



AGENDA

PLANNING, DEVELOPMENT AND ENVIRONMENT COMMITTEE

10 SEPTEMBER 2018

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

The meeting is scheduled to commence at 5.30pm.

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PDEC18/36 REPORT OF THE PLANNING DEVELOPMENT AND ENVIRONMENT COMMITTEE - MEETING 13 AUGUST 2018 (ID18/1343)	2
The Committee had before it the report of the Planning, Development and Environment Committee meeting held 13 August 2018.	
PDEC18/37 BUILDING SUMMARY - AUGUST 2018 (ID18/1324)	6
The Committee had before it the report dated 31 August 2018 from the Director Planning and Environment regarding Building Summary - August 2018.	
PDEC18/38 ANALYSIS OF PLANNING AND ENVIRONMENT DIVISION 'USER SATISFACTION SURVEY' - 2017 (ID18/1192)	18
The Committee had before it the report dated 24 August 2018 from the Manager Building and Development regarding Analysis of Planning and Environment Division 'User Satisfaction Survey' - 2017.	
PDEC18/39 PLANNING PROPOSAL (R2018-2) - REZONING SP3 TOURIST TO B6 ENTERPRISE CORRIDOR	
PROPERTY: LOT 442 DP 708021, 74 WINDSOR PARADE, DUBBO	
APPLICANT: PETER BASHA PLANNING AND DEVELOPMENT	
OWNER: AKDOV PTY LTD (ID18/1023)	100
The Committee had before it the report dated 24 August 2018 from the Manager Strategic Planning Services regarding Planning Proposal (R2018-2) - Rezoning SP3 Tourist to B6 Enterprise Corridor.	



**DUBBO REGIONAL
COUNCIL**

Report of the Planning Development and Environment Committee - meeting 13 August 2018

AUTHOR: Administration Officer - Governance
REPORT DATE: 28 August 2018

The Committee had before it the report of the Planning, Development and Environment Committee meeting held 13 August 2018.

RECOMMENDATION

That the report of the Planning, Development and Environment Committee meeting held on 13 August 2018, be noted.



**REPORT
PLANNING, DEVELOPMENT AND
ENVIRONMENT COMMITTEE
13 AUGUST 2018**

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

ALSO IN ATTENDANCE:

The Chief Executive Officer, the Executive Manager Governance and Internal Control, the Governance Team Leader, the Community Support Officer, the Director Corporate Services, the Director Economic Development and Business, the Communications Coordinator, the Director Infrastructure and Operations (S Carter), the Director Planning and Environment, the Manager Environmental Control, the Trainee Planner, the Director Community and Recreation, the Social Justice Coordinator and the Youth Development Officer.

Councillor S Lawrence assumed chairmanship of the meeting.

The proceedings of the meeting commenced at 5.46pm.

**PDEC18/31 REPORT OF THE PLANNING DEVELOPMENT AND ENVIRONMENT COMMITTEE
- MEETING 9 AUGUST 2018 (ID18/1232)**

The Committee had before it the report of the Planning, Development and Environment Committee meeting held 9 July 2018.

Moved by Councillor B Shields and seconded by Councillor G Mohr

MOTION

That the report of the Planning, Development and Environment Committee meeting held on 9 July 2018, be noted.

CARRIED

PDEC18/32 BUILDING SUMMARY - JULY 2018 (ID18/1241)

The Committee had before it the report dated 31 July 2018 from the Director Planning and Environment regarding Building Summary - July 2018.

Moved by Councillor G Mohr and seconded by Councillor J Diffey

MOTION

That the information contained in this report of the Director Planning and Environment dated 31 July 2018 be noted.

CARRIED

PDEC18/33 ASBESTOS POLICY (FOR THE DUBBO REGIONAL COUNCIL LGA) (ID18/1133)

The Committee had before it the report dated 30 July 2018 from the Manager Environmental Control regarding Asbestos Policy (for the Dubbo Regional Council LGA).

Moved by Councillor V Etheridge and seconded by Councillor B Shields

MOTION

That the draft Asbestos Policy attached as Appendix 1 of the report of the Environmental Control dated 30 July 2018 be adopted.

CARRIED

PDEC18/34 DRAFT PLANNING AGREEMENT POLICY (NO VALUE CAPTURE PROPOSAL) (ID18/1230)

The Committee had before it the report dated 31 July 2018 from the Manager Strategic Planning Services regarding Draft Planning Agreement Policy (no Value Capture proposal).

Moved by Councillor A Jones and seconded by Councillor V Etheridge

MOTION

- 1. That the draft Policy for Planning Agreements, included here in Appendix 1 of the report, be endorsed for the purposes of public exhibition only.**
- 2. That the draft Policy for Planning Agreements be placed on public exhibition for a period of 14 days.**
- 3. That correspondence be provided to all relevant stakeholders.**
- 4. That following completion of the public exhibition process, a further report be provided to Council for consideration, including any submissions received.**

CARRIED

In accordance with s375A(2) of the Local Government Act 1993, a division was duly called, the following votes on the motion were recorded:

FOR	AGAINST
Councillor Diffey	
Councillor Etheridge	
Councillor Grant	
Councillor Jones	
Councillor Lawrence	
Councillor Mohr	
Councillor Parker	
Councillor Shields	
Total (8)	Total (0)

PDEC18/35 LEAVE OF ABSENCE

Requests for leave of absence were received from Councillors D Gumley and J Ryan who were absent from the meeting for personal reasons.

Moved by Councillor A Jones and seconded by Councillor D Grant

MOTION

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

CARRIED

The meeting closed at 5.49pm.

.....
CHAIRMAN



REPORT: Building Summary - August 2018

AUTHOR: Director Planning and Environment
REPORT DATE: 31 August 2018
TRIM REFERENCE: ID18/1324

EXECUTIVE SUMMARY

Information has been prepared on the statistics of the number of dwellings and residential flat buildings approved in the Dubbo Regional Council Local Government Area and statistics for approved Development Applications for the information of Council.

Appendix 1 includes data relating to the former Dubbo LGA prior to the current financial year and the combined housing figures for Dubbo Regional Council for the current financial year. **Appendices 2 to 5** also include the retrospective figures for the combined LGA.

All development applications, construction certificates and complying development certificates can be tracked online at <https://planning.dubbo.nsw.gov.au/Home/Disclaimer>

ORGANISATIONAL VALUES

Customer Focused: Council aims to provide high quality and timely building and development services. This reporting provides ongoing monitoring of building activity in the Local Government Area (LGA).

Integrity: This report provides transparent statistics regarding development activity in the LGA.

One Team: This report demonstrates Council's commitment to work as one to ensure the growth of the LGA.

FINANCIAL IMPLICATIONS

There are no financial implications arising from this report.

POLICY IMPLICATIONS

There are no policy implications arising from this report.

RECOMMENDATION

That the information contained in this report of the Director Planning and Environment dated 31 August 2018 be noted.

Stephen Wallace
Director Planning and Environment

REPORT

Provided for information are the latest statistics (as at the time of production of this report) for Development Applications for Dubbo Regional Council.

1. Residential Building Summary

Dwellings and other residential developments approved during August 2018 were as follows:

Dwellings	26
Other residential development	4
(No. of units)	(7)

For consistency with land use definitions included in the Local Environmental Plan, residential development has been separated into 'Dwellings' and 'Other residential development'. 'Other residential development' includes dual occupancies, secondary dwellings, multi-unit and seniors living housing.

These figures include Development Applications approved by private certifying authorities (Complying Development Certificates).

A summary of residential approvals for the former Dubbo City Council area since 2011-2012 is included in **Appendix 1** however, it should be noted that the figures from July 2017 onwards include the approvals within the former Wellington Local Government Area as well as a consequence of the commencement of the merged application system.

2. Approved Development Applications

The total number of approved Development Applications (including Complying Development Certificates) for August 2018 and a comparison with figures 12 months prior and the total for the respective financial years, are as follows:

	<u>1 August 2018 – 31 August 2018</u>	<u>1 July 2018 – 31 August 2018</u>
No. of applications	78	130
Value	\$32,145,412	\$44,192,925
	<u>1 August 2017 – 31 August 2017</u>	<u>1 July 2017 – 31 August 2017</u>
No. of applications	79	162
Value	\$19,216,731	41,588,296

A summary breakdown of the figures is included in **Appendices 2-5**.

3. Online Application Tracking

All development applications, construction certificates and complying development certificates are tracked online and can be accessed at any time. A link is available on Councillor iPads for assistance (<https://planning.dubbo.nsw.gov.au/Home/Disclaimer>)

What information is available?

- All development applications, construction certificates and complying development certificates submitted from 1 November 2015 will provide access to submitted plans and supporting documents as well as tracking details of the progress of the application;
- More limited information is provided for applications submitted from 1 January 2001 to 31 October 2015; and
- Occupation certificates (where issued) are provided from 2010.

What information is not available?

- Application forms;
- Floor plans for residential dwellings;
- Documentation associated with privately certified applications; and
- Internal reports.

Councillors are welcome to contact me should they require further information in respect of outstanding Development Applications emanating from the online tracking system.

The information included in this report is provided for notation.

Appendices:

- [1](#) Building Summary for August 2018
- [2](#) Approved Applications 1 July 2018 to 31 August 2018
- [3](#) Approved Applications 1 July 2017 to 31 August 2017
- [4](#) Approved Applications 1 August 2018 to 31 August 2018
- [5](#) Approved Applications 1 August 2017 to 31 August 2017

STATISTICAL INFORMATION ON DWELLINGS AND MULTI UNIT HOUSING

	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
2011/2012													
Dwellings	6	12	10	6	7	16	4	16	12	8	12	9	118
Flat Buildings	1	1	-	1	2	2	-	-	-	-	-	1	8
(No of units)	(14)	(2)	(-)	(1)	(4)	(3)	(-)	(-)	(-)	(-)	(-)	(16)	(40)
2012/2013													
Dwellings	3	7	14	13	9	3	9	9	13	13	15	13	121
Flat Buildings	4	6	-	-	1	9	-	-	1	-	2	-	23
(No of units)	(8)	(6)	(-)	(-)	(2)	(11)	(-)	(-)	(2)	(-)	(39)	(-)	(68)
2013/2014 (incl. private certifiers)													
Dwellings	23	17	25	20	14	15	19	10	18	14	19	14	208
Flat Buildings	-	1	1	-	-	1	4	2	1	2	-	3	15
(No of units)	(-)	(2)	(2)	(-)	(-)	(2)	(46)	(1)	(2)	(4)	(-)	(6)	(65)
2014/2015*													
Single dwellings	19	34	19	21	13	16	14	12	20	19	15	20	222
Multi unit housing	3	1	6	5	6	12	-	4	2	1	9	5	54
(No of units)	(6)	(2)	(31)	(50)	(6)	(21)	(-)	(87)	(4)	(1)	(25)	(10)	(243)
2015/2016*													
Single dwellings	27	20	26	19	21	26	19	14	16	17	17	22	244
Multi unit housing	6	8	8	4	1	3	3	3	3	5	3	8	55
(No of units)	(50)	(98)	(12)	(7)	(2)	(5)	(18)	(4)	(5)	(14)	(6)	(23)	(244)
2016/2017*													
Single dwellings	24	13	17	18	12	21	16	18	18	14	18	36	225
Multi unit housing	8	5	7	4	6	5	3	2	1	5	4	7	57
(No of units)	(10)	(10)	(13)	(7)	(10)	(16)	(6)	(75)	(2)	(8)	(13)	(14)	(184)
2017/2018* (Combined figures for Dubbo and Wellington former LGAs)													
Single dwellings	26	21	13	12	16	19	4	22	16	21	22	16	208
Multi unit housing	6	9	2	1	9	1	5	5	11	1	3	5	58
(No of units)	(11)	(16)	(3)	(2)	(16)	(2)	(8)	(5)	(23)	(2)	(3)	(9)	(100)
2018/2019* (Combined figures for Dubbo and Wellington former LGAs)													
Single dwellings	15	26											41
Multi unit housing	3	4											7
(No of units)	(4)	(7)											(11)

* (Includes private certifiers and redefined land use categories based on LEP definitions)



Civic Administration Building
P.O. Box 81 Dubbo NSW 2830
T (02) 6801 4000
F (02) 6801 4259
ABN 53 539 070 928

Print Date: 31/08/2018

Print Time: 9:40:09AM

**Approved Development & Complying Development Applications
by Dubbo Regional Council and Private Certifiers-Period 1/07/2018 - 31/08/2018**

Development Type	Number of Applications	Est. \$	New Developments	Est. \$	Additions and Alterations	Est. \$	New Dwellings	New Lots
Dwelling - single	49	15,083,551	43	14,436,443	6	647,108	43	
Dwelling- Transportable/Relocatable	1	136,333	1	136,333			1	
Dwelling - Secondary/Dual Occ Dwelling	5	1,593,550	5	1,593,550			8	
Dwelling - Dual Occupancy, one storey	3	930,000	3	930,000			5	
Garage/Carport/Roofed Outbuildings	30	480,561	29	475,561	1	5,000		
Fences/Unroofed Structures	4	103,700	4	103,700				
Swimming Pool	20	555,230	20	555,230				
Office Building	1	80,000			1	80,000		
Retail Building	1	126,500			1	126,500		
Factory/Production Building	1	64,000	1	64,000				
Warehouse/storage	4	2,500,000	3	2,420,000	1	80,000		
Educational Building	1	750,000			1	750,000		
Community/Public Building	1	1,800,000	1	1,800,000				
Signs/Advertising Structure	2	11,000	1	6,000	1	5,000		
Change of Use - Commercial	1	7,000	1	7,000				
Change of Use - Industrial	1	0	1					
Tourism Development	1	600,000	1	600,000				
Subdivision - Residential	3	2,898,500	1	2,898,500				150
Subdivision - Commercial	2	250,000						6
Subdivision - Rural	2	0	1					2
Miscellaneous	2	16,223,000	2	16,223,000				

**Approved Development & Complying Development Applications
by Dubbo Regional Council and Private Certifiers-Period 1/07/2018 - 31/08/2018**

Development Type	Number of Applications	Est. \$	New Developments	Est. \$	Additions and Alterations	Est. \$	New Dwellings	New Lots
Totals for Development Types	135	44,192,925						

Total Number of Applications for this period: 130

*** Note: There may be more than one Development Type per Development Application
Statistics include applications by Private Certifiers

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Print Date: 31/08/2018

Print Time: 9:41:35AM

**Approved Development & Complying Development Applications
 by Dubbo Regional Council and Private Certifiers-Period 1/07/2017 - 31/08/2017**

Development Type	Number of Applications	Est. \$	New Developments	Est. \$	Additions and Alterations	Est. \$	New Dwellings	New Lots
Dwelling - single	58	17,165,613	46	16,162,487	12	1,003,126	46	
Dwelling- Transportable/Relocatable	1	129,000	1	129,000			1	
Dwelling - Secondary/Dual Occ Dwelling	5	1,526,610	5	1,526,610			7	
Dwelling - Dual Occupancy, one storey	9	3,223,520	9	3,223,520			18	
Medium Density Res - Seniors Living SEPP	1	55,000			1	55,000		
Garage/Carport/Roofed Outbuildings	42	1,101,396	40	1,073,496	2	27,900	1	1
Fences/Unroofed Structures	3	34,500	3	34,500				
Swimming Pool	10	295,665	10	295,665				
Office Building	1	916,269	1	916,269				
Retail Building	8	3,430,000	1	1,550,000	7	1,880,000		
Motels	1	900,000	1	900,000				
Warehouse/storage	2	1,105,000	1	980,000	1	125,000		
Infrastructure - Transport, Utilities	1	62,000	1	62,000				
Educational Building	2	4,190,600	2	4,190,600				
Signs/Advertising Structure	2	43,000	2	43,000				
Demolition	2	53,000	2	53,000				
Change of Use - Commercial	4	19,000	2	17,000	2	2,000		
Tourism Development	2	3,015,000	2	3,015,000				
Subdivision - Residential	9	0						18
Subdivision - Rural	3	0	1					2
Miscellaneous	7	4,323,123	6	4,323,123	1			

**Approved Development & Complying Development Applications
by Dubbo Regional Council and Private Certifiers-Period 1/07/2017 - 31/08/2017**

Development Type	Number of Applications	Est. \$	New Developments	Est. \$	Additions and Alterations	Est. \$	New Dwellings	New Lots
Totals for Development Types	173	41,588,296						

Total Number of Applications for this period: 162

*** Note: There may be more than one Development Type per Development Application
Statistics include applications by Private Certifiers

----- End of Report -----



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 ABN 53 539 070 928

Print Date: 31/08/2018

Print Time: 9:36:42AM

**Approved Development & Complying Development Applications
 by Dubbo Regional Council and Private Certifiers-Period 1/08/2018 - 31/08/2018**

Development Type	Number of Applications	Est. \$	New Developments	Est. \$	Additions and Alterations	Est. \$	New Dwellings	New Lots
Dwelling - single	27	7,998,279	26	7,971,171	1	27,108	26	
Dwelling - Secondary/Dual Occ Dwelling	2	567,000	2	567,000			3	
Dwelling - Dual Occupancy, one storey	2	820,000	2	820,000			4	
Garage/Carport/Roofed Outbuildings	18	290,301	17	285,301	1	5,000		
Fences/Unroofed Structures	2	83,700	2	83,700				
Swimming Pool	14	412,132	14	412,132				
Retail Building	1	126,500			1	126,500		
Factory/Production Building	1	64,000	1	64,000				
Warehouse/storage	3	1,800,000	2	1,720,000	1	80,000		
Signs/Advertising Structure	1	5,000			1	5,000		
Change of Use - Commercial	1	7,000	1	7,000				
Change of Use - Industrial	1	0	1					
Tourism Development	1	600,000	1	600,000				
Subdivision - Residential	3	2,898,500	1	2,898,500				150
Subdivision - Commercial	1	250,000						6
Subdivision - Rural	1	0	1					
Miscellaneous	2	16,223,000	2	16,223,000				
Totals for Development Types	81	32,145,412						

Total Number of Applications for this period: 78

*** Note: There may be more than one Development Type per Development Application
 Statistics include applications by Private Certifiers

**Approved Development & Complying Development Applications
by Dubbo Regional Council and Private Certifiers-Period 1/08/2018 - 31/08/2018**

Development Type	Number of Applications	Est. \$	New Developments	Est. \$	Additions and Alterations	Est. \$	New Dwellings	New Lots
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Civic Administration Building
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 F (02) 6801 4259
 ABN 53 539 070 928

Print Date: 31/08/2018
 Print Time: 9:38:52AM

**Approved Development & Complying Development Applications
 by Dubbo Regional Council and Private Certifiers-Period 1/08/2017 - 31/08/2017**

Development Type	Number of Applications	Est. \$	New Developments	Est. \$	Additions and Alterations	Est. \$	New Dwellings	New Lots
Dwelling - single	25	8,056,458	20	7,501,842	5	554,616	20	
Dwelling- Transportable/Relocatable	1	129,000	1	129,000			1	
Dwelling - Secondary/Dual Occ Dwelling	3	1,046,610	3	1,046,610			4	
Dwelling - Dual Occupancy, one storey	6	2,235,520	6	2,235,520			12	
Garage/Carport/Roofed Outbuildings	19	400,690	18	380,790	1	19,900		
Fences/Unroofed Structures	1	9,500	1	9,500				
Swimming Pool	7	216,530	7	216,530				
Retail Building	5	1,940,000	1	1,550,000	4	390,000		
Motels	1	900,000	1	900,000				
Warehouse/storage	1	980,000	1	980,000				
Signs/Advertising Structure	1	3,000	1	3,000				
Demolition	1	53,000	1	53,000				
Change of Use - Commercial	2	12,000	1	10,000	1	2,000		
Tourism Development	1	3,000,000	1	3,000,000				
Subdivision - Residential	6	0						12
Subdivision - Rural	2	0	1					2
Miscellaneous	3	234,423	2	234,423	1			
Totals for Development Types	85	19,216,731						

Total Number of Applications for this period: 79

*** Note: There may be more than one Development Type per Development Application
 Statistics include applications by Private Certifiers

**Approved Development & Complying Development Applications
by Dubbo Regional Council and Private Certifiers-Period 1/08/2017 - 31/08/2017**

Development Type	Number of Applications	Est. \$	New Developments	Est. \$	Additions and Alterations	Est. \$	New Dwellings	New Lots
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REPORT: Analysis of Planning and Environment Division 'User Satisfaction Survey' - 2017

AUTHOR: Manager Building and Development
REPORT DATE: 24 August 2018
TRIM REFERENCE: ID18/1192

EXECUTIVE SUMMARY

This report provides an overview of the *User Satisfaction Survey - 2017*, undertaken biennially on behalf of the Planning and Environment Division. The full survey results are attached as **Appendix 1**.

The purpose of the survey is to determine the degree of satisfaction held in regard to the service and advice received by the customer during the process of seeking approval for development or building certification in the 12 month period prior to July 2017.

The survey identifies two (2) key overall satisfaction indices.

The first, referred to as the 'Overall Satisfaction Index', reflects the responses to the following question posed at the beginning of the survey:

"Overall, how would you rate the service and advice from the Environmental Services Division?"

The 90.44% satisfaction rating for this index in 2017 is the highest achieved in the 17 year history of conducting this survey.

The second key overall indices is the 'Composite Satisfaction Index' which is the combined result of all 17 service elements surveyed. This survey achieved 88.2%, being at the same level as achieved in 2015 and comes on the back of a 10.4% increase in the volume of development applications being assessed (since the comparative survey in 2015).

The highest satisfaction ratings for 2017 were for the following services:

- Inspections - professionalism – 93%
- Inspections - timeliness – 93%
- Attitude/friendliness – 92%
- Enquiries made in person – 91%
- Telephone enquiries – 91%
- Responsiveness – 90%
- Inspection assistance and guidance – 89%
- Information – submission requirements – 89%

- Knowledge/Competency/Helpfulness – 89%
- Information – Council’s decision – 89%
- Advice prior to lodgement – 89%

The service attributes that ranked as being of high importance to the survey respondents were again directly correlated to the human side of interactions as opposed to the more process-driven interactions. For example, the most important attributes were shown to be:

- Responsiveness
- Knowledge/Competency/Helpfulness
- Information - Council’s decision
- Attitude/friendliness
- Processing time
- Inspections - professionalism
- Inspections – timeliness
- Enquiries made in person
- Access to Council Officers
- Policies, Codes and Regulations
- Information – submission requirements
- Inspection assistance and guidance

Pleasingly, there was a strong correlation between the attributes seen by customers to be of most importance and those attributes attracting the highest satisfaction ratings. This confirms that staff are focusing their limited resources in the key areas of importance to the customer.

The lower ratings in satisfaction for 2017 were for the following services:

- Processing time - 77%
- Forms - 81%

ORGANISATIONAL VALUES

Customer Focused: The ‘User Satisfaction Survey’ 2017 illustrates the high degree of satisfaction held in regard to the service and advice received by the customer during the process of seeking approval for development or building certification.

Integrity: The ‘User Satisfaction Survey’ 2017 aims to facilitate compliance with Council’s adopted Code of Conduct.

One Team: While the Planning and Environment Division is in most cases the customer face for development or building certification, all other Divisions provide input into the customer outcomes.

FINANCIAL IMPLICATIONS

There are no financial implications arising from this report.

POLICY IMPLICATIONS

There are no policy implications arising from this report.

RECOMMENDATION

- 1. That the information contained within the report of the Manager Building and Development dated 24 August 2018 be noted.**
- 2. That a report be provided to Council at the March 2019 meeting benchmarking Dubbo Regional Council against other Evo-Cities Councils.**
- 3. That the staff of the Planning and Environment Division continue to seek improvement to the provision of customer service, particularly in respect of application processing times and forms.**

Darryll Quigley

Manager Building and Development

BACKGROUND

The Dubbo Regional Council local government area is in comparison to the other Evo-Cities (excluding Armidale), is above average in many respects. The figures provided below are taken from the NSW Department of Planning and Environment website regarding Local Development Performance Monitoring. The most recent publicly available figures for the state are 2014-2015, but the comparison would remain relatively consistent.

- The average population for the Evo-Cities (excluding Armidale) is 52,579 with Dubbo at 52,084.
- The average development applications for the Evo-Cities (excluding Armidale) is 583 with Dubbo at 697.
- The average residential development applications for the Evo-Cities (excluding Armidale) is 436 with Dubbo at 496.
- The average value of development applications for the Evo-Cities (excluding Armidale) is \$158.7 million with Dubbo at \$164.8 million.
- The average value of residential development applications for the Evo-Cities (excluding Armidale) is \$89.5 million with Dubbo at \$101.4 million.

While noting the above, this report provides an overview of the *User Satisfaction Survey – 2017 Report* undertaken by Aurora Research and Development (Aurora) for the Planning and Environment Division.

This survey has now been conducted nine (9) times since 2001 and is undertaken to determine the level of satisfaction held with regard to the service and advice received by the customer during the process of seeking approval for development or building certification.

Aurora undertook a survey of 90 randomly selected applicants who had sought approval from the Planning and Environment Division over the 12 months prior to July 2017.

All interviews were conducted by telephone from 27 October 2017 to 12 December 2017.

REPORT

The *User Satisfaction Survey – 2017 Report* (**Appendix 1**) delivers two key overall satisfaction indices.

The first, referred to as the *Overall Satisfaction Index Rating*, reflects the response to a single question posed at the beginning of the survey, being:

"Overall, how would you rate the service and advice from the Environmental Services Division?"

The 90.44% rating for this index in 2017 is higher than the 89.09% result achieved in 2015 and the highest in the seventeen years of conducting the survey. To put this result into perspective, 89% of respondents who answered this question indicated the service and advice from the Planning and Environment Division (PED) was excellent to above average.

This result is given further context by the 94% of respondents who, when asked to compare Dubbo Regional Council (DRC) with other councils, rated DRC as 'better than' or 'on par' with other councils.

The second key overall indices is the *Composite Satisfaction Index*. This index reflects the combined result of all 17 service attributes surveyed. The *Composite Satisfaction Index* has ranged from a high of 88% to a low of 81% over the nine (9) surveys conducted since 2001, achieving an overall high of 88.2% for 2017.

A summary of the results for these 17 surveyed service attributes is provided below under grouped headings:

1. Processing Time

The overall satisfaction rating for processing time has returned to 77% as was the case in 2013, having reached a high of 81% in the 2015 Survey. It should be noted that there has been a 35.3% increase in the number of development applications being considered by Council, since the 2013 Report.

This particular service attribute was rated by survey respondents as being of high importance and although this attribute proved to have the lowest satisfaction rating of the survey, 83% of respondents rated processing times as excellent, above average or average. This figure has decreased since the 2015 report, which had the response at 81%.

2. Forms

The satisfaction rating for forms slightly decreased 1% from the 2015 report level, with a result of 81%. This consistency reflects that the forms have not legislatively required any significant changes since the last survey.

Although this attribute attracted only a medium/low importance rating, it is considered that a more streamlined set of forms would yield further benefits both from the customer's perspective as well as Councils.

In this respect, it is proposed to review the overall structure of the application forms with consideration to be given to either more 'Plain English' terminology or the development of a guide to assist in interpretation.

It should be noted that the NSW Department of Planning and Environment (DPE) was pursuing ePlanning and the electronic lodgement of all development applications in New South Wales. This state wide direction limited Council in progressing the development application forms for the last few years. Recently, the DPE has abandoned this aspect of ePlanning. Despite this it is Councils intention to pursue implementation of electronic smart forms.

3. Duty Officer Ratings

A variety of customer service attributes were rated as shown below:

- Telephone enquiries

The perceived helpfulness of staff in this regard is up 2% from 2015 to 91%. A further breakdown shows that 97% of customers rated telephone enquiries as 'average to excellent', with 50% of those being a rating of 'excellent'.

- Written enquiries

With a 1% improvement on the 2015 result, 88% satisfaction was achieved for written enquiries. This is a pleasing result that comes on the back of reinforcing to staff the importance of written responses (including emails).

- Enquiries Made in Person

The 91% satisfaction rating achieved represents a 2% improvement from 2015 for an attribute rated by respondents to be of high importance.

This area of service delivery is an important element to the overall success of the Planning and Environment Division and will continue to be cultivated as a key aspect of the Division's service.

- Attitude/Friendliness

The 91% satisfaction rating achieved represents a 3% improvement from 2015 for an attribute rated by respondents to be of high importance, reflecting the professionalism of staff.

- Responsiveness

The perceived responsiveness of Duty Officers has maintained a positive trend between the 2013 Report and the 2017 Report, with a rating of 90% recorded for 2017 Report. Again, this is an attribute rated by respondents to be of high importance.

- Access to Officers

The rating given for 'Access to Officers' remained at 88%, with this attribute rated by respondents to be of high importance.

4. Provision of Advice and Information

- Advice Prior to Lodgement

The number of respondents receiving advice prior to lodgement dropped from 58% to 33% from the 2015 Report to the current 2017 Report.

The satisfaction rating of that response also dropped 2% to 88%, for an attribute rated by respondents to be of medium importance.

The overall drop in respondents receiving advice prior to the lodgement may reflect the improved understanding of the requirements and process.

- Knowledge and Competency of Staff

The satisfaction ratings for knowledge and competency represent a 1% improvement on the 2015 Report result to 89%. This attribute is rated as being of high importance by our customers.

- Information - Policies, Codes and Regulations

Satisfaction with the information provided on Policies, Codes and Regulations has been rated at 85%, being consistent with the 2015 Report. This is a high satisfaction, high importance attribute.

- Information – Submission Requirements

An improved result was achieved for this attribute, rated as being of medium/high importance by respondents, with a 2% increase to an 89% satisfaction rating in the 2017 Report.

78% of respondents rated submission requirements as 'excellent' to 'above average' while just 2% rated it as 'below average' or 'poor'.

- Information – Application Process

The importance rating of information related to the application process came in at a medium level. Satisfaction improved by 2% from the 2015 Report, registering at 85%.

This attribute attracted a medium satisfaction rating for the 2017 Report, increasing from the 2015 Report and responses for 'below average' or 'poor' were low at 9%. This may have improved with the implementation of the 'pro forma' Statement of Environmental Effects, designed to aid small scale developers.

- Information Regarding Council's Decision

The satisfaction rating increased by 2% to 89% in the 2017 Report, with an importance rating of high.

5. Inspections

- Inspections – Timeliness

The responsiveness of the Planning and Environment Division to requests for inspections was acknowledged with the highest rating received in the 2017 Report, at 93%. This represents a consistently high result for a highly valued service. 91% of respondents rated this service as 'above average' to 'excellent'.

- Inspections – Assistance or Guidance

This attribute achieved a satisfaction rating of 89% in the 2017 Report, representing a 3% decrease from the 2015 Report. 80% of respondents rated this medium/high valued service as 'excellent' to 'above average'.

- Inspections – Professionalism

The professionalism of Council's inspection service received the highest rating of the survey with a satisfaction rating of 93%. This service was rated as being of high importance and improved by 1% from the 2015 Report.

6. Actions

Given the results achieved above, the following actions are proposed to further refine the customer service offered by the Planning and Environment Division specifically in relation to Building and Development Services:

- Forms - It is proposed to review the overall structure of the application forms noting recent legislative changes and consideration to be given to further 'Plain English' terminology and/or the development of a guide to assist in interpretation. Consideration will also be given to developing editable PDF 'Smart' forms in line with one of the suggestions made.

- e-Planning – It is proposed to seek to implement further e-Planning initiatives, with a view to improving the transparency of the planning system, assisting proponents to prepare more compliant applications and have greater access to information relating to the processes.

Council implemented the online Application Tracking Tool in November 2015, enabling applicants and the general public to freely track the progress of an application. This Tool shall be refined as technological advances continue.

- Development specific Fact Sheets – It is proposed to develop further Fact Sheets addressing specific, common, small scale developments that are not generally large enough to require the use of a planning consultant to assist proponents through the process. In this respect the current guiding Fact Sheet is considered too generic and therefore is not providing the assistance it was designed to. The following developments will initially be targeted:
 - Home Business
 - Change of Use
 - Secondary dwellings
 - Health Consulting Rooms
- Revision of the pro forma Statement of Environmental Effects (SEE) will continue for minor development types that will guide a proponent on how to fill out each section of the document and why Council requires the necessary information.
- Process overview – To further assist with information regarding the planning process. It is proposed to develop a flowchart explaining the development assessment process to proponents.

Appendices:

- 1 [↓](#) Planning and Environment Division User Satisfaction Survey – 2017 Report



USER SATISFACTION SURVEY

Planning & Environment Division

FINDINGS REPORT

Aurora Research & Development Pty Ltd



Dec 2017

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

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2017 REPORT – User Satisfaction Survey – Planning and Environment Division

A. Key Findings and Recommendations

The 2017 survey results show a continuing improvement in the delivery of services in the Planning and Environment Division.

Data in this report is presented after the amalgamation of Dubbo City Council with Wellington Council to form Dubbo Regional Council. Most of the development activity reported on took place during the amalgamation process. Even with the inclusion of a new area, the results of this survey are very comparable and similar to the results of the past Dubbo only surveys.

With the amalgamation, there would have been some staff cross over, change to procedures and systems and perceived disruption, but the results show that the Planning and Environment Division of DRC managed the change with little impact on the customers it serves.

Again in 2017, the survey results show Satisfaction levels across the majority of areas are high and show consistency.

The chart below shows the priority for addressing the areas that mean the most to the Customer. The areas where Customer Satisfaction ratings are high importance and medium to low satisfaction are the areas that Council needs to address to improve the overall Satisfaction ratings.

		Satisfaction Rating		
		<i>HIGH</i>	<i>Medium</i>	<i>Low</i>
Importance Rating	<i>HIGH</i>	*Duty Officer Responsiveness *Requests for Inspections – professionalism *Requests for Inspections – timeliness * Information - Knowledge and Competency *Information - Council's decision *Attitude/friendliness *Inquiries made in person	* Access to Council Officers 2 *Information - Policies, Codes and Regulations 3	*Processing Time 1
	<i>Medium</i>	*Information - submission requirements *Requests for Inspections – assistance/ guidance *Advice prior to lodgement *Telephone inquiries	*Information – Application process 5	*Forms 4
	<i>Low</i>		*Written inquiries 6	

Priority Order:

- 1 Processing Time 2 Access to Council Officers 3 Information - Policies, Codes and Regulations
 4 Forms 5 Information – Application process 6 Written inquiries

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

Lodgement online was a constant subject survey respondents mentioned. Two respondents mentioned that Tamworth allowed online lodgement. This screen shot from Tamworth website confirms there is provision for online submission.

of fees and charges that are applicable to your proposal.

Your application can be lodged at any one of our offices in Tamworth, Manilla, Barra

- [Application to Carrying out Water, Sewer and Stormwater Works \(Section 68\)](#) - **available NOW!**
- [Application for the Erection of a Relocatable Home, Movable Dwelling or Assisted Dwelling](#)
- [Application to Erect a Hoarding](#)
- [Application to Modify Development Consent](#)
- [Application under section 138 of the Roads Act 1993](#) - **Online Application available NOW!**
- [Building Certificate Application Form](#) - **Online Application available NOW!**
- [Caravan Camping Application Form](#)
- [Complying Development Application Form](#) - **Online Application available NOW!**
- [Construction Certificate Application Form](#) - **Online Application available NOW!**
- [Declaring Political Donations and Gifts](#)
- [Development Application Form \(Parts A and B\)](#) - **Online Application available NOW!**
- [Principal Certifying Authority Form](#)
- [Occupation Certificate Form](#) - **Online Application available NOW!**
- [Owners Authority for Lodging an Application](#)
- [Planning Certificate and Drainage Diagram Application Form](#) - **Online Application available NOW!**
- [Subdivision Certificate Application Form](#)
- [Developer Water Meter Payment Form](#) - **Online Application available NOW!**
- [Minor Work under Clause 5.10 of the Tamworth Regional Local Environmental Plan](#)
- [Road Naming Application Form](#)
- [Bushfire Attack Level \(BAL\) Certificate](#) - **Online Application available NOW!**

Tamworth REGIONAL COUNCIL Development Hub [Login or Register](#)

Want changes? Give feedback about the Development Hub [HERE](#)

- Lodge an Application
- Application Tracking
- Development Applications on Exhibition
- Lodgement Tools
 - Application fee calculator
 - Required documents checklist
 - Cost of works estimator
- Other Website Links
- Make a Payment (no surcharges apply)

Need Advice? Contact our Development Hub Staff [HERE](#)

We also noted from the Development Hub screenshot that there is an inbuilt feedback area, which would be a handy and time effective solution for Dubbo Regional Council.

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

This report includes some impressive results. Congratulations to all areas of Council staff involved in the Development Application process. To maintain and improve on this result It is essential that Council continue to educate, upgrade, measure to keep the kind of levels they are now achieving, not only is it extremely difficult to ratchet up even more levels of satisfaction from the “highs” scored in this survey, there needs to be a solid effort to maintain them. New staff will need support and mentoring to enable them to contribute to the high satisfaction ratings achieved.

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

1. Overall Satisfaction Index Rating

1.1 This result is determined from the answers given at the commencement of the Survey - Q1 - when respondents are asked, "Overall, how would you rate the service and advice from the Environmental Services Division"?

Comparatively the overall satisfaction index rating for the surveys undertaken since 2013 shows that satisfaction sits at a high level and continues on an upward trend. The 2017 results show an overall rating of 90.44%, up from 89.09% in 2015, - an improvement of 1.35%.

This high rating is a testament to the work done by Council over the past years and reflects a real continuous improvement approach.

Satisfaction	2013	2015	2017
Overall index	79.25%	89.09%	90.44%

1.2 The next series of questions drill down to determine a composite satisfaction rate on the 17 attributes/service areas within the Survey. The 17 satisfaction rating attributes covered have been split into three groups based on the current 2017 ratings:

High ratings of 88% to 95%

Medium ratings 87% to 82%

Low ratings of 81% or lower

1.3 The Satisfaction ratings for 2017 are noted in the table below:

Attribute	Satisfaction
Requests for Inspections – professionalism	93
Requests for Inspections – timeliness	93
Attitude/friendliness	92
Inquiries made in person	91
Telephone inquiries	91
Responsiveness	90
Requests for Inspections – assistance/ guidance	89
Information - submission requirements	89
Knowledge and competency	89
Information - Council's decision	89
Advice prior to lodgement	89

1.4 The attributes with medium satisfaction ratings were as follows:

Written inquiries	88
Access to Council Officers	88
Information – Application process	85
Information - Policies, Codes and Regulations	85

1.5 The attributes with lower satisfaction ratings were as follows:

Forms	81
Processing Time	78

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

Recommendations

A1.1 Processing Time has the lowest satisfaction rating at a score of 78, followed by Forms which scored 81. Thought needs to be given as to how to improve these two attributes, especially processing time as it rates as an area of high importance to the PED customer. Council should consider if there needs to be extra work done such as examining whether it is to set reduced time objectives, measuring processing time or determining what part of the process is slowing submissions with an aim to ensure the 4 week application process is the achievable benchmark with minimal applications going into the “over 4 week” mark.

A1.2 Forms For the “Forms” attribute the score of 81 is a small decline on the 82 noted in the 2015 report. (72 in 2013 and 78 in 2011).

Forms received a lower importance level and have trended as the lowest throughout recent survey rounds.

However, in the “areas that need improvement” question that appeared later in the survey, the issue of “forms” was once again raised by a number of respondents. It seems that the forms are a constant issue with respondents and applicants in general.

Due to the amount of information required on the Forms, it appears that they are a struggle for infrequent users.

Some respondents have noted that electronic/online lodgement of forms would be a worthy consideration. Many applicants already scan or PDF documents for their own records and feel that this method to lodge paperwork could be a more time effective manner if online lodgement was available.

With the recent implementation of the Application Tracker, (which directly informs PED customers regarding the two attributes -**forms** and the application **process**, customers have access to see where their application is within the process timeline.

Electronic submission of applications may assist in the cumbersome upload phase of the application process and entry onto the Tracker system but would be subject to regulatory guidelines.

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

2. Overall Importance Ranking

Respondents were asked,

“Of all the areas discussed, which are most important to you in determining how satisfied you are with the overall service provided by Council’s Planning and Environment Division?” (Q19)

2.1 The Importance Ranking table below shows the ranking order of the 17 attributes, where the respondents provided their most important requirements driving their overall satisfaction rating.

The last two attributes shown in the table below received the least mention regarding importance in determining their overall satisfaction.

Importance Ranking of the Attributes

Q Ref	Importance Rank	2017	Importance
6	Responsiveness	96.7	High
8	Knowledge and competency	95.4	High
12	Information regarding Council’s decision	94.5	High
5	Attitude/friendliness	93.4	High
17	Processing time	92.7	High
15	Requests for Inspection - professionalism	92.0	High
13	Requests for Inspection - Timeliness	91.6	High
3	Inquiries made in person	91.1	High
4	Access to Council Officers	91.0	High
9	Policies, Codes and Regulations	90.2	High
10	Submission requirements	89.5	Medium High
14	Requests for Inspection assistance or guidance	89.3	Medium High
11	Information regarding the process	88.0	Medium
7	Advice prior to lodgement	86.0	Medium
1	Telephone inquiries	85.4	Medium
16	Forms	82.3	Medium Low
2	Written inquiries	77.3	Low

As per previous surveys the areas that score high in importance are the interactive elements, the areas where residents and Council officers converse on how things are done. The more confident the resident feels about the process, the higher the level of satisfaction.

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

3. Satisfaction Rating Matrix

3.1 The Satisfaction Rating Matrix below compares the importance rating of the attributes to the overall satisfaction ratings given for the attributes.

Attributes that ranked both as Highest Importance and High Satisfaction are.

- *Duty Officer - Responsiveness
- *Requests for Inspections – professionalism
- *Requests for Inspections – timeliness
- *Information - Knowledge and Competency
- *Information - Council's decision
- *Attitude/friendliness
- *Inquiries made in person

The way to increase overall satisfaction is to immediately improve the satisfaction rating for the attributes that rated Low in Satisfaction, and then work on the Medium-High attributes (*see notation 1 through to 6 for priority*)

Satisfaction Ratings by Level of Importance

		Satisfaction Rating		
		<i>HIGH</i>	<i>Medium</i>	<i>Low</i>
Importance Rating	HIGH	*Duty Officer Responsiveness	* Access to Council Officers 2	*Processing Time 1
		*Requests for Inspections – professionalism	*Information - Policies, Codes and Regulations 3	
		*Requests for Inspections – timeliness		
		* Information - Knowledge and Competency		
		*Information - Council's decision		
		*Attitude/friendliness		
		*Inquiries made in person		
	Medium	*Information - submission requirements	*Information – Application process 5	*Forms 4
		*Requests for Inspections – assistance/ guidance		
		*Advice prior to lodgement		
Low	*Telephone inquiries	*Written inquiries 6		

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

Below is a comparative table which further clarifies the results of the Importance and Satisfaction survey ratings

Key: HI High Importance MI Medium Importance LI Low Importance
HS High Satisfaction MS Medium Satisfaction LS Low Satisfaction

Attribute	Comparison Rating	Importance	Satisfaction
Requests for Inspections – professionalism	HI/HS	92	93
Requests for Inspections – timeliness	HI/HS	91	93
Attitude/friendliness	HI/HS	93	92
Inquiries made in person	HI/HS	91	91
Telephone inquiries	MI/HS	85	91
Responsiveness	HI/HS	96	90
Requests for Inspections – assistance/ guidance	MHI/HS	89	89
Information - submission requirements	MHI/HS	89	89
Knowledge and competency	HI/HS	95	89
Information - Council's decision	HI/HS	94	89
Advice prior to lodgement	MI/HS	86	89
Written inquiries	LI/MS	77	88
Access to Council Officers	HI/MS	91	88
Information – Application process	MI/MS	88	85
Information - Policies, Codes and Regulations	HI/MS	90	85
Forms	MLI/LS	82	81
Processing Time	HI/LS	92	78

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

4. Satisfaction Trends

4.1 The following table shows the trends in satisfaction since 2011 through to 2017.

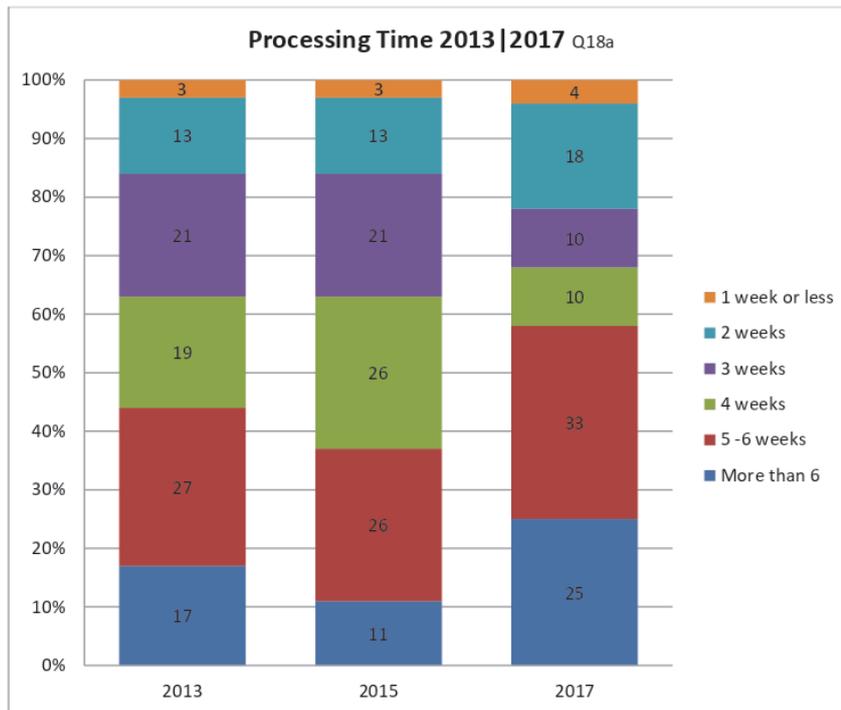
Attribute Satisfaction Rating	2011	2013	2015	2017	TREND
Requests for Inspections – professionalism	90	86	92	93	Increase
Requests for Inspections – timeliness	91	86	92	93	Increase
Attitude/friendliness	91	86	86	92	Increase
Inquiries made in person	89	84	89	91	Increase
Telephone inquiries	89	84	88	91	Increase
Responsiveness	89	83	88	90	Increase
Requests for Inspections – assistance/ guidance	89	83	92	89	Decrease
Information - submission requirements	90	79	87	89	Increase
Knowledge and competency/helpful	89	82	88	89	Increase
Information - Council's decision	87	82	82	89	Increase
Advice prior to lodgement	91	84	90	89	Decrease
Written inquiries	88	77	87	88	Increase
Access to Council Officers	85	82	88	88	Stable
Information – Application process	90	81	82	85	Increase
Information - Policies, Codes and Regulations	89	80	88	85	Decrease
Forms	78	72	82	81	Decrease
Processing Time	91	77	81	78	Decrease

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

5. Time to Process Application

5.1 The 2017 survey results show that *Processing Time* has recorded as High in Importance and Low in terms of Satisfaction.

According to survey data, 42% of applications are being processed within 4 weeks, including 22% which are processed within the first 2 weeks.

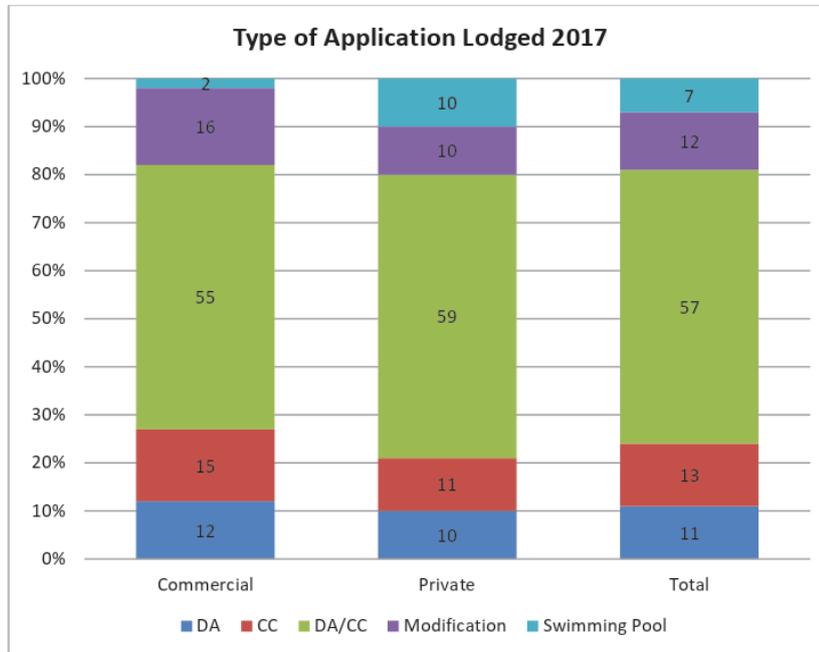


On reviewing the NSW Government Planning and Environment, Development Assessment Best Practice Guide 2017 the optimal time to process 90% of housing applications is 40 days, (or 5.7 weeks). Given that nearly 75% of all surveyed applications are determined within this period it is evident that the industry standard is being exceeded.

The above chart shows a shift though in the more than 6 weeks timeframe for processing. This longer approval time may be justified by the merger between the former Wellington and Dubbo City Councils which occurred on 12 May 2016, just 1 ½ months prior to the commencement of the period surveyed. It is also noted that a few respondents told us their development application was complex and a one-off type project.

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

The following chart shows a percentage breakup of the Survey respondents submission of Commercial and Private applications.



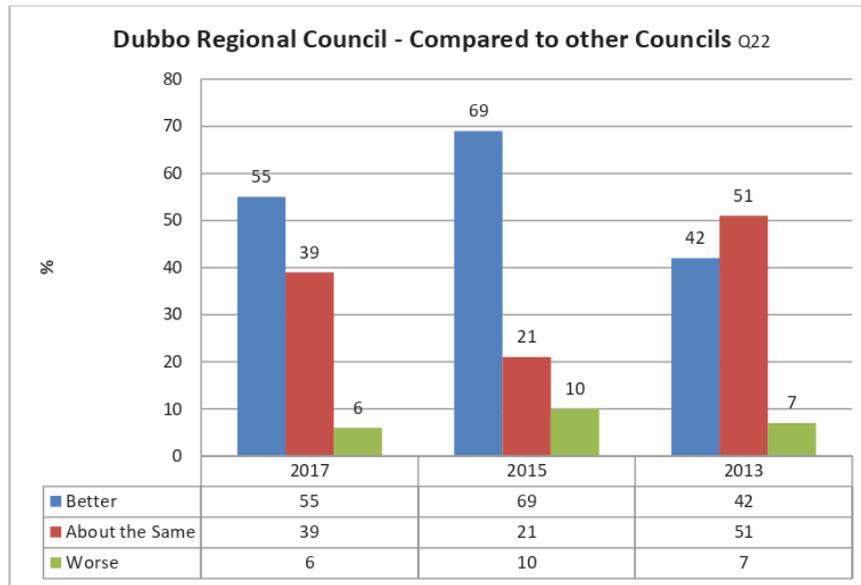
2017 REPORT – User Satisfaction Survey – Planning and Environment Division

6. Comparison to Other Councils

Based on the 2017 data, Dubbo Regional Council is perceived by 55% of respondents to be better to deal with compared to others.

39% of applicants/respondents indicated that Dubbo Regional Council is about the same as other Councils to deal with.

Only 6% indicated that Dubbo Regional Council was worse, which is an improvement on the previous survey results.



2017 REPORT – User Satisfaction Survey – Planning and Environment Division

B. Introduction

1. Background

This document Reports on the Dubbo Regional Council Planning and Environment (Application Process) User Satisfaction Survey 2017 undertaken by Aurora Research (Aurora) for Melissa Watkins, Director, Planning and Environment Division, Dubbo Regional Council.

The Planning and Environment Division of Dubbo Regional Council is responsible for granting approval of Development Consent, Construction Certificate Applications, Modifications etc in the Dubbo Regional Council area.

This Survey was undertaken to determine the level of satisfaction current users have with regard to the service and advice received over the duration of their submission, development and construction phase of the applicable development or building.

Aurora carried out a Survey of 90 applicants who had sought approval from the Planning and Environment Division over the 12 months prior to July 2017. Interviews were conducted by telephone from 27 October to 12 December 2017, as well as via email (3 only). In 2013 100 survey responses were included in the data, in 2015 the number rose to 120. This survey round however the data is extracted from 90 survey responses, with the same break up percentage as the previous survey, being 1/3 from commercial applications and 2/3 from Private applications, which allows for a point in time comparative report.

2. Response Rate

Council provided a list of applicants from the previous twelve months with a contact name, telephone number and reference to the type of application. From the list Council provided, 29 interviews were conducted and completed with commercial applicants and 61 interviews with private applicants, giving a total of 90 interviews.

Interviewers made 841 calls to connect with the persons involved in completing the submission to Council and subsequent progress of their application. The response rate achieved was 11 %. The Dubbo Regional Council area building sector was very busy at the survey point in time, resulting in more frequent call backs and declines – in 2015 Interviewers made 485 calls with a response rate of 25%. *Aurora would recommend future Survey commencement of Sep/Oct to achieve a higher response rate.*

The response rate achieved for the Survey is far lower than expected, with a norm of 25% across the previous surveys. In many instances, interviewers were asked to call another person (and provided with their name and number) as the initial person to answer the call was not the main person associated with the application process. This meant Aurora called builders who had already been contacted in relation to other applications they had put forward.

Respondents were generally receptive to the Survey, with 129 calls (15%) being declined, 238 calls (28%) not answered, (as a comparison in 2015 just 48 calls were declined, and 158 calls not answered). 321 follow up calls/call backs (38%) were made. 13% of calls were made to numbers that were either wrong numbers or no longer connected numbers. This Survey did occur at the same time NBN was being connected, which caused disruption to many local telephone numbers.

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

3. Rating Scale

Throughout the interview the respondents were asked to rate the various application process services provided by Council’s Planning and Environment Division.

The scale used throughout asked the respondents,

“How would you rate the service and advice from the Planning and Environment Division?”

- *Excellent*
- *Above average*
- *Average*
- *Below average*
- *Poor*

If respondents were not sure or unable to give one of the five ratings, then they were not included in the analysis for that attribute.

Generally, charts throughout this Report show the results for the past two surveys, together with current Survey results.

Since not every respondent answered every question, the results to each particular question are based on the number of respondents as opposed to the total sample size for each group.

To make it easier to compare across the range of surveys, Aurora has implemented a Composite Index Score out of 100% based on the following numeric scores for each of the five verbal scales.

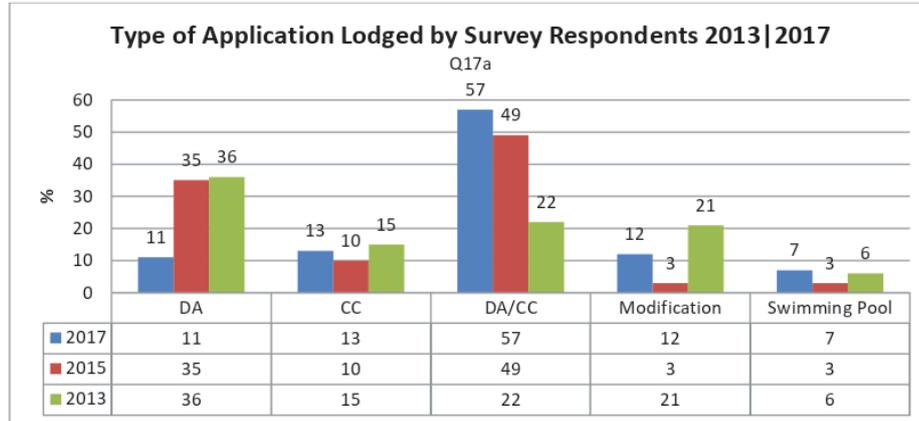
Verbal Rating	Aurora Scale	Weight
Excellent	100 out of 100	1.0
Above average	90 out of 100	0.9
Average	70 out of 100	0.7
Below average	40 out of 100	0.4
Poor	20 out of 100	0.2

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C. Sample Profiles

1. Development Types

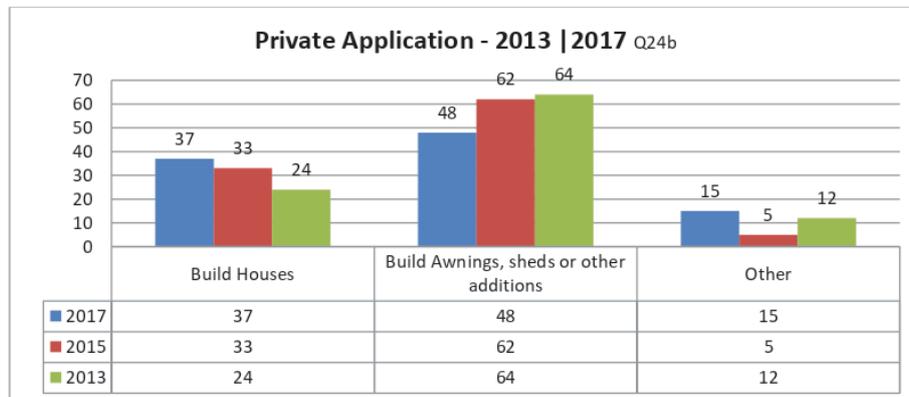
The sample data in this Report was derived from responses from 29 people making applications for commercial activities and 61 making applications for private residential properties.



The comparison chart above shows the percentage variation from 2013 to 2017 survey respondents application type. Whilst there appears to be a drop in Development Applications, Construction Certificates are close to stable, and there is an increase in Combined DA/CC, Modifications and Pool applications.

2. Private – Application Types

The applications for private purposes were mainly to build awnings, sheds or other additions (48%) with 37% building houses and 15% noted as other.



Comparing the 2015 and 2017 survey periods, there is an increase of 4% in *building houses* for 2017, with a drop of 14% to *build awnings, sheds and additions*. Those respondents that noted *Other* said the development they dealt with was Occupy and Demolish.

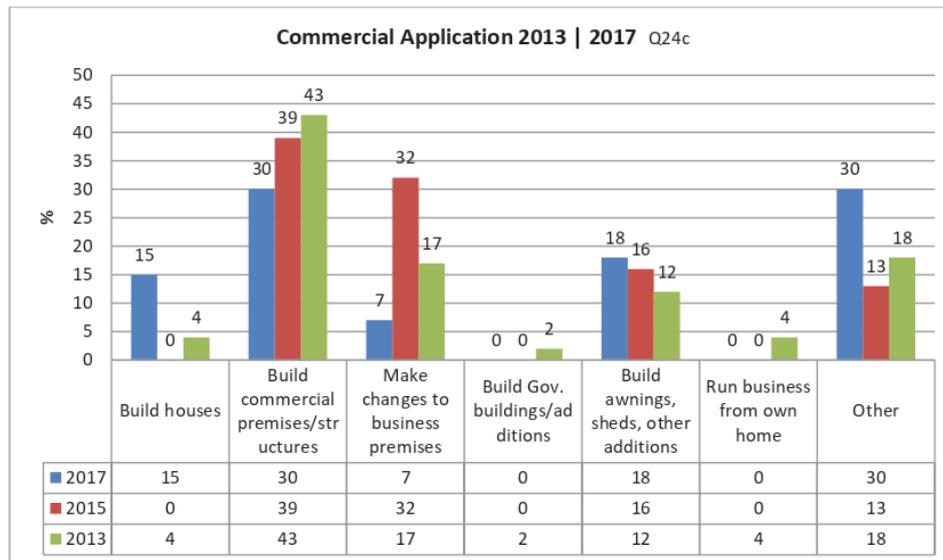
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3. Commercial – Application Types

Build commercial premises or structures was the most prominent application submitted by respondents undertaking commercial projects with 30% of respondents indicating this type of project. Equally 30% of Commercial Survey respondents noted their application as Other. Other included: Occupy, Retail fitouts, and Demolish.

18% of respondents said *Build awnings and sheds*, followed by 15% noting *Build houses*, with 7% *Make changes to own business premises*.

The comparison chart below shows there is variation in the volume of application types by Commercial respondents throughout different survey years.



4. Occupations of the Commercial Applicant

50% of respondents who had put in commercial applications classified themselves as Builders, Architects, Town Planners or Developers, compared to 33% in 2015, 40% in 2013 and 17% of the respondents in 2011.

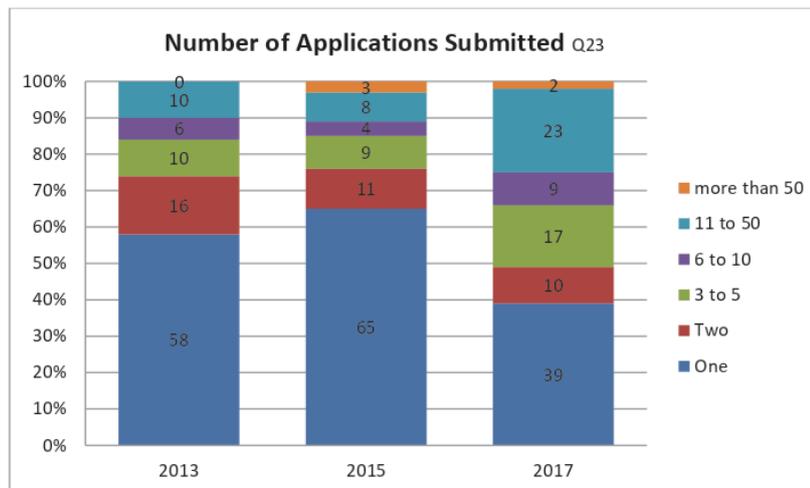
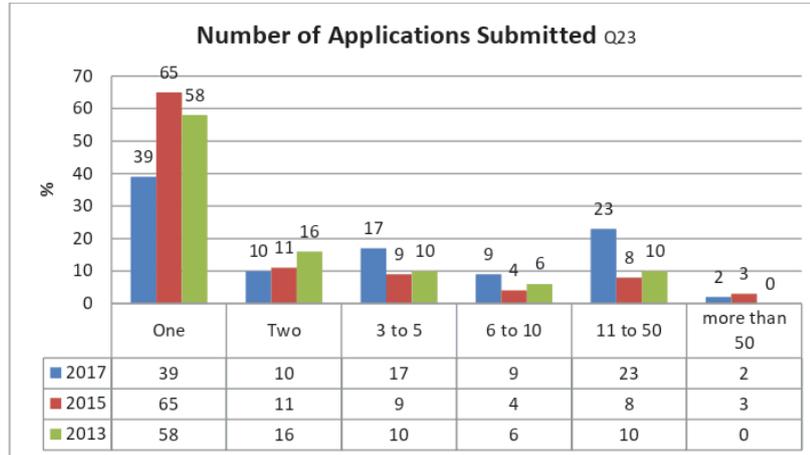
In 2017, 40% identified themselves as Business Managers

- 27% identified themselves as an Architects or building design consultant**
- 17% identified themselves as Builders**
- 7% identified themselves as Administration
- 3% identified themselves as Developers,**
- 3% as Planners &**
- 3% as Farmers

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5. Number of Applications

In 2017, 39% of applicants submitted one application, 10% submitted two, and 17% submitted 3 to 5 applications. 23% noted that they had submitted between 11 and 50 applications, with 2% of respondents saying that they had submitted more than 50 applications.



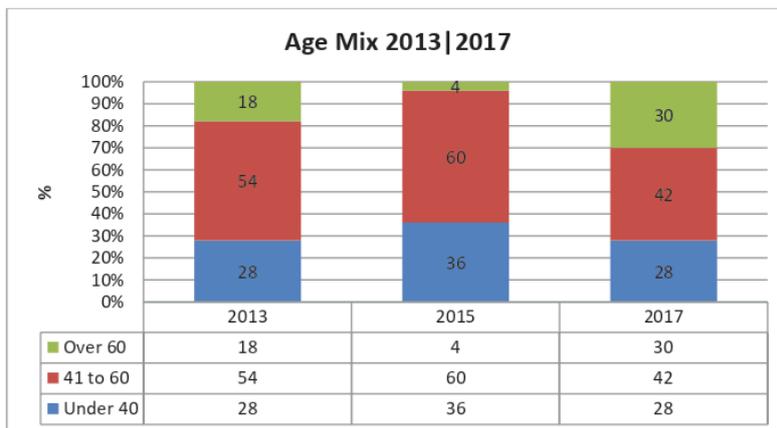
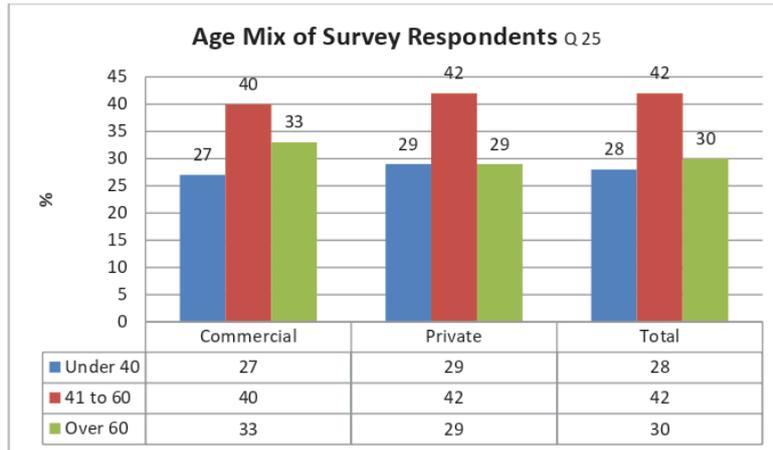
It is interesting to note the expansion of the 11 to 50 application submission range. - this could be due to the housing developments occurring currently and the number of new construction that is being built by the same building companies.

There is a drop in those submitting just one application, so you could assume the level of knowledge regarding application process and requirements would increase given the familiarity with the process in general. i.e. more informed applicants.

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6. Age of Respondent

The 2017 results show 28% of respondents to be under 40, 42% were between 40 to 60 years and 30% were older than 60. Again, this would suggest that the older age groups have longer experience in the industry and therefore more knowledge on the process and requirements required for the development by the PED.

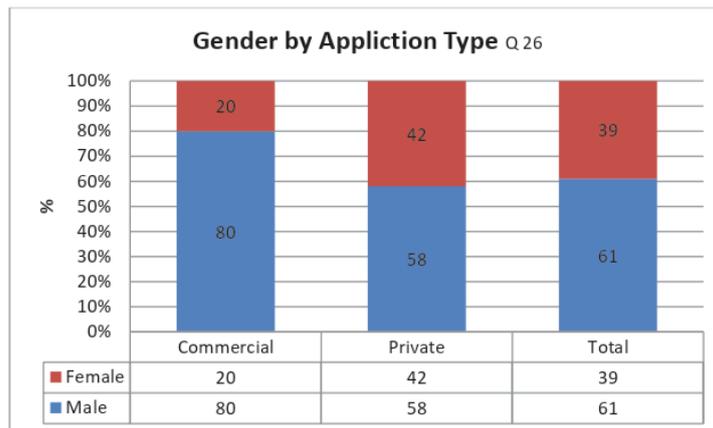
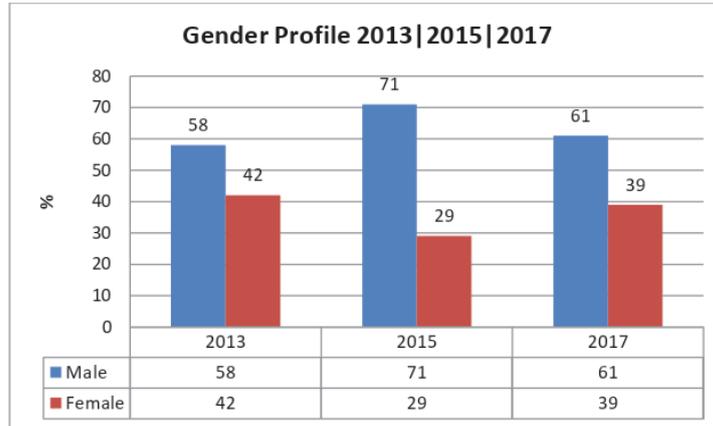


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7. Gender of Respondents

The 2017 respondent gender data shows overall that 61% were Male and 39% Female.

When comparing Private applications to the Commercial applications, the gender bias is male, with 80% of Commercial applications by from men, compared to 58% being male in the Private data.



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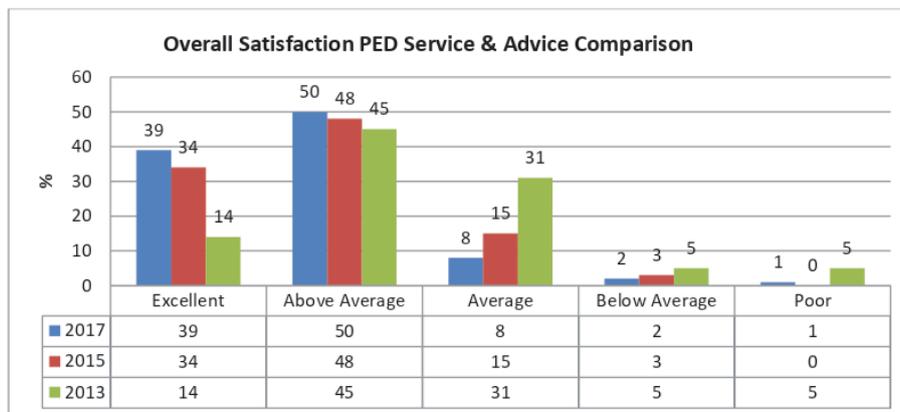
D. Overall Ratings

1. Overall Satisfaction Rating 90.44 (89.09 in 2015)

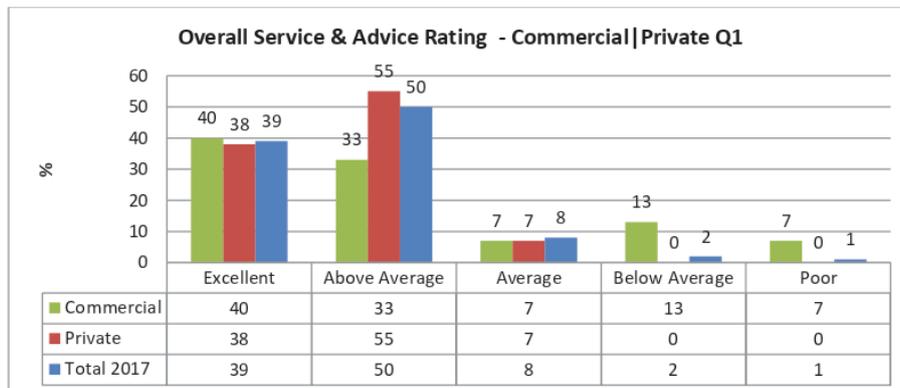
As per the weighting scores, (explained at D.2 in this section), this Question achieved a Weighted Score of 90.44.

At the beginning of each Survey a question was asked to determine the overall satisfaction level. *“Overall, how would you rate the service and advice from the Planning and Environment Division?”*

In 2017, 89% of respondents indicated that the service and advice from the Planning and Environment Division (PED) was *Excellent to Above Average*, with 8% rating it at *Average* rating. **39% of Survey respondents rated the service and advice as Excellent.** Only 3% said their satisfaction was *Below average to Poor*. As per the weighting scores, (explained at D.2 in this section), this Question achieved a Weighted Score of 90.44.



The following chart shows which sectors provided the Satisfaction ratings, to enable the PED to target that area of customer service delivery more accurately.



When looking at the results above, 73% of **Commercial** respondents indicate that they perceive the overall rating of service delivery from the PED as *Excellent to Above average*, with just 7% rating it as *Average*, 13% as *Below Average* and 7% as *Poor*.

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93% of **Private** respondents indicated that the service and advice they received was *Excellent* to *Above Average* and 7% of the Private applicants listed it as *Average*.

When combining the results, 89% of respondents have rated the overall Service and Advice from Dubbo Regional Council Planning and Environment Division as *Excellent* to *Above Average*.

Just 3% of the entire survey population rated the overall service and advice from Council as *Below average* to *Poor*.

It is interesting to note that the lower scores come from the Commercial Applications. Their applications may be more diverse or more complicated and require a greater depth of knowledge than the volume of Private Applications for a dwelling for example. – therefore, the ratings come from an area of Industry knowledge and experience.

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2. Overall Satisfaction Index

For consistency and to make it easier to comprehend the data in the series of charts, Aurora has used a weighting system. The 2017 data is shown here as an example.

The overall satisfaction index in 2017 is 90.44%.

Rating	Total Respondents	% respondents	Times	Weight	Equals
Excellent	35	38.33	X	1.0	38.89
Above average	45	50	X	0.9	45
Average	7	7.77	X	0.7	5.44
Below average	2	2.22	X	0.4	0.89
Poor	1	1.11	X	0.2	0.22
Total	90	100			90.44

The Overall Satisfaction Index shows that the overall satisfaction has increased by 1.35% in 2017.

Overall Index	2009	2011	2013	2015	2017
	84%	88%	79%	89.09%	90.44

3. Composite Satisfaction Index

The Satisfaction Trend chart below compares the overall satisfaction rating with the Composite Index Score of Satisfaction (the result of all individual attribute areas within this Survey). This then allows for an image and further understanding of the trend in performance to emerge.

The composite result for 2017 is 88.20.

	2009	2011	2013	2015	2017
	84	88	79	89	90
Composite	86	88	82	88	88

4. Satisfaction Trend – Composite Index

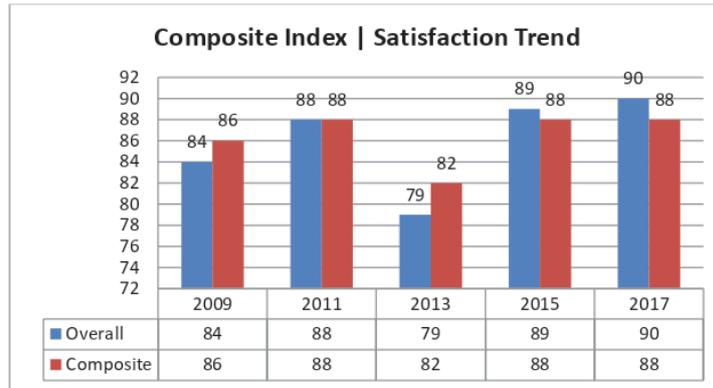
This Index is based on an average of all 17 service elements covered in the Survey.

The Composite rating for 2017 is 88.20 and is equal to that achieved in 2011 and 2015.

The Overall rating for 2017 is 90.44 and is the highest achieved over the survey years.

The 2017 result indicates the highest level of satisfaction achieved over the life of the Survey.

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The above Satisfaction Trend chart compares satisfaction ratings for the 17 attributes or service areas (Question 2-18), with the overall satisfaction rating (Question 1).

This Report is designed to show the various patterns by attribute and give guidance as to what action needs to be taken to increase the overall satisfaction level.

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5. Satisfaction Levels by Attribute 2017

There are 17 attributes covered in the Satisfaction Survey and these have been split into three groups based on this Survey and previous survey ratings:

- High ratings of 100% to 89%
- Medium ratings of 88% to 82%
- Low ratings of 81% or lower

The satisfaction ratings are shown in the table below together with comparison scores for previous survey rounds. The 2017 results are as follows:

Satisfaction Ranking of the Attributes – 2017

Attribute Satisfaction Rating	2011	2013	2015	2017
Requests for Inspections – professionalism	90	86	92	93
Requests for Inspections – timeliness	91	86	92	93
Attitude/friendliness	91	86	86	92
Inquiries made in person	89	84	89	91
Telephone inquiries	89	84	88	91
Responsiveness	89	83	88	90
Requests for Inspections – assistance/ guidance	89	83	92	89
Information - submission requirements	90	79	87	89
Knowledge and competency/helpful	89	82	88	89
Information - Council's decision	87	82	82	89
Advice prior to lodgement	91	84	90	89
Written inquiries	88	77	87	88
Access to Council Officers	85	82	88	88
Information – Application process	90	81	82	85
Information - Policies, Codes and Regulations	89	80	88	85
Forms	78	72	82	81
Processing Time	91	77	81	78

The Satisfaction level achieved across all attributes is high throughout this Survey, with the lowest achievers being 78 Processing Time and 81 Forms. Historically, these two attributes are low in Satisfaction. (See point 8 in this section – page 30 for a comparison.)

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6. Importance Ranking

To increase the overall satisfaction rating, Management needs to focus attention on improving customer satisfaction with those attributes that are most important to the customers in determining their current level of overall satisfaction.

To determine this importance, the following question was asked:

“Of all the things that we have discussed, please tell me which three are the most important to you in determining how satisfied you are with the overall service provided by Council’s Planning and Environment Division?”

The following Importance Ranking table shows the ranking of the 17 attributes in terms of the survey respondents noting the attribute as most important.

92% of respondents said that the Duty Officers *Responsiveness* was **the most important area** in determining how satisfied they were with the overall service, giving it the highest ranking of 96.7. Following, with a ranking of 95.4 is *Knowledge and competency* where 78% of respondents noted this as the most important area in determining satisfaction.

The last two attributes shown in the table were mentioned by fewer respondents as important in determining their overall satisfaction.

Importance Ranking of the Attributes

Q Ref	Importance rates	Total 2015	2017	Importance
6	Responsiveness	93.4	96.7	High
8	Knowledge and competency	92.4	95.4	High
12	Information regarding Council’s decision	92.3	94.5	High
5	Attitude/friendliness	94.4	93.4	High
17	Processing time	91.1	92.7	High
15	Requests for Inspection - professionalism	96.6	92.0	High
13	Timeliness of requests for Inspection	96.0	91.6	High
3	Inquiries made in person	94.1	91.1	High
4	Access to Council Officers	91.7	91.0	High
9	Policies, Codes and Regulations	94.2	90.2	High
10	Submission requirements	89.7	89.5	Medium High
14	Requests for Inspection assistance or guidance	95.5	89.3	Medium High
11	Information regarding the process	90.9	88.0	Medium
7	Advice prior to lodgement	93.1	86.0	Medium
1	Telephone inquiries	93.0	85.4	Medium
16	Forms	91.2	82.3	Medium Low
2	Written inquiries	90.5	77.3	Low

It is noted that the top attributes of importance reflect more the ‘how’ the service is delivered rather than the ‘what’ that is delivered. Once again, the interaction of Council employees with the applicants has been clearly identified as the key drivers of unique customer service.

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7. Satisfaction Level by Importance Ranking

Seven attributes fall within the High satisfaction, High Importance ranking,-
Duty Officer- Responsiveness; Requests for Inspections – timeliness; Requests for Inspections – professionalism; Information- Knowledge and Competency; Information - Council's decision; Duty Officer Attitude/friendliness; and Duty Officer - Inquiries made in person; while a further two attributes *Information - Policies, Codes and Regulations* and *Access to Council Officers* rated as Medium Satisfaction and High Importance .

Note that “Processing Time” sits in the high importance with low satisfaction range, given it has actually to do with timeliness and responsiveness (which both sit high on the importance and satisfaction rating) this attribute should be a priority when determining which areas to focus on when developing improvement projects

The way to increase overall satisfaction is to immediately improve the satisfaction rating that sits in Low Satisfaction area and then work on the attributes that are rated Medium in Importance or Satisfaction: i.e.-

- 1 Processing Time 2 Access to Council Officers 3 Information - Policies, Codes and Regulations
- 4 Forms 5 Information – Application process 6 Written inquiries

Satisfaction Ratings by Level of Importance

		Satisfaction Rating		
		<i>HIGH</i>	<i>Medium</i>	<i>Low</i>
Importance Rating	<i>HIGH</i>	*Duty Officer Responsiveness *Requests for Inspections – professionalism *Requests for Inspections – timeliness * Information - Knowledge and Competency *Information - Council's decision *Attitude/friendliness *Inquiries made in person	* Access to Council Officers *Information - Policies, Codes and Regulations	*Processing Time
	<i>Medium</i>	*Information - submission requirements *Requests for Inspections – assistance/ guidance *Advice prior to lodgement *Telephone inquiries	*Information – Application process	*Forms
	<i>Low</i>		*Written inquiries	

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8. Satisfaction Rating Direction

The following Trend Direction table shows the satisfaction ratings for the three surveys and the summary groups in terms of moving upwards, steady or declining.

The 2017 Survey provides ratings at a point in time and the general trend for 2017 is on the increase when measured from the 2013 and 2015 surveys.

Attributes	2013	2015	2017	Trend
Requests for Inspections – professionalism	86	92	93	Increase
Requests for Inspections – timeliness	86	92	93	Increase
Attitude/friendliness	86	86	92	Increase
Inquiries made in person	84	89	91	Increase
Telephone inquiries	84	88	91	Increase
Responsiveness	83	88	90	Increase
Advice prior to lodgement	84	90	89	Decrease
Information - Council's decision	82	82	89	Increase
Information - submission requirements	79	87	89	Increase
Knowledge and competency/helpful	82	88	89	Increase
Requests for Inspections – assistance/ guidance	83	92	89	Decrease
Access to Council Officers	82	88	88	Stable
Written inquiries	77	87	88	Increase
Information – Application process	81	82	85	Increase
Information - Policies, Codes and Regulations	80	88	85	Decrease
Forms	72	82	81	Decrease
Processing Time	77	81	78	Decrease
Tracker (this is a new question)			84	

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E. Processing Time

1. Introduction

This Section looks at how applicants consider the processing time, from time of lodgement to receiving Council’s decision.

2. Time Taken

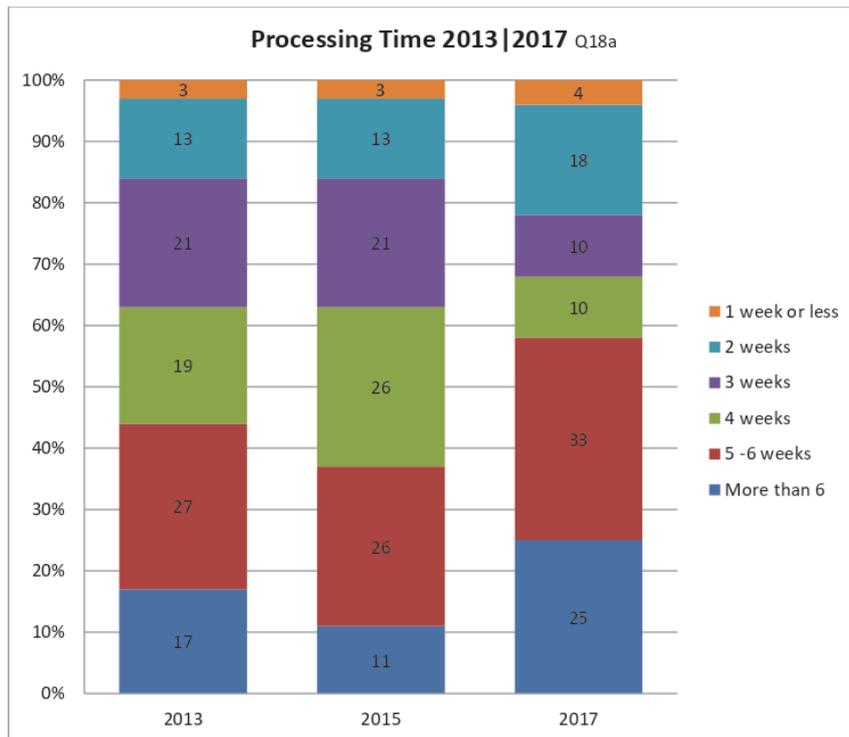
Q18 – How long (number of weeks) did it take Council to process your most recent application, from time of lodgement to receiving Council’s decision?

The 2017 results show that the average time taken was **5.90 weeks.** (or 41.3 days)
 The average time taken was 4.94 weeks in 2015.
 The average time taken was 4.3 weeks in 2013.

In 2017, 42% of Survey respondents said that their application had taken 4 weeks or less (compared to 63% in 2015 and 56% in 2013)

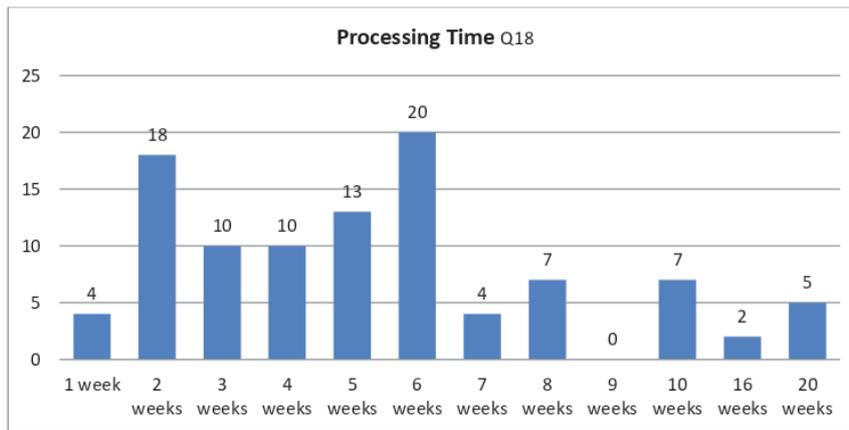
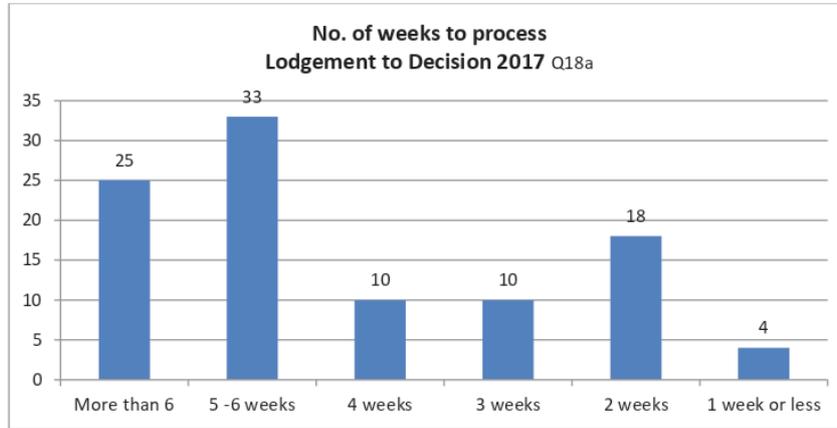
The graph below shows an increase of 5% in applications taking 2 weeks, which is a good result, given the trends of the 2 previous surveys.

There is a 7% increase in applications taking 5-6 weeks and an increase of 14% for applications taking more than 6 weeks.



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The Charts below indicate the percentage of Survey respondents/applicants and the number of weeks they estimated their application took to be processed – from time of lodgement to receiving Council’s decision advice.

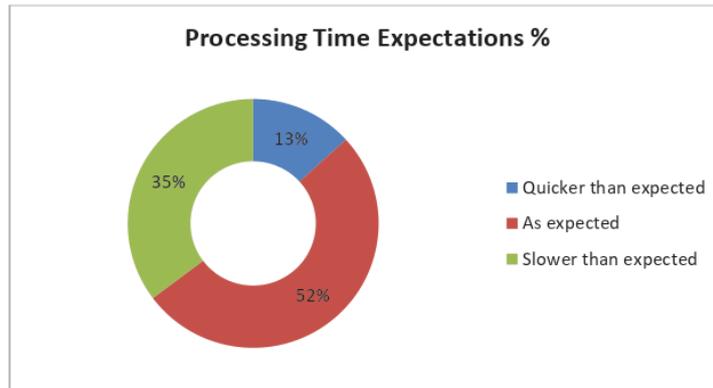


The chart above shows the processing time as a breakdown in weeks, (rather than clumped as more than 6 weeks).

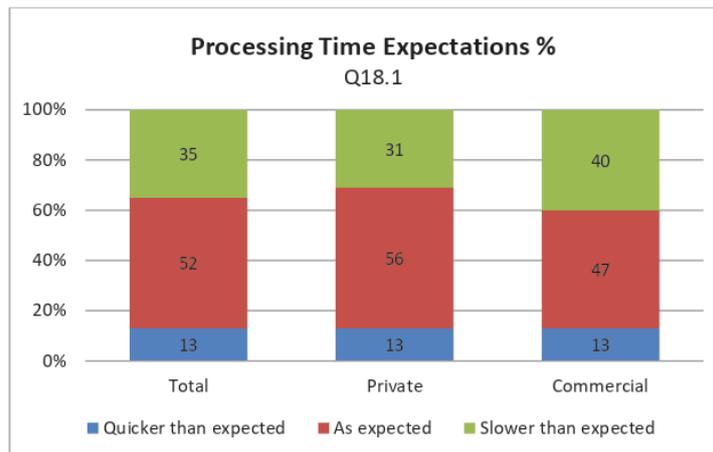
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3. Processing Time Expectations

Q18.1 Was the processing time *Quicker than you expected*; *About what you expected*; or *Slower than you expected*?



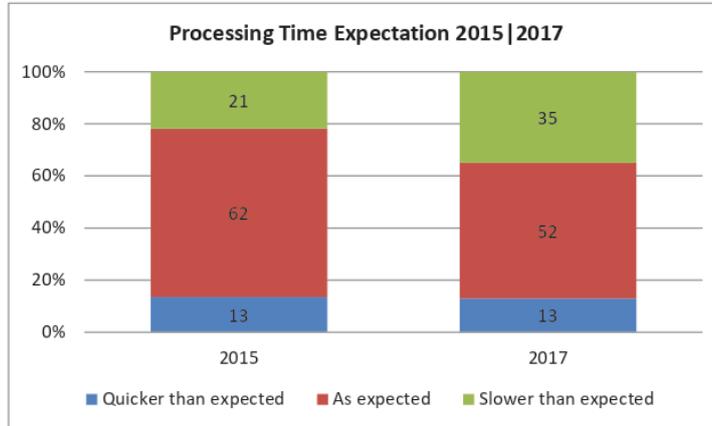
The survey data shows that 13% of applicants had their Application processes *quicker than expected*, 52 % said it took *as long as they had expected* it to, and 35% said it was *slower than expected*. Verbal reasoning for the responses can be found on the following pages.



69% of the **Private** applicant respondents indicated that their application was processed either *As expected* or *Quicker than expected*, whereas 60% of **Commercial** applicant respondents stated that the process was either *As expected* or *Quicker than expected*.

When combined over 52% said the Processing Time was as Expected, 35% of respondents said that the processing Time was slower than they had expected it to be.

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The *Slower than expected* has gained 14% on the previous Survey result. While *Quicker than expected* remained fairly consistent, the *As expected* decreased by 10%. The above comparison chart shows the change.

Recommendation: Review applications taking more than 6 weeks to complete to determine the cause for delay.

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4. Rating of Processing Time

The respondents were asked,

Q 18.2 “How would you rate the Council on their Processing Time from the time of lodgement to receiving the Council’s decision?”

Matrix Summary - Processing Time

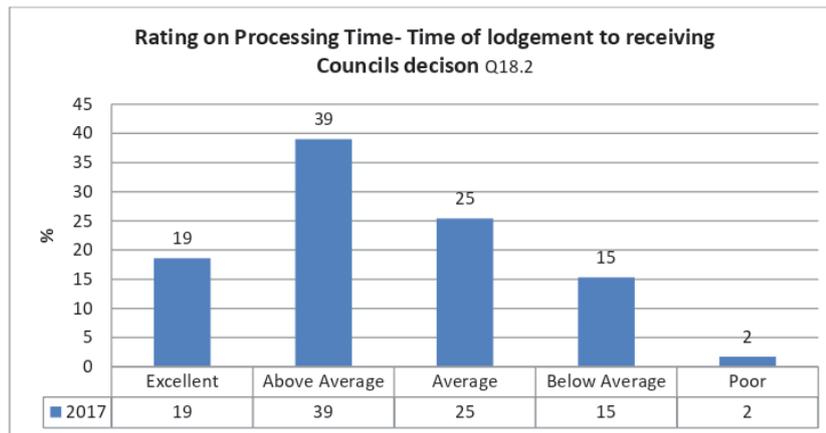
Customer Rating	Low
Importance	High
Trend in Ratings	Decreased

Summary of Ratings – Processing Time %

Year	Private	Commercial	Total
2013	80	71	77
2015	81	78	81
2017	81	67	77

In 2017, the overall rating of Processing Time has achieved 77% the same rate as the 2013 result.

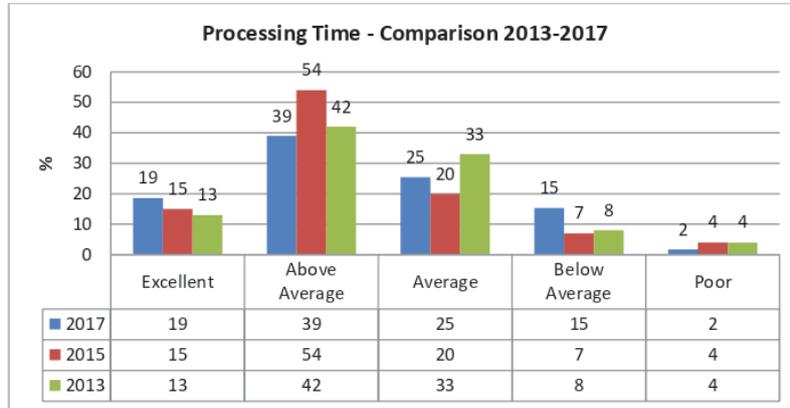
As can be seen above in the Summary of Ratings table, the rating of Processing Time by the Commercial applicants has decreased by 11%, whilst the Private applicant rating has remained the same.



Processing Time was rated as *Excellent, Above Average or Average* by 83% of respondents in 2017 compared to 89% of respondents in 2015.

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The chart below shows that there was an increase of 4% in the *Excellent* rating for Processing Time shown as 19% this survey from 15% in 2015. There has been a decrease of 15% in the *Above Average* rating from 54% in 2015 & *Average* has increased 5% on the 2015 result.



5. Reasons for Expectations Rating

Many things contributed to the ratings, with the following verbatim comments offered, when asked why the applicants rated the Processing Time as they did.

- Council was not the hold up, - (to do with storm water), processing time good considering the issues*
- 3-week delay waiting on referral/info from Essential Energy*
- Waiting on correspondence to confirm what is happening with application*
- Inconsistent time to process on straightforward projects*
- From an annoying start the turnaround was eventually better than first anticipated*
- Team is short staffed, need to put resources here, inspectors are very busy too*
- Generally, takes too long*
- Fairly slow*

Many respondents, while happy to participate in the Survey and provide feedback, were either short on time, or simply chose not to answer the *Why do you say that?* question being asked after each area of the questionnaire.

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F. Forms

1. Introduction

This Section looks at the various development, modification and or consent **Forms** used by Private and Commercial applicants when submitting them to the Planning and Environment Division (PED) of Council. Respondents were questioned on the types of forms lodged, ease of understanding the forms and reasons for saying why it was easy or difficult.

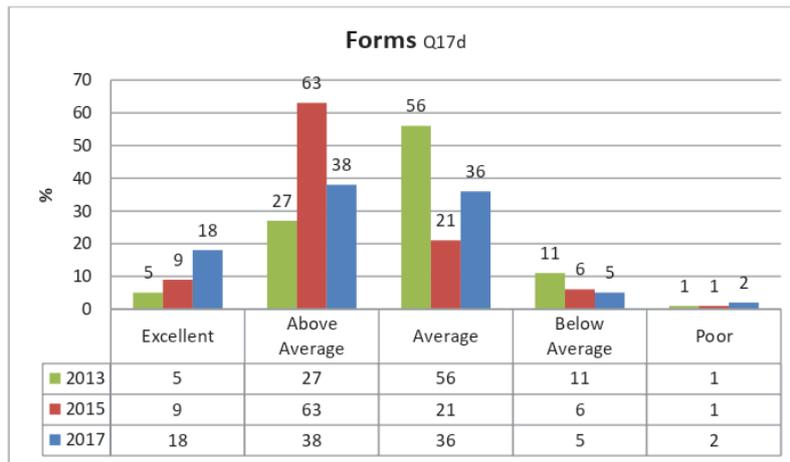
Summary of Ratings – Forms

Year	Private	Commercial	Total
2013	73	70	72
2015	82	85	82
2017	81	76	81

Matrix Summary - Forms

Customer Rating	Low
Importance	Medium Low
Trend in Ratings	Decreased

A standard rating question was asked,
 "How would you rate the forms overall?"

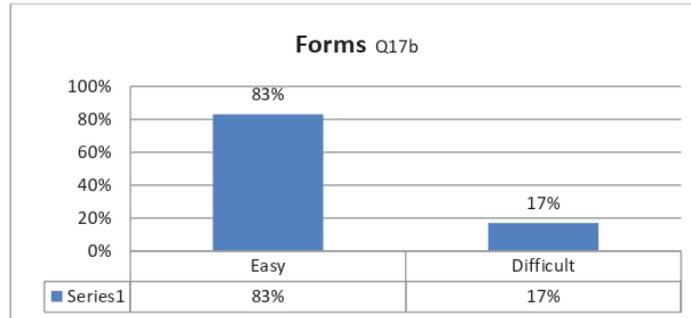


In 2017, 18% of Survey respondents rated Forms as *Excellent*, with 38% rating Forms as *Above Average*. **Forms rated the second lowest in the Survey for satisfaction.** (82 respondents answered this question made up of 26 with Commercial applications and 56 with Private applications)

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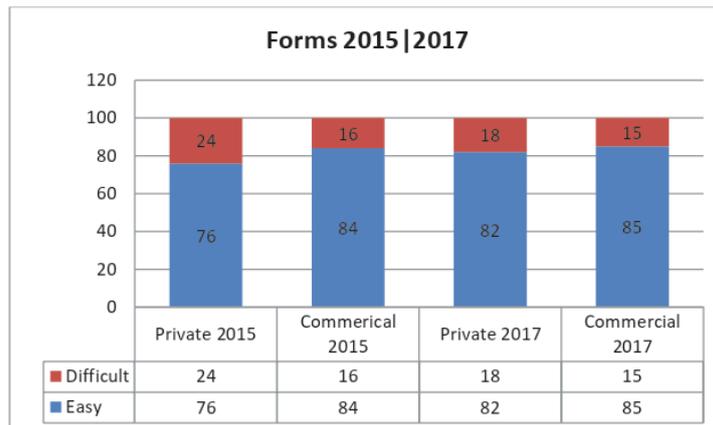
2. Ease of Understanding Forms

When asked *Did you find the forms easy to understand or difficult to understand*, **83% of applicants said that they found it easy to understand the forms**, whilst in 2015 78% indicated the forms to be easy.



Confirming that the applicants felt that the Forms were relatively easy to complete, the above chart (Q17d) shows that predominantly *Above Average* and *Average* ratings were given.

Many respondents indicated that they had received assistance when completing the Forms.



To gain a better understanding of who was having the most difficulty understanding the forms, the data is presented as response percentages by both Commercial and Private applicants.

Commercial applicants found the forms easier to understand than Private applicants: In 2015 84% of commercial applicant respondents indicated that the forms were easy and in 2017 it was 85% saying the forms were easy.

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3. Reasons for Ease or Difficulty of Understanding Forms

Easy

Builder completed forms x 8
Dealt with Council re application forms for years x 6
Familiar with them
Fill in often, straightforward - would like electronic version
Just rang and got answers
Looked on-line to clarify

Difficult

Confusing, but asked for clarification
Engineer helped with forms, forms confusing for someone not in industry
Moderate – neither easy nor hard
Terminology – hard to comprehend some questions
New to this, once explained it was OK

Suggestions

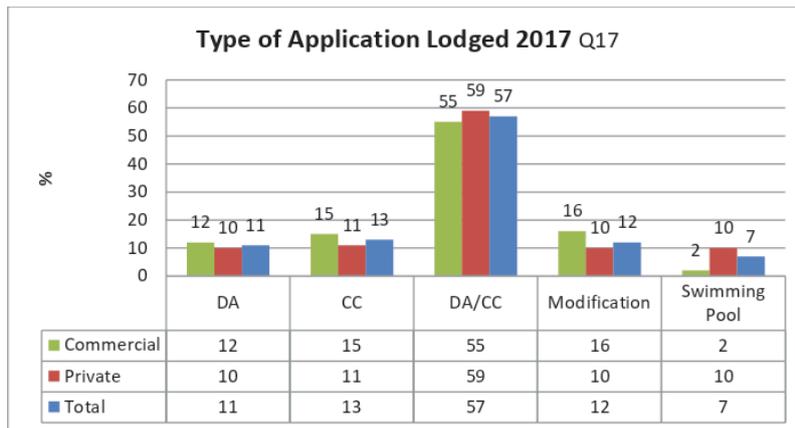
10 pages to go through is onerous, some areas of form are ambiguous and obscure
Refine the paperwork
We do similar jobs at other Councils and they have half the number of pages to complete
- simplify the forms
Would like electronic version
Would like less paperwork, regulations/checklist - a quick fill form, rather than having to
print and complete all the paper – a short form for regular users, without the explanation
pages

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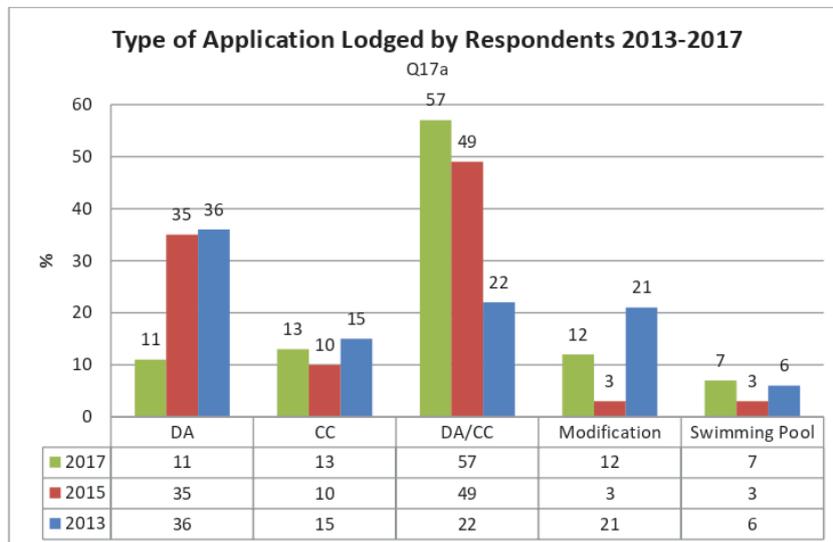
4. Application Forms Used

The 2017 Survey Respondents provided detail on applications they had lodged during the 2016/2017 financial year.

The chart below (Q17) shows that the Combined Development Application & Construction Certificate was most popular with both Commercial and Private applicants.

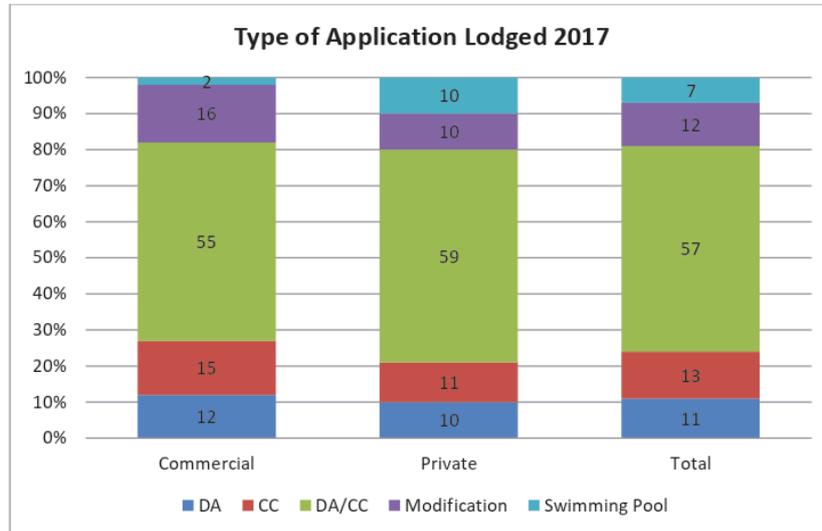


Survey results show that the most popular form lodged by respondents was the Combined Development Application and Construction Consent, with 57% of respondents submitting this type of application. This is a slight increase of 8% on the 2015 survey result. There is considerable decrease in DA only applications.



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The Chart following shows the break up of forms lodged by Private and Commercial applicants and the combined total



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G. Duty Officer Ratings

1. Introduction

In this Section the ratings regarding the Environmental Services Division Duty Officer who dealt with the applicant is summarised.

The attributes that were rated are shown here with the sample base of the number who gave a rating for the attribute in 2017.

Sample Bases 2017

Ref	Attribute	Private	Commercial	Total
2	Telephone inquiries	61	28	89
3	Written inquiries	49	29	78
4	Inquiries made in person	59	28	87
5	Attitude of Duty Officer	61	29	90
6	Duty Officer's responsiveness	60	29	89
7	Access to Council Officers	61	29	90

The following Sections cover information about the six attributes listed above that relate to the Duty Officers.

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

2. Telephone Inquiries

The respondents were asked,

“How would you rate the helpfulness of that staff member in response to telephone inquiries?”

a) Summary of Ratings

Summary of Ratings – Telephone Inquiries %

	Private	Commercial	Total
2013	85	83	84
2015	88	91	89
2017	94	82	91

The ratings for telephone inquiries has increased 2% in this Survey.

Commercial Survey respondents indicated that the telephone rating had decreased by 9%, while Private respondents ratings increased by 6% on the 2015 result.

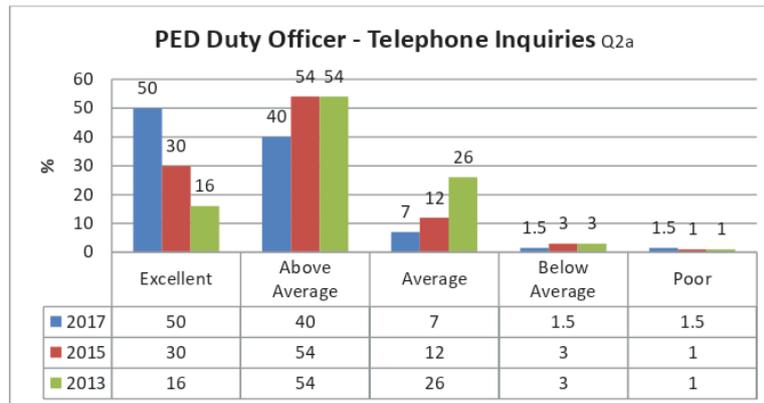
Matrix Summary Telephone Inquiries

Customer Rating	High
Importance	Medium
Trend in Ratings	Improved

b) Detailed – Telephone Inquiries

The results from this 2017 Survey show an increase of 20% in the *Excellent* rating from the last survey in 2015, the *Above average* rating of 40% has decreased by 6%.

Overall, the results show that 97% of respondents rated Telephone Inquires at Average to Excellent. It is important to highlight and reward this kind of performance, so the Council employees are aware of the customers response and continue to perform at this high level.



c) Reasons for Ratings – Telephone Inquiries

Respondents were positive about the Duty Officer who answered their telephone inquiries. Just one of the Survey respondents made a comment for giving an average score - their comment being ***“they make a great effort.”***

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

3. Written Inquiries

The respondents were asked,
 “How would you rate the helpfulness of that staff member in response to written inquiries?”

a) Summary of Ratings

Summary of Ratings – Written Inquiries %

	Private	Commercial	Total
2013	78	75	77
2015	86	90	87
2017	91	80	88

In 2017, *Written Inquiries* increased its’ ranking from Private application respondents, with a rating of 91 from 86 in the 2015 survey. Ranking from Commercial applicants dropped by 10%. This area again had the highest ‘no response’ rate, with 14 respondents not answering the question as the respondent hadn’t made written inquiries to the Duty Officer.

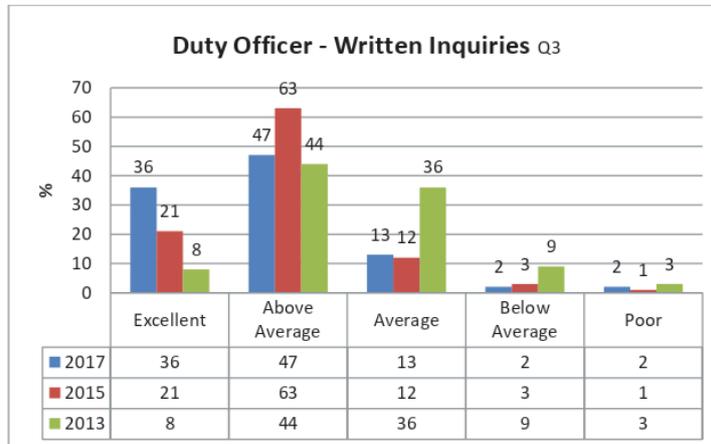
Matrix Summary Written Inquiries

Customer Rating	Medium
Importance	Low
Trend in Ratings	Improved

b) Detailed – Written Inquiries

Survey results for 2017 has the **Excellent** rating increase by 15% recording 36% this Survey round whilst *Above average* ratings showed a decrease of 16%

In total, **96% rated it as Excellent to Average** with just 4% rating it at *Below Average to Poor*.



2017 REPORT – User Satisfaction Survey – Planning and Environment Division

c) **Reasons for Ratings – Written Inquiries**

*all emails go to the main email address, therefore there appears to be no urgency
delay in response re my application
didn't make any x 12
had a few matters back & forward
quick response - Sean Dixon
quite responsive
tend to be verbal, rather than written, quicker that way*

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

4. Inquiries Made in Person

The respondents were asked,
 “How would you rate their response to inquiries made in person?”

a) Summary of Ratings

Summary of Ratings – In Person Inquiries %

	Private	Commercial	Total
2013	85	83	84
2015	89	87	89
2017	95	79	91

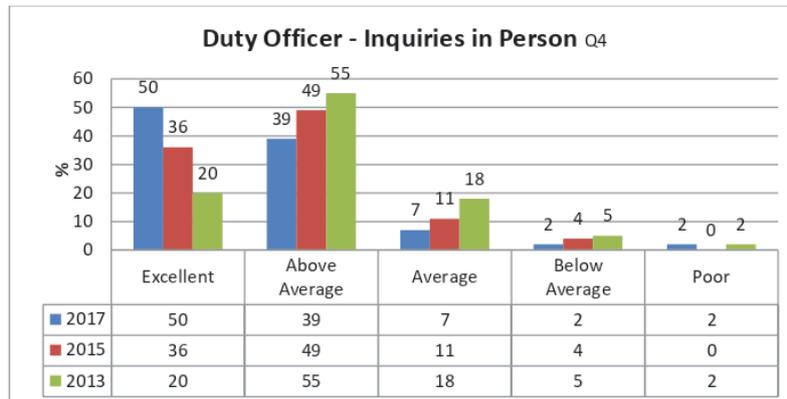
In 2017 the rating for *In Person Inquiries* has increased in terms of customer satisfaction rating.

Matrix Summary In Person Inquiries

Customer Rating	High
Importance	High
Trend in Ratings	Improved

b) Detailed – In Person Inquiries

The 2017 Survey respondents rated *In Person Inquiries* at **96% Excellent to Average**, with an impressive 50% rating it as *Excellent* and 39% as *Above average* which indicates that respondents appreciated the assistance provided by the Duty Officer. The Commercial respondents scored this attribute 16% lower than Private respondents.



c) Reasons for Ratings – In Person Inquiries

When asked why they rated the *In Person Enquiry* the way they did, a series of answers were given as shown below. Several noted that they didn’t go in the Council therefore made no in person enquires.

- Always get someone to answer queries;*
- Meeting was productive;*
- Some follow up needed, staff were helpful*

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

5. ESD Duty Officer – Attitude

The respondents were asked,
 “How would you rate their attitude?”

a) Summary of Ratings

Summary of Ratings - Attitude %

	Private	Commercial	Total
2013	88	81	86
2015	90	85	88
2017	93	86	91

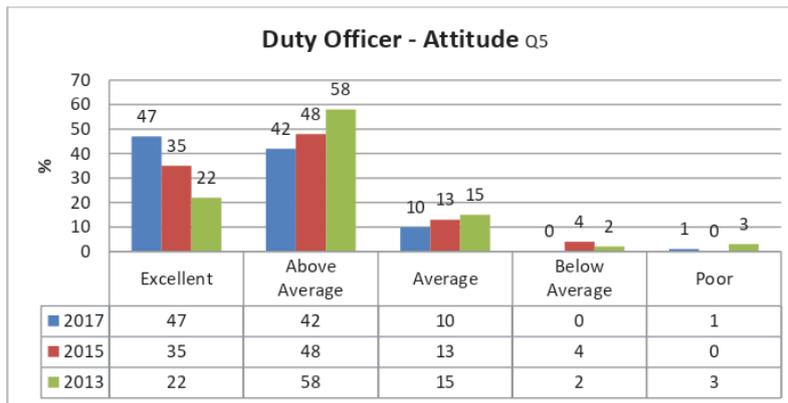
In 2017, the Attitude attribute has increased from previous year, recording 91% overall, an improvement of 3% from the 88% rating achieved in 2015

Matrix Summary Attitude

Customer Rating	High
Importance	High
Trend in Ratings	Improved

b) Detailed – Attitude

The 2017 Survey results show that *In Person Inquiries* continue to deliver service at a High level, with 89% of respondents scoring this attribute as *Excellent* to *Above average*. The Commercial respondents scored this attribute 7% lower than Private respondents.



c) Reasons for Ratings – Attitude

*All council staff have been excellent, heritage officer/views makes it difficult;
 All staff seem helpful; Difficult project, worked collaboratively;
 Positive attitude; Sense of humour; Staff are customer focused;
 People skills required;*

These comments confirm a high standard in attitude, the negative comment was based on newer staff who may not be as confident as the longer-term staff.

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

6. Responsiveness

The respondents were asked,
 "How would you rate the Duty Officer's responsiveness?"

a) Summary of Ratings

Summary of Ratings – Responsiveness %

	Private	Commercial	Total
2013	85	87	83
2015	87	84	86
2017	94	76	90

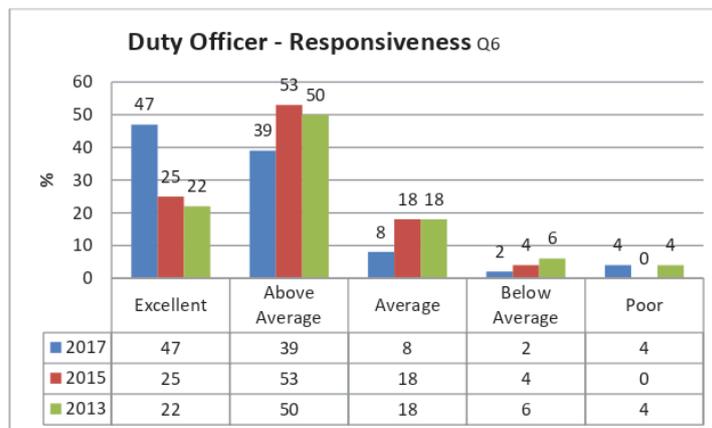
The Commercial applicant rating decreased by 8% in 2017, with the Private applicant rating increasing by 7% on the 2015 results. However, overall a 4% increase was achieved.

Matrix Summary - Responsiveness

Customer Rating	High
Importance	High
Trend in Ratings	Improved

b) Detailed– Responsiveness

The 2017 Survey results show a substantial rise in the Excellent rating, achieving 47%, gaining 22% on the 2015 result; 39% of respondents rated it as *Above average*, a decrease 14% from the 2015 result. **86% of respondents indicate that the Planning and Environment Division Duty Officer is providing a high (excellent /above average) level of service** with *Average* receiving a rating of 8%. Just 2% rated responsiveness as Below Average and 4% as Poor.



Note: When looked at in isolation Excellent rated 33% from Commercial respondents. The mix ratio is 1/3 Commercial and 2/3 Private therefore the rating of 47% is achieved when both groups are combined.

c) Reasons for Ratings – Responsiveness

They tend to do their best; Always found Wellington team to be good; Still waiting on some info

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

7. Access to Officers

The respondents were asked,
“During the assessment of your application, how would you rate your satisfaction with the access you had to Council Officers?”

a) Summary of Ratings

Summary of Ratings - Access to Officers %

	Private	Commercial	Total
2013	83	81	82
2015	88	90	88
2017	89	82	88

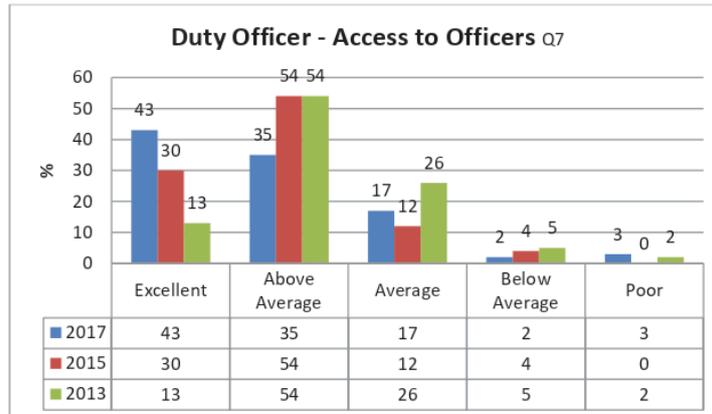
The Access attribute shows as stable, with 88 achieved in 2017. This area also shows a decline in rating from Commercial application respondents, dropping 8% on the 2015 result.

Matrix Summary – Access to Officers

Customer Rating	Medium
Importance	High
Trend in Ratings	Stable

b) Detailed – Access to Officers

The 2017 the **Excellent** rating increased by 13% to 43%; **Above Average** rated 35% which is a decrease of 19%; with the **Average** rating at 17% increasing 5% on the previous year result. Overall, just 5% of survey respondents rated Access to Officers as **Below Average** or **Poor**.



c) Reasons for Ratings – Access to Officers

Respondent comments are noted below.

well co-ordinated: team is short staffed, need to put resources here, inspectors very busy too: kept in loop, via phone and correspondence

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

H. Provision of Advice and Information

1. Introduction

In this Section the ratings regarding the *Provision of Advice and Information* is summarised. The attributes that were rated are shown here, with the sample base numbers of respondents who gave a rating for the attribute in 2017.

Sample Base 2017

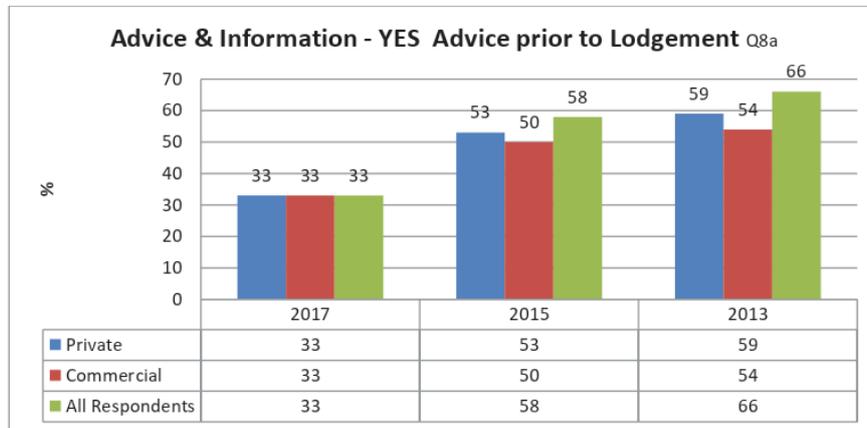
Ref	Attribute	Private	Commercial	Total
8	Advice prior to lodgement	20	10	30
9	Knowledge and competency of staff	56	29	85
10	Information regarding Policies, Codes and Regulations	58	28	86
11	Information regarding submission requirements	56	24	80
12	Information regarding the process	60	24	84
13	Information supplied regarding Council's decision	56	26	82

2. Received Advice Prior to Lodgement

Respondent data shows that the percentage of applicants receiving advice prior to lodgement in 2017 was 33%, therefore 67% did not seek to receive advice from Council prior to lodgement.

This comparative chart shows an equal percentage of Private and Commercial applicants received advice from DRC Planning and Environment Division prior to lodgement of their applications. This is a reduction of 25% on the previous survey result.

This result may be attributed to the volume of applications being submitted by customers who feel they know the requirements due to frequency and volume of applications, or the customer had assistance from others. (Q23 total survey respondents answered that they submitted approx. 819 applications = 9.1 applications per respondent)



2017 REPORT – User Satisfaction Survey – Planning and Environment Division

3. Advice Prior to Lodgement

The respondents were asked,
 “How would you rate the Planning and Environment Division on the advice it provided to you, prior to lodgement?”

a) Summary of Ratings

Summary of Ratings - Advice prior to Lodgement %

	Private	Commercial	Total
2013	85	81	84
2015	90	90	90
2017	91	80	88

The ratings for *Advice Prior to Lodgement* has declined 2% in this Survey period. In 2017, the Private rating increased from 90% to 91%, a gain of 1% whilst the Commercial rating also decreased from 90% to 80%, a fall of 10%.

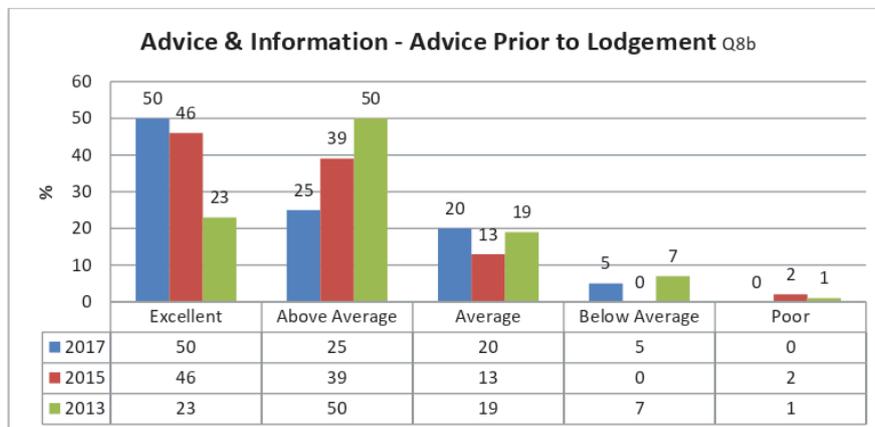
This area had the highest ‘no response’ rate, for the Provision Advice and Information sector of the Survey, with 60 respondents making no comment, as they had not received advice prior to lodgement.

Matrix Summary – Advice Prior to Lodgement

Customer Rating	High
Importance	Medium
Trend in Ratings	Declined

b) Detailed – Advice Prior to Lodgement

The 2017 results show an increase in service level for the *Excellent* rating from 46% up to 50%. The *Above Average* rating is at 25%. Just 5% of survey respondents gave a rate lower than average.



2017 REPORT – User Satisfaction Survey – Planning and Environment Division

c) **Reasons for Ratings – Advice Prior to Lodgement**

Attempted to get answers, not helpful at all, asked for subdivision plan of estate, when looking to purchase, ended up finding information myself

Hard to understand complicated/heritage aspect

Inconsistency in information provided – complex application

Pre DA meeting provided great advice and consistent information

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

4. Knowledge and Competency

The respondents were asked,

“How would you rate the knowledge and competency of staff members from the Planning and Environment Division?”

a) Summary of Ratings

Summary of Ratings - Knowledge and Competency %

	Private	Commercial	Total
2013	83	81	82
2015	88	89	88
2017	91	81	89

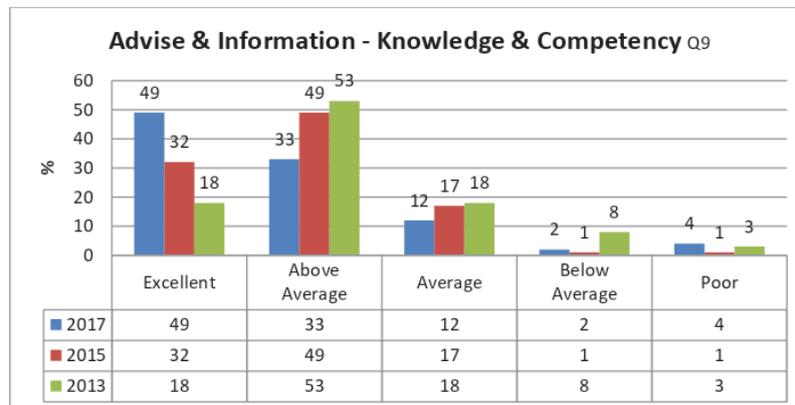
The ratings for *Knowledge and Competency* scored 89% this Survey. Private respondent ratings increased by 3%, whilst Commercial respondent rating decreased by 8%. *Varied comments noted on the competency and knowledge of newer staff and the need for supervision as respondents didn't feel all detail provided was correct – this may be a cause for the lower rating by the Commercial respondents*

Matrix Summary – Knowledge and Competency

Customer Rating	High
Importance	High
Trend in Ratings	Improved

b) Detailed – Knowledge and Competency

In 2017, 82% of respondents rated the knowledge and competency of PED staff in the *Excellent to Above average* range. 6% rated that the knowledge and competency as *Below average or Poor*.



c) Reasons for Ratings – Knowledge and Competency

Always get answers

Heritage officer takes it OTT, therefore project has become unviable

Not able to facilitate it, town planners had to be consulted

Officers across it all, good advice in a tricky project, good interpretation

Some staff are great, some are not

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

5. Information – Policies, Codes and Regulations

The respondents were asked,

“How would you rate the quality of information with regard to Policies, Codes and Regulations relevant to your applications?”

a) Summary of Ratings

Summary of Ratings - Policies, Codes and Regulations %

	Private	Commercial	Total
2013	80	79	80
2015	86	88	86
2017	87	79	85

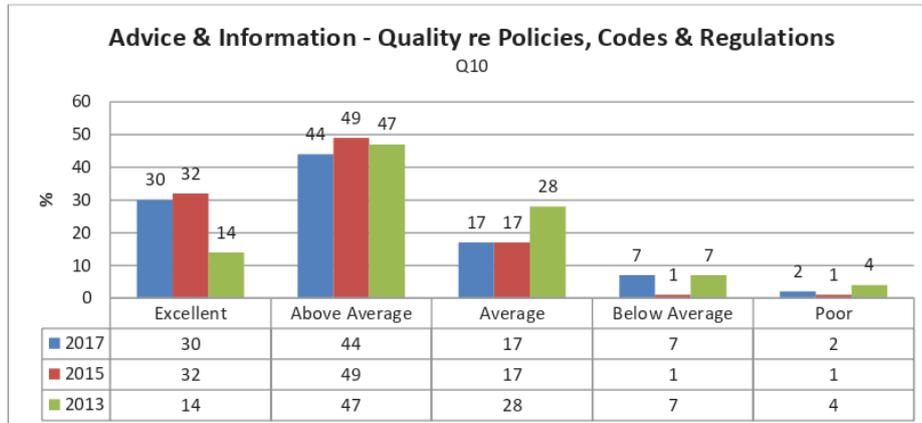
The ratings for policies, codes and regulations achieved 85% in 2017, which is a decrease of 1% on the 2015 result. It is a Medium Satisfaction and High Importance attribute.

Matrix Summary – Policies, Codes and Regulations

Customer Rating	Medium
Importance	High
Trend in Ratings	Decreased

b) Detailed – Policies, Codes and Regulations

The survey results for this attribute show that the PED provides *Excellent* quality of information on policies, codes and regulations with survey respondents rating it at 33%, followed by a high *Above average* rating of 44%. *Average* rating remains stable at 17%. Overall, 91% of respondents rated this attribute at *Excellent* to *Average* and just 9% rated this attribute as *Below average* to *Poor*.



c) Reasons for Ratings – Policies, Codes and Regulations 2015

Council staff are great, heritage advisor demands are subjective

Forms were confusing

It's standard information ; Technical; Website has good source information

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

6. Information – Submission Requirements

The respondents were asked,
 “How would you rate the quality of information with regard to submission requirements?”

a) Summary of Ratings

Summary of Ratings - Submission Requirements %

	Private	Commercial	Total
2013	82	74	79
2015	86	88	87
2017	91	84	89

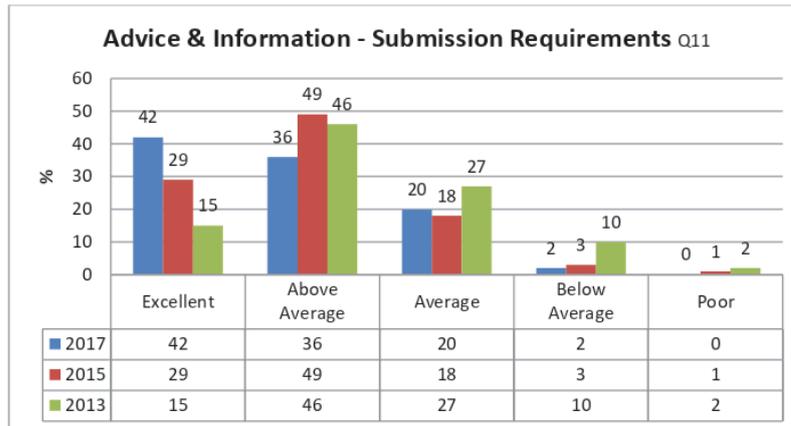
In 2017 submission requirements scored an increased rate of 9%, 2% up on the 2015 score. Private applicants gave this attribute 91%, an increase of 5% while Commercial rated it at 84%, a decrease of 4%.

Matrix Summary – Submission Requirements

Customer Rating	High
Importance	Medium High
Trend in Ratings	Improved

b) Detailed – Submission Requirements

The 2017 result for the submission requirements attribute scored 78% over the *Excellent to Above average* scores, with *Average* rating at 20% - just 2% rated it at *Below Average* or *Poor*. The increase in the *Excellent* rating is it is pleasing to see, gaining 13% on the 2015 survey results.



c) Reasons for Ratings - Submission Requirements

Respondents commented on why they rated *Submission Requirements* the way they did, as noted below.

Always inconsistencies -provide submission, come back ask for more; Builder did it; No surprises Project was protracted, acted for others, did not proceed; Standard info

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

7. Information – Application Process

The respondents were asked,

“How would you rate the quality of information with regard to the process your application would have to go through?”

a) Summary of Ratings

Summary of Ratings - Application Process %

	Private	Commercial	Total
2013	84	75	81
2015	82	84	83
2017	86	80	85

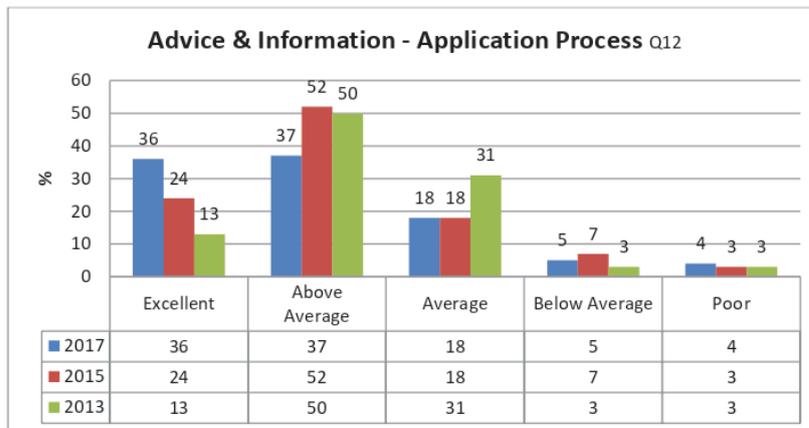
The ratings for application process scored 85% overall, with Private respondents rating it at 86%, a 4% improvement, and Commercial respondents scoring it 80% a drop from 84% in 2015.

Matrix Summary – Application Process

Customer Rating	Medium
Importance	Medium
Trend in Ratings	Improved

b) Detailed – Application Process

In 2017, the attribute, *information about the application process*, rated 36% Excellent and 37% Above average, with the Above average rating at 18%. Ratings for Below average or Poor were low at a combined 9%.



a) Reasons for Ratings – Application Process

Respondents commented on why they rated *Submission Requirements* the way they did, as noted *Not aware had to wait for 3rd party – Essential Energy approval; Standard info; Why refer to Essential Energy? Application stalled due to delay n Essential Energy response*

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

8. Information – Information regarding Council's Decision

The respondents were asked,

“How would you rate the quality of information supplied to you with regard to Council's decision?”

a) Summary of Ratings

Summary of Ratings - Information regarding Council's Decision %

	Private	Commercial	Total
2013	83	80	82
2015	87	87	87
2017	92	78	89

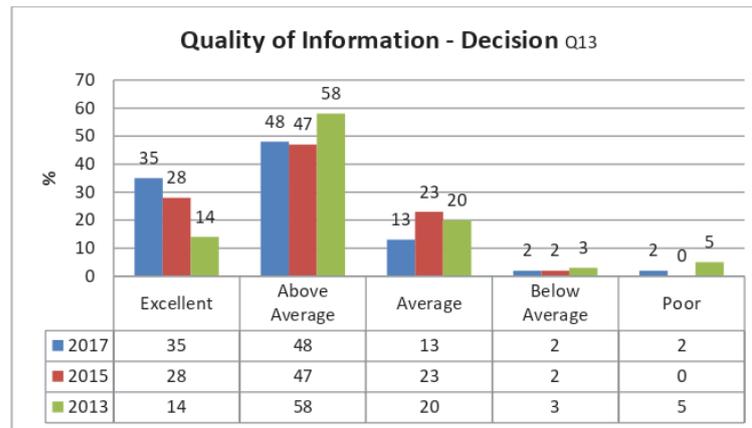
The ratings regarding *information about Council's decision* have rated at 89% overall, with Private applicant respondents rating it at 92%, a 5% improvement and Commercial respondents rating it at 78% a decrease of 9%.

Matrix Summary – Information regarding Council's Decision

Customer Rating	High
Importance	High
Trend in Ratings	Increased

b) Detailed – Information regarding Council's Decision

The 2017 results for *information regarding Council's decision* shows an increased *Excellent* rating of 35% and an *Above average* rating of 48%. *Excellent* to *Above average* achieved a combined rate of 83%. *Below average* and *Poor* have a low combined score of just 4%.



c) Reasons for Ratings – Information regarding Council's Decision

*Difficult job to administer, good relationship with DRC, it was a tough gig, but they lifted their game
Dubbo team use common sense and have always had positive dealings
Not enough detail on provisions; Had me jumping through hoops; project did not proceed;*

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

I. Inspections

1. Introduction

In this Section the ratings regarding the Council’s Planning and Environment Division’s response to requests for inspections are summarised. The attributes that were rated are shown with the sample base / number of respondents who gave a rating for the attribute in 2017.

Sample Base 2017

Ref	Attribute	Private	Commercial	Total
14	Inspections - timeliness	47	18	65
15	Inspections – assistance or guidance provided	47	17	64
16	Inspections - professionalism	45	17	62

2. Inspections – Timeliness

The respondents were asked,

“How would you rate the Planning and Environment Division’s response to requests for inspections in terms of timeliness?”

a) **Summary of Ratings**

Summary of Ratings - Inspections - Timeliness

	Private	Commercial	Total
2013	87	84	86
2015	93	89	92
2017	95	87	93

The responsiveness of the PED’s *requests for inspections, in terms of timeliness*, was rated at 93%. This is a High Importance attribute and this area, **which in 2015 and again in 2017, achieved the highest satisfaction rating of all the attributes**, increased by 1% on the 2015 result.

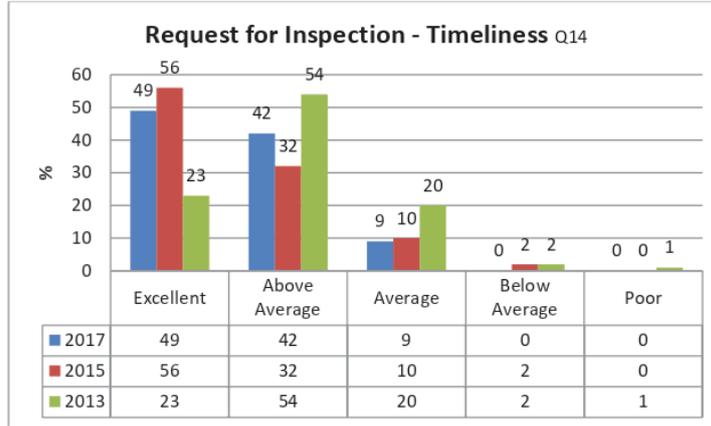
Matrix Summary – Inspections - Timeliness

Customer Rating	High
Importance	High
Trend in Ratings	Improved

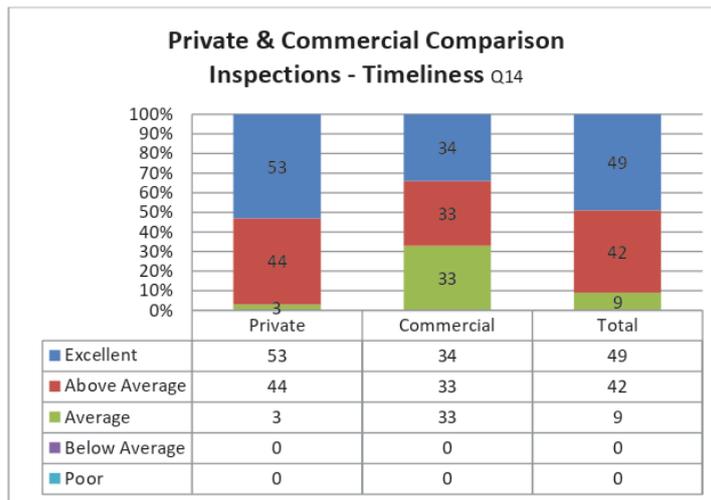
2017 REPORT – User Satisfaction Survey – Planning and Environment Division

b) Detailed – Inspections – Timeliness

In 2017, 91% survey respondents indicated that the service offered, in terms of inspections and the timeliness of response, was Above average to Excellent, compared to 88% in 2015 and 77% in 2013.



The table below show results by source, Commercial and Private.



c) Reasons for Ratings – Inspections – Timeliness

Respondents comments were as follows:

Architect did it; Someone else did; Organised it for the next day

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

3. Inspections – Assistance and / or Guidance

The respondents were asked,
“How would you rate the Planning and Environment Division in terms of assistance or guidance provided?”

a) Summary of Ratings

Summary of Ratings - Inspections - Assistance %

	Private	Commercial	Total
2013	84	81	83
2015	92	92	92
2017	89	89	89

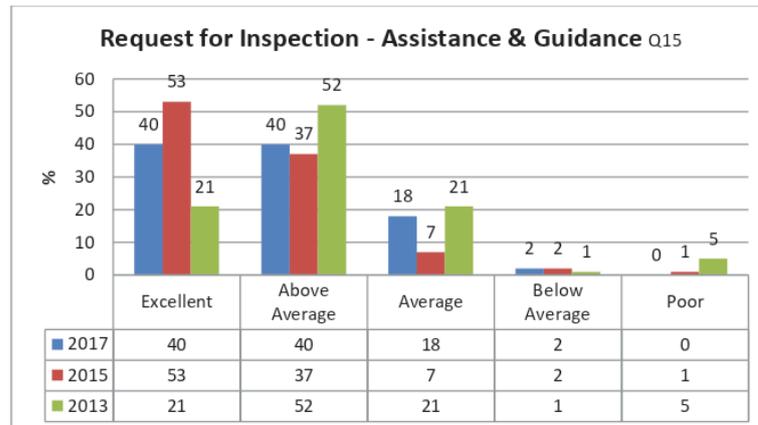
Inspections – Assistance and Guidance received a score of 89% for satisfaction. It shows a decline of 3% on the 2015 survey result.

Matrix Summary – Inspections – Assistance and/or Guidance

Customer Rating	High
Importance	Medium High
Trend in Ratings	Decreased

b) Detailed – Inspections – Assistance and/or Guidance

In 2017 Inspections - Assistance and Guidance achieved 40% for the *Excellent* rating *Above average* has an equal high rate of 40%, with 18% rating at *Average*. *Below Average* sits at 2%.



c) Reasons for Ratings – Inspections – Assistance |Guidance

Just one respondent commented as follows:

I found the staff member rude.

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

4. Inspections – Professionalism

The respondents were asked,
“How would you rate the Planning and Environment Division’s response to requests for inspections in terms of professionalism?”

a) Summary of Ratings

Summary of Ratings - Inspections – Professionalism %

	Private	Commercial	Total
2013	87	82	86
2015	92	90	92
2017	94	89	93

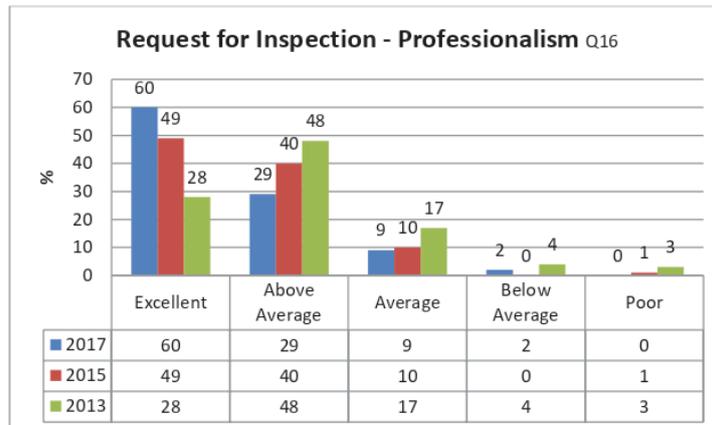
The professionalism of the Planning and Environment Division regarding *inspections received an equal highest rating of the Survey rating 93 (93.11).*

Matrix Summary – Inspections - Professionalism

Customer Rating	High
Importance	High
Trend in Ratings	Improved

b) Detailed – Inspections – Professionalism

In 2017, 60% of respondents scored *inspections – professionalism* as *Excellent* and 29% rated it at *Above average*. 91% or respondents rated it between *Excellent* and *Average* – a very good result. Again, *Excellent* had a large gain on the previous survey results.



c) Reasons for Ratings – Inspections – Professionalism 2015

Respondents had no comment on this attribute.

- Conduct themselves well;*
- Could be described as a bit officious;*
- Mark was great 2nd guy not so good;*
- Rude*

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

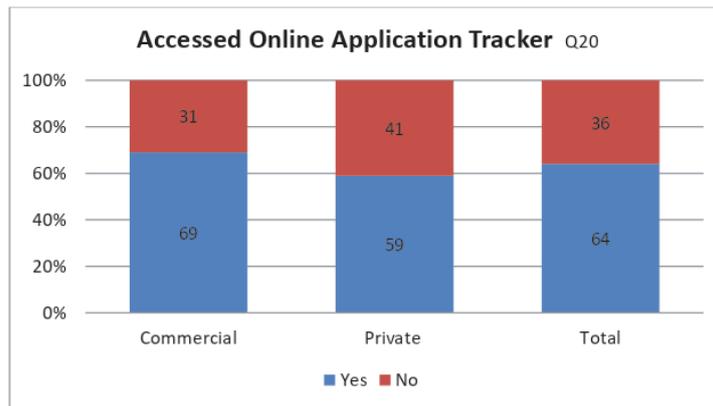
J. Tracker

The Application Tracker was introduced in late 2015, so there is no comparative information on this area.

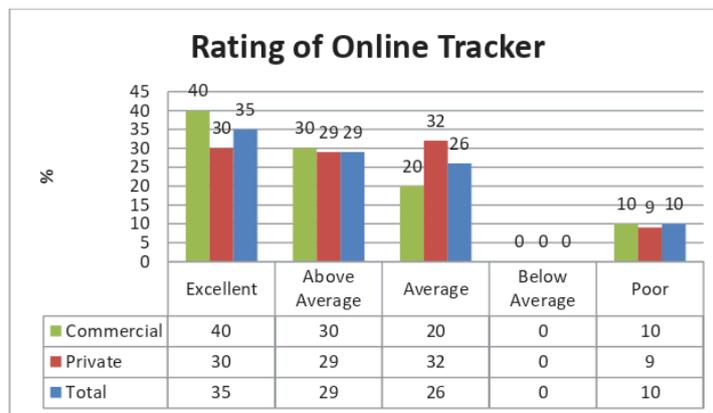
	Private	Commercial	Total
2017	80	83	81

The respondents were asked,

“Did you access the application tracker functionality on Councils website to monitor any components of your application?”



Overall 64% of survey respondents had accessed the Online Application Tracker.



Commercial Application

69 % of respondents submitting commercial applications had accessed the online Tracker. 31% had not. (20 Yes, 9 No)

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

Rating of Tracker

40% of commercial application respondents rated the Tracker as Excellent, 30 %as Above Average and 20% as Average, 10% rated it as Poor.

If no, why not?

33.3 % Not aware of it; 33.3% Others handled this aspect ; 33.3% Other – noted in comments below

Comments from respondents who submitted Commercial Applications

Absolutely hopeless
Add all data/docs to do with applications
Need more search options to find project
No need
No need project did not proceed

Private Application

59% of respondents submitting private applications had accessed the online Tracker. 41% had not. (34 Yes 24 No)

Rating of Tracker

30% of private application respondents rated the Tracker as Excellent, 29 %as Above Average and 32% as Average, 9% rated it as Poor.

If no, why not?

33.3 % Not aware of it; 33.3% Others handled this aspect ; 33.3% Other – noted as comments below

Comments from respondent who submitted Private Applications

Add all data/docs to do with applications
Always busy, no need for me to access but good for customers if they want to know
Can only access current info, details should go back further than a few months
Didn't need to
Doesn't use computer
Good to be able to check progress - informed via letter from Council about it
Great to be able to track but not all information should be public. Disappointed that individual engineering is available to view - it is proprietary, we had no indication that this was going to be available publicly, our engineering docs are supplied with paperwork for internal use.
Helpful if main screen had applicants name as we
Knew where the project was up to as dealing with the planner often, no need to access it
No need to x 8
Not computer literate
Not plotted on map

Several Survey Respondents commented that they hadn't been able to find their application, and that the website should have better information to assist with using this tool/resource.

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

K. Improvements

*“Which aspects of the Council’s Environmental Services Division’s service do you think has improved?” and
“Which aspects of the Council’s Environmental Services Division’s service do you think still need to be improved?”*

The rating shown below is based on all those who mentioned at least one attribute as having improved or needing improvement.

Respondents indicated that **Processing Time, Access to Council Officers** and **Forms** are the main attributes that “need improvement”.

Q.Ref	Attribute	Improved	Needs Improvement	Difference
17	Processing time	2	21	-19
4	Access to Council Officers	5	11	-6
16	Forms	4	6	-2
10	Submission requirements	4	2	2
7	Advice prior to lodgement	6	4	2
11	Information regarding the process	6	4	2
12	Information regarding Council’s decision	4	2	2
8	Knowledge and competency/helpfulness	6	4	2
3	Inquiries made in person	6	4	2
15	Requests for Inspection - professionalism	4	2	2
6	Responsiveness	8	5	3
9	Policies, Codes and Regulations	4	0	4
1	Telephone Inquiries	6	2	4
2	Written Inquiries	4	2	4
5	Attitude/friendliness	6	2	4
14	Requests for Inspection assistance or guidance	4	0	4
13	Timeliness of requests for Inspection	5	0	5

Generally, the Survey respondents were positive in giving their view on improvements made by the PED staff. Comments given included:

All going OK x15

Duty office needs more assistance- under staffed in this area.

Electronic forms and communication, provide responses via email instead of waiting for mail, reduce timeframes - since amalgamation it seems better, review the lodgement process

Forms should be less complicated

From Wellington, 1st time with Dubbo

I have no issues, everything is handled well, its been a hectic time with amalgamations which has been a big test, but there are no issues

Implement a more customer focused online forms process, do more than shuffle papers

Used to deal with Wellington, but Dubbo is OK

Verbal advice from newer staff at front counter should be supervised.

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

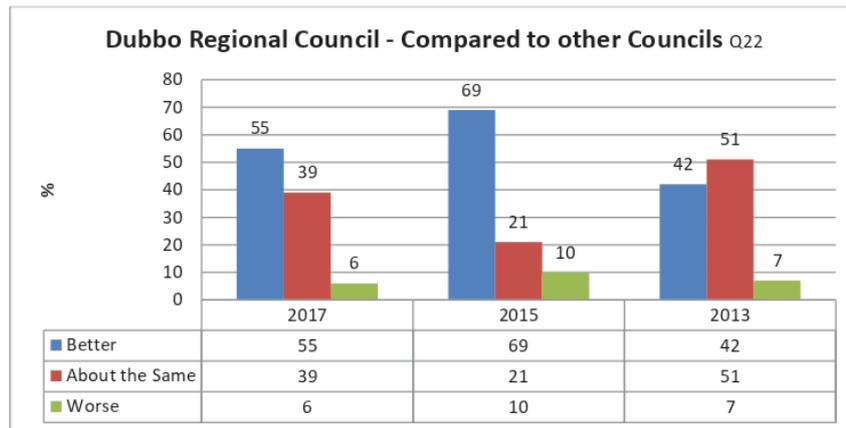
L. Comparison with Other Councils

1. Comparison with Other Councils

The respondents were asked,

“Comparing Dubbo Council with other Councils, do you believe that Dubbo Council is better than, on a par with, or worse than other Councils to deal with?”

Based on the 2017 data, Dubbo Regional Council is perceived by 55% of applicants/respondents to be *Better than other Councils* to deal with. A further 39% thought that Dubbo Council was about the same as other Councils to deal with and 6% indicated that Dubbo Council was worse.



2. Reasons why Better or Worse

The following are comments made by respondents to support their choice of Dubbo Regional Council being better or worse than other Councils.

Blacktown process is better

Bulk of our work is Dubbo based, we know the system

Can't do anything electronically, Tamworth can do all online, Armidale, not all online but can email information as required, Dubbo – can't email

Deal with DRC frequently, they are pretty good to deal with

DRC have been through changes, but can get the business done

DRC is good to deal with, I deal with a lot and some are painful

Feedback on the progress/hold up would be appreciated

Generally good, amalgamation tested things

More familiar with staff at Wellington

Much better

Much better

Need to provide consistent information, varies depending on who I talk to

Only used Dubbo/ no other to compare with x 10

Wellington was easy, knew everyone, changes with amalgamation, but process is ok

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

M. Final Comments given by Respondents

Al Stanger is great to deal with
Al Stanger is exceptional Shane and Les pretty good too
Alan Stanger & Wes who we deal with most, are great
Alan Strange is awesome, Wes is good too
Alan Stranger brilliant
Alan Stranger excellent, - legend
All good
At the moment the industry is very busy. Lots on
Council interaction for my project is largely with the builder
DRC are very helpful
DRC PE team are as good as you'll get
DRC Planning team are approachable. Don't like the developer fees, coming at all angles - fees are
incredible, Construction, water, fire hydrant etc all add up to substantial costs
DRC staff are good, up there with the best of them, Mudgee and Dubbo are good to deal with
E&P division has good staff
Enviro services are good, don't let these people retire! Building development area is bad, poor
service. Lack competence
Face to face is important
Found DRC Planning Env Div excellent
Happy with service but could improve with electronic processes - reduces timeframes for approval.
Heritage list restrictive
I love Dubbo and my family had recently moved back and bought in Dubbo
My experience with all DRC staff is one of complete satisfaction, our outcome (involved Heritage
Advisor) is an unfortunate tragedy
Overall if I have an issue I will call, and there is provision to get fast action (paying fast track fee)
Please smooth the process out for private enterprises
Process was fine
Process was straightforward after initial clarification
Review and simplify the process for private enterprises
Rigid too many restrictions 2 months longer than said
Rules regarding not giving out construction cert until builder acquired
Surprised at Council doing this & giving our contact details.
Team at Wellington are good to deal with, kept informed as to delays etc. Good follow up
Timeliness could improve
Tracker info shows quotes, competitors can look to see what it went through for. - some issues with
approvals, why some get through and others don't, wonder why, a precedent in the area?
Unhappy about exorbitant fees
Very good experience
Very good well done
Very happy

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

N. DRC PED Application Process Survey 2017 Questionnaire

Date..... Phone:..... Survey No.

NAME OF RESPONDENT...../ **ORGANISATION**.....

OVERALL

Q1a Overall, how would you rate the service and advice from the Planning and Environment Division?

READ OUT

Excellent 5 Above average 4 Average 3 Below average 2 Poor 1 (Not Sure X)

DUTY OFFICER

Q2a The next few questions are about the Planning and Environment Division Duty Officer who dealt with your application. How would you rate the helpfulness of that staff member in response to telephone inquiries?

READ OUT

Excellent 5 Above average 4 Average 3 Below average 2 Poor 1 (Not Sure X)

Q2b Why do you say that?
.....

Q3a How would you rate their response to written inquiries?

READ OUT

Excellent 5 Above average 4 Average 3 Below average 2 Poor 1 (Not Sure X)

Q3b Why do you say that?
.....

Q4a How would you rate their response to inquiries made in person?

READ OUT

Excellent 5 Above average 4 Average 3 Below average 2 Poor 1 (Not Sure X)

Q4b Why do you say that?
.....

Q5a How would you rate their attitude? **READ OUT**

Excellent 5 Above average 4 Average 3 Below average 2 Poor 1 (Not Sure X)

Q5b Why do you say that?
.....

Q6a How would you rate the Duty Officer's responsiveness?

READ OUT

Excellent 5 Above average 4 Average 3 Below average 2 Poor 1 (Not Sure X)

Q6b Why do you say that?
.....

ASSESSMENT

Q7a During the assessment of your application, how would you rate your satisfaction with the access you had to Council Officers?

READ OUT

Excellent 5 Above average 4 Average 3 Below average 2 Poor 1 (Not Sure X)

Q7b Why do you say that?
.....

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

PROVISION OF ADVICE & INFORMATION

Q8a Did you receive advice from the Division prior to lodging your application(s)?
Yes 1 No 2, GO TO Q9

Q8a How would you rate the Planning and Environment Division on the advice it provided to you, prior to lodgement?

READ OUT

Excellent 5 Above average 4 Average 3 Below average 2 Poor 1 (Not Sure X)

Q8b Why do you say that?
.....

Q9a How would you rate the knowledge and competency of staff members from the Planning and Environment Division?

READ OUT

Excellent 5 Above average 4 Average 3 Below average 2 Poor 1 (Not Sure X)

Q9b Why do you say that?
.....

Q10a The next few questions are about the quality of information given to you by Council's Planning and Environment Division staff. How would you rate the quality of information with regard to Policies, Codes and Regulations relevant to your application?

READ OUT

Excellent 5 Above average 4 Average 3 Below average 2 Poor 1 (Not Sure X)

Q10b Why do you say that?
.....

Q11a How would you rate the quality of information with regard to submission requirements?

READ OUT

Excellent 5 Above average 4 Average 3 Below average 2 Poor 1 (Not Sure X)

Q11b Why do you say that?
.....

Q12a How would you rate the quality of information with regard to the process your application would have to go through?

READ OUT

Excellent 5 Above average 4 Average 3 Below average 2 Poor 1 (Not Sure X)

Q12b Why do you say that?
.....

DECISION

Q13a How would you rate the quality of information supplied to you with regard to Council's decision?

READ OUT

Excellent 5 Above average 4 Average 3 Below average 2 Poor 1 (Not Sure X)

Q13b Why do you say that?
.....

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

INSPECTIONS

Q14a The next few questions are about Council’s Planning and Environment Division’s response to requests for inspections. Firstly, how would you rate their response in terms of timeliness?

READ OUT

Excellent 5 Above average 4 Average 3 Below average 2 Poor 1 (Not Sure X)

Q14b Why do you say that?
.....

Q15a How would you rate it in terms of assistance or guidance provided?

READ OUT

Excellent 5 Above average 4 Average 3 Below average 2 Poor 1 (Not Sure X)

Q15b Why do you say that?
.....

Q16a How would you rate it in terms of professionalism?

READ OUT

Excellent 5 Above average 4 Average 3 Below average 2 Poor 1 (Not Sure X)

Q16b Why do you say that?
.....

FORMS

Q17a Which application forms did you lodge with Council in the past 12 months from July 2016 to June 2017.

READ OUT IF NECESSARY

- *Development consent 1
- *Construction Certificate 2
- *Combined Development & Construction Certificate 3
- *Modification 4
- *Swimming Pool 5

Q17b Did you find it easy to understand or difficult to understand the forms?

Easy 1, GO TO Q18 Difficult 2, ASK Q17c (Not Sure X)

Q17c Why do you say that the form(s) was/were difficult to understand?
.....

Q17d How would you rate the forms overall?

READ OUT

Excellent 5 Above average 4 Average 3 Below average 2 Poor 1 (Not Sure X)

PROCESSING TIME

Q18a How long did it take Council to process your most recent application, from time of lodgement to receiving Council’s decision? **Number of weeks**

Q18b Was the processing time

READ OUT

- Quicker than you expected 1
- About what you expected 2
- Slower than you expected 3

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

Q18c How would you rate the Council on their processing time from the time of lodgement to receiving the Council’s decision?

READ OUT

Excellent 5 Above average 4 Average 3 Below average 2 Poor 1 (Not Sure X)

Q18d Why do you say that?

.....

Q19 Of all the things that we have discussed, please tell me which are **most important** to you in determining how **satisfied** you are with the overall service provided by Council’s Planning and Environment Division?

On a scale of 5 to 1 with 5 being Most Important and 1 being Not Very Important at all in your view , please rate the following

int. ref no.	functions	1-5 re importance
1	Telephone inquiries	
2	Written inquiries	
3	Inquiries made in person	
4	Access to Council Officers	
5	Attitude/friendliness	
6	Responsiveness	
7	Advice prior to lodgement	
8	Knowledge and competency/helpfulness	
9	Policies, Codes and Regulations	
10	Submission requirements	
11	Information regarding the process	
12	Information regarding Council’s decision	
13	Timeliness of requests for inspection	
14	Requests for inspection - assistance or guidance	
15	Requests for inspection - professionalism	
16	Forms	
17	Processing time	
18	Other WRITE	

Q20 Online Application Tracker

Did you access the application tracker functionality on Councils website to monitor any components of your application? **Yes/ No**

If yes – How would you rate it (scale 1 poor - 5 excellent)

If No – why

- Was not aware of it
- Others handled this aspect
- Other

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

Q21 Which aspects of the Council’s Planning and Environment Division service do you think have improved and which aspects of the Council’s Planning and Environment Division service do you think still need to be improved? **READ OUT LIST**

ref		Improved	Needs improve ment	same OK	NA
x	First time applied				x
99	None			x	
1	Telephone inquiries				
2	Written inquiries				
3	Inquiries made in person				
4	Access to Council Officers				
5	Attitude/friendliness				
6	Responsiveness				
7	Advice prior to lodgement				
8	Knowledge and competency/helpfulness				
9	Policies, Codes and Regulations				
10	Submission requirements				
11	Information regarding the process				
12	Information regarding Council’s decision				
13	Timeliness of requests for inspection				
14	Requests for inspection - assistance or guidance				
15	Requests for inspection - professionalism				
16	Forms				
17	Processing time				
18	Other WRITE				

Q22a Comparing Dubbo Regional Council with other Councils, do you believe that Dubbo Regional Council is better than, on a par with, or worse than other Councils to deal with?

Better 3
 About the same 2
 Worse than 1

Q22b Why do you say that?

.....

BACKGROUND

Q23 How many applications have you made to Dubbo Regional Council in the past 12 months from July 2016 to June 2017?

READ OUT

One 1
 Two 2
 3 to 5 3
 6 to 10 4
 11 to 50 5
 More than 50 6

2017 REPORT – User Satisfaction Survey – Planning and Environment Division

Q24a Was/were your application(s) for commercial or private property development?

- Commercial 1
- Private 2

IF PRIVATE, ASK Q24b

IF COMMERCIAL, ASK Q24c & 24d

Q24b In the past 12 months since July 2016, which of these were you applying for?

READ OUT

To build houses	1
To build awnings, sheds or other additions	2
Other WRITE IN	3

GO TO Q25

Q24c In the past 12 months since July 2016, which of these were you applying for?

READ OUT

To build houses	1
To build commercial premises/structures	2
To make changes to your own business premises	3
To build government buildings or additions	4
To build awnings, sheds or other additions	5
To run a business from own home e Day Care	6
Other WRITE IN	7

Q24d What is your main occupation?
WRITE IN

.....
.....

Q25 Are you aged...? **READ OUT**

- Under 40 years 1
- 41 to 60 years 2
- Older than 60 3

Q26 RECORD sex of respondent

- Male 1 Female 2

CLOSE

Q27 Are there any other comments you would like to make?

.....
.....
.....

On behalf of Dubbo Regional Council, Planning and Environment Division, thank you for your time and feedback.



**REPORT: Planning Proposal (R2018-2) -
Rezoning SP3 Tourist to B6 Enterprise
Corridor**

**Property: Lot 442 DP 708021, 74 Windsor
Parade, Dubbo**

**Applicant: Peter Basha Planning and
Development**

Owner: Akdov Pty Ltd

AUTHOR: Manager Strategic Planning Services

REPORT DATE: 24 August 2018

TRIM REFERENCE: ID18/1023

EXECUTIVE SUMMARY

A Planning Proposal (R2018-2), or Local Environmental Plan amendment application, was lodged with Council on 6 June 2018, by consultants Peter Basha Planning and Development, on behalf of the land owner Akdov Pty Ltd. A copy of the Planning Proposal is included here in **Appendix 1**.

The Planning Proposal seeks to rezone Lot 442 DP 708021, 74 Windsor Parade, Dubbo from SP3 Tourist to B6 Enterprise Corridor under the provision of the Dubbo Local Environmental Plan (LEP) 2011. The Planning Proposal seeks to broaden the range of uses permissible on the subject land.

The subject land contains an existing building, which is currently used for the purposes of an indoor recreation facility (Dubbo Tenpin Bowling). The intent of the Planning Proposal is to facilitate further activities on the land, which are consistent with activities in the immediate locality.

The adjoining land to the south of the property contains a motor and recreational vehicle dealership (Ford Dealership) and is zoned B6 Enterprise Corridor.

It is recommended that Council supports the Planning Proposal and it be submitted to the Department of Planning and Environment (DPE) to seek a Gateway Determination. Following receipt of a Gateway Determination, Council will place the Planning Proposal on public exhibition. The Planning Proposal would be placed on public exhibition for a period of not less than 28 days.

ORGANISATIONAL VALUES

Customer Focused: Council officers undertook a number of discussions with the applicant prior to the lodgement of the Planning Proposal.

Integrity: The Planning Proposal has been assessed against the requirements of the Environmental Planning and Assessment Act 1979 and the NSW Department of Planning and Environment's document: *A guide to Preparing Planning Proposals*.

One Team: Numerous Council staff have been involved in the assessment of the Planning Proposal in accordance with relevant legislation and Dubbo Regional Council policy.

FINANCIAL IMPLICATIONS

The applicant provided on lodgement of the Planning Proposal, payment of fees to Council in the amount of \$25,000. These fees are to cover the ad hoc processing and assessment fees for the Planning Proposal application in accordance with Council's adopted Revenue Policy (2017/2018).

POLICY IMPLICATIONS

The Planning Proposal is provided for consideration and endorsement to seek a Gateway Determination. Receipt of a Gateway Determination from the DPE will allow Council to, conditionally, undertake an amendment to the LEP. The proposal is considered to be consistent with the provisions of the Dubbo Commercial Areas Development Strategy, which underpins commercial zoning and land use activities in Dubbo.

RECOMMENDATION

- 1. That Council supports the Planning Proposal to rezone Lot 442 DP 708021, 74 Windsor Parade, Dubbo from SP3 Tourist to B6 Enterprise Corridor under the provisions of the Dubbo Local Environmental Plan 2011.**
- 2. That Council supports a minimum 28 days public exhibition period for the Planning Proposal.**
- 3. That Council resolve to use its delegation under Section 3.36 of the Environmental Planning and Assessment Act, 1979 to draft the amendment to the Dubbo Local Environmental Plan 2011.**
- 4. That following completion of the public exhibition period, a further report be provided to Council detailing the results of the public exhibition and for further consideration of the Planning Proposal.**

Steven Jennings

Manager Strategic Planning Services

BACKGROUND

A Planning Proposal was lodged on 6 June 2018 by consultant, Peter Basha Planning and Development on behalf of the land owner, Akdov Pty Ltd. The Planning Proposal seeks to rezone Lot 442 DP 708021, 74 Windsor Parade, Dubbo from SP3 Tourist to B6 Enterprise Corridor under the provision of the Dubbo Local Environmental Plan 2011 (LEP).

The subject land contains an existing building, which is used for the purposes of an indoor recreation facility (Dubbo Tenpin Bowling). The Planning Proposal seeks to create additional provisions to facilitate a broader range of uses permissible on the subject land.

REPORT

1. Particulars of the Planning Proposal Application

Owner:	Akdov PTY Ltd
Applicant:	Peter Basha Planning and Development
Subject site:	Lot 442 DP 708021, 74 Windsor Parade Dubbo
Land Area:	4560 m ²
Current Zoning:	SP3 Tourist
Proposed LEP amendment:	The rezoning of the subject land from SP3 Tourist to B6 Enterprise Corridor.
Lodgement date:	6 June 2018

2. Amendments to Local Environmental Plans

The Department of Planning and Environment (DPE) introduced a process for the consideration of amendments to Local Environmental Plans in 2009. The process for the consideration of an amendment to a Local Environmental Plan commences with Council's consideration of a Planning Proposal. The Planning Proposal process is shown in Figure 1.

PLANNING PROPOSAL PROCESS

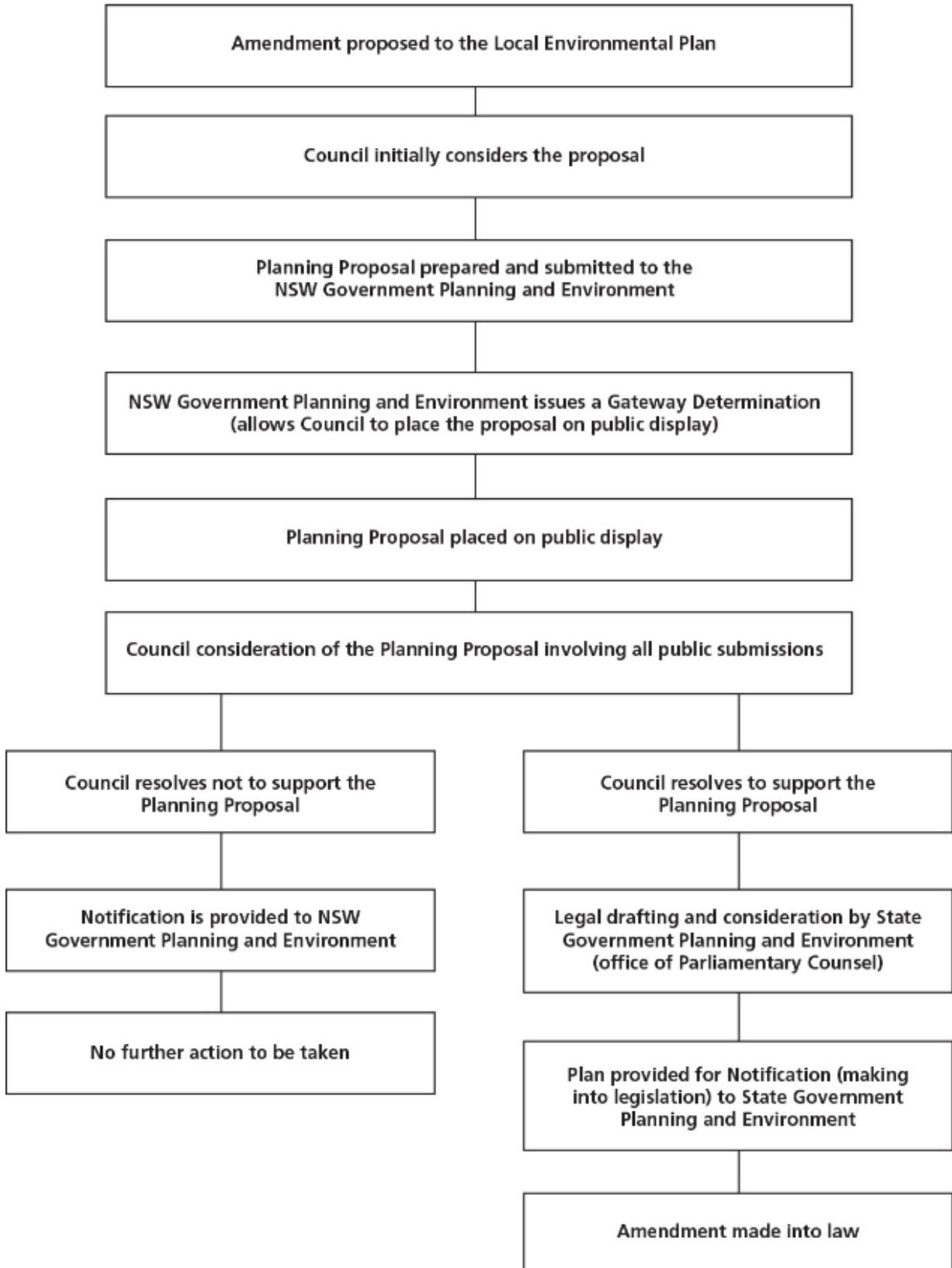


Figure 1. Planning Proposal Process.

The role of a Planning Proposal is to explain the intended effects of a proposed Local Environmental Plan amendment and the justification for undertaking the amendment. Council has the role of considering the Planning Proposal. If Council resolves to continue with the Planning Proposal, the amendment is provided to the Department of Planning and Environment to seek a Gateway Determination.

The Gateway Determination reviews and considers Planning Proposals in their initial stages prior to further consideration by Council. After consideration by the Department, Council is provided with a Gateway Determination for the LEP amendment.

The Gateway Determination specifies that the Department will allow the proposed amendment to proceed, any matters that require additional information, the level of public consultation required and State Government agencies to be consulted. After all the additional matters have been addressed and the required consultation has been carried out, a report is provided to Council for further consideration.

It is noted that the Planning Proposal would be considered by the Department for delegation of powers to 'make' the amendment back to Council following receipt of the Gateway Determination. This could allow the Planning Proposal to be finalised by Council without further consideration by the Department following public exhibition. In this circumstance, Council is required to liaise with Parliamentary Counsel for legal drafting and finalisation of the Plan. Given the nature of the Planning Proposal, it is considered appropriate for Council to accept the delegated authority.

3. Planning Proposal

The Planning Proposal has sought to rezone Lot 442 DP 708021, 74 Windsor Parade, Dubbo from SP3 Tourism to B6 Enterprise Corridor under the provision of the Dubbo Local Environmental Plan 2011. The Planning Proposal intends to broaden the permissible land uses available to the land. The location and existing land use zoning of the subject site is shown in Figure 2.



Figure 2: Current land-use zoning of 74 Windsor Parade and surrounding areas.

4. Site Characteristics

The land the subject of the Planning Proposal is Lot 442 DP 708021, 74 Windsor Parade, Dubbo. The land has a frontage of 60 m to Windsor Parade and a site area of 4560 m².

The land is located in East Dubbo within the Windsor Parade Strip commercial area.

The subject land is bounded by the following:

North: 5 Windsor Parade, Macquarie Inn and Hotel, zoned SP3 Tourist

East: Elizabeth Park, zoned RE1 Public Recreation

South: 66 Windsor Parade, Vehicle Sales or Hire Premise, zoned B6 Enterprise Corridor

West: 5 Windsor Parade, Macquarie Inn and Hotel, zoned SP3 Tourist.

An aerial photo image of the land is shown in Figure 3.



Figure 3: Aerial Image of subject lot to be rezoned.

5. Planning Considerations

This section of the report provides an analysis against the planning considerations Council is required to consider in the Planning Proposal Process. The information below does not provide an analysis of all planning considerations associated with the Planning Proposal.

The purpose of this section is to explain any significant matters for consideration in the Planning Proposal process.

(i) Central West and Orana Regional Plan

The Central West and Orana Regional Plan was released by the Minister for Planning on 14 June 2017. The Plan has the following vision for the Central West and Orana Region:

“The most diverse regional economy in NSW with a vibrant network of centres leveraging the opportunities of being at the heart of NSW.”

The Plan has the following goals:

*“Goal 1 – The most diverse regional economy in NSW
Goal 2 – A stronger, healthier environment and diverse heritage
Goal 3 – quality freight, transport and infrastructure networks
Goal 4 – Dynamic, vibrant and healthy communities”*

It is considered the Planning Proposal is consistent with the Central West and Orana Regional Plan.

(ii) Dubbo Urban Development Strategy – Commercial Areas

The Dubbo Urban Areas Development Strategy including the Dubbo Commercial Areas Development Strategy was first adopted by the former Dubbo City Council in 1996 and was endorsed by the Department of Planning and Environment in 2011. The Strategy forms the basis for the land use zoning and planning controls provided in the Dubbo Local Environmental Plan 2011.

Dubbo Commercial Areas Development Strategy

Action Plan for Windsor Parade Commercial Strip

The Commercial Strategy highlights opportunities, issues, objectives, encouragements and controls which are to be followed for the development of Windsor Parade. The Planning Proposal is generally considered to support each component as detailed below:

Opportunities: The Planning Proposal will facilitate infill development and will expand the permissible land uses for the site. The land uses will not allow bulky goods specifically, but will allow other retail activities such as vehicle sales and hire premises, business premises and warehouse or distribution centres.

Issues: The Planning Proposal is unlikely to impact Wheelers Lane as a major transport route.

Objectives: The Planning Proposal will allow further land uses as examined above, whilst ensuring synergies with surrounding land use activities is maintained.

Encourage: The Planning Proposal will create the potential for additional vehicular access to Windsor Parade.

(iii) Section 9.1 Directions

A number of Section 9.1 Directions are applicable to the Planning Proposal as described in Table 1 below.

Direction	Requirement	Consistency
1.1 Business and Industrial Zones	This Direction applies to the Planning Proposal as the proposal will affect land within a proposal business zone.	The Planning Proposal is considered to be consistent with this Direction as it will facilitate a minor change consisting of an extension of the current adjoining zoning to the south.
3.1 Residential Zones	This Direction applies as the Planning Proposal will affect land within a proposed zone in which significant residential development is permitted	The Planning Proposal is considered to be consistent with this Direction as there will be no significant impacts resulting from the proposal.

	being seniors housing.	
3.2 Caravan Parks and Manufactured Home Estates	This Direction applies when a Planning Proposal is prepared.	The Planning Proposal is considered to be consistent with this direction as there will be no significant impacts resulting from the proposal on the permissibility of caravan parks or manufactured home estates.
3.3 Home Occupations	This Direction applies when a Planning Proposal is prepared.	The Planning Proposal is considered to be consistent with this Direction as home occupations are prohibited in the current zoning (SP3) and the proposed zoning (B6).
3.4 Integrating Land use and Transport	This Direction applies as the Planning Proposal will alter a zone or a provision relating to urban land, including land zoned for business or tourist purposes.	The Planning Proposal is considered to be consistent with this Direction as the proposed zoning change is considered minor.
5.10 Implementation of Regional Plan	This Direction applies when a Planning Proposal is prepared.	<p>The Planning Proposal is consistent with the following relevant plan Directions:</p> <ul style="list-style-type: none"> • <i>Direction 10: Promote business and industrial activities in employment lands</i> • <i>Direction 12: Plan for greater land use compatibility</i> • <i>Direction 23: Building resilience of towns and villages</i> • <i>Direction 29: Deliver healthy built environments and better urban design</i> <p>The Planning Proposal will promote business land uses providing greater land compatibility which shall enhance the resilience and built form of Dubbo.</p>
6.1 Approval and Referral Requirements	This Direction applies when a Planning Proposal is prepared.	The Planning Proposal is considered to be consistent with the Direction as there will be no additional approval and referral requirements included in the Planning Proposal.

(iii) State Environmental Planning Policies (SEPP)

A number of SEPP's apply to the Planning Proposal. It is considered that the Planning Proposal is consistent with the following SEPP's:

- SEPP No 55 - Remediation of Land;
- SEPP No 64 – Advertising and Signage;
- SEPP (Educational Establishments and Childcare Facilities) 2017;
- SEPP (Exempt and Complying Development Codes) 2008; and
- SEPP (Housing for Seniors or People with a Disability) 2004.

The following provides information in respect of the Proposal's compliance of each SEPP.

SEPP No 55 – Remediation of Land

The SEPP aims to reduce the risk of harm to human health as a result of contaminated land.

The proponent has provided the following:

“Due to it's long standing current use as a recreation club, the subject land is not expected to be affected by land or site contamination.”

An investigation of the site background has shown that a Building Application for the Ten Pin Bowling use was approved 14 March 1985. This use has continued since. The site is fully developed with hardstand materials and the site is not listed on Council's potentially contaminated register. As such, it is considered that the Planning Proposal does not present any contamination issues that require further consideration at the Planning Proposal stage.

(iv) Dubbo Local Environmental Plan (LEP) 2011

The subject land comprises 4560 m² and is zoned SP3 Tourist with no minimum allotment lot size for subdivision. The Planning Proposal seeks to amend the Dubbo LEP by rezoning the subject land to B6 Enterprise Corridor. The objectives of the B6 Enterprise Corridor are:

- *To promote businesses along main roads and to encourage a mix of compatible uses;*
- *To provide a range of employment uses (including business, office, retail and light industrial uses);*
- *To maintain the economic strength of centres by limiting retailing activity; and*
- *To facilitate a mix of business and retail development on the Mitchell, Newell and Golden Highways that services the needs of the travelling public.*

It is considered that the proposed rezoning of the subject land to B6 Enterprise Corridor is appropriate given the mixed commercial nature of Wheelers Lane and Windsor Parade. The rezoning is effectively a natural extension of the adjoining B6 Enterprise Corridor zoning to the south.

(v) Traffic

The subject site will retain an existing business defined as a recreation facility (indoor). Any future land use activity on the land will be subject to assessment of overall traffic and infrastructure impacts.

At the current stage of the Planning Proposal process, it is considered that the proposal presents minor potential traffic impacts in the locality.

(vi) Infrastructure

The subject site will retain existing infrastructure connections of water, sewer, electricity and stormwater. Any future land use activity on the land will be subject to assessment of overall infrastructure impacts.

At the current stage of the Planning Proposal process, it is considered that the proposal is unlikely to have significant infrastructure impacts in the immediate locality.

SUMMARY

Council is in receipt of a Planning Proposal that seeks to rezone Lot 442 DP 708021, 74 Windsor Parade, Dubbo from SP3 Tourist to B6 Enterprise Corridor under the provisions of the Dubbo Local Environmental Plan 2011.

The subject land contains an existing building, which is currently used for the purposes of an indoor recreation facility (Dubbo Tenpin Bowling). The intent of the Planning Proposal is to facilitate further activities on the land, consistent with uses in the immediate locality.

It is considered that the Planning Proposal is consistent with the provisions of the, 2036 Central West and Orana Regional Plan, Dubbo Urban Development Strategy – Commercial Areas, Section 9.1 Minister Directions and all relevant State Environmental Planning Policies.

It is recommended that the Planning Proposal be adopted by Council for the purpose of seeking a Gateway Determination from the Department of Planning and Environment (DPE).

Appendices:

1 [↓](#) Planning Proposal - 74 Windsor Parade Dubbo



PLANNING PROPOSAL

Rezoning of Subject Land from
SP3 Tourist to B6 Enterprise Corridor
74 Windsor Parade, Dubbo

Prepared for
Akdiv Pty Ltd
May 2018

Ref: PP – PJB16023

343 Summer St, PO Box 1827, Orange NSW 2800

telephone 02 6361 2955 • facsimile 02 6360 4700 • mobile 0409 821 016 • email peter@beshaplanning.com.au • abn: 91 558 813 035

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Annexure A - Plan Set

1.0 INTRODUCTION

1.1 OVERVIEW

This Planning Proposal describes a proposed amendment to Dubbo Local Environmental Plan (LEP) 2011.

The Planning Proposal seeks to rezone the subject land from SP3 Tourist to B6 Enterprise Corridor. The land to be rezoned is identified as 74 Windsor Parade, Dubbo, being Lot 442 DP 708021.



The intention of the Planning Proposal is to broaden the range of uses that may be undertaken on the subject land. In effect, the proposal represents a minor extension of the existing and adjacent B6 Zone. It can be demonstrated that the proposed rezoning is not adverse to the relevant strategic planning framework which considers the B6 Zone to be appropriate in this location.

The Planning Proposal has been prepared in accordance with Section 3.33 of the Environmental Planning & Assessment Act 1979 (the Act) and the Department of Planning's advisory document *A Guide to Preparing Planning Proposals*.

It represents the first step in the process of amending the LEP and the intent is to provide enough information to determine whether there is merit in the proposed amendment proceeding to the next stage of the plan-making process

A Gateway determination under Section 3.34 of the Act is requested. It is acknowledged that the Gateway determination will confirm the information (which may include studies) and consultation required before the LEP can be finalised.

1.2 LOCATION OF SUBJECT LAND

The subject land is located on the western side of the street at 74 Windsor Parade, Dubbo, just south of the intersection with Birch Avenue (refer Figure 1).

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1.3 SITE DESCRIPTION

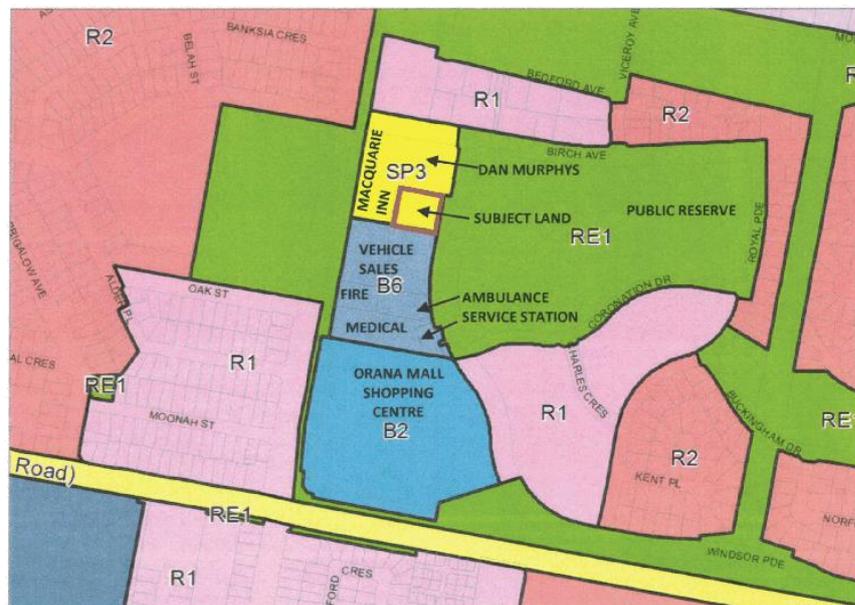
The subject land is described as Lot 442 DP 708021, Parish of Dubbo and County of Lincoln. With reference to Figure 2, the land has an area of 4,560m². It is rectangular with a 60-metre frontage to Windsor Parade (which forms the eastern boundary). The depth from front to rear is 76 metres.

The subject land represents the site of Dubbo Tenpin Bowl. The commercial style premises generally occupy the south west quadrant of the land. Off-street parking is provided along the site frontage; and also, along the western side of the building. Vehicle access is provided at a single location along the Windsor Parade frontage.

The surrounding development pattern comprises:

- Dan Murphy's (major chain liquor outlet) on the adjoining land to the north;
- Macquarie Inn (motel accommodation and conference/function/restaurant facilities) on the adjoining land to the north and west.
- Vehicle sales or hire premises on the adjoining land to the south, with an ambulance station; service station; fire brigade; medical centre; and then the Orana Mall Shopping Centre further to the south.
- Public recreation area (park) to the east on the opposite side of Windsor Parade.

The relationship of the current land uses to the zoning pattern is depicted below.



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1.4 INTENT OF PLANNING PROPOSAL

The intention of the Planning Proposal is to broaden the range of uses that may be undertaken on the subject land. In effect, the proposal represents a minor extension of the existing adjacent B6 Zone.

As explained later in this report (at 4.2(b) *Relationship to Strategic Planning Framework*) the proposed rezoning is not adverse to the relevant strategic planning framework which considers the B6 Zone to be appropriate in this location.

Council's *Commercial Areas Development Strategy* (the Strategy) identifies the precinct as the Windsor Parade Commercial Strip and characterises it as follows:

The block to the north of the Orana Mall Complex, which is also bounded by Windsor Parade, Birch Avenue and Wheelers Lane, contains an unusual mix of commercial uses ranging from entertainment/accommodation developments to government health/emergency services as well as some existing and proposed bulky goods retailing. Despite it's 'business' zoning and its proximity to Orana Mall it has not developed a role of convenience shopping. The block also has good road exposure and is characterised by quite modern development over relatively large sites.

These factors as well as the fact that the block is isolated from most adjoining residential areas by busy roads result in the block being a vehicular dominant, and diverse commercial area that is most appropriately managed as an emerging, albeit small and diverse, commercial strip.

The Strategy considers the role of the Windsor Parade Commercial Strip is to *provide a high quality venue for bulky goods retailing and other non-retailing commercial proposals that require large sites and good exposure.*

It is submitted that the proposed B6 zoning for the subject land would be more reflective of the strategic intent for this area than the current SP3 Zone. In this regard:

- The B6 Zone would allow the land to be used for a limited range of bulky goods retailing which is not permitted under the current zoning.
- The B6 zone would allow the land to be used for "non-retailing commercial proposals" that are not permitted under the current zoning.

Further, the B6 zone would not necessarily diminish the potential for the subject land to be used for tourist purposes, as it will continue to permit other uses that benefit tourism, including *hotel or motel accommodation; restaurants or cafes; and takeaway food and drink premises.*

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2.0 OBJECTIVES OR INTENDED OUTCOMES

The objectives or intended outcomes of this Planning Proposal are:

- To rezone the identified land from SP3 Tourist to B6 Enterprise Corridor (thus representing a minor extension of the existing B6 Zone in Windsor Parade).
- To broaden the range of uses to which the subject land may be put.

3.0 EXPLANATION OF PROVISIONS

The objectives or intended outcomes of this Planning Proposal would be achieved by amending the *Dubbo Local Environmental Plan 2011 Land Zoning Map – Sheet LZN_008B* so that the subject land is zoned B6 Enterprise Corridor.

4.0 JUSTIFICATION

4.1 NEED FOR THE PLANNING PROPOSAL

a) Is the planning proposal a result of any strategic study or report?

The Planning Proposal is not the result of any strategic study or report. It represents a submission by the landowner to rezone and broaden the uses of the subject land.

b) Is the planning proposal the best means of achieving the objectives or intended outcomes, or is there a better way?

An amendment to the Dubbo LEP 2011 Land Zoning Map as it applies to the subject land is the best means of achieving the objectives or intended outcomes.

An amendment to enable broader uses via the Additional Permitted Use schedule is not preferred. The subject land is already adjacent to the B6 Zone and it seems logical to extend this zone to include the subject land, rather than to nominate specific uses that may prove too narrow for the development potential of this site.

c) Is there a net community benefit?

The following information is provided to assist with the assessment of net community benefit.

The information is based on the Evaluation Criteria (p.25) provided in the NSW Department of Planning *Draft Centres Policy, Planning for Retail and Commercial Development*.

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- 1. Will the LEP be compatible with agreed State and regional strategic direction for development in the area (e.g. land release, strategic corridors, development within 800 metres of a transport node)?**

There are no State or regional strategies applicable to the proposal.

- 2. Is the LEP located in a global/regional city, strategic centre or corridor nominated within the Metropolitan Strategy or other regional/sub-regional strategy?**

No.

- 3. Is the LEP likely to create a precedent or change expectations of the landowner or other landholders?**

The LEP is unlikely to create a precedent or change expectations.

This precinct is already characterised in the Strategy as a *diverse commercial area that is most appropriately managed as an emerging, albeit small and diverse, commercial strip.*

The proposed B6 Enterprise Corridor zone would simply broaden the range of commercial/business uses to which the site may be put.

It is submitted that the potential impacts that may be associated with the uses that are currently permitted in the SP3 Zone would not be unlike the potential impacts associated with the likely additional uses that may be permitted under the B6 Zone.

- 4. Have the cumulative effects of other spot rezoning proposals in the locality been considered? What was the outcome of these considerations?**

We are unaware of other spot rezonings in the locality. It is submitted that this Planning Proposal does not represent a spot rezoning but more an adjustment of the existing B6 Zone.

The potential cumulative effects as a result of this Planning Proposal relate to the potential impacts caused by the broader range of uses that would be permitted on the land. The potential impacts are broadly identified later in this report. Should the rezoning proceed, a more detailed assessment of the potential impacts of future development would be undertaken as part of the development application process.

- 5. Will the LEP facilitate permanent employment generating activity or result in a loss of employment lands?**

Yes. A broadening of the commercial/business land use options will increase the potential for the land to be used for employment generating activities.

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The Planning Proposal does not reduce the current amount of employment lands within the Dubbo LGA.

6. Will the LEP impact upon the supply of residential land and therefore housing supply and affordability?

The LEP would have no impact upon the supply of residential land and housing supply and affordability, given that residential accommodation is prohibited under the existing SP3 Zone and the proposed B6 Zone.

7. Is the existing public infrastructure (roads, rail, utilities) capable of serving the proposed site? Is there good pedestrian and cycling access? Is public transport available or is there infrastructure capacity to support future public transport?

The site integrates with existing public infrastructure. Pedestrian and cycling access is reasonably served.

8. Will the proposal result in changes to the car distances travelled by customers, employees and suppliers? If so what are the likely impacts in terms of greenhouse gas emissions, operating costs and road safety?

Due to its established location and integration with the local road network, the proposal will not result in changes to the car distances travelled by customers, employees and suppliers.

9. Are there significant Government investments in infrastructure or services in the area whose patronage would be affected by the proposal? If so what is the expected impact.

There are no significant Government investments of infrastructure or services in the area whose patronage would be affected by this proposal.

10. Will the proposal impact on land that the Government has identified a need to protect (e.g. land with high biodiversity values) or have other environmental impacts? Is the land constrained by factors such as flooding?

The proposal will not impact on land that the Government has identified a need to protect. The land is not constrained by flooding or other factors.

11. Will the LEP be compatible/complementary with surrounding land uses? What is the impact on amenity in the location and wider community? Will the public domain improve?

The proposal is considered to be compatible with surrounding land uses. In effect, it represents a minor extension of the existing B6 Zone in the Windsor Parade commercial precinct. As such it does not introduce a range of uses that have not already been contemplated for this precinct.

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Section 4.3 of the Planning Proposal broadly addresses the likely issues, including:

- Visual impacts
- Traffic generation and car parking
- Noise, dust, light and odour generation
- Privacy and overshadowing
- Hours of operation
- Proximity to residential development

There are no aspects of the Proposal that would detract from the public domain.

12. Will the proposal increase choice and competition by increasing the number of retail and commercial premises operating in the area?

Yes, the broadening of the range of commercial uses on the subject land has the potential to increase choice and competition.

13. If a stand alone proposal and not a centre, does the proposal have the potential to develop into a centre in the future?

The proposed rezoning is not a stand-alone proposal. It represents a minor zoning adjustment of the existing B6 Zone.

14. What are the public interest reasons for preparing the draft plan? What are the implications of not proceeding at that time?

In terms of the public interest, the proposed rezoning would broaden the range of uses that may be undertaken within the subject land.

To not proceed would limit the development options for the site and perhaps result in a loss of potential social and economic benefits.

4.2 RELATIONSHIP TO STRATEGIC PLANNING FRAMEWORK

a) Is the planning proposal consistent with the objectives and actions contained within the applicable regional or sub-regional strategy?

There is no Regional Strategy that is relevant to the subject land or proposal.

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b) Is the planning proposal consistent with the local Council's Community Strategic Plan or other local strategic plan?

Yes.

The proposal is consistent with the *Dubbo City Council Urban Development Strategy (B) Commercial Areas Development Strategy, 1996* (the Strategy) as explained below.

The Strategy identifies the precinct around the subject land as the Windsor Parade Commercial Strip. The following information demonstrates consistency with the Action Plan for the Windsor Parade Commercial Strip (as outlined in the Strategy).

Dubbo City Council Urban Development Strategy (B) Commercial Areas Development Strategy, 1996 Action Plan – Windsor Parade Commercial Strip	
Opportunities	Response/comment
<ul style="list-style-type: none"> • High quality infill developments. • Potential for bulky retail functions 	<p>Consistent.</p> <p>There is potential for high quality infill developments under the B6 Zone provisions.</p> <p>The B6 Zone provisions allow some forms of bulk retail developments as explained in the commentary below. The SP3 Zone provisions provide no opportunity for bulk retail developments.</p>
Issues	Response/comment
<ul style="list-style-type: none"> • Wheelers Lane function as a major transport route. • Future of remaining vacant land. 	<p>Consistent.</p> <p>The subject land only has frontage to Windsor Parade and therefore has no impact whatsoever on the function of Wheelers Lane as a major transport route.</p> <p>The site is not vacant. However, if vacant, or with the existing building, the site is considered adaptable for the range of uses that are permitted in the B6 Zone.</p>

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Role	Response/comment
<p>The role of the Windsor Parade Commercial Strip is to provide a high quality venue for bulky goods retailing and other non-retailing commercial proposals that require large sites and good exposure.</p>	<p>Consistent.</p> <p>The subject land comprises sufficient land area and is of a configuration that would accommodate the needs of larger scale commercial proposals in terms of gross floor area; on-site parking; service vehicle manoeuvring; generous building setbacks; and landscaping.</p> <p>Windsor Parade is recognised in the Strategy as a transport route that provides good exposure for such sites.</p>
Objectives	Response/comment
<ul style="list-style-type: none"> • Facilitate the opportunity for bulky goods retailing on vacant land within the strip. • Maintain a high standard of street presentation. • Maintain the safety and efficiency of Wheelers Lane. 	<p>Consistent.</p> <p>The B6 Zone provisions allow some forms of bulk retail developments as explained in the commentary below.</p> <p>The site configuration is such that a high standard of street presentation can be achieved by providing sufficient landscaping along the frontage to complement the existing or a future building within the site.</p> <p>The proposal has no impact whatsoever on the function of Wheelers Lane as a major transport route.</p>
Policy - Encourage	Response/comment
<ul style="list-style-type: none"> • Use of a single vehicle access into the undeveloped sites from Windsor Parade. • Modern attractive building design. • Large setbacks to Wheelers Lane with relief through landscaping. 	<p>Consistent.</p> <p>The subject land is developed but a single access point onto Windsor Parade can be maintained for future B6 Zone development.</p> <p>Building design matters can be addressed as part of any future development proposal.</p> <p>The site does not front Wheelers Lane.</p>

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Policy - Control	Response/comment
<ul style="list-style-type: none"> • Zoning as a commercial zone for bulky goods retailing. • Prohibit additional direct vehicular access onto Wheelers Lane. • Maintain high development standards for new development. 	<p>Consistent.</p> <p>The B6 Zone provisions allow some forms of bulk retail developments as explained in the commentary below.</p> <p>The site does not front Wheelers Lane.</p> <p>The standard of new development can be addressed as part of any future development proposal.</p>
Policy - Assist	Response/comment
<ul style="list-style-type: none"> • Consider development of a streetscape plan to beautify Wheelers Lane. 	<p>Not applicable as the site does not have frontage to Wheelers Lane</p>

It is submitted that the proposed B6 zoning for the subject land would be more reflective of the strategic intent for the Windsor Parade Commercial Strip than the current SP3 Zone due to the following:

- The subject land is indeed a large site with good exposure. In this regard:
 - It comprises sufficient land area and is of a configuration that would accommodate the needs of larger scale commercial proposals in terms of gross floor area; on-site parking; service vehicle manoeuvring; generous building setbacks; and landscaping.
 - Windsor Parade is recognised in the Strategy as a transport route that provides good exposure for such sites.
- The B6 Zone would allow the land to be used for a limited range of bulky goods retailing which is not permitted under the current zoning. While the provisions of the B6 zone do not permit a broad range of bulky goods retailing; they do provide some opportunities for such retailing in the form of:
 - Hardware and building supplies
 - Plant nurseries
 - Garden centres

Due to its size, configuration and the surrounding development pattern, the subject land would be considered suitable to accommodate such uses.

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- The B6 zone would allow the land to be used for “non-retailing commercial proposals” that are not permitted under the current zoning. (It is assumed that *non-retailing commercial proposals* are forms of retail that do not threaten the primacy of existing retail centres within Dubbo). Non-retail commercial proposals that would be permitted under the B6 Zone and would be appropriate for the subject land include but are not limited to:
 - Business premises
 - Vehicle sales or hire premises (a type of retail premises but not considered a threat to the core retail function of other retail centres in Dubbo).
 - Warehouse or distribution centres
 - Wholesale supplies
 - Vehicle repair stations
 - Transport depots
 - Self-storage units

Despite the current SP3 Zone, the Windsor Parade Commercial Strip does not appear to be identified as a “tourism” area in Council’s strategic planning documents. In any event, the proposed rezoning of the subject land to B6 would not necessarily diminish the potential for the subject land to be used for tourist purposes. In this regard:

- The existing tenpin bowling complex (defined as a *recreation facility – indoor*) would maintain existing use rights under the proposed B6 zoning. Therefore, this recreation (and tourism) use can continue, regardless of the zoning.
- It is also noted that Council’s *Urban Development Strategy – Future Directions & Structure Plan, 1996* (at p.56) does not seek to have recreational clubs (such as Dubbo Tenpin Bowl) strictly controlled by a planning strategy, due to the following:

Given the changing nature of these clubs and their unique physical requirements it is not appropriate for Council to anticipate specific proposals or to protect specific sites in Dubbo for future developments.

In principle, such uses may be able to co-exist and even complement surrounding development within the commercial and residential areas where such proposals can then be considered on their merits and depending on their impact and local community attitudes be permitted with consent.

- The B6 Zone will continue to permit other uses that benefit tourism, including *hotel or motel accommodation; restaurants or cafes; and takeaway food and drink premises.*

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c) Is the planning proposal consistent with applicable State Environmental Planning Policies?

The consistency of the proposal in relation to the applicable State Environmental Planning Policies is indicated in the schedule below.

State Environmental Planning Policies – Schedule of Consistency Planning Proposal to Rezone 74 Windsor Parade, Dubbo SP3 Tourist to B6 Enterprise Corridor	
SEPP	Relevance/Comment
SEPP No. 1 - Development Standards	Not applicable
SEPP No. 2 - Minimum Standards for Residential Flat Development	Repealed by SEPP No. 20
SEPP No. 3 – Castlereagh Liquid Waste Disposal Depot	Repealed by Infrastructure SEPP
SEPP No.4 - Development without Consent and Miscellaneous Complying Development	Not applicable
SEPP No. 5 - Housing for Older People or People with Disability	Repealed by SEPP (Housing for Seniors or People with a Disability) 2004
SEPP No. 6 - Number of Storeys in a Building	Not applicable
SEPP No. 7 - Port Kembla Coal Loader	Repealed by Infrastructure SEPP
SEPP No. 8 - Surplus Public Land	Repealed by Infrastructure SEPP
SEPP No. 9 - Group Homes	Repealed by Infrastructure SEPP
SEPP No. 10 - Retention of Low-Cost Rental Accommodation	Not applicable
SEPP No. 11 - Traffic Generating Developments	Repealed by Infrastructure SEPP
SEPP No. 12 - Public Housing (Dwelling Houses)	Repealed by SEPP No. 53
SEPP No. 13 - Sydney Heliport	Repealed by Sydney REP No. 26 - City West
SEPP No. 14 - Coastal Wetlands	Not applicable
SEPP No. 15 - Rural Land Sharing Communities	Not applicable
SEPP No. 16 - Tertiary Institutions	Repealed by Infrastructure SEPP
SEPP No. 17 - Design of Building in Certain Business Centres	Did not proceed
SEPP No. 18 - Public Housing	Did not proceed
SEPP No. 19 - Bushland in Urban Areas	Not applicable
SEPP No. 20 - Minimum Standards for Residential Flat Development	Repealed by SEPP No. 53
SEPP No. 21 – Caravan Parks	Not applicable
SEPP No. 23	Not allocated
SEPP No. 24 - State Roads	Did not proceed
SEPP No. 25 - Residential Allotment Sizes	Repealed by SEPP No. 53
SEPP No. 26 - Littoral Rainforests	Not applicable
SEPP No. 27 - Prison Sites	Repealed by Infrastructure SEPP
SEPP No. 28 - Town Houses and Villa Houses	Repealed by SEPP No. 25

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State Environmental Planning Policies – Schedule of Consistency Planning Proposal to Rezone 74 Windsor Parade, Dubbo SP3 Tourist to B6 Enterprise Corridor	
SEPP	Relevance/Comment
SEPP No. 29 - Western Sydney Recreation Area	Not applicable
SEPP No. 30 - Intensive Agriculture	Not applicable
SEPP No. 31 - Sydney (Kingsford Smith) Airport	Repealed by Infrastructure SEPP
SEPP No. 32 - Urban Consolidation (Redevelopment of Urban Land)	Not applicable
SEPP No. 33 - Hazardous and Offensive Development	Not applicable
SEPP No. 34 - Major Employment Generating Industrial Development	Repealed by SEPP (Major Projects) 2005, subsequently SEPP (Major Development) 2005
SEPP No. 35 - Maintenance Dredging of Tidal Waterways	Repealed by Infrastructure SEPP
SEPP No. 36 - Manufactured Home Estates	Not applicable
SEPP No. 37 - Continued Mines and Extractive Industries	Repealed by SEPP (Mining, Petroleum Production and Extractive Industries) 2007
SEPP No. 38 - Olympic Games and Related Development	Repealed by SEPP (Major Projects) 2005, subsequently SEPP (Major Development) 2005
SEPP No. 39 - Spit Island Bird Habitat	Not applicable
SEPP No. 40 - Sewerage Works	Did not proceed
SEPP No. 41 - Casino/Entertainment Complex	Not applicable
SEPP No. 42 - Multiple Occupancy and Rural Land (Repeal)	Repealed
SEPP No. 43 - New Southern Railway	Repealed by Infrastructure SEPP
SEPP No. 44 - Koala Habitat Protection	Not applicable
SEPP No. 45 - Permissibility of Mining	Repealed by SEPP (Mining, Petroleum Production and Extractive Industries) 2007
SEPP No. 46 - Protection and Management of Native Vegetation	Repealed by Native Conservation Act, 1997
SEPP No. 47 - Moore Park Showground	Not applicable
SEPP No. 48 - Major Putrescible Land fill Sites	Repealed by Infrastructure SEPP
SEPP No. 49 - Tourism Accommodation in Private Homes (Draft Only)	Not applicable
SEPP No. 50 - Canal Estates	Not applicable
SEPP No. 51 - Eastern Distributor	Repealed by Infrastructure SEPP
SEPP No. 52 - Farm Dams and Other Works in Land and Water Management Plan Areas	Not applicable

State Environmental Planning Policies – Schedule of Consistency Planning Proposal to Rezone 74 Windsor Parade, Dubbo SP3 Tourist to B6 Enterprise Corridor	
SEPP	Relevance/Comment
SEPP No. 53 - Metropolitan Residential Development	Not applicable
SEPP No. 54 - Northside Storage Tunnel	Repealed by Infrastructure SEPP
SEPP No. 55 - Remediation of Land	Applicable. Addressed in Planning Proposal at Section 4.3(b) <i>Land/Site Contamination</i>
SEPP No. 56 - Sydney Harbour Foreshores and Tributaries	Repealed by SEPP (Major Projects) 2005, subsequently SEPP (Major Development) 2005
SEPP No. 57	Not allocated
SEPP No. 58 – Protecting Sydney’s Water Supply	Repealed by Clause 7(3) of the Drinking Water Catchments REP No. 1
SEPP No. 59 - Central Western Sydney Economic and Employment Area	Not applicable
SEPP No. 60 - Exempt and Complying Development	Not applicable
SEPP No. 61 - Exempt and Complying Development for White Bay and Glebe Island Ports	Repealed by Infrastructure SEPP
SEPP No. 62 - Sustainable Aquaculture	Not applicable
SEPP No. 63 - Major Transport Projects	Repealed by Infrastructure SEPP
SEPP No. 64 - Advertising and Signage	Not applicable
SEPP No. 65 - Design Quality of Residential Flat Development	Not applicable
SEPP No. 67 - Macquarie Generation Industrial Development Strategy	Repealed by Infrastructure SEPP
SEPP No. 69 - Major Electricity Supply Projects	Repealed by Infrastructure SEPP
SEPP 70 - Affordable Housing (Revised Schemes)	Not applicable
SEPP No. 71 - Coastal Protection	Not applicable
SEPP No. 72 - Linear Telecommunications Development – Broadband	Repealed by Infrastructure SEPP
SEPP No 73 – Kosciuszko Ski Resorts	Repealed by SEPP (Kosciuszko National Park – Alpine Resorts) 2007
SEPP No. 74 - Newcastle Port and Employment Lands	Repealed by SEPP (Major Projects) 2005, subsequently SEPP (Major Development) 2005
SEPP (Housing for Seniors or People with a Disability) 2004	Not applicable
SEPP (Building Sustainability Index: BASIX) 2004	Not applicable
SEPP (ARTC Rail Infrastructure) 2004	Repealed by Infrastructure SEPP

State Environmental Planning Policies – Schedule of Consistency Planning Proposal to Rezone 74 Windsor Parade, Dubbo SP3 Tourist to B6 Enterprise Corridor	
SEPP	Relevance/Comment
SEPP (Sydney Metropolitan Water Supply) 2004	Repealed by Infrastructure SEPP
SEPP (Development on Kurnell Peninsula) 2005	Not applicable
SEPP (Major Development) 2005	Not applicable
SEPP (Sydney Region Growth Centres) 2006	Not applicable
SEPP (Mining, Petroleum Production & Extractive Industries) 2007	Not applicable
SEPP (Temporary Structures) 2007	Not applicable
SEPP (Infrastructure) 2007	Consistent
SEPP (Kosciuszko National Park – Alpine Resorts) 2007	Not applicable
SEPP (Rural Lands) 2008	Not applicable
SEPP (Exempt and Complying Development Codes) 2008	Consistent
SEPP (Western Sydney Parklands) 2009	Not applicable
SEPP (Affordable Rental Housing) 2009	Not applicable
SEPP (Western Sydney Employment Area) 2009	Not applicable

d) Is the planning proposal consistent with applicable Ministerial Directions?

Section 117 of the Environmental Planning and Assessment Act, 1979 allows the Minister to give directions to Councils regarding the principles, aims, objectives or policies to be achieved or given effect to in the preparation of draft Local Environmental Plans.

A Planning Proposal needs to be consistent with the requirements of the Direction but can be inconsistent if justified using the criteria stipulated. The consistency or otherwise of the Planning Proposal with the Ministerial Directions is indicated below.

1. EMPLOYMENT AND RESOURCES

1.1 Business and Industrial Zones

This Direction is applicable because the Planning Proposal affects land within an existing or proposed business or industrial zone (including the alteration of any existing business or industrial zone boundary).

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The objectives of this Direction are to:

- a) encourage employment growth in suitable locations,
- b) protect employment land in business and industrial zones, and
- c) support the viability of identified centres.

According to this Direction, a planning proposal must

- a) give effect to the objectives of this direction,
- b) retain the areas and locations of existing business and industrial zones,
- c) not reduce the total potential floor space area for employment uses and related public services in business zones,
- d) not reduce the total potential floor space area for industrial uses in industrial zones, and
- e) ensure that proposed new employment areas are in accordance with a strategy that is approved by the Secretary of the Department of Planning and Environment.

The Planning Proposal is consistent with this Direction due to the following:

- It upholds the objectives of the Direction as follows:
 - The proposal will encourage employment growth in a location that is already established for employment purposes.
 - The proposal would assist to increase employment opportunities.
 - The proposed B6 Zone does not threaten the viability and function of the City's existing business centres (particularly the Dubbo CBD). This is largely due to the fact that most *retail premises* (a mainstay of commercial centres) are by and large prohibited in the B6 Zone.
- It does not reduce the total potential floor space area for employment uses and related public services in business zones. Rather, the proposal has the potential to increase floor space area for employment uses.
- Given that the site comprises an office style building, the proposal does not reduce floor space area for industrial uses in industrial zones.
- It does not involve new employment areas in any strategy that is approved by the Director-General of the Department of Planning.

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1. EMPLOYMENT AND RESOURCES

1.2 Rural Zones

This Direction is not relevant to this Planning Proposal.

1. EMPLOYMENT AND RESOURCES

1.3 Mining, Petroleum and Extractive Industries

This Direction is not relevant to this Planning Proposal.

1. EMPLOYMENT AND RESOURCES

1.4 Oyster Aquaculture

This Direction is not relevant to this Planning Proposal.

1. EMPLOYMENT AND RESOURCES

1.5 Rural Lands

This Direction is not relevant to this Planning Proposal.

2. ENVIRONMENT AND HERITAGE

2.1 Environment Protection Zones

This Direction is not relevant to this Planning Proposal.

2. ENVIRONMENT AND HERITAGE

2.2 Coastal Protection

This Direction is not relevant to this Planning Proposal.

2. ENVIRONMENT AND HERITAGE

2.3 Heritage Conservation

This Direction is not relevant to this Planning Proposal.

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2. ENVIRONMENT AND HERITAGE**2.4 Recreation Vehicle Areas**

This Direction is not relevant to this Planning Proposal.

2. ENVIRONMENT AND HERITAGE**2.5 Application of E2 and E3 Zones and Environmental Overlays in Far North Coast LEPs**

This Direction is not relevant to this Planning Proposal.

3. HOUSING, INFRASTRUCTURE AND URBAN DEVELOPMENT**3.1 Residential Zones**

This Direction is not relevant to this Planning Proposal.

3. HOUSING, INFRASTRUCTURE AND URBAN DEVELOPMENT**3.2 Caravan Parks and Manufactured Home Estates**

This Direction is not relevant to this Planning Proposal.

3. HOUSING, INFRASTRUCTURE AND URBAN DEVELOPMENT**3.3 Home Occupations**

This Direction is not relevant to this Planning Proposal.

3. HOUSING, INFRASTRUCTURE AND URBAN DEVELOPMENT**3.4 Integrating Land Use and Transport**

This Direction applies. There are no aspects of the Planning Proposal that are inconsistent with the objectives of this Direction, particularly as:

- The existing road system would be of an adequate standard to cater for the additional traffic that would be generated by this proposal.
- The proposal will not result in changes to the car distances travelled by customers, employees and suppliers.

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3. HOUSING, INFRASTRUCTURE AND URBAN DEVELOPMENT**3.5 Development near Licensed Aerodromes**

This Direction is not relevant to this Planning Proposal.

3. HOUSING, INFRASTRUCTURE AND URBAN DEVELOPMENT**3.6 Shooting Ranges**

This Direction is not relevant to this Planning Proposal.

4. HAZARD AND RISK**4.1 Acid Sulphate Soils**

This Direction is not relevant to this Planning Proposal.

4. HAZARD AND RISK**4.2 Mine Subsidence and Unstable Land**

This Direction is not relevant to this Planning Proposal.

4. HAZARD AND RISK**4.3 Flood Prone Land**

This Direction is not relevant to this Planning Proposal.

4. HAZARD AND RISK**4.4 Planning for Bushfire Protection**

This Direction is not relevant to this Planning Proposal.

5. REGIONAL PLANNING**5.1 Implementation of Regional Strategies**

This Direction is not relevant to this Planning Proposal.

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5. REGIONAL PLANNING**5.2 Sydney Drinking Water Catchments**

This Direction is not relevant to this Planning Proposal.

5. REGIONAL PLANNING**5.3 Farmland of State and Regional Significance on the NSW Far North Coast**

This Direction is not relevant to this Planning Proposal.

5. REGIONAL PLANNING**5.4 Commercial and Retail Development along the Pacific Highway, North Coast**

This Direction is not relevant to this Planning Proposal.

5. REGIONAL PLANNING**5.5 Development in the vicinity of Ellalong, Paxton and Millfield (Cessnock LGA)**

This Direction has been revoked.

5. REGIONAL PLANNING**5.6 Sydney to Canberra Corridor**

This Direction has been revoked.

5. REGIONAL PLANNING**5.6 Central Coast in vicinity of Ellalong, Paxton and Millfield (Cessnock LGA)**

This Direction has been revoked.

5. REGIONAL PLANNING**5.7 Second Sydney Airport: Badgery's Creek**

This Direction is not relevant to this Planning Proposal.

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5. REGIONAL PLANNING**5.8 Second Sydney Airport: Badgery's Creek**

This Direction is not relevant to this Planning Proposal.

5. REGIONAL PLANNING**5.9 North West Rail Link Corridor Strategy**

This Direction is not relevant to this Planning Proposal.

5. REGIONAL PLANNING**5.10 Implementation of Regional Plans**

This Direction requires the Planning Proposal to be consistent with the *Central West and Orana Regional Plan 2036*.

Consideration of the proposal against the Directions in the regional plan is provided below.

Direction 1: Protect the region's diverse and productive agricultural land

The Planning Proposal is not adverse to this Direction.

Direction 2: Grow the agribusiness sector and supply chains

The Planning Proposal is not adverse to this Direction.

Direction 3: Develop advanced manufacturing and food processing sectors

The Planning Proposal is not adverse to this Direction.

Direction 4: Promote and diversify regional tourism markets

The proposal is consistent with this Direction to the extent that the proposed B6 Zone will continue to permit other uses that benefit tourism, including *hotel or motel accommodation; restaurants or cafes; and takeaway food and drink premises*.

Direction 5: Improve access to health and aged care services

The Planning Proposal is not adverse to this Direction.

Direction 6: Expand education and training opportunities

The Planning proposal is consistent with this Direction as the B6 zone permits educational establishments.

Direction 7: Enhance the economic self-determination of Aboriginal communities

The Planning Proposal is not adverse to this Direction.

Direction 8: Sustainably manage mineral resources

The Planning Proposal is not adverse to this Direction.

Direction 9: Increase renewable energy generation

The Planning Proposal is not adverse to this Direction.

Direction 10: Promote business and industrial activities in employment lands

The Planning Proposal is consistent with this Direction.

A broadening of the commercial/business land use options will increase the potential for the subject land to be used for employment generating activities.

Direction 11: Sustainably manage water resources for economic opportunities

The Planning Proposal is not adverse to this Direction.

Direction 12: Plan for greater land use compatibility

The Planning Proposal is consistent with this Direction because it is not likely to increase the potential for land use conflict in the area.

The strategic and structure planning that has informed the Windsor Parade Commercial Strip has resulted in a generous green buffer being established between this commercial precinct and established residential areas. As such the potential for interface issues pertaining to noise impact; privacy loss; overshadowing; light disturbance and the like are considered minimal.

Direction 13: Protect and manage environmental assets

The Planning Proposal is not adverse to this Direction.

Direction 14: Manage and conserve water resources for the environment

The Planning Proposal is not adverse to this Direction.

Direction 15: Increase resilience to natural hazards and climate change

The Planning Proposal is not adverse to this Direction.

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Direction 16: Respect and protect Aboriginal heritage assets

The Planning Proposal is not adverse to this Direction.

Direction 17: Conserve and adaptively re-use heritage assets

The Planning Proposal is not adverse to this Direction.

Direction 18: Improve freight connections to markets and global gateways

The Planning Proposal is not adverse to this Direction.

Direction 19: Enhance road and rail freight links

The Planning Proposal is not adverse to this Direction.

Direction 20: Enhance access to air travel and public transport

The Planning Proposal is not adverse to this Direction.

Direction 21: Coordinate utility infrastructure investment

The Planning Proposal is not adverse to this Direction.

Direction 22: Manage growth and change in regional cities and strategic and local centres

The Planning Proposal is consistent with this Direction.

As explained earlier in this report (at 4.2(b) *Relationship to Strategic Planning Framework*) the proposed rezoning is not adverse to the relevant strategic planning framework which considers the B6 Zone to be appropriate in this location.

Direction 23: Build the resilience of towns and villages

The Planning Proposal is not adverse to this Direction.

Direction 24: Collaborate and partner with Aboriginal communities

The Planning Proposal is not adverse to this Direction.

Direction 25: Increase housing diversity and choice

The Planning Proposal is not adverse to this Direction.

Direction 26: Increase housing choice for seniors

The Planning Proposal is not adverse to this Direction.

Direction 27: Deliver a range of accommodation options for seasonal, itinerant and mining workforces

The Planning Proposal is not adverse to this Direction.

Direction 28: Manage rural residential development

The Planning Proposal is not adverse to this Direction.

Direction 29: Deliver healthy built environments and better urban design

The Planning Proposal is not adverse to this Direction.

6. LOCAL PLAN MAKING**6.1 Approval and Referral Requirements**

The Planning Proposal does not alter provisions relating to approval and referral requirements.

6. LOCAL PLAN MAKING**6.2 Reserving Land for Public Purposes**

This Direction is not relevant to this Planning Proposal.

6. LOCAL PLAN MAKING**6.3 Site Specific Provisions**

This Direction is not relevant to this Planning Proposal.

7. METROPOLITAN PLANNING**7.1 Implementation of the Metropolitan Strategy**

This Direction is not relevant to this Planning Proposal.

7. METROPOLITAN PLANNING**7.2 Implementation of Greater Macarthur Land Release Investigation**

This Direction is not relevant to this Planning Proposal.

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7. METROPOLITAN PLANNING**7.3 Parramatta Road Corridor Urban Transformation Strategy**

This Direction is not relevant to this Planning Proposal.

7. METROPOLITAN PLANNING**7.4 Implementation of North West Priority Growth Area Land Use and Infrastructure Implementation Plan**

This Direction is not relevant to this Planning Proposal.

7. METROPOLITAN PLANNING**7.5 Implementation of Greater Parramatta Priority Growth Area Interim Land Use and Infrastructure Implementation Plan**

This Direction is not relevant to this Planning Proposal.

4.3 ENVIRONMENTAL, SOCIAL AND ECONOMIC IMPACT

- a) **Is there any likelihood that critical habitat or threatened species, populations or ecological communities, or their habitats, will be adversely affected as a result of the proposal?**

No. The subject land is highly urbanised with no ecological value.

- b) **Are there any other likely environmental effects as a result of the planning proposal and how are they proposed to be managed?**

The potential impacts of the Planning Proposal are considered below.

Visual Impact

The site is considered relatively prominent. It is important for any development to make a positive contribution to the visual amenity of this area.

Should the existing building be retained and adapted for a B6 use, the potential visual impacts would be minimal.

Whilst the potential visual impacts are a matter for detailed assessment at the DA stage, the following principles should apply for new building works:

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- New building works should meet expectations for modern commercial architecture, including but not limited to:
 - Appropriate bulk, scale and height.
 - Well-articulated building façade, particularly in relation to the elevations that face Windsor Parade.
 - Architectural detailing that includes commercial glazing; mixed wall finishes; awnings; parapet treatments; and the like.
 - Signage zones should be defined and incorporated in the building design.
 - Mechanical plant and equipment should be accommodated below the roof line or placed on ground level where possible.
- Site design should be such that “back-of-house” elements are not easily viewed from the streets or public area.
- A reasonable level of landscaping should be provided so as to provide appropriate softening of the building and parking areas.

Generally, it is expected that the bulk and scale of buildings associated with the development of the site under the proposed B6 Zone would be no greater than what might be expected under the SP3 Zone.

Traffic and Parking

Whilst the potential traffic and parking impacts are a matter for detailed assessment at the DA stage, the following principles should apply:

- In accordance with Strategy requirements, the access onto Windsor Parade should be limited to a single location.
- Access, internal layout and servicing arrangements are to be provided in accordance with AS 2890.1:2004 and AS 2890.2 – 2002.
- Provide the required amount of off-street parking so as to limit the potential for on-street parking to reduce traffic amenity.

It is unlikely that future development of the site will be of a type or scale that could not be accommodated by the current and proposed traffic network. In this regard

- A certain level of traffic is already attributed to the long-standing use of the site as a recreation club. As such, it represents a well-established component of the local traffic regime.

- There are no aspects of the road network that indicate it would not be able to accommodate traffic generated by the continued use of the site for other commercial purposes. Carriageway widths, trafficable lanes, and intersection controls appear satisfactory to carry relatively large volumes of traffic. It is reasonable to submit that the any additional traffic generated by the proposal would integrate reasonably with established traffic levels within the Windsor Parade Commercial precinct.

Depending on the nature and scale of a proposed future use, it may be necessary or appropriate to undertake a formal traffic and parking study at the time that a development application for a new use is being prepared.

Interface Issues

The Proposal does not generate interface issues due to the following:

- The strategic and structure planning that has informed the Windsor Parade Commercial Strip has resulted in a generous green buffer being established between this commercial precinct and established residential areas. As such the potential for interface issues pertaining to noise impact; privacy loss; overshadowing; light disturbance and the like are considered minimal.
- The strategic and structure planning that has informed the Windsor Parade Commercial Strip has resulted in compatible commercial type uses and zones being co-located.

Water Quality

The proposal does not involve or encourage any processes or activities that would unreasonably impact on water quality.

Air Quality

The proposal does not involve or encourage any processes or activities that would unreasonably impact upon the neighbourhood in terms of waste, dust, odour or atmospheric discharges.

Archaeology

Due to its highly urbanised state, the potential for Aboriginal archaeology to occur within the site is considered minimal.

Land/Site Contamination

Due to its long standing current use as a recreation club, the subject land is not expected to be affected by land or site contamination.

c) How has the planning proposal adequately addressed any social and economic effects?

The social and economic benefits of the Planning Proposal are considered to be positive due to the following:

- The broader range of uses that would be permitted under the B6 would increase the supply of commercial land but not encourage uses that would threaten the primacy of Dubbo's CBD or other retail centres.
- An increase in the supply of appropriately zoned commercial land (albeit modest in this case) contributes to the role of Dubbo as a major regional business centre.
- The potential for a broader range of uses, may increase employment opportunities.

There are no adverse social impacts envisaged. Any negative economic impacts would only be of consequence to the proponent.

4.4 STATE AND COMMONWEALTH INTERESTS

a) Is there adequate public infrastructure for the Planning Proposal?

Yes. The Planning Proposal applies to existing and developed urban zones. All urban utilities and relevant infrastructure are available.

b) What are the views of State and Commonwealth public authorities consulted in accordance with the gateway determination?

The view of State and Commonwealth public authorities are not required on the Planning Proposal until after the Gateway determination.

5.0 COMMUNITY CONSULTATION

The Planning Proposal will be subject to public exhibition and agency consultation as part of the Gateway process. The Gateway determination will specify the community consultation that must be undertaken on the Planning Proposal.

This Planning Proposal is considered to be a minor proposal for the following reasons:

- This Planning Proposal provides information to demonstrate that it is not adverse to the relevant strategic planning framework which considers the B6 Zone to be appropriate in this location. This Planning Proposal essentially seeks a minor extension of the B6 Zone and demonstrates that the potential impacts are minimal.

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- Issues pertaining to infrastructure servicing are not significant and can be adequately addressed.
- The Planning Proposal is not for a principal LEP.
- The Planning Proposal does not seek to reclassify public land.

Community consultation would involve:

- An exhibition period of 28 days.
- The community is to be notified of the commencement of the exhibition period via a notice in the local newspaper and on Council's website. The notice will:
 - Give a brief description of the objectives or intended outcomes of the planning proposal;
 - Indicate the land affected by the planning proposal;
 - State where and when the planning proposal can be inspected;
 - Provide the name and address for the receipt of submissions; and
 - Indicate the closing date for submissions.
- Written notification to adjoining and surrounding land owners.

During the exhibition period, it is expected that Council would make the following material available for inspection:

- The Planning Proposal in the form approved for community consultation by the Director General of Planning;
- Any studies (if required) relied upon by the planning proposal.

Electronic copies of relevant exhibition documentation to be made available to the community free of charge. At the conclusion of the notification and public exhibition period Council staff will consider submissions made in respect of the Planning Proposal and prepare a report to Council.

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6.0 CONCLUSION

This Planning Proposal warrants support due to the following:

- It is not adverse to the relevant strategic planning framework which considers the B6 Zone to be appropriate in this location. This Planning Proposal essentially seeks a minor extension of the B6 Zone and demonstrates that the potential impacts are minimal.
- It encourages economic development and therefore would assist to increase employment and retain spending within Dubbo and create a stronger business destination that would better serve the needs of the surrounding population.
- The proposed expansion of the B6 Zone does not threaten the viability and function of the City's existing business centres. Rather, it is likely to complement the role of Dubbo as a regional business centre.

Yours faithfully
Peter Basha Planning & Development



Per:
PETER BASHA

Annexure A
Plan Set

