



Walgett Shire Council

2017/2018 Annual Report





Mayor Ian Woodcock

Foreword



To the Ratepayers and Residents of Walgett Shire,

Council has completed a busy and prosperous year with progress continuing to be made on the upgrade and replacement of Council's infrastructure, property, plant and equipment.

Council remains a stand-alone Council, with arrangements commencing to form a Joint Organisation of Councils with Bourke and Cobar Shire Councils in the new financial year.

Council had a successful financial year, with major work being completed on a number of projects and applications being submitted for major grants for roads, buildings and other infrastructure in the 2018/19 financial year. Council has already been notified of its success in Round 1 of the Stronger Country Communities Program, with projects planned for community infrastructure projects across the shire.

Council continues to lead the way with its Youth Programmes, having been selected as a finalist for the twelfth year in the annual NSW Youth Awards over a number of categories and being successful in again winning the 2018 Best Local Youth Week Programme.

Council this year completed a grant called Traction thru Transport which was instrumental in gaining additional funding for the next two years for similar community transport programmes for both the youth and general community members. This funding has allowed the members of our youth and seniors groups to be transported to events around the shire and elsewhere in NSW, including sending members of the Youth Committee to Sydney for the NSW Youth Awards, an experience that I am sure they will remember for a long time.

Council has also entered into talks with Centrelink regarding their proposed closure of the Lightning Ridge Centrelink office in the hopes of opening an agency for Centrelink and a branch office for Council in Lightning Ridge.

Council looks forward to new challenges and experiences in 2018/19.

Thanking You

Clr Ian Woodcock OAM

Mayor, Walgett Shire Council

Statutory Annual Report

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Your Council



Mayor
Ian Woodcock
LIGHTNING RIDGE



Deputy Mayor
Manual Martinez
LIGHTNGING RIDGE



Councillor
Jane Keir OAM
COME BY CHANCE



Councillor
Kelly Smith
COLLARENEBRI



Councillor
Bill (Gustavus) Murray
WALGETT



Councillor
Tanya Cameron
ROWENA



Councillor
Michael Taylor
LIGHTNING RIDGE



Councillor
Robbie Turnbull
LIGHTNING RIDGE



Councillor
Lawrence Walford
LIGHTNING RIDGE

Council Senior Management



General Manager
Don Ramsland



Chief Financial Officer
Michael Urquhart



Director Environmental Services
Jessica McDonald



Director Engineering/Technical Service
Sylvester Otieno



Council Organisational Chart

COMMUNITY, COUNCIL AND MAYOR

GENERAL MANAGER

- Mayoral Support
- Councillors Training & Support
- Council Business—Agenda & Action
- Inter Governmental Relations
- Inter Council Relations
- Community Relations
- Corporate Leadership & Direction
- Organisational Structure & Performance Management
- Economic Development
- Human Resources Management
- Work Health & Safety
- Tourism & Visitor Information
- Community Working Party

ENVIRONMENTAL SERVICES

- Building Services
- Development Approvals
- Development Compliance
- Onsite Wastewater Management
- Environmental & Health Compliance
- State of the Environment Report
- Land Use & Environment Strategies
- Development Control Plans
- Local Environment Plans
- Section 149 Certificates
- GIS Management
- Animal Control
- By Laws
- Main Street Program
- Heritage
- Solid Waste & Recycling Services including New Landfill Development
- Building Maintenance

CORPORATE SERVICES

- Youth Services
- Property Services
- Property Register
- Childcare Services
- Financial Services
- Aboriginal Services
- Information Technology
- Swimming Pool Management Arrangements
- Budget & Management Plan
- Arts & Cultural Services
- Records Management
- Public Officer Services
- Legal Services
- Libraries
- Caravan Parks
- Leases & Licences
- Infrastructure Asset Register
- Corporate & Strategic Planning
- Policy & Delegations
- Delegate to External Bodies

ENGINEERING SERVICES

- Water Services
- Waste Water Services
- Urban Storm Water Management
- Urban Streetscape and Cleansing
- Parks and Reserves Maintenance
- Bore Baths Maintenance and Management
- Urban Flood Mitigation including Levy Bank
- Airfields
- Road & Bridge Construction
- Road & Bridge Maintenance
- Quarries & Construction Material Storage & Supply
- Plant & Fleet Management
- New Depot Development
- Workshop & Stores
- Emergency Services



Snapshot of Significant Achievements

- Best NSW Local Youth Week Program winner
- Nominated in NSW Local Youth Week Awards for the 12th consecutive year.
- Lightning Ridge Street Beautification
- Collarenebri footpath replacement completed
- Gordon Pavilion Roof renewal
- Walgett Ovals 2 and 3 Fencing renewal
- Village Waste Facilities Fencing
- Walgett Levee Extension completed
- Rowena Rural Fire Shed completed
- Grawin Bore Completed
- Replacement of Blacks, Wanourie and Harris Bridges completed
- Walgett Kerb and Guttering renewed in various streets
- Gundabloui Road reconstruction commenced
- Shermans Way rehabilitation completed
- Lightning Ridge Airport upgrade completed
- Walgett Saleyard Truckwash construction commenced
- Collarenebri Water Pump Station Switchboard and Treatment Plant renewal commenced



Local Government Re-

Serious Local Government reform in NSW began with the Integrated Planning and Reform process which was introduced by legislation in 2009. This legislation, provided for Councils throughout NSW to prepare a ten year community strategic plan, a four year works programme and an annual operational plan. These documents were underpinned by a long term (ten year) financial plan, a ten year asset management plan and a four year workforce plan.

In August, 2011, the then Department of Local Government convened its Destination 2036 workshop in Dubbo. Arising from this workshop was the establishment of the Independent Local Government Review Panel (ILGRP) which conducted an extensive consultation process before preparing a final report containing sixty four recommendations in October, 2013 which were finally released for public comment in early 2014.

During the ILGRP consultation process as the result of apparent political intervention, the Panel was tasked with undertaking a more detailed review of what were termed the “Western Rivers Councils” – the Shires of Bourke, Brewarrina, Central Darling and Walgett. Later, this focus was extended by the Panel to include Broken Hill City, the Shires of Cobar, Balranald and Wentworth as well as the Unincorporated Area.

Running parallel to this process has been the Local Government Acts Taskforce which was given the task of reviewing and updating the somewhat dated 1993 Local Government Act and subsidiary legislation.

In 2011 Walgett Shire Council initiated discussions with the neighboring shires of Bourke and Brewarrina and this process led to the formation of what was initially known as the Barwon Darling Co-ordination Group but later became the Outback Shires Alliance (OSA) in response to issues raised by the ILGRP recommendations.

The entire local government reform process has now been embraced by the Department of Premier and Cabinet, Office of Local Government’s “Fit for the Future” reform which all Councils in NSW were required to submit a case outlining how they believe they will be “Fit for the Future”. Eight western division Councils including Walgett Shire have been exempted from this process and instead had to consider the establishment of the ‘Far West Initiative’. The concept of the Far West Initiative was to develop a new whole of government service delivery and governance model for all services delivered in Far West NSW. The incorporated Council areas of Balranald, Bourke, Brewarrina, Broken Hill Central Darling, Cobar, Walgett and Wentworth as well as the NSW Unincorporated Area.

The NSW Department of Premier and Cabinet was been leading the Far West Initiative together with the Office of Local Government. The initiative formed part of the Government’s response to the Final Report of the NSW Independent Local Government Review Panel. The Panel recommended systemic and sustainable change in the way the region is administered.



Local Government Reforms Cont'd

In its response, the NSW Government supported the principle of a new governance model to ensure the needs of these remote communities can be met into the future.

Council's financial position was reviewed by T-Corp in 2012 when it was an FSR rating of "moderate" but a long term outlook of "negative". Council has been investigating how the T-Corp ratings are arrived at with a view to being able to improve its standing to one where it is able to substantiate its long term viability as a stand alone local government undertaking in participating in an appropriate level of resource sharing with neighbouring Councils.

In the 2016/17-2025/26 long term financial plan council meets four of the five T-Corp ratios and would meet the own source operating revenue ratio if the FAGs Grant were to be included in these calculations

As such Walgett Shire Council now meets short, medium and longer term financial viability and ongoing sustainability issue plagued across all the Western Division Council's in the ILGRP's additional report on these council's.

The Far West Initiative Advisory Committee met several times since its inception in October 2015. Various approaches to a new governance model have been canvassed through the committee and the preferred model, a "Joint Organisation on Steroids" is the subject of a consultation paper which was on public exhibition in September/October 2016.

However, the consultation paper fails to address adequately the whole of government service delivery issue that was the second major issue identified as part of the Independent Local Government Reform panel's report on the Far West Councils.

At this point in time only limited input has been made by State Government agencies and there has been next to nothing proposed at a Commonwealth Government Level.

One of the main problems the FWI was supposed to address was economic reforms. The report correctly identifies the higher levels of unemployment in the Indigenous and Youth including Walgett, but the State and Commonwealth Governments continue to pump funds into the welfare system propping up the unemployed negating the need for them to seek employment. Why would anyone go looking for work when the State/Commonwealth Government should be addressing this issue directly instead of duping the general public into thinking that it is the governance of Local Councils that is letting them down.

One of the most identified decisions for the incoming council will be to adequately address the Local Government Reform process in a meaningful way for the lasting benefit of the whole community.

Council is currently awaiting the outcome of the proposed 'Joint Organisation" legislation before deciding what future action it should take in this matter.



Financial Information

**Local Government Act Section
428 (4)(a)**

A copy of the Council's audited financial reports.

See attachment (A): Draft Financial Statements



Principal Activities Delivery Program

**Local Government Act Section
428 (1)**

A report on the Council's actual performance of its Principal Activities during 2017/2018 against the Actions detailed in the Delivery Program.

See attachment (B): 2017/2018 Principal Activities Delivery Program

Rates and Charges Written Off

Local Government (General)
Regulation 2005 Clause 132

Rates and Charges written off by Walgett Shire Council during 2017/2018.

Description	Amount
Rates - Pension Rebates	\$179,552.69
(S 356 Local Government Act 1993)	
Rates - Donations	\$16,548.75
(S 356 Local Government Act 1993)	
Total	\$196,101.44



Overseas Travel

Local Government Act Section 428 (4)(b)

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

Details (including the purpose) of overseas visits undertaken during the year by Councillors, Council Staff or other persons representing the Council (including visits sponsored by other organisations).

No overseas travel was undertaken during 2017/2018 by Councillors, Council Staff or persons representing Council.

Mayoral and Councillor Fees

Local Government (General) Regulation Clauses 217 (i)(a1)(i-viii)

A statement of the total amount of money expended during the year on Mayoral fees and Councillor fees, the Council policy on the provision of facilities for use by Councillors and the payment of Councillor's expenses, together with a statement of the total amount of money expended during the year on the provision of such facilities and the payment of such expenses for the 12 month period 1 July 2017 to 30 July 2018.

In addition it is necessary to provide separate details of the total cost of;

- Dedicated office equipment allocated to Councillors
- Telephone calls made by Councillors
- Attendance at conferences and seminars by Councillors
- Training of Councillors and provision of skill development
- Interstate visits by Councillors (including transport, accommodation and out of pocket expenses)
- Overseas visits by Councillors (including transport, accommodation and out of pocket expenses)
- Expenses of any spouse or partner who accompanied a Councillor
- Expenses involved in the provision of childcare for a Councillor or immediate family member

Councillor	Mayoral/Councillor Allowance	Office Expenses	Accommodation & Travel	Interstate Visits	Total for each Councillor
<i>Clr Ian Woodcock Mayor</i>	\$30,507.00	\$1080.00	\$16,484.00	\$1628.00	\$49,699.00
<i>Clr Manuel Martinez Deputy Mayor</i>	\$17,356.00	\$1020.00	\$1027.00	-	\$19,403.00
<i>Clr Jane Keir</i>	\$11,570.00	\$1080.00	\$1061.00	-	\$13,711.00
<i>Clr Tanya Cameron</i>	\$11,570.00	\$1020.00	\$1562.00	-	\$14,152.00
<i>Clr Kelly Smith</i>	\$11,570.00	\$1040.00	\$2088.00	-	\$14,798.00
<i>Clr Michael Taylor</i>	\$11,570.00	\$1020.00	\$30	-	\$12,650.00
<i>Clr Bill Murray</i>	\$11,570.00	\$1050.00	\$2418.00	-	\$15,650.00
<i>Clr Robbie Turnball</i>	\$11,570.00	\$1080.00	\$1686.00	-	\$14,246.00
<i>Clr Lawrence Walford</i>	\$11,570.00	\$1080.00	-	-	\$12,650.00
Total for each Category				-	



Mayoral and Councillor Attendance

Council meetings are predominately held in Walgett with one meeting each year held in Lightning Ridge, Collarenebri, Carinda, Rowena and Burren Junction. A total of 11 ordinary meetings were held in 2017/2018.

Councillors also attended committee meetings of which they are a member with Mayor, Deputy Mayor and Councillor Woodcock also attending conferences.

The Mayor is an ex-officio member of all committees.

Councillor	Ordinary Council Meetings	Extra-Ordinary Council Meetings	Conferences	Committee Meetings
<i>Clr Ian Woodcock Mayor</i>	11	5	4	6
<i>Clr Manual Martinez Deputy Mayor</i>	10	4	-	5
<i>Clr Jane Keir</i>	10	3	-	-
<i>Clr Tanya Cameron</i>	9	3	-	-
<i>Clr Michael Taylor</i>	9	3	-	2
<i>Clr Kelly Smith</i>	10	5	-	5
<i>Clr Robbie Turnbull</i>	10	5	-	-
<i>Clr Bill Murray</i>	10	5	-	-
<i>Clr Lawrence Walford</i>	10	5	-	-

Contracts Awarded

Local Government (General) Regulation 2005 Clause 132

Details of each contract awarded by the Council during 2017/2018 (whether as a result of a tender or otherwise), other than;

- a. Employment contracts (that is, contracts of service but not contracts for service), and*
- b. Contracts for less than \$150,000.00 or such other amount as may be prescribed by the regulations for the period 1 July 2017 to 30 June 2018*

Included is the name of the contractor, the nature of the goods or services supplied by the contractor and the total amount payable to the contractor.

Name of Contractor	Goods/Services	Contract Amount Awarded	Amount Paid in 2017/18
<i>Murray Constructions</i>	Design & Construction Goargra Bridge	\$1,590,256.00	Nil
<i>Allkerb Pty Ltd</i>	Kerb & Gutter Works in Lightning Ridge	\$202,959.02	\$193,687.78
<i>Enviro H2O</i>	Walgett Sale Yard Truckwash Facility	\$467,500.00	\$371,000.00
<i>Ridgerock Earth Moving</i>	Re-sheeting Lorne Road	\$191,411.00	Nil



Legal Proceedings

Local Government (General) Regulation 2005 Clause 217 (1)(a3)

A summary of the amount by the Council during 2017/2018 in relation to legal proceedings taken by or against the Council (including amounts, costs and expenses paid or received by way of court settlements, other than those the terms of which are not to be disclosed) and a summary of the state of progress of each legal proceeding (if it has been finalized) the result, for the 12 monthly period 1 July 2017 to 30 June 2018.

Council incurred \$168,007.00 in legal costs in 2017/2018, comprising \$139,184.00 for rates collection which is recoverable as a charge on the rateable property. The balance of \$28,823.00 involved general legal costs for such matters as contract preparation, purchase of property and internal process investigation.



Private Works

Local Government Act Section 67(3) Local Government (General) Regulation Clause 217 (1)(a4)

Details of a summary of resolutions made during 2017/2018 under Section 67 concerning work carried out on private land and details or summary of such works if the cost of the work has been fully or partly subsidised by the Council, together with a statement of the total amount by which the Council has subsidised any such work during 2017/2018.

Council received \$5,312 (incl. GST) for private works carried out in 2017/2018, with an expenditure of \$1,837 (incl. GST).

Contributions

Local Government (General) Regulation 2005 Clause 217 (1)(a5)

The total amount contributed or otherwise granted under Section 356.

Council contributed a total of \$471,470.65 under Section 356 of the Local Government Act 1993. The

Organisation	Donation
<i>Glengarry Grawin Sheepyards Miners Association</i>	\$30,510.00
<i>Lightning Ridge Pool Complex</i>	\$404,490.65
<i>Lightning Miners Association</i>	\$5000.00
<i>Fees & Charges Rebates, Local Churches</i>	\$16,548.75
<i>Lightning Ridge Opal & Gem Festival</i>	\$10,000.00
<i>Lightning Ridge Tourism Association</i>	\$2200.00
<i>Clr Geoffrey 'Dick' Colless Scholarship</i>	\$16,000.00
Total	\$423,710.75

Council also contributed a further \$13,800.00 of grants under its Community Assistance Scheme to another 12 organisations listed below;

Organisation	Donation
<i>Walgett Branch Isolated Children Parents Association</i>	\$250 .00
<i>Lightning Ridge Community Radio</i>	\$400.00
<i>St John's Anglican Church, Carinda</i>	\$500.00
<i>The Carinda Comment</i>	\$500.00
<i>Walgett Quilters</i>	\$500.00
<i>Coolibah Kids (Walgett Preschool & Long Day care Centre)</i>	\$500.00
<i>David Bowie Tribute Committee</i>	\$500.00
<i>CWA Goodooga Lightning Ridge Branch</i>	\$1,000.00
<i>Lightning Ridge Pony Club</i>	\$1,000 .00
<i>Carinda Race Day</i>	\$2,000 .00
Other Donations	
<i>Collarenebri Lions Club</i>	\$150.00
<i>Collarenebri 150 years Celebration</i>	\$6500.00
<i>Walgett Rugby Union Club</i>	\$1595.00
<i>Burren Junction Fishing Club</i>	\$150.00
Total	\$9695.00



External Bodies

**Local Government (General)
Regulation Clause 217 (1)(a6)**

A statement of all external bodies (such as County Councils) that during 2017/2018 exercised functions delegated by the Council.

Castlereagh Macquarie County Council has been delegated the responsibility for the management of noxious weeds within the Walgett Shire Council Local Government Area. Walgett Shire Council contributed \$102,829.00 (ex GST) to the County Council for its services.



Controlling Interest In Companies

**Local Government (General)
Regulation 2005 Clause 217 (1)(a7)**

A statement of all companies in which the Council (whether alone or in conjunction with other Councils) held a controlling interest during 2017/2018.

Walgett Shire Council held no controlling interest in any company during 2017/2018.



Joint Ventures

Local Government (General) Regulation 2005 Clause 217 (1)(a8)

A statement of all corporations partnerships, trusts, joint ventures, syndicates or other bodies to which the Council participated during 2017/2018.

Council was involved in the following joint ventures:

- Big Sky Libraries—Cooperative Library Service
- Statewide Mutual Insurance Group
- Rural Fire Service NSW
- Orana Regional Organisation of Councils (OROC)
- Namoi Local Government Group (NLGG)
- Hunter Councils Inc. – Regional Procurement Initiative
- Western Division and “C” Division of NSW Shire Association
- Netwaste
- Outback Shires Alliance
- Castlereagh Macquarie County Council
- Walgett Local Emergency Management Committee
- Lower Macquarie Water Utilities Alliance—Water Management



Equal Employment Opportunity

**Local Government (General)
Regulation 2005 Clause 217 (1)(a9)**

A statement of the activities undertaken by the Council during 2017/2018 to implement its Equal Employment Opportunity Management Plan.

Activities undertaken during the period 1 July 2017 to 30 June 2018 to ensure Council continues to apply the principles of Equal Employment Opportunity legislation;

- Continual review of Job Descriptions, Policies and Induction programs
- Monitoring of advertisements and selection criteria by General Manager to ensure advertising is non-discriminatory
- School to Work Programs to assist student transition into the workforce
- Provide assistance to employees and supervisors regarding EEO issues and grievances through Council's Human Resources Manager
- Continuation of Council's Employee Assistance Program through Converge International
- Engagement of professionals to provide counselling, support and/or mediation to staff if required
- Creation of apprentice and trainee opportunities to provide career paths in Local Government.

Employment of Senior Staff

**Local Government (General)
Regulation Clause 217 (b)
Clause 217 (1)(b)(i-iv)
Clause 217 (1)(c)
And Clause 217 (1)(c)(i-iv)**

A statement of the number of Senior Staff employed by the Council during 2017/2018, together with a statement of the total amount of money payable in respect of the employment of Senior Staff, including money payable for salary, for the provision of fringe benefits and for all other on-costs connected with their employment.

Council employs three (3) senior staff as defined under the requirements of the Local Government Act with these being the General Manager, the Chief Financial Officer and the Director of Engineering/ Technical Services.

The total amount spent on employing these senior staff was \$698,230.00. This amount includes salaries, fringe benefits tax, private use of a Council vehicle and employer's superannuation contributions.

Senior staff positions and salary;

Position	Salary	House Rent (non-cash)	Motor Vehicle (non-cash)	Other	Superannuation	Fringe Benefits Tax	Total
General Manager	\$170,413.00	\$13,780.00	\$22,582.00	\$963.00	\$16,189.00	\$12,902.00	\$236,829.00
Senior Staff	\$376,791.00	\$16,515.00	\$21,280.00	Nil	\$29,116.00	\$17,699.00	\$461,401.00



State of the Environment Report

**Local Government Act Section
428A (1)**

State of the Environment Report

A report as to the State of the Environment in the area, and in particular in relation to the following environment sectors;

- (i) Land
- (ii) Air
- (iii) Water
- (iv) Biodiversity
- (v) Waste
- (vi) Noise
- (vii) Aboriginal Heritage
- (viii) Non-Aboriginal Heritage

With particular reference, with regard to each such environmental sector to;

- (ix) Management plans relating to the environment
- (x) Speed Council projects relating to the environment
- (xi) The environment impact of Council activities

See attachment (C): Draft 2017 State of the Environment Report



Statement of Compliance

with Special Variations Approved Conditions

**Local Government Act Section
508 (2) and Section 508A**

No applications for Special Rate Variations were made by Walgett Shire Council for the 2017/2018 financial year.



Companion Animals and Regulation

Local Government (General) Regulation 2005 Clause 217 (1)(f) And Companion Animal Guidelines

Statement on activities relating to enforcing and ensuring compliance with the Companion Animals Act and Regulations (including information on pound data, data relating to dog attached, funding spent on companion animal management and activities, community education programs, strategies to promote the de-sexing of dogs and cats, strategies to comply with Section 64 to seek alternatives to euthanasia for unclaimed animals, off leash areas provided by Council area and detailed financial information on the use of companion animals fund money).

Companion Animals Act and Regulation

Council lodges an annual return with the Department of Local Government which shows the numbers of impounded companion animals. Key aspects of this year's return include:

- 149 dogs and 90 cats were seized, with 40 dogs and 0 cats returned to their owners.
- 58 dogs and 15 cats were surrendered
- 148 Dogs were re-homed
- 0 cats were released to their owners and 47 were re-homed
- 8 dogs and 57 cats were euthanised

Council spent \$185,966 on companion animal management related activities during 2017/2018, including the employment of a Regulatory Officer.

The vast majority of companion animals surrendered to, or seized by, Council were rehomed by volunteers from generous rescue groups who undertook regular visits to the Walgett pound to retrieve and re-home unclaimed dogs.

Council participated in conjunction with North West Vets, in a de-sexing scheme in 2018. The program delivered affordable services to residents in the Shire and was well received.

Government Information

Public Access Act 2009

**Government Information (Public Access) Act
2009 S125 (1)**

Authorised proactive release of Government Information.

An agency must, at intervals of not more than 12 months, review its program for the release of Government Information to identify the kinds of Government Information held by the agency that should in the public interest be made publicly available without imposing unreasonable additional costs on the agency.

Walgett Shire Council's program for proactive release of information involves;

- Progression of the systems and mechanisms utilised by the organisation to increase the effective access by members of the public to information that they have a right to view, download or copy (where applicable)
- Working towards ensuring all government information is available to the public on the Council website
- Ensuring that if information is not available on the Council website that it may be accessed by other means
- Reviewing the types of information requested via Formal Access applications and via customer contact with Council's Customer Service Centre and deciding if the information should be made readily available to all members of the public.

For the period 1 July 2017 to 30 June 2018, Council received 1 Formal Application of which access in full was granted.



Environment Planning and Assessment Act 1979

Planning agreements under the Environmental Planning Assessment Act 1979

Details of compliance with and effect of planning agreements in force during the year.

No planning agreements were entered into by Council during 2017/2018.



Condition of Public Works

A report on the condition of public works (including public buildings, public roads and water, sewerage and drainage works) under the control of the Council as at the end of 2017/2018 together with;

- a. An estimate (at current values) of the amount of money required to bring the works up to a satisfactory standard
- b. An estimate (at current values) of the annual expense of maintaining the works at that standard and
- c. The Council's program of maintenance for that year in respect of the works.

Public Buildings

Work has commenced on maintenance and renewal of Council owned and controlled buildings in line with the condition reports and asset management.

Public Roads

Council maintains a network of 2375km local and regional roads, which are made up of regional (558km), local (1817km) and urban (86km) roads. There are 426.66km of classified roads, which Council maintains on behalf of the Roads and Maritime Services (RMS). The urban network consists of 25.70 km of footpath and 77km of sealed roads. The length of sealed and unsealed roads in the Shire is 447km and 1928km respectively. Council maintains 50 concrete bridges, 1 timber bridges, 10 box culverts and 1 pipe culvert.

The cost of improvement works estimated to bring the road assets to a satisfactory condition is \$5.11 million. Kerb and gutters are considered to be in a satisfactory condition and it is estimated that it will cost \$3.87m per annum to maintain the roads in satisfactory condition.

The roads assets replacement value and written down value at 30 June 2018 was;

Assets	Replacement Value	Written Down Value
Roads	\$188,191,570	\$130,015,092
Footpaths	\$4,965,887	\$2,496,206
Bridges and Culverts	\$38,920,797	\$21,628,793



Bushfire Hazard Reduction Program

A report on the bush fire hazard reduction activities of the Council during 2017/2018 that include activities carried out under the Bush Fire Management Plan approved under the Rural Fires Act 1997.

Bushfire hazard reduction programs

The Bush Fire Management Committee held two meetings during 2017/2018. At these meetings, Section 52 plan, land management and reports from various agencies were discussed. Council also attended 4 Service Level Agreement meetings during 2017/2018.

The NSW Rural Fire Service provided an allocation of \$4785.47 to assist Council with road side vegetation management and hazard reduction through vegetation slashing.

In 2017/2018 a total of \$4785.47 was expended in relation to Bushfire Hazard Reduction Programs with the reduced amount primarily resulting from reduced vegetation growth during the current drought conditions.

2017/2018 Fire Hazard Reduction Works

Location	Total
<i>Burren Junction</i>	\$780.00
<i>Collarenebri</i>	Nil
<i>Carinda</i>	Nil
<i>Lightning Ridge</i>	Nil
<i>Rowena</i>	\$1,040.00
<i>Walgett</i>	Nil
<i>Shire Roads Slashing</i>	\$2,285.47
Rural Fire Service Contribution	\$4785.47



Tourism and Economic Development

Economic Development activities 2017/2018:

Business Advisory Dinner

Tafe NSW in conjunction with the Walgett Shire Council hosted the event on the 16/3/2017. The evening informed businesses and organisations within the region about Apprenticeships, Employment Services, School to Work programs, Training Opportunities, Work for the Dole, NSW Government Procurement and E-tendering Processes. 50 people travelled from Carinda, Collarenebri, Lightning Ridge and Walgett to attend. Feedback was very positive and it proved to be a great opportunity for businesses to network.

Councils Facebook Page

The official Walgett Shire Council Facebook page went live on January 12 2017. Administrator, Peta Schiller updates content on a regular basis which includes job vacancies, events and media releases associated with the Walgett Shire. Posts are shared with numerous other Facebook pages including the Walgett Area Noticeboard, Collarenebri Swap Sell Buy, Lightning Ridge Buy Sell Swap Wanted, Love the Life we Live and 2WEB to gain maximum exposure. 58 posts from January 2017 – June 2017 received a total of 78,268 views.

Hogs for the Homeless, No. 1 Oval Project.

Initiated by the charity "Hogs for the Homeless" and coordinated by Walgett Shire Council, the No.1 Oval at Walgett was re-turfed and renamed the Ricky Walford Oval on the 22/02/2017. The project was valued at approximately \$150,000 and will benefit all users of the sportsground. It was supported by numerous businesses, organisations, sponsors and residents. Council revised its policy for the use of all Sporting Fields within the Shire.

Meet & Greet Nights

Each year these evenings offer newcomers to the region a chance to meet with local business owners, community groups and government representatives.

Walgett: On the 8/2/2017 50 people attended the event at the Historical Museum.

Lightning Ridge: 25 guests were received at the Visitor Information Centre on the 13/2/2017.

Collarenebri: The Collarenebri Club hosted an event on 15/2/2017 for 40 guests.

Welcome Packs were provided to any new people to the district. Over 30 people subscribed to receive the online Weekly Bulletin.

2016 Walgett Bulldust to Bitumen Festival

Held from July 30 to August 7 the 2016 Walgett Bulldust to Bitumen Festival was a great success.

A nine day celebration consisting of sixteen activities, eleven workshops and three art exhibitions.

Participation rates for the majority of the workshops exceeded all expectations. Six new activities and seven new workshops were introduced to the itinerary. Networking with the local businesses, schools, community and sporting groups has proved to be very successful, particularly in relation to the Walgett Community College and Walgett Tafe Campus.



Tourism and Economic Development Cont'd

Economic Development activities 2017/2018 Cont'd:

Walgett Outdoor Markets

Quarterly Markets were held at Apex Park on the 17/9/2016, 3/12/2016, 12/3/2017 and the 18/6/2017. Sites are free but all Stall Holders must have their own Public Liability Insurance. The Markets tend to attract between 10 to 20 Stalls – Wet weather has an impact on attendance. Regular vendors travelling from Carinda, Coonamble, Lightning Ridge, Moree, Narrabri and Walgett.

Walgett Shire Newsletters

Newsletters continue to be distributed throughout the Walgett Shire on a quarterly basis. All Departments are required to provide content for the Newsletter. 3000 x copies are printed and mailed to all residents within the region. The document is uploaded to the Council website, online Weekly Bulletin and Facebook page.

Collarenebri and Walgett - Work for the Dole Program

In early 2017, Council entered into an agreement with Sureway and Best Employment to provide work experience programs for Collarenebri and Walgett. Council were informed by Sureway that there were ample participants in both locations. Council insisted on screening all applicants before works commenced. Unfortunately, Best Employment was unable to provide suitable Work for the Dole participants and the agreement was terminated before the project could begin.

Community Interaction

Economic Development Officer, Peta Schiller has arranged or been involved with a wide range of forums, events, and meetings during the 2017/2018 period including:

- A variety of Community Consultations.
- Collarenebri and Walgett Christmas Street Parties.
- Dollar for Dollar Native Fish Stocking Program.
- Meetings to discuss infrastructure projects with Engineering and Planning Departments.



Cultural and Linguistic Promotions

Details of programs undertaken by the Council during 2017/2018 to promote services and access for people with diverse cultural and linguistic backgrounds.

Council recognizes that people from culturally diverse backgrounds may face issues in relation to access to services and participating in the wider community and is committed to providing equitable, accessible services, facilities and activities for the whole community. Council views the diversity and broad cultural connections within its Local Government Area as a strength and utilizes this strength and community capacity to deliver and sustain many programs and initiatives within the LGA.

Council's Aboriginal Liaison and Community Development Officer supported by our community development team facilitated a multitude of community focused events and supported initiatives delivered by the community services, library and youth development teams.

The Community Services teams played a lead role in the 2018 NAIDOC celebrations and recognition events throughout our Shire initiating the formation of committees to deliver to community and embrace the NAIDOC theme "Because Of her , We can "."A range of initiatives and recognition events staged at three different communities recording significantly high attendance by the wider community.

Council recognizes the importance of cultural events in building social capital and strengthening relationships with a diverse community incorporating people from CALD backgrounds.

Council supported and partnered with local services in very successful delivery of Harmony Day events in all communities during the year and supported services and programs targeting our CALD residents. Events were planned, developed and delivered by individual community working groups and featured local people from NESB as speakers and special guests.

Council will continue to identify diversity as a viable and key strength of our Local Government Area and strive to implement inclusiveness for all residents, visitors to our Shire



Human Resource Activities

A statement of the Human Resource activities undertaken by Council during 2017/2018.

The major human resource related activities undertaken within the Organisation during the 2017-2018 period included:

- Industrial and Employee Relations
- Recruitment, selection and induction
- School to Work Program
- Consultative Committee administration
- Equal Employment Opportunity
- Training and development programs
- Salary Administration and Job evaluation
- Workplace Health and Safety
- Workers compensation, Injury management and rehabilitation

Medical providers contributed to the management of workplace injuries and illness through the provision of expert medical advice and, pre-employment health assessments.

Work Health and Safety

The major Work Health and Safety related activities undertaken within the organisation from 1 July 2017 to 30 June 2018 included:

Reviewed / updated:

- Incident report forms
- Emergency Management Policy
- Emergency Management Procedures
- First Aid Policy
- Asbestos Policy
- Asbestos Procedure
- Asbestos Management Plans
- OHS Handbook
- WHS Management System
- Workplace Bulletins
- Safework Australia Bulletins
- Storesafe Dangerous Goods updates
- Safety Solutions Bulletins
- Safework NSW Bulletins
- Alcohol & Drug Foundation bulletins
- Code of practice – Managing Risk of Plant in the Workplace (new)
- Suspicious and Threatening Mail Packages Policy
- Sharps Collection and Disposal Policy
- Sharps Collection and Disposal Procedure
- Drug & Alcohol Policy (2017 version)

- Drug & alcohol Policy (2018 version)
 - Manual Handling Policy
 - S.I.N. Policy
 - S.I.N Procedure
 - Various Safe Work Method Statements (SWMS)
 - Staff qualifications database in Safehold program
 - Companion Animals Policy (new)
-
- Attended Northern Inland Risk Group meetings as WSC representative, bi – monthly
 - Completed StateCover audit 2017
 - Undertook licences and operator ticket inspections
 - Conducted RBT
 - Conducted inspection on Council assets as required / requested eg pools, playgrounds, parks, show-ground (grandstand refurbishment project)
 - Regular updates to Safehold program – staff qualifications – chemical, asbestos, drivers licences, operators tickets, RMS tickets
 - Meet with Department of Health Needle Exchange team – discuss options for WSC
 - Attend Mental Health Workshop
 - Recertify RMS Traffic Control - Blue Card
 - Recertify RMS traffic Control – Yellow Card
 - Attend Map info training
 - Meet with JLT representative – Risk Manager discuss WSC CIP and Risk
 - Undertook SafeHold training
 - Undertook Fire Warden Training
 - Undertook First Aid recertification
 - Conducted multiple Plant Assessor inspections
 - Attended Injury Management Workshop
 - Conducted Induction sessions for “Work for the Dole” participants
 - Organised and hosted Fire Warden Training
 - Conducted inspections “in the field” with workshop staff, at their request.
 - Provide comprehensive feedback to Statecover following successful grant application and trial period of Grave Shoring equipment
 - Commenced a Health Monitoring register
 - Conducted inspection of Walgett, Lightning Ridge and Collarenebri Depots
 - Developed S.O.P’s for all plant in Plant Assessor program
 - Developed new SWMS for the Ranger, animal pound
 - Investigate Fire at Raw water pump at Collarenebri
 - Inspected fire ground Collarenebri Golf Club
 - Conducted First Aid training with Firefect as RTO
 - Conducted safety inspection at Walgett Depot workshop electrical tools
 - Developed Manual handling audit
 - Act as Safety Officer at Depot bulk storage reconstruction
 - Conducted sound / noise checks at new filtration plant for compliance
 - Organised / attended “jetter” demonstration following successful proposal to Council
 - Host StateCover OHS Manager visit, inspect worksites around the Shire
 - Inspect Walgett pool for compliance
 - Act as safety officer for confined space work at Walgett pool
 - Maintain security tag register

- Developed a risk register, sent to StateWide Mutual for compliance check, Received all good report from Risk Manager StateWide Mutual
- Researched Lifepak and Continental Eagle defibrillators for suitability
- Designed the 'Fitness for Work (observation) form for the D& A Policy
- Worked with Environmental Department developing SWMS for Landfills
- Organised for staff to attend a 'Mock trial' in Moree
- Attend consultation meetings with Rehab provider for a staff member after long absence due to injury with the view to returning the worker (physical and psychiatric injury)
- Meet with contractors remodelling the RMS Office due to asbestos concerns raised
- Attend new street sweeper training / induction day
- Attend Dignity & Respect training

Workers Compensation, injury management and rehabilitation

The Work-Health and Safety Officer and Rehabilitation Co-Ordinator, in conjunction with the Human Resources Manager, provides advice, guidance and support to managers, supervisors and employees to help prevent injury or illness related to work activities. Where injury or illness did occur assistance was given to assist in a timely and safe return to pre-injury duties.

Appropriate controls were actioned to return injured workers to the workplace and to prevent further injury.

Where injury resulted in a claim for workers Compensation the claims were proactively managed in line with Council's obligations under the legislation.

Medical providers contributed to the management of workplace injuries and illness through the provision of expert medical advice and pre-employment health checks.

Industrial Relations

Support and guidance was provided to managers, supervisors and employees during performance management, disciplinary and industrial matters to ensure procedural fairness and effective outcomes were achieved. Advice and guidance was provided to managers, supervisors in regard to the Local Government (State) Award 2017 and legislation surrounding employment.

Health and Safety Committee

The Health and Safety Committee is representative of the broader workforce and considers issues relating to the Work Health and Safety Act 2011. The committee met on Five (5) occasions during 2017/2018 financial year.

The Consultative Committee

The Consultative Committee is representative of the broader workforce and considers issues relating to the Local Government (State) Award 2017. The Committee met on 3 occasions during the 2017/2018 financial year.

Recruitment, selection and induction

The turnover rate for the period 01 July 2017 to 30 June 2018 was 21.43% using the 'all in approach', up by 2.43% from the period 1 July 2017 to 30 June 2018. Council continues to implement flexible working conditions, training and development opportunities, corporate uniform, salary packaging and subsidised

housing rental to support the recruitment, retention and development of suitable staff.

Recruitment activity for the period 01 July 2017 to 30 June 2018 totalled 28 new appointments. Council continues to recruit, develop and train employees engaged through traineeships and apprenticeship employment options. Council has four (4) trainees completing qualifications in Business Administration, Accounting, Plant Operator and Horticulture and one (1) Apprentice mechanic.

In managing recruitment, selection and induction processes, Council was cognizant of the application of fair and equitable processes and maintenance of the principles of merit and Equal Employment Opportunity.

School to Work Program

Walgett Shire Council continued the School to Work Program in partnership with Walgett Community College, Collarenebri and Lightning Ridge High Schools. This program was introduced to assist students in choosing a career path within Local Government. Students are assigned to a 'buddy' to assist them whilst at work and are offered training and development to improve their skills. Four (4) students participated in the program for the 2017/2018 financial year.

Participants have been placed at the Walgett Library, Community Services and Council's Collarenebri Agency.

Training Programs

Council continues to encourage employees to participate in training and development. During the period 2017/2018 Council expended \$140,645.58 including outdoors staff wages costs on training, accommodation, travel and registration expenses. An additional amount of \$6404.00 was expended on conference attendance and travel to assist staff to improve their skills and remain up to date with legislative requirements.

Training included but was not limited to:

RMS Traffic control tickets – Traffic Controller, Implement Traffic Control Plans,
and Prepare a work Zone Traffic Management Plan

Road safety audit workshop

Certificate IV Accounting (Traineeship - ongoing)

Handling Difficult People

Certificate IV Business Administration (Traineeship)

Automotive Mechanical Apprenticeship (3rd year)

First Aid

Leadership Series (2 days)

Confirm (Asset software – mapping component)

IPART Special Rate Variation - Applications

Taxation & payroll seminar

Asset Management Planning

Excellence in customer service (tourism)

Dignity and Respect in the workplace

Chemical Certificate (refresher & initial)

Certificate III Horticulture (Traineeship - ongoing)

Lead Investigator Training

Mock trial

EDAP Conference

Implementing mandatory certification data reporting to NSW Government

Certificate III Water Operations (Traineeship)

Plant & Vehicle Workshop

Salary Administration

The Human Resources Manager administered the salary system on behalf of the entire organisation to ensure compliance with Local Government (State) Award 2017. A number of position descriptions were revised and processed through the Mercer Evaluation System to ensure appropriate grading.



Children's Services

Details of programs undertaken by the Council during 2017/2018 to develop and promote services and programs that provide for the needs of children.

Council places a high level of support in development and positive engagement of our young people across communities, offering equal opportunity to all people within our Shire, to participate in achieving positive outcomes for the benefit of all our residents.

Our community and youth development sections key objective is focused on building the capacity of our residents and maximizing opportunities for the community to improve their quality of life whilst embracing their own culture and social diversity. Council continued to demonstrate best practice regarding engagement and development of young people throughout our communities with high participation numbers at Youth Centers and Vacation Care service offered by Council across the Shire

Demonstrating sustainability of best practice Council's 2018 Youth Week Programs were, for the twelfth consecutive year since 2007, nominated as top five finalists in all four categories relating to the 2018 NSW Youth Week.

The categories included: 2018 NSW Best Small Council with the Most Outstanding Youth Week Program, Best Local Youth Week Program, Council with the Best On-Going Commitment to Local Youth Week Programs and NSW Health's Play Safe Sexual Health Project Award.

Walgett Shire was named winner of **Best NSW Local Youth Week Program 2018**, demonstrating ongoing quality delivery and best practice in service delivery to youth and young people of youth week programs and commitment to engaging young people in meaningful ways.

Partnerships continue to play a vital role in connections and collaboration of service delivery and PCYC Walgett partnership is working well within the community of Walgett, with big plans for the next few years.

The Youth Council continues to play a vital role in offering our young people opportunities to have an effective voice that is supported by Council and the youth and community development team. Membership this year of the youth council has decreased slightly with twenty eight youth members attending meetings and planning sessions facilitated by Council's youth and community development team throughout the year.

Programs targeting positive engagement of young people through diversionary, leadership and empowerment opportunities were highlights of another very rewarding year in the delivery of youth services.

Council was successful in obtaining several external grants for youth programs and travel and accessibility during the year and this the broader community which supported engagement, awareness and information programs across the Shire.



Council is an active participant in the NSW Public Libraries and Regional Library service, working with other member Councils to provide a service that responds to the communities' needs and interests.

Our Shire Libraries in both Lightning Ridge and Walgett have had a significant increase in memberships and are valuable centres of information for the entire community and a vital part of our social infrastructure.

Our libraries offer a range of materials that you can access free of charge including books, newspaper and magazines, DVD's and audio books as well as ebooks. Also available are free programs and resources ranging from early childhood, community interest, education, literacy, and recreational programs that cover a multitude of interests and topics suitable for everyone.

The access ramp has proved invaluable to many members visiting Walgett Library. The thriving Community Garden around the access ramp has improved the Libraries appearance and is a talking point and enjoyed by the local community and visitors.

Both libraries have had an increase of youth using the facilities in the library after school and during the school holidays. Using the computers, free Wi-Fi, borrowing from our collection and enjoying the various art activities that are offered.

The "Big Sky" regional library partnership continues to grow with collection sharing and new and improved technical services available to members, advertising technology awareness through Borrow Box, Wheelers and RBdigital helping them download EBooks, EMagazines and EAudio which are all available through Library membership.

The Walgett Art group continues to grow on Thursdays. Holding exhibitions, workshops and fundraising for local organisations. The knitting club continues to thrive and continues to be a popular social activity for our senior community. They have donated blankets to Kookaburra Court Residents, children's jumpers to the Salvation Army and they are currently knitting teddy bears for sick children at the Walgett Hospital.

Our deposit stations in Burren Junction and Collarenebri have increased popularity with the local members enjoying our delivered collections to their small towns. Home Bound services are growing and well received by local residents in hospitals and aged care facilities that are unable to access the library in person.

The libraries involvement in the 2018 Bull dust to Bitumen Festival was again a very successful community event. There was participant increases in all events, which included Wine with Words, Pottery, Stencil and Stitch, Photography competition, Waste to Art competition, Move and Groove for babies and Rhyme Time for toddlers.



Health and Wellbeing

Council has a firm commitment to address and advocate for the health and wellbeing of its residents and supports a wide variety of programs and initiatives in collaboration with service providers throughout the Shire, region and on a State level. Council promotes healthy options at all our youth center's with snacks and drinks all approved within the National Quality Framework for young people.

Council staff presence at the local Interagency of Walgett and Lightning Ridge has assisted in the formation and continued funding support through the Australian Drug Foundation to maintain our local level CDATS (Community Drug Action Teams).

Partnering with other local services, agencies and schools to provide an engaging informative R U OK? Day in our three larger communities targeting children/youth and young people. The many services, that supported and acknowledged R U OK? Day as a day were all communities need to work together to support this important event on regular day to day basis.

Council works with local health services in promotion of healthy lifestyles and wellbeing on a regular basis. Walgett Aboriginal Medical Service and NSW Health partner in many youth and community focused initiatives, striving to improve health outcomes of our residents.

Council supported local organizations in securing funding for infrastructure projects relating to sports and physical exercise options for its residents. Council is ongoing in support efforts of services and implementation of sustainable programs and continue to support responses to the health needs of the whole community.



Services to seniors included supporting several Seniors Week 2018 events across the Shire and support through initiating a range of services visiting our communities including Senior's movie events and morning teas. We celebrated the value and role in the community our seniors play and promote inclusiveness in programs and opportunities.

Successful Memory Van visits to community aiding in Mental Health, promotion of suicide prevention and awareness and staff in key roles on committees has also take place throughout the year.

Inclusiveness at community Harmony and International Women's Day, White Ribbon Day, Domestic Violence Week, Drug action week events across the three larger townships of Lightning Ridge, Collarenebri and Walgett. Council continues to support, facilitate and promote National recognized events in relation to community health, wellbeing and social inclusion. International Women's Day continues to get bigger and better each year.

Council, through the Community services department liaise and consult with Aboriginal groups and representatives from culturally diverse backgrounds on a regular basis in the strengthening of relationships in building a better community for all.

Key roles of staff on committees relating to Health and Wellbeing has also supported the community vision of a happy, healthy resilient community.

A photograph of a large sign for 'Lightning Ridge Black Opal Country'. The sign is white with black text and a colorful graphic of a lightning bolt. The text 'Lightning Ridge' is in a large, bold, serif font, and 'Black Opal Country' is in a smaller, bold, sans-serif font below it. To the right of the text is a stylized lightning bolt graphic with a rainbow gradient. The sign is set against a background of a clear blue sky and some trees. A purple semi-transparent box is overlaid on the left side of the sign, containing the text 'Access and Equity' in white.

Lightning Ridge

Black Opal Country

Access and Equity

A report on the Council's performance in relation to access and equity to meet residents needs outlined in Council's Delivery Program undertaken in 2017/2018.

Council recognises the importance to provide all residents with equal access and equity opportunities and activities that meet residents' needs and expectations. Council is committed to be recognised as a listening council and connected to its residents. Council meets these needs by;

- Formally adopting a Disability Inclusion Action Plan
- Consulting and communicating decisions effectively through Council's website, media releases and information flow to Precinct Committees and Community Working Parties
- Providing opportunities for the public to address agenda items at Council meetings
- Strengthening and maintaining the community's involvement in the delivery of services through a transparent process of networking and partnerships
- A consultation framework that promotes and values engagement with all community sectors
- Providing opportunities for residents to have input into programs and initiatives facilitated by the youth and community development team
- Ongoing audit and assessment of Council facilities



Category 1 Business Activities & Statement

A list of the Category 1 Business activities of the Council.

Council's significant business activities are as follows:

- Category 1 (annual sales turnover \$2 million and above)

Walgett Shire Council does not have any Category 1 Business Activities.

A statement of expenses, revenues and assets in relation to each Category 1 business activity.

Council does not have any Category 1 business activities.

Category 2 Business Activities

**Local Government (General)
Regulation 2005
Clause 217 (1)(d)(iii)**

A list of the Category 2 business activities of the Council.

The following business activities have been identified as Category 2 Businesses (annual sales turnover less than \$2 million):

- Council has two (2) business activities declared as Category 2 business activities with total annual operating revenue less than \$2 million. These businesses units are Walgett Shire Water Services and Walgett Shire Sewerage Services as contained Special Purpose Financial Report attached to the Annual report.



Implementation of Competitive Neutrality

A summary of the progress of the Council in implementing the principals of Competitive Neutrality.

The disclosure requirements are reflected in Council's pricing and financial reporting systems and include taxation equivalents, Council subsidies, rate of return on investments in business units and dividends paid.

Competitive Neutrality Pricing Requirements

A statement as to whether the Competitive Neutrality requirements have or have not been applied to each Category 1 business activity of the Council.

Council does not have any Category 1 Business Activities.

Complaint Handling Mechanism for Competitive Neutrality

A statement regarding the establishment of a complaints handling mechanism for Competitive Neutrality complaints, and as to the manner in which the Council publicises and makes the mechanism known to the public.

In July 2016 Council implemented a new Customer Action Request system called EnviroCAR. This online service request system allows members of the public and also Council staff to lodge requests/complaints for a variety of service needs such as road maintenance, animals, parks and gardens, building enquiries, rates etc.

With EnviroCAR implemented a new streamline process is now in place with comprehensive workflow and reporting capabilities, customer notifications via SMS, e-mail or letter and integration into Councils existing corporate systems.

Members of the public can access this system by navigating to Councils website at www.walgett.nsw.gov.au and selecting Customer Request from the quick link button on the right hand side of the website or alternatively you can call Council on (02) 6828 1399 and submit one over the telephone.

Council has adopted a Complaints Management Policy which would also respond to complaints in relation to Competitive Neutrality.

Summary of Competitive Neutrality Complaints

A summary of Competitive Neutrality that have been made against the Council during the year (including details of the number of complaints received and the subject matter or nature of the complaints) and a statement as to the outcome of those complaints (including details as to the number of complaints disposed of during the year and the number still outstanding at the end of the year).

No complaints in relation to Competitive Neutrality have been made against the Council in 2017/2018.



Privacy and Personal Information Protection Act

The annual report of each public sector agency must include;

- a. A statement of the action taken by the agency in complying with the requirements of the Act;*
- Council has adopted an Internal Reporting Policy under the Public Interest Disclosure Act 1994. The Policy details the actions and processes for making a disclosure under this legislation
- b. Statistical details of any review conducted by or on behalf of the agency under Part 5;*
- No reviews were undertaken by Council under Part 5 of the Act.