremonies and events, staff will begin the planning process for these events.
- Programs for promotion will be developed with the Communications and Engagement teams.
- An Expression of Interest process will occur to form separate Australia Day Committees for Dubbo and Wellington to assist with the planning and delivery of the events.

Next Steps

- Following a resolution of Council, Staff will commence planning for the 2025 civic ceremonies and events.

APPENDICES:

- 1 [↓](#) Australia Day - Survey Results for 2023 Ceremonies and Planning for 2024 Ceremonies - Corporate Services Committee - Thursday, 10 August 2023



REPORT: Australia Day - Survey Results for 2023 Ceremonies and Planning for 2024 Ceremonies

DIVISION: Organisational Performance
REPORT DATE: 31 July 2023
TRIM REFERENCE: ID23/1899

EXECUTIVE SUMMARY

Purpose	<ul style="list-style-type: none">Addressing Council resolutionSeek direction or decisionProvide review or update	
Issue	Delivering Australia Day events in our LGA that are inclusive and in line with community expectations.	
Reasoning	<ul style="list-style-type: none">Council is committed to delivering events and celebrations that reflect the community and are culturally diverse and inclusive.A community survey was undertaken seeking feedback on the 2023 Australia Day events in Dubbo and Wellington.The survey also sought community input regarding the Australia Day civic ceremonies for 2024.Council must now determine the Australia Day ceremonies for 2024, with 26 January 2024 falling on a Friday.	
Financial Implications	Budget Area	Corporate Governance
	Funding Source	Australia Day
	Proposed Cost	\$35,190 (already allocated)
	Ongoing Costs	Nil
Policy Implications	Policy Title	Not Applicable
Consultation	DRC Your Say	Community Survey

STRATEGIC DIRECTION

The Towards 2040 Community Strategic Plan is a vision for the development of the region out to the year 2040. The Plan includes six principle themes and a number of objectives and strategies. This report is aligned to:

Theme: 4 Leadership

CSP Objective: 4.1 Council provides transparent, fair and accountable leadership and governance

Delivery Program Strategy: 4.1.1 Council encourages and facilitates two-way communication with and between stakeholders and the community

Theme: 5 Liveability

CSP Objective:	5.2 Our First Nations communities and cultures are celebrated and enhanced
Delivery Program Strategy:	5.2.2 The culture of our First Nations communities is recognised and celebrated

RECOMMENDATION

- 1. That the report of the Manager Corporate Governance be noted.**
- 2. That the Australia Day Ceremonies date and time be determined for Wellington and Dubbo for 2024.**
- 3. That an Expression of Interest process be undertaken to form Australia Day Committees for Dubbo and Wellington.**
- 4. That additional activities post the ceremonies for 2024 be determined for:**
 - a. Suite of Australia Day Awards**
 - b. Venues**
 - c. Cultural performances or entertainment**
 - d. Free BBQ**

Jane Bassingthwaighe
Director Organisational Performance

AR
Manager Corporate
Governance

BACKGROUND

Council has been holding Australia Day events since the early 1980's. These events are predominantly to host the Civic component of the day, which presents Australia Day awards that recognise volunteers and talented members of the community. The civic event also welcomes and formally confers Australian Citizenship to members of the community who have qualified for such. An Australia Day Ambassador is allocated to each local government area by the Australia Day Council, this person is part of the official party and delivers an address at the civic ceremony.

Since the council merger in 2016, Dubbo Regional Council have been organising and conducting two Australia Day events each year, one held in Dubbo and another held in Wellington.

Council focused on delivering more collaborative and inclusive events in January 2023, with the aim to provide something that recognises our Indigenous community and is more reflective of our multicultural audience. Following discussions with Councillors, the Reconciliation Action Plan Working Group in Dubbo, and discussions with the Wellington Aboriginal Working Party and the Wellington Australia Day committee, council trialed new formats at the 2023 Australia Day events with the Wellington ceremony held on the evening of 25 January 2023, and the Dubbo ceremony (including citizenship ceremony) held on the morning of 26 January 2023, with market stalls.

Previous Resolutions of Council

8 December 2022 CCL22/326	<ol style="list-style-type: none">1. <i>That the proposed trial events be implemented for community celebrations to mark Australia Day 2023 in Dubbo and Wellington.</i>2. <i>That council undertake community consultation following Australia Day events to gauge community feedback and expectations.</i>3. <i>That a comprehensive plan following community consultation be developed and presented to council at a future meeting of Council.</i>
----------------------------------	--

Wellington 2023:

- The official civic event for Wellington was held at 5:30pm on the evening of Wednesday 25 January 2023 (finished approx. 7pm), in Cameron Park with a number of award presentations.
- Wellington Town Band played music prior to and during the ceremony.
- The Wellington Rotary Club ran the twilight markets from 4:30pm and as part of the market set up, the Wellington Rotary Club provided its regular market BBQ (requiring customers to pay).

- The official ceremony consisted of:
 - Welcome to Country and Smoking Ceremony by Billy Stanley
 - Anthem and Flag Raising ceremony
 - Address and Welcome by the Mayor
 - Address by the Australia Day Ambassador
 - Address by an Indigenous Elder, Uncle Joe
 - Presentation of Community awards
 - Presentation of the Australia Day awards
 - Cutting of the cake and photos
 - End of ceremony

Dubbo 2023:

- The official civic event for Dubbo was held at 8:30am on Thursday 26 January 2023 (finished approx. 9:20am), in Victoria Park with a number of award presentations and local market stalls.
- Dubbo District Concert Band played music prior to and during the ceremony.
- There was a free breakfast BBQ provided which cooked by Dubbo Macquarie Rotary Club (with Council supplied sausages, bacon, eggs, bread rolls).
- The official ceremony consisted of:
 - Welcome to Country
 - Anthem and Flag Raising ceremony
 - Address and Welcome by the Mayor
 - Address by the Australia Day Ambassador
 - Address by an Indigenous Elder, Councillor Lewis Burns
 - Presentation of the Australia Day awards
 - Citizenship Ceremony
 - Cutting of the cake and photos
 - End of ceremony

Under statutory provisions in place prior to the 2023 Australia Day, the Dubbo ceremony, specifically the citizenship component, was mandated to be held on 26 January 2023. Those statutory provisions have since been expanded to allow for such ceremonies to be held 3 days either side of 26 January.

REPORT

As resolved earlier this year, a survey was undertaken regarding Council's Australia Day events. Set questions referred separately to the 2023 events held in Wellington and Dubbo, sought feedback on the recent ceremonies, as well as preference for the ceremonies going forward.

The survey was published by Council's Engagement team and the Community Engagement Snapshot provides a summary of results of the survey, this is attached as **Appendix 1**. The Snapshot has been emailed to all survey participants and is publicly available on the Your Say project as part of Councils closing the loop approach to consultation.

Consultation

- The Community Survey data can be found in **Appendix 1**:
 - The survey was open from 19 June to 7 July 2023 (19 days or 3 full working weeks).
 - The survey was published and promoted via social media, the Your Say platform, in both Wellington and Dubbo Council Customer Services foyers, the Daily Liberal Council Column x two, newspaper advertisements, the Wellington and Dubbo Libraries, direct Eblast emails to DRC subscribers;
 - 109 people completed the survey.
- Councillors who attended each/either ceremony likely had discussions with attendees and may have received additional feedback at that time, or since the events.
- Feedback from community to staff on the day of the events were:
 - People raised the heat and length of ceremony in Wellington and could be improved with later timing and shorter formalities.
 - Positive comments on Aboriginal community participation in awards at Wellington.
 - Lack of market patrons gave a lack of atmosphere at Dubbo.
 - Citizenship and awards were a good balance of sharp timing and formality at Dubbo.

Resourcing Implications

- Significant staff time is required in the months leading up to the events to plan and promote the Australia Day awards, facilitate and liaise with award committee members to consider nominees/determine winners, book suppliers, and complete work programs with multiple Council teams to ensure the safety and presentation of the parks/venues for each event.
- With the 2023 events being held on separate days, all Councillors and Executive staff had the opportunity to attend both the Wellington and Dubbo events; if the events are held at the same day/time this will not be possible and may be a consideration.
- Historically, the Australia Day events have included, or been followed by, “free” entry to the Wellington and Dubbo Aquatic Leisure Centres. This will need be discussed with the new Aquatic Management providers and may incur costs to the Australia Day budget, whilst remaining “free” to the community.
- Each year a budget allocation is made for the Australia Day events:

Total Financial Implications	2023 events (\$)	Current year 2024 events (\$)	Current year + 1 (\$)	Current year + 2 (\$)	Current year + 3 (\$)	Ongoing (\$)
a. Operating revenue	0	0	0	0	0	0
b. Operating expenses	35,000	35,190	35,894	36,612	37,344	38,091
c. Operating budget impact (a – b)	35,000	35,190	35,894	36,612	37,344	38,091
d. Capital Expenditure	0	0	0	0	0	0
e. Total net impact (c – d)	-35,000	-35,190	-35,894	-36,612	-37,344	-38,091

Does the proposal require ongoing funding? No

What is the source of this funding? Australia Day Budget

Table 1. Ongoing Financial Implications

Options Considered

The Community Survey asked participants who attended the 2023 events to rate their satisfaction of the location, day and time, speakers and officials, award presentation, duration of ceremony, accessibility, and markets. Key results from the survey included:

Wellington

- 63.3% of survey participants prefer the Australia Day events on 26 January;
 - 33.3% of survey participants prefer the Australia Day events on 25 January.
- 60.0% of survey participants prefer a morning event.
- The highest satisfaction survey results were for the 2023 event were for the “location”. and “speakers and officials” and “accessibility”.
- The lowest satisfaction survey results were for the 2023 event were for the markets.

Dubbo

- 86.67% of survey participants prefer the Australia Day events on 26 January.
- 82.22% of survey participants prefer a morning event.
- The highest satisfaction survey results were for the 2023 event were for the “day and time” and “location”.
- The lowest satisfaction survey results were for the 2023 event were for the markets.

Option 1 - Continue the 2023 format:

- Wellington ceremony to be held the evening before, being 25 January 2024, commencing at 5:30pm.
- Dubbo ceremony to be held the morning of Australia Day, being 26 January 2024, commencing at 8:30am.
- *Consideration - the Wellington ceremony could be moved to 6:30pm commencement to allow persons working in Dubbo to travel to Wellington and commence at a slightly cooler time of day.*

Option 2 – Both ceremonies to be held on 26 January 2024 at the same time

- Both Wellington and Dubbo ceremonies to be held 8:30am on Friday 26 January.
- *Consideration - available Councillors, Executive and staff be divided to facilitate and attending one ceremony each.*

Option 3 – Both ceremonies to be held on 26 January 2024 with staggered start times

- The Dubbo ceremony could be held at 8am (with free breakfast BBQ from 7:30am), and the Wellington ceremony be held at 10:30am (with free breakfast from BBQ 9am).
- *This has happened in former years.*

Option 4 – Alternating Wellington and Dubbo ceremonies between 25 and 26 January

- Hold the Dubbo ceremony on Thursday 25 January 2024 in the evening.
- Hold the Wellington ceremony on Friday 26 January 2024 in the morning.

Option 5 – Ceremonies to be held within 3 days before or after 26 January

- One or both ceremonies can be held 3 days before, or 3 days after 26 January at any times i.e. morning, lunch, evening.

Preferred Option

- The current venues in Wellington and Dubbo work well and both are centrally located and provide large shaded areas that can accommodate the crowd and seating requirements.
- The local Band performances are well received and assist the running of formalities.
- At the 2023 events the free BBQ in Dubbo was well received compared to the paid BBQ at the Wellington event; Council may consider this in its resolution.
- The market stalls were not satisfactory according to the survey results, however children's activities and performances have been popular in previous years.
- The same suite of Australia Day Awards be set for both Wellington and Dubbo, being
 - Citizen of the Year
 - Senior Citizen of the Year
 - Young Citizen of the Year
 - Sports Person of the Year
 - Young Sports Person of the Year
 - Cultural Award

- Community Event of the Year

Planned Communications

- Once a determination is made for the 2024 ceremonies, staff will begin the planning process for these events.
- Programs for promotion will be developed with the Communications and Engagement teams.
- An Expression of Interest process will occur to form separate Australia Day Committees for Dubbo and Wellington to assist with the planning and delivery of the events.

Next Steps

- Following a resolution of Council, Staff will commence planning for the 2024 ceremonies.

APPENDICES:

- 1 Australia Day Events - Public - Engagement Snapshot



SURVEY | 2023 Australia Day Events

July 2023

Community Engagement Summary

Council motioned to undergo a community engagement survey to gain feedback on the delivery of 2023 Australia Day Events. The intent of this survey was to help shape the delivery of events in the future across Wellington and Dubbo.

Engagement activities were largely centred on the Your Say platform and a targeted Communications Plan encouraging participation across a variety of channels and reaching diverse audiences within our community.

The survey tool was utilised within the Your Say project page to give community an opportunity to express their experience, opinion and suggestion of Australia Day Events.

A summary of engagement activities and resulting community participation is highlighted below.

How we reached you



19 days of engagement
• 19 June - 7 July 2023



Survey Locations
• Your Say Online Survey
• Customer Experience Centres
◦ Wellington and Dubbo
• Macquarie Regional Library
◦ Wellington and Dubbo



Advertisements in circulation
• 2 council column in Daily Liberal
• 4280 newspaper advertisements (Readership)



349 visits to Your Say page
• 109 Survey contributions (online)
• 540 views to Your Say page



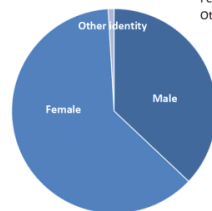
Digital engagement
• 9676 social media impressions (the number of times a post appears)
• 409 social media engagements (the number of times a post was interacted with - which can be likes, shares, comments etc)
• Featured in Events Eblast to over 3,900 subscribers



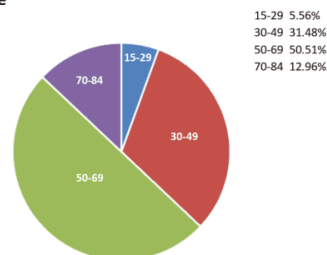
• 4 QR scans to survey

Who we reached

Gender

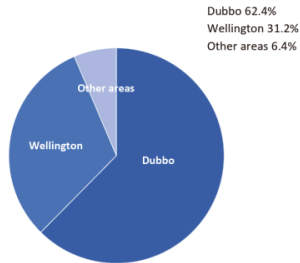


Age

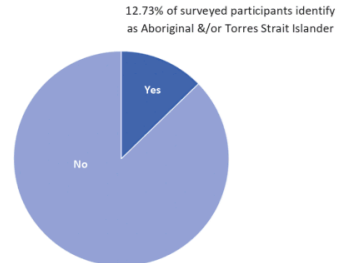




Location



Aboriginal &/or Torres Strait Islander



What we heard

A collective voice from all participants across the region.



- 62.4% of participants live within Dubbo Area
- 31.2% of participants live within Wellington Area
- 6.4% of participants live within other areas nearby, include Mumbil, Geurie, Spicers Creek, Wongarbon



- 86.2% of participants have previously attended an Australia Day Event
- 49.5% of participants have previously attended an Australia Day Event in Dubbo
- 24.8% of participants have previously attended an Australia Day Event in Wellington



- 69.7% of participants prefer Australia Day Events on 26th January
- 12.8% of participants prefer Australia Day Events on 25th January
- 4.59% of participants prefer Australia Day Events on nearest Saturday to the 26th January



- 67.0% of participants indicated their preference for an Australia Day event in the **morning**
- 12.8% of participants indicated their preference for an Australia Day event in the **evening**

We asked the community who attended an event to rate their satisfaction of the location, day and time, speakers & officials, award presentation, duration of ceremony, accessibility, and markets.



- Highest satisfaction falls in 'location'
- 89.9% of participants selected satisfactory to exceptional



- Lowest satisfaction falls in 'markets'
- 35.5% of participants selected needs improvement



Dubbo Australia Day | What we heard

Out of 109 participants, we have 45 attended the 2023 Australia Day event in Dubbo.



- 86.67% of participants prefer Australia Day Events on 26th January
- 6.67% of participants prefer Australia Day Events on 25th January
- 4.44% of participants prefer Australia Day Events on nearest Saturday to the 26th January



- 82.22% of participants indicated their preference for an Australia Day event in the morning
- 6.67% of participants indicated their preference for an Australia Day event in the evening

We asked the community who attended an event to rate their satisfaction of the location, day and time, speakers & officials, award presentation, duration of ceremony, accessibility, and markets.



- Highest satisfaction falls in 'day and time' and 'location'
- 100% of participants selected satisfactory to exceptional



- Lowest satisfaction falls in 'markets'
- 22.22% of participants selected needs improvement

Wellington Australia Day | What we heard

Out of 109 participants, we have 30 attended the 2023 Australia Day event in Wellington.



- 63.3% of participants prefer Australia Day Events on 26th January
- 33.3% of participants prefer Australia Day Events on 25th January
- 3.3% of participants prefer Australia Day Events on nearest Saturday to the 26th January



- 60.0% of participants indicated their preference for an Australia Day event in the morning
- 33.3% of participants indicated their preference for an Australia Day event in the evening

We asked the community who attended an event to rate their satisfaction of the location, day and time, speakers & officials, award presentation, duration of ceremony, accessibility, and markets.



- Highest satisfaction falls in 'location', 'speakers & officials' and 'accessibility'
- 90% of participants selected satisfactory to exceptional



- Lowest satisfaction falls in 'markets'
- 53.3% of participants selected needs improvement

What we heard from Our Community



DUBBO
REGIONAL
COUNCIL



YOUR
SAY

Recognising special people that do great work in our community and welcoming and celebrating new citizens is very important. However having this event held on January 26th is insensitive to our First Nations brothers and sisters and does not promote inclusion or celebration for our whole community. I have not and will not attend local Australia Day events due to the day it is held on.

Should be held on 26 Jan public holiday to allow everyone to attend. Work commitments prevented people from attending the early evening ceremony on a non public holiday.

The time/date was not suitable for people that work especially Wellington residents who work in Dubbo and don't finish work in Dubbo until 5:30pm; If an evening event must be held then have it on the evening of Australia Day on the Public holiday.

Both events in 2023 were good. Like the idea of a free bbq dinner / brekky for the community, perhaps local businesses can sponsor/donate.

Generally good, but the grassed area where speakers were, was difficult to see the speakers. The grassed area needs to be built up higher, if you are going to use the grassed area next year.

Outcomes and next steps

A report will be presented to Council at a date to be confirmed. This report will outline the survey responses for Council to consider and inform the development of events in 2024.
All community engagement participants will be provided an update.



REPORT: Quarterly Report on Complaint Statistics Under Council's Code of Conduct

DIVISION: Organisational Performance
REPORT DATE: 3 July 2024
TRIM REFERENCE: ID24/1390

EXECUTIVE SUMMARY

Purpose	<ul style="list-style-type: none">Fulfil legislated requirement/complianceIncrease transparency	
Issue	<ul style="list-style-type: none">Quarterly report regarding the code of conduct reports received against Councillors.	
Reasoning	<ul style="list-style-type: none">In accordance with Part 11.1 of the Procedures for the Administration of the Model Code of Conduct as issued by the NSW Department of Premier and Cabinet, Council's Complaints Coordinator is required to report to council within 3 months of the end of September each year on complaint statistics under Council's Code of Conduct.The current elected body has requested quarterly reporting in addition to the statutory annual report.	
Financial Implications	Budget Area	Corporate Governance
	Funding Source	Corporate Governance – Code of Conduct
	Actual Cost	\$0 for this quarter
	Ongoing Costs	Budgeted \$50,000 per annum
Policy Implications	Policy Title	Council's Code of Conduct
	Impact on Policy	No policy implications from this report

STRATEGIC DIRECTION

The Towards 2040 Community Strategic Plan is a vision for the development of the region out to the year 2040. The Plan includes six principle themes and a number of objectives and strategies. This report is aligned to:

Theme: 4 Leadership

CSP Objective: 4.1 Council provides transparent, fair and accountable leadership and governance

Delivery Program Strategy: 4.1.4 Statutory requirements are met and services are provided in a cost-effective and timely manner

RECOMMENDATION

That the information contained within the report of the Manager Corporate Governance, dated 3 July 2024, be noted.

Jane Bassingthwaighe
Director Organisational Performance

AR
Manager Corporate
Governance

BACKGROUND

The current elected body have requested quarterly reports regarding Code of Conduct complaints received against Councillors or the Chief Executive Officer.

The total cost incurred for Code of Conduct complaints within the 2022/2023 reporting period (being 1 September 2022 to 31 August 2023) totalled \$16,170. It is noted that costs reported represent costs incurred.

As resolved at the Ordinary Council meeting held on 26 October 2023, following are the revised quarterly reporting periods which will align with annual reporting:

Reporting Period		Report to Council
Quarter 1	1 September to 30 November	December
Quarter 2	1 December to 28 February (or 29 February in a leap year)	March
Quarter 3	1 March to 31 May	June
Quarter 4	1 June to 31 August	September

REPORT

This report provides statistics on Code of Conduct complaints received for the third reporting quarter for the 2023/2024 period, being 1 March 2024 to 31 May 2024. Accordingly, please see **Appendix 1** which advises that two Code of Conduct complaints were received and no costs were incurred during Quarter 3. While Council received cost estimates for review of these complaints, these costs will not be incurred until Quarter 4.

This information is provided in line with Part 11.1 of Council's Procedures for the Administration of the Dubbo Regional Council Code of Conduct.

Consultation

- Reporting complaint statistics regularly allows for transparency both within Council and in the broader community.
- Council is also required to report its annual Code of Conduct statistics to the Office of Local Government each December (for the period 1 September to 31 August).

Resourcing Implications

- Staff resources are used to manage the administration of complaints and liaise with external conduct reviewers.

APPENDICES:

- 1 [2023/2024 Quarterly Code of Conduct Reporting Statistics - 01/03/2024 to 31/05/2024 \(Quarter 3\)](#)

REPORTING STATISTICS ON CODE OF CONDUCT COMPLAINTS ABOUT COUNCILLORS AND THE CHIEF EXECUTIVE OFFICER

Reporting Period: September 2023 to August 2024

Prepared in accordance with Part 11.1 of Council's Procedures for the Administration of the Dubbo Regional Council Code of Conduct.

Reporting Period	Complaints Received	Referred to Conduct Reviewer	Finalised at Preliminary Assessment Stage	Investigated by Conduct Reviewer	Outcome of Investigations	Reviewed by Office of Local Government	Total Costs (including GST)
Q1 1 September 2023 to 30 November 2023	0	0	0	0	-	0	\$0
Q2 1 December 2023 to 28 February 2024	0	0	0	0	-	0	\$0
Q3 1 March 2024 to 31 May 2024	2	2	0	0	Investigations not completed during reporting period	0	\$0
Q4 1 June 2024 to 31 August 2024							
TOTAL	2	2	0	0	-	0	\$0



REPORT: Council Policy - Privacy Management Plan - Results of Public Exhibition Period

DIVISION: Organisational Performance
REPORT DATE: 2 July 2024
TRIM REFERENCE: ID24/1343

EXECUTIVE SUMMARY

Purpose	<ul style="list-style-type: none">• Adopt a policy• Fulfil legislated requirement/Compliance	
Issue	<ul style="list-style-type: none">• A review was completed on the Privacy Management Plan.• The Information Privacy Commissioner (IPC) updated their guide for Privacy Management Plans in December 2022 and this review is based on that information.• The Privacy Management Plan was placed on public exhibition in June-July 2024; no submissions were received.	
Reasoning	<ul style="list-style-type: none">• Every NSW public sector agency is bound by the <i>Privacy and Personal Information Protection Act 1998</i> (PPIP Act) and must implement a privacy management plan that explains:<ul style="list-style-type: none">○ The agency's policies and practices for complying with the PPIP Act and the <i>Health Records and Information Privacy Act 2002</i> (HRIP Act)○ How the agency will make its staff aware of these policies and practices○ The agency's procedures for dealing with privacy internal reviews under Part 5 of the PPIP Act○ Other relevant matters relating to the protection of personal and health information that the agency holds (section 33 of the PPIP Act).	
Financial Implications	Budget Area	There are no financial implications arising from this report.
Policy Implications	Policy Title	Privacy Management Plan.
	Impact on Policy	When adopted will become the new Privacy Management Plan for DRC.
Consultation	Public Exhibition	8 January – 6 February 2024 3 June - 2 July 2024

STRATEGIC DIRECTION

The Towards 2040 Community Strategic Plan is a vision for the development of the region out to the year 2040. The Plan includes six principal themes and a number of objectives and strategies. This report is aligned to:

Theme:	4 Leadership
CSP Objective:	4.1 Council provides transparent, fair and accountable leadership and governance
Delivery Program Strategy:	4.1.2 Council's decision-making processes are open, transparent and accountable

RECOMMENDATION

1. That the Draft Privacy Management Plan attached to this report as Appendix 1 be adopted.
2. That the Draft Privacy Management Plan be provided to the Privacy Commissioner once it has been formally adopted.

Jane Bassingthwaite
Director Organisational Performance

SW
Governance Team Leader

BACKGROUND

Previous Resolutions of Council

27 July 2016 CCL16/108	<i>That Council adopt the Draft Privacy Management Plan attached to this report as Appendix 1.</i>
9 November 2023 CSC23/66	<ol style="list-style-type: none">1. <i>That the Draft Privacy Management Plan attached to this report as Appendix 1 be adopted for the purpose of Public Exhibition.</i>2. <i>That a further report to Council be provided post the Public Exhibition period.</i>
24 April 2024 CCL24/95	<ol style="list-style-type: none">1. <i>That the Draft Privacy Management Plan attached to this report as Appendix 1 be adopted for the purpose of Public Exhibition.</i>2. <i>That a further report to Council be provided post the Public Exhibition period.</i>3. <i>That the Draft Privacy Management Plan be provided to the Privacy Commissioner as once it has been formally adopted.</i>

Section 33 (2) of the *Privacy and Personal Information Protection Act 1998* (PPIP Act) requires agencies to have a privacy management plan. A Plan sets out an agency's commitment to respecting the privacy rights of clients, employees, and members of the public. It should explain an agency's practices and procedures in handling personal information under the PPIP Act and health information under the *Health Records and Information Privacy Act 2002* (HRIP Act).

REPORT

The reviewed Privacy Management Plan was placed on Public Exhibition for the second time and is now being reported Council for adoption.

Public Exhibition Period was from 3 June 2024 and closed 2 July 2024. The Privacy Management Plan could also have been viewed in person at the Customer Experience Centres in Dubbo and Wellington and at both Macquarie Regional Library branches.

There were no submissions received from this Public Exhibition Period.

Consultation

- During the review period extensive consultation occurred with internal stakeholders as outlined in the previous report.
- Once the Plan has been adopted, all content will be updated to internal resources and staff will be advised accordingly.

Resourcing Implications

- The Manager Corporate Governance is Council’s Privacy Contact Officer. As the contact officer for this Plan, this role manages any issues or concerns raised by staff or members of the public.
- The Governance team are also responsible for the processing and release of Council information under the Government Information (Public Access) Act 2009 (GIPA) and this Plan and the PPIP Act and HRIP Act are closely aligned to this and must be managed accordingly.

Timeframe

Key Date	Explanation
11 July 2024	Report to Council for adoption
July 2024	Placement on Council’s website
July 2024	Send copy of plan to the Information Privacy Commissioner

APPENDICES:

- 1 [🔗](#) Draft Council - Privacy Management Plan



DUBBO
REGIONAL
COUNCIL

COUNCIL POLICY

PRIVACY MANAGEMENT PLAN

Date	10 October 2023
Council Resolution Date	
Clause Number	CCL24/
Responsible Position	Manager Corporate Governance
Branch	Corporate Governance
Division	Organisational Performance
Version	2
TRIM Reference Number	ED24/
Review Period	2 Years
Review Date	October 2026
Consultation	All divisions within Council

Document Revision History	
Description	Date
Adopted by Council	July 2016
Updates to formatting and layout.	May 2020
Review of plan as per Information and Privacy Commissioner website	August 2023
For Public Exhibition, Adopted by Council	9 November 2023
Adopted by Council	
Notes	
No significant content changes, therefore did not go to Council for re-adoption.	

BACKGROUND AND RELATED LEGISLATION

Dubbo Regional Council is committed to protecting the privacy of our customers, business contacts, Councillors, employees, contractors and volunteers.

This Privacy Management Plan (Plan) explains how Dubbo Regional Council (Council) manages personal and health information for the purpose of facilitating its business.

Council is required to have a Plan under s33 of the *Privacy and Personal Information Protection Act 1998* (NSW)(PPIP Act) and health information in accordance with *the Health Records and Information Privacy Act 2002* (NSW)(HRIP Act). The Information and Privacy Commission guidelines for Privacy Management Plans recommend review at least every two years.

The Plan outlines how Council complies with the legislative requirements of the PPIP Act, the HRIP Act and the Privacy Code of Practice for Local Government (Code).

SCOPE

The main objectives of this Plan are to inform the community on how to contact Council about the personal and health information that it holds, how it can be amended and how privacy complaints are handled.

This Plan aims to ensure Council manages the personal and health information it collects, stores, accesses, uses and discloses in the course of its business activities.

Contact Information

The Manager Corporate Governance is Dubbo Regional Council's Public Officer and is assigned the role of Privacy Contact Officer.

The Privacy Contact Officer can provide advice as to:

- Whether the personal or health information is collected for a lawful purpose;
- If that lawful purpose is directly related to a function of Council;
- If Council's documents, contracts, forms and notices comply with the PPIP Act and HRIP Act; and
- Whether the collection of personal or health information is reasonably necessary for the specified purpose.

This Plan should only be used as a guide in the application of the PPIP Act and HRIP Act. Where more specific information is required please refer to the relevant Act or seek information from Council's Privacy Contact Officer.

To contact Council relating to any Privacy matters, information in this Plan or to send privacy related forms please email: council@dubbo.nsw.gov.au, phone: 02 6801 4000 or post PO Box 81, Dubbo NSW 2830.

For assistance in understanding the processes under the PPIP Act and HRIP Act, please contact the Information and Privacy Commission NSW:

Information & Privacy Commission NSW
GPO Box 7011
SYDNEY NSW 2001

Phone: 1800 472 679
Email: ipcinfo@ipc.nsw.gov.au
Web: www.ipc.nsw.gov.au

NSW Civil & Administrative Tribunal
Level 10, John Maddison Tower
86-90 Goulburn Street
SYDNEY NSW 2000
Phone: 1300 006 228

1. INTRODUCTION

1.1 What is personal information

Personal information is defined in section 4 of the PPIP Act as any information or opinions about a person where that person's identity is apparent or can be reasonably ascertained.

1.2 What is not personal information

There are some kinds of information that are not personal information, these include:

- Information about someone who has been deceased for more than 30 years.
- Information about someone that is contained in a publicly available publication.
- Information or an opinion about a persons' suitability for employment as a public sector official.

Where Council is requested to provide access or make a disclosure about information that has already been published, Council will rely on the provisions of the relevant Act that authorises Council to hold the information and not the PPIP Act, for example, a request under the *Government Information (Public Access) Act 2009* (GIPA Act).

In accordance with the GIPA Act, when inviting public submissions, Council will advise people that their submission, including any personal information in the submission, may be made publicly available.

1.3 What is Health Information

Health information is a more specific type of personal information and is defined in section 6 of the HRIP Act. Health information can include information about a person's physical or mental health such as a psychological report, blood test or an x-ray, results from drug and alcohol tests, and information about a person's medical appointments. It can also include some personal information that is collected to provide a health service, such as a name and telephone number.

2. How Council collects and manages personal and health information

2.1 How Council collects personal information

Council collects personal information to enable it to conduct its functions. Council determines the level of personal information that is appropriate to be collected on a case-by-case basis. In this section, a reference to personal information is also a reference to health information.

Personal information may be collected from:

- Members of the public.
- NSW public sector agencies.
- Businesses.
- Non-government organisations.
- Employees.
- Medical professionals.

Contractors acting on Council's behalf may also collect personal information. Council includes clauses in its contracts that require contractors to comply with relevant privacy obligations.

Council has a range of functions requiring or involving the collection of personal information, including:

- Levying and collecting rates.
- Providing services, for example, libraries and waste collection.
- Consultation with the community, businesses and other stakeholders.
- Assessing development and major project applications.
- Recording, investigating, and managing complaints and allegations.
- Site inspections and audits.
- Incident management.
- Enforcing regulations and legislation.
- Issuing approvals, consents, licences and permits.
- Providing funding grants.
- Maintaining the non-residential register of electoral information.
- Employment.
- Fitness for work.

Personal information may be collected by Council in any of the following ways:

- Customer requests.
- Financial information (e.g. debt recovery or financial hardship applications).
- Burial and cremation records.
- Closed Circuit Television (CCTV) footage.
- Donation, grant and sponsorship applications.
- Submissions and information collected through Council's community engagement and consultation activities includes entries to competitions from children.
- Public access forum applications.
- Development applications and related submissions.
- Public Registers.

Personal information may be collected electronically, in writing, over the telephone and in person.

2.2 Personal information provided to Council

Individuals may provide Council with personal information when they make application for employment, make enquiries and when Council delivers services to them. This can include names, contact details, opinions, health conditions, family relationships, housing or tenancy information, work and education details. Individuals may also provide Council with personal information about other people.

2.3 Privacy and Personal Information Protection Notice

Under section 10 of the PIP Act, when Council collects personal information from an individual, such as their name, address, telephone number or email address, Council must make the individual aware of:

- The purposes for which the information is being collected.
- The intended recipients of the information.
- Whether the supply of the information is required by law or is voluntary.
- Any consequences for the individual if the information (or any part of it) is not provided.
- Ways the individual can access and correct their personal information.
- How to contact Council or the Council section that is collecting and holding their information.

2.4 Storage, access and accuracy of personal information

Personal information is stored electronically and in physical files.

The following applies to information Council holds:

- Only authorised council employees can access personal information.
- Authorised employees will make every effort to ensure personal information is accurate before using it.
- Authorised employees will use personal information only for the purpose for which it was collected.
- Employees will not disclose personal information about a person to anyone without the consent of the person it concerns unless they are required or permitted to by law.

Please refer to section 6 for details on exemptions, directions and code of practice that may affect the above.

Electronic information is stored on secure information systems. Networks will be secure and require individual logins. New systems are assessed for compliance with the PPIP Act and the HRIP Act. When not being used, hard copy files and sensitive information are securely stored.

2.5 Application of this Plan

The PPIP Act, HRIP Act and this Plan apply, wherever practicable, to:

- Councillors.
- Council employees.
- Consultants and contractors of Council.
- Volunteers.
- Council owned businesses.
- Council committees (including community members of those committees which may be established under Section 355 of the Local Government Act 1993 (LGA)).

For the purposes of this Plan any reference to Council or Council staff, is inclusive of the parties listed above.

2.6 Unsolicited Information

Unsolicited information is personal or health information received by Council in circumstances where Council has not asked for or required the information to be provided. Such information is not deemed to have been collected by Council, but the retention, use and disclosure principles of the information will apply to any such information in Council's possession. Personal information contained in petitions received in response to a call for submissions or unsolicited petitions tabled at Council meetings will be treated the same as any other submission and be made available for release to the public.

3. Public Registers

Council is required by law to maintain a number of public registers and to make them available for public inspection.

Some of these registers contain personal information as defined in the PPIP Act, the HRIP Act and the GIPA Act. Section 57 of the PPIP Act requires Council to ensure that access to personal information in a register is consistent with the purpose for which the register exists.

In line with this requirement, Council has developed specific rules governing disclosure of personal information held in registers:

- Council will not disclose personal information in a public register unless the information is to be used for a purpose relating to the purpose of the Register, or an Act under which the Register is kept.
- The Privacy Code of Practice allows disclosure of single items or one page in a Register without explanation. However, such a disclosure can only occur when the person seeking the information attends Council in person.

- Council requires that any person who applies for more than one record or page from a public register, does so by completing a Statutory Declaration. Any such declaration must describe the intended use of the information requested and be witnessed by a Justice of the Peace.

The list of Council registers below specifies the main purpose of each of those registers.

3.1 Council's Public Register list

3.1.1 Under the Local Government Act, 1993

Section 53 - Land Register – The primary purpose is to identify all land vested in Council, or under its control. The secondary purpose includes a consideration of public accountability as to the land held by Council. Third party access is therefore a secondary purpose.

Section 113 - Records of Approvals – The primary purpose is to identify all approvals granted under the LGA.

Section 450A - Register of Pecuniary Interests – The primary purpose of this register is to determine whether or not a Councillor or a member of a council committee has a pecuniary interest in any matter with which the council is likely to be concerned. There is a corresponding public accountability purpose and third party access is a secondary purpose.

Section 602 - Rates Record – The primary purpose is to record the value of a parcel of land and record rate liability in respect of that land. The secondary purpose includes recording the owner or lessee of each parcel of land. For example, that a disclosure on a section 603 (of the LGA) rating certificate that a previous owner was a pensioner is considered to be allowed, because the secondary purpose is "a purpose relating to the purpose of the register".

3.1.2 Under the Environmental Planning and Assessment Act, 1979

Section 100 – Register of consents and approvals – The primary purpose is to identify applications for development consent and other approvals, confirm determinations on appeal and identify applications for complying development certificates.

Section 149G – Record of building certificates – The primary purpose is to identify all building certificates.

3.1.3 Under the Protection of the Environment Operations Act, 1997

Section 308 – Public register of licences held – The primary purpose is to identify all licences granted under the Act.

3.1.4 Under the Impounding Act, 1993

Section 30 and 31 – Record of impounding – The primary purpose is to identify any impounding action by Council.

3.2 Secondary purpose of all Public Registers

Due to the general emphasis on local government processes and information being transparent and accountable, it is considered that a secondary purpose for councils holding public registers is the provision of access to the public. Therefore, disclosure of specific records from public registers would normally be considered allowable under Section 57 of the PPIP Act.

However, requests for access, copying or the sale of the whole or a substantial part of a public register held by Council will not necessarily fit within this purpose. Council should be guided by the Privacy Code of Practice for Local Government in this respect. Where Council officers have doubt as to the intended use of the information, an applicant may be requested to provide a statutory declaration so that Council may satisfy itself as to the intended use of the information.

3.3 Other Registers

Council may keep other registers that are not public registers. The Information Protection Principles, this Plan, the Code and PPIP Act apply to the use and disclosure of information in those registers.

3.4 Applications for Access to Own Records on a Public Register

A person wishing to access a public register to confirm their own details needs to prove their identity to Council before being granted access to their personal information.

3.5 Applications for Suppression of Personal Information in a Public Register

A person about whom personal information is contained (or is proposed to be contained) in a public register, may request Council to have the information removed from or not placed on the register by submitting an application in the form of a Statutory Declaration. Statutory Declarations can be found at www.jp.nsw.gov.au. Council will normally be in favour of suppressing the information, unless public interest in maintaining access to the information outweighs any individual interest in suppressing the information.

The information may still be used in the exercise of Council functions, but it cannot be disclosed to other parties.

3.6 Data Breaches

A data breach occurs when information, physical or electronic, is accessed or disclosed without authorisation. Examples include:

- Accidental loss or theft of information or equipment on which such information is stored.
- Unauthorised use, access to or modification of data or information systems to gain unauthorised access or make unauthorised changes to data or information.
- Accidental or unauthorised disclosure of personal information.
- Personal information published or posted on Council's website without consent.
- Access to data by an authorised user for unauthorised uses.
- Malware infection.

A data breach most commonly, but not exclusively, results in unauthorised collection, use or disclosure of personal information.

How we will manage a data breach

Council will manage data breaches through its cyber incident response plan. Council will determine whether personal information has been accessed and/or disclosed to determine what response should be taken. Any data breach will be managed in accordance with NSW's Mandatory Notification of Data Breach (MNDB) Scheme.

4. Privacy and Other Legislation

This section contains a general summary of how Council must manage personal and health information.

4.1 The Privacy and Personal Information Protection Act

The PPIP Act sets out how Council must manage **personal** information.

4.1.1 Information Protection Principles (IPPs)

Part 2, Division 1 of the PPIP Act contains 12 Information Protection Principles with which we must comply with. These are:

Collection

Council will:

- Collect personal information only for a lawful purpose that is directly related to the Council's functions and activities.
- Collect personal information directly from the person concerned.
- Inform people why their personal information is being collected, what it will be used for, and to whom it will be disclosed. Also, how the personal information can be accessed and amended and any possible consequences of not providing personal information.
- Ensure that personal information is relevant, accurate, is not excessive and does not unreasonably intrude into people's personal affairs.

Storage

Council will store personal information securely, keep it no longer than necessary and destroy it appropriately. Personal information is protected from unauthorised access, use or disclosure.

Access and Accuracy

Council is:

- Transparent about the personal information it holds, why it is used, and the right to access and amend it.
- Allows people to access their own personal information without unreasonable delay or expense.
- Allows people to update, correct or amend their personal information where it is necessary.
- Endeavours to ensure that personal information is relevant and accurate before using it.

Use

Council only uses personal information for the purpose it was collected for unless it has consent for its use for another purpose.

Disclosure

Council:

- Does not disclose personal information without consent unless disclosure is permitted under the PPIP Act or other legislation.
- Does not disclose sensitive personal information without consent, e.g. ethnicity or racial origin, political opinions, religious or philosophical beliefs, health or sexual activities or trade union membership.

Offences

Offences can be found in s62-68 of the PPIP Act. It is an offence for Council to:

- Intentionally disclose or use personal information for an unauthorised purpose.
- Offer to supply personal information that has been disclosed unlawfully.
- Hinder the Privacy Commissioner or their employees from doing their job.

4.2 The Health Records and Information Privacy Act

The HRIP Act sets out how Council must manage **health** information.

4.2.1 Health Privacy Principles (HPPs)

Schedule 1 of the HRIP Act contains 15 HPPs that Council must comply with. These are:

Collection

Council:

- Collects health information only for a lawful purpose that is directly related to Council's functions and activities.
- Ensures that health information is relevant, accurate, is not excessive and does not unreasonably intrude into people's personal affairs.
- Collects health information directly from the person concerned or with consent from the person concerned.
- Informs people why their health information is being collected, what it will be used for, and to whom it will be disclosed. Also how it can be accessed and amended and any possible consequences of not providing health information.

Storage

Council stores health information securely, keeps it no longer than necessary and destroys it appropriately. Health information is protected from unauthorised access, use or disclosure.

Access and accuracy

Council is:

- Transparent about the health information it holds, why it is used, and the right to access and amend it.
- Allows people to access their own health information without unreasonable delay or expense.
- Allows people to update, correct or amend their health information where necessary.
- Ensures that health information is relevant and accurate before using it.

Use

Council only uses health information for the purpose it was collected for unless it has consent for its use for another purpose.

Disclosure

Council does not disclose personal information without consent, unless disclosure is permitted under the HRIPA or other legislation.

Identifiers

Although Council does not currently assign identifiers to individuals in managing their health information, Council may use unique identifiers if required for a Council function.

Transfers and linkage of health records

Council:

- Will only transfer health information outside of NSW or to a Commonwealth agency in accordance with HPP 14.
- Does not currently use a health records linkage system.

Offences

Offences can be found in s68-70 of the HRIP Act. It is an offence for Council to:

- Intentionally disclose or use health information for an unauthorised purpose.
- Offer to supply health information that has been disclosed unlawfully.

4.3 Other relevant laws

This section contains information about other relevant legislation.

Government Information (Public Access) Act 2009 (GIPA Act) and Government Information (Public Access) Regulation 2018

Under this Act and Regulation people can apply for access to information held by Council. This information may include personal or health information.

Independent Commission Against Corruption Act 1988

Under this Act, Council must provide information to the Independent Commission Against Corruption about allegations of fraud and corruption that may contain personal information.

Public Interest Disclosures Act 2022(PID Act)

Under the PID Act, people working for a NSW public sector agency can make a public interest disclosure to Council. The PID Act requires that information that might identify or tend to identify a person who has made a public interest disclosure should be protected.

State Records Act 1998 and State Records Regulation 2015

This Act and Regulation authorises the State Records Authority to establish policies, standards and codes to ensure that NSW public sector agencies manage their records appropriately.

Referrals to external agencies under other relevant legislation

Under the *Ombudsman Act 1976*, the *Independent Commission Against Corruption Act 1998*, and the *Crimes Act 1900*, Council can provide information to the:

- NSW Ombudsman.
- Independent Commission Against Corruption.
- NSW Police.

5. Exemptions, directions and codes of practice

5.1 Exemptions to the Information Protection Principles (IPPs)

Part 2, Division 3 of the PPIP Act contains exemptions that may permit Council not to comply with IPPs in certain situations. These include the following:

- Council is not required to comply with IPPs 2-3, 6-8, or 10-12 if lawfully authorised or required not to do so.
- Council is not required to comply with IPP 2 if the information concerned is collected in relation to court or tribunal proceedings.

5.2 Exemptions to the Health Privacy Principles (HPPs)

Exemptions are located mainly in Schedule 1 to the HRIP Act and may permit Council not to comply with HPPs in certain situations. For example, Council is not required to comply with HPPs 4-8, and 10 if lawfully authorised or required not to do so.

5.3 Privacy Codes of Practice

A privacy code of practice allows Council to modify the application of:

- an Information Protection Principle (IPP); or
- provisions that deal with public registers.

These codes also specify how modifications will apply in particular situations.

5.3.1 Privacy Code of Practice for Local Government

Available on the Information Privacy Commissioner website:

<https://www.ipc.nsw.gov.au/media/2902>

6. Review Rights and Complaints

6.1 Internal Review Process

Under section 53 of the PPIP Act a person (the applicant) who is aggrieved by the conduct of a council is entitled to a review of that conduct. An application for internal review is to be made within 6 months of when the person first became aware of the conduct.

The Manager Corporate Governance (Council's Privacy Contact Officer) will appoint a Reviewing Officer to conduct the internal review. The Reviewing Officer must not be substantially involved in any matter relating to the application and must be an employee who is suitably qualified to deal with the matters raised.

The review is to be completed within 60 days of receipt of the application. Council must notify the applicant of the outcome of the review within 14 days of its determination. A copy of the final review should also be provided to the Privacy Commissioner where it departs from the draft review.

6.2 The Privacy Commissioner's role in internal reviews

The Privacy Commissioner will be notified of an application for review as soon as practicable after it is received. Council will brief the Privacy Commissioner on the progress of an internal review and notify them

of the outcome. The Privacy Commissioner may make submissions to Council in relation to the subject matter of the application.

Council must provide the Privacy Commissioner with a draft of the council's internal review report to enable the Privacy Commissioner to make a submission. Council may provide a copy of any submission by the Privacy Commissioner to the applicant.

Noting that an individual can make a complaint direct to the Privacy Commissioner about an alleged breach of their privacy.

6.3 What happens after an internal review

If the applicant remains unsatisfied, with the outcome of a review, an application may be made to the NSW Civil and Administrative Tribunal (NCAT) for a review of Council's conduct.

If the applicant is dissatisfied with an order or decision made by the Tribunal, an appeal may be made to an Appeal Panel of the Tribunal.

6.4 Other ways to resolve privacy concerns

Council encourages the informal resolution of privacy issues before undertaking the review process. Issues can be raised informally with Council. Please refer to Council's website for contact details.

7. Promoting Privacy

Council reinforces compliance with the PPIP Act and HRIP Act by:

- Endorsing this Plan and making it publicly available.
- Providing a copy of this Plan to relevant oversight bodies such as the Audit, Risk and Improvement Committee.
- Reporting on internal reviews to the IPC (Information Privacy Commission).
- Identifying privacy issues when implementing new systems, services, and processes.

7.1 Employee awareness

Council ensures that its employees are aware of and understand this Plan and how it applies to the work they do.

Council promotes awareness of privacy obligations among employees by:

- Publishing Council's Privacy Management Plan on Council's intranet and website.
- Providing advice to employees about Council's obligations under the PPIP Act and HRIP Act.
- Ensuring Council forms and applications comply with privacy legislation.
- Including the Plan in induction packs.
- Promoting the IPC's privacy resources and online training.

7.2 Public awareness

This Plan provides information to members of the public about how Council manages personal and health information. The Plan is publicly available as open access information under the GIPA Act.

Council promotes public awareness of Council's Privacy Management Plan by:

- Publishing the Plan on Council's website.
- Providing copies of the Plan on request.
- Informing external customers about the Plan when responding to enquiries about personal and health information.