



AGENDA

CORPORATE SERVICES COMMITTEE

13 MAY 2025

MEMBERSHIP: Councillors J Black, L Butler, S Chowdhury, J Cowley, M Dickerson, R Ivey, K Richardson, A Ryan, P Toynton, P Wells and M Wright.

The meeting is scheduled to commence at 5:30 PM.

Page

CSC25/23 LEAVE OF ABSENCE (ID25/467)

CSC25/24 CONFLICTS OF INTEREST (ID25/468)

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 meetings, and manage such interests accordingly.

CSC25/25 REPORT OF THE VILLAGES COMMITTEE - MEETING 14 APRIL 2025 (ID25/826)

3

The Committee had before it the report of the Villages Committee meeting held 14 April 2025.

CSC25/26 REPORT OF THE WELLINGTON TOWN COMMITTEE - MEETING 16 APRIL 2025 (ID25/827)

8

The Committee had before it the report of the Wellington Town Committee meeting held 16 April 2025.

CSC25/27 INVESTMENT UNDER SECTION 625 OF THE LOCAL GOVERNMENT ACT - APRIL 2025 (ID25/829)

13

The Committee had before it the report dated 1 May 2025 from the Revenue Accountant regarding Investment Under Section 625 of the Local Government Act - April 2025.

CSC25/28	COMMUNITY INSIGHTS 2025 CHECK-IN SURVEY RESULTS (ID25/744)	33
	The Committee had before it the report dated 16 April 2025 from the Engagement and Customer Insights Coordinator regarding Community Insights 2025 Check-in Survey Results.	
CSC25/29	MONTHLY REPORTING SNAPSHOT FOR COUNCILLORS - APRIL 2025 (ID25/541)	77
	The Committee had before it the report dated 2 May 2025 from the Corporate Strategy Performance Coordinator regarding Monthly Reporting Snapshot for Councillors - April 2025.	
CSC25/30	REVIEW OF COMMUNITY FUNDING AND FINANCIAL ASSISTANCE POLICY (ID25/754)	93
	The Committee had before it the report dated 17 April 2025 from the Corporate Strategy Performance Coordinator regarding Review of Community Funding and Financial Assistance Policy.	
CSC25/31	PROPOSED VILLAGE ROADSHOW PROGRAM 2025 (ID25/825)	126
	The Committee had before it the report dated 28 April 2025 from the Corporate Strategy Performance Coordinator regarding Proposed Village Roadshow Program 2025.	
CSC25/32	LAND CLASSIFICATION - LOT 160 DP1301296, BEING PART OF ST BRIGIDS CIRCUIT, DUBBO (ID25/705)	133
	The Committee had before it the report dated 10 April 2025 from the Property Services Team Leader regarding Land Classification - Lot 160 DP1301296, being part of St Brigids Circuit, Dubbo.	

CONFIDENTIAL

CSC25/33	TROY RAIL DEVIATION PROJECT - UPDATE (ID24/2445)
	The Committee had before it the report dated 19 December 2024 from the Property Services Team Leader regarding Troy Rail Deviation Project - Update.

In accordance with the provisions of Section 9 (2A) of the Local Government Act 1993 the Chief Executive Officer is of the opinion that consideration of this item is likely to take place when the meeting is closed to the public for the following reason: information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business (Section 10A(2)(c)).



**DUBBO REGIONAL
COUNCIL**

Report of the Villages Committee - meeting 14 April 2025

AUTHOR: Governance Officer
REPORT DATE: 29 April 2025

The Council had before it the report of the Villages Committee meeting held 14 April 2025.

RECOMMENDATION

That the report of the Villages Committee meeting held on 14 April 2025, be noted.



REPORT VILLAGES COMMITTEE 14 APRIL 2025

PRESENT: Councillors K Richardson, A Ryan, and P Toynton, the Chief Executive Officer, the Director Strategy, Partnerships and Engagement, the Director Infrastructure, M Hanney (Community Representative), L Hennessy (Community Representative), K Charlton (Community Representative) V Parkes (Community Representative), S O’Leary (Community Representative), K Mudford (Community Representative), T Williamson (Community Representative) and J Slacksmith (Community Representative).

ALSO IN ATTENDANCE:

Councillors J Black and J Cowley, the Governance Team Leader, the Governance Officer, Corporate Strategy and Performance Coordinator and the Executive Officer Strategy, Partnerships and Engagement.

The Director Strategy, Partnerships and Engagement assumed the Chair of the meeting.

The proceedings of the meeting commenced at 4:38pm with the Welcome to Country delivered by Councillor A Ryan.

VC25/1 APOLOGIES (ID25/707)

Apologies were received from Councillor S Chowdhury, E Walker-Manson (Community Representative) and F Doughty (Community Representative).

Councillor J Cowley, L Hennessy (Community Representative), K Mudford (Community Representative) and S O’Leary attended the meeting via Audio-Visual link.

VC25/2 CONFLICTS OF INTEREST (ID25/619)

There were no Conflicts of Interest declared.

VC25/3 INDUCTION - COUNCIL COMMUNITY COMMITTEES PRESENTATION (ID25/620)

The Committee was addressed by the Governance Team Leader regarding this item.

OUTCOME

1. That the presentation by the Governance Team Leader be noted.
2. That a copy of the presentation be distributed to the Committee.

VC25/4 VILLAGES COMMITTEE - ADOPTION OF TERMS OF REFERENCE AND CODE OF MEETING PRACTICE (ID25/621)

The Committee had before it the report dated 27 March 2025 from the Governance Officer regarding Villages Committee - Adoption of Terms of Reference and Code of Meeting Practice.

OUTCOME

That the Terms of Reference and Code of Meeting Practice – Villages Committee, attached at Appendix 1, be adopted.

VC25/5 CHAIRPERSON ELECTION (ID25/622)

At this junction, The Director Strategy Partnership and Engagement called for nominations for Chairperson of the Villages Committee.

Councillor P Toynton was nominated by Councillor K Richardson.

Councillor P Toynton accepted their nomination.

As there was only one nomination Councillor P Toynton was declared Chairperson for the Council term.

Councillor P Toynton assumed the Chair of the meeting following agenda item CC25/7.

VC25/6 DETERMINATION OF MEETING DATES AND TIME (ID25/695)

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

OUTCOME

That the Villages Committee meetings will be held quarterly, commencing at 4:30pm on Monday, with the meetings to be held in Wellington and Dubbo on an alternate basis. Requests for an ad hoc/special meeting be made in writing to the minute taker for consideration by the Director Strategy, Partnerships and Engagement and the Chairperson.

VC25/7 STANDING AGENDA ITEMS AND COMMITTEE GOALS (ID25/700)

The Committee was addressed by the Chair regarding this matter.

OUTCOME

1. The Committee identified a key goal to be: strengthening communication between Council and residents of the Villages.
2. That the following standing agenda items be included at all future meetings:
 - a. Regional Matters
 - b. Growth and Development
 - c. Major Capitol Works and Significant Projects
 - d. Current and Future Engagement Opportunities

VC25/8 NOMINATION OF TWO REPRESENTATIVES FOR THE RENEWABLE ENERGY ZONE BENEFIT COMMITTEE (ID25/711)

At this junction, the Chair called for nominations for the Renewable Energy Zone Benefit Committee.

L Hennessy was nominated by Councillor P Toynton.
T Williamson was nominated by Councillor P Toynton.

L Hennessy accepted their nomination as the North of Wellington Area Representative.
T Williamson accepted their nomination as the South of Wellington Area Representative.
It was noted that the delegate for L Hennessy is S O'Leary.

Note: Following the meeting and prior to distribution of these Minutes, staff have been advised of the results of the Expressions of Interest for the Renewable Energy Zone Benefit Committee and have amended as below

OUTCOME

That S O'Leary be the Villages Committee Representative North of Wellington Area.
That T Williamson be the Villages Committee Representative South of Wellington Area.

VC25/9 VILLAGE ROADSHOW PROGRAM (ID25/701)

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

OUTCOME

That the Committee consider the proposed itinerary, to be distributed via email, and provide feedback.

VC25/10 GENERAL BUSINESS (ID25/696)

The Committee was addressed by the Chair regarding this item.

The following items of General Business were discussed:

- 1. DRC&ME Customer Service Request System
- 2. Committee member communication channels

OUTCOME

- 1. That the link to Council’s DRC&ME webpage ([Dubbo Regional Council](#)) and YourSay engagement platform ([YourSay | Dubbo Region](#)) be provided to the Committee with a copy of the slide deck.
- 2. That the Council Community Committee webpage be updated to include current membership.

The meeting closed at 6:07pm.

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CHAIRPERSON



**DUBBO REGIONAL
COUNCIL**

Report of the Wellington Town Committee - meeting 16 April 2025

AUTHOR: Governance Officer
REPORT DATE: 29 April 2025

The Council had before it the report of the Wellington Town Committee meeting held 16 April 2025.

RECOMMENDATION

That the report of the Wellington Town Committee meeting held on 16 April 2025, be noted.



REPORT WELLINGTON TOWN COMMITTEE 16 APRIL 2025

PRESENT: Councillors R Ivey, L Butler, A Ryan and P Toynton, the Chief Executive Officer, the Director Strategy, Partnerships and Engagement, the Director Infrastructure, R Whiteley (Community Representative), E Holmes (Community Representative), D Mitchell (Community Representative), T Kelly (Community Representative), I Parkes (Community Representative), M Griggs (Community Representative), T Dray (Community Representative), J Wykes (Community Representative), J Brown (Community Representative), S Barton (Community Representative), D Littlewood (Community Representative) and S Veech (Community Representative).

ALSO IN ATTENDANCE: Councillor J Black, the Chief Executive Officer, the Governance Team Leader, the Governance Officer, the Corporate Strategy and Performance Coordinator and the Executive Officer Strategy, Partnerships and Engagement.

The Director Strategy, Partnerships and Engagement assumed the Chair of the meeting.

The proceedings of the meeting commenced at 5:00pm with a Welcome to Country delivered by Councillor A Ryan.

WTC25/1 APOLOGIES (ID25/706)

An apology was received from D Ramsland (Community Representative).

WTC25/2 CONFLICTS OF INTEREST (ID25/671)

There were no Conflicts of Interest declared.

WTC25/3 INDUCTION - COUNCIL COMMUNITY COMMITTEES PRESENTATION (ID25/673)

The Committee was addressed by the Governance Team Leader regarding this item.

OUTCOME

1. That the presentation by the Governance Team Leader be noted.
2. That a copy of the presentation be distributed to the Committee.

WTC25/4 WELLINGTON TOWN COMMITTEE - ADOPTION OF TERMS OF REFERENCE AND CODE OF MEETING PRACTICE (ID25/669)

The Committee had before it the report dated 4 April 2025 from the Governance Officer regarding Wellington Town Committee - Adoption of Terms of Reference and Code of Meeting Practice.

OUTCOME

That the amended Terms of Reference and Code of Meeting Practice –Wellington Town Committee, attached at Appendix 1, be adopted.

WTC25/5 CHAIRPERSON ELECTION (ID25/670)

At this junction, The Director Strategy Partnership and Engagement called for nominations for Chairperson of the Wellington Town Committee.

Councillor R Ivey was nominated by a Community Representative.

Councillor R Ivey accepted their nomination.

Councillor A Ryan was nominated by Councillor P Toynton.

Councillor A Ryan accepted their nomination.

At this juncture Councillor R Ivey rescinded their acceptance of nomination.

As there was only one nomination Councillor A Ryan was declared Chairperson for the Council term.

Councillor A Ryan assumed Chair of the meeting following agenda item WTC25/5.

WTC25/6 DETERMINATION OF MEETING DATES AND TIME (ID25/697)

The Committee was addressed by the Chair regarding this item.

OUTCOME

- 1. That meetings be held quarterly, on the third Wednesday of the months of May, July and October 2025.**
- 2. That the meetings commence at 5pm and are held in Wellington.**

WTC25/7 STANDING AGENDA ITEMS AND COMMITTEE GOALS (ID25/699)

The Committee was addressed by the Chair regarding this item.

OUTCOME

1. That Community Representatives forward items of interest to the Executive Officer Strategy, Partnerships and Engagement for review.
angela.karagiannis@dubbo.nsw.gov.au
2. That proposed Standing Agenda items be considered at the May meeting.

WTC25/8 NOMINATION OF TWO REPRESENTATIVES FOR THE RENEWABLE ENERGY ZONE BENEFIT COMMITTEE (ID25/712)

At this junction, the Chair called for nominations for the Renewable Energy Zone Benefit Committee.

T Kelly (Community Representative) was nominated by T Dray (Community Representative).
R Whiteley (Community Representative) was nominated by J Wykes (Community Representative).

D Mitchell (Community Representative) was nominated by R Whiteley (Community Representative).

E Holmes (Community Representative) was nominated by Councillor P Toynton.

Note: Following the meeting and prior to distribution of these Minutes, staff have been advised of the results of the Expressions of Interest for the Renewable Energy Zone Benefit Committee and have amended as below.

OUTCOME

That T Kelly (Community Representative) and D Mitchell (Community Representative) be the Wellington Town Committee Representatives.

WTC25/9 GENERAL BUSINESS (ID25/698)

The following items of General Business were discussed:

- Renewable energy sources and the Central-West Orana Renewable Energy Zone (CWOREZ)
- Community benefits, including funds, derived from renewable energy projects and projects in the CWOREZ.
- Housing prices (Dubbo LGA and neighbouring LGAs)
- Renewable Energy Awareness and Career Training (REACT) Centre
- Wellington Town Centre business façade presentation
- Rural road maintenance
- Mowing and slashing of roadsides

The meeting closed at 6.25pm.

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CHAIRPERSON



REPORT: Investment Under Section 625 of the Local Government Act - April 2025

DIVISION: Organisational Performance
REPORT DATE: 1 May 2025
TRIM REFERENCE: ID25/829

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 2025
	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 be noted.

Jane Bassingthwaighe
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:

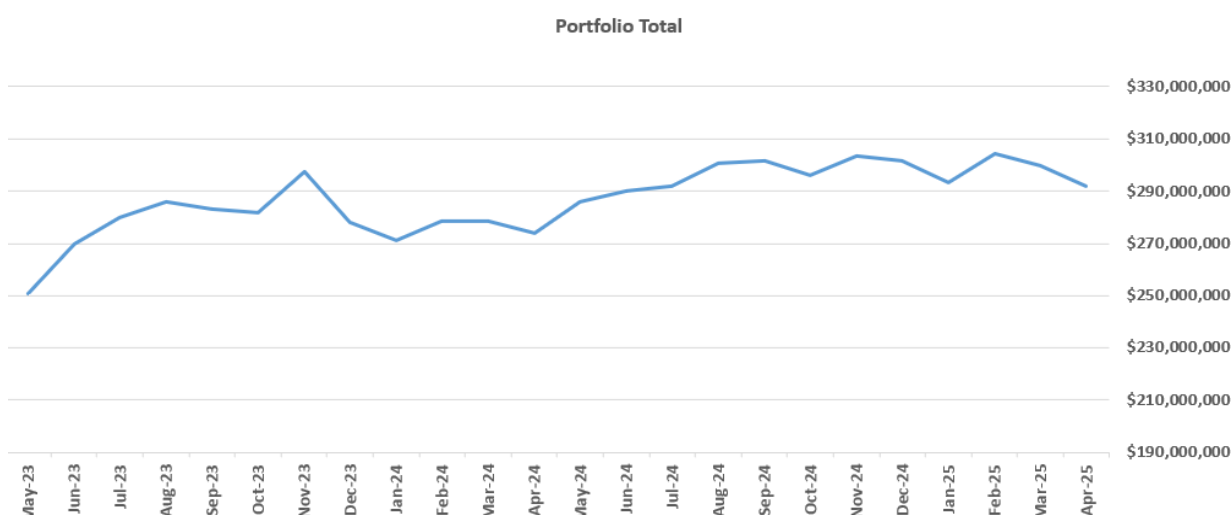
- a. any public funds or securities issued by or guaranteed by the Commonwealth, any State of the Commonwealth or a Territory;
- b. any debentures or securities issued by a council (within the meaning of the *Local Government Act 1993* (NSW));
- c. interest bearing deposits with, or any debentures or 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 or 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 April 2025, Council had a total investment Portfolio Face Value of \$291,901,632.31. This is inclusive of Councils Cash at bank consisting of General Funds, Sewer Funds, Water Funds, and restricted Grant Funding. Arlo Advisory Pty Ltd have provided a Capital Value of \$291,872,472.31 for Council's Total Investment Portfolio.



Portfolio Fund Breakdown - Face Value

Portfolio Breakdown – Current Month			
Fund	Total Amount Invested	PFA Bank Account Balance	Total
General	\$115,000,000.00	\$22,095,095.33	\$137,095,095.33
Water	\$58,000,000.00	\$5,340,136.97	\$63,340,136.97
Sewer	\$87,000,000.00	\$4,466,400.01	\$91,466,400.01
Total	\$260,000,000.00	\$31,901,632.31	\$291,901,632.31

Portfolio Breakdown – Previous Month			
Fund	Total Amount Invested	PFA Bank Account Balance	Total
General	\$115,000,000.00	\$29,311,867.38	\$144,311,867.38
Water	\$58,000,000.00	\$5,046,490.18	\$63,046,490.18
Sewer	\$87,000,000.00	\$5,271,608.07	\$92,271,608.07
Total	\$260,000,000.00	\$39,629,965.63	\$299,629,965.63

Key Movements

Investment Activity during the month was as follows:

- Investment Maturities – funds returned to Council:

ADI	Instrument	Amount	Funded by
Bank of Queensland	Term Deposit	\$5,000,000.00	General
Westpac Bank	Term Deposit	\$1,000,000.00	General

- New Investments Purchased – funds paid out by Council:

ADI	Instrument	Amount	Funded by
Bank of Queensland	Term Deposit	\$6,000,000.00	General

Notable Bank Account activity during the month was as follows:

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

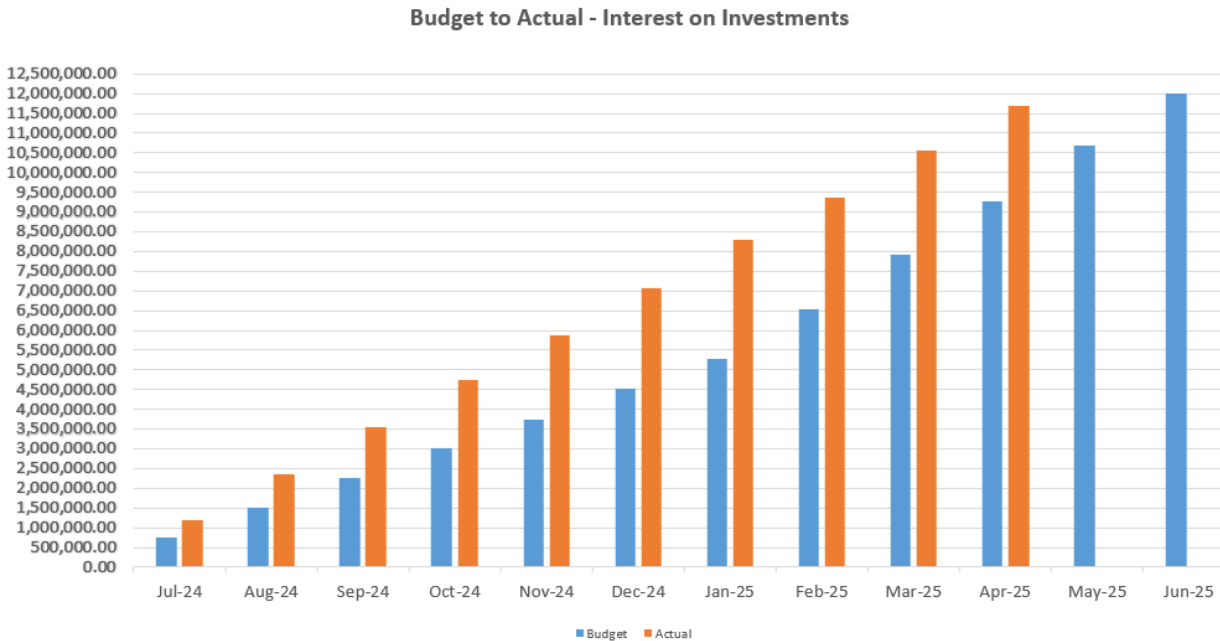
During the month of April 2025 there was no notable extraordinary income.

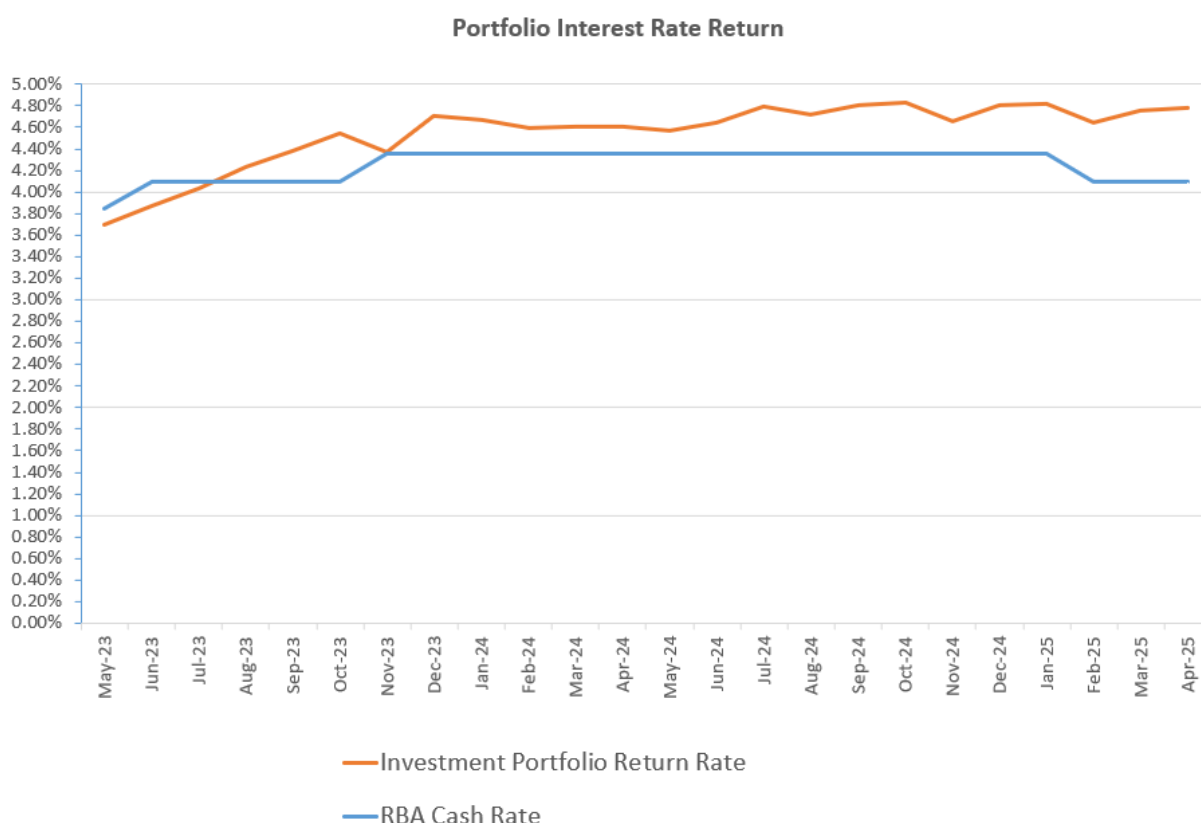
- Notable Expenditure – funds paid out by Council:

Project Milestone	\$1,216,529.46	Sewer
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Investment Interest Overview:

Interest earned on investments has been included within Council’s 2024/2025 Operational Plan, with total income generated from the Investment Portfolio forecast to be in excess of \$12,019,254.00. A budget adjustment for the additional income forecasted will be made as part of the March quarterly review process.





Council has investments totalling \$18,000,000.00 Face Value which were invested with fixed interest rates below the current Official Cash Rate of 4.10%. Investments totalling \$10,000,000.00 will mature in the 2025 Financial Year with interest rates of 0.90%. Longer term investments beyond 30 June 2025 totalling \$8,000,000.00 were invested with interest rates ranging from 1.70% to 3.25%. 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 4.10%, achieving a return of 4.50% for its At Call investments.

Investment Portfolio

Council outperformed the twelve-month Bloomberg AusBond Bank Bill Performance Index of 4.46%, with an average return of 4.72% for its overall portfolio return.

Consultation

Arlo Advisory Pty Ltd provides investment advisory services to Council on investment related decisions.

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 - Arlo Advisory Pty Ltd - April 2025 - Attachment



Monthly Investment Report



April 2025

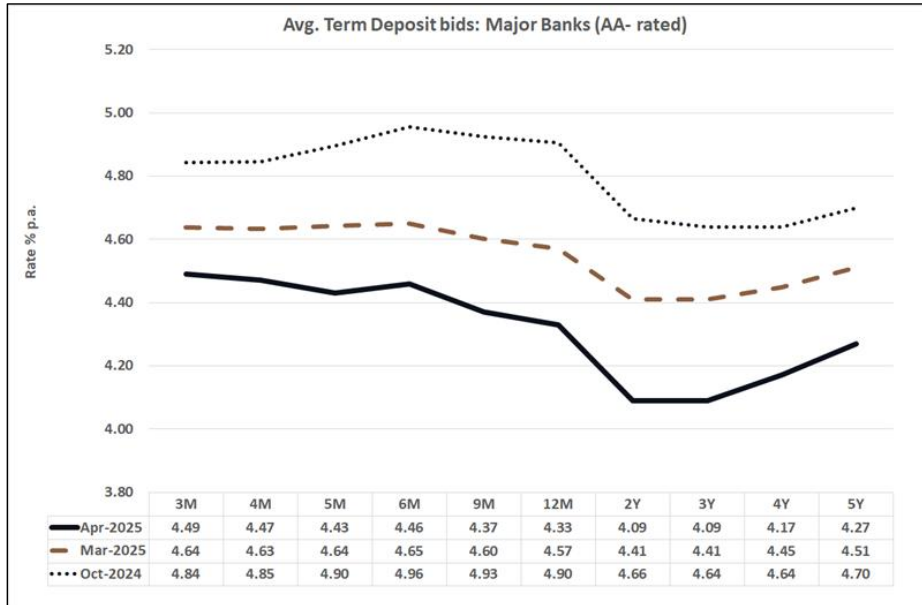
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Market Update Summary

Volatility intensified early in the month after US President Trump's tariff wars wreaked havoc across global financial markets. The losses in equity markets reversed over the second half of the month on hopes that trade deals would be achieved after Trump announced a 90-day moratorium on new tariffs. For now, recession fears have overwhelmed any concerns over a tariff-led spike in inflation.

In the deposit market, over April, at the very short-end of the curve (less than 6 months), the average deposit rates offered by the domestic major banks fell by around 15-20bp compared to where they were the previous month (March), with the market all but factoring in another rate cut in coming months. At the longer-end of the curve (1-5 years), the average rates have fell by another 25-30bp compared to where they were in March.



Source: Imperium Markets

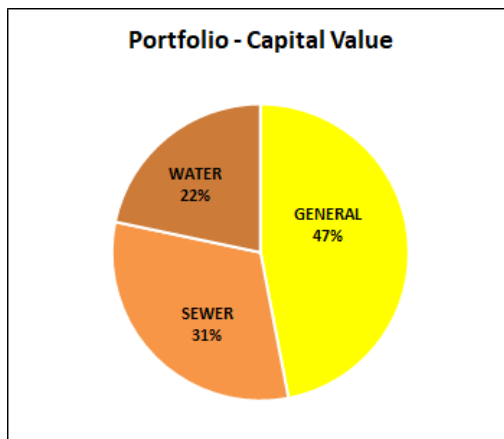
With additional rate cuts and a global economic downturn priced in over 2025, investors should consider diversifying and taking an 'insurance policy' against a potentially lower rate environment by investing across 1-5 year fixed deposits and locking in rates above 4%-4½% p.a. (small allocation only).



Dubbo Regional Council's Portfolio & Compliance

Portfolio Allocation

The majority of the portfolio is directed to General Funds (~47%). The remainder of the portfolio is held in Sewer (~31%) and Water Funds (~22%), which is ideal for slightly longer-term investments.

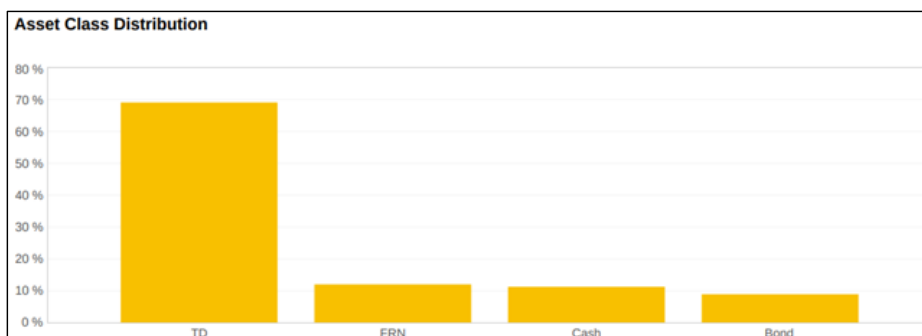


Allocation	Capital Value	% Total Value
GENERAL	\$137,129,738	46.98%
SEWER	\$91,410,423	31.32%
WATER	\$63,332,312	21.70%
Total	\$291,872,472	100.00%



Asset Allocation

The majority of the portfolio is directed to term deposits (~69%). The remainder of the portfolio is held in senior FRNs (~12%), fixed bonds (~9%) and overnight cash accounts (~11%).



Senior FRNs are now trading at a 'fair value' on a historical basis, and new issuances should be considered on a case by case scenario. For fixed interest investments, staggering a mix of fixed deposits between 12 months to 5 years remains a more optimal strategy to maximise returns over a longer-term cycle.

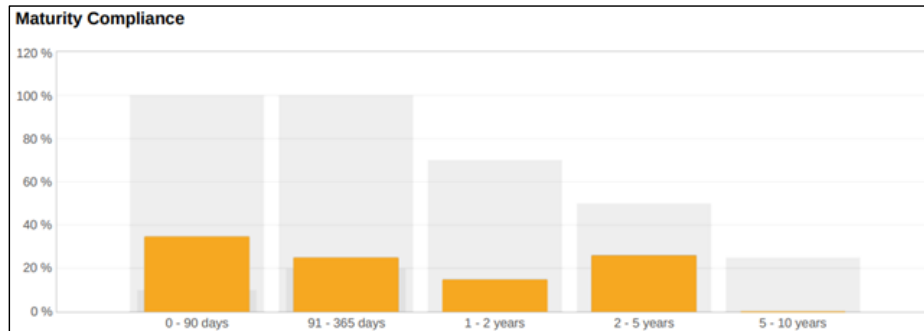
With additional interest rate cuts and a global economic downturn being priced in 2025, investors can choose to allocate a small proportion of longer-term funds and undertake an insurance policy against additional rate cuts by investing across 1-5 year fixed deposits, locking in and targeting yields above 4% p.a.



Term to Maturity

The investment portfolio remains diversified from a maturity perspective with assets maturing out to 5 years. We recommend surplus funds excess to liquidity requirements be allocated to fixed term deposits across 1-5 year horizons, as well as any attractive primary FRNs between 3-5 years (refer to respective sections below).

Compliant	Horizon	Capital Value	% Total Value	Min. Limit (%)	Max. Limit (%)	Available (\$)
✓	0 – 3 months	\$100,902,719	34.57%	10%	100%	\$190,969,753
✓	3 – 12 months	\$72,527,103	24.85%	20%	100%	\$219,345,369
✓	1 – 2 years	\$42,942,650	14.71%	0%	70%	\$161,368,081
✓	2 – 5 years	\$75,500,000	25.87%	0%	50%	\$70,436,236
✓	5 – 10 years	\$0	0.00%	0%	25%	\$72,968,118
		\$291,872,472	100.00%			



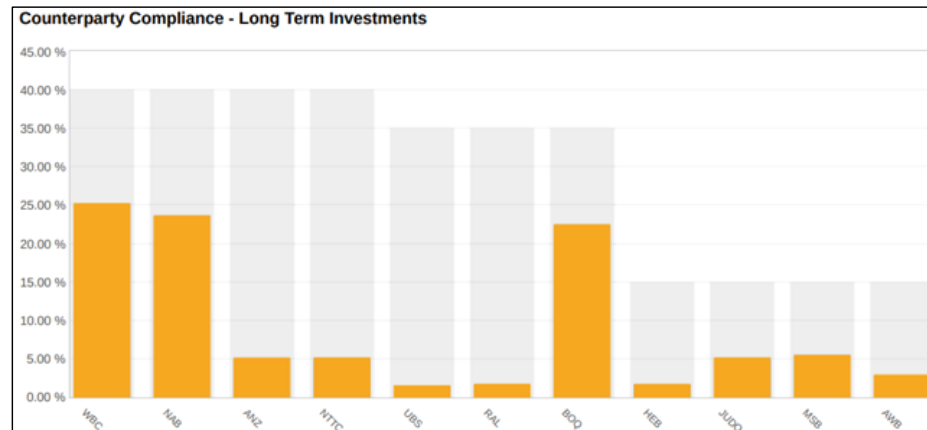


Counterparty

As at the end of April 2025, Council was within Policy limits with every single ADI. Overall, the portfolio is well diversified, with the majority considered investment grade (rated BBB- or higher).

Compliant	Issuer	Rating	Capital Value^	% Total Value	Max. Limit (%)	Available (\$)
✓	ANZ (Suncorp) Covered	AAA	\$4,945,730	1.69%	100%	\$286,926,742
✓	ANZ	AA-	\$10,000,000	3.43%	40%	\$106,748,989
✓	NAB	AA-	\$68,901,632	23.61%	40%	\$47,847,357
✓	Northern Territory	AA-	\$15,000,000	5.14%	40%	\$101,748,989
✓	WBC	AA-	\$73,500,000	25.18%	40%	\$43,248,989
✓	Rabobank Aus.	A+	\$5,004,745	1.71%	35%	\$97,150,620
✓	UBS AG	A+	\$4,497,206	1.54%	35%	\$97,658,160
✓	BoQ	A-	\$65,492,175	22.44%	35%	\$36,663,190
✓	Heritage People's Choice	BBB+	\$5,000,000	1.71%	15%	\$38,780,871
✓	Auswide	BBB	\$8,513,841	2.92%	15%	\$35,267,030
✓	Judo	BBB	\$15,000,000	5.14%	15%	\$28,780,871
✓	MyState	BBB	\$16,017,144	5.49%	15%	\$27,763,727
			\$291,872,472	100.00%		

^Note valuations of Council's securities on the Imperium Markets platform are marked-to-market and priced on a daily basis from an independent third party provider.



On 31st July 2024, ANZ's takeover of Suncorp Bank was formalised, and ratings agency S&P upgraded Suncorp's long-term credit rating to that of its parent company immediately (now rated AA-). Investor's exposure to Suncorp is now reflected under the parent company being ANZ.

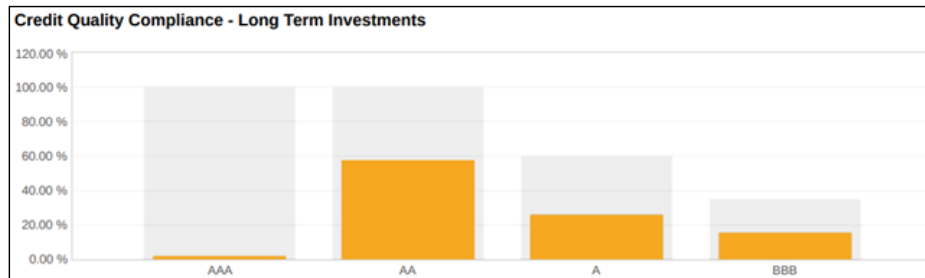


Credit Quality

The portfolio remains well diversified from a credit ratings perspective with the portfolio spread across the investment grade spectrum. All aggregate ratings categories are within the Policy limits.

Compliant	Credit Rating	Capital Value^	% Total Value	Max Limit*	Available
✓	AAA Category	\$4,945,730	1.69%	100%	\$286,926,742
✓	AA Category	\$167,401,632	57.35%	100%	\$124,470,840
✓	A Category	\$74,994,126	25.69%	60%	\$100,129,358
✓	BBB Category	\$44,530,985	15.26%	35%	\$57,624,381
✓	Unrated ADI	\$0	0.00%	10%	\$29,187,247
		\$291,872,472	100.00%		

[^]Note valuations of Council's securities on the Imperium Markets platform are marked-to-market and priced on a daily basis from an independent third-party provider.





Performance

Council's performance for the month ending April 2025 (excluding cash accounts) is summarised as follows:

Performance (Actual)	1 month	3 months	6 months	FYTD	1 year
Official Cash Rate	0.33%	0.98%	2.07%	3.55%	4.29%
AusBond Bank Bill Index	0.35%	1.04%	2.18%	3.70%	4.46%
T/D Portfolio	0.41%	1.20%	2.46%	4.19%	5.04%
FRN Portfolio	0.42%	1.23%	2.52%	4.26%	5.12%
Bond Portfolio	0.24%	0.68%	1.32%	2.12%	2.47%
Council's Total Portfolio[^]	0.39%	1.15%	2.34%	3.95%	4.72%
Relative (to Bank Bills)	0.04%	0.11%	0.16%	0.25%	0.27%

[^]Council's total portfolio returns excludes Council's cash account holdings.

Performance (Annualised)	1 month	3 months	6 months	FYTD	1 year
Official Cash Rate	4.10%	4.10%	4.23%	4.28%	4.29%
AusBond Bank Bill Index	4.38%	4.34%	4.44%	4.46%	4.46%
T/D Portfolio	5.09%	5.02%	5.03%	5.05%	5.04%
FRN Portfolio	5.26%	5.16%	5.14%	5.13%	5.12%
Bond Portfolio	2.90%	2.84%	2.69%	2.55%	2.47%
Council's Total Portfolio[^]	4.90%	4.81%	4.77%	4.76%	4.72%
Relative (to Bank Bills)	0.53%	0.47%	0.33%	0.30%	0.27%

[^]Council's total portfolio returns excludes Council's cash account holdings.

For the month of April 2025, the portfolio (excluding cash) provided a solid return of +0.39% (actual) or +4.90% p.a. (annualised), outperforming the benchmark AusBond Bank Bill Index return of +0.35% (actual) or +4.38% p.a. (annualised).



Portfolio Valuation as at 30/04/2025

Issuer	Rating	Type	Allocation	Interest Paid	Purchase Date	Maturity Date	Rate (%)	Capital Value (\$)	Face Value (\$)	Accrued (\$)	Accrued MTD (\$)
Suncorp Bank	AA-	TD	WATER	Annual	06/02/2024	06/05/2025	5.1100	5,000,000.00	5,000,000.00	58,800.00	21,000.00
JUDO BANK	BBB	TD	GENERAL	At Maturity	22/05/2024	22/05/2025	5.2000	2,000,000.00	2,000,000.00	98,016.44	8,547.95
JUDO BANK	BBB	TD	SEWER	At Maturity	22/05/2024	22/05/2025	5.2000	3,000,000.00	3,000,000.00	147,024.66	12,821.92
Auswide Bank	BBB	FRN	SEWER	Quarterly	10/06/2022	10/06/2025	5.4100	5,002,455.00	5,000,000.00	38,536.99	22,232.88
Heritage and Peoples Choice Limited	BBB+	TD	GENERAL	At Maturity	14/06/2024	13/06/2025	5.2000	5,000,000.00	5,000,000.00	228,657.53	21,369.86
MyState Bank	BBB	FRN	SEWER	Quarterly	16/06/2021	16/06/2025	4.7637	7,998,632.00	8,000,000.00	46,984.44	31,322.96
Northern Territory Treasury	AA-	BOND	SEWER	Annual	10/02/2021	16/06/2025	0.9000	5,000,000.00	5,000,000.00	39,452.05	3,698.63
Northern Territory Treasury	AA-	BOND	WATER	Annual	04/02/2021	16/06/2025	0.9000	5,000,000.00	5,000,000.00	39,452.05	3,698.63
NAB	AA-	TD	GENERAL	At Maturity	31/05/2024	02/07/2025	5.2500	5,000,000.00	5,000,000.00	240,924.66	21,575.34
NAB	AA-	TD	SEWER	At Maturity	26/06/2024	07/07/2025	5.3000	5,000,000.00	5,000,000.00	224,342.47	21,780.82
NAB	AA-	TD	GENERAL	At Maturity	01/07/2024	07/07/2025	5.4500	12,000,000.00	12,000,000.00	544,701.37	53,753.42
NAB	AA-	TD	GENERAL	At Maturity	08/07/2024	08/07/2025	5.4000	4,000,000.00	4,000,000.00	175,758.90	17,753.42
Westpac	AA-	TD	WATER	Quarterly	23/02/2024	23/07/2025	5.0100	5,000,000.00	5,000,000.00	45,295.89	20,589.04
NAB	AA-	TD	GENERAL	At Maturity	02/08/2024	05/08/2025	5.2000	2,000,000.00	2,000,000.00	77,501.37	8,547.95
Suncorp Bank	AA-	TD	WATER	Annual	13/02/2024	13/08/2025	5.1100	5,000,000.00	5,000,000.00	53,900.00	21,000.00
NAB	AA-	TD	GENERAL	Annual	26/07/2024	15/08/2025	5.3000	2,000,000.00	2,000,000.00	81,024.66	8,712.33
NAB	AA-	TD	WATER	At Maturity	10/09/2024	10/09/2025	4.9000	2,000,000.00	2,000,000.00	62,558.90	8,054.79



Issuer	Rating	Type	Allocation	Interest Paid	Purchase Date	Maturity Date	Rate (%)	Capital Value (\$)	Face Value (\$)	Accrued (\$)	Accrued MTD (\$)
NAB	AA-	TD	GENERAL	At Maturity	24/05/2024	24/09/2025	5.2000	5,000,000.00	5,000,000.00	243,616.44	21,369.86
MyState Bank	BBB	FRN	GENERAL	Quarterly	13/10/2022	13/10/2025	5.3478	8,018,512.00	8,000,000.00	19,926.05	19,926.05
Westpac	AA-	TD	WATER	Quarterly	26/07/2024	27/10/2025	5.1500	2,000,000.00	2,000,000.00	846.58	846.58
Westpac	AA-	TD	SEWER	Quarterly	26/07/2024	27/10/2025	5.1500	2,000,000.00	2,000,000.00	846.58	846.58
Auswide Bank	BBB	FRN	GENERAL	Quarterly	07/11/2022	07/11/2025	5.7100	3,511,385.50	3,500,000.00	45,445.34	16,426.03
JUDO BANK	BBB	TD	WATER	At Maturity	14/06/2024	16/12/2025	5.1300	4,000,000.00	4,000,000.00	180,463.56	16,865.75
JUDO BANK	BBB	TD	SEWER	At Maturity	14/06/2024	16/12/2025	5.1300	3,000,000.00	3,000,000.00	135,347.67	12,649.32
Westpac	AA-	TD	WATER	Quarterly	08/07/2024	08/01/2026	5.2000	2,000,000.00	2,000,000.00	6,553.42	6,553.42
Westpac	AA-	TD	GENERAL	Quarterly	08/07/2024	08/01/2026	5.2000	4,000,000.00	4,000,000.00	13,106.85	13,106.85
Westpac	AA-	TD	SEWER	Quarterly	08/07/2024	08/01/2026	5.2000	2,000,000.00	2,000,000.00	6,553.42	6,553.42
BOQ	A-	TD	GENERAL	Annual	02/08/2024	02/02/2026	4.8000	5,500,000.00	5,500,000.00	196,734.25	21,698.63
UBS AG	A+	FRN	SEWER	Quarterly	26/02/2021	26/02/2026	4.6172	4,497,205.50	4,500,000.00	36,431.61	17,077.32
Westpac	AA-	TD	GENERAL	Semi-Annual	28/02/2025	16/03/2026	4.6500	6,000,000.00	6,000,000.00	47,391.78	22,931.51
Westpac	AA-	TD	SEWER	Semi-Annual	28/02/2025	16/03/2026	4.6500	3,000,000.00	3,000,000.00	23,695.89	11,465.75
Westpac	AA-	TD	GENERAL	Semi-Annual	03/03/2025	15/04/2026	4.5700	2,000,000.00	2,000,000.00	14,774.25	7,512.33
Westpac	AA-	TD	SEWER	Semi-Annual	03/03/2025	15/04/2026	4.5700	2,000,000.00	2,000,000.00	14,774.25	7,512.33
Westpac	AA-	TD	WATER	Semi-Annual	28/02/2025	22/04/2026	4.6500	3,000,000.00	3,000,000.00	23,695.89	11,465.75
BOQ	A-	FRN	WATER	Quarterly	06/05/2021	06/05/2026	4.8400	4,992,175.00	5,000,000.00	55,693.15	19,890.41
Rabobank Australia Branch	A+	BOND	GENERAL	Semi-Annual	12/05/2021	12/05/2026	4.2500	5,004,745.00	5,000,000.00	98,972.60	17,465.75



Issuer	Rating	Type	Allocation	Interest Paid	Purchase Date	Maturity Date	Rate (%)	Capital Value (\$)	Face Value (\$)	Accrued (\$)	Accrued MTD (\$)
BOQ	A-	TD	WATER	At Maturity	05/03/2025	10/06/2026	4.6700	2,000,000.00	2,000,000.00	14,585.75	7,676.71
Westpac	AA-	TD	GENERAL	Semi-Annual	17/03/2025	17/06/2026	4.5700	3,000,000.00	3,000,000.00	16,902.74	11,268.49
Westpac	AA-	TD	WATER	Semi-Annual	17/03/2025	16/07/2026	4.5700	4,000,000.00	4,000,000.00	22,536.99	15,024.66
Westpac	AA-	TD	SEWER	Semi-Annual	17/03/2025	23/07/2026	4.5700	6,000,000.00	6,000,000.00	33,805.48	22,536.99
Suncorp Bank	AAA	BOND	SEWER	Semi-Annual	24/08/2021	24/08/2026	3.2500	4,945,730.00	5,000,000.00	29,383.56	13,356.16
JUDO BANK	BBB	TD	SEWER	Annual	16/09/2021	16/09/2026	1.7000	3,000,000.00	3,000,000.00	31,717.81	4,191.78
BOQ	A-	TD	GENERAL	Annual	21/09/2022	21/09/2026	4.7600	5,000,000.00	5,000,000.00	143,452.05	19,561.64
BOQ	A-	TD	SEWER	Annual	03/12/2024	11/12/2026	4.8500	5,000,000.00	5,000,000.00	98,993.15	19,931.51
BOQ	A-	TD	SEWER	Annual	23/09/2022	23/09/2027	4.9100	4,000,000.00	4,000,000.00	118,378.08	16,142.47
BOQ	A-	TD	SEWER	Annual	03/03/2023	03/03/2028	5.1500	3,000,000.00	3,000,000.00	24,973.97	12,698.63
BOQ	A-	TD	GENERAL	Annual	03/03/2023	03/03/2028	5.1500	2,000,000.00	2,000,000.00	16,649.32	8,465.75
BOQ	A-	TD	WATER	Annual	03/03/2023	03/03/2028	5.1500	2,000,000.00	2,000,000.00	16,649.32	8,465.75
BOQ	A-	TD	GENERAL	Annual	22/05/2024	23/05/2028	5.0000	2,000,000.00	2,000,000.00	94,246.58	8,219.18
Northern Territory Treasury	AA-	BOND	GENERAL	Semi-Annual	30/08/2024	15/12/2028	4.8000	5,000,000.00	5,000,000.00	90,082.19	19,726.03
Westpac	AA-	TD	SEWER	Quarterly	30/04/2024	30/04/2029	5.1700	4,000,000.00	4,000,000.00	566.58	566.58
BOQ	A-	TD	GENERAL	Annual	02/08/2024	02/08/2029	4.7500	4,000,000.00	4,000,000.00	141,589.04	15,616.44
Westpac	AA-	TD	GENERAL	Quarterly	14/08/2024	14/08/2029	4.5000	4,000,000.00	4,000,000.00	37,479.45	14,794.52
Westpac	AA-	TD	WATER	Quarterly	04/10/2024	04/10/2029	4.5600	3,000,000.00	3,000,000.00	10,119.45	10,119.45
BOQ	A-	TD	SEWER	Annual	27/11/2024	27/11/2029	5.0700	6,000,000.00	6,000,000.00	129,180.82	25,002.74



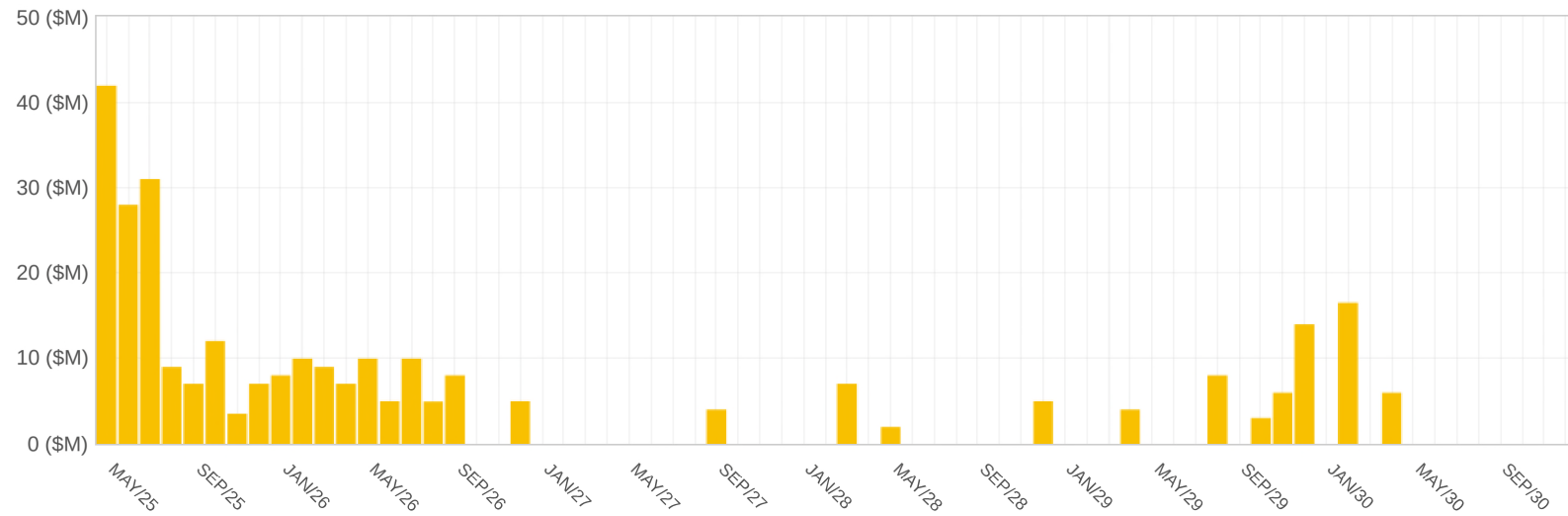
Issuer	Rating	Type	Allocation	Interest Paid	Purchase Date	Maturity Date	Rate (%)	Capital Value (\$)	Face Value (\$)	Accrued (\$)	Accrued MTD (\$)
BOQ	A-	TD	WATER	Annual	29/11/2024	06/12/2029	5.0500	2,000,000.00	2,000,000.00	42,336.99	8,301.37
BOQ	A-	TD	SEWER	Annual	29/11/2024	06/12/2029	5.0500	7,000,000.00	7,000,000.00	148,179.45	29,054.79
BOQ	A-	TD	WATER	Annual	03/12/2024	11/12/2029	5.0000	5,000,000.00	5,000,000.00	102,054.79	20,547.95
Westpac	AA-	TD	SEWER	Semi-Annual	05/02/2025	05/02/2030	4.7500	1,500,000.00	1,500,000.00	16,592.47	5,856.16
Westpac	AA-	TD	GENERAL	Semi-Annual	12/02/2025	14/02/2030	4.8000	5,000,000.00	5,000,000.00	51,287.67	19,726.03
Westpac	AA-	TD	GENERAL	Semi-Annual	12/02/2025	14/02/2030	4.8000	5,000,000.00	5,000,000.00	51,287.67	19,726.03
Westpac	AA-	TD	WATER	Semi-Annual	18/02/2025	18/02/2030	4.7600	2,000,000.00	2,000,000.00	18,779.18	7,824.66
Westpac	AA-	TD	GENERAL	Semi-Annual	18/02/2025	18/02/2030	4.7600	3,000,000.00	3,000,000.00	28,168.77	11,736.99
BOQ	A-	TD	GENERAL	Annual	10/04/2025	10/04/2030	4.4500	6,000,000.00	6,000,000.00	15,361.64	15,361.64
NAB	AA-	CASH	SEWER	Monthly	30/04/2025	30/04/2025	4.5000	4,466,400.01	4,466,400.01	550.65	550.65
NAB	AA-	CASH	WATER	Monthly	30/04/2025	30/04/2025	4.5000	5,340,136.97	5,340,136.97	658.37	658.37
NAB	AA-	CASH	GENERAL	Monthly	30/04/2025	30/04/2025	4.5000	22,095,095.33	22,095,095.33	2,724.05	2,724.05
TOTALS								291,872,472.31	291,901,632.31	4,917,075.99	954,057.76



Maturity Cash Flow as at 30/04/2025

Year	Jan (\$)	Feb (\$)	Mar (\$)	Apr (\$)	May (\$)	Jun (\$)	Jul (\$)	Aug (\$)	Sep (\$)	Oct (\$)	Nov (\$)	Dec (\$)	Total (\$)
2025	-	-	-	-	41,901,632	28,001,087	31,000,000	9,000,000	7,000,000	12,018,512	3,511,385	7,000,000	139,432,616.81
2026	8,000,000	9,997,205	9,000,000	7,000,000	9,996,920	5,000,000	10,000,000	4,945,730	8,000,000	-	-	5,000,000	76,939,855.50
2027	-	-	-	-	-	-	-	-	4,000,000	-	-	-	4,000,000.00
2028	-	-	7,000,000	-	2,000,000	-	-	-	-	-	-	5,000,000	14,000,000.00
2029	-	-	-	4,000,000	-	-	-	8,000,000	-	3,000,000	6,000,000	14,000,000	35,000,000.00
2030	-	16,500,000	-	6,000,000	-	-	-	-	-	-	-	-	22,500,000.00
TOTALS													291,872,472.31

Maturity Cash Flow Distribution





REPORT: Community Insights 2025 Check-in Survey Results

DIVISION: Strategy, Partnerships and Engagement
REPORT DATE: 16 April 2025
TRIM REFERENCE: ID25/744

EXECUTIVE SUMMARY

Purpose	<ul style="list-style-type: none"> Provide update 	
Issue	<ul style="list-style-type: none"> The Dubbo Regional Council 2025 Check-in survey was conducted by <ul style="list-style-type: none"> Community Insights: Micromex Research, Industry Consultants. Community Input: YourSay, community engagement platform. 	
Reasoning	<ul style="list-style-type: none"> The objectives of the 2025 Community Check-In Survey was to: <ul style="list-style-type: none"> Identify Community's overall level of satisfaction with Council performance. Identify changes in satisfaction levels over the past 12 months. To reassess community priorities and expectations Assess satisfaction with initiatives delivered in the last 12 months and identify areas of improvement. 	
Financial Implications	Budget Area	Customer Experience & Engagement
	Funding Source	Operational budget: Customer Experience and Engagement/Community Survey
	Proposed Cost	2025 survey: \$9020 Advertising: \$200
	Ongoing Costs	2026 Biennial Community Insights survey; \$55,000 Check in survey 2027: \$9,250
Policy Implications	Policy Title	Community Engagement Strategy including Participation Plan 2023-2027
	Impact on Policy	The project was undertaken in accordance with the provisions of the Strategy.
Consultation	Corporate Strategy	Consult: Survey design met Integrated Planning & Reporting Framework
	ELT	Inform: Presentation of results from Micromex

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 2025 Check-in Community Insights Survey report from Micromex Research (Appendix 1) be noted.
2. That the 2025 Community Input Check-in Survey report from YourSay (Appendix 2) be noted.

Jessica Brown
Director Strategy Partnerships and Engagement

TP
Engagement and
Customer Insights
Coordinator

BACKGROUND

Previous Resolutions of Council

23 May 2024 CCL24/131	<ol style="list-style-type: none">1. That statistically valid 2024 Community Insights phone survey report be noted.2. That findings from the statistically valid 2024 Community Insights phone survey and the online opt-in 2024 Community Input Survey be presented to the June Corporate Service Committee meeting.3. That a Community Insights 'check-in' survey be undertaken in March 2025.
3 June 2024 CSC24/26	<ol style="list-style-type: none">1. That the 2024 Community Input self-complete, opt-in online survey report (Appendix 1) be noted.2. That the presentation provided by Micromex Research be noted

This report presents the findings of the 2025 Check-In Survey conducted by Micromex Research and the Community Input self-complete survey made available on YourSay.

In April 2024, Council conducted a representative, statistically valid telephone survey with residents living in the Dubbo Regional Local Government Area (LGA). The results of this survey were considered by Council at the May 2024 Ordinary Council meeting.

To enhance engagement, Council provided community an opportunity to self-complete the survey. An online link was made available via a dedicated YourSay project page to encourage participation. The results of this survey were considered by Council at the June 2024 Ordinary Council meeting.

The Dubbo Regional Council 2025 Check-in Survey was conducted by phone between 3 – 28 March with a completed sample of 124. The final analysis and report are attached as **Appendix 1**. The Input survey was available online between 3 – 31 March 2025 with a completed sample of 97. The final analysis and report are attached as **Appendix 2**.

Outcomes of the Check-In Survey and research is to provide an assessment of community views and perceptions over the last 12 months to:

- Develop a comprehensive understanding of the community's perceptions.
- Incorporate this valuable feedback into performance and operational evaluations of programs and services.
- Inform future budget development and policy-making processes to create more equitable and data-driven administrative practices.
- Benchmark satisfaction levels against Micromex LGA data.
- Identify overall level of satisfaction with Council performance and explore changes in residents satisfaction levels over the past 12 months.
- Recognise or reassess community priorities and expectations.

- Assess satisfaction with initiatives delivered in the last 12 months by Council and identify areas where community have noticed improvements.

Questions and methodology for the 2025 Check-in survey were adapted from 2024 identify any changes in perception and to gain satisfaction on initiatives that were delivered in the past 12 months.

In total, there were 221 residents who completed the 2025 check-in survey of which;

- 124 participated in phone interviews conducted by Micromex Research.
- 97 opted in, to participate in the YourSay online survey
 - 68 had participated in 2024 (15 were phone while 53 were online participants)
 - 29 had not participated previously.

The YourSay page received 728 views during its delivery with peak visitation responding to targeted emails and text messages of previous participants. A social media campaign was delivered to build awareness within community.

A comparison of results is not the purpose of this report. Each methodology (phone and online) presents a very diverse sample. The Micromex Research sample is the most representative of our community when looking at demographic profile data such as gender, age and personal identifiers. The online Input survey data represents a sample of self-select participants. The results are only reflective of those who contributed and do not statistically represent the broader population.

REPORT

The following provides a summary of the key findings of the 2025 Check-In Survey’s:

	Community Insights, Micromex Research	Community Input, YourSay (97 completes, online)
Method & completes	Statistically valid, 124 completes	Opt-in/self-select, 97 completes
Overall Satisfaction Residents were asked their overall satisfaction with the performance of Council over the last 12 months. Data based on top three: Very satisfied, satisfied to somewhat satisfied.	79% satisfaction, overall 57% stated it had remained the same. This result is consistent with Micromex Regional Benchmark of 81%.	64% satisfaction, overall 56% state it had remained the same.

<p>Community Priorities and Service Delivery</p> <p>Residents were asked to rate the importance of the top 3 priorities from 2024 results.</p> <p>Data based on top two, Important to Very important.</p>	<p>90% Community safety, crime, homelessness and police presence</p> <p>85% Roads, infrastructure, and traffic management</p> <p>75% Service and facilities to support growth (eg health, education)</p> <p>Overall 63% of residents who selected the top priority as Community safety, crime, homelessness and police, stating contributing themes such as crime is increasing and Community feels unsafe.</p>	<p>87% Community safety, crime, homelessness and police presence</p> <p>85% Roads, infrastructure, and traffic management</p> <p>60% Service and facilities to support growth (eg health, education)</p> <p>Overall 55% of residents who selected the top priority as Community safety, crime, homelessness and police, stating contributing themes such as crime is increasing and Community feels unsafe.</p>
<p>Satisfaction with Initiatives</p> <p>Residents were asked if they were aware of initiatives Council had undertaken since the 2024 survey and their satisfaction with the initiatives.</p>	<p>60% Awareness of Affordable Living and Housing Framework & Strategies with 65% satisfaction</p> <p>57% Awareness of Community Safety and Crime Prevention Action Plan with 62% satisfaction</p> <p>42% Awareness Monthly Council-Wide Newsletter with 61% satisfaction</p> <p>37% Review of Community Committees with 65% satisfaction</p>	<p>60% Awareness of Affordable Living and Housing Framework & Strategies with 27% satisfaction</p> <p>65% Awareness of Community Safety and Crime Prevention Action Plan with 37% satisfaction</p> <p>52% Awareness Monthly Council-Wide Newsletter with 32% satisfaction</p> <p>55% Review of Community Committees with 33% satisfaction</p>
<p>Service Area/Program/Facility that has improved the most</p> <p>Residents were asked if they were aware of initiatives Council had</p>	<p>48% of residents state that at least one area of Council had improved.</p> <ul style="list-style-type: none"> - 12% stated Roads and bridges - 6% stated Parks, Gardens and 	<p>47% of residents state that at least one area of Council had improved.</p> <ul style="list-style-type: none"> - 7% stated Greenspaces - 5% stated roads

undertaken since the 2024 survey.	playgrounds - 6% stated Sport and recreation facilities	
Preferred method to contact Council Residents were asked to identify the methods they would utilise to contact Council. Data based on Top two, Likely to very likely	78% stated by phone is most preferred, followed with: - DRC&Me 36% - Email 35% - In person 39%	70% state by phone is most preferred, followed with: - DRC&Me 46% - Email 48% - In person 53%

Consultation

To support community awareness and participation the survey was promoted through various channels, engaging the community effectively. The following mechanisms were employed:

- A marketing campaign, encompassing social media posts and stories.
- Establishment of a dedicated YourSay project page.
- Targeted email campaigns through stakeholder groups on YourSay.
- Targeted text message to previous participants in the 2024 survey.
- Monthly subscriber YourSay E- Newsletter.
- Inclusion in the Council Monthly E-Newsletter.

These efforts aimed to facilitate engagement with previous respondents while supporting broader community participation.

Engagement & Customer Insights attended Divisional Manager Meetings to inform of the survey delivery, and key stakeholders across Corporate Strategy and Communications in the development and delivery of the survey.

Resourcing Implications

- Utilisation of an external, independent consultant for the survey was undertaken for objective data collection, expertise and methodological rigor and enhanced community confidence for comprehensive data collection.
- In addition, internal staff resources were allocated for pre-consultation and survey design in collaboration with stakeholders. Staff also contributed to the design of social media strategies, marketing, and engagement planning.
- Council is required to conduct a Biennial Community Survey to assess community satisfaction with services and priority areas. Council has commitments to resource this to meet Integrated Performance and Reporting across the organisation's corporate measures.
- The next full community insight and input survey program will be conducted in 2026.

Total Financial Implications	Current year (\$)	Current year + 1 (\$)	Current year + 2 (\$)	Current year + 3 (\$)	Current year + 4 (\$)	Ongoing (\$)
a. Operating revenue	0	0	0	0	0	0
b. Operating expenses	9,250	55,000	0	0	0	0
c. Operating budget impact (a – b)	-9,250	-55,000	0	0	0	0
d. Capital Expenditure	0	0	0	0	0	0
e. Total net impact (c – d)	0	0	0	0	0	0
Does the proposal require ongoing funding?			Yes			
What is the source of this funding?			Operational Budget			

Table 1. Ongoing Financial Implications

Planned Communications

- YourSay databases including followers and stakeholders will be notified of the results
- All Check-in Survey results will be published on Council's corporate website and YourSay page.
- A media release will be issued summarising the key findings and linking to the full reports.

Next Steps

- Survey findings will be further reviewed and considered by staff across the organisation to strengthen community insights and support service improvements.
- The Biennial survey will be conducted in March 2026, by phone and online methods.

APPENDICES:

- [1](#) 2025 Check-in Community Insights Survey Report Micromex Research
- [2](#) Engagement Snapshot - 2025 Check-In Community Input Survey



Dubbo Regional Council

Check-in Community Insights Survey 2025

Prepared by: Micromex Research
Date: April 2025



Report Outline

<u>Research Objectives and Sample</u>	3
<u>Summary Findings</u>	6
Detailed Results	
<u>1. Overall Satisfaction</u>	8
<u>2. Community Priorities and Service Delivery</u>	12
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Research Objectives

Dubbo Regional Council commissioned Micromex Research to conduct a check-in survey with residents of the Dubbo Regional local government area (LGA) who participated in the 2024 Community Insights Survey.

Objectives (Why?)

- Identify the community's overall level of satisfaction with Council performance, along with the reasons behind their views. It also explores changes in residents' satisfaction levels over the past 12 months.
- Understand the community's priorities and the reasons why they consider these issues to be important.

Sample (How?)

- Multi-modal survey (telephone N=106 and online N=18) to N=124 residents
- We use a 5-point scale (e.g. 1 = not at all satisfied, 5 = very satisfied)
- Greatest margin of error +/- 8.8%

Timing (When?)

- Implementation 03rd – 28th March 2025

Methodology and Sample



Sample selection and error

A total of 124 resident interviews were completed. 106 resident interviews were conducted by telephone, while 18 residents were invited via SMS or email and provided with a link to complete the survey online. All respondents in this check-in survey had previously participated in the 2024 Community Insights Survey.

A sample size of 124 residents provides a maximum sampling error of plus or minus 8.8% at 95% confidence. This means that if the survey was replicated with a new universe of N=124 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 8.8%. For example, that an answer such as 'yes' (50%) to a question could vary from 41% to 59%.

Interviewing

Interviewing was conducted in accordance with The Research Society Code of Professional Behaviour.

Data analysis

The data within this report was analysed using Q Professional.

Within the report, blue and red font colours are used to identify statistically significant differences between groups, i.e., gender, age, etc.

Significance difference testing is a statistical test performed to evaluate the difference between two measurements. To identify the statistically significant differences between the groups of means, 'One-Way Anova tests' and 'Independent Samples T-tests' were used. 'Z Tests' were also used to determine statistically significant differences between column percentages.

Note: All percentages are calculated to the nearest whole number and therefore the total may not exactly equal 100%.

Ratings questions

The Unipolar Scale of 1 to 5 was used in all rating questions, where 1 was the lowest importance or satisfaction and 5 the highest importance or satisfaction.

This scale allowed us to identify different levels of importance and satisfaction across respondents.

Top 2 (T2) Box: refers to the aggregate percentage (%) score of the top two scores for importance. (i.e. important & very important)

Top 3 (T3) Box: refers to the aggregate percentage (%) score of the top three scores for satisfaction. (i.e. somewhat satisfied, satisfied & very satisfied)

We refer to T3 Box Satisfaction in order to express moderate to high levels of satisfaction in a non-discretionary category. We only report T2 Box Importance in order to provide differentiation and allow us to demonstrate the hierarchy of community priorities.

Micromex LGA Benchmark

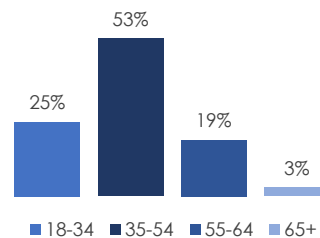
Micromex has developed Community Satisfaction Benchmarks using normative data from over 80 unique councils, more than 200 surveys and over 100,000 interviews since 2012.

Sample Profile

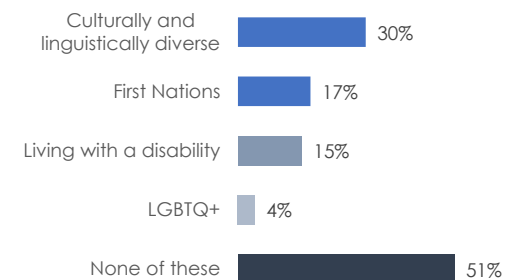
Gender



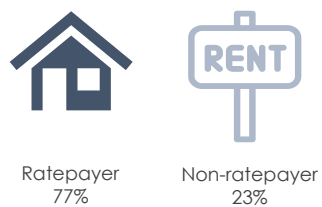
Age



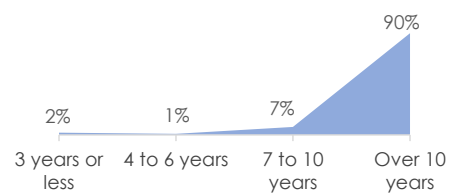
Personal Identifiers



Ratepayer status

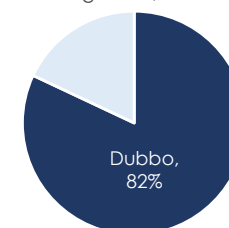


Time lived in the area



Suburb

Other - villages & surrounding areas, 18%



Base: N = 124

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Summary Findings



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Summary Findings

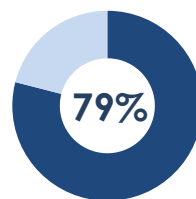
Nearly 4 in 5 residents (79%) who participated in this check-in survey were at least somewhat satisfied with the performance of Council over the past 12 months. This is consistent with the result from the 2024 Community Insight Survey (81%). The majority of residents (57%) stated that their level of satisfaction with the performance of Council has remained the same over the past 12 months, while nearly 1 in 5 indicated that their level of satisfaction had increased.

Community safety and road maintenance have remained the most important areas in residents' perceptions. However, encouragingly, 12% of residents felt that roads and bridges within the Dubbo Regional Council LGA had improved over the past 12 months.

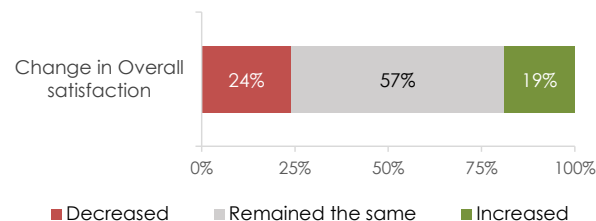
Among those aware of each initiative listed in the survey, more than 60% were at least somewhat satisfied, with the highest satisfaction reported for Review of Community Committees.

Meanwhile, nearly 80% of residents stated that they are very likely or likely to use phone to contact Council if needed.

❖ Overall Satisfaction



79% of Dubbo Regional Council residents are at least somewhat satisfied with the performance of Council over the last 12 months.



The majority (57%) stated their level of satisfaction with the performance of Council has remained the same in the past 12 months.

❖ Most Preferred Methods to Contact Council

78%

were likely/very likely



Using phone to contact Council if needed.

39%

were likely/very likely



Contacting Council in person if needed.

36%

were likely/very likely



Using online methods (DRC&ME) to contact Council if needed.

35%

were likely/very likely



Using email to contact Council if needed.

❖ Community Priorities and Service Delivery

- **Community safety, crime, homelessness, and police presence** is the most important area among the 3 top priorities.

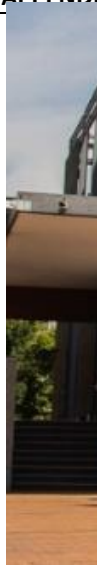


- **Maintenance of sealed and unsealed roads** is the most important service/facility that Council should focus on the most.



- **All initiatives** listed in this survey received relatively **high satisfaction** scores, with more than 60% of those aware of each initiative being at least somewhat satisfied.





Section One

Overall Satisfaction

This section explores residents' overall satisfaction with the performance of Council over the past 12 months, and the change in their level of satisfaction.

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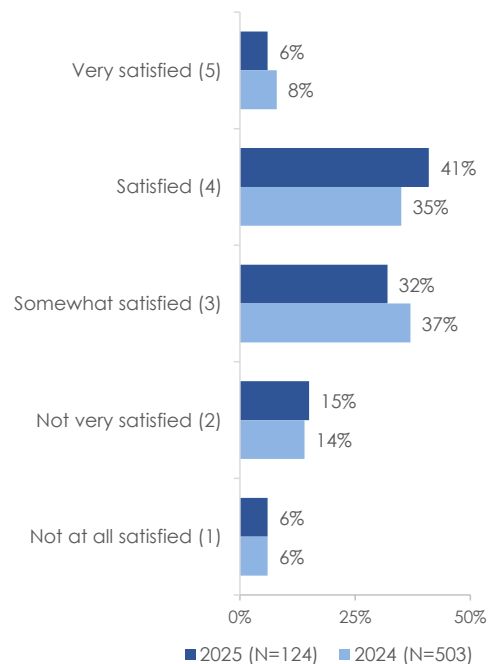


8

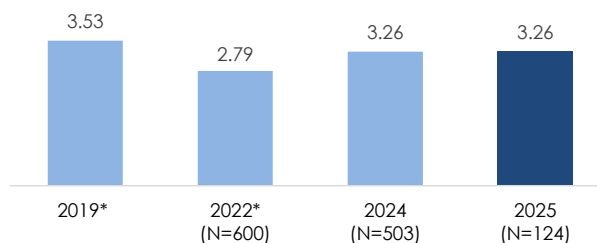
Overall Satisfaction

79% of residents who participated in this check-in survey were somewhat satisfied with the performance of Council over the past 12 months. This result is consistent with 2024 and the Micromex Regional Benchmark.

Residents who live in Dubbo were significantly more likely to be satisfied than those who live in other locations within the LGA.



Mean rating year on year trend



*Note: Scale was changed from 2019 and 2022. Previously 'very dissatisfied' to 'very satisfied'

	Dubbo Regional Council 2025	Micromex Regional Benchmark
Top 3 Box %	79%	81%
Mean rating	3.26	3.29
Base	124	59,559

	Overall 2025	Overall 2024	Gender		Age			Ratepayer status		Location	
			Male	Female	18-34	35-54	55+	Ratepayer	Non-ratepayer	Dubbo	Other
Top 3 Box %	79%	81%	79%	79%	84%	73%	89%	80%	75%	83%	59%
Mean rating	3.26	3.26	3.23	3.29	3.10	3.18	3.63	3.28	3.18	3.33	2.91
Base	124	503	61	63	31	66	27	96	28	102	22

Scale: 1 = not at all satisfied, 5 = very satisfied
A significantly higher/lower level of satisfaction (by group)

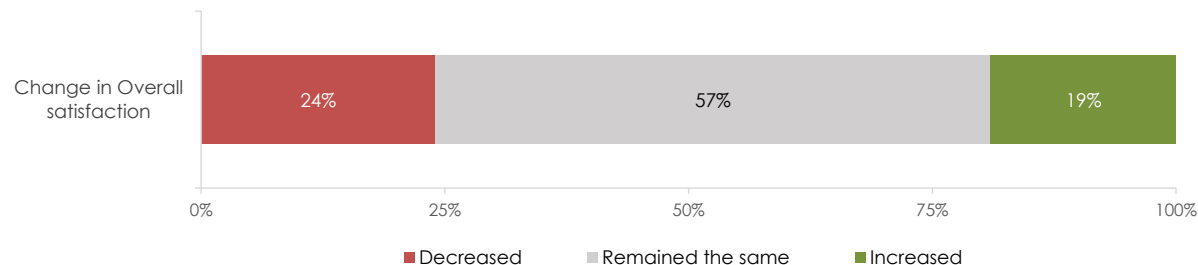
Q1a. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas?

9

Change in Overall Satisfaction

Nearly 1 in 5 residents stated that their level of satisfaction with the overall performance of Council has increased, while the majority (57%) stated it has remained the same. 24% stated their level of satisfaction has decreased.

Males, those aged 35-54 and residents who live in other locations (other than Dubbo) within the LGA were significantly more likely to state that their overall satisfaction has decreased.



	Overall 2025	Gender		Age			Ratepayer status		Location	
		Male	Female	18-34	35-54	55+	Ratepayer	Non-ratepayer	Dubbo	Other
Increased	19%	20%	19%	26%	17%	19%	19%	21%	17%	32%
Remained the same	57%	48%	65%	55%	52%	70%	56%	57%	63%	27%
Decreased	24%	33%	16%	19%	32%	11%	25%	21%	21%	41%
Base	124	61	63	31	66	27	96	28	102	22

Base: N = 124

A significantly higher/lower percentage (by group)

Q1b. Over the last 12 months, would you say your level of satisfaction with the overall performance of Council has increased, decreased or remained the same?

10

Reasons for Change in Overall Satisfaction

35% of residents stated that their level of satisfaction has remained the same because the services from Council have remained unchanged or there have been no noticeable improvements. The most common reasons mentioned by those who reported an increase in satisfaction were that they are happy with the new Mayor/Council and/or believe the Council is doing a good job. However, 6% of residents indicated that their satisfaction has decreased due to a lack of communication from Council.

Increased	Total 19%	Remained the same	Total 57%	Decreased	Total 24%
Happy with the new Mayor/new Council	8%	Service is neither better nor worse/no changes noticed	35%	Council doesn't listen to residents/not enough communication	6%
Council is doing a good job	7%	Rates have increased/not getting value for rates	6%	Roads are not being fixed/fixed poorly	6%
Projects are getting done/things are moving forward	3%	Things are a bit worse/general complaints	5%	Town looks worse/going backwards	6%
Council communication/transparency is good/improving	2%	Waste management issues	5%	Rates have increased/not getting value for rates	4%
Roads have improved	2%	Roads are not being fixed/fixed poorly	5%	Waste management issues	4%
Increased but there are still areas that need improvement	1%	Council have not been active/don't see Council/nothing being done	4%	Council is being run inefficiently	3%
Other	1%	Council doesn't listen to residents/not enough communication	3%	Crime and community safety are not being addressed	3%
Don't know/nothing	1%	Things are a bit better, general improvements	3%	Council needs to improve its financial management	2%
		Council are doing their job	2%	Customer service needs improvement	2%
		Crime and community safety are not being addressed	2%	Small towns are being ignored	3%
		Maintenance of the area is being done	2%	Other	5%
		Maintenance of the area is not being done	2%		
		Projects are taking too long to complete	2%		
		Roads have improved	2%		
		Other	6%		
		Don't know/nothing	2%		

Base: N = 124

Q1b. Over the last 12 months, would you say your level of satisfaction with the overall performance of Council has increased, decreased or remained the same?

Q1c. Why do you say that?

11



Section Two

Community Priorities and Service Delivery

This section explores the community priorities in the perception of residents, and the reasons they believe these to be priorities.

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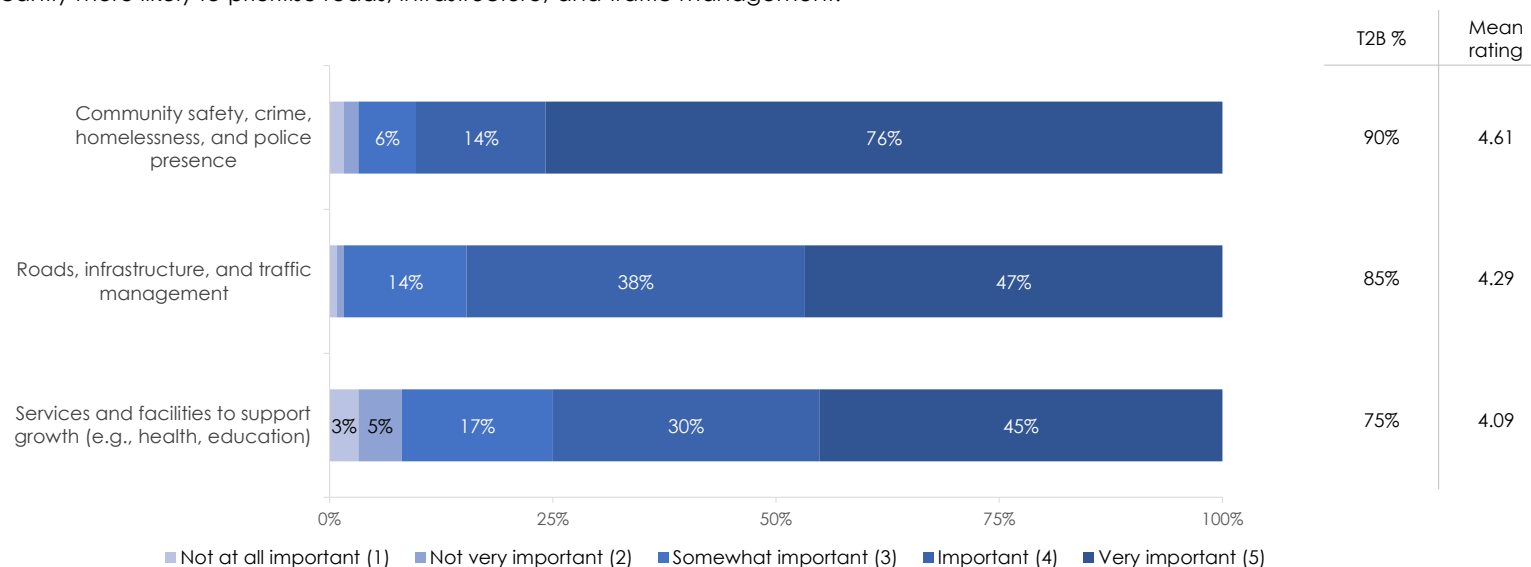


12

Importance of the Top Priorities

Based on the survey conducted in 2024, residents were asked to rate the importance of the top 3 priorities. All priorities received high importance scores, with community safety, crime, homelessness, and police presence rated the highest (76% rating it as very important), and services and facilities to support growth rated the lowest (75%).

Residents living in Dubbo are significantly more likely to rate services and facilities to support growth as important or very important, while ratepayers are significantly more likely to prioritise roads, infrastructure, and traffic management.



Base: N = 124

Note: Data labels of <3% have not been shown above

Q2a. Based on the previous community survey we found the top 3 priorities for the region. For each of the following, could you please rate your opinion of the importance of the service/facility to you.

Scale: 1 = not at all important, 5 = very important
Please see Appendix 1 for results by demographics

13

The Top Priority Council Should Focus on the Most

When asked the top priority Council should focus on the most, 63% of residents selected community safety, crime, homelessness, and police presence. Fewer than 30% selected the other two priorities. Males were significantly more likely to believe that roads, infrastructure, and traffic management should be Council's top focus.



	Overall 2025	Gender		Age			Ratepayer status		Location	
		Male	Female	18-34	35-54	55+	Ratepayer	Non-ratepayer	Dubbo	Other
Community safety, crime, homelessness, and police presence	63%	56%	70%	58%	65%	63%	66%	54%	64%	59%
Roads, infrastructure, and traffic management	22%	30%	14%	16%	24%	22%	20%	29%	19%	36%
Services and facilities to support growth	15%	15%	16%	26%	11%	15%	15%	18%	18%	5%
Base	124	61	63	31	66	27	96	28	102	22

Base: N = 124

Q2b. Of these 3 services/facilities, can you please nominate which ONE of these priority areas Council should focus on the most?

A significantly higher/lower percentage (by group)

14

The Top Priority Council Should Focus on the Most

The majority of residents (63%) believe Council should focus on community safety, crime, homelessness, and police presence the most. 35% of residents stated that crime is increasing in the Dubbo Regional LGA, and 24% mentioned that they feel not safe in the area.

14% stated that roads are currently not safe for daily use, while 6% mentioned health services should be the priority.

Example verbatim responses

"Families should be able to walk safely at night"

"Crime and homelessness is out of control in town "

"Some roads need improving, specifically potholes"

"Road is the basis of our community, safe travel"

"Health and education need to be a priority"

Base: N = 124

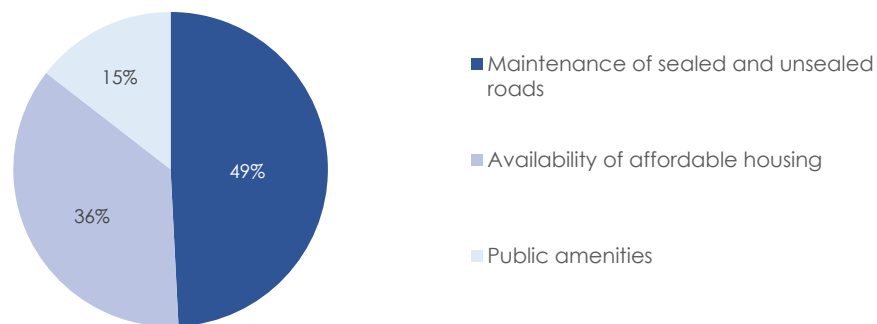
Q2b. Of these 3 services/facilities, can you please nominate which ONE of these priority areas Council should focus on the most?

Q2c. Why do you believe Council should focus most on this area?

Community safety, crime, homelessness, and police presence	Total 63%
Crime is increasing/focus on crime first	35%
Community feels unsafe/safety is important for the community	24%
These issues all need focus/are all important	10%
These issues are increasing	8%
Homelessness is increasing	6%
More police/quicker police response is necessary	5%
Punishments for crime are too lax	4%
Council need to be responsible/take action/follow up	2%
Youth have less security/youth need more support	2%
Other	7%
Don't know/nothing	1%
Roads, infrastructure, and traffic management	Total 22%
Roads are dangerous/unsafe	14%
Everyone needs roads/roads are in daily use	4%
Road maintenance needs to be applied equally across the area	2%
These things are basic ratepayer services	2%
Roads need more work due to growth of the area	2%
Roads should be top priority	2%
Infrastructure needs maintenance	1%
Lack of drainage causes flooding	1%
Other	4%
Don't know/nothing	1%
Services and facilities to support growth	Total 15%
Health services should be the priority	6%
Education should be the priority	3%
More services and facilities are needed to cater to growth	2%
These issues are highest priority/where Council can do most	2%
Working on these issues will improve other areas	2%
These things are basic ratepayer services	2%
Services and facilities are outdated/need upgrading	1%
Other	2%

The Service/Facility Council Should Focus on the Most

When asked which service delivery area Council should focus on most, nearly half (49%) of residents selected the maintenance of sealed and unsealed roads. Ratepayers and residents living outside of Dubbo (other locations within the LGA) were significantly more likely to believe that road maintenance should be Council's top priority. In contrast, 36% selected the availability of affordable housing, with non-ratepayers and residents living in Dubbo significantly more likely to consider this a priority.



	Overall 2025	Gender		Age			Ratepayer status		Location	
		Male	Female	18-34	35-54	55+	Ratepayer	Non-ratepayer	Dubbo	Other
Maintenance of sealed and unsealed roads	49%	57%	41%	39%	58%	41%	56%	25%	41%	86%
Availability of affordable housing	36%	30%	43%	45%	29%	44%	27%	68%	42%	9%
Public amenities	15%	13%	16%	16%	14%	15%	17%	7%	17%	5%
Base	124	61	63	31	66	27	96	28	102	22

Base: N = 124

Q3a. Based on the previous survey we identified the community's perceived gaps in terms of Council's service delivery. I will list the top 3 and would like you to nominate which ONE of these areas Council should focus on most?

A significantly higher/lower percentage (by group)

16

The Service/Facility Council Should Focus on the Most

The majority of residents (36%) who believe the maintenance of roads is Council's focus mentioned that many roads are not safe within the area.

14% who believe housing is the priority stated that housing is currently unaffordable/unavailable, and 11% stated homelessness is a big concern for Dubbo at this stage.

Example verbatim responses

"The roads are dangerous to drive on"

"Everyone uses the roads"

"Cost of housing is really high, it's really hard for people on low income to afford a house"

"Dubbo has a lot of homeless people"

"Public amenities outside the centre of the town are neglected"



Maintenance of sealed and unsealed roads	Total 49%
Many roads are unsafe/dangerous/need maintenance	36%
Everyone uses the roads/ this is a basic Council service	15%
Council should focus on basic/fundamental services, such as roads	5%
Roads are not repaired properly/should be repaired properly	5%
It's more important than the other two	3%
This is a main rates cost	2%
Other	3%
Availability of affordable housing	Total 36%
Housing is currently unaffordable/unavailable	14%
Concerned about homelessness	11%
Renting is too expensive/rentals are unavailable	7%
More affordable housing will encourage growth	6%
It is beneficial/important to the community	6%
The area is losing people due to a lack of affordable housing	3%
Issues around land releases/land prices	2%
Younger generation cannot afford housing/are insecure financially	2%
Interest rates are too high	2%
Other	7%
Public amenities	Total 15%
Public amenities are in bad condition/need maintenance	5%
The safety of public amenities needs improvement	4%
Public amenities are important/basic ratepayer services	3%
Need good public amenities for tourism	2%
Public toilets should be open on the weekends/24 hours	2%
The other choices are not Council's responsibility	2%
There are currently not enough public amenities	2%
Other	2%

Base: N = 124

Q3a. Based on the previous survey we identified the community's perceived gaps in terms of Council's service delivery. I will list the top 3 and would like you to nominate which ONE of these areas Council should focus on most?

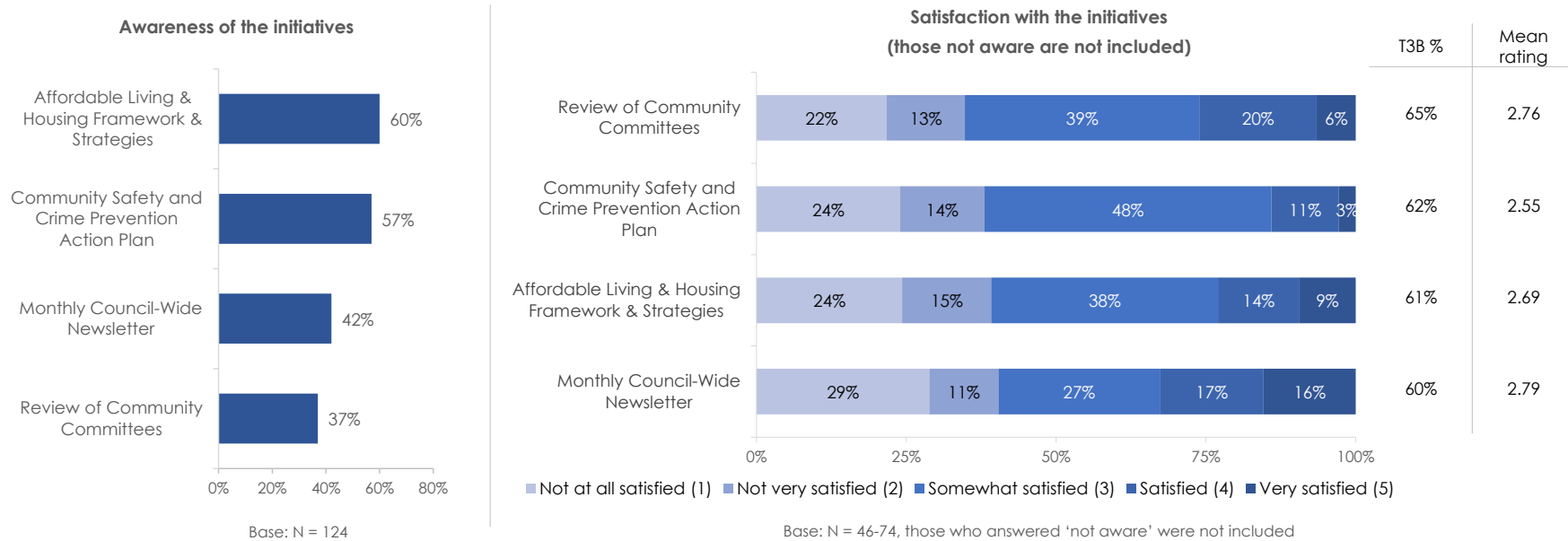
Q3b. Why do you believe Council should focus most on this area?

17

Satisfaction with the Initiatives

More than half of residents are aware of Council's initiatives regarding housing and community safety, while fewer than 40% are aware of Review of Community Committees.

Encouragingly, all initiatives received relatively high satisfaction scores, with more than 60% of residents aware of the initiatives at least somewhat satisfied. Ratepayers are significantly more likely to be satisfied with Community Safety and Crime Prevention Action Plan, while older residents (55+) are significantly more likely to be satisfied with Affordable Living & Housing Framework & Strategies.



Q4. Council has introduced the following initiatives to address key issues. Please rate your satisfaction with each on a scale of 1 to 5 where 1 is not at all satisfied and 5 is very satisfied, if you're unaware of the initiatives say, 'not aware'.

Scale: 1 = not at all satisfied, 5 = very satisfied
Please see Appendix 1 for results by demographics

Service/Program/Facility that Has Improved the Most

48% of residents stated that at least one area of Council's services, programs, or facilities had improved over the past 12 months. Specifically, 12% mentioned improvements in roads and bridges, while 6% noted improvements in parks, gardens, playgrounds, and sports/recreational facilities.

Service/Program/Facility that has improved the most	N=124
Roads and bridges	12%
Parks, gardens, and playgrounds	6%
Sport and recreation facilities	6%
DRC Website	4%
Waste management	4%
Infrastructure	3%
Crime/policing	2%
Planning and development	2%
Communication and engagement	2%
Flood management	2%
Water service	2%
Accessibility	1%
Council's financial management	1%
Festivals and events	1%
Housing	1%
Nothing/not sure	52%

Example: Reasons for feeling the improvement (Roads and bridges)



"Roads have been flowing much better; they keep us moving faster than they used to"

"They are much quicker to repair potholes"

"It's made the traffic a little quicker"

"Have seen them working on intersections and bridges"

"There has been lots of visible work being done on roads"

"Tamworth Street has seen good improvements"

Example: Reasons for feeling the improvement (Parks, gardens, and playgrounds)



"Presentation of parks and sporting ovals is exceptional"

"Maintenance of the park has improved"

"The parks are nicely maintained"

Example: Reasons for feeling the improvement (Sport and recreation facilities)



"Made an interactive display there that has brought it up to beyond the 2000's feel"

"Concreted the walking track around the river"

"Kids play sport and I am happy with how they are kept"

Base: N = 124

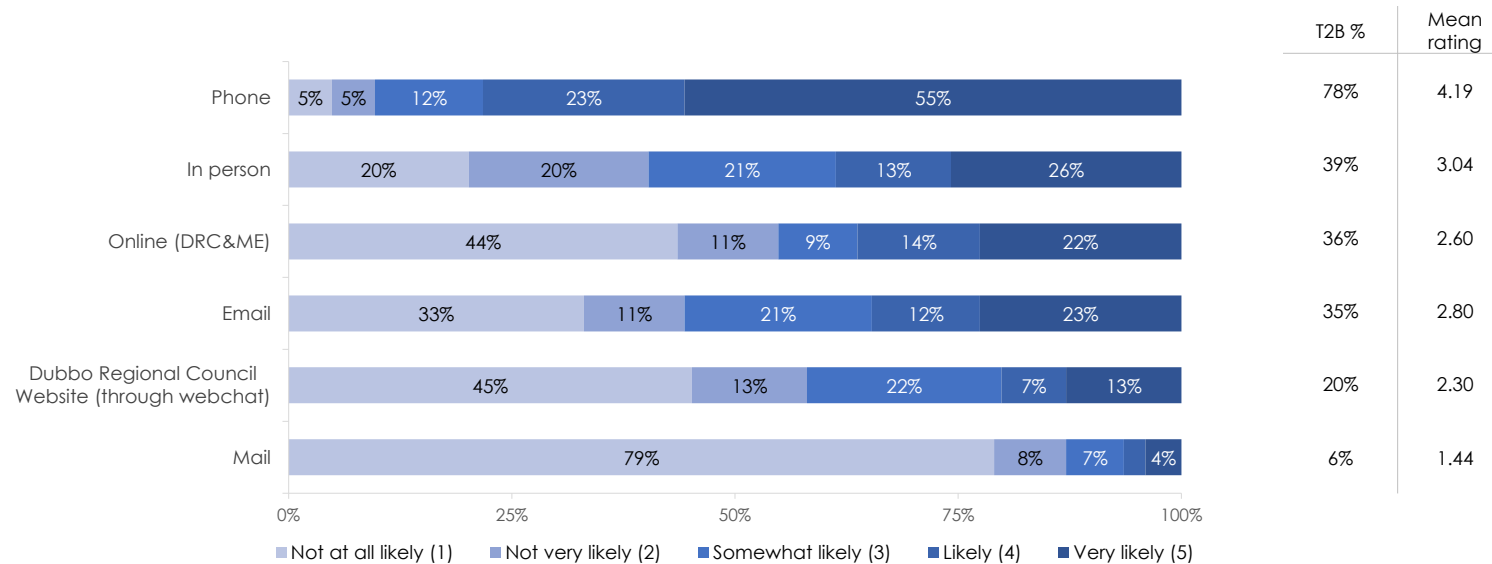
Q6a. Over the past 12 months, which Council service, program or facility do you feel has improved the most for you?

Q6b. Why do you say that?

Likelihood to Utilise Each Method to Contact Council

78% of residents stated that they are very likely or likely to use phone to contact Council if needed, making it the most preferred method to contact Council. Nearly 40% stated that they are very likely or likely to contact Council in person, from online (DRC&ME) or using email.

Residents living in Dubbo are significantly more likely to use Council's website and online methods (DRC&ME) to contact Council if needed.



Base: N = 124

Note: Data labels of <3% have not been shown above

Q5a. If you needed to contact Council, how likely would you be to utilise the following methods. Please rate on the scale of 1-5, where 1 is not at all likely and 5 is very likely.

Scale: 1 = not at all likely, 5 = very likely
Please see Appendix 1 for results by demographics

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Additional Analyses

Appendix 1

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Importance of the Top Priorities

T2B%	Overall 2025	Gender		Age			Ratepayer status		Location	
		Male	Female	18-34	35-54	55+	Ratepayer	Non-ratepayer	Dubbo	Other
Community safety, crime, homelessness, and police presence	90%	85%	95%	97%	89%	85%	90%	93%	92%	82%
Roads, infrastructure, and traffic management	85%	79%	90%	81%	88%	81%	89%	71%	82%	95%
Services and facilities to support growth	75%	67%	83%	74%	76%	74%	75%	75%	80%	50%
Base	124	61	63	31	66	27	96	28	102	22

Mean rating	Overall 2025	Gender		Age			Ratepayer status		Location	
		Male	Female	18-34	35-54	55+	Ratepayer	Non-ratepayer	Dubbo	Other
Community safety, crime, homelessness, and police presence	4.61	4.49	4.73	4.68	4.62	4.52	4.58	4.71	4.69	4.27
Roads, infrastructure, and traffic management	4.29	4.25	4.33	4.19	4.32	4.33	4.34	4.11	4.27	4.36
Services and facilities to support growth	4.09	3.97	4.21	4.23	4.09	3.93	4.09	4.07	4.24	3.41
Base	124	61	63	31	66	27	96	28	102	22

Q2a. Based on the previous community survey we found the top 3 priorities for the region. For each of the following, could you please rate your opinion of the importance of the service/facility to you.

Scale: 1 = not at all important, 5 = very important
A significantly higher/lower level of importance (by group)

22

Satisfaction with the Initiatives

T3B%	Overall 2025	Gender		Age			Ratepayer status		Location	
		Male	Female	18-34	35-54	55+	Ratepayer	Non-ratepayer	Dubbo	Other
Review of Community Committees	65%	68%	62%	73%	61%	63%	67%	62%	66%	63%
Community Safety and Crime Prevention Action Plan	62%	57%	68%	58%	62%	69%	71%	40%	62%	63%
Affordable Living & Housing Framework & Strategies	61%	58%	65%	50%	58%	92%	64%	53%	63%	50%
Monthly Council-Wide Newsletter	60%	57%	64%	71%	46%	78%	60%	58%	61%	50%
Base (minimum)	46	25	21	15	23	8*	33	13	38	8*

Mean rating	Overall 2025	Gender		Age			Ratepayer status		Location	
		Male	Female	18-34	35-54	55+	Ratepayer	Non-ratepayer	Dubbo	Other
Review of Community Committees	2.76	2.76	2.76	2.87	2.74	2.63	2.82	2.62	2.82	2.50
Community Safety and Crime Prevention Action Plan	2.55	2.49	2.62	2.63	2.47	2.62	2.71	2.15	2.59	2.25
Affordable Living & Housing Framework & Strategies	2.69	2.56	2.87	2.59	2.55	3.33	2.71	2.63	2.71	2.58
Monthly Council-Wide Newsletter	2.79	2.57	3.09	3.06	2.50	3.11	2.88	2.50	2.82	2.63
Base (minimum)	46	25	21	15	23	8*	33	13	38	8*

*Caution: low base

Q4. Council has introduced the following initiatives to address key issues. Please rate your satisfaction with each on a scale of 1 to 5 where 1 is not at all satisfied and 5 is very satisfied, if you're unaware of the initiatives say, 'not aware'.

Scale: 1 = not at all satisfied, 5 = very satisfied
A significantly higher/lower level of satisfaction (by group)

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Likelihood to Utilise Each Method to Contact Council

T2B%	Overall 2025	Gender		Age			Ratepayer status		Location	
		Male	Female	18-34	35-54	55+	Ratepayer	Non-ratepayer	Dubbo	Other
Phone	78%	80%	76%	71%	77%	89%	78%	79%	78%	77%
In person	39%	39%	38%	35%	35%	52%	39%	39%	39%	36%
Online (DRC&ME)	36%	33%	40%	42%	38%	26%	38%	32%	41%	14%
Email	35%	26%	43%	29%	39%	30%	35%	32%	36%	27%
Dubbo Regional Council Website (through webchat)	20%	16%	24%	29%	21%	7%	20%	21%	24%	5%
Mail	6%	5%	8%	6%	3%	15%	5%	11%	8%	0%
Base	124	61	63	31	66	27	96	28	102	22

Mean rating	Overall 2025	Gender		Age			Ratepayer status		Location	
		Male	Female	18-34	35-54	55+	Ratepayer	Non-ratepayer	Dubbo	Other
Phone	4.19	4.13	4.25	3.90	4.21	4.48	4.18	4.25	4.20	4.18
In person	3.04	3.20	2.89	3.03	2.88	3.44	3.01	3.14	3.03	3.09
Online (DRC&ME)	2.60	2.33	2.87	2.90	2.64	2.19	2.63	2.54	2.76	1.86
Email	2.80	2.43	3.16	2.39	3.00	2.78	2.84	2.64	2.87	2.45
Dubbo Regional Council Website (through webchat)	2.30	2.13	2.46	2.71	2.39	1.59	2.25	2.46	2.45	1.59
Mail	1.44	1.41	1.48	1.45	1.36	1.63	1.34	1.79	1.51	1.14
Base	124	61	63	31	66	27	96	28	102	22

Q5a. If you needed to contact Council, how likely would you be to utilise the following methods. Please rate on the scale of 1-5, where 1 is not at all likely and 5 is very likely.

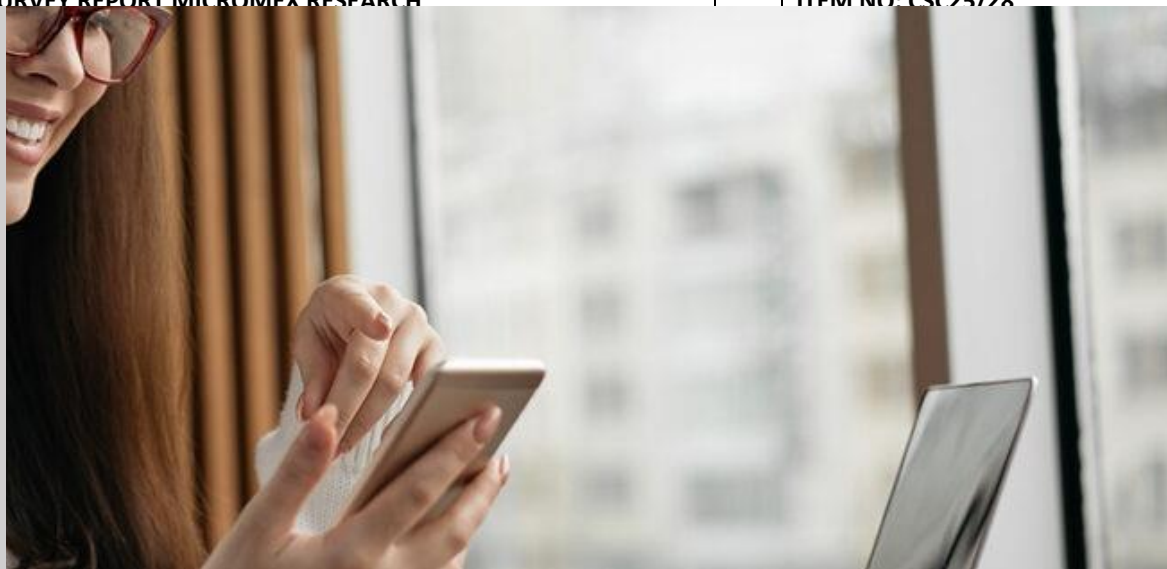
Scale: 1 = not at all likely, 5 = very likely
A significantly higher/lower percentage/rating (by group)

24

Council's Used to Create the Micromex Regional Benchmark

The Regional Benchmark was composed from the Council areas listed below:

Albury City Council	Gunnedah Shire Council	Parkes Shire Council
Ballina Shire Council	Kempsey Shire Council	Port Macquarie-Hastings Council
Bathurst Regional Council	Lachlan Shire Council	Richmond Valley Council
Bland Shire Council	Lake Macquarie City Council	Singleton Shire Council
Blue Mountains City Council	Leeton Shire Council	Tamworth Regional Council
Byron Shire Council	Lismore City Council	Tenterfield Shire Council
Cabonne Shire Council	Lithgow City Council	Tweed Shire Council
Central Coast Council	Liverpool Plains Shire Council	Upper Hunter Shire Council
Cessnock City Council	Maitland City Council	Wagga Wagga City Council
City of Newcastle	MidCoast Council	Walgett Shire Council
Coffs Harbour City Council	Mid-Western Regional Council	Weddin Shire Council
Devonport City Council	Moree Plains Shire Council	Wingecarribee Shire Council
Dungog Shire Council	Murray River Council	Wollondilly Shire Council
Eurobodalla Shire Council	Murrumbidgee Council	Yass Valley Council
Federation Council	Muswellbrook Shire Council	
Forbes Shire Council	Narrabri Shire Council	
Glen Innes Severn Shire Council	Narrandera Shire Council	



Questionnaire

Appendix 2

micromex
research



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Dubbo Regional Council
Follow up Insight Survey
2025

Good morning/afternoon/evening, my name is ____ I'm calling on behalf of Dubbo Regional Council from a company called Micromex am I speaking with ____.

If no – Can I speak with ____ the call is regarding a survey they participated in for Dubbo Regional Council last year.

If yes - last year you participated in survey regarding the area and from the findings we would like to ask you some further questions. Would I be able to go through this quick follow up survey with you now?

[Note – Link demographics with unique passwords. "F:\Micromex Business\Councils 2025\Dubbo Regional Council\Dubbo Regional Council - Community Insights Survey - March 2024 PHONE - Data.xls"]

Demographics from 2024 to be linked as above.

- S3. Which suburb/village do you live in? (SR)
D1. Please stop me when I read out your age group: Prompt (SR)
D2. Which of the following best describes the dwelling where you are currently living? Prompt (SR)
D3. Which of the following best describes you: Prompt (SR)
D4. How long have you lived in the Dubbo Regional Council area? Prompt (SR)
D6. Gender (determine by voice): (SR)

Q1a. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas? Prompt (SR)

Value	Answers	Notes
5	Very satisfied	
4	Satisfied	
3	Somewhat satisfied	
2	Not very satisfied	
1	Not at all satisfied	

Q1b. Over the last 12 months, would you say your level of satisfaction with the overall performance of Council has increased, decreased or remained the same? (SR)

Position	Answers	Notes
1	Increased	
2	Decreased	
3	Remained the same	

Q1c. Why do you say that? (TEXT)

Position	Answers	Notes
1		5 lines

Last year Dubbo Regional Council conducted a Community Insights Survey with residents.

Q2a. Based on the previous community survey we found the top 3 priorities for the region. For each of the following, could you please rate your opinion of the importance of the service/facility to you. The scale is from 1 to 5, where 1 is low importance and 5 is high importance. Prompt (SCALE)

Position	Answers	Importance				
		Low 1	2	3	4	High 5
1	Community safety, crime, homelessness, and police presence					
2	Roads, infrastructure, and traffic management					
3	Services and facilities to support growth (e.g., health, education)					

Q2b. Of these 3 services/facilities, can you please nominate which ONE of these priority areas Council should focus on the most? Prompt (SR)

Position	Answers	Notes
1	Community safety, crime, homelessness, and police presence	
2	Roads, infrastructure, and traffic management	
3	Services and facilities to support growth (e.g., health, education)	

Q2c. Why do you believe Council should focus most on this area? (TEXT)

Position	Answers	Notes
1		5 lines

Q3a. Based on the previous survey we identified the community's perceived gaps in terms of Council's service delivery. I will list the top 3 and would like you to nominate which ONE of these areas Council should focus on most? Prompt (SR)

Position	Answers	Notes
1	Maintenance of sealed and unsealed roads	
2	Availability of affordable housing	
3	Public amenities	

Q3b. Why do you believe Council should focus most on this area? (TEXT)

Position	Answers	Notes
1		5 lines

Q4. Council has introduced the following initiatives to address key issues. Please rate your satisfaction with each on a scale of 1 to 5 where 1 is not at all satisfied and 5 is very satisfied, if you're unaware of the initiatives say, 'not aware'. Prompt

Position	Answers	Satisfaction				
		Low			High	NA
		1	2	3	4	5
1	Community Safety and Crime Prevention Action Plan					
2	Review of Community Committees					
3	Affordable Living & Housing Framework & Strategies					
4	Monthly Council-Wide Newsletter					

Q5a. If you needed to contact Council, how likely would you be to utilise the following methods. Please rate on the scale of 1-5, where 1 is not at all likely and 5 is very likely. (SCALE)

Position	Answers	Likelihood				
		Not at all likely			Very likely	
		1	2	3	4	5
1	Email					
2	In person					
3	Mail					
4	Phone					
5	Online (DRC&ME)					
6	Dubbo Regional Council Website (through webchat)					

Q6a. Over the past 12 months, which Council service, program or facility do you feel has improved the most for you? (TEXT)

Position	Answers	Notes
1		1 line

Q6b. Why do you say that? (TEXT)

Position	Answers	Notes
1		5 lines

Q7a. Did you participate in the previous survey? (Online only)

Position	Answers	Notes
1	Yes	
2	No	Go to end

Q7b. Did you participate via phone or online (Online only)?

Position	Answers	Notes
1	Phone	
2	Online	

S3. Which suburb/village do you live in? (SR)

Position	Answers	Notes
1	Dubbo	Area 1
2	Brocklehurst	Area 1
3	Eumungerie	Area 2
4	Mogriguy	Area 2
5	Wongarbon	Area 1
6	Ballimore	Area 1
7	Wellington	Area 3
8	Nanima Village	Area 3
9	Geurie	Area 4
10	Mumbil	Area 5
11	Other	Terminate

D1. What is your age group? (SR) (Online only)

Position	Answers	Notes
1	18-24 years	
2	25-34 years	
3	35-44 years	
4	45-54 years	
5	55-64 years	
6	65 years and older	

D2. Do you own or rent? Prompt (SR) (Online only)

Position	Answers	Notes
1	Own	
2	Rent	

D3. Which of the following best describes you? (MR) (Online only)

Position	Answers	Notes
1	Culturally and Linguistically Diverse	
2	First Nations	
3	Living with a disability	
4	LGBTQ+	
5	None of these	Exclusive

D4. How long have you lived in the Dubbo Regional Council area? (SR) (Online only)

Position	Answers	Notes
1	Under a year	
2	1 to 3 years	
3	4 to 6 years	
4	7 to 10 years	
5	Over 10 years	

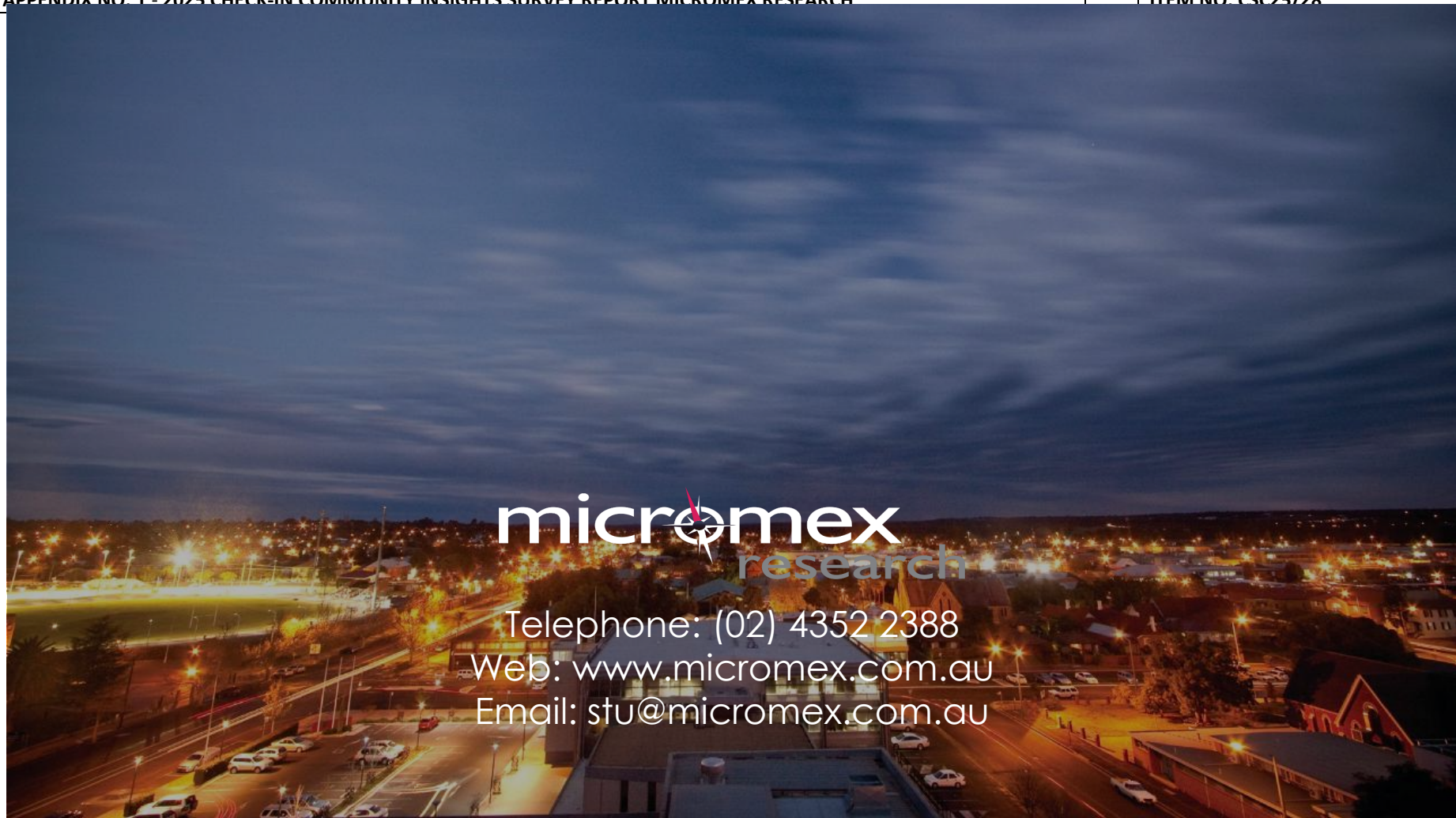
D5. What is your gender? (SR) (Online only)

Position	Answers	Notes
1	Male	
2	Female	
3	Other	
4	Prefer not to say	

Thank you for your time and assistance. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. This survey has been conducted by Micromex Research on behalf of Dubbo Regional.

The information contained herein is believed to be reliable and accurate, however, no guarantee is given as to its accuracy and reliability, and no responsibility or liability for any information, opinions or commentary contained herein, or for any consequences of its use, will be accepted by Micromex Research, or by any person involved in the preparation of this report.

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April 2025

2025 Community Input Check-in

Engagement snapshot

The 2025 Community Check-In Survey was designed with the objective to revisit participants of the 2024 Biennial survey to identify levels of satisfaction overall and on introduced initiatives and assess any changes in satisfaction or priorities over the past 12 months.

The survey activities were primarily centred around YourSay an Independent research company Micromex Research conducted the Community Insights phone Check-in, with the Community Input online Check-in available on YourSay. These activities were supported by a communications and marketing campaign. This campaign aimed to build awareness around participation and encourage people to either respond to a phone call or voluntarily complete the online input survey.

To view the phone results of the Community Insights Check-in you can download a copy of the report on YourSay. A summary of engagement activities and the results from the Community Input Check-In is highlighted below:

How we reached you and raised awareness



31 days of engagement

28 February - 31 March 2025



YourSay project page

- 566 visits
- 3 project followers



Traditional media

- 1 advertisement in Dubbo Photo News Snapshot



Digital engagement

- 46,234 social media reach (the number of times a post has been viewed)
- 506 social media engagements (the number of times a post was interacted with - which can be likes, shares, comments etc)



Direct communication

- Email and text message campaign targeting individuals who previously participated in the Community Insights Survey and gave their permission to receive future updates on the check-in survey.

Survey participation



Phone: Community Insights Survey

Conducted between 3 - 28 March 2025

- 124 resident interviews were completed.
 - 106 were conducted by telephone
 - 18 were invited via SMS or email and provided with a link to complete the survey online.



Online: Community Input Survey

Available between 3 - 31 March 2025

- 97 online surveys were completed voluntarily
 - 68 participants had taken part in the Community Insights Survey in 2024

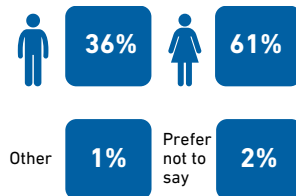
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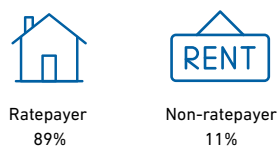


Community Input Survey summary

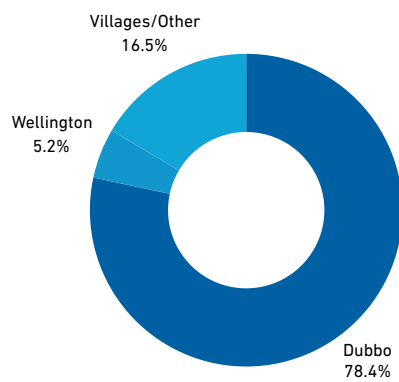
Gender



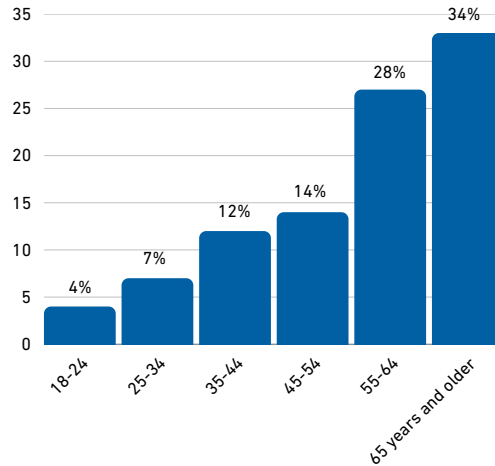
Ratepayer status



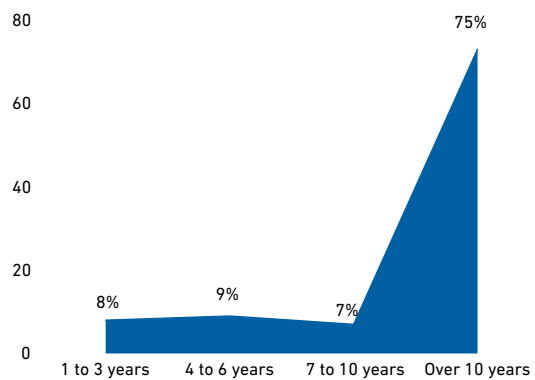
Suburb



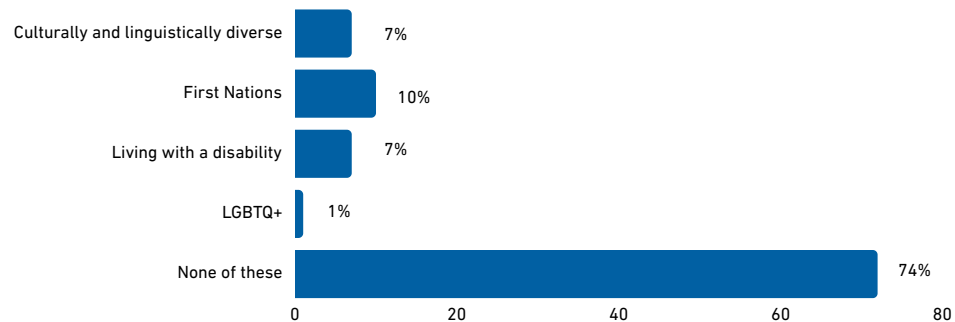
Age



Time lived in the area



Personal identifiers



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Community Input Survey summary



66% of participants are at least somewhat satisfied with the performance of Council over the last 12 months.

Change in Overall Satisfaction



Decreased Remained the same Increased

80.4% of respondents provided reasons to their change, and the following themes emerged:

Increased

Waste management issues (2)
Council is doing a good job (3)
Community engagement is improving (1)
Crime and community safety are not being addressed (1)
Infrastructure is being addressed (1)

Happy with the new Mayor/new Council (5)
More repairs/work/services being done in community (1)
More communication (1)
No change(1)

Remained the same

No change (12)
Roads are not being fixed/fixed poorly (4)
Council doesn't listen to residents (4)
Unfair allocation of resources/commitments (2)
Council is being run inefficiently (2)
No new developments or infrastructure (2)
Council is responding to customer requests (1)
Transparency on strategic direction (1)
More communication (1)
Community engagement is improving (1)

Not noticed anything (6)
Roads are not being fixed/fixed poorly (4)
Waste management issues (3)
Crime and community safety are not being addressed (2)
Untidy presentation of parks & streets (2)
Council is doing a good job (2)
Happy with the new Mayor/new Council (1)
Youth are being overlooked (1)
Service is neither better nor worse/no changes noticed (1)

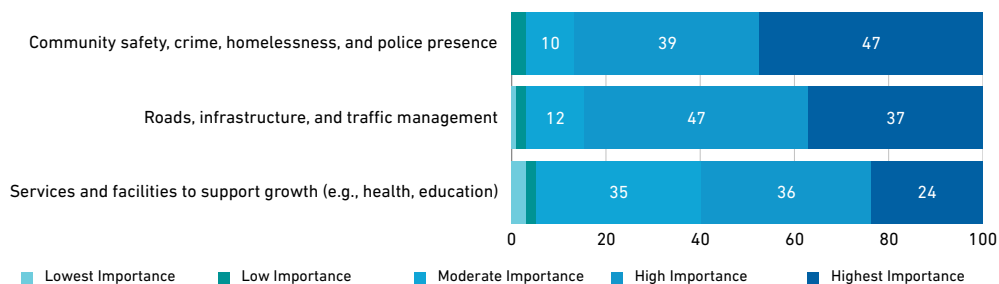
Decreased

Roads are not being fixed/fixed poorly (6)
Maintenance on infrastructure decline (3)
Not noticed anything (3)
Unfair allocation of resources/commitments (2)
Council doesn't listen to residents (1)
Youth are being overlooked (1)
Visitor economy and business lacking (1)

Waste management issues (5)
Untidy presentation of parks & streets (3)
Council is being run inefficiently (2)
Crime and community safety are not being addressed (2)
Community use of facilities is reducing (1)
Affordable housing cost of living (1)

Community Priorities and Service Delivery

Based on the previous Community Insights Survey, the top 3 priorities for the region were identified as: **community safety, crime, homelessness, and police presence; roads, infrastructure, and traffic management; and services and facilities to support growth.** This time, participants are being asked to rate the importance and priority of these top 3 priorities.



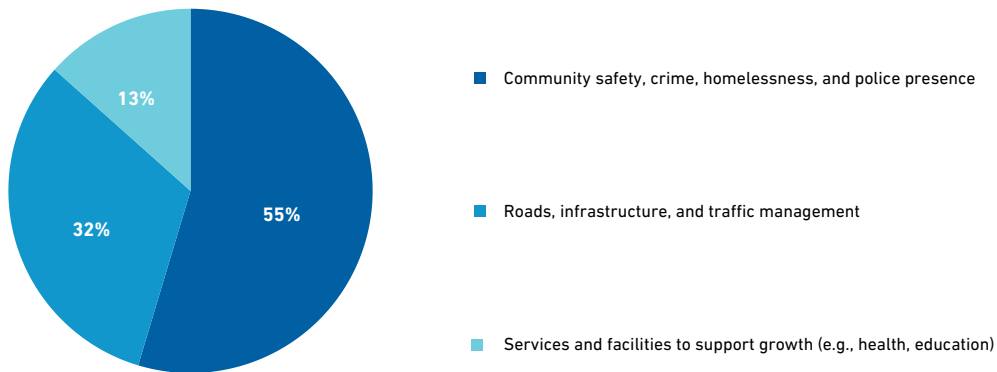
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Community Input Survey summary

Community Priorities and Service Delivery

Based on the previous Community Insights Survey, the top 3 priorities for the region were identified as: **community safety, crime, homelessness, and police presence; roads, infrastructure, and traffic management; and services and facilities to support growth.** This time, participants are being asked to rate the importance and priority of these top 3 priorities.



100% of the respondents provided reasons to their priorities, and the following themes emerged:



Community safety, crime, homelessness, and police presence

- Community feels unsafe/safety is important for the community (23)
- These issues all need focus/are important (7)
- Punishments for the crime are too lax (4)
- More police/quicker police response is necessary (3)
- Community safety is important (2)
- Crime is increasing/focus on crime first (16)
- Council need to be responsible/take action/follow up (6)
- Homelessness is increasing (3)
- Youth have less security/need more support (2)
- These issues are increasing (2)



Roads, infrastructure, and traffic management

- These things are a basic ratepayer service (8)
- Roads should be top priority (6)
- Roads need more work due to the growth of the area (3)
- Infrastructure needs maintenance (2)
- More services and facilities are needed to cater to growth (1)
- Everyone needs roads/roads are in daily use (7)
- Roads are dangerous/unsafe (4)
- Road maintenance needs to be applied equally across the area (2)
- These issues are highest priority/where Council can do most (1)
- Reduce car/tyre damage (1)



Services and facilities to support growth (e.g., health, education)

- More services and facilities are needed to cater to growth (3)
- Working on these issues will improve other areas (2)
- Services and facilities are outdated/need upgrading (2)
- Improve employment opportunities (1)
- Council need to be responsible/take action/follow up (1)
- Health services should be a first priority (2)
- These issues are highest priority/where Council can do most (2)
- Youth have less security/need more support (1)
- Homelessness is increasing (1)
- All 3 are important (1)

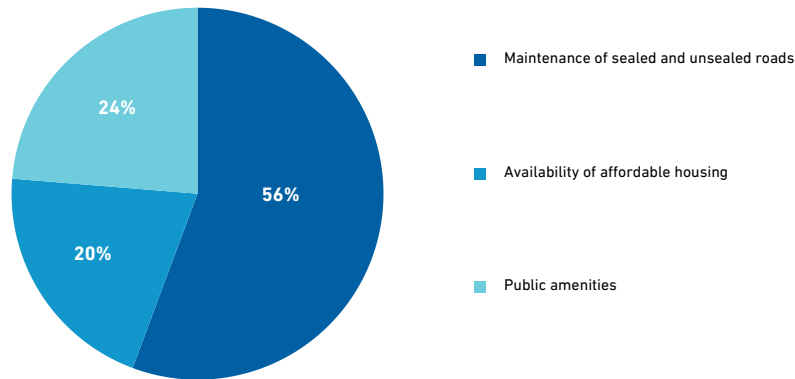
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Community Input Survey summary

Based on the previous Community Insights Survey, the top 3 perceived gaps in Council's service delivery were identified as: **maintenance of sealed and unsealed roads, availability of affordable housing, and public amenities.** This time, participants are being asked to rate the importance and priority of these 3 mentioned areas.



86.6% of the respondents provided reasons for their priorities, and the following themes emerged:



Maintenance of sealed and unsealed roads

Many roads are unsafe/dangerous/need maintenance (24)
Roads are not repaired properly/should be repaired properly (10)
Roads need to cater for a growing region (1)
It's more important than the other two (1)
Allows safe travel/promotes tourism and family travel (1)
This is a main rate cost (1)

Everyone uses the roads/ this is a basic Council service (8)
Good roads give a good impression of our region (3)
Roads help traffic mobility (1)
Increase of traffic on the roads (1)
Fix current infrastructure (1)



Availability of affordable housing

Housing is currently unaffordable/unavailable (11)
Concerned about homelessness (2)
Interest rates are too high (1)
Younger generation cannot afford housing/are insecure financially (1)
More affordable housing will encourage growth (1)

It is beneficial/important to the community (3)
Dubbo is growing and gentrifying (1)
All 3 are important (1)
Issues around land releases/land prices (1)



Public amenities

Need good public amenities for tourism (7)
There are currently not enough public amenities (4)
The safety of public amenities needs improvements (1)
Council is not responsible for affordable housing (1)

Public amenities are important/basic ratepayer services (5)
Public amenities create a sense of community (2)
The other choices are not Council's responsibility (1)

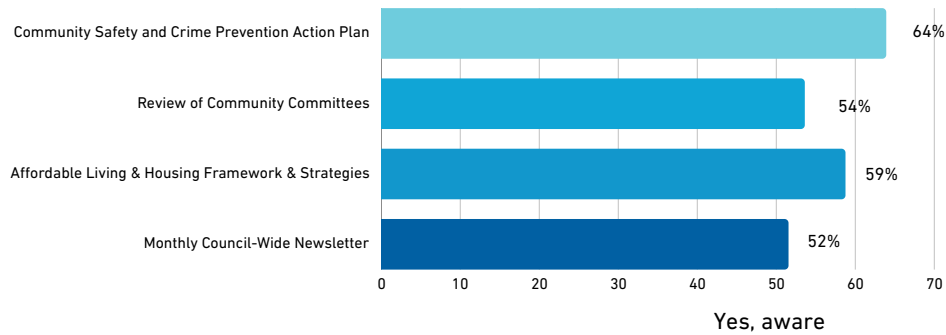
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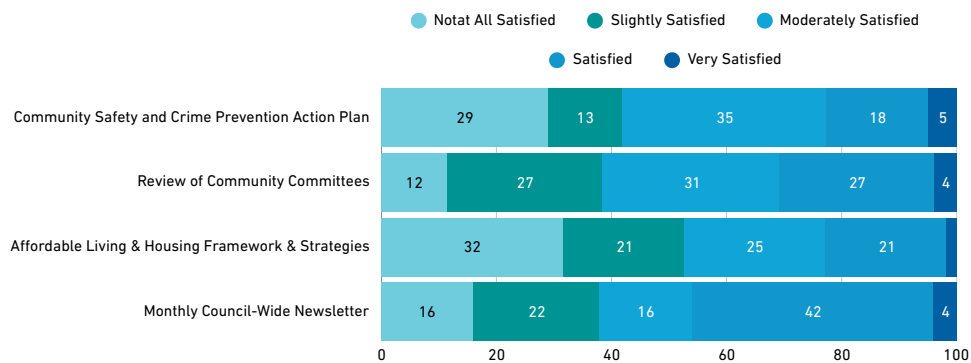
Community Input Survey summary

Awareness of the initiatives

Participants were asked of their awareness around initiatives that had been introduced to address key issues from the previous survey :



Satisfaction levels with the initiatives included



Most Preferred Methods to Contact Council



70% were likely/very likely using phone to contact Council if needed.



53% were likely/very likely contacting Council in person if needed.



48% were likely/very likely using email to contact Council if needed.



46% were likely/very likely using online methods (DRC&ME) to contact Council if needed.



28% were likely/very likely using online methods (webchat) to contact Council if needed.



9% were likely/very likely using mail to contact Council if needed.

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Community Input Survey summary

Service/Program/Facility that Has Improved the Most

Participants were asked which Council service, program or facility do you feel has improved the most from the previous survey, and the following themes emerged; **47%** of residents had stated at least one area of Council.



80.4% of participants identified the following reasons:



Outcomes and next steps

A report will be presented to Council with results of the 2025 Check-in Survey's from independent research company Micromex and YourSay at the Corporate Service Standing Committee Meeting on Tuesday 13 May 2025.

- Survey results will be shared with internal stakeholders to inform actions and decision-making for our next Delivery Program.
- Participants who provided an email address during the survey will receive an email with the results, links to reports, and an opportunity to join our YourSay community.



We extend our sincere thanks to everyone who participated in the Check-in Survey by phone and online.

Your valuable feedback is greatly appreciated.

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REPORT: Monthly Reporting Snapshot for Councillors - April 2025

DIVISION: Strategy, Partnerships and Engagement
REPORT DATE: 2 May 2025
TRIM REFERENCE: ID25/541

EXECUTIVE SUMMARY

Purpose	• Provide review or update	
Issue	• Provide high-level report snapshots for Councillors regarding Council's Financial Performance, Facility Performance and Customer Experience Performance.	
Reasoning	• Councillors are provided high level data and reporting on a monthly-basis for visibility and oversight on performance trends.	
Financial Implications	Budget Area	There are no budget implications from this report.
	Funding Source	Not applicable.
	Proposed Cost	Not applicable.
	Ongoing Costs	Not applicable.
Policy Implications	Policy Title	There are no policy implications from this report.
	Impact on Policy	Not applicable.

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: 4.1.3 Council provides quality customer service

RECOMMENDATION

That the information contained within the report of the Corporate Strategy and Performance Coordinator, dated 2 May 2025, be noted.

Jessica Brown
Director Strategy Partnerships and Engagement

ZJ
Corporate Strategy
Performance Coordinator

BACKGROUND

Previous Resolutions of Council

25 February 2025 CCL25/23	<i>That the information contained within the report of the Corporate Strategy and Performance Coordinator, dated 31 January 2025, be noted.</i>
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At the meeting Councillors discussed the data contained in the report with a specific mention of Customer Service Requests and the availability of statistics that would “measure the resolution of enquiries”.

REPORT

This report is an information only report. **Appendix 1** contains high-level data and statistics from the Finance, Services and Facility Performance, and Customer Experience dashboards for April 2025. Some data was not available at the time of the report publication.

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 April 2025, Council’s Your Say platform was showcasing 77 Community consultation or engagement projects, with 26 of these being active capital works projects.

1. Customer Service Requests (CSR) Summary

A new reporting snapshot is in development in response to discussions held at the Ordinary Council meeting held 25 February 2025 indicating how many enquires are handled “end to end” by our Customer Experience team, and how many require further information from subject matter experts within Council to resolve.

Prior to inclusion in the Monthly Reporting Snapshot for Councillors report, Councillors will be provided with in-development reports via the Hot Topics email. The in-development reports may detail specific CSR types and their target resolution timeframes and may include statistics on CSRs closed within target timeframes, CSRs closed outside of the target timeframe and the number of CSRs that are active. Staff will work with Councillors to develop reports that are both meaningful and provide an accurate reflection of service delivery against target timeframes.

To simplify the reports, key service areas and customer request types will be grouped into the following the categories. The presentation of the in-development reports will provide Councillors with an opportunity to access detailed CSR types and may indicate CSRs of specific interest to be highlighted in the future published report.

-
- | | |
|---|-------------------------------|
| • Waste | • Rating & Property |
| • Animals/Rangers/Compliance | • Parks & Open Spaces |
| • Water | • Roads & Footpaths |
| • Cemeteries | • Sewerage |
| • Customer Experience including DRC&ME | • Governance & Accounts |
| • Traffic Management & Stormwater | • Community Services & Events |
| • DRC Facilities | • Tourism & Visitors |
| • Planning, Building & Property Development | |

As part of staff's continuous improvement initiatives, CSR types, workflows, and resolution timeframes are being analysed and refined. This is an ongoing project involving detailed work by the service provider, the Customer Experience Team, and the Information Services branch.

- Since 1 January 2024, approximately 418 active CSR types have been in use.
- Target resolution timeframes vary, ranging from 0 to 216 days, in line with Council's Customer Service Charter.
- The CSR with the longest target resolution timeframe is Dumping of Rubbish, under the category Animals/Rangers/Compliance, with a target of 216 days.

APPENDICES:

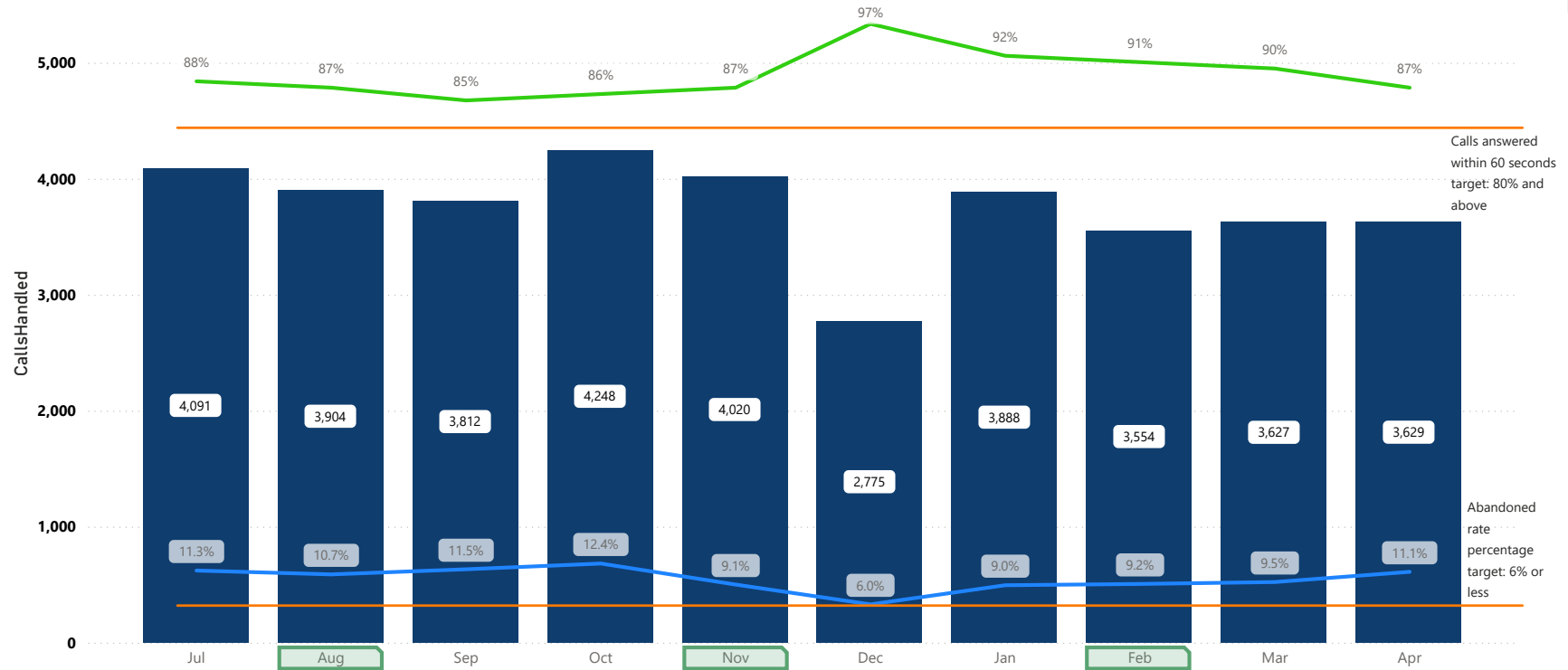
1 [↓](#) Reporting Snapshot - April 2025

Customer Experience (CX) Performance

Call Centre - Calls handled, Abandoned Rate % and % of calls answered in 60 seconds by Month 2024/2025

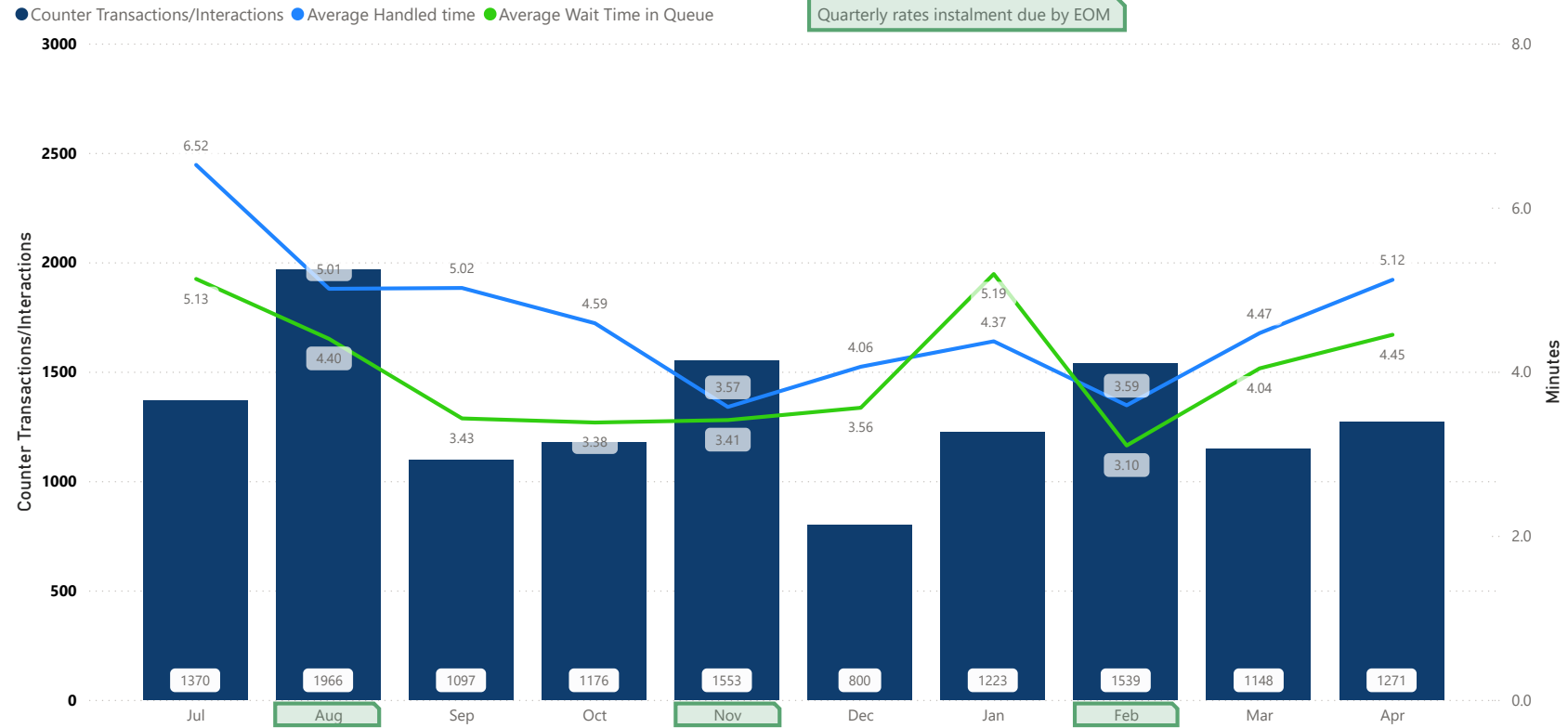
● CallsHandled ● AbandonedRate% ● Calls answered within 60 secs

Quarterly rates instalment due by EOM



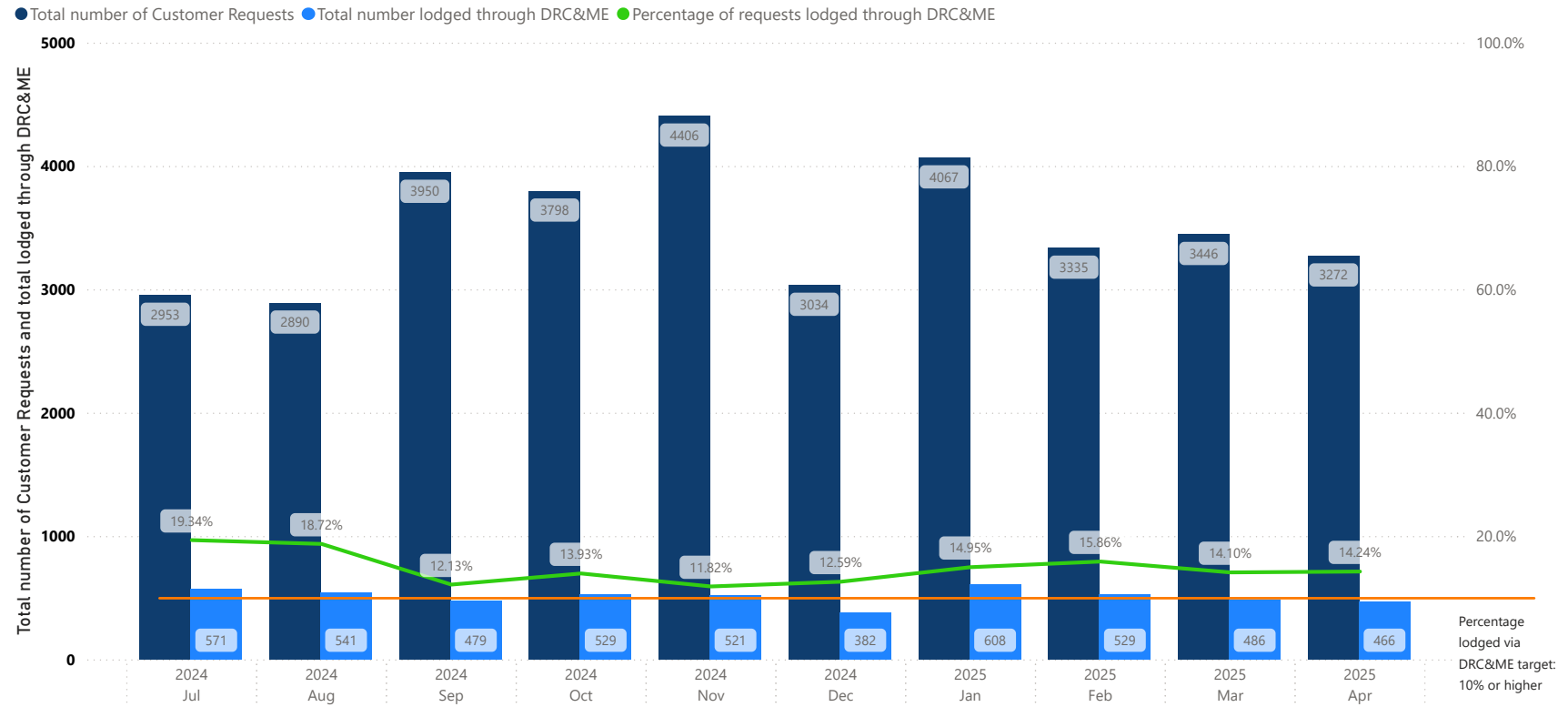
Customer Experience (CX) Performance

Counter - Counter transactions/interactions, Average handled time and Average wait time in queue by Month 2024/2025



Customer Experience (CX) Performance

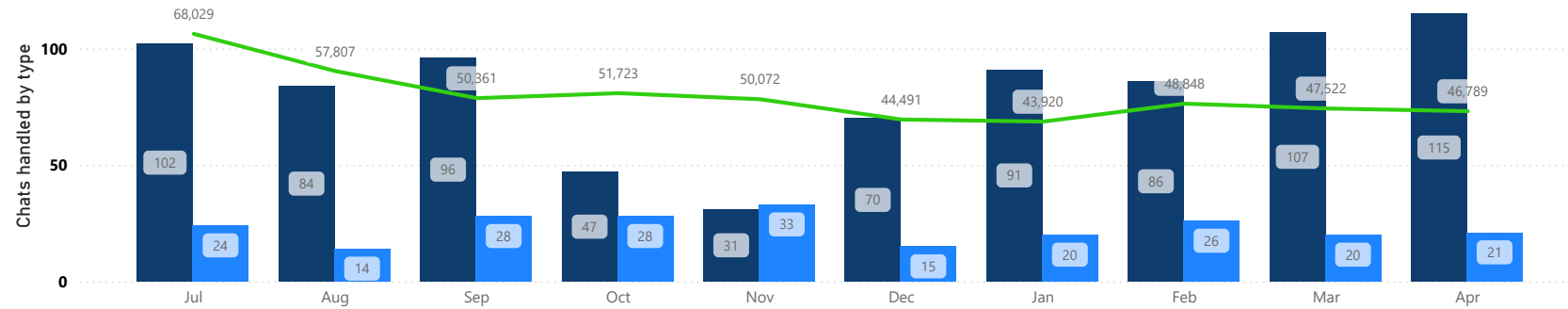
Customer Requests – DRC&ME conversion by Month 2024/2025



Customer Experience (CX) Performance

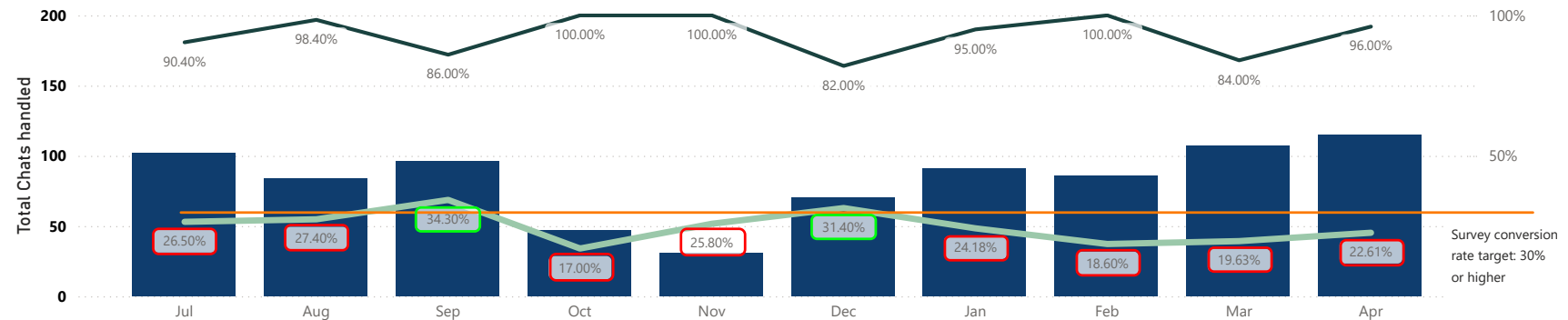
Webchat statistics by Month 2024/2025

● Total Number of Chats Handled ● Number of After Hours Emails Processed ● Total Visitors to Council's Website



Webchat satisfaction by Month 2024/2025

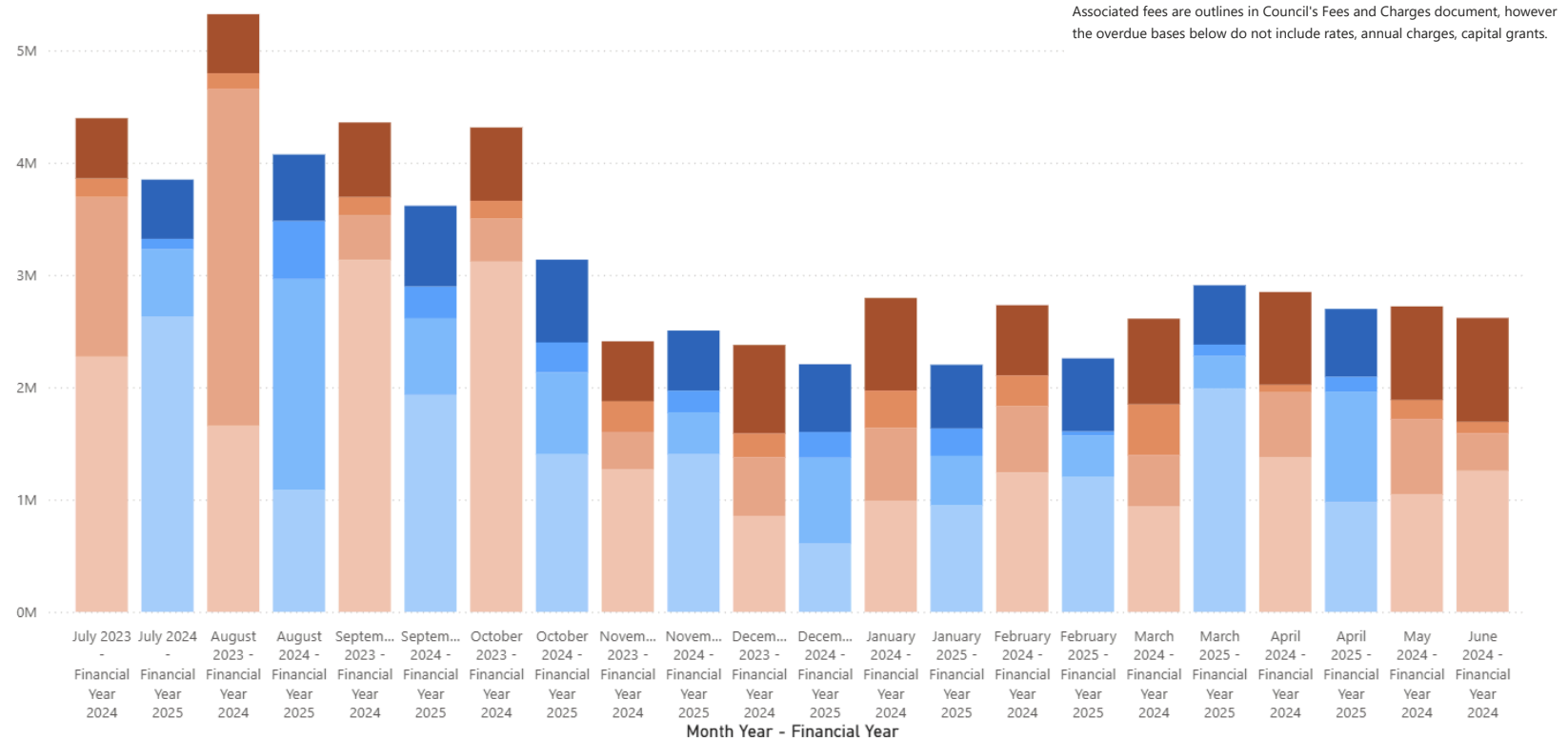
● Total Number of Chats Handled ● Survey Conversion Rate ● Overall Satisfaction



Financial Performance

Current and Last Financial Year Overdue Debt

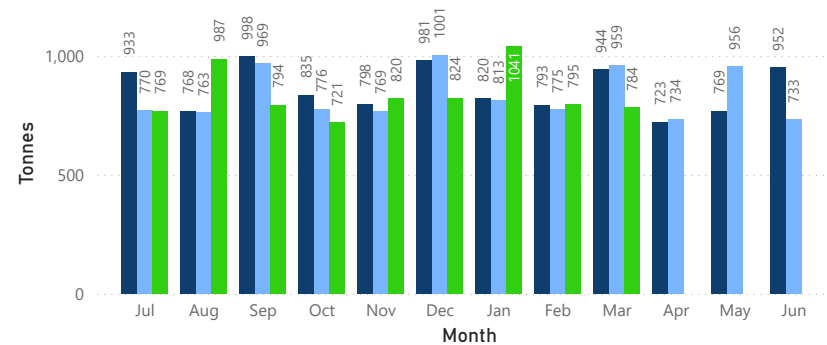
● Current Debt
 ● 31-60 Days Debt
 ● 61-90 Days Debt
 ● 90+ Days
 ● Current Debt Last FY
 ● 31-60 Days Debt Last FY
 ● 61-90 Days Debt Last FY
 ● 90+ Days Debt Last FY



Services Performance - Domestic Waste

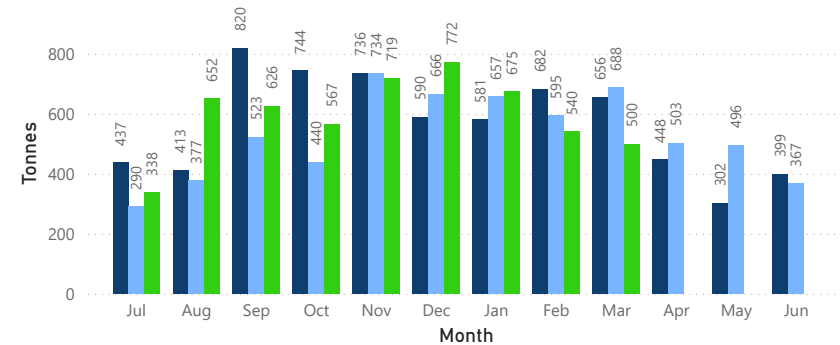
Mixed Waste Tonnes by Month by Year

Financial Year ● 2023 ● 2024 ● 2025



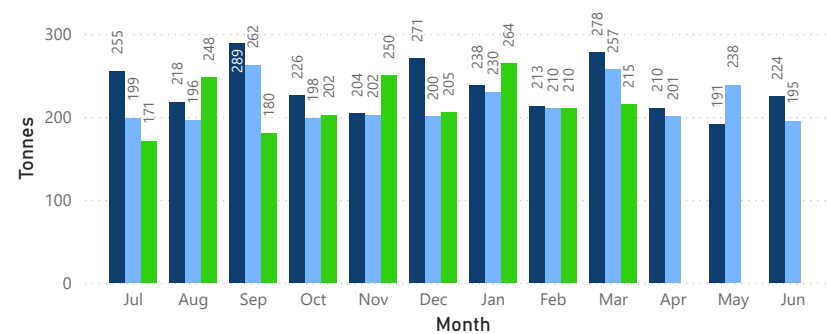
FOGO Tonnes by Month by Year

Financial Year ● 2023 ● 2024 ● 2025



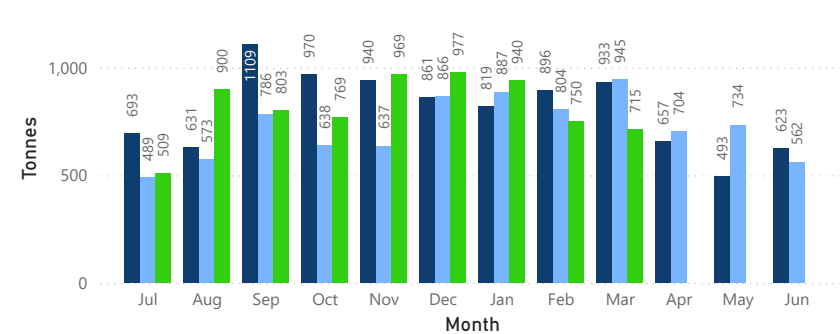
Recycling Tonnes by Month by Year

Financial Year ● 2023 ● 2024 ● 2025



Diverted from Landfill Tonnes by Month by Year

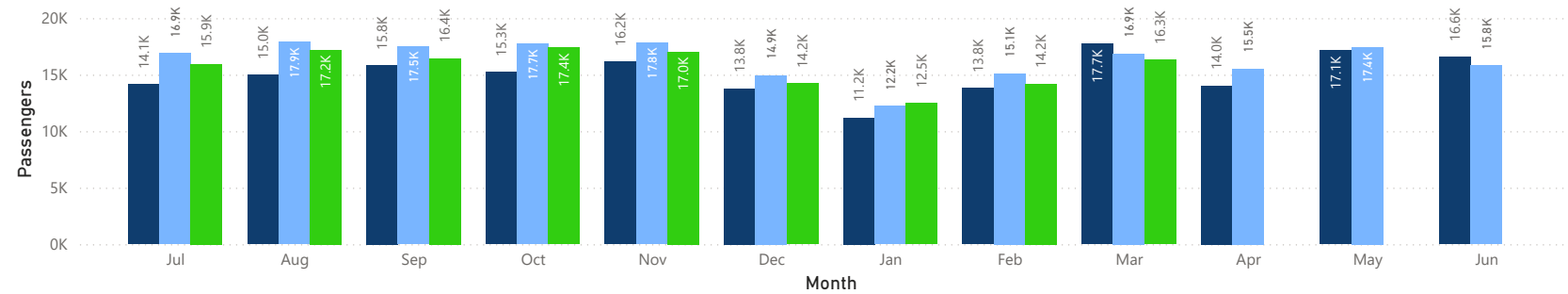
Financial Year ● 2023 ● 2024 ● 2025



Facility Performance - Business branches

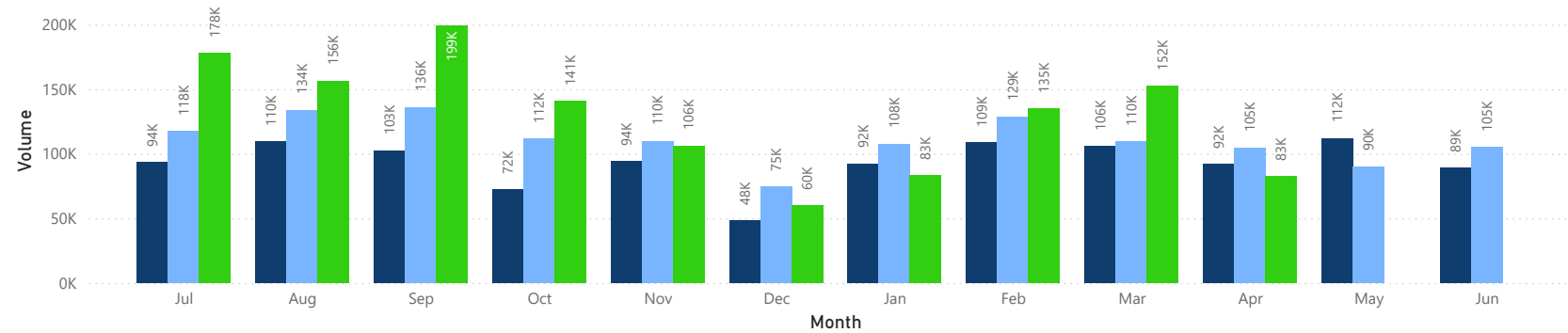
Dubbo Regional Airport - Passengers by Month by Year

Financial Year ● 2023 ● 2024 ● 2025



Dubbo Regional Livestock Markets - All stock types sold by Month by Year

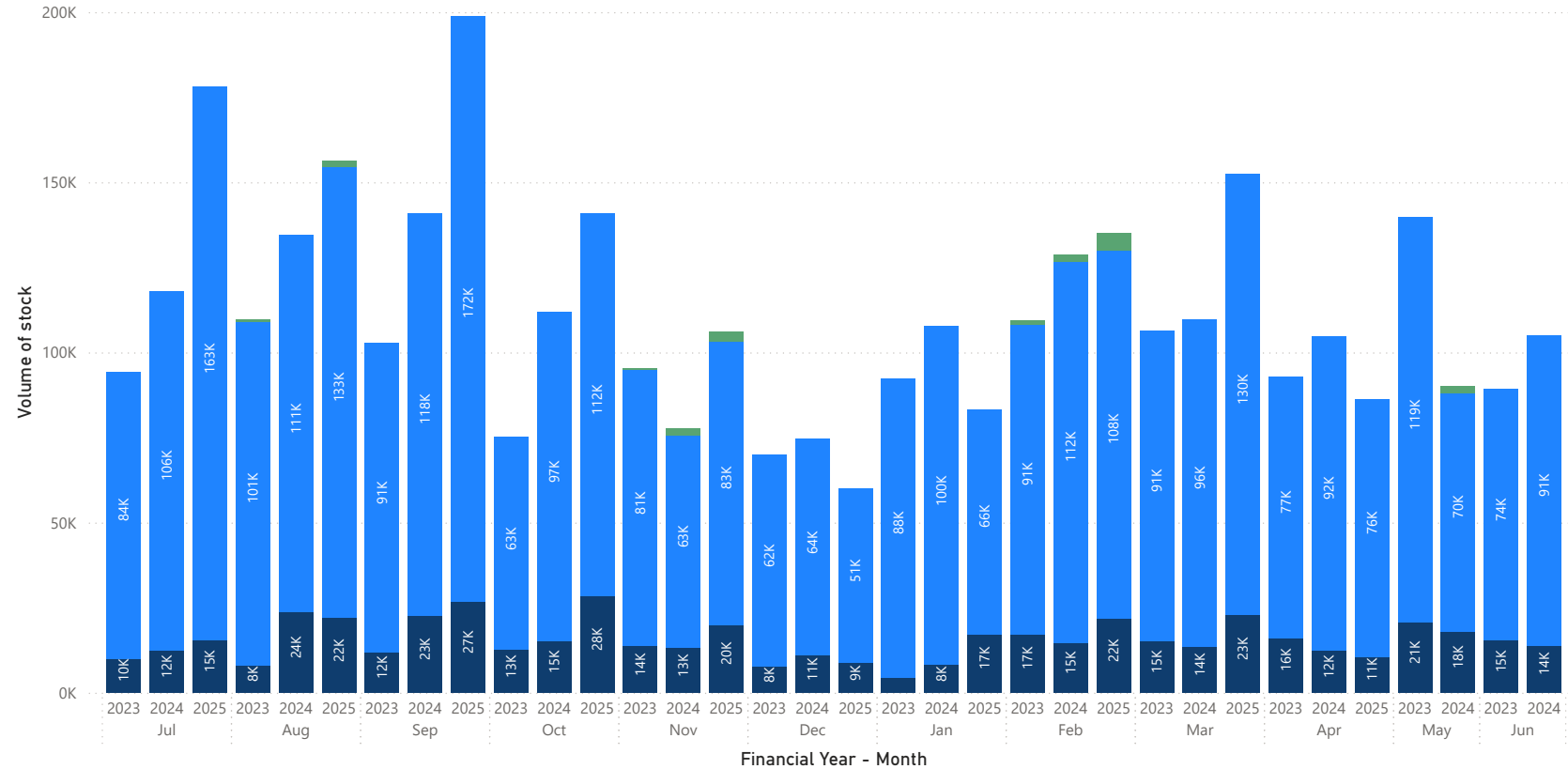
Financial Year ● 2023 ● 2024 ● 2025



Facility Performance - Business branches

Dubbo Regional Livestock Markets - All stock types sold by Month by Year

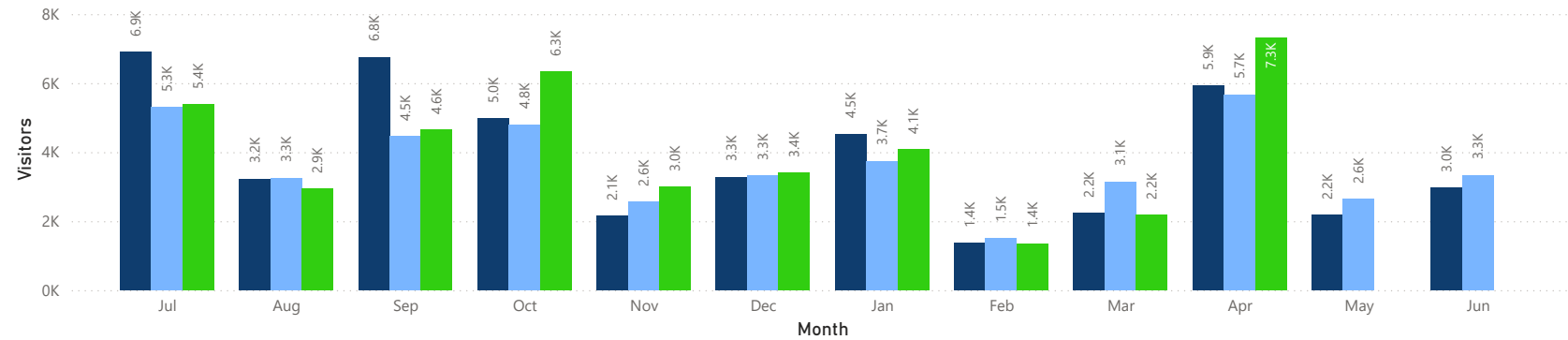
Stock type ● Cattle ● Sheep ● Goats



Facility Performance

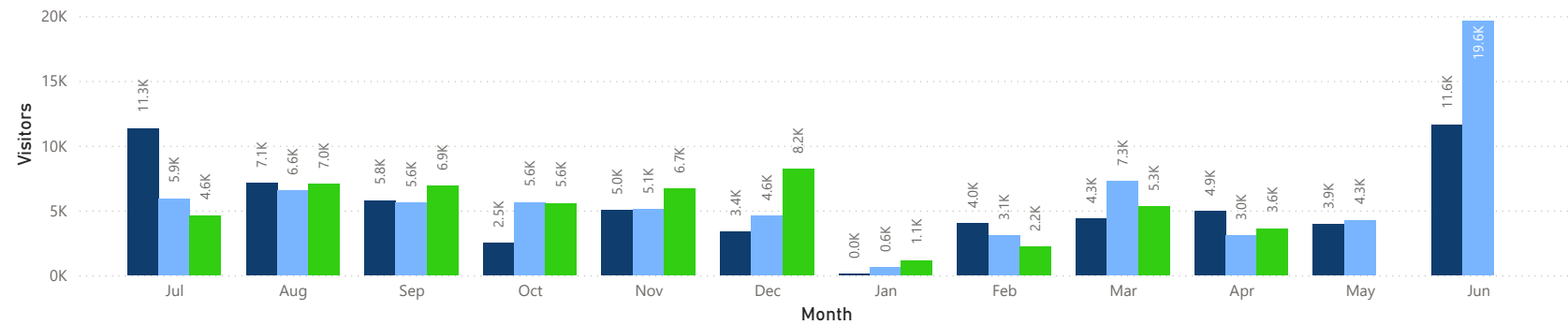
Old Dubbo Gaol - Visitors by Month by Year

Financial Year ● 2023 ● 2024 ● 2025



Dubbo Regional Theatre and Convention Centre - Visitors by Month by Year

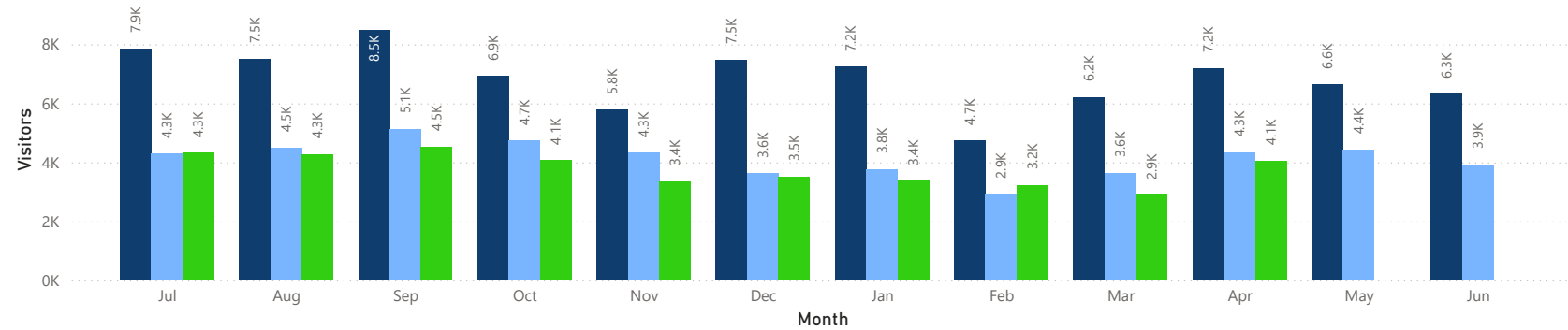
Financial Year ● 2023 ● 2024 ● 2025



Facility Performance

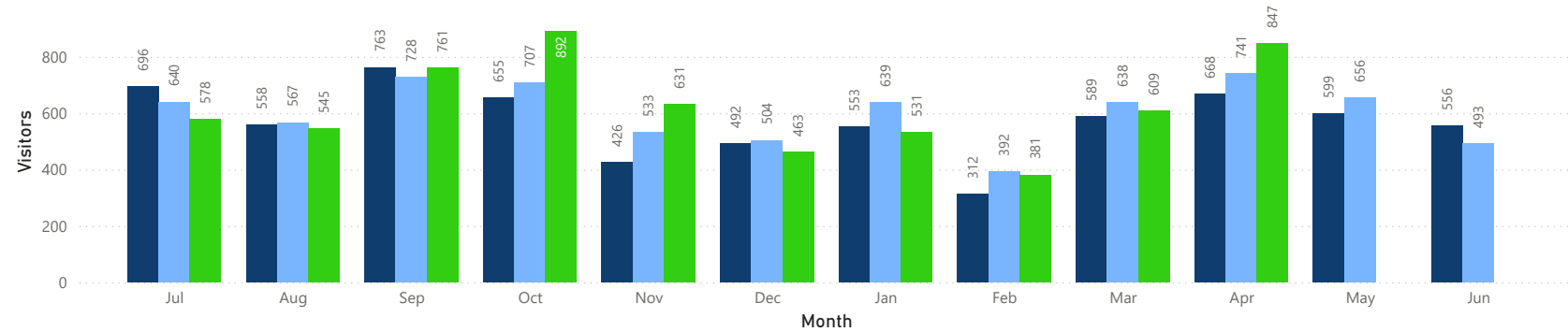
Dubbo VIC - Visitors by Month by Year

Financial Year ● 2023 ● 2024 ● 2025



Wellington VIC - Visitors by Month by Year

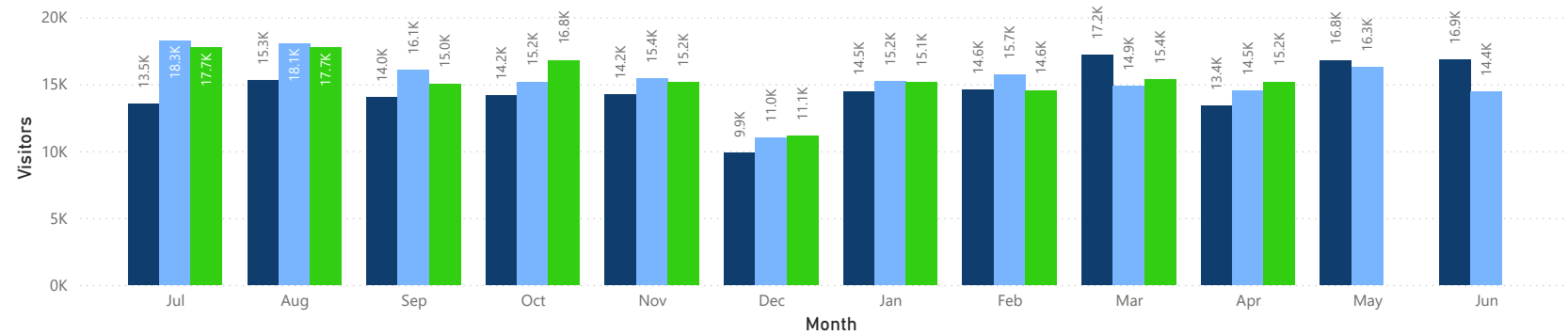
Financial Year ● 2023 ● 2024 ● 2025



Facility Performance

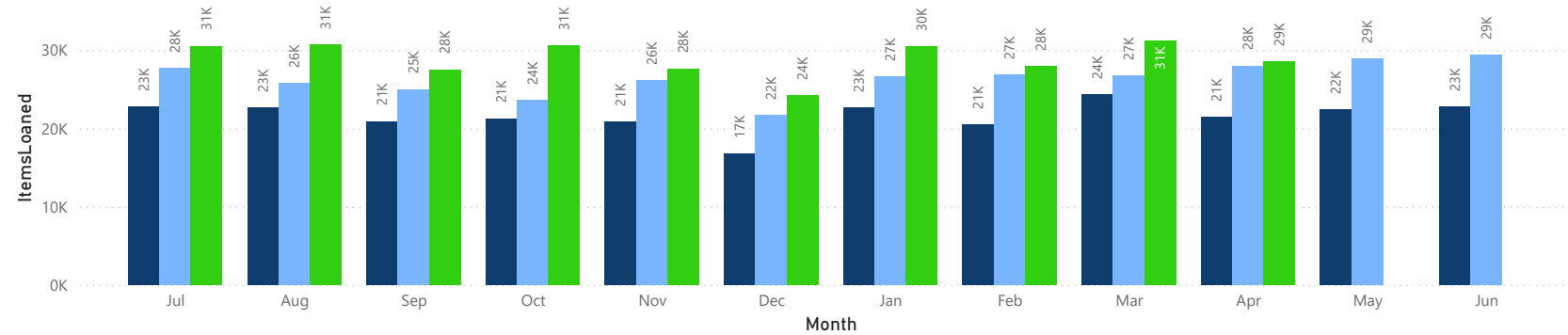
Macquarie Regional Library (all LGAs) Visitors by Month by Year

Financial Year ● 2023 ● 2024 ● 2025



Macquarie Regional Library (all LGAs) Items Loaned (all formats) by Month by Year

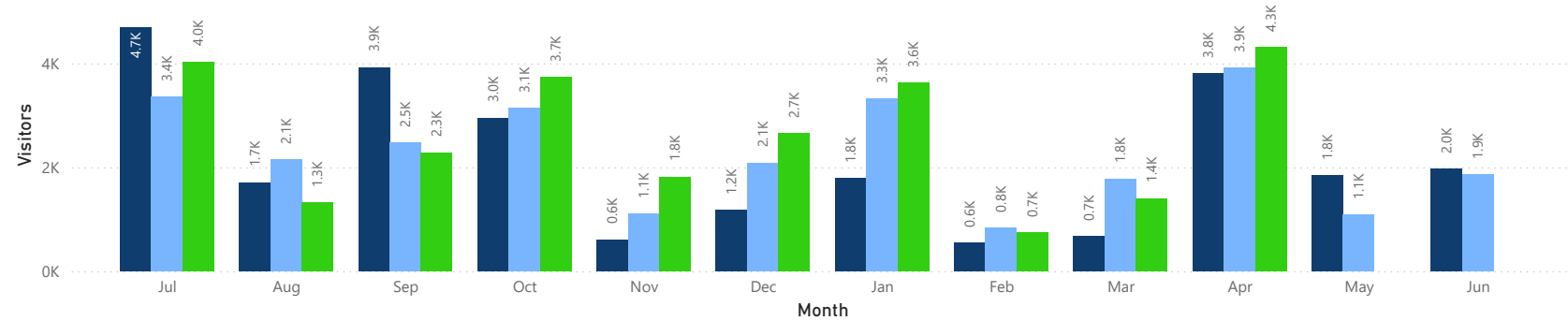
Financial Year ● 2023 ● 2024 ● 2025



Facility Performance

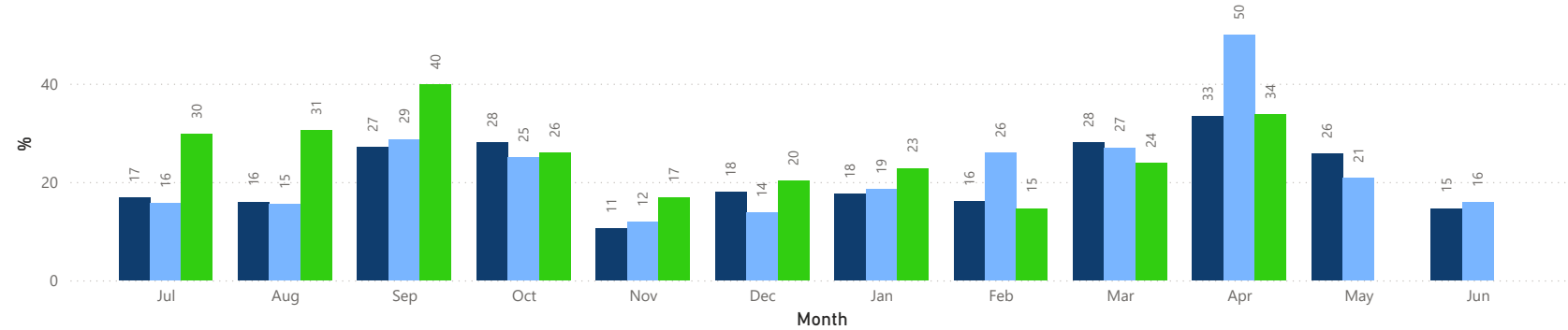
Wellington Caves Visitors Month by Year

Financial Year ● 2023 ● 2024 ● 2025



Wellington Caves Occupancy % by Month by Year

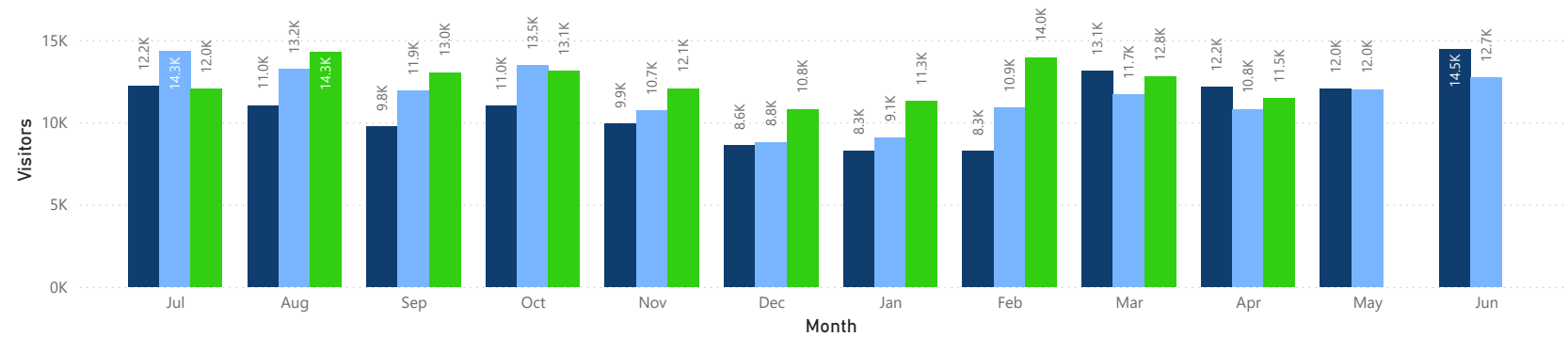
Financial Year ● 2023 ● 2024 ● 2025



Facility Performance

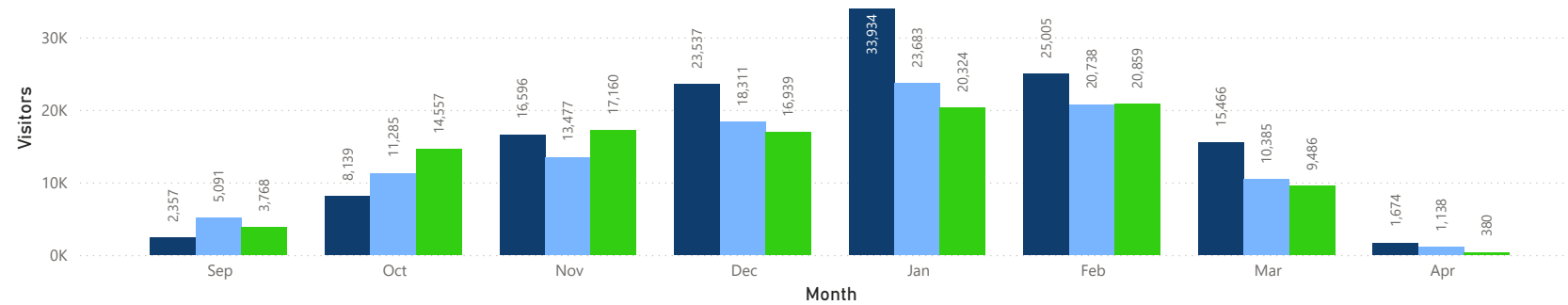
Western Plains Cultural Centre Visitors by Month by Year

Financial Year ● 2023 ● 2024 ● 2025



Aquatic Leisure Centres Total Visitors by Month by Year

Financial Year ● 2023 ● 2024 ● 2025





REPORT: Review of Community Funding and Financial Assistance Policy

DIVISION: Strategy, Partnerships and Engagement
REPORT DATE: 17 April 2025
TRIM REFERENCE: ID25/754

EXECUTIVE SUMMARY

Purpose	<ul style="list-style-type: none">• Seek endorsement• Seek direction or decision• Addressing Council resolution	
Issue	<ul style="list-style-type: none">• The report proposes a new framework for community funding.	
Reasoning	<ul style="list-style-type: none">• Response to resolution of Council CCL24/258.• Review of Council Policy.	
Financial Implications	Budget Area	Community Culture and Places
	Funding Source	Community Services Performing Arts and Events
	Proposed Cost	\$250,000 (ongoing annual budget)
	Ongoing Costs	Nil.
Policy Implications	Policy Title	Financial Assistance Policy (adopted 21 September 2022).
	Impact on Policy	Major changes.

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 information contained within the report of the Corporate Strategy and Performance Coordinator, dated 17 April 2025, be noted.**
- 2. That the draft Community Funding Framework (Appendix 1) and draft Council Policy – Financial Assistance (Appendix 2) be endorsed for the purpose of public exhibition, with formal feedback sought from 9am Monday 2 June 2025.**
- 3. That a further report outlining the results of the public exhibition period be put to Council in July 2025.**
- 4. That a further report detailing the finalised Community Funding Applicant Guide, assessment and evaluation matrix, and acquittal and return benefits processes be put to Council in July 2025.**

Jessica Brown
Director Strategy Partnerships and Engagement

ZJ
Corporate Strategy
Performance Coordinator

BACKGROUND

Previous Resolutions of Council

CCL22/245 21 September 2022	<i>That the revision of the Draft Financial Assistance Policy dated 12 September 2022, be adopted.</i>
CCL23/200 27 July 2023	In part... <i>3. That to enable access to the budgeted funds by community groups as soon as possible Council resolve to:</i> <i>a. Create one funding pool under the Community Services Fund noting it allows for Not For Profits community based organisations to apply.</i>
CCL24/258 24 October 2024	<i>1. Review all existing separate funding programs currently available to organisations and community groups, including but not limited to:</i> <i>a. Community Venue Hire Program;</i> <i>b. Corporate Sponsorship;</i> <i>c. SPARC Support Program;</i> <i>d. Community Services Fund;</i> <i>e. Community Events Fund;</i> <i>f. Destination Events Fund;</i> <i>g. Discretionary funds under the control of the Mayor and/or CEO.</i> <i>2. Consider, as part of the review, the establishment of a single Community Fund with an annual budget allocation of \$250,000. This fund will support applications for financial assistance, requests for venue hire fee reductions, use of discretionary funds and other similar requests.</i> <i>3. Ensure the review results in a streamlined, transparent, and user-friendly application process for community funding. This review should include:</i> <i>a. Implementing four funding rounds annually (quarterly);</i> <i>b. Allocating one-quarter of the total annual budget to each round;</i> <i>c. Rolling over unallocated funds to the next funding round.</i> <i>4. Develop and adopt guidelines for the proposed Community Fund, using previous eligibility criteria as a base, that ensure:</i> <i>a. All applications are assessed against the total annual budget;</i> <i>b. The process is transparent and easily understandable;</i> <i>c. Funding decisions are made on merit and aligned with Council's strategic objectives.</i>
CCL24/344 10 December 2024	In part... <i>1. That Council adopt the amended Renewable Energy Benefit Framework (attached in Appendix 1) that includes the following amendments: ...</i>

CCL25/99	In part...
22 April 2025	<p>3. <i>That the CEO, in consultation with the Bodangora Wind Farm Community Consultative Committee have presented to Council prior to Round 11, 2026:</i></p> <p><i>i. A review of the eligibility guidelines and selection criteria for the Bodangora Wind Farm Community Benefit Fund, and</i></p> <p><i>ii. A 'Charter' clearly defining the roles of the Committee and Council.</i></p>

REPORT

This report proposes a new framework for the way in which financial assistance is provided to individuals and groups outside Council that seek to deliver activities of significant local benefit, increase community service outcomes and/or community participation activities for residents in the Dubbo Regional Local Government Area (LGA).

The draft framework has been developed following a review of:

- the current channels,
- the application, evaluation and approval processes on various channels, and
- staff time and resourcing requirements.

Please note:

- The proposed framework does not include "*Discretionary funds under the control of the Mayor and/or CEO*". The current budget, draft 2025/2026 and forward forecasts do not have discretionary funds under the control of the Chief Executive Officer. Funds that are under the control of the Mayor do not have similar request or evaluation processes as the other funds in the framework and have not been included for this reason.
- The *Dubbo Regional Sports Council (DRSC) Playing Field Improvement Fund* and *Destination Event Fund* also sits outside of the framework.

This report also includes a holistic review of the Council Policy – Financial Assistance.

a) Key Findings from the Review

Feedback and insights gathered during the review suggest that the primary cause of the challenges and perceived inefficiencies within the current model is the organisation's fragmented and inconsistent multi-channel approach:

Item	Details
Policy overdue for review	<ul style="list-style-type: none"> • The Policy was due for review September 2023. • The Policy contains channels that no longer have a budget allocation/commitment. • The Policy does not reflect the changes made by Council resolution CCL23/200 or other operational amendments.
Applicant enquiries, lack of	<ul style="list-style-type: none"> • Whilst staff could often provide advice on the

<p>education, applicant/community angst and confusion.</p>	<p>funds/programs they administered, offering general guidance to prospective applicants was challenging. In particular, with multiple funding channels, each with its own requirements and timeframes, prospective applicants often struggled to find the best-pathway. This often led to the submission of ineligible applications and missed opportunities to apply for funds.</p> <ul style="list-style-type: none"> • Council provides reduced/subsidised rates for community groups/users, not-for-profits, charities etc as part of its annual Fees and Charges. These rates often represent only a partial cost recovery of the actual operational costs required for the facility. There are instances where alternative options are required or further consideration of a fit-for-purpose venue. • Increased subsidised use/venue/room hire has potential to outstrip provision and impact commercial viability of services. • Each of the funding channels has its own set of guidelines and processes, which can create confusion for applicants when determining what the best-fit fund would be. • Whilst there are several similarities throughout, differences in terminology can lead to misinterpretation and confusion. • Option-overload with the multi-channel funds/ programs.
<p>Inconsistent approach across the organisation</p>	<ul style="list-style-type: none"> • Not all funds/programs use the SmartyGrants system. • There are no centralised records of all applications (applied for and successful). • Lack of centralised records makes some eligibility checks difficult, for example ‘possible double-dipping’, and/or multiple applications, existing debts with Council, non-compliance with acquittal/delivery requirements. • There are differences in the approval/determination processes between funds and programs. • There are inconsistent processes in distributing funds, impacting successful applicants.

b) Consistent language

The draft 2025/2026 Fees and Charges (currently on public exhibition) has been updated to include the below definitions. This change simplifies the application of fees and charges based on the purpose of venue hire/facility use rather than by the entity type. The same language is

embedded in the proposed Community Funding Framework and the draft Financial Assistance Policy, in that the intent is to fund (financially assist) activities that are ‘for the public/community benefit’.

Categories for venue hire/facility use (unless otherwise stated):

“Community”: The Community rate may be offered to any entity type whose activities or purpose of use is ‘for the public/community benefit’ and the primary objective of the activity/use is not to make a profit for a commercial business or individual. Public/community benefit refers to activities, services, or initiatives that are designed to directly serve, improve, or enrich the well-being of the public (Dubbo Regional LGA) or a specific community, without the intention of generating profit for a business or individual. These activities are typically aimed at addressing social, cultural, educational, or environmental needs and are accessible to the wider community.

“Commercial/Private”: The Commercial/Private rate is applied to all other instances of use.

c) Proposed Community Funding Framework

The draft Community Funding Framework is attached at **Appendix 1**. The framework aims to simplify the application process, remove perceived barriers, and reduce confusion. It enables applicants to focus on clearly explaining their project, activity, event, or initiative—and its anticipated community benefits—rather than navigating which specific fund to apply for and when. By streamlining both the application process and the number of separately administered funding channels, it is expected that staff resourcing requirements for maintaining, and administration of funding will be significantly reduced. A slight increase in staff resourcing requirements at the assessment and evaluation stage may be experienced, however this would be considered as a more effective use of time.

Figure 1 is a visual representation of the current funds (identified in the Financial Assistance Policy) and the proposed Framework. Solid blue fill refers to current, dotted fill refers to the proposed.

The proposed Framework would consist of two funding pathways; being Group A, funds sourced from Council and Group B, being other sources.

Broadly, across all funding opportunities, we categorise the funding value at three levels. The levels determine the amount of information required at application stage for assessment, the return benefits to Council and the level of evidence required as part of any acquittal and reporting processes. A high-level summary is provided as part of this the report. Detailed information would be included in the Community Funding Applicant Guide.

Level	Funding value	Return benefits	Acquittal and reporting
Micro value*	\$500.00 and less	Verbal acknowledgment of DRC where applicable.	Written statement of delivery from applicant.
Minor value	From \$500.01 and less than \$9,999.99.	As per funding agreement, formal	Completion of Acquittal form, including financial

		acknowledgment of support.	documentation of expenditure and evidence of delivery and outcomes achieved.
Major value	\$10,000.00 and over	As per funding agreement, formal acknowledgment of support, may include benefits such as naming rights and complimentary tickets, invites.	Completion of Acquittal form and additional reporting/statistical data requests, including detailed financial documentation of expenditure, detailed evidence of delivery and evidence of outcomes achieved.

*Micro value funding requests would be suitable from the Group A funding allocation and would be determined on a monthly basis via Council's Executive Leadership team. It will be proposed that this option would be limited to a maximum of \$10,000 per year, any funds not distributed would be rolled over to the next year as part of the general Group A allocation. Details of the funds granted would be provided to Councillors on a quarterly basis. The assumption is that this opportunity would be suitable for small community led groups to offset costs associated with venue hire, or other fees and charges associated with Council facilities/services.

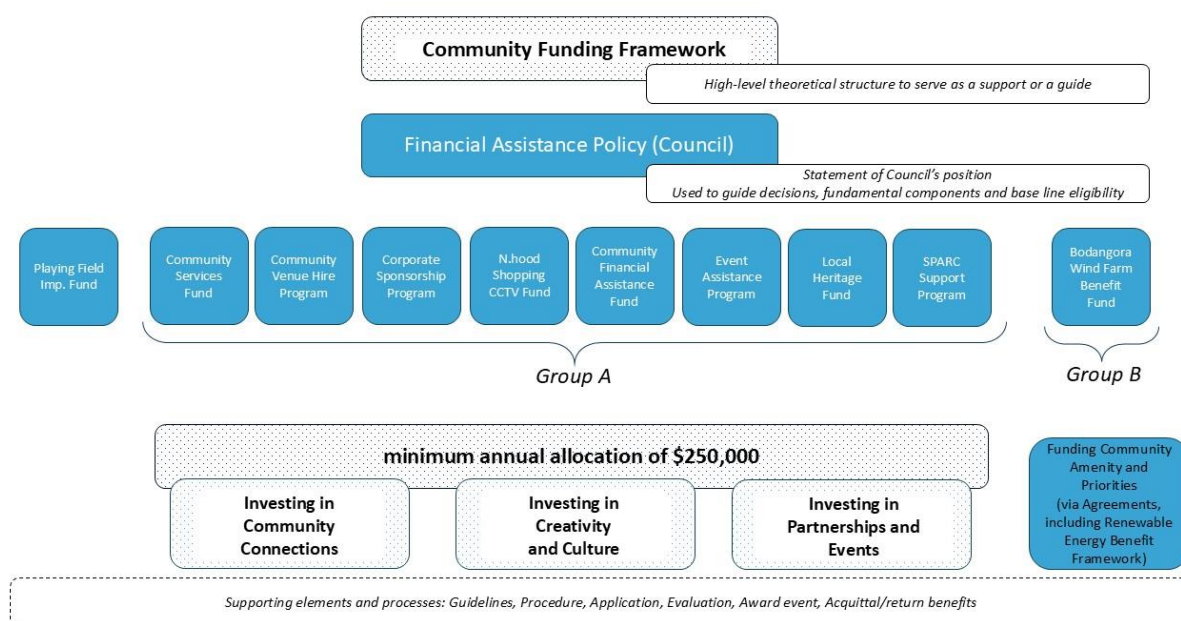


Figure 1. restructure of current funds

Group B Pathway

The Group B Pathway simply separates funding channels that have another source of the funds. Where the Group A Pathway is funded by Council, Group B funding will predominately be sourced from Development Contributions arising from Planning Agreements.

Council currently holds one agreement for Group B funding, being the Bodangora Wind Farm Community Benefit Fund. The Fund is in part administered by the Bodangora Wind Farm Community Consultative Committee, who provide recommendations to Council on funding recipients.

Council at its meeting held on 10 December 2024 resolved the amended Renewable Energy Benefit Framework. This Renewable Energy Benefit Framework provides guidance to developers of Electricity Generating Works, which includes solar and wind energy farms, hydrogen energy, pumped hydro and battery energy storage systems, and Council's requirements to deliver benefits to our community through Planning Agreements.

Whilst the Bodangora Wind Farm Community Benefit Fund is not a direct outcome of the Renewable Energy Benefit Framework, the intent and model is much the same in that a Planning Agreement will outline community funding amounts, specific requirements and provide recommendations to Council through a community consultative committee. With the application of this framework on current and in-development planning agreements, it is anticipated that a significant number of 'funds' will become available in the near future.

The Group B pathway intends to simplify the process for both applicants and community consultative committees (evaluation panels) as the outcomes and objectives are consistently to delivery community benefits.

Funding Cycle

The proposal is to have applicants able to submit an application at any point in the year convenient to the applicant. **Figure 3** represents the proposed funding cycle with key blocks and milestones including:

- Two active assessment periods per financial year; where applications received prior to the start date of the active assessment period are evaluated.
- 18-month project delivery period for successful applicants.
- Three-month post project completion acquittal deadline.

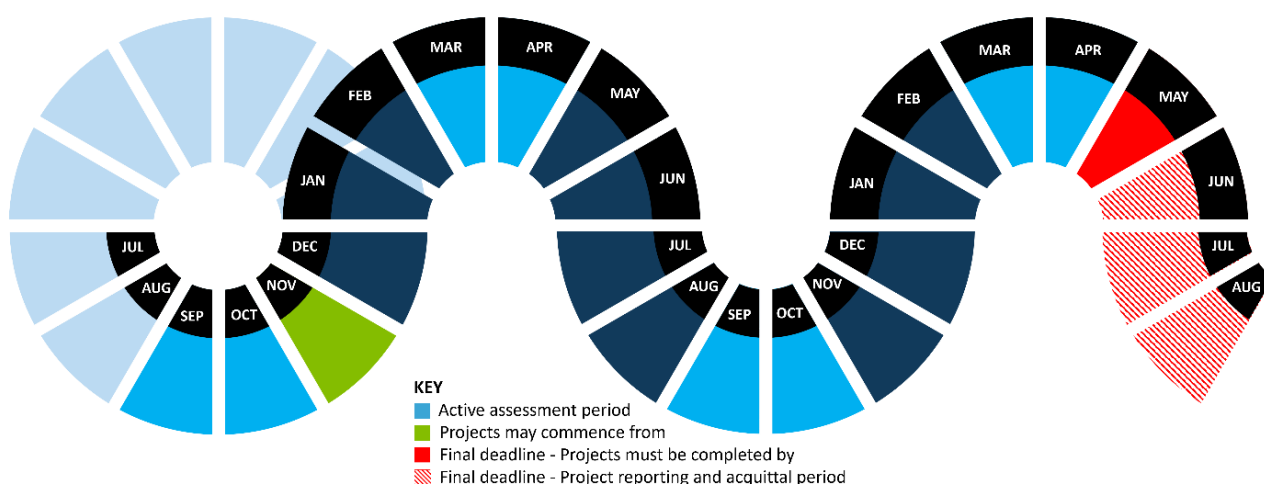


Figure 3: Funding cycle

Process (from the applicant perspective)

Figure 2 outlines the process from the applicant's perspective (minor and major value)

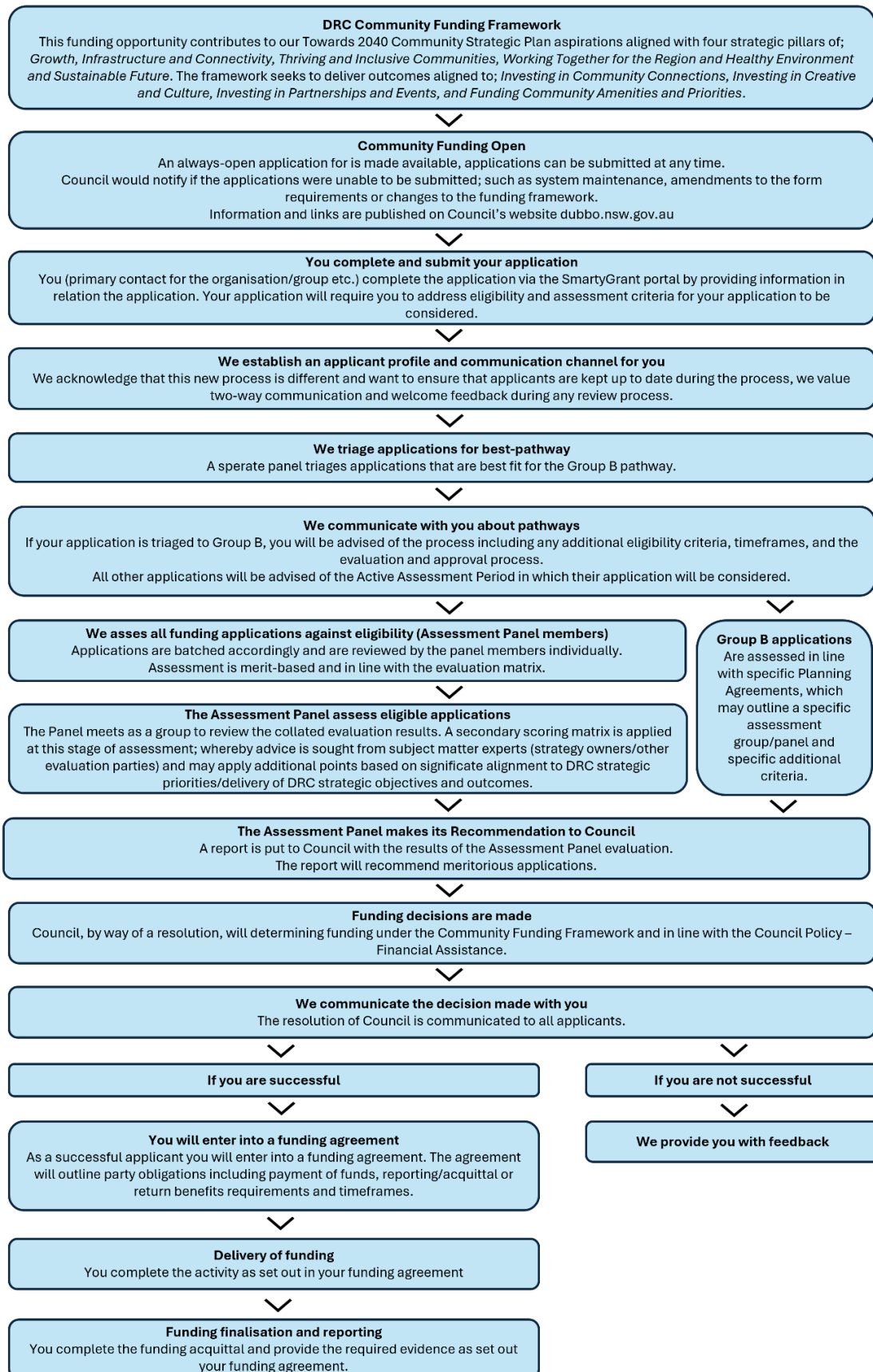


Figure 2: Process

d) Example Application

A sample of an 'always-open' application is attached at **Appendix 3**. Key features include:

- Upfront eligibility check: Helps ensure efficient use of time for both applicants and staff.
- Strategic alignment focus: Emphasises alignment with the Delivery Program to ensure Council and community priorities are central to the application.

Note: this section of the sample will be populated following the adoption of the 2025-2029 Delivery Program and 2025/2026 Operational Plan. It will be presented as a simple multiple-choice selection, where applicants can select which items best apply.

- Structured application format: Guides applicants to provide relevant information, supports a clearer assessment of outcomes, and enables staff to offer informed, best-pathway advice.

Note: this sample does not show the reduced application criteria for micro value applications.

Note: this sample does not show the additional information requirements for events. Logic will be applied in an applicant friendly manner. Other information/questions required for project applications that are events will include:

- Selection of event type: Live Music Event, Sporting Event, Food and Beverage Event, Community Event, Agricultural Event, Festival or Fair, Motor Car or Bike Rally.
- How many years has this event been held?
- How many people attended your last event?
- Have you held your event in the Dubbo Regional LGA previously? If yes; how many visitors did you attract tot eh Dubbo region.
- How do you plan to attract visitors to the Dubbo region for your event?
- What are the economic benefits of the event?
 - Estimate number of people staying overnight to participate or attend your event
 - Estimate number of nights visitors will spend in the Dubbo region
 - Estimate number of people travelling to the Dubbo region to participate or attend your event
 - Estimate number of residents participating or attending your event
 - How will you measure visitation?
 - Is this event being held outside a school holiday or public holiday long week?
 - What level of significance is this event? National, Interstate, Intrastate, Dubbo Regional LGA
 - Is this event where children 16 years and under will participate?
 - Will you hold this event in the dubbo region in subsequent years.
- Merit-based assessment: Promotes fairness by basing success on the applicant's ability to meet strategic objectives and outcomes.
- Simplified evaluation: Enhances transparency and supports the panel assessment approach.

e) Review of Council Policy – Financial Assistance

The current Council Policy – Financial Assistance can be viewed on Council's A-Z Policies webpage; [A-Z Council Policies - Dubbo Regional Council](#). The draft Council Policy – Financial Assistance is attached at **Appendix 2**.

The document is considered to have undergone major changes, as its content now reflects the proposed Community Funding Framework. It is intended to serve as a statement of Council's position on the matter, rather than outlining the operational details of financial assistance avenues.

Included in the Preferred Option section of this report is a table that outlines the current funding pathways (listed in the current Policy) and an overview of the rationale for change (if any) to the proposed Community Funding Framework.

Consultation

A holistic consultation process was undertaken with all staff positions identified in the Financial Assistance Policy. The insights and feedback gathered during this process have been considered and have informed the development of both the Framework and the Policy.

Funding predominately sits within the Community, Culture and Places division, whose Director has been closely involved in developing the Framework and Policy.

The Chief Financial Officer and Executive Leadership Team were consulted on the draft Framework and Policy.

Internal stakeholders support the proposal and anticipate improved efficiency in administration, approvals, and reporting.

Resourcing Implications

Staff time and resources are required to facilitate the funding processes, this includes such activities as.

- Set up and maintenance of the SmartyGrants portal.
- Preparation of documentation; including guidelines and applicant resources.
- Applicant portal/user support.
- Advertisement and promotion of funding opportunities.
- Assessment of applications.
- Preparation of recommendation reports.
- Distribution of correspondence relating to outcome of application.
- Coordination and disbursement of funds.
- Funding announcements including media opportunities and publications.
- Review of acquittal documentation and evidence of expenditure.
- Coordination, preparation and lodgement of regulatory reporting requirements.

Staff time is cross-organisational and funded through the operational funds of the functional service area. It is estimated that the current format of funding consumes 236 staff hours (\$11,129) per annum.

The table below reflects the proposed budget for the Group A pathway. It does not include the estimated staff costs, which are considered part of the function operational budgets. The system costs associated with the SmartyGrants portal are not included in the table and are \$13,750 per annum.

Total Financial Implications	Current year (\$)	Current year + 1 (\$)	Current year + 2 (\$)	Current year + 3 (\$)	Current year + 4 (\$)	Ongoing (\$)
a. Operating revenue	0	0	0	0	0	0
b. Operating expenses	\$250,000	\$250,000	\$250,000	\$250,000	0	0
c. Operating budget impact (a – b)	-\$250,000	-\$250,000	-\$250,000	-\$250,000	0	0
d. Capital Expenditure	0	0	0	0	0	0
e. Total net impact (c – d)	-\$250,000	-\$250,000	-\$250,000	-\$250,000	0	0
Does the proposal require ongoing funding?			Yes, \$250,000 is the minimum as there may be instances of funds being rolled over.			
What is the source of this funding?			Strategic Community Culture and Places			

Table 1. Ongoing Financial Implications

Options Considered

- Status-quo: No change to format, structure and application, assessment and approval process of funding channels, minor editorial updates to the Council Policy - Financial Assistance.
- Proposed Community Funding Framework: as proposed in this report.

Preferred Option

Proposed Community Funding Framework: The proposed Framework and revised Council Policy responds to the key findings of the review and Council's resolution. They aim to create opportunities to support and invest in activities aligned with the 2025-2029 Delivery Program and Council's strategic plans.

The table that follows outlines the current funding pathways and an overview of the rational for change to the proposed Community Funding Framework.

Funding channel name	Change within new Framework and/or rational
Bodangora Wind Farm Community Benefit Fund	<p>Separate out to Group B pathway.</p> <ul style="list-style-type: none"> The source of funds is from Development Contributions arising from the Planning Agreement between DRC and Bodangora Wind Farm Pty Ltd and is considered separate to all other funding channels. The fund has been oversubscribed in recent rounds, with several submissions deemed ineligible, and several outstanding acquittals. Council resolved to review the guidelines and processes of the fund following Round 10. Feedback from the Bodangora Community Consultative Committee is that members have experienced challenges with the current guidelines including ineligible activities and eligible recipients.
Community Financial Assistance Fund	<p>Removed.</p> <p>Resolution of Council in 2023 to combine this fund with the Community Services Fund.</p>
Community Services Fund	Included in Group A pathway.
Community Venue Hire Program	<p>Removed.</p> <ul style="list-style-type: none"> This program has no allocation of funds. Approval and expenses at function level and was not consistent across the organisation. Previous applicants could apply under the proposal, typically as a micro-value application.
Corporate Sponsorship Program	<p>Removed.</p> <ul style="list-style-type: none"> This program has no allocation of funds. Approval via the Communication Services, expenses at function level. Previous applicants could apply under the proposal.
Dubbo and Wellington Neighbourhood Shopping Precinct CCTV Fund	<p>Removed.</p> <p>There have been no new applications received since 2019. Expansion, enhancement and maintenance of CCTV network is funded by Community Services. Ongoing work on the Community Safety and Crime Prevention Action Plan and development of CBD Strategies will inform current and future investment.</p>
Dubbo Regional Sports Council Playing Field Improvement Fund	Not included as part of the new Framework. Processes remaining unchanged. Likely to implement the use of SmartyGrants portal.
<p>Event Assistance Program</p> <ul style="list-style-type: none"> - Emerging Events - Community Events - Destination Events 	<p>Community Events and Destination Events – Stream 1 included in Group A pathway.</p> <p>Destination Events – Stream 2 not included as funds are not contestable.</p>

- Support Program	Emerging Events and Support program were removed as part of operational changes in 2022/2023, post COVID-19.
Local Heritage Assistance Fund	Removed. <ul style="list-style-type: none"> Council receives a yearly amount from the NSW Heritage Office to offset costs required to engage the local Heritage Advisor. Historically a small amount of funds remained following the Heritage advisor cost and the funds were put to fund heritage item projects in community. Since 2023 the cost of the Heritage Advisor has increased and there are no unallocated to maintain the local Heritage Assistance Fund. The new framework would permit applications for the projects on local heritage items and would require applicants to address 'community benefit outcomes' from such a project.
SPARC Support Program	Included in Group A pathway.

Timeframe

The timeframe below is based on the adoption of the Community Funding Framework and Council Policy - Financial Assistance by Council at the July Ordinary meeting.

The timeframe acknowledges the shortened active assessment period (round 1); however, the proposed always-open application process and longer delivery period seeks to capture applicants that would have typically applied for funding that required completion by the associated financial year end.

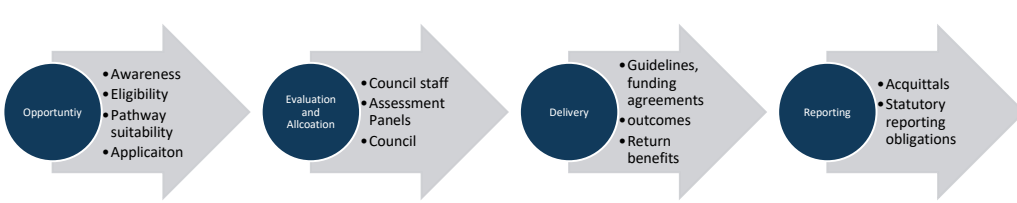
Key Date	Explanation
June 2025	Finalise Community Funding Applicant Guide and other informational documents, develop a communications plan.
22 June 2025	Ordinary Council meeting <ul style="list-style-type: none"> Adopt 2025/2026 Budget
22 July 2025	Ordinary Council Meeting <ul style="list-style-type: none"> Adopt Community Funding Framework Adopt Council Policy – Financial Assistance Endorse Community Funding Applicant Guide
July- August 2025	Launch of always-open application <ul style="list-style-type: none"> Communication and promotion
1 September 2025 – 10 October 2025	Active Assessment Period (Round 1) <ul style="list-style-type: none"> Including preparation of recommendation report
28 October 2025	Ordinary Council Meeting <ul style="list-style-type: none"> Adopt funding allocation
1 November 2025	Commencement date for eligible expenditure of Round 1 recipients.
31 May 2027	<i>End date for eligible expenditure of Round 1 recipients.</i>
1 March 2026 –	Active Assessment Period (Round 2)

TBC April 2026	- Including preparation of recommendation report
TBC April 2026	Ordinary Council Meeting - Adopt funding allocation
1 May 2026	Commencement date for eligible expenditure of Round 2 recipients.
30 November 2028	<i>End date for eligible expenditure of Round 2 recipients.</i>
August 2026	Undertake a user survey and review on the new format and present findings to Council.

APPENDICES:

- 1 [↓](#) Draft - Community Funding Framework
- 2 [↓](#) Draft - Council Policy - Financial Assistance
- 3 [↓](#) Draft - Sample Application - Community Funding Program 2025/2026

Community Funding Framework

Purpose			
The framework outlines a new approach to how Dubbo Regional Council (DRC) provides financial assistance to applicants, whose intent is to assist in delivering the objectives, strategies and actions identified in Council's Integrated Planning and Reporting (IP&R) framework.			
Guiding Principles – applied across all pathways when providing financial assistance			
1. Transparency: <ul style="list-style-type: none"> Clearly communicate and make accessible relevant information such as eligibility criteria, application process, and decision-making procedures. 	2. Confidentiality and Privacy: <ul style="list-style-type: none"> Comply with relevant privacy laws and regulations. 	3. Accountability: <ul style="list-style-type: none"> Establish clear lines of accountability for decision-making and resource allocation. Implement procedures for monitoring and evaluation of the assistance provided. 	4. Sustainability: <ul style="list-style-type: none"> The framework is designed to ensure long-term viability and sustainability of the financial assistance program. Consider the impact on financial resources and plan accordingly.
	5. Accessibility and Inclusivity: <ul style="list-style-type: none"> Ensure that the application process is accessible to all eligible parties. Provide support and guidance throughout the funding pathways. 	6. Responsiveness: <ul style="list-style-type: none"> Be adaptable to changing circumstances and needs and update the framework as necessary. Ensure timely processing in line with procedures and guidelines. 	7. Effectiveness and Efficiency: <ul style="list-style-type: none"> Allocate resources efficiently to maximise the impact of the assistance provided. Continuously assess and improve the effectiveness of the framework.
		8. Empowerment: <ul style="list-style-type: none"> Aim to empower recipients to progress the Community Strategic Plan through the provision of financial assistance. 	9. Integrity: <ul style="list-style-type: none"> Ensure that the program operates with honesty and integrity. Prevent fraud and misuse of funds through robust controls.
Focus Areas – investment will have key objectives aligned to our Community Strategic Plan and Delivery Program			
Investing in Community Connections	Investing in Creative and Culture	Investing in Partnerships and Events	Funding Community Amenity and Priorities
<ul style="list-style-type: none"> CSP Theme 1: Growth, Infrastructure and Connectivity CSP Theme 2: Thriving and Inclusive Communities CSP Theme 4: Healthy Environment and Sustainable Future 	<ul style="list-style-type: none"> CSP Theme 2: Thriving and Inclusive Communities 	<ul style="list-style-type: none"> CSP Theme 1: Growth, Infrastructure and Connectivity CSP Theme 3: Working Together for the Region CSP Theme 4: Healthy Environment and Sustainable Future 	<ul style="list-style-type: none"> CSP Theme 1: Growth, Infrastructure and Connectivity CSP Theme 2: Thriving and Inclusive Communities
We aim to ease the financial burden on community groups, organisations, charities, not-for-profits, and non-government agency initiatives that enhance community wellbeing and amenity while also supporting local sporting clubs and associations in initiatives that promote social cohesion and healthy lifestyles. Additionally, we support community and creative organisations, creative practitioners, and service providers in delivering initiatives that foster cultural growth and recognition.			Ensure that communities receive positive benefits that support well-being and development, while proactively mitigating and managing the impacts of large-scale development. (Typically, from large-scale electricity-generating projects/works.)
Implementation			
The framework guides DRC's approach to the design and delivery of funding opportunities. It is governed by the Financial Assistance Council Policy which outlines our position, obligations and reporting requirements. The framework is supported by a suite of systems and documents that provide the servicing pathway.			
 <pre> graph LR A((Opportunity)) --> B((Evaluation and Allocation)) B --> C((Delivery)) C --> D((Reporting)) </pre> <p>Opportunity</p> <ul style="list-style-type: none"> Awareness Eligibility Pathway suitability Application <p>Evaluation and Allocation</p> <ul style="list-style-type: none"> Council staff Assessment Panels Council <p>Delivery</p> <ul style="list-style-type: none"> Guidelines, funding agreements Outcomes Return benefits <p>Reporting</p> <ul style="list-style-type: none"> Accruals Statutory reporting obligations 			



Council Policy

Financial Assistance

ED25/76771

Document Overview

Document Category	Council Policy
Policy Title	Financial Assistance
Policy Statement	This Policy sets out the framework through which Council allocates financial assistance to eligible recipients contributing to the achievement of community benefit outcomes within the Dubbo Regional Local Government Area.
Date	27 April 2025
Resolution Date	TBC
Clause Number	TBC
Accountable Position	Director Organisational Performance
Responsible Position	Chief Financial Officer
Branch	Financial Operations
Division	Organisational Performance
CM Reference Number	EDXX/XXXXX
Version	1
Review Period	Standard 3 years, or with change in legalisation
Review Date	Calculated date from the adopted date
Consultation	Executive Staff and Managers – July-December 2024 Community (public exhibition period) – TBC
Document Revision History	Date

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Council Policy – Financial Assistance

2



Purpose

The purpose of this policy is to outline Dubbo Regional Council's role in providing financial support to others whose intent is to assist Council in delivering the objectives, strategies and actions identified in Council's Integrated Planning and Reporting (IP&R) framework.

The policy seeks to provide sufficient flexibility to ensure that the Council strikes an appropriate balance between prudent financial management and its ability to effectively meet meritorious requests for financial assistance.

Whilst the Policy includes other financial support mechanisms, the primary means of supporting the community to delivery community benefit outcomes is through the **Community Funding Framework**. The framework identifies two distinct pathways for funding opportunities with the primary difference being the source of funds.

The desired outcomes of the policy are:

- Enable Council to provide financial assistance for activities of significant local benefit, increase community service outcomes and/or community participation activities for residents.
- Effective and efficient use of public resources allocated for assisting others to provide events, services, programs, projects and activities for the benefit for the Dubbo Regional Local Government Area (LGA).
- An accessible, equitable, transparent and open process for determining and allocating financial assistance with appropriate accountabilities for recipients. A process that ensures the decision-making for providing funding complies with all relevant legislation.
- Greater community participation, social inclusion, cohesion, engagement and improved quality of life and wellbeing for the community of the Dubbo Regional LGA.
- Enable Council to invest in activities that will deliver substantial economic benefit to the Dubbo Regional LGA and its communities.

Related Information

Council receives request for financial assistance at other times from individuals, community groups, businesses etc., and this policy provides a mechanism for Council to consider these on a case-by-case basis. In the first instance a request received in this way may be provided with information or guidance to a funding pathway of the **Community Funding Framework** that may be suitable to apply to.

For example; if a request was received by Council before the opening date of the active assessment round, and the request was to fund a program that wasn't due to commence until the eligible delivery period of the Round, the applicant would be advised to complete the application for the Round once open.

For the purposes of this document requests are understood to include correspondence that references such matters as 'donations', 'sponsorship', 'grant funding', 'offsetting of costs', 'waiving fees and charges' etc.

Council does not waive Fees and Charges or provide in-kind services.

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Council Policy – Financial Assistance

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Dubbo Regional Councils Vision, Purpose and Values.



Related Legislation

- Local Government Act (1993)**
 Section 356 Can a council financially assist others?
 - 1) A council may, in accordance with a resolution of the council, contribute money or otherwise grant financial assistance to persons for the purpose of exercising its functions.
 - 2) A proposed recipient who acts for private gain is not ineligible to be granted financial assistance but must not receive any benefit under this section until at least 28 days' public notice of the council's proposal to pass the necessary resolution has been given.
 - 3) However, public notice is not required if--
 - a. the financial assistance is part of a specific program, and
 - b. the program's details have been included in the council's draft operational plan for the year in which the financial assistance is proposed to be given, and
 - c. the program's proposed budget for that year does not exceed 5 per cent of the council's proposed income from the ordinary rates levied for that year, and
 - d. the program applies uniformly to all persons within the council's area or to a significant group of persons within the area.

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Council Policy – Financial Assistance

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4) *Public notice is also not required if the financial assistance is part of a program of graffiti removal work.*

- *Local Government (General) Regulation 2005*
- *Independent Commission Against Corruption Act 1988*

Dubbo Regional Council Policies and Documents

- Code of Conduct (adopted 27 July 2023)
- Corporate Image Policy (under review)
- Media Policy (adopted 28 September 2023)
- Procurement Policy (adopted 28 April 2022)
- Statement of Business Ethics (adopted 20 June 2023)

Scope

This Policy applies to eligible applicants seeking funding from Dubbo Regional Council in alignment with the strategic objectives as stated in the Towards 2040 Community Strategic Plan and more specifically the Delivery Program and/or demonstrates significant local benefit.

This Policy does not apply to rates, charges, loans and interest and fees.

This Policy applies to all elected members of Council (Councillors), all employees of Dubbo Regional Council, any person or organisation contracted to or acting on behalf of Dubbo Regional Council, any person or organisation employed to work on Dubbo Regional Council premises or facilities and all activities of Dubbo Regional Council.

Policy

1. Financial Support Mechanisms

1.1 Community Funding Framework

Funding that enables and facilitates others to deliver community benefit outcomes in the Dubbo Regional Local Government Area.

To support community benefit outcomes, Council allocates an annual (and rolling) budget to the Group A funding pathway of the Community Funding Framework.

Applications are supported via SmartyGrants. The application enables Council to assess the merit of project in relation to the community/public benefits that it will deliver to the Dubbo Regional LGA and its alignment with Council's strategic plans.

1.2 Mayoral Discretionary Fund

Council allocates an annual budget to the Mayoral Discretionary Fund.

Applications are made in writing to the Mayor.

Applications are considered and determined by the Mayor in consultation with the Chief Executive Officer.

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Council Policy – Financial Assistance

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1.3 Destination Events Fund

Incentive funding to attract and retain major events activity that delivery substantial economic benefits to the Dubbo Regional Local Government Area.

To convert event attraction initiatives, Council allocates an annual budget to the Destination Events Fund to help meet hosting fees and other event costs.

The economic benefit of events applying for incentive funding must be no less than \$400,000. Events applying for the Destination Events Fund must make a commitment to hold the event in the Dubbo Regional LGA for three years. Locally organised events are ineligible to apply.

Council reserves the right to determine funding outside of the Policy and guidelines should the event be deemed to be of benefit to the Dubbo region.

Applications are supported via SmartyGrants. The application enables Council to assess the capability of the event organiser to deliver the event, its history of delivering events of a similar scale, its commitment to returning to the Dubbo Region, and the projected budget. The application enables Council to also understand what benefits the event will deliver to our community.

1.4 Dubbo Regional Sports Council (DRSC) Playing Field Improvement Fund.

Partnership funding opportunity with sports clubs using Dubbo Regional Council sportsgrounds in the provision or development of quality facilities within the Dubbo Regional LGA.

To assist local sporting clubs/associations for the delivery of capital support infrastructure improvement works, Council allocated an annual budget to the Dubbo Regional Sports Council (DRSC) Playing Field Improvement Fund.

Applications for funding are restricted to incorporated clubs and organisations that pay ground usage fees, with preference given to DRSC members. Applications are made by the nominated forms and are coordinated by the Recreation Coordinator.

2. Funding Values

The following funding value limits are applied to provide clarity for both applicants and Council, with requirements and criteria increasing in complexity relative to the funding amount requested.

- Micro value \$500.00 and less.
- Minor value from \$500.01 and less than \$9,999.99.
- Major value \$10,000.00 and over.

3. Disbursement of Funds

All funds dispersed under the Policy are exclusive of GST.

Successful applicants will be required to provide Council with suitable and verified bank account details.

Payment of funds will be made in line with Council's payment cycles and may be subject to such terms as execution of a funding agreement.

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Council Policy – Financial Assistance

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4. Process

The provision of financial assistance under this Policy follows a four-step process:

1. Application or request
2. Assessment and evaluation
3. Funding Delivery (if successful)
4. Reporting and acquittal

Specific funding streams, channels, and pathways may include additional or tailored requirements at each stage of this process.

5. Baseline Eligibility Requirements

The following statements are the baseline eligibility criteria and form part of the applications for financial assistance. Should an applicant respond with false to any of the below they will be unable to apply.

The terms 'I', and 'My' are understood to be the 'applicant', and 'project' is understood to be the purpose of the funds such as 'events, services, programs, projects, and activities'.

- I have no outstanding return benefits, acquittals or reporting requirements from previous funding allocations.
- My project has not commenced, I am not applying for retrospective funding.
- I am not a government department, agency or other Council.
- I am not a political organisation nor does my project have a political purpose.
- I am not a religious group nor does my project have a religious purpose.
- The primary beneficiary of my project is not a single individual or business, commercial entity, or seeks to generate profits for an individual/business/commercial entity.
- My project is not a general fundraising appeal.
- My project is not illegal or immoral.
- My project does not require continuous or top-up funding.
- My project does not seek funds for prize money, trophies or gift vouchers.
- My project does not seek funds for payment of debt or insurance premiums.
- My project does not seek funds to fund the core business activities of the applicant.
- My project does not duplicate existing services or seek funds to deliver projects that should be funded as a core responsibility from other sources such as State or Federal Government.
- My project has community/public benefit for the Dubbo Regional Local Government Area.
- My project aligns with Council's values and brand and does not have potential to negatively impact the Council or the Local Government Area.

6. Consideration, Assessment and Evaluation

Council reserves the right to consider, assess and evaluate requests for financial assistance relative to the funding amount and the details of the request.

The preferred assessment and evaluation process is to assess projects on the following criteria:

- Clarity and Strength of Project Details
The project is clearly defined, well-structured, and demonstrates a sound approach to achieving its objectives.
- Effectiveness of Project Pitch

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Council Policy – Financial Assistance

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The project is compelling, demonstrates a strong case for support, and clearly communicates the intended outcomes and benefits.

- Community Reach and Engagement
The project has the potential to engage a broad and/or targeted segment of the community, including underrepresented or priority groups.
- Sustainability and Organisational Capability
The organisation demonstrates the capacity to deliver the project effectively and sustain outcomes beyond the funding period.
- Social and Community Impact
The project delivers meaningful social outcomes and positively impacts the lives of participants or the wider community.
- Alignment with Council Strategic Priorities
The project aligns with and contributes to Council's strategic objectives and community vision.

Responsibilities

Position/Title/Group	Responsibility
Councillors	<ul style="list-style-type: none"> • Are responsible for determining funding via relevant Standing Committee of Council and Ordinary Council meeting, following the recommendations of the assessment panel.
Chief Executive Officer	<p>Is responsible for final determination of funding the Financial Assistance Policy, the Annual Statutory Report.</p>
Executive Leadership Team	<ul style="list-style-type: none"> • Is accountable for robust assessment processes being applied and maintained. • Enforce processes to address issues of non-compliance around benefits to be returned and acquittal via guidelines, terms and conditions.
Council staff	<ul style="list-style-type: none"> • Typically, a Manager, Team Leader, Coordinator, Administration/Support position. • Provide guidance to applicants with regard to information and materials available including RDA Orana Grants Hub grantguru.com/au/rdaorana, opportunity timelines (evaluation periods and Council meeting dates) • Advise Communications Services team of media opportunities. • Coordinate return benefits in line with funding agreements and guidelines. • Maintain and administer the SmartyGrants portal. • Ensure corporate records are maintained and registered Council's Electronic Document Record Management System (EDRMS). • Ensure any materials developed in relation to the funding assistance sponsorship adhere to Council's Brand Guidelines. • Provide support to the assessment panel where required. • Comply with relevant processes and procedures. • Process payments to successful applies in accordance with Council's payment process and terms. • Oversee/coordinate the return of acquittals and acquittal process.

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Council Policy – Financial Assistance

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	<ul style="list-style-type: none"> Support the Assessment panel as required.
Assessment panel	<ul style="list-style-type: none"> A group of identified positions/members who are responsible for assessing applications in accordance with internal processes and appropriate delegated authority. Consider all applications on merit and alignment to Council's goals, objectives and responsibilities. Are responsible for making recommendations in accordance with the Policy, Framework, Guidelines and criteria as applicable.
Successful applicants	<ul style="list-style-type: none"> Are responsible for the delivery of the project in accordance with the agreement. Are responsible for providing information, as required and within nominated timeframes, to Council. Are responsible for completion of acquittal, reporting and any other return benefits as outlined in the agreement.
Applicants	Are responsible for completing and submitting applications, including providing information, as required and within the nominated timeframes, during the application and evaluation process.

Definitions

To assist in interpretation, the following definitions apply:

Term	Definition
Acquittal	A report submitted (typically a form) by the successful applicant that accurately details the funded outcomes and how the funds were spent. Noting that acquittal requirements may differ in conjunction with specific funding provisions/mechanisms/channels.
Dubbo Regional Sports Council (DRSC)	An Interest Council under the Community Engagement Groups model. The DRSC has representatives from each sporting association/club conducting competitions within the boundaries of the Dubbo Regional LGA.
Integrated Planning and Reporting (IP&R) framework	The system of integrated business planning for local government in New South Wales. It consists of a suite of interrelated documents that provide a rigorous and consistent approach to community planning. These documents include the Towards 2040 Community Strategic Plan, the Delivery Program and Operational Plan.
Project	The purpose of the funds such as events, services, programs, projects, and activities.
SmartyGrants portal	An online grants administration system, that streamlines the process of applying for, managing, and reporting on grants.

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Council Policy – Financial Assistance

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Document Control

Responsible Officer:	Chief Financial Officer
Division:	Organisational Performance
Prepared by:	Corporate Strategy and Performance Coordinator
Version:	1
Revision:	1
Document Date:	April 2025
Effective:	TBC

Previous Cover



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 Cnr Nanima Crescent and Warne Street, Wellington
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COMMUNITY FUNDING PROGRAM 2025/2026

Please note:

For the purpose of the application 'project' refers to what you are applying for. This may be a project, event, program, service, initiative etc.

For the purpose of the application, I/you/your/my refers to the 'applicant' which may be an individual, group, organisation or other entity

Part A: Baseline Eligibility Requirements

Have you have read the documents Community Funding Framework, Community Funding Applicant Guide and Council Policy - Financial Assistance and understand that my application will be subject to terms set out in these documents?

☐ Yes ☐ No

[Clear](#)

Have you have previously received funding?

☐ Yes ☐ No

[Clear](#)

Do you have any outstanding acquittals from prior funding received?

☐ Yes ☐ No

[Clear](#)

Have you previously received funding; however, the acquittal is not yet due?

☐ Yes ☐ No

[Clear](#)

Do you have an outstanding acquittal that is overdue and I have been in contact with the fund administrator?

☐ Yes ☐ No

[Clear](#)

Please provide an explication of your contact and correspondence to date, please include details for the funding that you received.

Has your project commenced, are you applying for retrospective funding?

☐ Yes ☐ No

[Clear](#)

Are you a government department, agency or other council?

☐ Yes ☐ No

[Clear](#)

Are you a political organisation or does your project have a political purpose?

☐ Yes ☐ No

[Clear](#)

Are you a religious group or does my project have a religious purpose?

☐ Yes ☐ No

[Clear](#)

Is the primary beneficiary of your project a single individual or business, commercial entity, or does it seek to generate profits for an individual/business/commercial entity?

☐ Yes ☐ No

[Clear](#)

Is your project a general fundraising appeal?

☐ Yes ☐ No

[Clear](#)

Is your project illegal or immoral?

☐ Yes ☐ No

[Clear](#)

Does your project require continuous or top-up funding?

☐ Yes ☐ No

[Clear](#)

Does your project seek funds for prize money, trophies or gift vouchers?

☐ Yes ☐ No

[Clear](#)

Does your project seek funds for payment of debt or insurance premiums?

☐ Yes ☐ No

[Clear](#)

Does your project seek funds to fund your core business activities?

☐ Yes ☐ No

[Clear](#)

Does your project duplicate existing services or seek funds to deliver projects that should be funded as a core responsibility from other sources such as State or Federal Government?

☐ Yes ☐ No

[Clear](#)

Does your project project has community/public benefit for the Dubbo Regional Local Government Area?

☐ Yes ☐ No

[Clear](#)

Does your project align with Council's values and brand and does not have potential to negatively impact the Council or the Local Government Area?

☐ Yes

[Clear](#)

Part B1: Applicant Details

Are you applying as an individual or a group

☐ Individual ☐ Group

[Clear](#)

Applicant name (Individual full name, Organisation, group, entity name etc.)

ABN

Lookup

The ABN provided will be used to look up the following information.
Click Lookup above to check that you have entered the ABN correctly.

Australian Business Register Information

ABN

Entity name

ABN status

Entity type

Goods & Services Tax (GST)

DGR Endorsed

ATO Charity Type [More information](#)

ACNC Registration

Tax Concessions

Main business location

Must be an ABN.

Are you a registered Charity, Incorporated Group or Not-for-profit

☐ Registered Charity ☐ Incorporated Group ☐ Not-for-profit

[Clear](#)

Do you have \$20M Public Liability/ \$20M Product Liability Insurance (or letter of intent from your insurer)

☐ Yes ☐ No

[Clear](#)

Applicant Address or Postal Address
Enter a location

Applicant Phone Number

Must be an Australian phone number.

Applicant Email

Must be an email address.

Applicant Website

Must be a URL.

Applicant Social Media

Part B2: Primary Contact Details

Full name (First name, Last Name)

Position in organisation group

Primary Contact Phone Number

Must be an Australian phone number.

Primary Contact Email

Must be an email address.

Part C1: Application

Is your project an event?

☐ Yes ☐ No

[Clear](#)

What funding value are you seeking?

☐ Micro value \$500.00 and less
☐ Minor value from \$500.01 and less than \$9,999.99
☐ Major value \$10,000.00 and over

[Clear](#)

Project Title

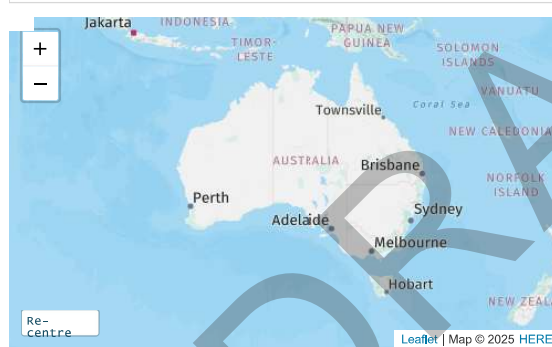
If your application is successful, this information may be used publicly for promotional purposes.

Short project description

Provide a short description (100 words recommended) of your project. If your application is successful, this information may be used publicly for promotional purposes.

Project location

Enter a location



Project start date

Must be a date.

Project end date

Must be a date. (No more than 18 months from 1 November 2025)

Project Key Milestones

What are the key objectives of your project and how will you approach achieving these objectives.?

Why is your project is important? Demonstrates a strong case for support and clearly describe the intended outcomes and benefits.

What is the community reach and engagement of the project? Does the project has the potential to engage a broad and/or targeted segment of the community, including underrepresented or priority groups?

Demonstrates your capacity to deliver the project effectively and sustain outcomes beyond the funding period.

Explain how your project delivers meaningful social outcomes and positively impacts the lives of participants or the wider community.

Alignment with Council Strategic Plans
No choices are available for this question.

In addition to the selection above, Council has a number of strategic documents. Please detail how your project aligns with a specific strategy.

Part C2: Project Budget

Will your proceed with the project if this funding application is unsuccessful?

☐ Yes ☐ No

[Clear](#)

Budget

The first income line must be the amount being requested by this application.

Other sources of income may include; Grants from other, cash contribution from your organisation, sponsorships/donations from others, In-kind contribution (goods or services contributed by the applicant in lieu of providing funds)

Examples of expenditure may include: Council fees and charges, Marketing and promotion, Entertainment/performances/exhibitions/logistics, skills/professional development, community arts/cultural development and cultural education initiatives, equipment purchases, materials, labour)

[Maximise](#)

Income	\$	Expenditure	\$		
				+	-
				+	-
				+	-
				+	-
				+	-
				+	-
				+	-
				+	-
				+	-

[Add More](#)

Must be at least 1 rows

Budget Totals

Total Income Amount

This number/amount is calculated.

Total Expenditure Amount

This number/amount is calculated.

Income - Expenditure

This number/amount is calculated.

Please attach copies of quotes as required for expenditure lines

Attach a file:
 No file chosen

Part C3: Supporting Documentation

Please select all that apply and upload.

- | | |
|---|---|
| <input type="checkbox"/> Accessibility Plan | <input type="checkbox"/> Permit |
| <input type="checkbox"/> Additional insurance | <input type="checkbox"/> Production plan |
| <input type="checkbox"/> Asset Owners Approval | <input type="checkbox"/> Public Liability Insurance Certificate |
| <input type="checkbox"/> Development Approval (DA) | <input type="checkbox"/> Risk Management Plan |
| <input type="checkbox"/> Emergency Management Plan | <input type="checkbox"/> Waste Management Plan |
| <input type="checkbox"/> Incorporation/ Not-for-profit status | <input type="checkbox"/> Other: |
| <input type="checkbox"/> Licenses | <input type="text"/> |

[Clear](#)

Attach a file: No file chosen

GRANT INFORMATION

Contact Dubbo Regional Council

Phone: (02) 6801 4000

Email: council@dubbo.nsw.gov.au

TECHNICAL ASSISTANCE

Contact SmartyGrants

Phone: (03) 9320 6888

Email: service@smartygrants.com.au

[Technical help guide for applicants](#)



REPORT: Proposed Village Roadshow Program 2025

DIVISION: Strategy, Partnerships and Engagement
REPORT DATE: 28 April 2025
TRIM REFERENCE: ID25/825

EXECUTIVE SUMMARY

Purpose	<ul style="list-style-type: none">Addressing Council resolutionSeek direction or decision	
Issue	<ul style="list-style-type: none">This report proposes a Village Roadshow Program, in which six sessions enabling a community insights forum would be held across the Dubbo Regional Local Government Area. The proposed sessions would be attended by Councillors and Council staff, with all residents encouraged to attend a session most relevant to them.	
Reasoning	<ul style="list-style-type: none">The proposed program considers current and future input from the Villages Committee.	
Financial Implications	Budget Area	Strategy Partnerships and Engagement
	Funding Source	Strategic Strategy Partnerships and Engagement – operational budget.
	Proposed Cost	To be determined.
	Ongoing Costs	Not applicable.
Policy Implications	Policy Title	There are no Policy implications arising from this report.
	Impact on Policy	Not applicable.

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

RECOMMENDATION

- 1. That Council consider the information contained within the report of the Corporate Strategy and Performance Coordinator, dated 28 April 2025.**
- 2. That Council endorse the proposed Village Roadshow Program attached at Appendix 1 and nominate a preferred mode; compressed over a couple of weeks or delivered over a number of months.**
- 3. That dates of best fit are canvassed with Councillors.**
- 4. That further consultation be undertaken with the Villages Committee and following support from the community representative's, venue and transport arrangements be progressed.**

Jessica Brown
Director Strategy Partnerships and Engagement

ZJ
Corporate Strategy
Performance Coordinator

BACKGROUND

Previous Resolutions of Council

24 October 2024 CCL24/258	<i>That the CEO prepare a report for the November 2024 Council meeting, outlining a potential schedule and budget for a "Village Roadshow Program." This program will facilitate feedback opportunities and foster stronger relationships and dialogue among village residents, Councillors, and Executive staff.</i>
24 October 2024 CCL24/256	<i>That the CEO provide a report to Council in November 2024 on the reinstatement of the Villages Committee to ensure full and strategic representation for all Villages within our Local Government Area.</i>
26 November 2024 CCL24/316	<ol style="list-style-type: none"><i>That the Villages Committee can be involved in the development of a potential schedule and format for a Villages roadshow.</i><i>That Council notes the recent engagement with the villages as part of the 2025-2029 Delivery Program (Table 1).</i>

REPORT

This report presents a proposed Village Roadshow Program (**Appendix 1**) and information for consideration by Council.

- An initial draft was provided to Councillors for feedback on 17 April 2025 commencing with a session on 6 May 2025, sessions over the two weekends of 10 May and 17-18 May and the last sessions held on 20 May 2025. The initial drafted May dates were to coincide the sessions with the active public exhibition period for the draft 2025/2026 Budget, Operational Plan and Associated documents. As no feedback was received, this report seeks an indication from Councillors the preferred mode and/or dates for a Village Roadshow.
- In localities where a suitable meeting place may be limited; a tour of the locality is proposed with places of interest to be identified in consultation with Village Committee community representatives. Residents would be encouraged to attend the session in the neighbouring village.
- The Villages, session venues and time allocations are proposed. Venues have not yet been contacted for availability.
- The sessions are intended to be open; any residents in the surrounding localities would be encouraged to attend a session in a Village that is most relevant and convenient to them.
- The session agenda would include a welcome, a short presentation on Council's engagement and communication channels, followed by a Community Insights Forum.

Consultation

- The **Villages Committee**; considered the topic at its first meeting held 14 April 2025. Further consultation will be held with community representatives following endorsement of program and preferred dates.
- Staff and the Executive Leadership Team.

Resourcing Implications

The table below estimates venue hire, light refreshments and transports costs only. The table does not include staff wages and oncosts such as overtime for hours outside of Council's core business hours and weekends.

The proposed program assumes 11 Councillors and 10 Council staff, including the Chief Executive Officer, senior staff and support staff travelling from Dubbo (by coach) at a total resource requirement of 202.5 hours.

Total Financial Implications	Current year (\$)	Current year + 1 (\$)	Current year + 2 (\$)	Current year + 3 (\$)	Current year + 4 (\$)	Ongoing (\$)
a. Operating revenue	0	0	0	0	0	0
b. Operating expenses	18,702	0	0	0	0	0
c. Operating budget impact (a – b)	-18,702	0	0	0	0	0
d. Capital Expenditure	0	0	0	0	0	0
e. Total net impact (c – d)	-18,702	0	0	0	0	0
Does the proposal require ongoing funding?			No			
What is the source of this funding?			Strategic Strategy Partnerships and Engagement – operational budget			

Table 1. Ongoing Financial Implications

Planned Communications

- Should Council determine preferred dates and locations; staff will commence confirmation and booking of venues and transport options.
- A Communications Plan will be developed to ensure residents of the Villages are aware of the Village Roadshow Program, when Councillors and Council staff will be touring the Villages and where sessions will be held.
- The Villages Committee community representatives are recognised as valuable stakeholders and essential conduits of information to the communities they represent. Accordingly, the Committee will be formally notified and provided with the opportunity to share key matters and places of interest with Council in advance of the scheduled

Roadshow. This process will enable Council to consider and, where appropriate, arrange for the inclusion of additional key staff responsible for addressing the identified items of interest.

APPENDICES:

1 [!\[\]\(d3fb9f94af8b26d1c844efa9a98805b0_img.jpg\)](#) Draft - Village Roadshow Program

Village Roadshow Program | 2025

Councillors and staff from Dubbo Regional Council will be visiting village localities across the LGA to *present highlights of the draft 2025/2026 Budget and Operational Plan*, and to provide residents with an opportunity to ask questions and share feedback.

Session 1

1 hour

Geurie

Session Mitchell Inn

Session 2

1 hour
1.5 hours
.5 hour

Elong Elong, Ballimore

Tour of Elong Elong *Places of interest - TBC*

Session Ballimore Community Hall

Tour of Ballimore *Places of interest - TBC*

Session 3

1.5 hours
0.5 hour
1.5 hours

Euchareena, Mumbil, Stuart Town

Session Stuart Town School of Arts hall

Tour of Euchareena *Places of interest - TBC*

Tour of Mumbil and Stuart Town *Places of interest - TBC*

Session 4

1.5 hours
0.5 hour

Eumungerie

Session Eumungerie Memorial Hall

Tour of Eumungerie *Places of interest - TBC*

Session 5

1 hour

North Yeoval

Session North Yeoval

Session 6

1 hour

Wongarbon

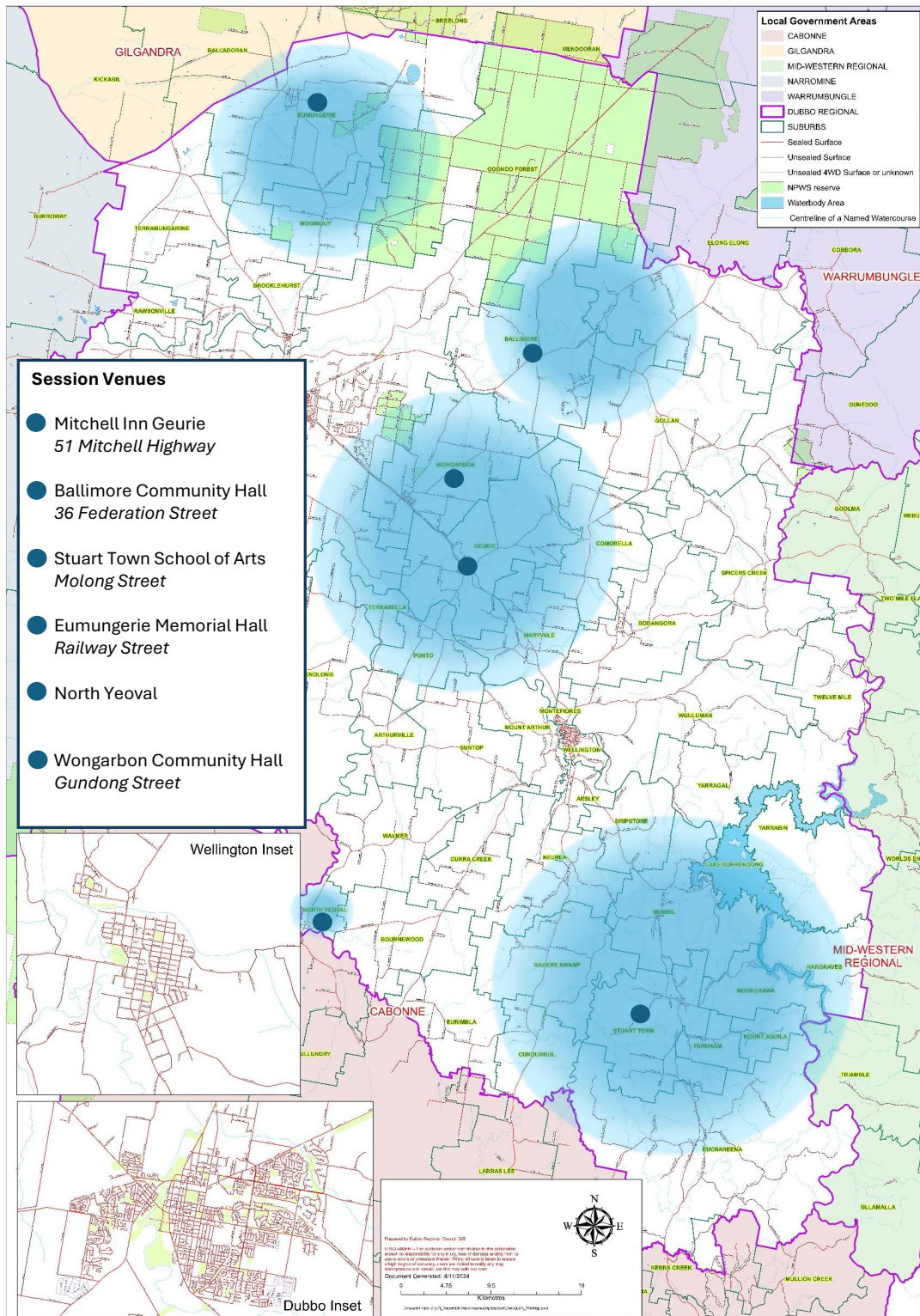
Session Wongarbon Community Hall

Session Agenda

- Welcome
- *Draft 2025/2026 Budget and Operational Plan public exhibition process, including location specific items*
- Community insights forum



Village Roadshow Program | 2025





REPORT: Land Classification - Lot 160 DP1301296, being part of St Brigids Circuit, Dubbo

DIVISION: Organisational Performance
REPORT DATE: 10 April 2025
TRIM REFERENCE: ID25/705

EXECUTIVE SUMMARY

Purpose	<ul style="list-style-type: none"> Fulfil legislated requirement 	
Issue	<ul style="list-style-type: none"> Section 25 of the <i>Local Government Act 1993</i> (Act) stipulates that all public land must be classified as either community land or operational land. Section 31 of the Act states that public land may be classified, by Council resolution, on or before the date which is 3 months of acquisition of the land. Failure to classify land within such timeframe deems the land to be classified as community land. The following land has been dedicated to Dubbo Regional Council (Council) by registration of subdivision plan: <ul style="list-style-type: none"> Lot 160 on DP 1301286 being part of St Brigids Circuit, Dubbo (Property). The proposed use of the Property is considered to be operational in nature, and as such, this report recommends that the Property is classified as operational under the Act. 	
Reasoning	<ul style="list-style-type: none"> The use of community land is restricted and requires a plan of management (POM) to be drafted and adopted. Generally, community land cannot be: <ul style="list-style-type: none"> (i) sold; and (ii) leased or licensed unless in accordance with certain criteria, and the term of such lease or licence cannot be for more than thirty years. Conversely, operational land does not have the same special restrictions on its use. The future proposed use of the Property will be for drainage operations, but may involve commercial uses, which is also operational in nature. For these reasons, it is recommended that the Property is classified as operational land. 	
Financial Implications	Budget Area	Not applicable
	Funding Source	Not applicable
	Proposed Cost	Nil
	Ongoing Costs	Rates and Maintenance Costs
Policy Implications	Policy Title	Not applicable
	Impact on Policy	Not applicable

Consultation	<ul style="list-style-type: none">• Infrastructure Strategy and Design• Infrastructure Delivery• Transport for NSW• Property and Land Development	E-mail correspondences
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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:	2 Infrastructure
CSP Objective:	2.2 Infrastructure meets the current and future needs of our community
Delivery Program Strategy:	2.2.3 Urban drainage systems meet the needs of the community

RECOMMENDATION

1. That upon:
 - (a) acquisition; and
 - (b) completion of the public notification provisions under s34 of the *Local Government Act 1993*,the property described as Lot 160 on DP1301286 is to be classified as 'operational land' in accordance with the *Local Government Act 1993*.
2. That all documentation in relation to this matter be executed under Power of Attorney.

Jane Bassingthwaight
Director Organisational Performance

KL
Property Services Team
Leader

Classification as operational land

Section 25 of the *Local Government Act 1993* (Act) stipulates that all public land must be classified as either community land or operational land.

Section 31 of the Act states that public land may be classified, by Council resolution, on or before the date which is 3 months of acquisition of the land. Failure to classify land within such timeframe deems the land to be classified as community land.

Part of St Brigid's Circuit, Dubbo being Lot 160 on DP 1301286 (Property) has been dedicated to Dubbo Regional Council (Council) by registration of a subdivision plan.

The future proposed use of the Property will be for drainage operations, but may involve commercial uses, which are also operational in nature. For these reasons, it is recommended that the Property is classified as operational land.

REPORT

The survey plan DP1301286 was registered with NSW Land Registry Services (NSWLRs) by the Trustees of the Roman Catholic Church for the Diocese of Bathurst on 25 March 2025, and Lot 60 was dedicated to Council as drainage reserve.

Lot 160 on DP1301296 is highlighted in red in **Figure 1** below.

Figure 1: Drainage Reserve – St Brigid's Circuit being Lot 160 in DP 1301286

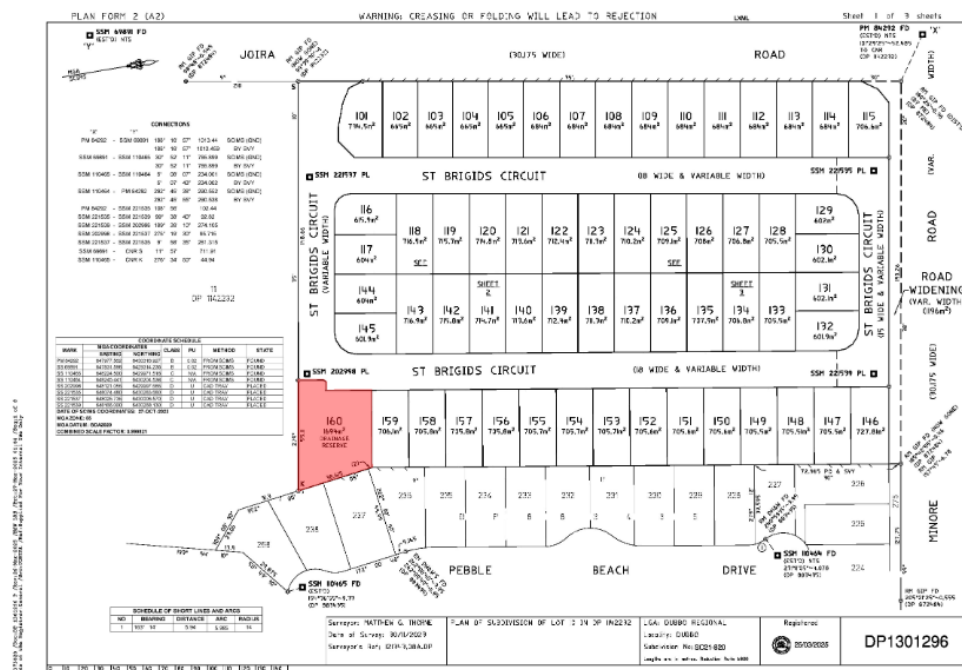


Figure 1: Lot 160 on DP1301296 highlighted in red

Consultation with Council's Infrastructure Strategy and Design (ISDN) department has confirmed that the Property contains essential drainage infrastructure that provides continual and uninterrupted service to the surrounding community. To ensure ongoing service is provided to the community, the infrastructure and assets contained within the Property may need to be augmented, redesigned or reconstructed throughout the life of the asset. The Property also adjoins other essential road, footpath and drainage infrastructure that are subject to a broader strategy, the outcomes of which may result in the need to adjust boundaries and redesign infrastructure to meet strategic objectives.

It is important that Council maintains as much control and flexibility as possible over these assets. For this reason, it is recommended that the Property is classified as operational.

DP1301286 and associated documentation also identified that both:

1. St Brigids Circuit, being 15m wide and variable, and
2. Minore Road, road widening (variable width)

have been dedicated as public road. As s31 of the Act states that Council must classify land other than land required for road, the above-noted road assets are not required to be classified.

Resourcing Implications

- Classification of the Property by Council resolution does not require any further resources.
- Maintenance of the Property will be the responsibility of the respective internal asset owner, on an "as needed" basis.

Options Considered

- Option 1 – allow classification of the Property to be automatically assumed as community land by not seeking Council resolution. This will mean that Council is restricted in the usage of the Property and will require re-classification of the Property if other operational and commercial opportunities are later identified.
- Option 2 – classify Property as community land. As per Option 1 (above), this will restrict usage of the Property.
- Option 3 – classify Property as operational land. This will allow Council to deal with the Property for operational and commercial purposes.

Preferred Option

It is recommended that Option 3 be undertaken.

Planned Communications

In accordance with s34 of the Act, Council must give public notice of a proposal to classify, or re-classify, public land. The notice must provide for a period of not less than 28 days during which submissions can be made to Council.

Notification of the proposed classification of the Property has been published in the Daily Liberal and on Council's website at the YourSay webpage, commencing on 4 April 2025 and expiring on 17 May 2025. As at the date of this report, no submissions have been received regarding the proposed classification.

Timeframe

Key Date	Explanation
19 April 2025	Notice of proposed resolution to classify public land published in Daily Liberal
4 April 2025	Publish notification on Council's website at the YourSay page
13 May 2025	Corporate Services Committee
17 May 2025	28 Day period closes
27 May 2025	Ordinary Council Meeting Council resolution
27 May 2025	Land classified as operational land