



PARKES SHIRE OPERATIONAL PLAN PROGRESS REPORT

QUARTER 2 2022-2023

PARKESTM

It all adds up.





Acknowledgement of Country

Parkes Shire is the land of the Bogan River people, part of the Wiradjuri nation - the largest Aboriginal territory at the time of European settlement, encompassing the Central West slopes and plains.

Wiradjuri Country extends from Coonabarabran in the north, straddling the Great Dividing Range down to the Murray River and out to western NSW, encompassing around one fifth of NSW. The people of Wiradjuri Country are known as 'people of three rivers', due to the three rivers that border their lands: the Wambool (Macquarie River), Kalari (Lachlan River) and Murrumbidjeri (Murrumbidgee River).

In the spirit of reconciliation, Parkes Shire Council acknowledges the Wiradjuri people as the traditional custodians of the land and pays respect to Elders past, present and future and we extend our respect to all Indigenous Australians in Parkes Shire.

We recognise and respect their cultural heritage, beliefs and continuing connection with the land and rivers. We also recognise the resilience, strength and pride of the Wiradjuri community.

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INTRODUCTION

OUR INTEGRATED PLANNING AND
REPORTING FRAMEWORK

HOW WE PLAN AND REPORT ON OUR PROGRESS

GUIDING PRINCIPLES

QUADRUPLE BOTTOM LINE



OUR INTEGRATED PLANNING AND REPORTING FRAMEWORK

INTEGRATED PLANNING AND REPORTING

The 2022/23 Operational Plan and Budget forms part of the Integrated Planning and Reporting (IP&R) framework.

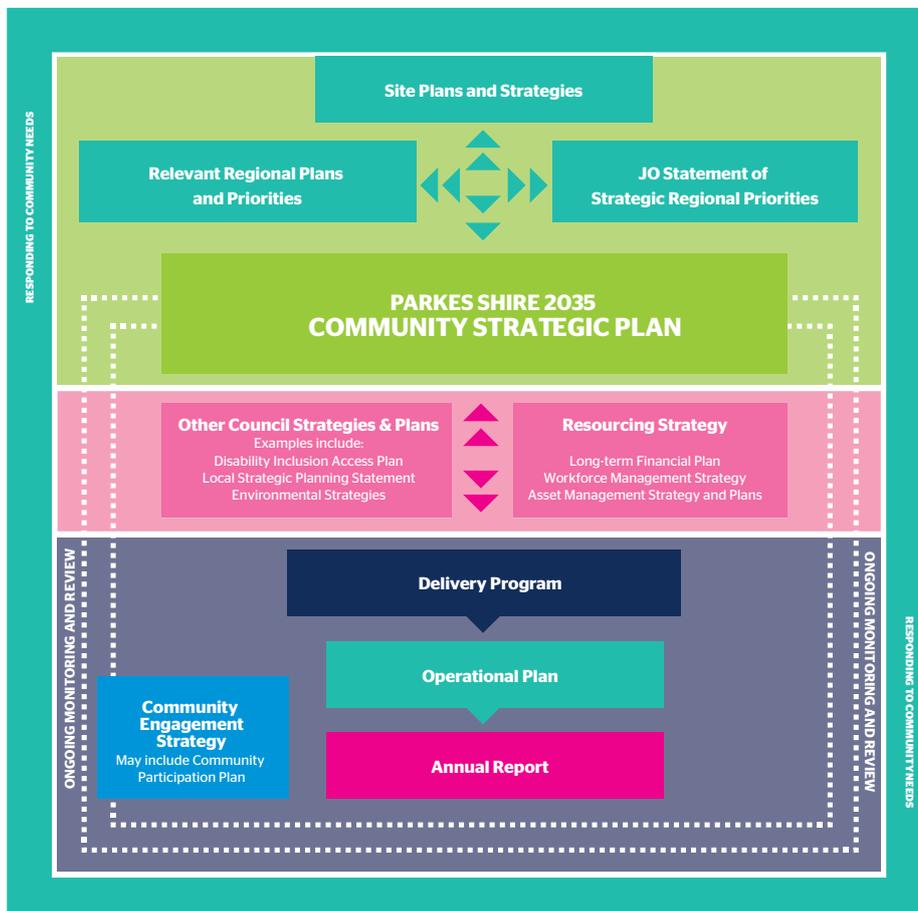
In 2009, a new Integrated Planning and Reporting (IP&R) framework was introduced across Local Government in New South Wales (NSW). Parkes Shire Council was one of the first Council's to embrace this

large and wide-ranging reform in becoming what was termed a "Group 1" Council. Being in this grouping saw Parkes Shire Council fully adopt its IP&R documentation in the 2009/10 Council year.

Parkes Shire has continued to develop its approach whilst regularly reporting on its progress, culminating in the latest End of Term Report being tabled at the final meeting of the previous Council in November 2021.

Council has now prepared its new suite of IP&R documents. These documents are structured to demonstrate what the newly elected Council (elected in December 2021) will deliver in order to assist the community to achieve the aspirations set out in the Parkes Shire 2035+ Community Strategic Plan.

The following diagram illustrates how the IP&R framework ensures that local strategic planning and reporting is informed, relevant and responsive to community needs:



HOW WE PLAN AND REPORT ON OUR PROGRESS

OPERATIONAL PLAN AND BUDGET

Supporting the Delivery Program are annual Operational Plans. These outline the details of the Delivery Program - the individual projects and actions that will be undertaken in that year to achieve the commitments made in the Delivery Program. The Operational Plan includes Council's Budget for that financial year.

REPORTING OUR PROGRESS

Reporting is a key element of the IP&R framework. We use a variety of tools to report our progress in achieving this Community Strategic Plan and implementing the Delivery Program, as well as our financial performance against the annual and long-term budgets.

- **Annual Report:** Within five months of the end of each financial year, Council prepares an Annual Report, which includes a copy of our audited financial reports. The Annual Report details our progress in implementing the Delivery Program and the activities we have undertaken to deliver on the objectives of the Community Strategic Plan.
- **State of the Shire Report:** Tabled at the last meeting of the outgoing Council, the End of Term Report provides an update on our progress in implementing the Community Strategic Plan over the Council term, as well as the results and outcomes the implementation of the Community Strategic Plan has had for our community.
- **State of the Environment Report:** Included in the Annual Report in the year in which an ordinary election is held is a State of the Environment Report. This document reports on environmental issues relevant to the objectives for the environment established by the Community Strategic Plan.
- **Delivery Program Progress Reports:** Every six months, Council prepares a report detailing our progress in achieving the principal activities detailed in the Delivery Program.
- **Budget Review Statement:** Council prepares a Budget review statement three times each year which shows, by reference to the estimate of income and expenditure set out in the statement of Council's revenue policy in the Operational Plan for the relevant year; a revised estimate of the income and expenditure for that year.

GUIDING PRINCIPLES

SOCIAL JUSTICE

Preparation of Parkes Shire 2035+ Delivery Program has been guided by the following social justice principles:

- **Equity:** there should be fairness in decision making, prioritising and allocation of resources, particularly for those in need.
- **Access:** all people should have fair access to service, resources and opportunities to improve their quality of life
- **Participation:** everyone should be given genuine opportunities to participate in decisions which affect their lives
- **Rights:** equal rights should be established and promoted, with opportunities provided for all people from all backgrounds.

QUADRUPLE BOTTOM LINE

The Quadruple Bottom Line (QBL) addresses social, environmental, economic, and civic leadership (governance) considerations. The QBL ensures a holistic balanced approach is applied to all aspects of the 2022/23 Operational Plan and Budget.

Social Sustainability

Support cohesive, inclusive, and diverse dynamic communities

Environmental Sustainability

Protect the natural, social, cultural, and built heritage and decrease the consumption of resources

Economic Sustainability

Maintain a strong and stable economy and ensure the delivery of services, facilities and infrastructure is financially sustainable

Civic Leadership

Transparency and accountability in decision-making.

2022/23 OPERATIONAL PLAN

2022/23 FINANCIAL PERFORMANCE

2022/23 Q2 FINANCIAL PERFORMANCE

2022/23 Q2 KEY ACHIEVEMENTS



ABOUT THIS PLAN

The 2022/23 Operational Plan and Budget forms part of the Parkes Shire 2035+ Delivery Program. These plans outline the details of the Delivery Program - specifically the individual projects, and actions and budget that will be undertaken in that year to achieve the commitments made in the Parkes 2035+ Delivery Program. Council reports on these measures on a six-monthly basis.

The projects, actions, and budget of year 1 of the Parkes 2035+ Delivery Program are split into eleven core functions of Council, with a number of Principal Activities within each. These functions include:

The Budget details how Council intends to fund these activities and includes provisions relating to the content of Council's Annual Statement of Revenue Policy.

This includes details of:

- Estimated income and expenditure
- Ordinary rates and special rates
- Proposed fees and charges
- Council's proposed pricing methodology
- Proposed borrowings

The Operational Budget is reviewed and reported to Council within two months after the end of each quarter (except the June quarter).

| | | | |
|----------------------------------|--|---|---|
| Commercial Enterprise | Central West Childcare Services Caravan Parks Rental and Leasing Land Development and Sales | Open Space and Recreation | Parks and Gardens Sports Fields Open Space Facilities, Amenities and Public Toilets Cemeteries Swimming Pools Wetlands Restoration |
| Council and Corporate | Information Communication and Technology Governance and Strategy Civic People, Safety and Culture Finance Fleet Council Land and Buildings Council Environmental Management Customer Service Community Services and Wellbeing | Planning, Certification and Compliance | Local Strategic Land Use Planning Development Assessment Building Certification Environmental Health and Ranger Services Noxious Weed Management |
| Economy and Engagement | Economic Development and Grants Communication and Engagement Elvis Festival, Special Events and Event Support Visitor Economy | Sewerage | Sewerage System |
| Emergency Services | Emergency Services Support | Transport and Drainage | Sealed Roads Unsealed Roads Regional Roads Other Transport Urban Stormwater Regional Airport Road Maintenance Council Contract Road Safety |
| Library, Arts and Culture | Library Services Arts and Culture Social Justice | Water Supply | Water Supply Water Security Project Recycled Water Extension Project |
| | | Waste Management | Domestic Waste Management Commercial Waste Waste Education and Sustainability |

2022/23 FINANCIAL PERFORMANCE

| Function | Principal Activity | Operational Performance | | Capital Performance | |
|------------------------------|--|-------------------------|-------------|---------------------|-------------|
| | | Income | Expenditure | Income | Expenditure |
| Commerical Enterprise | Central West Childrens Services | 1,405,947 | 1,014,785 | 0 | 0 |
| | Caravan park | 239,548 | 142,533 | 40,000 | 0 |
| | Rental & Leasing, | 82,806 | 0 | 0 | 0 |
| | Land Development & Sales | 0 | 300,000 | 800,000 | 19,672 |
| Council | ICT | 0 | 746,630 | 0 | 304,770 |
| | Governance & Strategy | 57,847 | 943,774 | 0 | 0 |
| | Civic | 0 | 228,106 | 0 | 0 |
| | People, Safety & Culture | 77,153 | 587,316 | 0 | 0 |
| | Finance | 17,031,854 | 6,135,356 | 0 | 0 |
| | Fleet | 171,038 | 2,038,713 | 0 | 468,604 |
| | Council Land & Buildings | 71 | 319,049 | 40,000 | 397,395 |
| | Council Environmental Management | 0 | 0 | 0 | 0 |
| | Customer Service | 0 | 0 | 0 | 0 |
| | Community Services & Wellbeing | 0 | 0 | 0 | 0 |
| Economy | Economic Development & Grants | 216,900 | 457,118 | 120,000 | 627,679 |
| | Communication & Engagement | 0 | 0 | 0 | 0 |
| | Elvis Festival, Special Events & Event Support | 382,215 | 651,946 | 150,683 | 4,100 |
| | Visitor Economy | 68,875 | 241,623 | 0 | 30,932 |
| Emergency Services | Emergency Services Support | 96,390 | 367,589 | 0 | 6,963 |
| Library | Library Services | 121,568 | 342,928 | 0 | 48,357 |
| | Arts & Culture | 11,010 | 55,578 | 0 | 0 |
| | Social Justice | 653 | 43,595 | 0 | 0 |

| Function | Principal Activity | Operational Performance | | Capital Performance | |
|-------------|---|-------------------------|-------------------|---------------------|------------------|
| | | Income | Expenditure | Income | Expenditure |
| Open Spaces | Parks & Gardens | 0 | 1,146,691 | 80,000 | 3,746 |
| | Op Income | 37,365 | 139,361 | 1,570,178 | 1,025,899 |
| | Open Space Facilities, Amenities, Cemeteries & Public Toilets | 90,683 | 169,736 | 202,020 | 917,414 |
| | Cemeteries | 0 | 0 | 0 | 0 |
| | Swimming Pools | 22,051 | 572,224 | 80,000 | 404,388 |
| | Wetlands Restoration | 0 | 0 | 0 | 101 |
| Planning | Local Strategic Land Use Planning | 0 | 0 | 0 | 0 |
| | Development Assessment | 112,102 | 106,477 | 85,713 | 0 |
| | Building Certification | 189,239 | 176,835 | 0 | 0 |
| | Environmental Health & Ranger Services | 12,537 | 482,056 | 0 | 0 |
| | Noxious Weeds Management | 56,629 | 91,039 | 0 | 0 |
| Sewer | Sewerage System | 2,165,977 | 1,577,792 | 14,691 | 69,725 |
| Water | Water Supply | 4,058,131 | 5,841,122 | 1,577,528 | 1,409,127 |
| Waste | Domestic Waste Management | 2,451,622 | 1,774,457 | 0 | 44,842 |
| | Commercial Waste | 894,025 | 0 | 0 | 0 |
| Transport | Sealed Roads | 2,935,357 | 1,015,913 | 1,383,000 | 1,322,954 |
| | Unsealed Roads | 0 | 698,379 | 0 | 348,082 |
| | Other Transport | 5,022 | 1,493,591 | 219,800 | 406,272 |
| | Urban Stormwater | 179,491 | 83,407 | 2,147,395 | 52,436 |
| | Regional Airport | 191,582 | 132,597 | 0 | 59,750 |
| | Road Maintenance & Council Contract / Regional Roads | 4,523,890 | 4,328,517 | 1,954,144 | 278,482 |
| | Road Safety | 98,975 | 84,377 | 0 | 0 |
| | | 37,988,587 | 29,853,784 | 10,465,151 | 8,251,689 |

2022/23 Q2 FINANCIAL PERFORMANCE

The Parkes Shire 2035+ Delivery Program forms part of Council's IP&R framework and supports the implementation of the Parkes Shire 2035+ Community Strategic Plan, through outlining the principal activities to be undertaken by Council over its term to help realise the strategies established by the Community Strategic Plan, using the resources identified in the Resourcing Strategy.

The Funding Summary for the Operational Plan Progress Report Quarter 2 includes the financial data for 1 July - 31 December 2022 to provide a snapshot of financial performance year-to-date.

OPERATIONAL SPEND

\$29,852,285

CAPITAL SPEND

\$8,251,689

COUNCIL & CORPORATE



OPERATIONAL SPEND | 6,921,518
CAPITAL SPEND | 1,170,768

Information Communication and Technology, Governance and Strategy, Civic, People, Safety and Culture, Finance, Fleet, Council Land and Buildings, Council Environmental Management, Customer Service, Community Services & Wellbeing

COMMERCIAL ENTERPRISE



OPERATIONAL SPEND | 857,318
CAPITAL SPEND | 19,672

Central West Childcare Services, Caravan Parks, Rental and Leasing, Land Development and Sales

ECONOMY & ENGAGEMENT



OPERATIONAL SPEND | 1,350,688
CAPITAL SPEND | 662,711

Economic Development and Grants, Communication and Engagement, Elvis Festival, Special Events and Event Support Visitor Economy

EMERGENCY SERVICES



OPERATIONAL SPEND | 367,589
CAPITAL SPEND | 6,963

Emergency Services Support

LIBRARY, ARTS & CULTURE



OPERATIONAL SPEND | 442,101
CAPITAL SPEND | 48,357

Library Services, Arts & Culture, Social Justice

OPEN SPACE AND RECREATION



OPERATIONAL SPEND | 2,028,012
CAPITAL SPEND | 2,351,447

Parks and Gardens, Sports Fields, Open Space Facilities, Amenities and Public Toilets, Cemeteries, Swimming Pools, Wetlands, Restoration

PLANNING, CERTIFICATION & COMPLIANCE



OPERATIONAL SPEND | 856,408
CAPITAL SPEND | 0

Local Strategic Land Use Planning, Development Assessment, Building Certification, Environmental Health and Ranger Services, Noxious Weed Management

SEWERAGE



OPERATIONAL SPEND | 1,577,792
CAPITAL SPEND | 69,826

Sewerage System

TRANSPORT & DRAINAGE



OPERATIONAL SPEND | 7,836,781
CAPITAL SPEND | 2,467,977

Sealed Roads, Unsealed Roads, Regional Roads, Other Transport, Urban Stormwater, Regional Airport, Road Maintenance, Council Contract Road Safety

WATER SUPPLY



OPERATIONAL SPEND | 5,841,122
CAPITAL SPEND | 1,409,127

Water Supply, Water Security Project, Recycled Water Extension Project

WASTE MANAGEMENT



OPERATIONAL SPEND | 1,774,457
CAPITAL SPEND | 44,842

Domestic Waste Management, Commercial Waste, Waste Education and Sustainability

2022/23 Q2 KEY ACHIEVEMENTS

ACTIONS COMPLETED

31

ACTIONS PROGRESSING

298

ACTIONS NOT PROGRESSING

3

ACTIONS NOT DUE TO START

10

NO UPDATE PROVIDED

0

COUNCIL & CORPORATE

- Council successfully recruited twelve Cadet, Apprentice and Trainee (CAT) positions in the reporting period.
- The introduction of an outsourced ICT help desk in Q1 has seen major productivity improvements with an average of 30 open tickets at one time, and a satisfaction score of 98.6%.
- The Council successfully maintained its International Standard 45001 OH&S Management Systems Accreditation (ISO 45001) during 2022/23 Q2.

COMMERCIAL ENTERPRISE

- Bangala-la Preschool maintained full enrolments for the 2023 year to date, including the expansion of an additional 10 children per day with the extension of "fee relief" to all families.
- The caravan park saw visitor numbers increase by 17% to 20% each month during the reporting period.
- Council's Commercial buildings/properties had a 90% occupancy rate.

ECONOMY & ENGAGEMENT

- Stage 2 of the Tourism Cycling Project, including imagery and videos of previously mapped tracks commenced. This will enable the newly created tracks to be showcased online and across the Region.
- 17 Events took place, these Events included the Hockey One (NSW Pride vs Canberra Chill) event, the Latin Sounds @ The Pavilion, the Central West Car Club Show 'n Shine, the Spring Fling Lindsay Morehouse Concert, Remembrance Day, the Christmas Parade & Carnival and including the Christmas Carols in the Park. Due to extreme wet weather 3 Events were cancelled, which included the Trundle ABBA Festival.
- The Elvis Festival Event has maintained funding from Destination NSW. The successful funding was increased by 50% and confirmed, available for each of the 2024 and 2025 Festival Events.
- Council saw an increase of 3% in its profile during 2022/23 Q2, with effective communication and dissemination of information including community events, grants and major projects, road safety, and disaster recovery initiatives issued.

EMERGENCY SERVICES

- Due to the extreme wet weather event during 2022/23 Q2 the Emergency Operations Centre (EOC) was stood up by the Local Emergency Operations Controller (LEOCON) utilizing the Cooke Park Pavilion as a temporary location. The EOC was maintained in a state of readiness in Q2.
- Council continued to support the operations of the Rural Fire Service as per the Service Level Agreement.
- Emergency services supported local tourism events, including the Elvis Festival, with the emergency planning operations.

LIBRARY, ARTS & CULTURE

- 471 children and carers participated in 28 Rhyme Time and Storytime activities at Parkes and Peak Hill Libraries.
- 8 Community reading and writing activities were held at Parkes, Peak Hill and Trundle Libraries during the quarter including Riser Writers Group and Book Club.
- Parkes East and Trundle Central schools had a total of 82 students visit. During Q2 the Library Ambassadors end of year event was held with 44 attending.
- 10 young people attended the Library Lock-In activities and there was 1 session each week for the Senior Study Space, year 11 and 12 students.
- Community utilised the library spaces during the quarter, including using the Makerspace, several meeting rooms for general Community use and workshops, school holiday activities and student study space.
- In partnership with the Country Universities Centre Parkes (CUC), the Marramarra Makerspace was utilised by local students from Red Bend Catholic College as a remote classroom during the extreme wet weather and flooding events.

OPEN SPACE & RECREATION

- Supported local Community sporting group activities with the Australian Sporting Codes. Including the Spicer Oval, which had the new 12m Rugby Goal Posts inspected. And the new cricket wicket templates purchased, to mark the Crease.
- The North Parkes Oval, Athletics Track, Relay Changeover Points were remarked.
- During Q2, Projects identified for delivery in 2022/23 were reviewed. Including the upgrade of Lions Park, with request for quotes sent out to tender, with expected results to be received in Q3.
- The Berryman Oval had their fitness equipment installed and TI flag poles completed. The footpaths and site remediation works continue.
- Recent garden upgrades include Church Street Roundabout, Cooke Park Pond fencing and garden upgrade.
- Learn to Swim Programs commenced over the reporting period, with 120 children participating.
- Pools were operating in this reporting period, and the Operations Hygiene standards were adhered to, with 5 tests per day across each facility.

PLANNING, CERTIFICATION & COMPLIANCE

- There were 6 Biosecurity inspections completed which included Lake Endeavour and the Bumberry Dam, the Industrial Estate, the Water and Sewage Treatment Plants, the Recycled Water Distribution Reservoir, and Council's bore fields. Due to the extreme wet weather conditions during the reporting period, several owned/managed land parcels became inaccessible for Biosecurity Inspections to be carried out.
- The Biosecurity Team initiated works on Priority Weeds areas targeted includes Noogoora Burr, Tree of Heaven, African Boxthorn, Blue Heliotrope, St John's Wort and Silverleaf Nightshade.
- All strategic planning policies with mandatory review timeframes remained up to date during 2022/23 Q2.
- The draft Middleton Masterplan was presented to Council, seeking endorsement for adoption. Further Community consultation is expected to occur during Q3.

SEWERAGE

- The percentage of effluent reused during 2022/23 Q2 was 3.4%. The extreme wet weather events saw above average rainfall during October and November.
- All sampling results were below EPL limitations during the reporting period. No recorded EPA License breaches.
- The plant experienced 18ML in 24 hours during November, due to the extreme wet weather conditions, compared to the average of 2ML.
- Costs were down compared to the same time last year. Q2 power costs not available currently. Compared to the same time last year, the flows to STP saw an increase total of 77% during Q2.

TRANSPORT & DRAINAGE

- During 2022/23 Q2 Sealed Road reseals work orders were committed to for the year's Reseal Program - approximately \$2.4m in total across Local and Regional Roads. Pre-seal repairs undertaken in Q2.
- Rural road works and storm damage repairs continued as a priority for the 2022/23 Q2 under the AGRN1034 Natural Disaster. Minor works did continue to support the storm damage works, such as Subsoil installation and Reseal preparations.
- Maintenance activities to Regional Roads continued, as weather conditions permitted. The MR354 road re-opened, with aftercare signage speed reductions were implemented. A larger program of works is being developed to also include both the MR354 and the MR348 roads.
- Road Safety Program initiatives were delivered, with 5 road safety activities. Included, Driver Road Education, Learner Driver workshops, Child Restraint information sessions, including an on-line workshop by Transport NSW and the Plan B promotion continued. Over 120 participants.

WATER SUPPLY

- During 2022/23 Q2 there were no quality complaints registered in the Council Customer Services request management system.
- The Water Security Project continued to be implemented, monitored, and reviewed. The detailed design includes Parkes Town Water Security Program - Building Better Regions.
- The refurbishment of Bores 1, 3, 4 and 5 have been delivered.
- The Lachlan Pipeline Duplication Project, included detail design, finalizing the assessment of options. Assessments include pipe material, selecting HDPE, plus up sizing to a nominal 600mm ID, and SED.
- The Safe and Secure Water Project; Regional Recovery Partnership and PMO progressed the Project Development procurement activities.

WASTE MANAGEMENT

- Commitment to divert waste from landfill saw Council continue in this reporting period, in conjunction with NetWaste Group. Including waste segregation, at the initial stage, second stage waste sent to an appropriate facility. Waste is reused in manufacturing. Includes the residential waste services of Yellow Bin collections and recycling, FOGO Bin collections and recycling, Green Waste Chipping, Motor oil, Tyre, Battery, Mattress, and Scrap Metal.
- Two new projects in the program, included implementation of the Operation of Parkes Community Recycling Centre. Diverting smoke alarms, fluorescence globes and tubes, water and oil-based paints, household and car batteries, gas bottles, fire extinguishers, motor, and other oils. The E-waste Recycling Trail Project continued conjunction with NetWaste.
- Liaised with external contractors such as private businesses, Regional Growth Development Co-operation (RGDC) and NetWaste to enhance waste management performance by investigating waste and resource recovery technology market.
- Reviewing and investigating RGDC's new project within the Parkes Special Activation Precinct (SAP). During meetings with RGDC providing Council input.
- Council is reviewing impact of Parkes SAP on the Parkes Waste Facility including lifeline of the facility.
- Council worked closely with JR Richards to ensure access to eligible Commercial Services to have bin collections. Including access to use the Parkes Waste Facility.

COUNCIL AND CORPORATE



206 Council buildings



201 Full time equivalent



1290 Devices managed



\$57.1M turnover



346 Customer requests received monthly



164 Fleet and depot assets managed



9 Internal audits conducted in five years

Overview

The corporate function supports Council's delivery of efficient and effective services to the community. Regular monitoring and adjustments must be made to ensure Council can adapt to the changing needs of the organisation and community.

The council function covers the operation of Council itself as an organisation. The governing body of elected Councillors utilise community engagement and staff advice to set the strategic direction. Resources are then allocated to achieve objectives and Councillors are ultimately accountable to the community for the outcomes Council's organisation delivers.

INFORMATION COMMUNICATION AND TECHNOLOGY

CC1: We will utilize appropriate ICT systems to support efficient and effective operations in accord with the ICT Strategic Plan

CC1.1: Implement and optimize ICT processes

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|---|--------------------|--|--|---------------------------------------|---|
| <i>Code CC1.1.1</i> Productivity improvements across Council's operations through the implementation of the ICT Strategy | Executive Manager Corporate Services | 50% Progressing | During 2022/23 Q2, several productivity improvements were implemented including Infocouncil, streamlined business processes in Council's EDRMS and various OneCouncil electronic forms to replace paper-based forms. The introduction of an outsourced ICT help desk in Q1 has seen major productivity improvements with an average of 30 open tickets at one time, and a satisfaction score of 98.6%. | Productivity improvements across Council's operations through the implementation of the ICT Strategy | Implement 4 productivity improvements | 3 |
| <i>Code CC1.1.2</i> The number of systems is reduced and integrated to simplify end user experiences | Executive Manager Corporate Services | 50% Progressing | Council Officers are in the process of transferring the registers that support the Council's Audit, Risk and Improvement and Integrated Planning and Reporting frameworks to RelianSys which will result in a reduction of 1 system. | The number of systems is reduced and integrated to simplify end user experiences | Reduction of 1 system | 1 |
| <i>Code CC1.1.3</i> Maintain currency of IT platforms and systems | Executive Manager Corporate Services | 50% Progressing | The Council's key corporate systems are cloud based, mostly completed, with automatic update processes in place. Ensuring efficient and effective operations in accordance with the ICT Strategic Plan. | Maintain currency of IT platforms and systems | Systems maintained | Achieved |
| <i>Code CC1.1.4</i> Productivity improvements within the TechTicket system through resolution of issues | Executive Manager Corporate Services | 50% Progressing | The Corporate Systems and Performance Team with the IT Team are working closely with the Council managed services provider to monitor and respond to tickets lodged. | Productivity improvements within the TechTicket system through resolution of issues | | Tickets closed within Service Level Agreement times |

CC1.2: Maximize mobility of access to corporate systems

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--------------------------------------|-----------------|--|---|-----------------------------------|-------------|
| Code CC1.2.1 Efficiency brought about by in field use of technology | Executive Manager Corporate Services | 50% Progressing | Planning continues to implement efficiencies in the field with technology, with Reflect Software capturing defects across all Shire roads. During 2022/23 Q2 discussions were held regarding Asset Management requirements for Water and Sewer based systems. | Efficiency brought about by in field use of technology | Field use technology investigated | Instigated |
| Code CC1.2.2 Implement mobile devices roll out program in line with the Delivery Program | Executive Manager Corporate Services | 20% Progressing | The implementation of the mobile rollout program included new iPads and iPhones deployed from stocks to replace the older devices which ceased working. The plan remains underdeveloped and will be completed once the laptop roll out is achieved. | Implement mobile devices roll out program in line with the Delivery Program | 100% of mobile devices rolled out | Progressing |
| Code CC1.2.3 Implement laptop replacement program in line with the Delivery Program | Executive Manager Corporate Services | 25% Progressing | The implementation of the laptop rollout program was reviewed during 2022/23 Q2. The program included replacing 38 laptops with a budget of \$80k established. The roll out of the devices will commence during Q3. | Implement laptop replacement program in line with the Delivery Program | 100% of laptops rolled out | Progressing |
| Code CC1.2.4 Enhance phone system to Teams Calling in line with the Delivery Program | Executive Manager Corporate Services | 25% Progressing | During the 2022/23 Q2 requests for quotes to supply and installation of the Microsoft Teams Phone System were completed. The two responses were reviewed, with the project to commence during Q3. | Enhance phone system to Teams Calling in line with the Delivery Program | Phone system upgraded | Progressing |

CC1.3: Enhance Council's network and systems to maximize efficiencies across the Shire

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--------------------------------------|-----------------|---|--|------------|-------------|
| Code CC1.3 Council's network and systems are maintained in line with organizational requirements | Executive Manager Corporate Services | 50% Progressing | The Council key network and systems were maintained with various support and maintenance contracts currently in place. | Council's network and systems are maintained in line with organizational requirements | Maintained | Achieved |
| Code CC1.3.3 Enhance network, server, and storage upgrades in-line with the Delivery Program | Executive Manager Corporate Services | 100% Completed | During 2022/23 Q2 the network server and storage upgrades were completed for the Administration Centre, Water Treatment Plant, Sewer Treatment Plant and Disaster Recovery sites. | Enhance network, server, and storage upgrades in-line with the Delivery Program | Achieved | Achieved |
| Code CC1.3.4 Enable enhanced training opportunities through AV upgrades in line with the Delivery Program | Executive Manager Corporate Services | 75% Progressing | The Administration Centre Staff Training room during 2022/23 Q2 saw the AV upgrades progressing, with all equipment required for the project ordered. Installation is expected during 2023/24 Q1. | Enable enhanced training opportunities through AV upgrades in line with the Delivery Program | Achieved | Progressing |

GOVERNANCE AND STRATEGY

CC2: We will use appropriate governance and strategic frameworks to manage risk, provide assurance that legislative and other requirements can be met and to provide clear strategic direction for Council's activities.

CC2.1: Continually develop and implement Council's Governance Framework

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|---------------------------------|-----------------|---|---|-----------------|----------|
| <i>Code CC2.1.1</i> Effectively functioning Audit, Risk and Improvement Committee (ARIC) | Governance, Audit and Risk Lead | 50% Progressing | The Audit Risk and Improvement Committee (ARIC), in accordance with section 428A Local Government Act 1993, attended one meeting during 2022/23 Q2 in line with the established Meeting Plan. | Effectively functioning Audit, Risk, and Improvement Committee (ARIC) | Achieved | Achieved |
| <i>Code CC2.1.2</i> Council has an effective Internal Audit program providing assurance to key stakeholders | Governance, Audit and Risk Lead | 50% Progressing | During 2022/23 Q2 the Internal Audit Program did not complete any internal audit reviews. | Council has an effective Internal Audit program providing assurance to key stakeholders | Achieved | Achieved |
| <i>Code CC2.1.3</i> Council has an effective Enterprise Risk Management Framework to mitigate negative impacts and maximize opportunities | Governance, Audit and Risk Lead | 50% Progressing | The Charter and Policy was adopted and implemented during a meeting attended by ARIC during 2022/23 Q2. | Council has an effective Enterprise Risk Management Framework to mitigate negative impacts and maximize opportunities | Achieved | Achieved |
| <i>Code CC2.1.4</i> Council's civic leadership meets regulatory standards | Governance, Audit and Risk Lead | 50% Progressing | During the 2022/23 Q2 Council meetings were held in accordance with Council's adopted Code of Meeting Practice. | Council's civic leadership meets regulatory standards | 100% compliance | Achieved |

CC2.2: Implement and manage Council's Business Improvement Program

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--|-----------------|---|---|------------|----------------------------------|
| Code CC2.2.1 Number of improvement objectives completed to achieve value | Strategy, Systems and Performance Lead | 50% Progressing | The Council's Business Improvement Program is being reviewed during 2022/23 due to a shift in business needs identified. The Council's Strategy, Systems and Performance Team with the Governance/Records Team commenced a Records Improvement Project which continued in Q2. This provided 42 processes/projects flagged in Q2 which identified 5% of projects have been completed, with 20% projects actively progressing along and there were 75% identified as delayed, due to resource limitations. | Number of improvement objectives completed to achieve value | 2 per year | 1 |
| Code CC2.2.3 Number of systems and processes reviewed to ensure value | Strategy, Systems and Performance Lead | 50% Progressing | <p>During 2022/23 Q2 the number of systems and processes reviewed continued from Q1 into Q2 was on-going. The Infocouncil business system had its soft launch in Q1, and the rollout continued into Q2 with success. Training was on-going during Q2 and will continue into Q3/Q4.</p> <p>The RelianSys business system was delayed in Q2, as limited resources were available to configure the Risk, Audit, Compliance, Delegations modules to proceed. The Corporate Planning module development is still in progress.</p> <p>The Council's Strategy, Systems and Performance team continue to work with staff across the organization to streamline the Incident Notification and Investigation process throughout 2022/23 Q2.</p> | Number of systems and processes reviewed to ensure value | 2 per year | Reviewed 1 process and 2 systems |

CC2.3: Continually develop Council's Work Health and Safety Management System (WHSMS)

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|-----------------|---|--|-----------------|----------|
| Code CC2.3.1 Council's WHS Management system sustains its International Standard 45001 OH&S Management System Accreditation | Executive Manager People, Safety and Culture | 100% Completed | The Council successfully maintained its International Standard 45001 OH&S Management Systems Accreditation (ISO 45001) during 2022/23 Q2. Non-Conformances identified in Q1 were addressed. | Council's WHS Management system sustains its International Standard 45001 OH&S Management System Accreditation | Maintained | Achieved |
| Code CC2.3.2 Activities outlined in the WHSMS are undertaken as required | Executive Manager People, Safety and Culture | 50% Progressing | The Council completed and maintained its ISO 45001 Accreditation during 2022/23 Q2. The Council continued to develop the Council's Work Health and Safety Management System (WHMS) with the following items completed. ISO Accreditation Certification Audit and completion of Pulse Action Reviews. Inspections were completed on the Health and Safety Representatives (HSR), ladders, lifting gear and fire equipment. | Activities outlined in the WHSMS are undertaken as required | 100% compliance | Achieved |

CC2.4: Coordinate and manage Council's Integrated Planning and Reporting Framework

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--|-----------------|---|---|-----------------|-----------|
| <p><i>Code CC2.4.1</i></p> <p>Council provides timely consultation with the Shire and wider community, meeting regulatory standards</p> | Strategy, Systems and Performance Lead | 50% Progressing | During 2022/23 Q2 Council engaged the University of Technology Sydney (UTS) to undertake a Customer Service Review. Community consultation and Community groups were consulted via surveys and workshops. UTS completed the review, and a draft report was given to the Executive Leadership Team for review. | Council provides timely consultation with the Shire and wider community, meeting regulatory standards | 100% compliance | 1 |
| <p><i>Code CC2.4.2</i></p> <p>All Council Reports and Plans are published on or before Office of Local Government deadlines</p> | Strategy, Systems and Performance Lead | 50% Progressing | The council's Strategy, Systems and Performance team commenced work on the 2022/23 Q2 Operational Plan Progress Report in January. The Progress Report will be tabled at the February Council Meeting. | All Council Reports and Plans are published on or before Office of Local Government deadlines | 100% compliance | Compliant |
| <p><i>Code CC2.4.3</i></p> <p>Operational Plan reported on within required timeframes</p> | Strategy, Systems and Performance Lead | 50% Progressing | Council's 2022/23 Q2 Operational Plan Progress Report will be tabled at the February Council Meeting. The development of the new Delivery Program provides an opportunity for the Council to review the progress of projects, programs, and activities. | Operational Plan reported on within required timeframes | 100% compliance | Compliant |

CC3.2: Provide guidance and planning support for civic events

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|---|---------------------|--|---|-----------------------------|-------------------------------------|
| Code CC3.2.1 Hold Australia Day celebrations throughout the Parkes Shire | Visitor Economy and Events Specialist | 60% Progressing | During 2022/2023 Q2 planning commenced for Australia Day celebrations held on Thursday 26th January 2023. The nomination process was completed for the Award categories. | Hold Australia Day celebrations throughout the Parkes Shire | Celebrations held | Planning phase. |
| Code CC3.2.2 Recognize community heroes through the Australia Day Award Scheme | Visitor Economy and Major Events Specialist | 60% Progressing | During 2022/23 Q2 the Nominations and Judging process was undertaken for Parkes Shire Australia Day Awards in the following categories: Cultural, Community, Environmental and Sporting. | Recognize community heroes through the Australia Day Award Scheme | Awards Scheme administered | Scheme is underway. |
| Code CC3.2.3 Partner with RSL Subbranches to hold ANZAC Day Commemoration Services throughout the Parkes Shire | Visitor Economy and Major Events Specialist | 0% Not due to start | ANZAC Day planning for Commemoration Services will commence during Q3. | Partner with RSL Subbranches to hold ANZAC Day Commemoration Services throughout the Parkes Shire | Commemoration Services held | To commence planning in early 2023. |

CC3: We will manage civic operations in line with regulations to support decision-making and drive positive outcomes for the community.

CC3.1: Manage Council's civic operations in line with regulations

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|---|------------------------|--|---|--|--------------------|
| <i>Code CC3.1.1</i> Hold elections as required by regulatory standards | Director Customer, Corporate Services and Economy | 0% Not due to start | The next Local Government Ordinary Elections are scheduled to be held in September 2024. No action required in current 2022/23 year. | Hold elections as required by regulatory standards | 100% compliance | No action required |
| <i>Code CC3.1.2</i> Provide training and support to elected officials in line with the Councilor Induction and Professional Development Program | Director Customer, Corporate Services and Economy | 50% Progressing | Individual Councilors participated in various professional development opportunities throughout Q2, including attendance at the LGNSW Annual Conference and NSW Public Libraries Association State Conference. | Provide training and support to elected officials in line with the Councilor Induction and Professional Development Program | 4 professional development activities held | Nil |
| <i>Code CC3.1.3</i> Ordinary Council Meetings are held in line with Council's Code of Meeting Practice | Director Customer, Corporate Services and Economy | 50% Progressing | Ordinary Council Meetings are held in line with Council's Code of Meeting Practice, with three meetings held during Q2 per Council's adopted Schedule of Ordinary Meetings. | Ordinary Council Meetings are held in line with Council's Code of Meeting Practice | 10 meetings held per year | 6 |

PEOPLE, SAFETY AND CULTURE

CC4: We will implement appropriate strategies to develop a vibrant workforce equipped to deliver progress and value to our community, undertake sustainable workforce planning and adapt to change through an innovative, smart, safe, and compliant workplace culture.

CC4.1: Enhance workforce planning procedures and tools to guide decision-making

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--|-----------------|---|--|---|----------|
| Code C4.1.1 Workforce data provided to Executive Leadership Team | Executive Manager People, Safety and Culture | 50% Progressing | During 2022/23 Q2 workforce data was provided to the Executive Leadership Team (ELT) monthly. Workforce Data continuing to be reviewed. | Workforce data provided to Executive Leadership Team | Monthly report to Executive Leadership Team | Achieved |

CC4.2: Promote the benefits of working at Parkes Shire Council

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|-----------------|---|---|-----------------------------|----------|
| Code C4.2.1 Employee Value Proposition (EVP) documented and promoted on Council's website and across our recruitment marketing collateral | Executive Manager People, Safety and Culture | 15% Progressing | The Employment Value Proposition (EVP) documented and promoted onto the Council website during 2022/23 Q2. The website, Recruitment Marketing collateral is under review. | Employee Value Proposition (EVP) documented and promoted on Council's website and across our recruitment marketing collateral | EVP documented and promoted | Achieved |

CC4.3: Improve recruitment marketing and promotion

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|---|-----------------|--|---|--------|----------|
| Code C4.3.1 Recruitment Marketing Strategy and Guidelines | Director Customer, Corporate Services and Economy | 50% Progressing | All recruitment marketing information on the Council's website was reviewed in Q2 via the development of the Council's new corporate website. Further work to be done in Q3 and Q4 to improve the Council's workforce attraction and recruitment marketing activities. | Recruitment Marketing Strategy and Guidelines | 100% | Reviewed |

CC4.4: Ensure a merit-based approach to recruitment across the organization

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|-----------------|--|--|----------|---------------------|
| Code CC4.4.1 Provide biennial merit-based recruitment training to all recruiting managers | Education, Capability and Wellbeing Lead | 25% Progressing | Council's People, Safety and Culture team engaged a training facilitator to provide a proposal to deliver face-to-face training for all recruiting managers. | Provide biennial merit-based recruitment training to all recruiting managers | biennale | Engaged facilitator |

CC4.5: Review and improve recruitment actions to ensure values- and behavior-based recruitment

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--|-----------------|--|---|---|----------|
| Code CC4.5.1 LGNSW Capability Framework implemented across position descriptions | Executive Manager People, Safety and Culture | 25% Progressing | The implementation of the Job Evaluation system, Oo-Soft, was completed in 2022/23 Q2. Council Position Descriptions are currently under review to include the LGNSW Capability Framework. | LGNSW Capability Framework implemented across position descriptions | 50% of all position descriptions reviewed and updated | Achieved |

CC4.6: Review and improve the Exit Interview process to maximize feedback to improve systems and reduce turnover

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--|-----------------|---|---|--------|----------|
| Code CC4.6.1 Employees invited to participate in Exit Interviews | Executive Manager People, Safety and Culture | 50% Progressing | During the 2022/23 Q2 Council's Exit Questionnaire was generated into a digital format and reporting options continued to be reviewed. Each exiting employee was invited to participate in the Exit Interview completion. | Employees invited to participate in Exit Interviews | 100% | Achieved |

CC4.7: Develop and implement a "Grow Our Own" Cadetship, Apprenticeship and Traineeship (CAT) Program

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--|-----------------|--|---------------------------------------|----------------------------------|----------|
| Code CC4.7.1 CAT Program developed and implemented | Education, Capability and Wellbeing Lead | 75% Progressing | <p>During Q2 the 2023 Cadet, Apprentice and Trainee (CAT) positions were completed. We have successfully recruited an Apprentice Mechanic, Cadet Town Planner, Engineering Cadet, Information Communication and Technology Cadet (ICT), Trainee Ranger, Water Services Trainee, Arboriculture Trainee, Business Services Trainee, Horticulture Trainee, Trainee Health and Building Surveyor, Human Resources Trainee, and an Early Childhood Educator Trainee.</p> <p>The formal process with the Apprenticeships Network and the Registered Training Organizations (RTO) for sign up of the new employees, has commenced/scheduled for February 2023. Formal program to be documented.</p> | CAT Program developed and implemented | Program implementation commenced | Achieved |

CC4.8: Ensure employees have the capabilities required to perform their roles

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|-----------------|---|--|----------------|-------------|
| Code CC4.8.1 Deliver the annual Corporate Training Plan | Education, Capability and Wellbeing Lead | 50% Progressing | <p>The Corporate Training Plan during Q2 saw several employees attend conferences, assisting in their professional development, and meet, if relevant, any CPD requirements. The recent funding from the Commonwealth and State Governments has provided opportunities for additional professional development training. This scope assists us outside our current training budget.</p> <p>The 2021/22 training appraisals were finalized in Q2, allowing identification of training requirements, which have been reviewed and sent through the approvals process.</p> | Deliver the annual Corporate Training Plan | June each year | Progressing |

CC4.9: Maintain current compliance-related training programs

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--|-----------------|---|---|-------------------|-------------|
| Code CC4.9.1 Deliver the annual Compliance Training Plan | Education, Capability and Wellbeing Lead | 50% Progressing | <p>The Compliance Training Plan was implemented during Q2. The completed compliance training included First Aid and Mental Health First Aid for all required Supervisors and Managers.</p> <p>Due to the extreme wet weather conditions in Q2 some training had to be rescheduled, and some newly identified training will be planned for Q3 including First Aid, Chemical Accreditation, Safe Handling of Sharps, Drone Pilot Training, WHS Auditing and Customer Service Excellence Training for Library staff.</p> | Deliver the annual Compliance Training Plan | October each year | Progressing |

CC4.10: Potential successors are identified, confirmed, and provided with tailored development opportunities

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|------------------------|---|---|---------------------|-----------------|
| Code CC4.10.1 Talent Management Framework developed and implemented | Education, Capability and Wellbeing Lead | 0% Not due to start | The Talent Management Framework development and implementation is currently being reviewed for current processes. | Talent Management Framework developed and implemented | Framework developed | Yet to commence |

CC4.11: Undertake regular reviews to recognize employees' capabilities and performance

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--|--------------------|---|----------------------------|--|----------|
| Code CC4.11.1 Employee reviews completed | Executive Manager People, Safety and Culture | 75% Progressing | 100% of employee appraisals were completed during 2022/23 Q2. To ensure fairness and accountability across the Council, we will continue reviewing the appraisal scores weighting percentages. The FY23 Performance Plans are being reviewed. | Employee reviews completed | 100% of employee reviews are completed | Achieved |

CC4.12: Adopt a contemporary approach to evaluating positions' salaries

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|-------------------|--|-------------------------------------|----------------------------|----------|
| Code CC4.12.1 Implement new job evaluation system | Executive Manager People, Safety and Culture | 100% Completed | During 2022/23 Q2 the oo-Soft software system was implemented. Council Position Descriptions will be evaluated with this new system. The Operating procedures are being reviewed and documented. | Implement new job evaluation system | oo-Soft system implemented | Achieved |

CC4.13: Apply Attraction and Retention incentives

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|-----------------|---|---|------------------------------|-------------|
| Code CC4.13.1 Develop Attraction and Retention Policy | Executive Manager People, Safety and Culture | 20% Progressing | Training for Senior Management was completed in 2022/23 Q2. The OO-Soft software system was implemented. Position Descriptions were reviewed, including Salary progressions and Operating procedures. The non-monetary incentives were reviewed. These are all on-going. | Develop Attraction and Retention Policy | Policy developed and adopted | Progressing |
| Code CC4.13.2 Salary packaging opportunities provided | Executive Manager People, Safety and Culture | 100% Completed | As part of the attraction and retention incentives, Salary Packaging Australia (SPA) were engaged to provide salary packaging options to employees. During Q1 SPA provided information sessions to all employees, held at the Council. All new employees are provided with SPA information as part of induction and SPA is also accessed on the Council's intranet. | Salary packaging opportunities provided | Provided to all employees | Achieved |

CC4.14: Recognize employees' sustained engagement and service through service milestones

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--------------------------------|-----------------|--|-------------------------|--|----------|
| Code CC4.14.1 Service Awards provided | Payroll and HR Support Officer | 50% Progressing | During Q2 Service Milestones Awards were acknowledged and awarded to staff during the ACE Meeting held in December. Service Awards for the 2023 calendar year have been identified, and the order has been placed for their supply. The Service Milestones Awards will be awarded at the next ACE Meetings during 2023 calendar year. | Service Awards provided | 100% of employees reaching milestones are rewarded | Achieved |

CC4.15: Conduct biennial employee engagement surveys

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|------------------------|---|-----------------------------------|------------------|-------------|
| Code CC4.15.1 Conduct biennial employee surveys | Executive Manager People, Safety and Culture | 0% Not due to start | To facilitate the Employee Surveys the Council reached out during 2022/23 Q2, to an external company to provide a quote to conduct the Surveys. | Conduct biennial employee surveys | Survey delivered | Progressing |

CC4.16: Ensure our organization and operations are resilient and able to deal effectively with disruption

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--------------------------------------|--------------------|---|---|----------------------------------|----------|
| Code CC4.16.1 Review, monitor and refine Council's Business Continuity Plan (BCP) | Executive Manager Corporate Services | 25% Progressing | Council's Business Continuity Plan (BCP) did not receive any additional work during 2022/23 Q2. | Review, monitor and refine Council's Business Continuity Plan (BCP) | BCP reviewed | Reviewed |
| Code CC4.16.2 Conduct BCP exercises | Executive Manager Corporate Services | 25% Progressing | During the 2022/23 Q2 exercises were conducted and completed, testing the backup and recovery systems during the Network Server Storage upgrade project. AS part of the Council's Business Continuity Plan (BCP). | Conduct BCP exercises | One exercise conducted each year | Achieved |

CC4.17: Facilitate a culture of continuous improvement in service delivery across our organization

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--------------------------------------|--------------------|---|---|--|----------|
| Code CC4.17.1 Undertake service reviews of core and non-core services | Executive Manager Corporate Services | 75% Progressing | The Customer Services Service Review was completed during 2022/23 Q2. The final report and recommendations will be delivered in Q3. | Undertake service reviews of core and non-core services | One service review completed each year | Achieved |

CC4.18: Injury Management

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--|-----------------|---|--|--|-------------|
| Code CC4.18.1 Train and skill people leaders on injury management role and process | Executive Manager People, Safety and Culture | 15% Progressing | During 2022/23 Q2 The Council reviewed and updated the processes of Injury Management. The outcome to be delivered to all employees at one of the upcoming ACE Meetings, held quarterly. As required, additional training will be provided to People Leaders. | Train and skill people leaders on injury management role and process | Training delivered to all people leaders | Progressing |

CC4.19: Provide independent support to employees via an Employee Assistance Program (EAP)

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--|----------------|--|--|----------------------|----------|
| Code CC4.19.1 EAP service available to all employees | Executive Manager People, Safety and Culture | 100% Completed | Employee Assistance Program (EAP) contracts have been renewed during 2022/23 Q2. EAP was promoted to all new employee starters. Promotional materials were updated and provided to all staff through the Council intranet and noticeboards. Physical magnets were provided to Managers and Supervisors for distribution as needed. | EAP service available to all employees | EAP service provided | Achieved |

FINANCE

CC5: We will comply with financial policies and accounting standards, enabling us to perform as a financially sustainable organization. We will continue to focus on cost containment to improve performance and to deliver enhanced cash reserves for the organization.

CC5.1: Financial Reporting

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|----------------|---|--|-----------------|-------------------------|
| <i>Code CC5.1.1</i> Annual financial statements submitted in line with statutory deadlines | Chief Financial Officer | 100% Completed | The Audited Financial Statements were lodged on 8 October 2022. | Annual financial statements submitted in line with statutory deadlines | 31 October 2022 | Achieved 8 October 2022 |
| <i>Code CC5.1.2</i> Achieve a positive Operating performance ratio | Chief Financial Officer | 100% Completed | The Operating Performance Ratio measures a Council's achievement in containing operating expenditure within operating income. The ratio was 8.67% vs. a target of 0%. | Achieve a positive Operating performance ratio | ≥0% | 8.67% |
| <i>Code CC5.1.3</i> Achieve an unrestricted ratio greater than OLG benchmark | Chief Financial Officer | 100% Completed | The unrestricted current ratio (UCR) measures the adequacy of working capital and the ability of a Council to satisfy its obligations in the short term. The council achieved 2.65 times against a target of 1.5 times. | Achieve an unrestricted ratio greater than OLG benchmark | ≥1.5x | 2.65X |
| <i>Code CC5.1.4</i> Debt service cover ratio | Chief Financial Officer | 100% Completed | The Debt service cover ratio measures a Council's Operating cash available to service debt including interest, principal, and lease payments. The debt service ratio achieved 10.9 times against a target of 2 times. | Debt service cover ratio | ≥2x | 10.90X |
| <i>Code CC5.1.5</i> Cash expense cover ratio | Chief Financial Officer | 100% Completed | The Cash expense cover ratio indicates the number of months a Council can continue paying its expenses, without additional cash inflows. The cash expense cover ratio was 8.92 months versus a target of 3 months. | Cash expense cover ratio | ≥ 3 months | 8.92 |

CC5.2: Management Accounting

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|-----------------|--|--|-----------------------------------|-----------|
| Code CC5.21 Monthly management reports are submitted to the Senior Leadership Team on time | Chief Financial Officer | 50% Progressing | Monthly management reports were submitted and presented to the Senior Leadership Team. | Monthly management reports are submitted to the Senior Leadership Team on time | By 14th of each month | 3 reports |
| CC5.22 Quarterly Budget Review Statements are submitted on time | Chief Financial Officer | 30% Progressing | The Quarterly Budget Review (QBR) statement was presented to the Council within 1 month of the end of the Quarter. | Quarterly Budget Review Statements are submitted on time | Within 2 months of End of Quarter | 1 month |

CC5.3: Creditors and Purchasing

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|-----------------|--|--|--------|----------|
| Code CC5.3.1 Percentage of purchase orders raised before invoice date | Chief Financial Officer | 50% Progressing | The percentage of purchase orders raised before the invoice date, by department, achieved during 2022/23 Q2 was the Works and Services at 94%, Infrastructure at 92%, Planning and Environment at 91% and Corporate Services at 78%. | Percentage of purchase orders raised before invoice date | 90% | Achieved |

CC5.4: Debtors

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|----------------|--|---|---------------|-----------|
| Code CC5.4.1 % of rates and annual charges outstanding | Chief Financial Officer | 100% Completed | Due to an increase in water and sewer debtors, the rates and annual charges were 11.41% which is higher than the target of 10%. The Action plan to address this rate is in progress. | % of rates and annual charges outstanding | Less than 10% | Increased |
| Code CC5.4.2 Own source operating revenue ratio | Chief Financial Officer | 100% Completed | Completed | Own source operating revenue ratio | ≥60% | Achieved |

CC5.5: Fixed Asset Accounting

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|-----------------|---|--|--|---------------------|
| Code CC5.5.1 Monthly CAPEX reports are submitted to the Senior Leadership Team on time | Chief Financial Officer | 50% Progressing | During 2022/23 Q2 the monthly CAPEX reports were submitted to both the Senior Leadership Team and the Project Managers, as scheduled, on time. | Monthly CAPEX reports are submitted to the Senior Leadership Team on time | By the 14th of each month | 3 reports submitted |
| Code CC5.5.2 Monitor current progress to prevent budget overruns by distributing and discussing reports monthly | Chief Financial Officer | 50% Progressing | During 2022/23 Q2 the monthly Management Reports were provided to the allocated Cost Center Owners. Each month the results were discussed with the individual Departments and monthly Capital reports were provided to the Project Managers and discussed at the GPEC meeting each month. | Monitor current progress to prevent budget overruns by distributing and discussing reports monthly | Provide document by the 14th of each month | 3 reports submitted |
| Code CC5.5.3 Total Value / projects of work in progress account for council's general fund activities | Chief Financial Officer | 50% Progressing | The total value / projects of work in progress account, saw the balance increase by \$1.37m due to the extreme wet weather in Q2. | Total Value / projects of work in progress account for council's general fund activities | Declining | Increased |

FLEET

CC6: We will maintain the Council's heavy plant and equipment, plan and procure new assets and monitor regular plant safety inspections.

CC6.1: Support Council operations with effective fleet procurement

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|----------------|--|--|----------|--------------|
| Code CC6.1.1 Plant Replacement Program in line with industry standards | Fleet and Depot Coordinator | 100% Completed | The Plant Replacement Program for Q2 saw 60 items of plant on order, including several vendor panels: buy.nsw contract and Parkes Shire Council approval panels. | Plant Replacement Program in line with industry standards | Achieved | Achieved |
| Code CC6.1.2 Plant uptime across fleets meets operational need within budgetary constraints | Fleet and Depot Coordinator | 100% Completed | Plant uptime across the fleet is currently at 97%, which is a great achievement considering external factors of delays in parts availability. | Plant uptime across fleets meets operational need within budgetary constraints | 95% | Achieved 97% |

CC6.2: Support Council operations with effective fleet management and maintenance

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|----------------|---|---|----------|----------|
| Code CC6.2.1 Heavy plant fleet, light vehicles and small plant and equipment are maintained | Fleet and Depot Coordinator | 100% Completed | Heavy plant fleet, light vehicles, small plant, and equipment have maintenance schedules in place. These schedules can be for kilometers vs calendar 3-6-12 month based. | Heavy plant fleet, light vehicles and small plant and equipment are maintained | Achieved | Achieved |
| Code CC6.2.2 Monitoring of plant safety inspections is carried out in line with industry best practice | Fleet and Depot Coordinator | 100% Completed | Monitoring of plant safety inspections were completed during pre-starts by Operators during their workday, with issues sent via Appenate for action. The Asset Maintenance Program for inspections was done by Council's Mechanics at the time of services. | Monitoring of plant safety inspections is carried out in line with industry best practice | Achieved | Achieved |

COUNCIL LAND AND BUILDINGS

CC7: We will comply with the statutory requirements of public land and buildings including planning for renewals and/or upgrades and environmental management of Council land.

CC7.1: Foster relationships between Council and user groups in a bid to provide opportunities for the community to be involved in a wide range of activities and recreational programs

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|-----------------|---|--|---------------------|--------------------|
| <i>Code CC7.1.1</i> Liaison with user groups and Sports Council to ensure satisfaction with facilities | Manager Facilities | 50% Progressing | During 2022/23 Q2, meetings were scheduled with the Sports Council Executive. | Liaison with user groups and Sports Council to ensure satisfaction with facilities | Increasing | Meeting scheduled. |
| <i>Code CC7.1.1</i> Number of events and functions held on Community Land | Manager Facilities | 50% Progressing | During 2022/23 Q2, the wet weather impacted usage of the Community and sporting events held on Public Land. | Number of events and functions held on Community Land | Increasing | Minimum |
| <i>Code CC7.1.2</i> Number of sporting user groups using the facilities | Manager Facilities | 50% Progressing | During Q2 the Shire faced ongoing wet weather which restricted sporting groups utilizing the facilities as the potential to damage playing surfaces was high. | Number of sporting user groups using the facilities | Maintain | Minimum |
| <i>Code CC7.1.3</i> Number of Park Bookings received | Manager Facilities | 50% Progressing | During 2022/23 Q2 18 park booking requests were received (October - 8, November - 5 and December - 5). | Number of Park Bookings received | Average 5 per month | 18 |
| <i>Code CC7.1.4</i> Ensure Council webpages have updated information on park bookings | Manager Facilities | 50% Progressing | The Council webpages were reviewed during Q2, with requests for updated information lodged with Council's Corporate Communications team as required. | Ensure Council webpages have updated information on park bookings | Updated 6 monthly | As required |
| <i>Code CC7.1.5</i> Number of customer complaints regarding facilities | Manager Facilities | 50% Progressing | 9 requests were received during 2022/23 Q2, with an average time of 15.4 days to respond to these requests. 11% of requests responded to within 10 days. | Number of customer complaints regarding facilities | Decreasing | 9 |

CC7.2: Conduct maintenance activities that are conducive to providing a safe facility while mitigating against vandalism and inappropriate behaviours

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|-----------------|---|--|------------------------|---------------------------------|
| Code CC7.3.1 Reduction in complaint reports to Council concerning litter | Executive Manager Operations | 10% Progressing | During 2022/23 Q2, 10 requests were received concerning litter with an average time of 4.6 days to respond to these requests. | Reduction in complaint reports to Council concerning litter | Decreasing | 10 requests received during Q2. |
| Code CC7.3.2 Review of CCTV coverage to provide safe facilities through provision of adequate level of security | Executive Manager Operations | 50% Progressing | During 2022/23 Q2 there were 3 incidents of Graffiti on Council facilities. | Review of CCTV coverage to provide safe facilities through provision of adequate level of security | Reduction in vandalism | Achieved |

COUNCIL ENVIRONMENTAL MANAGEMENT

CC8: We will implement appropriate measures to ensure all environmental management activities progress once potential impacts, environmental legislation and biosecurity have been considered

CC8.1: Sustainable environmental management of Council owned and managed land

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--|-----------------|---|---|---------|----------|
| <p><i>Code CC8.1.1</i></p> <p>Utilize Council's Crown Land Environmental Masterplan to ensure biodiversity is considered when undertaking activities at all Parkes Shire Council managed reserves</p> | Environmental and Sustainability Coordinator | 50% Progressing | During 2022/23 Q2, Council's Environmental Team continued to work with the Council's Property Team and the Council's Works and Services Teams as necessary to ensure biodiversity and biosecurity were considered when undertaking activities at all Council managed reserves. | Utilize Council's Crown Land Environmental Masterplan to ensure biodiversity is considered when undertaking activities at all Parkes Shire Council managed reserved | Achieve | Achieved |
| <p><i>Code CC8.1.2</i></p> <p>Council roadsides are managed as per Council's Roadside Vegetation Management Plan</p> | Environmental and Sustainability Coordinator | 50% Progressing | Working closely with Council's Works and Services team ensures all road works take into account information provided in Council's Roadside Vegetation Management Plan. Works impacting the roadside environment always require a level of assessment undertaken based on the proposed level of impact, which is completed in-house or, more commonly, by a consultant for larger roadworks projects. Roadside vegetation mapping also available on IntraMaps for all to access. | Council roadsides are managed as per Council's Roadside Vegetation Management Plan | Achieve | Achieved |

CC8.2: Sustainable environmental management system for Council operations

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--|-----------------|---|--|---------|----------|
| <p><i>Code CC8.21</i></p> <p>Operational activities are completed with environmental impacts taken into consideration</p> | Environmental and Sustainability Coordinator | 50% Progressing | <p>All Council Operational activities are completed with environmental impacts taken into consideration, mainly through the development of a Review of Environmental Factors (REF) report. Projects with a likely high impact on the environment are usually referred to a specialist consultant to undertake a REF, while smaller projects with a likely negligible impact on the environment are assessed in house.</p> <p>Council's Environment and Sustainability Coordinator works closely with Council's Works and Services team and Infrastructure Team to ensure all works take into consideration the impact of proposed works on the environment.</p> | Operational activities are completed with environmental impacts taken into consideration | Achieve | Achieved |
| <p><i>Code CC8.22</i></p> <p>Environmental Management Plan is utilized for Council works</p> | Environmental and Sustainability Coordinator | 50% Progressing | <p>The Environmental Management Plans were utilized and on-going during the 2022/23 Q2. The Council works are always reviewed to consider the impacts to the environment utilizing the Review of Environmental Factors (REF) process.</p> <p>Any projects that require specific controls, including mitigation measures to ensure impacts to the environment are minimal, utilize the Construction Environmental Management Plans developed to guide works.</p> | Environmental Management Plan is utilized for Council works | Achieve | Achieved |

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--|-----------------|--|---|--------|--------|
| Code CC8.2.3 Monitor and inspect Council owned and managed public land including roadsides | Environmental and Sustainability Coordinator | 50% Progressing | <p>During the 2022/23 Q2 there were 6 inspections completed on Council owned/managed land. These inspections included the Lake Endeavour and Bumberry Dam, the Industrial Estate, the Water and Sewage Treatment Plants, the Recycled Water Distribution Reservoir, and the Council's bore fields.</p> <p>The extreme wet weather conditions in Q2 created several Council owned/managed land parcels to be inaccessible to biosecurity inspections.</p> <p>The Priority Weeds targeted in Q2 included the Noogoora Burr, Tree of Heaven, African Boxthorn, Blue Heliotrope, St John's Wort and the Silverleaf Nightshade.</p> | Monitor and inspect Council owned and managed public land including roadsides | 30 | 6 |

CC8.3: Develop, facilitate, and deliver environmental, sustainability and energy efficiency initiatives

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|-----------------|--|---|-------------------------|--------|
| Code CC8.3. Support and partner with Central West Lachlan Landcare to deliver environmental initiatives within the Parkes Shire | Environmental and Sustainability Coordinator | 50% Progressing | The Council worked closely with Central West Lachlan Landcare during 2022/23 Q2 to deliver a Kindergarten Environment Day. The Shire kindergarten students were invited to participate in the morning environmental education. The event was a remarkable success, with 100 kindergarten students in attendance from over 3 schools. | Support and partner with Central West Lachlan Landcare to deliver environmental initiatives within the Parkes Shire | 3 initiatives conducted | 1 |

| | | | | | | |
|--|--|-----------------|---|--|-----------------------------------|---|
| Code CC8.3.2 Work with local schools to undertake environmental, sustainability and energy efficiency initiatives | Environmental and Sustainability Coordinator | 75% Progressing | The Council worked closely with Central West Lachlan Landcare during 2022/23 Q2 to deliver a Kindergarten Environment Day. The Shire kindergarten students were invited to participate in the morning environmental education. The event was a great success, with 100 kindergarten students in attendance from over 3 schools. | Work with local schools to undertake environmental, sustainability and energy efficiency initiatives | 3 activities | 1 |
| Code CC8.3.3 Engage with local community groups on environmental projects | Environmental and Sustainability Coordinator | 50% Progressing | During 2022/23 Q2 Planning was undertaken with Central West Lachlan Landcare for further projects and events with the Community. During Q2 there were no Community Groups engaged, as undertaking environmental projects during the late Spring, early scorching summer season is not ideal timing. | Engage with local community groups on environmental projects | Engagement with 1 community group | 1 |

CC8.4: Conduct biosecurity control within the Parkes Shire in accordance with regulatory obligations

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|-----------------|--|--|-----------------|-----------|
| Code CC8.4.1 Environmental control programs are conducted in accordance with regulatory obligations | Environmental and Sustainability Coordinator | 50% Progressing | Environmental control programs are conducted, on-going progress, as the Council undertakes Biosecurity regulatory obligations through delivering the Weeds Action Program (WAP). The WAP is the main program facilitated by the Department of Primary Industries. | Environmental control programs are conducted in accordance with regulatory obligations | 100% compliance | Compliant |
| Code CC8.4.2 Collaborate with regional partners to build capacity to enhance biosecurity management | Environmental and Sustainability Coordinator | 50% Progressing | The Council Biosecurity Team worked closely with several regional partners during 2022/23 Q2. Including the Central West Regional Weeds Committee, the Macquarie and Lachlan Valley Weeds Committees. Regular meetings and workshops were attended too, enabling facilitate capacity building and enhanced management of Council's biosecurity obligations. The Council's Biosecurity Team undertook Drone training funded by DPI (via the Weeds Action Plan). | Collaborate with regional partners to build capacity to enhance biosecurity management | 2 partners | 2 |

| | | | | | | |
|--|---|----------------------------|--|---|----------------------------|----------------|
| <p><i>Code CC8.4.3</i></p> <p>Engage and educate private landholders and the community on environmental and biosecurity issues at all private property inspections</p> | <p>Environmental and Sustainability Coordinator</p> | <p>50% Progressing</p> | <p>During 2022/23 Q2 Council engaged and educated private Landholders and the Community on both environment and biosecurity issues. This delivery was carried out in several ways including informal conversations at private properties, supplying brochures, handouts, and information packs. The Biosecurity Team, when additional education is required and/or requested will use postage or hand delivery of information to the Community and provide information by email.</p> | <p>Engage and educate private landholders and the community on environmental and biosecurity issues at all private property inspections</p> | <p>100% of inspections</p> | <p>Engaged</p> |
|--|---|----------------------------|--|---|----------------------------|----------------|

CUSTOMER SERVICE

CC9: We will implement appropriate systems, processes, and technology to deliver high-quality, informative, and responsive customer service

CC9.1: Provide customers with prompt responses to customer requests

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|---|-----------------|---|---|-------------------|-----------------------|
| <i>Code CC9.11</i> Number of customer requests received via online Customer Request Management (CRM) portal | Director Customer, Corporate Services and Economy | 30% Progressing | Following implementation of Customer Request Management (CRM), the number of customer requests received via online via the CRM continues to steadily increase, with 1,102 requests during Q2. | No. of customer requests received via online Customer Request Management (CRM) portal | Increasing | Increased |
| <i>Code CC9.12</i> Average timeframe to respond to customer requests | Director Customer, Corporate Services and Economy | 50% Progressing | The average time taken to respond to customer requests in 2022/23 Q2 was 5.16 days. | Average timeframe to respond to customer requests | Less than 10 days | Responded to requests |

CC9.2: Monitor and improve customer service through all Council departments

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|---|-----------------|--|---|------------------|------------------|
| <i>Code CC9.21</i> Undertake a service review on customer service within the Council | Director Customer, Corporate Services and Economy | 70% Progressing | Council engaged University of Technology, Sydney (UTS) to undertake a Customer Service Review. During Q2, the project was fully scoped, and internal and external stakeholder engagement was completed. The project is on track to be finalized in Q3. | Undertake a service review on customer service within the Council | Review completed | Review commenced |

COMMUNITY SERVICES AND WELLBEING

CC10: We will implement appropriate frameworks to ensure residents of the Shire have access to services, groups and activities that positively impact community wellbeing

CC10.1: Implement strategies from the Disability Inclusion Action Plan

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|-----------------|---|-------------------------------|------------------------|----------|
| Code CC10.1 Number of outputs implemented | Director Planning and Community Services | 50% Progressing | Frameworks reviewed during Q2, with incorporation into the Livability Committee, first meeting in Q3. | Number of outputs implemented | 12 outputs implemented | Reviewed |

CC10.2: Advocate for improved health services within the Shire

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|-----------------|--|---|---------------------|------------------------------|
| Code CC10.2.1 Participation in regular meetings with the Local Health District | Director Planning and Community Services | 50% Progressing | During Q2, there were no meetings attended. | Participation in regular meetings with the Local Health District | 3 meetings per year | Zero meetings attended. |
| Code CC10.2.2 % of Incentive applications processed for medical services within the Shire | Director Planning and Community Services | 50% Progressing | There were no medical services applications during Q2. | % of Incentive applications processed for medical services within the Shire | Increasing | Zero applications processed. |

COMMERCIAL ENTERPRISE



**20 places per day
through Central West
Childcare Services**



**1 Council operated
Caravan Park**



**72 Commercial
leases and licences
in place**



**Facilitation of land
development and
sales**

Overview

Council undertakes these activities as it recognises, they provide important outcomes for the community that may not occur if Council wasn't involved, and the community need was simply filled by private sector providers.

Council aims to undertake these activities on a commercial basis therefore, over-time these activities become self-funding and do not require general rates to subsidise the activities. As these activities become self-funding, enough revenue is generated for 'day-to-day' and long-term costs to be covered by the activities themselves.

CENTRAL WEST CHILDCARE SERVICES

CE1: We will provide quality care for families within the Shire through the provision of varied early childhood settings

CE1.1: Council is committed to advocating, facilitating, and providing quality care for the community through provision of Family Day Care services

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|-----------------|--|--|--------------|------------|
| Code CE1.1.1 Approved provider of Central West Family Day Care | Central West Family Day Care Coordinator | 50% Progressing | The re-registration of Educators has been completed for the year. During the 2022/23 Q2 Parkes, Forbes and Bathurst Family Day Care remained at full capacity with enquiries continuing. | Approved provider of Central West Family Day Care | Maintained | Achieved |
| Code CE1.1.2 Number of educators (Educator to Student Ratio) | Central West Family Day Care Coordinator | 50% Progressing | During 2022/23 Q2 one new Educator commenced inductions whilst we continued to search and advertise for new Educators for the Service. During Q2 we continued to maintain our levels of Educator to Student Ratios. | Number of educators (Educator to Student Ratio) | 40:160 ratio | Maintained |
| Code CE1.1.3 Number of play groups per year | Central West Family Day Care Coordinator | 60% Progressing | During 2022/23 the Service continued to provide support to children, families, and Educators to support the Community. Playgroups were up to 15 in Q2, due to the Christmas Festive season. Plans for Q3 will be for playgroups to commence, start the year in a new format. With smaller group settings planned, for example, at each Educators residents and for additional resources to be allocated. Including providing new experiences with themes to drive a positive purpose like a toy library creating a themed activity. | Number of play groups per year | 24 | 15 |
| Code CE1.1.4 Number of families on waitlist requiring Childcare | Central West Family Day Care Coordinator | 50% Progressing | Family Day Care across the communities have increasing waitlists, with some 30-40 families requiring attendance during 2022/23 Q2. This is also reflected at the Bangala-la Preschool and across all the Early Childhood Industry at present. | Number of families on waitlist requiring Childcare | 25 | 30-40 |

CE1.2: Council is committed to advocating, facilitating, and providing quality care for the community through provision of Bangala-la Preschool services

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|-----------------|---|--|------------|------------|
| Code CE1.2.1 Maintain a service that provides continuity of regulatory approval | Central West Family Day Care Coordinator | 50% Progressing | During 2022/23 Q2 the Service received notification of the NQF - Assessment and Ratings - process for the Preschool. This means for the Service, known as "Self-Assessment," has been developed and sent for the Department of Education (DOE) to review. The DOE official visit occurs during Q3/Q4 where The Service is supplied one working weeks' notice of their official visit. Bangala-la Preschool has full enrolments for the 2023 calendar year, which includes the expansion of 10 additional children per day. The DOE funding has granted permission for the preschool to continue/extend the "fee relief" to all families. | Maintain a service that provides continuity of regulatory approval | Maintained | Maintained |
| Code CE1.2.2 Number of preschoolers within the setting | Central West Family Day Care Coordinator | 50% Progressing | Family Day Care enrolments will see an increase in 2023, due to the additional 10 per day, from 20 to 30 children per day. Educators have been employed, under contract, to provide the additional children with "supported needs" and with "inclusive support". | Number of preschoolers within the setting | 20 | 30 |
| Code CE1.2.3 Number of preschoolers on waitlist | Central West Family Day Care Coordinator | 50% Progressing | Department of Education (DOE) funding parameters are used to provide access to guidelines, priority levels, to facilitate placements. During 2022/23 waiting lists continue to grow. | Number of preschoolers on waitlist | 25 | 30-40 |
| Code CE1.2.4 Number of extra-curricular activities | Central West Family Day Care Coordinator | 50% Progressing | During 2022/23 Q2 the number of extra-curricular activities remained stable. The Service continued to provide transport for Preschool children, supporting and encouraging participation. Family Day Care continued to provide Playgroups for the Community and provided Educators regularly. Whilst there has been some extensive interest in a proposal for Vacation Care, the Preschool enrolments this year may determine if this will proceed. | Number of extra-curricular activities | 15 | 15 |

CARAVAN PARKS

CE2: We will implement appropriate processes to ensure the caravan park is maintained and developed in accordance with the growing needs of tourists entering the Shire.

CE2.1: Encourage the Shire's visitor economy through the continued provision of Park operations

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|-----------------|---|---|------------|------------|
| Code CE2.11 Number of visitors per annum | Manager Facilities | 50% Progressing | The caravan park saw visitor numbers increase during 2022/23 Q2 with visitor numbers of 1,692. This is compared to the 2021/22 Q2 visitor numbers of 1,332. The visitor numbers were identified as follows: 2022/23 Q2 - October 754; November 403; December 531 = total of 1,692 occupants visiting. 2021/22 Q2 - October 275; November 516; December 541 = total of 1,332 occupants visiting. | Number of visitors per annum | Maintain | Increased |
| Code CE2.12 Average weekly occupancy rates | Manager Facilities | 50% Progressing | The Caravan Parks occupancy rates during 2022/23 Q2 were 20.49% during the month of October with 17.5% in November and 19.49% during December. | Average weekly occupancy rates | Maintain | Maintained |
| Code CE2.13 Monitoring of reviews for positive feedback | Manager Facilities | 50% Progressing | The visitor economy has provided the Caravan Parks with consistent and positive feedback during the 2022/23 Q2. | Monitoring of reviews for positive feedback | Increasing | Maintained |
| Code CE2.14 Maintain 4-star Quality Tourism Accreditation | Manager Facilities | 50% Progressing | During 2022/23 Q2, the Caravan Parks received positive and ongoing feedback. | Maintain 4-star Quality Tourism Accreditation | Achieve | Maintained |

CE2.2: Continue encouraging the utilization of Spicer Caravan Park through regular maintenance activities

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|-----------------|---|--|-----------|-----------|
| Code CE2.2.1 Maintenance requests responded to within 10 days | Manager Facilities | 50% Progressing | 2022/23 Q2 requests for maintenance were lodged through the Council's CRM process, where appropriate, and were undertaken within 10 days. 3 requests for Spicer Caravan Park maintenance received. | Maintenance requests responded to within 10 days | 95% | Achieved |
| Code CE2.2.2 Number of maintenance requests received | Manager Facilities | 50% Progressing | 2022/23 Q2 requests for maintenance were lodged through the Council's CRM process, where appropriate, and were undertaken within 10 days. 3 requests for Spicer Caravan Park maintenance received. | Number of maintenance requests received | Declining | Declining |

CE2.3: Ensure Spicer Caravan Park continues to meet tourism demands by preparing and implementing capital works projects.

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|----------------|---|--|----------|----------|
| Code CE2.3.1 Completion of projects conducted in line with Delivery Program | Manager Facilities | 100% Completed | Capital Works for Master Planning deferred in the current year. | Completion of projects conducted in line with Delivery Program | Achieved | Achieved |

RENTAL AND LEASING

CE3: We will develop and utilize suitable frameworks to ensure Council operated rentals are aligned with market expectations.

CE3.1: Operations

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|--------------------|--|--|-------------------|--------|
| <i>Code CE3.1.1</i> Occupancy rates of commercial buildings/properties | Manager Facilities | 50% Progressing | 2022/23 Q2 Occupancy rates of commercial buildings/properties are currently 22. There were 2 vacancies during Q2, without tenancies. | Occupancy rates of commercial buildings/properties | 90% or increasing | 91% |

LAND DEVELOPMENT AND SALES

CE4: We will zone, develop, and promote suitable land to ensure the community has access to appropriate spaces.

CE4.1: Development and sale of land to provide opportunities for local business to generate income and revenue and increase economic prosperity

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|---------------------------------|--------------------|--|---|------------------------------|-------------------|
| <p><i>Code CE4.2.1</i></p> <p>Blocks developed conceptually to encourage industry and economic growth</p> | Director Operations | 50% Progressing | <p>Residential and Industrial Land both identified for future development.</p> <p>Industrial Land Development comprises of an approved Development Application for the construction of 15 Lots ranging between 2300m2 - 8000m2. The range of lots sizes will cater for all industry. The Subdivision Works Certificate (SWC) was submitted to Council in November 2022 and is being assessed.</p> <p>Residential land has been identified at Fisher Street and Coleman Road (old hospital site) for Councils residential land release. The Fisher Street development has been put on hold to allow completion of consultation and development of the Middleton Masterplan whilst also undertaking a review of the environmental impacts and outcomes analysis. Once completed, Council will progress with this design of approximately 90 residential lots for sale.</p> <p>The Old Hospital site design has been progressed with the support of Councils design consultant, Tonkin and the project is nearing submission of a Development Application. Once approved, this subdivision will provide 31 residential lots for sale.</p> | Blocks developed conceptually to encourage industry and economic growth | Blocks meet community demand | Under development |
| <p><i>Code CE4.2.3</i></p> <p>Actively pursue marketing valuation for property transactions</p> | Economic Development Specialist | 0% Not progressing | Due to staff vacancies, this has not progressed in this quarter. | Actively pursue marketing valuation for property transactions | 100% | Yet to commence |

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|---|------------------------|--|---|----------|------------|
| Code CCE4.4.3 Marketing of blocks on website and in electronic brochure | Director Customer, Corporate Services and Economy | 0% Not due to start | As noted above, Staff commenced developing a new "Invest Parkes" website in Q2 which features information and resources for those looking to invest in the Parkes region, including industrial land. This website is due to be launched in April 2023. | Marketing of blocks on website and in electronic brochure | Achieved | Developing |

ECONOMY AND ENGAGEMENT



\$68.4M Grant funding secured since 2016



500M Media reach



\$13M generated per annum from Parkes Elvis Festival



\$66M visitor economy

Overview

Council performs activities to ensure the Parkes Shire is home to a diverse, thriving economy which supports traditional and new industries, accommodates continued population growth, and provides quality employment, education and training opportunities. Council performs four principal activities to ensure, the Shire's economy can continue to grow, these being, economic development and grants, communication and engagement, Elvis festival, special events and event support and the visitor economy.

Council recognises the potential commercial benefit that activities within this function can deliver to the community and the inability for private sector providers to lead these services and opportunities. As a result, Council fulfills the responsibility of these activities for the Shire when possible. There is also potential for these activities to provide a commercial benefit to the Council through continued investment within the local economy. Council aims for these functions to be as self-sufficient as possible overtime, enabling both operational and long-term costs to be largely generated by the activities themselves.

ECONOMIC DEVELOPMENT AND GRANTS

EE1: We will provide support to businesses through the facilitation of various business support, growth and investment opportunities.

EE1.1: Deliver the Economic Development Strategy to plan for future jobs and growth

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|---------------------------------|------------------------|---|---|---------------|----------------|
| Code EE1.1 Number of initiatives delivered | Economic Development Specialist | 5% Progressing | During 2022/23 Q2 Council's Economic Development team continued to work with RGDC on the Special Activation Precinct. There were no initiatives delivered in Q2 due to staff vacancies. | Number of initiatives delivered | 5 per year | No initiatives |
| <i>Code EE1.2</i> Review Parkes Shire Economic Development Strategy | Economic Development Specialist | 0% Not due to start | During Q2, staff have prioritized the review of Council's Destination Management Plan and Bypass Business Strategy. Following completion of this work, the review of the Economic Development Strategy will commence. | Review Parkes Shire Economic Development Strategy | Every 5 years | Under review. |

EE1.2: Advocate for increased Government funding and support for economic development within the Parkes Shire

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|---------------------------------|------------------------|---|---------------------------------------|------------------------------------|--------------------------------|
| <i>Code EE1.2.1</i> Develop a funding advocacy prospectus | Economic Development Specialist | 0% Not progressing | Development of a funding advocacy prospectus has not commenced due to staff vacancies. | Develop a funding advocacy prospectus | Prospectus developed every 2 years | Yet to commence |
| <i>Code EE1.2.2</i> Number of opportunities advocated | Economic Development Specialist | 50% Not progressing | During Q2, various grant applications were submitted (and achieved), with further advocacy efforts undertaken to lobby for increased support for local business and industry. | Number of opportunities advocated | 12 per year | Various applications submitted |

EE1.3: Support businesses and industry groups within the Shire

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|---------------------------------|--------------------|---|--|-------------|----------------------------|
| Code EE1.3.1 Number of business and industry group meetings attended | Economic Development Specialist | 20% Progressing | The Economic Development Team attended several business and industry meetings during 2022/23 Q2. This included Parkes Chamber of Commerce and other targeted meetings conducted with the Department of Regional NSW. | Number of business and industry group meetings attended | 12 per year | Several attended during Q2 |
| Code EE1.3.2 Number of local business networking initiatives supported | Economic Development Specialist | 25% Progressing | There were several local business initiatives supported during 2022/23 Q2 including support at Chamber of Commerce AGM. Network meetings also included accommodation provider networking and facilitated meetings with stakeholder groups with RDGC and DNCW. | Number of local business networking initiatives supported | 6 per year | Initiatives supported |
| Code EE1.3.3 Number of capacity building and value adding initiatives fostered for established industries | Economic Development Specialist | 0% Not progressing | There were no initiatives fostered for established businesses and industry groups during 2022/23 Q2 due to staff vacancies. | Number of capacity building and value adding initiatives fostered for established industries | 2 per year | Yet to commence |

EE1.4: Promote growth in smart and sustainable businesses and industries

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|---------------------------------|----------------|---|--------------------------------|------------|----------|
| Code EE1.4.1 Number of initiatives promoted | Economic Development Specialist | 100% Completed | During Q2, staff designed and facilitated Small Business Month activities for the local business community. | Number of initiatives promoted | 1 per year | Achieved |

EE1.5: Facilitate investment projects that match our economic development priorities

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|---------------------------------|-----------------|---|---|---------------|-----------------------------------|
| Code EE1.5.1 Develop an investment facilitation strategy | Economic Development Specialist | 50% Progressing | Work with the Regional Growth NSW Development Corporation continued during Q2 including investment strategies for the Parkes Special Activation Precinct (SAP). Management and Staff continued to hold regular fortnightly meetings with RDGC and other State Government stakeholders to facilitate continued investment in the Parkes SAP. | Develop an investment facilitation strategy | Every 5 years | In evaluation and research stage. |
| Code EE1.5.2 Number of investment leads facilitated | Economic Development Specialist | 15% Progressing | Continuation from Q1, liaising with potential investors, facilitating meetings and on-site visits where appropriate with RGDC. | Number of investment leads facilitated | 25 per year | Continuation |

EE1.6: Promote and support grant opportunities within the Shire

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|-----------------|---|---|-------------------------|-------------------------------|
| Code EE1.6.1 Number of Council grant applications submitted | Corporate Grants Specialist | 50% Progressing | 14 grant applications have been submitted by the Grants Team, during 2022/23 Q2 \$14,692,915 and 4 on behalf of community groups \$429,580. | Number of Council grant applications submitted | 30 per year | 14 submissions in Q2 |
| Code EE1.6.2 Number of successful grant application in each township | Corporate Grants Specialist | 10% Progressing | \$3,933,000.00 in successful grant funding in this quarter from council and community applications (community grant reporting on successful funding that we are aware of) Shire-wide benefit = \$3,266,928.00 <ul style="list-style-type: none"> • Parkes: \$568,591.00 • Peak Hill: \$6,838.00 • Trundle: \$22,723.70 • Bogan Gate: \$67,940 | Number of successful grant application in each township | 2 per year per township | Successful grant applications |

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|-----------------|--|--|-------------|---|
| Code EE1.6.3 Number of community grant newsletters published | Corporate Grants Specialist | 10% Progressing | No grant community newsletters published due to many council applications due now. Some selected funding opportunities were posted to the Parkes Shire Council Facebook Page, and targeted emails were sent for some funding opportunities (e.g., the state governments Local Sports Grant was forwarded to all sports organizations across the Parkes Shire). | Number of community grant newsletters published | 12 per year | Zero specific grant newsletters to date, communication via alternate methods. |
| Code EE1.6.4 Number of community groups and businesses that accessed Council's grant preparation activities | Corporate Grants Specialist | 30% Progressing | 18 community groups and businesses supported this quarter with grant advice or letters of support. | Number of community groups and businesses that accessed Council's grant preparation activities | 30 per year | 18 community groups and businesses supported in Q2 |

COMMUNICATION AND ENGAGEMENT

EE2: We will promote the Parkes Shire as a place to live, work, invest and visit, and ensure our brand and our communication is inclusive and assists in connecting Council with our vibrant community.

EE2.1: Development of a multifaceted Communications Strategy to improve communications with our community

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|---|---------------------|--|-----------------------------------|----------|------------------|
| Code EE2.1.1 Develop a Communications Strategy | Director Customer, Corporate Services and Economy | 50% Progressing | Staff have prioritized the development and launch of a new corporate website in Q2. | Develop a Communications Strategy | Complete | Working progress |
| Code EE2.1.2 Develop an Engagement Strategy | Director Customer, Corporate Services and Economy | 0% Not due to start | The 2022/23 Action Plans are progressing with the Engagement Team during Q2. The developed Engagement Strategy was delivered during 2021/2022. | Develop an Engagement Strategy | Complete | Developing |

EE2.2: Increase the profile of Parkes Shire through effective brand management and public relations activities

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|---|-----------------|---|---|----------|-----------|
| Code EE2.2.1 Increase in media value measured | Director Customer, Corporate Services and Economy | 50% Progressing | During Q2, Council achieved an increase of 2 per cent. | Increase in media value measured | Increase | Increased |
| Code EE2.2.2 Number of media releases distributed by Council | Director Customer, Corporate Services and Economy | 50% Progressing | The Parkes Shire Council saw an increase in its profile during 2022/23 Q2. There were media releases promoting Community Events, Grants and included major projects. Road safety and disaster recovery initiatives were issued in Q2. | Number of media releases distributed by Council | 26 | Increased |

EE2.3: Manage and grow Council's online presence to ensure effective communication and dissemination of information

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|---|-----------------|--|--|-------------|------------|
| Code EE2.3.1 Increase in Google Analytics statistics | Director Customer, Corporate Services and Economy | 50% Progressing | During Q2, Council achieved Increase of 3 per cent. | Increase in Google Analytics statistics | 2% increase | Increased |
| Code EE2.3.2 Increase engagement measured through social media insights | Director Customer, Corporate Services and Economy | 50% Progressing | The Council's online presence continued to grow during Q2 and saw an increase of 2.5 per cent in audience reach. | Increase engagement measured through social media insights | 2% increase | Increased |
| Code EE2.3.3 Investigate new ways of connecting with our community | Director Customer, Corporate Services and Economy | 60% Progressing | During Q2, Staff commenced development of a new "Invest Parkes" website featuring content targeted at those looking to invest, relocate or establish a business in the Parkes region. This website is scheduled for go-live in April 2023. | Investigate new ways of connecting with our community | Achieved | Developing |

EE2.4: Deliver strategic marketing plans to promote Parkes as a place to visit, live, work, and invest

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|---|-----------------|--|---|--------|---------|
| Code EE2.4.1 Number of marketing campaigns developed | Brand and Corporate Communications Specialist | 40% Progressing | Further consultation with DNCW (Destination Central West) and review of the new Central NSW Destination Marketing Plan has continued with our regional tourism counterparts during the quarter. Engaged with the Central NSW Joint Organizations 'Come Out, We're Open' campaign following the major flood events in central NSW. | Number of marketing campaigns developed | 10 | Engaged |

ELVIS FESTIVAL, SPECIAL EVENTS AND EVENT SUPPORT

EE3: We will work with our community to deliver the economic annual Elvis Festival and other major tourism and business events and provide support for civic and community events.

EE3.1: Develop funding, corporate partnerships, and sponsorships to ensure the Parkes Elvis Festival is financially sustainable

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|-----------------|---|---------------------------------------|-----------------------------|---------------------------|
| Code EE3.11 Amount of total sponsorship | Elvis Festival Director | 80% Progressing | The Sponsorship target was well exceeded, with a wide range of companies contributing, including Destination NSW. | Amount of total sponsorship | \$180,000 | \$227,000 |
| Code EE3.12 Sponsor retention | Elvis Festival Director | 70% Completed | Sponsor retention levels maintained with a sizable percentage of Logo Sponsors re-signed for the year 2023. There were two major Sponsors who increased their contribution. Sponsorship reviews for 2024 Festival will commence on completion of reporting. | Maintain satellite venues | Minimum 20 satellite venues | Sponsor retention ongoing |
| Code EE3.13 Maintain funding from Destination NSW | Elvis Festival Director | 100% Completed | The Festival Event has maintained funding from Destination NSW by 50%. The successful funding was increased and confirmed, available for each of the 2024 and 2025 Festival Events. | Maintain funding from Destination NSW | Maintain | Increased |

EE3.2: Review the Parkes Elvis Festival program to enhance the experience and value captured for our visitor economy

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|-----------------|--|-----------------------------|--------------------------|--------|
| Code EE3.21 Maintain net promoter score | Elvis Festival Director | 80% Progressing | The Festival Event net promoter score survey findings are currently under review. The survey became available in February. | Maintain net promoter score | >80% | 82.6 |
| Code EE3.22 Maintain satellite venues | Elvis Festival Director | 70% Progressing | The Festival Events maintained satellite venues, 35, across Parkes, Forbes and Bogan Gate. | Maintain satellite venues | Min. 20 satellite venues | 35 |

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|-----------------|--|----------------------------------|------------|--------|
| Code EE3.2.2 Secure a major headlining artist | Elvis Festival Director | 90% Progressing | The Feature Concert Series will see Dean Z and Victor Trevino Jr, two of the world's best Elvis Tribute Artists, perform in five shows at Parkes Leagues Club. | Secure a major headlining artist | 1 per year | 2 |

EE3.3: Implement best practice event management to deliver the annual Parkes Elvis Festival

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|-----------------|--|--|-------------------|------------------------------|
| Code EE3.3.1 Detailed event management timeline | Elvis Festival Director | 100% Completed | As scheduled, The Event Management timeline was successfully completed. | Detailed event management timeline | Reviewed annually | Event successfully completed |
| Code EE3.3.2 Review of annual operational plans (e.g., Emergency Management Plans, Safety Management Plans, Traffic Management Plan, RASCI) | Elvis Festival Director | 100% Completed | The Operational Plans (OP) were reviewed, completed, and approved. The OP's review included the Traffic Management Plan, Street Parade Management Plan, Safety Management Plan, and the Emergency Management Plan. RASCI produced and distributed. Training and meetings were completed for the Desktop Emergency Planning, Street Parade Planning, and the Volunteer Inductions. Meetings were also held and completed with Portfolio Holders. | Review of annual operational plans (e.g., Emergency Management Plans, Safety Management Plans, Traffic Management Plan, RASCI) | Reviewed | Completed |
| Code EE3.3.3 Maintain team of volunteer portfolio holders | Elvis Festival Director | 80% Progressing | The team of Volunteer Portfolio Holders were maintained. The Portfolio Holders included Cr Ken McGrath - Busking, both Sue McGrath and Ronda Sharp - Volunteers, Kristen Barass - Rock 'n' Roll Dancing, Anne Steel - Miss Priscilla, Bob Steel - Wall of Fame, Classic and Heritage Car Show, Veronica Shaw - Poet's competition and breakfast, Anita Beddows - Renewal of Vows, Ashlee McGrath - main stage competitions and John Kennedy - Cars of Era Display. | Maintain team of volunteer portfolio holders | 8 | 10 |

EE3.4: Promote Parkes Shire as a preferred location for targeted tourism and business events

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|---|-----------------|--|--|----------------------|----------|
| Code EE3.4.1 Number. of community and Council events held | Visitor Economy and Major Events Specialist | 25% Progressing | <p>Parkes Shire has a wide and diverse events calendar developed for the 2022/23 budget year, with a combination of community and Council managed events.</p> <p>During this quarter, 17 events were held including Astrofest, the Parkes Jockey Club Pink Races, North Parkes Mines Frontline Service Charity Ball and Trundle Bush Tucker Day.</p> <p>The Calendar for the remainder of the year is diverse with events scheduled including the Hockey One League game, Latin Sounds, Parkes Elvis Festival, International Women's Day, the Bogan Gate 125yr celebration and Trundle Tractor Pull.</p> | No. of community and Council events held | 50 per year | 17 |
| Code EE3.4.2 Attract new business events to the Shire | Visitor Economy and Major Events Specialist | 85% Progressing | During 2022/23 Q2, planning continued for the 2023 LGNSW Water Conference in June of Q4. Cooke Park Pavilion is regularly holding Events and Seminars on-site. | Attract new business events to the Shire | 1 new event per year | Planning |

EE3.5: Develop and implement a balanced program to support business and tourism events throughout the year

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|---|-----------------|--|--|-------------------|-----------------|
| <p><i>Code EE3.5.1</i></p> <p>Develop events calendar containing an event every month</p> | Visitor Economy and Major Events Specialist | 50% Progressing | <p>The Events Team supported 20 Events during 2022/23 Q2. Event types included Cultural Events, Car Shows, Sporting events, Christmas celebrations and Musical concerts.</p> <p>Parkes Shire Council hosted successful Events in Q2 despite the extreme wet weather conditions. This resulted in 3 events cancelling, including the Trundle ABBA Festival.</p> | Develop events calendar containing an event every month | 1 event per month | Target exceeded |
| <p><i>Code EE3.5.2</i></p> <p>Provide planning support to new and existing event operators</p> | Visitor Economy and Major Events Specialist | 50% Progressing | <p>The Events Team during 2022/23 Q2 has worked with a range of both new and existing operators. 3 of these Events were delivered during Q2. Reconnecting Regional NSW Community Grants Program provided funding to the Council. This Grant is utilized to support events managed by over 7 different Community Groups. In Q2 the Events Office met with 10 separate groups.</p> | Provide planning support to new and existing event operators | 10 per year | Achieved |

VISITOR ECONOMY

EE4: We will grow our vibrant visitor economy through the support of new tourism product development, delivery of quality visitor information services, and the implementation of a renewed Destination Management Plan.

EE4.1: Promote and engage Parkes Shire tourism opportunities with targeted visitor market segments

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|---|--------------------|--|---|------------|---------|
| Code EE4.11 No. of promotions and engagements with tourism sector | Visitor Economy and Major Events Specialist | 50% Progressing | <p>During 2022/23 Q2 we continued to promote and engage Parkes Shire Tourism opportunities.</p> <p>Consultation sessions were held between the Council and Tourism Operators, for the formulation of the new Parkes Destination Management Plan.</p> <p>Regular engagements with the tourism sector continued into Q2 with writing and distributing the Tourism Industry Newsletter.</p> <p>The gig guide was compiled weekly.</p> <p>Visits to accommodation providers monthly was maintained.</p> <p>The Visit Parkes website was updated including the Facebook page running promotions.</p> <p>The ATDW site for tourism businesses was updated.</p> | No. of promotions and engagements with tourism sector | 6 per year | 2 in Q2 |

EE4.2: Develop and grow regional tourism partnerships to support increased visitation

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|---|-----------------|--|---|-----------------------------|--------------------------------|
| <p><i>Code EE4.2.1</i></p> <p>Regular liaison with tourism bodies including Central NSW Joint Organization, Destination NSW, and Department of Regional NSW</p> | Visitor Economy and Major Events Specialist | 50% Progressing | <p>Regular liaison with tourism bodies occurred, with meetings held during 2022/23 Q2. Including Central NSW Joint Organization, Destination NSW, and the Department of Regional NSW.</p> <p>After the extreme wet weather event, we engaged with Central Joint Organization (CENJO) with the 'Come out We're Open' campaign. During Q2 continued with consultation and feedback, with Destination Central West (DNCW) Destination Management Plan, due for completion Q3.</p> <p>Regional 'AVIC Connect' quarterly meetings maintained, on-going.</p> | Regular liaison with tourism bodies including Central NSW Joint Organization, Destination NSW, and Department of Regional NSW | 6 joint promotions per year | 1 joint promotion this quarter |
| <p><i>Code EE4.2.2</i></p> <p>Increase in Parkes Shire visitation</p> | Visitor Economy and Major Events Specialist | 25% Progressing | <p>Parkes Shire visitation numbers over the past 6 months are well above the average record. During 2022/23 Q2 the visitor numbers remained average, for Q2. Q2 did see extreme wet weather conditions.</p> <p>Accommodation occupancy was slightly up, when compared to the monthly average of 71% to current Q2 at 73% occupancy.</p> | Increase in Parkes Shire visitation | 2% increase | Increased |

EE4.3: Deliver and implement a renewed destination management plan

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|---|-----------------|--|---------------------------------------|------------------|-------------|
| Code EE4.3.1 Review of Destination Management Plan | Visitor Economy and Major Events Specialist | 50% Progressing | <p>During 2022/23 Q2 the Destination Management Plan and Business Bypass Strategy Stakeholder consultation sessions were held in November.</p> <p>There were 2 Surveys distributed during Q2, the Parkes Business Community Survey and a Parkes Visitor Survey. The expected data and feedback from these surveys is to assist with what methods will help shape the new strategies.</p> | Review of Destination Management Plan | Review completed | In progress |

EE4.4: Support local tourism businesses to develop new and enhanced visitor attractions and product offerings

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|---|-----------------|---|--|---------------|-------------|
| Code EE4.4.1 Maintain Destination Partnership Program | Visitor Economy and Major Events Specialist | 10% Progressing | During 2022/23 Q2 planning for the review of the program commenced. The Visitor Guide and Parkes website content will be reviewed jointly. Engaging all Visitor Services together will enhance the destination content, consistency and ensure transparency with Promotion and Engagement. | Maintain Destination Partnership Program | 75% uptake | Progressing |
| Code EE4.4.2 Foster development of new tourism products | Visitor Economy and Major Events Specialist | 50% Progressing | <p>During 2022/23 Q2 development of new tourism products commenced. Stage 2 of the Tourism Cycling Project, including imagery and videos of previously mapped tracks commenced. This will enable the newly created tracks to be show cased online and across the Region.</p> <p>The Visitor Information Centre will receive a new display which is currently under development. This display will be a depiction of the 'History of Parkes Elvis Festival'. It will provide Visitors to the Region with colorful images and stories showing the timeline of the 30 years of the festival.</p> | Foster development of new tourism products | 1 new product | Achieved |

EE4.5: Manage the delivery of high-quality visitor information services at the Henry Parkes Centre

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|-------------------------------------|-----------------|---|---|----------------------|------------|
| Code EE4.5.1 Maintain Level 2 Visitor Information Centre Accreditation | Visitor Services and Promotion Lead | 50% Progressing | The Parkes Visitor Information Centre is operating in accordance with the Level 2 VIC Accreditation guidelines. During 2022/23 Q2 Operational processes were regularly reviewed including Visitor Resources and Products with high standards met in Q2. | Maintain Level 2 Visitor Information Centre Accreditation | Maintain | Maintained |
| Code EE4.5.2 Number of visitors to the Visitor Information Centre (VIC) | Visitor Services and Promotion Lead | 50% Progressing | The number of visitors to the Visitor Information Centre during 2022/23 Q2 was received well. The 2022 annual figures were the highest on record in 7 years, an increase of 12%. The 6-month figures for Q1 and Q2 together were above average at 26%. | Number of visitors to the VIC | 5% increase annually | Increased |

EE4.6: Ensure that visitor information is accessibly available across the Shire

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|-------------------------------------|-----------------|--|--|--------------|--------------------|
| Code EE4.6.1 Visitor Information available in each township | Visitor Services and Promotion Lead | 50% Progressing | Visitor information remained available in each township during 2022/23 Q2. Event information for all Parkes and Shire events was distributed across social media, posters, radio, and television. Peak Hill Visitor Information Outlet is stocked and accessible. There was a weekly Gig Guide for the whole of Parkes Shire published online and on social media to keep visitors informed of weekly entertainment across the Shire. | Visitor Information available in each township | 5 townships | Achieved |
| Code EE4.6.2 Increase in visitation to Parkes digital platforms | Visitor Services and Promotion Lead | 40% Progressing | Visitor information remained available in each township during 2022/23 Q2. Event information for all Parkes and Shire events was distributed across social media, radio, and television. There was a weekly Gig Guide for the whole of Parkes Shire published online and on social media to keep visitors informed of weekly entertainment across the Shire. | Increase in visitation to Parkes digital platforms | 10% increase | Remained available |
| Code EE4.6.3 Visitor Information Guide is reviewed and updated | Visitor Services and Promotion Lead | 50% Progressing | During 2022/23 the next stage of the Visitor Guide is underway, focusing on imagery content. Sourced quotes in Q2 for the supply of updated tourism images. Updated images will be used in the guide, digital and social media platforms. | Visitor Information Guide is reviewed and updated | Bi-annually | Review underway |

EMERGENCY SERVICES



Management of 30 emergency services buildings



Provision of \$375k to fund Rural Fire Service facilities



Payment of \$1.34M for Emergency Services Levy



Provision of facilities for State Emergency Services



Payment of \$1.34M for Emergency Services Levy

Overview

To ensure urgent action can be taken when required, Council provides continued support for emergency services within the Shire. Council provides various forms of support to the Rural Fire Service, NSW Fire Brigades, State Emergency Services, and the Local Emergency Management Committee. Through the provision of funding, compensation, facilities and support in other capacities, these organisations continue to provide emergency responses to members of the community when needed.

EMERGENCY SERVICES SUPPORT

EM1: We will provide appropriate support for emergency service providers, ensuring their ongoing involvement within the community remains.

EM1.1: Local Emergency Management Committee

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|---|-----------------|---|--|---------------------|------------|
| <i>Code EM1.1.1</i> Number of Local Emergency Management Committee meetings attended | Director Infrastructure and Strategic Futures | 50% Progressing | During 2022/23 Q2 there was 1 Local Emergency Management Committee meeting administered by Parkes Shire Council. | Number of Local Emergency Management Committee meetings attended | 4 per year | 1 |
| <i>Code EM1.1.2</i> Local Emergency Operations Centre maintained in a state of readiness | Director Infrastructure and Strategic Futures | 50% Progressing | Due to the extreme wet weather event during 2022/23 Q2 the Emergency Operations Centre (EOC) was stood up by the LEOCON, utilizing the Cooke Park Pavilion as a temporary location. The EOC was maintained in a state of readiness in Q2. | Local Emergency Operations Centre maintained in a state of readiness | Maintained | Maintained |
| <i>Code EM1.1.3</i> DISPLAN (Local Disaster Plan) reviewed | Director Infrastructure and Strategic Futures | 50% Progressing | The context component of the DISPLAN (Local Disaster Plan) was reviewed and updated during 2022/23 Q2. The Risk Management Plan had previously been updated and several respective agencies reviewed their consequence Management Guides. | DISPLAN (Local Disaster Plan) reviewed | Reviewed in 2022/23 | Reviewed |

EM1.2: Provision of facilities for State Emergency Services

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|-----------------|---|---|---------------------|---|
| Code EM1.2.1 Facilities maintained as per agreement with State Emergency Services | Director Operations | 50% Progressing | <p>The council continues to support the SES with facilities and property management. The council's Property team is working with the branch on identifying new opportunities for development to aid relocation from the current site in Clarke Street.</p> <p>The council previously offered the State Government, through MP Phil Donato, the land required for a future development to allow the construction of a new facility. In this offer, the Council included the project management services for a new facility if government funding was provided for the facility, Council has received no reply to this.</p> <p>Council Officers have also held discussions with SES representatives to discuss alternative funding mechanisms to assist the relocation.</p> | Facilities maintained as per agreement with State Emergency Services | Maintained | Facilities maintained and insurance claims acted |
| Code EM1.2.2 Investigate suitable locations for proposed new State Emergency Services facility | Director Operations | 50% Progressing | <p>The council continues to support the SES with facilities and property management. The council's Property team is working with the branch on identifying new opportunities for development to aid relocation from the current site in Clarke Street.</p> <p>The council offered the government through MP Phil Donato the land required for a future development to allow the construction of a new facility. In this offer, Council included the project management services for a new facility if government funding was provided for the facility.</p> | Investigate suitable locations for proposed new State Emergency Services facility | Facility identified | Options considered and meetings undertaken with agency representatives. |

EM1.3: Provision of support for Rural Fire Service

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|-----------------|---|---|-------------|--|
| Code EM1.3.1 Councilor representation at Rural Fire Service Committee Meetings | Director Operations | 50% Progressing | The council continues to support the operations activities of the Rural Fire Service with support and attendance at related meetings. | Councilor representation at Rural Fire Service Committee Meetings | 12 per year | 3 meetings attended |
| Code EM1.3.2 Service Level Agreement maintained with Rural Fire Service | Director Operations | 50% Progressing | The council continues to support the Rural Fire Service operations as per the Service Level Agreement. | Service Level Agreement maintained with Rural Fire Service | Maintained | Service level agreement meetings attended. |

EM1.4: Provision of financial support for Emergency Services

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|-----------------|--|--|------------|------------------|
| Code EM1.3.1 Financial support provided as per regulatory obligations | Director Operations | 50% Progressing | The council continues to support emergency services operations through the Emergency Services Levy. The council also supports the Rural Fire Service with the fleet maintenance of plants and equipment. | Financial support provided as per regulatory obligations | Maintained | Funding provided |

LIBRARY, CULTURE & SOCIAL JUSTICE



4 Library Services



Arts and cultural programs and activities



Community wellbeing and social justice program and activities

Overview

The council provides services, activities and facilities that provide outlets for the creation and appreciation of art, culture, and social justice within the community. The Council continues to support and facilitate these activities as it recognises their positive impact on the community.

LIBRARY SERVICES

L1: We will ensure the community has access to services, facilities and resources that are inclusive, high quality and contemporary in nature.

L1.1: Enable the continued provision of library services to residents of the Shire

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--|-----------------|--|--|-------------|------------------|
| Code L1.1 Increase in the number of in-person visits | Manager Cultural, Education and Library Services | 50% Progressing | Q2 saw an increase in in-person visits to the Parkes Shire libraries, across all four. The increase was felt positively by the Community, factoring in closure over the Festive Christmas season. The total number was 9,143 which was up 158. | Increase in the number of in-person visits | Increase 1% | Increased |
| Code L1.2 Number of all loaned materials | Manager Cultural, Education and Library Services | 50% Progressing | Q2 had an increase in borrowings of hard-copy loans, above the average of 9,150 per quarter. This Q2 had 9,671 materials loaned out to our Library members. Hard-copy materials consist of DVDs, periodicals, Talking Books, Board-games, CDs and including hard cover and soft cover books. Q2 found a decrease in the numbers of e-materials, there were 1,100 materials accessed by our Library members. These include our services of eCollection including eAudiobooks, eBooks and eMagazines. | Number of all loaned materials | Increase 1% | Increased 11,378 |
| Code L1.3 Increase in Library members | Manager Cultural, Education and Library Services | 50% Progressing | The library experienced an increase in membership during Q2. There were 136 new memberships, bringing the current membership total to 6,091. Identified as a 2.2% increase to the library memberships for Q2. | Increase in Library members | Increase 1% | Increased |
| Code L1.5 Number of Meeting Room bookings | Manager Cultural, Education and Library Services | 50% Progressing | The Community accessed the meeting rooms within the Library during Q2 including Makerspace. The library spaces were accessed for assorted reasons, including the general community used the facilities on 40 occasions. The meeting rooms and the workshops/school holidays activities saw 16 each. The training space was used on 5 occasions with the interview room used twice and the examination space used once. The Makerspace was used 20 times whilst the Study space was used on 40 occasions. | Number of Meeting Room bookings | 12 | 140 |

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|-----------------|--|---|--------|--------|
| <i>Code L1.6z</i> Number of people accessing MarraMarra Makerspace Studio | Manager Cultural, Education and Library Services | 50% Progressing | The Community accessed the Marramarra Makerspace within the Library during Q2. Events and Workshops held in Q2 saw 217 visitors attend these activities. During opening hours, approximately 200+ visitors attend. | Number of people accessing MarraMarra Makerspace Studio | 250 | 418 |

L1.2: Facilitate and support engaging Programs at Shire Libraries

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--|-----------------|---|---|-------------------------|---------------------------|
| <i>Code L1.2</i> Attendees at Story Time and Rhyme Time | Manager Cultural, Education and Library Services | 50% Progressing | Both Community libraries, Parkes and Peak Hill held 28 Rhyme Time and Storytime activities during Q2. During these activities, 471 children participated. During Storytime, a total of 263 carers were in attendance whilst during Rhyme Time there were a total of 208 carers in attendance during Q2. Factoring in extreme wet weather and the Christmas festive season, attendees' numbers decreased in Q2. | Attendees at Story Time and Rhyme Time | 15 (average attendance) | 16.8 (average attendance) |
| <i>Code L1.2.2</i> Number of Author visits | Manager Cultural, Education and Library Services | 50% Progressing | There were two Author visits during Q2. | Number of Author visits | 2 | Achieved |
| <i>Code L1.2.3</i> Number of reading and writing activities held | Manager Cultural, Education and Library Services | 50% Progressing | There were several Community reading and writing activities held during Q2. The Rised Writers Group, held monthly in Parkes, provided 3 sessions in Q2. Parkes also held 4 Book Club activities. Both Peak Hill and Trundle also provided Book Club activities in Q2. Peak Hill saw 2 sessions and Trundle 1 session. | Number of reading and writing activities held | 12 | 12 |

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--|-----------------|---|--|--------|--------|
| Code L1.2.4 Number of activities targeting primary, and youth held | Manager Cultural, Education and Library Services | 50% Progressing | <p>Parkes Shire Library initiated inclusive activities during Q2 for the primary and youth community. The Q2 provided 16 activities, including the school holiday period across all four branches who held 10 separate activities.</p> <p>Parkes East and Trundle Central schools had 82 students visit. During Q2 the Library Ambassadors end of year event was held with 44 attending. There were 10 young people attending the Library Lock-In activity and 1 session per week for the Senior Study Space, year 11 and 12 students. Marramarra Makerspace also provided several workshops.</p> <p>The extreme wet weather floods in Q2 created an opportunity for Red Bend College to set up a week-long remote classroom in the Marramarra Makerspace for the Parkes students unable to access their college.</p> | Number of activities targeting primary, and youth held | 15 | 16 |
| Code L1.2.5 Number of activities targeting adults held | Manager Cultural, Education and Library Services | 50% Progressing | <p>During this period 24 activities were held at the Parkes Shire Library targeting the Community adult age bracket. These activities included several activities, including at Parkes, Peak Hill and Trundle an Author visit - Rised Writers Group and Book Club sessions. Q2 held Friday night movie nights, Author talks, Conversational AUSLAN sessions and the local Family History groups.</p> <p>The Marramarra Makerspace provided 12 activities including workshops, group events and information sessions. There were also 19 open Makerspace days where 92 attended.</p> | Number of activities targeting adults held | 24 | 24 |

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--|-----------------|---|--|--------|--------|
| Code L1.2.6 Number of MarraMarra Makerspace library programs delivered | Manager Cultural, Education and Library Services | 50% Progressing | <p>During Q2 Makerspace hosted 9 creative workshops, including inventing insects, weaving classes, succulent wreath making, community festival drumming and home floral workshops where overall 77 attendees from the Community participated.</p> <p>Makerspace was open to the Community for 19 open Maker Days which gave access to 109 children/youth ages and 92 adult ages totaling in 201 Community members attending.</p> <p>Makerspace hosted several activities during Q2 including a multicultural art group, community arts meetings, Parkes painting group, a Waste2Art information session and Arts OutWest visit.</p> | Number of MarraMarra Makerspace library programs delivered | 6 | 9 |

ARTS AND CULTURE

L2: We will provide accessible facilities, resources, and services, enhancing the opportunities for creative arts and cultural activities within the community.

L2.1: Support the continued operations of cultural spaces

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|--------------------|--|--|------------------------|------------|
| Code L2.11 Continued implementation of Cultural Spaces Plan | Manager Cultural, Education and Library Services | 50% Progressing | <p>During Q2 the implementation of Cultural Spaces continued. The Cultural Spaces plan recommended opportunities for public art that connect the Parkes Shire Library, Cultural Centre, and Cooke Park locations.</p> <p>Space was identified between the Hong Loch Restaurant and Dwyers Butchery, connecting Clarinda and Welcome Street which has been redeveloped into a public walkway with festoon lighting and public art to be enjoyed by the Community.</p> <p>Another opportunity provided in the Cultural Spaces Plan was to consolidate the partnership between the Parkes Shire Library and Schools. Develop a program to engage children and support education creatively. 2022 brought together primary school students and the home school community together, through the Library Ambassadors program. Parkes primary schools selected Ambassadors to participate in the activity. This program will be implemented into the Villages during 2023. Q2 also supported the Community Art Exhibition, best in show, in the Coventry Room with 400+ entries, 75% of those entries were contributed from school children from across the five Shire schools.</p> | Continued implementation of Cultural Spaces Plan | Implement 1 initiative | Achieved 2 |

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|-----------------|---|---|--------|--------|
| Code L2.1.2 MarraMarra Makerspace arts and community programs delivered | Manager Cultural, Education and Library Services | 50% Progressing | <p>During Q2 Makerspace hosted 9 creative workshops, including inventing insects, weaving classes, succulent wreath making, community festival drumming and home floral workshops where overall 77 attendees from the Community participated.</p> <p>Makerspace was open to the Community for 19 open Maker Days which gave access to 109 children/youth ages and 92 adult ages totaling in 201 Community members attending.</p> <p>Makerspace hosted several activities during Q2 including a multicultural art group, community arts meetings, Parkes painting group, a Waste2Art information session and Arts OutWest visit.</p> | MarraMarra Makerspace arts and community programs delivered | 12 | 9 |

L2.2: Enable all members of the community to participate in Council led and supported cultural programs

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--|-----------------|--|--|-------------------------|------------|
| Code L2.2.1 Implementation of annual Arts Advisory Plan | Manager Cultural, Education and Library Services | 50% Progressing | <p>The implementation of the Arts Advisory Plan continued to ensure several initiatives were acted in Q2 including the Cooke Park Pavilion receiving 7 Community Event bookings, with only one cancelled due to the wet weather conditions experience in Q2. The Marramarram Makerspace and Coventry Room established a hard copy of its What's on Calendar of Events. The Community Art Exhibition, best in show, was successful with over 400+ entrants, including 75% from school students. Making this the largest exhibition for the Coventry Room. There were five creative workshops held during Q2 and a multicultural art group supported by the Parkes painters through the Marramarra Makerspace. We also held information sessions for the local community and cultural groups who attended.</p> <p>During Q2 the November scheduled Arts Advisory Council Committee meeting did not proceed due to the number of apologies of nonattendance. There were two other meetings scheduled which did proceed.</p> | Implementation of annual Arts Advisory Plan | Implement 5 initiatives | 4 |
| Code L2.2.2 Provide support for community arts and cultural groups | Manager Cultural, Education and Library Services | 50% Progressing | <p>Parkes Community Arts Inc held their meetings at Marramarra Makerspace twice during Q2. Whilst the Parkes Shire Arts Advisory Council committee scheduled three meetings, one meeting did not proceed due to the number of apologies for nonattendance. The Parkes Library holds monthly meetings for the newly established Local and Family History Group, which met three times during Q2. Included also in Q2 was an information meeting in the Marramarra Makerspace for the Community Arts and Cultural Groups, provided by Arts OutWest.</p> | Provide support for community arts and cultural groups | Support 5 meetings | Achieved 6 |

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|-----------------|--|---|--------|--------|
| Code L2.2.3 Events held for community and cultural groups | Manager Cultural, Education and Library Services | 50% Progressing | <p>In Q2 the Parkes Shire Library and the Cultural Centre, incorporating Council led and/or supported events were held for Community and Cultural Groups. There was a total of ten free events held in Q2 including the Australian Citizenship ceremony, the Bridge Club carnival, RMS Wellbeing event, the Verse & Vision launch at Bogan Gate, Best in Show art exhibition, new parenting classes, Auslan workshops, Arts OutWest visit, multicultural Art group and a Mock Crash program.</p> <p>The facilities were used for meetings by Community groups. Parkes Painters Group due to their usual space being occupied by the Disaster Emergency Services. Parkes Rotary Club, Parks Community Arts Inc and the Parkes Games Group also used the facilities.</p> | Events held for community and cultural groups | 3 | 10 |

L2.3: Support and facilitate arts and cultural programs for community engagement

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|-----------------|---|---|---------------------------------|--------|
| Code L2.3.1 Host local exhibitions | Manager Cultural, Education and Library Services | 50% Progressing | During Q2, there was an Art Exhibition, Best in Show, on display in the Coventry Room in October. This exhibition was part of the Spring Fling Festival and attracted 984 visitors to the venue. The exhibition attracted 400+ entrants, 75% of which were school children. This exhibition was organized by Parkes Community Arts Inc with the support of Parkes Shire Council and a CMOC North Parkes Grant. | Host local exhibitions | 3 | 1 |
| Code L2.3.2 Host travelling and non-local exhibitions | Manager Cultural, Education and Library Services | 100% Completed | The council continues to host travelling and non-local exhibitions. Kate Kelly Collection was exhibited in the Coventry Room show casting the works of Rebecca Wilson. This exhibition also included an author talk by Rebecca Wilson of her biography Kate Kelly: The true story of Ned Kelly's little sister. There were strong attendance numbers, with 60 people enjoyed opening night, 718 visited the exhibition. | Host travelling and non-local exhibitions | 1 | 1 |
| Code L2.3.3 Attendees at arts and cultural events | Manager Cultural, Education and Library Services | 50% Progressing | There were 13 Arts and Cultural Events in Q2. The events were held in the Parkes Shire Library and Cultural Centre, which had 1,093 Community members attend. Arts and Cultural events include the Art Exhibition, Best in show, also included was the Verse & Vision at Bogan Gate, and Vision Launch. There were several workshops including Inventing insects, weaving, home florals, succulent wreath making and community festival drumming. There was the Waste to Art information session and a visit from Arts OutWest's Kylie Shead. | Attendees at arts and cultural events | Average attendance of 30 people | 84 |

SOCIAL JUSTICE

L3: We will advocate for and facilitate services and activities that enhance community well-being and social justice.

L3.2: Promote Social Justice principals of equity, access, participate and rights within our community

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--|-----------------|---|--|----------|-----------------|
| Code L3.2.1 Initiatives Council supported to promote social justice within the community (women, youth, Indigenous, seniors, people with disabilities) | Director Planning and Community Services | 50% Progressing | Council supported both Naidoc and Youth week celebrations, with Library services available. | Initiatives Council supported to promote social justice within the community (women, youth, Indigenous, seniors, people with disabilities) | 5 events | Supported |
| Code L3.2.2 Provide a report on attendance for the 5 targeted events | Director Planning and Community Services | 50% Progressing | During Q2 there were no events attended. | Provide a report on attendance for the 5 targeted events | Achieved | Zero attendance |

OPEN SPACE AND RECREATION



25 Parks and gardens



15 Sportsgrounds



77 Open space facilities



5 cemeteries



4 Swimming pools



Wetland restoration activities

Overview

The Council values the Shire's natural and built environments and effectively plans for a growing community. Council performs the planning, maintenance and development of open spaces and recreation areas across the Shire. By completing these activities, the natural environments within the Shire remain protected and preserved whilst also benefiting the community through the opportunity to utilise and enjoy public spaces.

To ensure the Shire's natural environment is effectively managed, open space and recreation is separated into 6 principal activities. The division of activities ensures, parks and gardens, sport fields, open space facilities, amenities and public toilets, cemeteries, swimming pools and wetlands are managed in accordance with regulatory standards and independent council requirements.

PARKS AND GARDENS

O1: We will continue implementing appropriate planning and maintenance strategies to ensure parks and gardens across the Shire are maintained and upgraded to meet community needs.

O1.1: Maintain play spaces to meet the community's needs.

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--------------------------------|-----------------|--|---|------------------------|----------|
| <p><i>Code O1.1.1</i></p> <p>Engage with the community regarding current and upcoming play space developments via various communication channels</p> | Shire Presentation Coordinator | 50% Progressing | During Q2, attended an on-site meeting at Burrawang Park. Engaged with Bogan Gate CCC regarding the current two new works for the upgrade of facilities at Burrawang Park. | Engage with the community regarding current and upcoming play space developments via various communication channels | 4 engagements per year | Engaged |
| <p><i>Code O1.1.2</i></p> <p>Play equipment is inspected in accordance with regulatory standard and guidelines</p> | Shire Presentation Coordinator | 50% Progressing | Routine visual and operational inspections were programmed and completed monthly on main parks including Kelly Reserve, Lions, Arboretum and quarterly on smaller pocket parks. With any defects repaired including soft fall mulch replaced | Play equipment is inspected in accordance with regulatory standard and guidelines | 6 inspections per year | Achieved |

01.2: Vegetation of parks and gardens is maintained to provide a suitable space for community use

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--------------------------------|-----------------|--|--|-----------|------------------------|
| Code 01.2.1 Number of customer requests received | Shire Presentation Coordinator | 25% Progressing | 37 requests received during 2022/23 Q2, with an average time of 18.56 days to respond to these requests. | Number of customer requests received | Declining | Responded to requests |
| Code 01.21 Enquiries and complaints responded to within 10 days | Shire Presentation Coordinator | 25% Progressing | Parks & Gardens Supervisors continued to schedule work for Teams through the 3-week Visual Program Boards. This prioritizes Tasks for the team to action accordingly. 37 requests received during 2022/23 Q2, with an average time of 18.56 days to respond to these requests. | Enquiries and complaints responded to within 10 days | 100% | Responded to enquiries |

01.3: Parks infrastructure, inspections, maintenance

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--------------------------------|-----------------|---|---|--------|-----------------------|
| Code 01.3.1 Maintenance activities undertaken within appropriate timeframes | Shire Presentation Coordinator | 50% Progressing | Maintenance activities undertaken during Q2 were within appropriate timeframes. Three-week works programming with Supervisors & team leaders for all maintenance works within Parkes and throughout the Shire. Meetings with Events Team, weekly, to identify upcoming events and program to schedule required works needed to deliver, including extra staff required for events. | Maintenance activities undertaken within appropriate timeframes | 100% | Achieved |
| Code 01.3.2 Enquiries and complaints responded to within 10 days | Shire Presentation Coordinator | 50% Progressing | All customer and CCC requests were responded to and identified works were completed within required times. The Presentation Team Leadership Group meets weekly to discuss, plan and prioritize work. Recent garden upgrades included Church Street Roundabout, Cooke Park Pond fencing and garden upgrade. 37 requests received during 2022/23 Q2, with an average time of 18.56 days to respond to these requests. | Enquiries and complaints responded to within 10 days | 100% | Responded to requests |

01.4: Capital works are undertaken to ensure open spaces can be appreciated by residents and visitors

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--------------------------------|-----------------|--|---|----------|--------------------------------------|
| <p><i>Code 01.4.1</i></p> <p>Number of communication channels used to gain community feedback on capital works</p> | Shire Presentation Coordinator | 50% Progressing | <p>Communication channels were open during Q2, with meetings held with various groups.</p> <p>Bogan Gate CCC meeting, having discussions to have town ready for their 125-year celebrations, including the Burrawang Park upgrade.</p> <p>Meeting with Trundle Progress Association, communication over the footpath extension from Berryman Park to the Trundle Pool.</p> <p>Trundle Sports Council joint meeting to gain community feedback for the Fitness Equipment project.</p> | Number of communication channels used to gain community feedback on capital works | 3 | Achieved |
| <p><i>Code 01.4.2</i></p> <p>Continue working with the grants team to ensure applications are successfully submitted</p> | Shire Presentation Coordinator | 50% Progressing | Working with the Grants Team during Q2, on Grants Submissions, to provide the scope of works and costs of works for Kelly Reserve Water Play. | Continue working with the grants team to ensure applications are successfully submitted | Maintain | Continued works with the Grant Teams |
| <p><i>Code 01.4.3</i></p> <p>Capital works projects are completed in line with Delivery Program</p> | Shire Presentation Coordinator | 50% Progressing | Continuing in Q2, Capital Works Projects are monitored and completed in line with the Delivery Program. Grant funded projects are also reported monthly. | Capital works projects are completed in line with Delivery Program | Achieved | Achieved |

SPORTS FIELDS

Q2: We will ensure sporting fields continue to be utilized across the Shire through suitable upgrading, maintenance, and development of facilities.

O2.1: Develop sporting facilities to meet community needs

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--------------------------------|-----------------|---|---|-----------------|----------|
| Code O2.1.1 Facilities meet minimum requirements of Australian Sporting Codes relevant with individual projects | Shire Presentation Coordinator | 50% Progressing | Facilities met minimum requirements of Australian Sporting Codes during Q2. The Spicer Oval had the new 12m Rugby Goal Posts inspected to ensure they met standard. A new cricket wicket template was purchased, to mark Crease. The North Parkes Oval, Athletics Track, relay changeover points were remarked to meet standards. | Facilities meet minimum requirements of Australian Sporting Codes relevant with individual projects | 100% compliance | Achieved |

O2.2: Maintain sporting fields to ensure they continue meeting community needs, regulatory standards and align

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--------------------------------|-----------------|---|--|----------|----------|
| Code O2.2.1 Facilities meet minimum requirements of AS codes relevant with individual projects | Shire Presentation Coordinator | 50% Progressing | Regular communication during Q2, with sporting groups, to maintain suitable maintenance and development of facilities. Sporting Fields were maintained to meet each sporting body's requirements. Facilities need to meet the minimum requirements of Australian Sporting Codes during Q2. The current Q2 project were working with Little Athletics, ensuring their track distances meet the standards, prior to their upcoming sporting carnival event. | Facilities meet minimum requirements of AS codes relevant with individual projects | Achieved | Achieved |

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--------------------------------|-----------------|---|--|--------|-----------------------|
| Code O2.2.2 Enquiries and complaints responded to within 10 days | Shire Presentation Coordinator | 50% Progressing | <p>To continue the utilization of fields during the sporting on/off seasons, Council works with Sporting teams for programmed maintenance works. Works can include mowing, marking, and spraying fields, including coring, fertilizing and top dressing.</p> <p>Q2 saw extreme wet weather conditions, which affected spraying of some sporting fields and availability of wicket soil was hard to source.</p> <p>Continual/on-going communication with the sporting bodies providing up to date information on the condition and availability for use of the sporting fields.</p> <p>During 2022/23 Q2, 1 request was received with an average time of 26 days to respond to this request.</p> | Enquiries and complaints responded to within 10 days | 100% | Responded to requests |

OPEN SPACE FACILITIES, AMENITIES AND PUBLIC TOILETS

Q3: We will create appropriate strategies and plans to ensure open space facilities and amenities are maintained and developed, enabling the community to better utilize the Shire's open spaces.

O3.1: Enhance open spaces through the expansion and upgrading of facilities, amenities, and public toilets.

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--------------------------------|-----------------|--|---|------------|-------------------------|
| Code O3.1.1 Delivery of projects identified for 2022/23 | Shire Presentation Coordinator | 50% Progressing | <p>During Q2, Projects identified for delivery in 2022/23 were reviewed. Including the upgrade of Lions Park, with request for quotes sent out to tender, with expected results to be received in Q3.</p> <p>The Berryman Oval has had their fitness equipment installed, with footpaths and site remediation works currently in progress in Q2.</p> <p>T1 Flag poles completed.</p> | Delivery of projects identified for 2022/23 | 100% | Reviewed and identified |
| Code O3.1.2 Communication channels are used to obtain Community feedback received for current and future projects | Shire Presentation Coordinator | 25% Progressing | <p>The Urban Works Supervisor works with the amenity cleaner to program works to fit in with all events including sporting fixtures. Utilizing the google calendar for sports bookings to ensure amenities and surrounds are cleaned.</p> <p>Working with the Project team on the upgrade at Bushmans Hill Amenities block.</p> | Communication channels are used to obtain Community feedback received for current and future projects | 2 channels | Channels utilized |

O3.2: Support the use of open spaces through the maintenance of facilities, amenities, and public toilets

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|-----------------|---|---|------------------|------------------------|
| Code O3.2.1 Enquiries and complaints responded to within 10 days | Manager Facilities | 50% Progressing | Request for maintenance lodged through Council's CRM processes have been undertaken where appropriate. 99 requests received during 2022/23 Q2, with an average time of 17.85 days to respond to these requests. | Enquiries and complaints responded to within 10 days | 100% | Responded to enquiries |
| Code O3.2.2 Audits carried out on facilities, amenities, and public toilets | Manager Facilities | 50% Progressing | During 2022/23 Q2 Audits were ongoing, including reviewing of facilities, amenities, and public toilets. | Audits carried out on facilities, amenities, and public toilets | Audited annually | Achieved |

CEMETERIES

Q4: We will utilize appropriate management practices for all cemeteries across the Shire, ensuring ongoing maintenance and management.

O4.1: Administration of Shire Cemeteries is aligned with regulatory guidelines

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|-----------------|---|---|--------|-----------------------|
| Code O4.11 Right of burials issued within 72 hours of payment | Manager Regulation and Building Compliance | 50% Progressing | The rights of burials issued are usually within 50% of the time. Burial permit applications are submitted by funeral directors. The Council provides the relevant funeral home with a monthly line of credit for payment. Burial permits are not officially provided until after payment. Burials approval by Council, by telephone prior to burial, is within 72 hours (about 3 days). | Right of burials issued within 72 hours (about 3 days) of payment | 100% | 50% |
| Code O4.12 Burial permits issued within 72 hours | Manager Regulation and Building Compliance | 50% Progressing | There were zero burial permits issued within 72 hours (about 3 days) during Q2. | Burial permits issued within 72 hours (about 3 days) | 100% | Zero |
| Code O4.13 Respond to all complaints and enquiries within 10 days | Manager Regulation and Building Compliance | 50% Progressing | 4 requests received during 2022/23 Q2, with an average time of 3.5 days to respond to these requests. | Respond to all complaints and enquiries within 10 days | 95% | Responded to requests |

O4.2: Capital works projects are efficiently carried out in line with the Delivery Program

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--|-----------------|--|--|-----------------|------------|
| Code O4.21 Plan for future development of Council owned cemeteries | Manager Regulation and Building Compliance | 50% Progressing | <p>There were 14 customer requests received, with an average of 3.64% responding to these requests. During 2022/23 Q2 the replacement fence at Peak Hill Cemetery was pushed back to Q3. Whilst the Parkes Lawn Cemetery additions and new works will occur during Q3 and Q4.</p> <p>Additional niches are expected to be completed during Q3;</p> <p>New section is expected to be completed during Q4;</p> <p>A new car park is expected to be completed during Q4;</p> <p>The new wall is expected to be completed during Q4.</p> | Plan for future development of Council owned cemeteries | To be developed | Developing |
| Code O4.21 Plan for future development of Council-owned cemeteries | Manager Regulation and Building Compliance | 50% Progressing | <p>Plans for future development of Council-owned cemeteries. During 2022/23 Q2 the replacement fence at Peak Hill Cemetery was pushed back to Q3. Whilst the Parkes Lawn Cemetery additions and new works will occur during Q3 and Q4.</p> <p>Additional niches are expected to be completed during Q3;</p> <p>New section is expected to be completed during Q4;</p> <p>A new car park is expected to be completed during Q4;</p> <p>The new wall is expected to be completed during Q4.</p> | Capital works projects delivered on time and within budget | Achieved | Developing |

SWIMMING POOLS

05: We will continue implementing suitable frameworks for swimming pools across the Shire, ensuring they meet the standards of regulatory bodies and the needs of the community through ongoing upkeep and developments.

5.1: Operate Shire swimming pools sustainably and safely

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|-----------------|--|---|-----------------|----------|
| <i>Code O5.1.1</i> Compliance with the Department of Health Pool Operations Hygiene standards - water test results | Executive Manager Operations | 50% Progressing | During 2022/23 Q2 the Pools were operating, and the Operations Hygiene standards were adhered to. A total of 850+ water test results passed NSW Health Compliance. | Compliance with the Department of Health Pool Operations Hygiene standards - water test results | 100% compliance | Achieved |
| <i>Code O5.1.2</i> Undertake monthly water sampling | Executive Manager Operations | 50% Progressing | During 2022/23 Q2 the Pools were operating, and the Operations Hygiene standards were adhered to. Monthly water samples results passed 850+ | Undertake monthly water sampling | 100% compliance | Achieved |

05.2: Continued provision of high quality Learn to Swim Programs

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|-----------------|---|---|--|----------|
| <i>Code O5.2.1</i> Participation at learn to swim classes | Executive Manager Operations | 50% Progressing | High quality Learn to Swim programs, currently have 120 students participating. | Participation at learn to swim classes | Increasing | Achieved |
| <i>Code O5.2.2</i> All Instructors hold a current AUSTSWIM accreditation | Executive Manager Operations | 100% Completed | All Instructors hold a current AUSTSWIM accreditation | All Instructors hold a current AUSTSWIM accreditation | 100% of instructors hold accreditation | Achieved |

O5.3: Capital works projects are efficiently carried out in line with the Delivery Program

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|-----------------|---|--|--------|---------|
| Code O5.3.1 Capital works projects are efficiently carried out in line with the Delivery Program | Executive Manager Operations | 25% Progressing | During 2022/23 Q2 Priorities continued delivering works within the IRW component of the AGRN1034 Natural Disaster. Minimal progression was made with Capital Works program in Q2. | Capital works projects delivered on time and within budget | 100% | Minimal |

WETLANDS RESTORATION

O6: We will conduct appropriate preservation activities established to ensure the ongoing protection and development of natural reserves.

O6.1: Facilitate the restoration of Akuna Wetlands project

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--|-----------------|---|---|--------------------------|-------------|
| Code O6.11 Progress with Akuna Wetlands restoration during 2022/23 reporting period | Environmental and Sustainability Coordinator | 50% Progressing | The Akuna Wetlands restoration tender was released during 2022/23 Q2 to engage a contractor to undertake earthworks for the project. Q2 saw no submissions received. The Grant funding sought for Stage 2 through the Regional Tourism Activation Fund submitted during Q1 was unsuccessful. | Progress with Akuna Wetlands restoration during 2022/23 reporting period | Progress | Progressing |
| Code O6.12 Provide community updates of project through various communication channels | Environmental and Sustainability Coordinator | 50% Progressing | The Akuna Wetlands project was discussed in depth during National Tree Day 2022, held opposite the wetlands site. National Tree Day is an excellent opportunity to engage residents and provide updates to interested members of the community. | Provide community updates of project through various communication channels | 2 communication channels | Achieved |

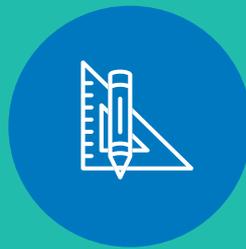
PLANNING, CERTIFICATION AND COMPLIANCE



Development Assessments



Local strategic land use planning



Building certification



Environmental health and ranger services

Overview

Parkes Shire Council values the natural and built environments and effectively plans for a growing community. The council performs activities regarding local strategic land use planning, development assessment, building certification, environmental health and ranger services and noxious weed management. By performing these activities, the Council best ensures the built and physical environment of the Shire correlates with the changing needs of the community. Council is responsible for monitoring and enforcing statutory requirements, to ensure the built environment continues to safely accommodate residents and visitors of the Shire.

LOCAL STRATEGIC LAND USE PLANNING

P1: We will develop Strategic land use plans, enabling the Parkes Shire to meet growth and demand for housing, jobs, and services.

P1.1: Continue implementing land use projects in accordance with the LSPS

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|-----------------|--|--|------------------|--------------------------------|
| <p><i>Code P1.1.1</i></p> <p>Strategic land use plans are developed and adopted and integrated into Council's Planning Framework</p> | Land Use Planning Specialist | 75% Progressing | <p>During 2022/23 Q2 the draft Middleton Masterplan was presented to Council, seeking endorsement for adoption.</p> <p>The Council resolved to defer, seeking further Community consultation to be carried out. Community consultation is expected to occur during Q3.</p> | Strategic land use plans are developed and adopted and integrated into Council's Planning Framework | 1 action adopted | Community consultation request |
| <p><i>Code P1.1.2</i></p> <p>Review existing strategic land use plans and polices in line with Council standards and statutory regulation</p> | Land Use Planning Specialist | 50% Progressing | <p>All strategic planning policies with mandatory review times remained up to date during 2022/23 Q2. The review of the Parkes Shire Development Control Plan 2021 is planned for a review, this will be during Q3.</p> <p>The planning and Community Services Department will engage in this review. This review will include the appropriate controls for dealings with cut and fill, including retaining walls between subdivided lots.</p> | Review existing strategic land use plans and polices in line with Council standards and statutory regulation | Conduct 1 review | Review scheduled |

DEVELOPMENT ASSESSMENT

P2: We will achieve quality land use outcomes and assist people to understand the development process.

P2.1: Provide timely, accurate and professional advice and development assessment in line with Local Environment Plan (LEP) and relevant legislation

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|-----------------|--|--|--------------------------------------|-------------------------------|
| <p><i>Code P2.11</i></p> <p>Development applications are determined in a timely manner whilst maintaining quality land use outcomes - days of 6 monthly averages</p> | Land Use Planning Specialist | 50% Progressing | All applications were completed according to the relevant statutory provisions. | Development applications are determined in a timely manner whilst maintaining quality land use outcomes - days of 6 monthly averages | Declining | Maintained in a timely manner |
| <p><i>Code P2.12</i></p> <p>Review Council's Development Assessment webpages to ensure the community has access to accurate information</p> | Land Use Planning Specialist | 50% Progressing | Ensuring the Council continued providing timely, accurate and professional advice, during 2022/23 Q2 the webpages for the Council Planning and Approvals were reviewed. | Review Council's Development Assessment webpages to ensure the community has access to accurate information | Audited 6 monthly | Reviewed |
| <p><i>Code P2.13</i></p> <p>Promote the provision of Council's formal pre-lodgment advice service</p> | Land Use Planning Specialist | 50% Progressing | During the 2022/23 Q2 implementation of promoting Council's formal pre-lodgment advice service was held in joint Community meetings for Commercial and Residential projects. Pre-lodgments advice continued in Q2 to be provided promptly to the Community. The Customer Service Standards were maintained in Q2 with all email and phone call inquiries responded to in accordance. | Promote the provision of Council's formal pre-lodgment advice service | Promote on one communication channel | Promoted |

P2.2: Promote and support heritage values within the Shire

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|-----------------|--|--|--|---|
| Code P2.2.1 Progress findings of heritage study and community consultation to update Parkes local environmental plan with additional items | Land Use Planning Specialist | 50% Progressing | Additional items were identified and notification of the Opt In process was completed. During 2022/23 Q2 there were 3 responses received, seeking formal statutory listings. | Progress findings of heritage study and community consultation to update Parkes local environmental plan with additional items | % Progress | Identification and notification completed |
| Code P2.2.2 Satisfy the requirements of the NSW Heritage Act 1997 when assessing development applications | Land Use Planning Specialist | 70% Progressing | In line with the NSW Heritage Act 1997, assessing of development applications was maintained. During 2022/23 Q2 there were no development applications received. | Satisfy the requirements of the NSW heritage act 1997 when assessing development applications | 100% compliance | Maintained |
| Code P2.2.3 Continue to support the NSW Heritage Office, Local Heritage Advisor and Local Heritage Assistance Fund Programs | Land Use Planning Specialist | 50% Progressing | The NSW Heritage Office notified the Council, during the 2022/23 Q2 of their support with funding available, of heritage projects in the Parkes Shire local areas for 2023/2024. | Continue to support the NSW Heritage Office, Local Heritage Advisor and Local Heritage Assistance Fund Programs | Complete one project that aligns with NSWHOLHA and LHAFP | Supported |

BUILDING CERTIFICATION

P3: We will control and regulate the built environment to achieve compliant buildings.

P3.1: Provide timely and accurate building certification

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--------------------------------|-----------------|--|---|------------|--------|
| <i>Code P3.1.1</i> Number of Construction Certificates approved | Manager Building Certification | 50% Progressing | During 2022/23 Q2 there were 13 Council Certified Construction Certificates (CC) issued. This included 9 CCs issued in less than 40-days and 4 CCs issued greater than 40-days. | Number of Construction Certificates approved | Increasing | 17 |
| <i>Code P3.1.2</i> Number of Complying Development Certificates approved | Manager Building Certification | 50% Progressing | The number of Complying Development Certificates (CDC) approved during 2022/23 Q2 was 2, these CDCs were approved within 7 days. The expected time is 10-days, however, there was 1 CDC approval which took 21-days. Private Certifiers during Q2 had 2 CDCs registered. | Number of Complying Development Certificates approved | Increasing | 2 |

P3.2: Support council's role and obligations under the Swimming Pools Act 1992

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--------------------------------|-----------------|---|---|------------------------|----------|
| <i>Code P3.2.1</i> Council responds to complaints and enforcement of Swimming Pools Act within regulatory timeframe | Manager Building Certification | 50% Progressing | During 2022/23 Q2 the Council received 2 requests, with an average time of 12-days to respond to the request and 3 days to carry out the inspections. | Council responds to complaints and enforcement of Swimming Pools Act within regulatory time | 100% | Achieved |
| <i>Code P3.2.2</i> Provide educational opportunities on the swimming pool compliance standards each year | Manager Building Certification | 20% Progressing | The Education opportunities on Pool Barriers are provided at the Council Planning Counter, and available on-site when requested. | Provide educational opportunities on the swimming pool compliance standards each year | 1 educational activity | On-going |

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--------------------------------|--------------------|--|--|----------|--------------------------------|
| Code P3.2.3 Percentage of compliance certificates issues | Manager Building Certification | 50% Progressing | During 2022/23 Q2 the Council received 5 Swimming Pool Barrier inspection requests. There were 2 Compliance Certificates issued. There were 3 Non-Compliance Certificates issued, whilst Notices of Non-Compliance had 3 notices issued. | Percentage of compliance certificates issues | Maintain | Compliance certificates issued |

ENVIRONMENTAL HEALTH AND RANGER SERVICES

P4: We will support public health and environmental safety through education, inspection and enforcement of government rules and regulation.

P4.1: Provide Food Safety and Public Health monitoring to the Shire

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|------------------------|---|--|---------------------------------------|-----------------|
| <i>Code P4.1.1</i> Undertake annual inspections of registered businesses and report to the food authority | Manager Regulation and Building Compliance | 0% Not due to start | Annual inspections of registered businesses and reporting to the food authority are scheduled for completion during Q4. | Undertake annual inspections of registered businesses and report to the food authority | 100% of registered premises inspected | Yet to commence |

P4.2: Provide ranger services to the Shire

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|--------------------|---|--|-----------|-----------------------|
| <i>Code P4.2.1</i> Respond to ranger related complaints and enquires within 10 days | Manager Regulation and Building Compliance | 100% Completed | 88 Ranger requests received in relation to animals, during 2022/2023 Q2, with an average of 3.29% days to respond to these requests. | Respond to ranger related complaints and enquires within 10 days | 90% | Responded to requests |
| <i>Code P4.2.2</i> Number of notices issued | Manager Regulation and Building Compliance | 50% Progressing | The number of notices issued during 2022/23 Q2 was 10. Including 2 notices relating to animal control whilst 8 notices were received in relation to overgrown vegetation, resulting in 3 orders being issued. | Number of notices issued | Declining | 10 |

P4.2: Provide the Shire with educational opportunities and resources on Noxious Weed Management

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|-----------------|---|---|--------|----------------------|
| Code P4.2.1 Provide educational material and engagement opportunities during private property inspections | Environmental and Sustainability Coordinator | 50% Progressing | During 2022/23 Q2 Council engaged and educated private Landholders and the Community on both environment and biosecurity issues. This delivery was carried out in several ways including informal conversations at private properties, supplying brochures, handouts, and information packs. The Biosecurity Team, when additional education is required and/or requested will use postage or hand delivery of information to the Community and provide information by email. | Provide educational material and engagement opportunities during private property inspections | 90% | Achieved |
| Code P4.2.2 Print media releases per year | Environmental and Sustainability Coordinator | 50% Progressing | During 2022/23 Q2 there was one Print Story within the Shire, Green Cestrum. | Print media releases per year | 4 | 1 |
| Code P4.2.3 Number of Shire shows, and local/regional field days attended | Environmental and Sustainability Coordinator | 90% Progressing | During 2022/23 Q2 all Shire Shows were attended to by the Council, including The Biosecurity presence at each showing via the informational weeds trailer. There was promotional and educational material supplied including numerous pamphlets, brochures, and biosecurity information packs. Due to the extreme wet weather in Q2 Tullamore Show was the only one not attended. | Number of Shire shows, and local/regional field days attended | 4 | Shire shows attended |
| Code P4.2.4 Engagement with the community through social media posts | Environmental and Sustainability Coordinator | 50% Progressing | The was one social media story shared with the Community during 2022/23 Q2, within the Shire, Green Cestrum. | Engagement with the community through social media posts | 2 | 1 |

NOXIOUS WEED MANAGEMENT

P5: We will utilize appropriate biosecurity controls within the Parkes Shire in accordance with regulatory obligations.

P4.1: Monitor the control of priority weeds on public and private land under the Biosecurity Act

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--|--------------------|---|---|--------|-----------------------|
| <i>Code P4.1.1</i> Private property inspections per month | Environmental and Sustainability Coordinator | 50% Progressing | The Biosecurity Team is on track to reach 100% target by the end of the budget year. There were 62 private properties inspected during Q1 and due to the extreme wet weather conditions during 2022/23 Q2 created several access issues. There were 2 private property inspections during Q2. The Biosecurity Team instigated focus in Q2 on Roadside and Council land parcel inspections. | Private property inspections per month | 12 | 2 |
| <i>Code P4.1.2</i> Council managed land inspections per year | Environmental and Sustainability Coordinator | 50% Progressing | Due to the extreme wet weather conditions during 2022/23 Q2 creating several owned/managed land parcels to be inaccessible for Biosecurity Inspections. There were 6 inspections completed including Lake Endeavour and the Bumberry Dam, the Industrial Estate, the Water and Sewage Treatment Plants, the Recycled Water Distribution Reservoir, and Council's bore fields. The Biosecurity Team initiated works on Priority Weeds areas targeted includes Noogoora Burr, Tree of Heaven, African Boxthorn, Blue Heliotrope, St John's Wort and Silverleaf Nightshade. | Council managed land inspections per year | 30 | Inspections completed |
| <i>Code P4.1.3</i> Council roadsides inspected annually | Environmental and Sustainability Coordinator | 50% Progressing | The Biosecurity Team instigated their focus in Q2 on Roadside inspections due to the extreme wet weather conditions in 2022/23 Q2 due to several access issues across the Community. At least 80% of all Shire roadsides have been inspected between Q1 and Q2. | Council roadsides inspected annually | 100% | Inspected |
| <i>Code P4.1.4</i> Percentage of known infestations inspected & controlled | Environmental and Sustainability Coordinator | 50% Progressing | The Council has inspected up to 75% of known infestations between both Q1 and Q2. The Biosecurity Team maintains a register of infestations for monitoring and prioritizing the control of works. During 2022/23 Q2 the Control works continued from Q1 and works undertaken to date are approximately 60% of these infestations. | Percentage of known infestations inspected & controlled | 100% | Controlled |

SEWERAGE



**4 Sewerage Systems
in Parkes, Peak Hill,
Trundle and Tullamore**

Overview

Parkes is serviced by a network of gravity pipelines. A new Sewage Treatment Plant was built in 2017 at a cost of \$28M. The Plant is highly automated and energy efficient (energy consumption is further reduced by a 107kW solar array). It produces a high standard of effluent used for the Recycled Water Supply Scheme (discussed under the Water Supply function). It has a capacity of 15,000 equivalent persons (EP) and can be upgraded to 20,000 EP to accommodate population growth.

Peak Hill is also serviced by gravity pipelines. The Sewage Treatment Plant, built in the 1960s, was upgraded to address safety issues in 2000. Effluent from the plant is evaporated (not released from the site).

Trundle and Tullamore are serviced by a network of low pressure sewers constructed in 2010 and 2008 respectively. Both have simple Treatment Plants with no discharge to the environment.

SEWERAGE SYSTEM

S1: We will utilize effective systems and frameworks to ensure our safe and sustainable sewerage systems are maintained.

S1.1: Safely collect wastewater from the community

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--|--------------------|---|---|--------|-----------------------|
| <i>Code S1.1.1</i> Percentage of trade waste agreement coverage | Environmental and Sustainability Coordinator | 30% Progressing | Agreements need to be developed and/or updated for numerous properties. This will be a priority for Council's Water Quality and Sustainability Specialist | Percentage of trade waste agreement coverage | 50% | Progressing |
| <i>Code S1.1.2</i> Overflows due to wet weather | Environmental and Sustainability Coordinator | 50% Progressing | During 2022/23 Q2 the area experienced extreme wet weather conditions. There were three overflows recorded at the Sewage Pump Station because of wet weather. | Overflows due to wet weather | 1 | 3 |
| <i>Code S1.1.3</i> Number of sewer chokes per 100km | Executive Manager Water Engineering | 25% Progressing | To reduce the sewer chokes, the Council is considering using methods like relining and pipe cracking to maintain assets. The Water and Sewer Team maintained infrastructures based on work completed. Decisions are made on assets being replaced or renewed. | Number of sewers chokes per 100km | 20 | Under review |
| <i>Code S1.1.4</i> Percentage of customer complaints responded to in accordance with standards | Manager Infrastructure Operations | 50% Progressing | 63 requests received during 2022/23 Q2, with an average time of 20.19 days to respond to these requests. | Percentage of customer complaints responded to in accordance with standards | 100% | Responded to requests |

1.2: Sustainably treat wastewater

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|-----------------|---|--|------------|------------------------|
| <i>Code S1.2.1</i> Number of EPA License breaches | Environmental and Sustainability Coordinator | 50% Progressing | During 2022/23 Q2 all sampling results were below EPL limitations, therefore no recorded EPA License breaches. | Number of EPA License breaches | Zero | No breaches recorded |
| <i>Code S1.2.2</i> Cost of treatment per KI inflow | Manager Infrastructure Operations | 55% Progressing | Due to the extreme wet weather conditions experience in 2022/23 Q2 the plant experienced 18ML in 24 hours during November, compared to the average of 2ML. Costs were down compared to the same time last year. Q2 power costs not available currently. Compared to the same time last year, the flows to STP saw an increase total of 77% during Q2. | Cost of treatment per KI inflow | Maintained | Costs identified |
| <i>Code S1.2.3</i> Planned preventative maintenance reduces breakdown maintenance | Executive Manager Water Engineering | 20% Progressing | Planned preventative maintenance was under review during 2022/23 Q2 and is on-going. The Water and Sewer Team is working towards producing a Strategic Planned Maintenance Plan to identify and reduce reactive maintenance. | Planned preventative maintenance reduces breakdown maintenance | Zero | Under review |
| <i>Code S1.2.4</i> Number of plant operational complaints received | Manager Infrastructure Operations | 50% Progressing | There were no operational requests for the Sewage Treatment Plant received during 2022/23 Q2. | Number of plant operational complaints received | 3 | No complaints received |

S1.3: Responsibly manage waste by-products of treatment

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|-----------------|---|---|--------|--------------------------|
| Code S1.3.1 Percentage of effluent reused | Manager Infrastructure Operations | 50% Progressing | <p>The percentage of effluent reused during 2022/23 Q2 was 3.4%. The extreme wet weather events saw above average rainfall during October and November.</p> <p>For this reason, there were issues experienced with the AWR, leading to bore water as predominantly used as the water source during December.</p> <p>During Q2 demand for recycled water had some changes, with October down, and November picking up mid-month.</p> | Percentage of effluent reused | 100% | Reviewed effluent reused |
| Code S1.3.2 Percentage of compliant waste disposal docket | Manager Infrastructure Operations | 45% Progressing | During 2022/23 Q2 all waste by-products were disposed of to landfill. | Percentage of compliant waste disposal docket | 100% | Compliant |
| Code S1.3.3 Percentage of bio-solids diverted from landfill | Environmental and Sustainability Coordinator | 50% Progressing | No biosolids were disposed of within the reporting period | Percentage of bio-solids diverted from landfill | 100% | Diverted from landfill |

S1.4: Safely and sustainably treat and distribute recycled water

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|-----------------|--|--|----------|-------------------------|
| Code S1.4.1 Number of samples not complying with operational Recycled Water Distribution Reservoir (RWMS) | Environmental and Sustainability Coordinator | 50% Progressing | Verification sampling undertaken weekly at monitoring points at the Advanced Water Recycling Facility (AWRF) and the RWDR also included monthly at end user sites throughout town (on a rotational basis). All samples taken at the AWRF and RWDR recorded complying results during the reporting period. Due to extreme wet weather in Q2, coupled with continued compliant samples recorded at the AWRF and the RWDR, negated the need to sample at end user sites. | Number of samples not complying with operational RWMS | Zero | Compliant samples |
| Code S1.4.2 Number of CPP exceedances | Environmental and Sustainability Coordinator | 50% Progressing | The extreme wet weather experienced in November resulted in the AWRF shutting down due to high turbidity levels in the storage lagoon. There were no recorded exceedances. | Number of CPP exceedances | 1 | None recorded |
| Code S1.4.3 Recycled water supplied as a percentage of total demand | Manager Infrastructure Operations | 50% Progressing | The recycled water supply saw little demand during 2022/23 Q2 due to the extreme wet weather event. This event in November resulted in flooding of the recycled water storage lagoon. During Q2 42.82% of the recycled water came from the AWRF. Bore water was used to top up the recycled water system in Q2. | Recycled water supplied as a percentage of total demand | 90% | Recycled water supplied |
| Code S1.4.4 Planned preventative maintenance reduces breakdown maintenance | Executive Manager Water Engineering | 50% Progressing | Planned preventative maintenance to reduce breakdown was under review during 2022/23 Q2 and is on-going. The Water and Sewer Team are working towards producing a Strategic Planned Maintenance Plan to identify and reduce breakdown maintenance. | Planned preventative maintenance reduces breakdown maintenance | Zero | Under review |
| Code S1.4.5 Number of service-related complaints | Manager Infrastructure Operations | 50% Progressing | There were no end user requests received during 2022/23 Q2. | Number of service-related complaints | 3 | No complaints recorded |
| Code S1.4.6 Provide up to date stakeholder reporting | Environmental and Sustainability Coordinator | 15% Progressing | Reporting to stakeholders is on-going during 2022/23. | Provide up to date stakeholder reporting | On-going | Reviewed |

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--|-----------------|---|-------------------------------|----------|------------------------|
| <i>Code S1.4.7</i> Number of end user complaints | Environmental and Sustainability Coordinator | 50% Progressing | The Parkes Golf Course and Parkes Jockey Club are the two main end users of the Recycled Water System. Parkes Council owned and managed parks including playing fields are also the other main end user. There were no requests received in 2022/23 Q2. | Number of end user complaints | Maintain | No complaints recorded |

S1.5: Effectively capture and contain wastewater, whilst managing improvements in the system relating to wet weather and critical events

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|-----------------|---|--|--|--------------|
| <i>Code S1.5.1</i> Number of sewer system wet weather overflow events | Environmental and Sustainability Coordinator | 50% Progressing | Due to the extreme wet weather experienced in Q2, there were four recorded overflows in the reticulation system. | Number of sewer system wet weather overflow events | Zero overflow for 20% Annual Exceedance Probability events and smaller | 4 |
| <i>Code S1.5.2</i> Increasing containment of sewer system wet weather overflow events | Executive Manager Water Engineering | 50% Progressing | The Water and Sewer Team during 2022/23 Q2 reviewed ways of managing improvements in the system. Several Operational Plans are under consideration including a Manhole rehab, Sewer Main replacement, CCTV opportunities, inflow, and infiltration studies. | Increasing containment of sewer system wet weather overflow events | 10% containment | Under review |
| <i>Code S1.5.3</i> Number of dry weather system overflows | Manager Infrastructure Operations | 50% Progressing | During the 2022/23 Q2 the number of dry weather system overflows included 8. The Council responded to the 8 blocked sewers. Debris in the main was identified as the cause of 50% of the incidents. | Number of dry weather system overflows | Zero dry weather system overflows | 8 |

TRANSPORT AND DRAINAGE



**800km of sealed and
1300km of unsealed
roads**



15 bridges



**47km of footpaths
and cycleways**



**65km of kerb and
gutter**



**45km of urban
stormwater drainage
pipes**



**1 Airport
3 Landing strips**



**315 Rural drainage
culverts**

Overview

Council is a key facilitator in projects and programs that ensure the transport and drainage of the Shire is appropriate for residents and visitors.

Grants or Council finances provide funding for roads within the Shire. Council receives several ongoing grants to help fund the Shire's road network generally and for specific regional roads. Beyond its road network, Council completes work under the Road Maintenance Council Contract on national and state highways with Transport for NSW. Parkes, Forbes and Lachlan Shire have shared resources to develop and implement suitable Road Safety Campaigns to maximise road safety. Council also manages alternative transport, continually expanding and maintaining transport options such as footpaths and cycleways.

Continued collaboration with Regional Express enables the Parkes Regional Airport to continue as a gateway to the region.

Council conducts numerous activities are conducted to ensure the infrastructure and management for Urban stormwater is sufficient during times of unexpected and high rainfall.

SEALED ROADS

T1: We will maintain and expand the Shire's sealed road network with safety and efficiency in mind through the planning and construction of the roads.

T1.1: Ensure effective maintenance of Council's sealed Road Network through the Roads and Maintenance Program

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|-----------------|--|--|-----------------|-----------------------|
| <i>Code T1.1.1</i> Maintain compliance with annual inspection calendar | Executive Manager Operations | 50% Progressing | During 2022/23 Q2 Council maintained routine inspections, undertaken by Council Technical Officers, as required in Councils Asset Management Plan and the TfNSW RMCC Contract. | Maintain compliance with annual inspection calendar | 100% compliance | Compliant |
| <i>Code T1.1.2</i> High-risk defects outstanding are addressed in line with standards | Executive Manager Operations | 40% Progressing | High-risk defects were identified during 2022/23 Q2, which the Council addressed promptly. For defects unable to be repaired within the 48-hour period, aftercare signage speed reductions were implemented. The council has programmed outstanding repairs that are backlogged due to the high volume. This volume has led to delays in response times. | High-risk defects outstanding are addressed in line with standards | 100% compliance | Standards align |
| <i>Code T1.1.3</i> Customer Requests are responded to within 10-day response target | Executive Manager Operations | 50% Progressing | 86 requests received during 2022/23 Q2, with an average time of 13.8% days to respond to these requests. | Customer Requests are responded to within 10-day response target | 90% | Responded to requests |
| <i>Code T1.1.4</i> Length of table drains cleared | Executive Manager Operations | 50% Progressing | During 2022/23 Q2 Table drain clearing works were undertaken with All IRW Storm Damage Works under the AGRN1034 Natural Disaster. 10.6km. | Length of table drains cleared | 20 km per annum | Works undertaken |

T1.2: Ensure effective upgrade and renewals of Council's sealed Road Network through the Capital Works Program

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|-----------------|--|--|------------------|-----------------------------------|
| Code T1.2.1 Length of sealed road reseals | Executive Manager Operations | 40% Progressing | During 2022/23 Q2 Sealed Road reseals work orders were committed to for the year's Reseal Program - about \$2.4m across Local and Regional Roads. Pre-seal repairs undertaken in Q2. | Length of sealed road reseals | 20km per annum | Reseal program committed |
| Code T1.2.2 Length of pavement rehabilitation | Executive Manager Operations | 10% Progressing | Pavement rehabilitation in 2022/23 Q2 identified areas for delivery, expected during Q4. No rehabilitation was completed during Q2. | Length of pavement rehabilitation | 3.5 km per annum | Zero rehabilitation |
| Code T1.2.3 Grant funded upgrade and renewal projects are completed before funding deadlines | Executive Manager Operations | 30% Progressing | The extreme wet weather during the 2022/23 Q2 required most Grant-funded projects to require variations for the extension of deadlines. Working with the Grants Team to identify all works and Grants to deliver on commitments. | Grant funded upgrade and renewal projects are completed before funding deadlines | 100% | Variations required for deadlines |
| Code T1.2.4 Successful submission of grant applications | Executive Manager Operations | 100% Completed | Two grants have already been submitted during Q1, Fixing Local Roads - Bindogundra Road seal extension and Fixing Country Roads - The McGrane Way Graddle Creek bridge construction. | Successful submission of grant applications | 2 | Successful submission |

T1.3: Develop a Transport Asset Prioritization Framework

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--------------------------------------|-----------------|--|---|---------|---------------------------|
| <p><i>Code T1.3.1</i></p> <p>Conduct a review of Council's sealed and unsealed road hierarchy</p> | Executive Manager Technical Services | 30% Progressing | During the 2022/23 Q2 Road Data was reviewed and investigated to display the current and proposed road classification. The function of the roads determines the classification of the roads. This accurate classification provides the right allocation of resources; therefore, a comprehensive analysis of each road is required. | Conduct a review of Council's sealed and unsealed road hierarchy | Achieve | Reviewed and investigated |
| <p><i>Code T1.3.2</i></p> <p>Develop an updated list of priority projects to inform grant applications</p> | Executive Manager Technical Services | 50% Progressing | Development of an updated list of priority projects during 2022/23 Q2 using the Council Transport Asset Data, which was consolidated into one comprehensive list. This Asset Data list is currently under review, collated and analyzed, to enable filtering the information by Asset Classification and Remaining Useful Life (RUL). This will provide efficiency across allocation of resources for road maintenance, identify priorities for expenditure purposes. Promoting responsible Asset Management, critical infrastructure identification and expenditure allocation, whilst working within the specified criteria. | Develop an updated list of priority projects to inform grant applications | Achieve | Under review |

UNSEALED ROADS

T2: We will provide the community with access to safe and effective roads through the appropriate planning, construction, and maintenance of the unsealed road network.

T2.1: Ensure effective maintenance of Council's unsealed Road Network through the Roads and Maintenance Program

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|-----------------|--|--|--------|------------------------|
| Code T2.1.1 High-risk defects outstanding are addressed in line with standards | Executive Manager Operations | 40% Progressing | High-risk defects were identified during 2022/23 Q2, which the Council addressed promptly. For defects unable to be repaired within the 48-hour period, aftercare signage speed reductions were implemented. The council has programmed outstanding repairs that are backlogged due to the high volume. This volume has led to delays in response times. | High-risk defects outstanding are addressed in line with standards | 100% | In line with standards |
| Code T2.1.2 Customer Requests are responded to within 10-day response target | Executive Manager Operations | 50% Progressing | 136 requests received during 2022/23 Q2, with an average time of 17.44% days to respond to these requests. | Customer Requests are responded to within 10-day response target | 90% | Responded to requests |

T2.2: Ensure effective upgrade and renewals of Council's unsealed Road Network through the Capital Works Program

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|-----------------|---|---|----------------|---------------------|
| Code T2.2.1 Length of road re-sheeted | Executive Manager Operations | 30% Progressing | During 2022/23 Q2 identified to enable efficiencies in the concurrent works, the Re-sheeting Program is administered with AGRN1034 Natural Disaster. | Length of road re-sheeted | 20km per annum | Program implemented |
| Code T2.2.2 Undertake unsealed road projects that are in line with Council's Delivery Program | Executive Manager Operations | 25% Progressing | The Unsealed Roads Projects in 2022/23 Q2 continued to take priority within the current Delivery Plan. | Undertake unsealed road projects that are in line with Council's Delivery Program | Achieved | Achieved |
| Code T2.2.3 Grant funded upgrade and renewal projects are completed before funding deadlines | Executive Manager Operations | 40% Progressing | Rural road works and storm damage repairs continued as a priority for the 2022/23 Q2 under the AGRN1034 Natural Disaster. Capital Works program remained on hold in Q2. Minor works did continue to support the storm damage works, such as Subsoil installation and Reseal preparations. | Grant funded upgrade and renewal projects are completed before funding deadlines | 100% | Variation to works |

REGIONAL ROADS

T3: We will ensure our regional roads are well maintained and developed through the utilization of appropriate construction, maintenance, and planning processes.

T3.1: Ensure effective maintenance of regional roads through the Roads Maintenance Program.

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|-----------------|---|--|----------|-----------------------------------|
| <i>Code T3.1.1</i> Enquiries and complaints responded to within 10 days | Executive Manager Operations | 25% Progressing | 168 requests received during 2022/23 Q2, with an average time of 16.54 days to respond to these requests. Response times were longer when background information needed to be gathered and investigations undertaken to formalize the Council's position. | Enquiries and complaints responded to within 10 days | 90% | Responded to requests |
| <i>Code T3.1.2</i> Obtain grant funding for regional roads | Executive Manager Operations | 30% Progressing | In 2022/23 Q2 the Pothole Grant was successful under FLR. This Grant can be used for both Local and Regional roads. During Q2 the Council applied for a Pothole Grant, this is a second round, waiting for the decision. | Obtain grant funding for regional roads | 1 | Successful |
| <i>Code T3.1.3</i> Conduct maintenance activities on Regional Roads in line with Delivery Program | Executive Manager Operations | 30% Progressing | Maintenance activities to Regional Roads continued in 2022/23 Q2 as weather conditions permitted. The MR354 road re-opened in Q2, with aftercare signage speed reductions were implemented. A larger program of works is being developed to also include both the MR354 and the MR348 roads. The Regional Roads with Re-seals programmed is receiving heavy patching works continually. | Conduct maintenance activities on Regional Roads in line with Delivery Program | Achieved | Maintenance activities undertaken |

T3.2: Ensure effective upgrade and renewals of regional roads through the Capital Works Program

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|---------------------|---|--|---------|--|
| <i>Code T3.2.1</i> Length of sealed road reseals (km) | Executive Manager Operations | 30% Progressing | During 2022/23 Q2 the Re-Sealing Program was determined, leading the Council to proceed with Pre-Seal repairs prior to works commencing in Q3. | Length of sealed road reseals (km) | 7.5 km | Re-Sealing program |
| <i>Code T3.2.2</i> Length of pavement rehabilitation (km) | Executive Manager Operations | 10% Not progressing | Pavement Rehabilitation was reviewed during 2022/23 Q2 to identify for delivery by Q4. During Q2 there was no rehabilitation completed. | Length of pavement rehabilitation (km) | 1.5km | Reviewed |
| <i>Code T3.2.3</i> Length of unsealed roads re-sheeted (km) | Executive Manager Operations | 30% Progressing | Due to the extreme wet weather experience during 2022/23 Q2 heavy patching, most works required to restore access to isolated properties. Works are on-going, scheduled for Q4. | Length of unsealed roads re-sheeted (km) | 2km | Restored access to isolated properties |
| <i>Code T3.2.4</i> Completion of upgrade projects conducted in line with Delivery Program | Executive Manager Operations | 20% Progressing | During the 2022/23 Q2 Geotechnical investigations were completed along MR354. This was to support a larger package of work required. Foamed bitumen was trialed for the first time within the Shire to address areas of extreme prolonged water inundation. | Completion of upgrade projects conducted in line with Delivery Program | Achieve | Investigation |

OTHER TRANSPORT AND OVERHEADS

T4: We will develop and maintain alternative transport options to suit the needs of the Shire.

T4.1: Other Transport Maintenance Program

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|-----------------|--|--|-----------------|--------------------------------------|
| <i>Code T4.11</i> Projects completed in alignment with the Delivery Program | Executive Manager Operations | 0% Progressing | The maintenance works continued into 2022/23 Q2, in accordance with Road Hierarchy and AGRN1034 Natural Disaster. | Projects completed in alignment with the Delivery Program | Achieve | Maintenance works continue |
| <i>Code T4.12</i> High-risk defects outstanding are addressed in line with standards | Executive Manager Operations | 40% Progressing | High-risk defects were identified during 2022/23 Q2, which the Council addressed promptly. For defects unable to be repaired within the 48-hour period, aftercare signage speed reductions were implemented. The council has programmed outstanding repairs that are backlogged due to the high volume. This volume has led to delays in response times. | High-risk defects outstanding are addressed in line with standards | 100% compliance | Standards maintained and implemented |
| <i>Code T4.13</i> Customer enquiries and complaints responded to within 10 days | Executive Manager Operations | 40% Progressing | Due to extreme weather conditions received during 2022/23 Q2, there was a large volume of Community enquiries about the road network. The Community responded with understanding, with the delays. Q2 received 199 requests, with an average time of 16.35 days to respond. | Customer enquiries and complaints responded to within 10 days | 90% | Responded to requests |

T4.2: Undertake Capital Works projects to improve alternative transport within the Shire

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|-----------------|---|--|----------|-------------------|
| Code T4.21 Conduct projects in line with Delivery Program | Executive Manager Operations | 10% Progressing | Works on Currajong Street rehabilitation continued during 2022/23 Q2. No other Capital Works projects commenced during this Q2 with AGRN1034 Natural Disaster. | Conduct projects in line with Delivery Program | Achieved | Projects reviewed |
| Code T4.22 Review and update the Pedestrian Access and Mobility Plan (PAMP) | Executive Manager Operations | 40% Progressing | The Pedestrian Access and Mobility Plan (PAMP) was reviewed in 2022/23 Q2. There was pricing submitted for a Grant under the NSW Active Movement Program. This is to review and update the 2016 PAMP. | Review and update the Pedestrian Access and Mobility Plan (PAMP) | Achieve | Reviewed |
| Code T4.23 Successfully submit grant applications in line with the PAMP | Executive Manager Operations | 100% Completed | The Council successfully submitted 5 Grant applications in 2022/23 Q2. The applications were within the Active Movement Plan, formerly the Pedestrian Access and Mobility Plan (PAMP) space. The Council is awaiting an announcement. | Successfully submit grant applications in line with the PAMP | 1 | 5 |

T4.3: Ensure Gravel Pits are responsibly managed and utilized

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|-----------------|---|---|---------------|----------------------|
| Code T4.31 Mine Safety Management Plan is in place | Executive Manager Operations | 30% Progressing | The Mine Safety Management Plan remained active during 2022/23 Q2 and is continuously reviewed and amended for improvements. On-going. | Mine Safety Management Plan is in place | Achieve | Maintained |
| Code T4.32 Ensure compliance with relevant legislation pertaining to operations of gravel and pits with no breaches recorded | Executive Manager Operations | 40% Progressing | The Gravel Pits are managed according to the existing Mine Safety Management Plan. During 2022/23 Q2 continued to review and update the current Gravel Pit Licenses held by Landowners. This is to strengthen and formalize the Roles and Responsibilities under The Agreement to further protect both the Licensee and Licensor. Q2 continued to have several Gravel Pit Licenses outstanding. | Ensure compliance with relevant legislation pertaining to operations of gravel and pits with no breaches recorded | Zero breaches | No breaches recorded |
| Code T4.33 Manage contractors to ensure legislative compliance to ensure no breaches are recorded | Executive Manager Operations | 40% Progressing | The Council regularly engages Contractors with the Civil Construction field to supplement our current workforce. These Contractors are managed in accordance with the WH&S and Legislative requirements. | Manage contractors to ensure legislative compliance to ensure no breaches are recorded | Zero breaches | No breaches recorded |
| Code T4.34 Crushing program delivered to provide adequate stocks enabling timely supply for works | Executive Manager Operations | 10% Progressing | The Gravel Pits Crushing Program was in progress in 2022/23 Q2, with delays experienced due to the extreme wet weather conditions. | Crushing program delivered to provide adequate stocks enabling timely supply for works | Achieve | Maintained |

T4.4: Ensure all Council roadsides are managed in accordance with Council's Roadside Vegetation Management Plan

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|-----------------|--|---|----------|------------------------|
| Code T4.4.1 Roadside Vegetation Management Plan is current and accessible | Environmental and Sustainability Coordinator | 50% Progressing | The Council's Roadside Vegetation Management Plan (RVMP) was on-going during 2022/23 Q2 with progress and actively working with the Council's Works and Services Team ensuring the road works considered the information provided in the plan. The roadside works environment was reviewed, as required, for a level of assessment undertaken based on the proposed levels of impact. IntraMaps access was available to all users to review Roadside vegetation mapping. | Roadside Vegetation Management Plan is current and accessible | Achieved | Current and accessible |
| Code T4.4.2 Consultation is provided to relevant stakeholders | Environmental and Sustainability Coordinator | 50% Progressing | Continual consultations with all relevant stakeholders continued in 2022/23 Q2. The Council's Roadside Vegetation Management Plan (RVMP) was on-going. Working closely with the Council's Works and Services Team ensuring the roadworks considered the information in the plan. The roadside works environment was reviewed, as required, for a level of assessment undertaken based on the proposed levels of impact. IntraMaps access was available to all users to review Roadside vegetation mapping. | Consultation is provided to relevant stakeholders | Achieved | Consultation continued |
| Code T4.4.3 Evidence of documentation of current high, medium, and low conservation areas for significant changes | Environmental and Sustainability Coordinator | 50% Progressing | The Council's Roadside Vegetation Management Plan (RVMP) was last updated in 2019, with all mapping available in IntraMaps. No significant changes to conservation area ratings have been observed since this last update, thus the existing mapping provided in the updated RVMP is current. All roadworks projects include an environmental assessment which assesses the impact of the proposed works on native vegetation; through careful planning, significant impacts are often avoided. | Evidence of documentation of current high, medium, and low conservation areas for significant changes | Achieved | RVMP is current |

URBAN STORMWATER

T5: We will effectively manage stormwater across the Shire through effective planning and development strategies.

T5.1: Conduct maintenance activities to ensure stormwater is effectively managed within the Shire

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|-----------------|---|--|-----------------|-----------------------|
| <i>Code T5.11</i> High-risk defects outstanding are addressed in line with standards | Executive Manager Operations | 30% Progressing | High-risk defects were identified during 2022/23 Q2, which the Council addressed promptly. For defects that were unable to be repaired within the 48-hour period aftercare signage speed reductions were implemented in line with the Councils Asset Management Plan. There will be further development of a Drainage Masterplan to identify larger, network wide problematic issues. | High-risk defects outstanding are addressed in line with standards | 100% compliance | Standards inline |
| <i>Code T5.12</i> Enquiries and complaints responded to within 10 days | Executive Manager Operations | 20% Progressing | Community requests in 2022/23 Q2 for Stormwater were acknowledged within 10-days. When additional background information needed to be gathered and investigated, requests took longer for action. | Enquiries and complaints responded to within 10 days | 90% | Responded to requests |

T5.2: Undertake capital works to ensure the stormwater management system continued to meet the needs of the community

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|-----------------|--|---|--------|-------------------------|
| <i>Code T5.2.1</i> Grant funded upgrade and renewal projects are completed before funding deadlines | Executive Manager Operations | 20% Progressing | The extreme wet weather during the 2022/23 Q2 required most Grant-funded projects to require variations for the extension of deadlines. Working with the Grants Team to identify all works and Grants to deliver on commitments. | Grant funded upgrade and renewal projects are completed before funding deadlines | 100% | Variations to deadlines |
| <i>Code T5.2.2</i> Stormwater drainage construction projects are undertaken in accordance with strategic plans | Executive Manager Operations | 40% Progressing | During 2022/23 Q2 All precast materials ordered for the Storm Water Construction Project, which this year, included Reid Street, the Council did receive 2 of the deliveries. Works scheduled for Q4. | Stormwater drainage construction projects are undertaken in accordance with strategic plans | 100% | Scheduled works |

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|-----------------|---|---------------------------|--------|------------|
| Code T5.23 Grant submissions lodged | Executive Manager Operations | 50% Progressing | The Causeway Program submissions lodged with the Office of Local Government in Q1 were successful. During 2022/23 Q2 The Causeway Program has had four causeways completed which included Middle Trundle Road, Kadina Road and Bulgrandarmine Road. The remaining causeways will be scheduled including Maguires Road, Nelugaloo Road, Bruie Plains Road and Wyatts Lane. | Grants submissions lodged | 100% | Successful |

REGIONAL AIRPORT

T6: We will ensure the Parkes Regional Airport can continue serving as a gateway to the Shire by aligning development and maintenance strategies with regulatory guidelines and community needs.

T6.1: Ensure effective maintenance and operation of the Parkes Regional Airport

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|--------------------|---|---|-----------------|-----------|
| Code T6.1.1 Compliance with Civil Aviation Safety Authority surveillance activities | Manager Facilities | 75% Progressing | Mandatory Technical and Lighting Inspections were undertaken during 2022/23 Q2, with minor non-conformances addressed. | Compliance with Civil Aviation Safety Authority surveillance activities | 100% compliance | Compliant |
| Code T6.1.2 Maintain Parkes Regional Airport Certification | Manager Facilities | 75% Progressing | Mandatory Lighting and Technical inspections were undertaken during 2022/23 Q2. To ensure 100% compliance, minor rectification works were undertaken during Q2. | Maintain Parkes Regional Airport Certification | 100% compliance | Compliant |

ROAD COUNCIL CONTRACT

T7: We will maintain our partnership with Transport NSW, enabling the ongoing development and maintenance of state and national highways within the Shire.

T7.1: Ensure development and maintenance of State and National Highways within the Shire

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|-----------------|---|---|----------------------|----------------------|
| <i>Code T7.1.1</i> Compliance with the Road Maintenance Council Contract | Executive Manager Operations | 50% Progressing | In compliance with the Road Maintenance Council Contract (RMCC), on-going maintenance continued of MR61 and SH17 in 2022/23 Q2. There were several minor conformance relating to staff resources, which have been resolved. | Compliance with the Road Maintenance Council Contract | 100% compliance | Compliant |
| T7.1.2 Obtain a Contractor Performance Report | Executive Manager Operations | 10% Progressing | The Contractor Performance Report (CPR) for 2022/23 Q2 has not been received from TFNSW. The Council expects the CPR to improve the Q1 CPR. | Obtain a Contractor Performance Report | Achieve 80% with CPR | TFNSW to provide CPR |

ROAD SAFETY

T8: We will continue developing appropriate road safety programs in partnership with Transport for NSW to align with the road safety plan.

T8.1: Road Safety Plan

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|---|-----------------|--|--|---------------|----------|
| Code T8.11 Facilitate Road Safety initiatives/programs | Road Safety and Injury Prevention Officer | 50% Progressing | <p>During the 2022/23 Q2 Road Safety Programs were delivered, except for a few postponed, due to the extreme wet weather events. Local Forbe's schools will see delivery in Q3. The official screening of the video, delivered at all local high schools, was part of the Drive Education Program - NOT A STATISTIC! This saw over 50 invited guests and stakeholders attend. Q2 also saw this initiative delivered to Parkes High School, with approximately 60 students. Home school students were included in the program. Positive feedback was received, the program ran over 3 weeks, a pre-lesson, mock crash video and follow-up lessons.</p> <p>In Q2 workshops were scheduled for both Parkes and Forbes for the - Leaner Driver Parent Workshop. Parkes was attended to by 3 parents, who provided positive feedback. Forbes will be rescheduled. In Q2 Transport for NSW, held a regional online workshop, which engaged 50 participants. The RSIPO assisted with answering participant questions in the chat.</p> <p>A child restraint information and checking session - I'm Counting on You. was held in Q2. The Mum's Group of Trundle had 6 participants attend with approximately 15 restraints checked. Parkes, Forbes and Condobolin will see the event rescheduled.</p> <p>The local pubs, clubs and bottle shops took part in the annual Plan B - Win a Swag - competition. Due to the extreme wet weather event, there was an extension from the calendar year to March 2023 to both Forbes and Lake Cargelligo venues.</p> | Facilitate Road Safety initiatives/program | 4 initiatives | Achieved |

WASTE MANAGEMENT



Domestic waste management



Commercial waste and recycling facilities



Waste education and sustainability

Overview

As the traditional means of landfilling increases in cost, Parkes Shire Council has adapted to prioritise recycling and resource recovery. Council complies with all regulatory requirements, when transitioning to newer methods of waste management. An example of this compliance is ensuring domestic waste management activities are 'self-funded', complying with the NSW Local Government Act (section 504).

To ensure Council activities are efficiently run, Council maintains a contract with JR Richards to service the collection of residential and commercial waste at eligible properties across the Shire, operating a three-bin collection service. For additional waste that cannot be collected with JR Richards, Council operates 8 waste depots within the Shire.

Council collaborates with various organisations to enhance waste outcomes within the Shire. Collaboration continues with NetWaste, enabling cooperative projects to improve planning and delivery of waste management services across the region. While Visy Australia processes recyclable materials collected within the shire, ensuring items are correctly categorised and sold to reprocessing companies.

DOMESTIC WASTE MANAGEMENT

W1: We will utilize appropriate processes to ensure effective collection and disposal of residential waste and processing of recyclable materials across the Shire.

W1.1: Provide effective domestic waste collection services to deliver positive public health, environmental and economic outcomes for the community

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|-----------------|---|--|-----------------|-----------------------|
| Code W1.1 Waste collection complaints responded to within 10 days | Environmental Waste Lead | 50% Progressing | 74 requests received during 2022/23 Q2, 95% of the requested were responded to within 10 days. | Waste collection complaints responded to within 10 days | 90% | Responded to requests |
| Code W1.2 Review the Parkes Waste Strategy, including the effective management of the 3-bin service contract | Environmental Waste Lead | 50% Progressing | <p>The council, with NetWaste group, selected Talis Consultant to write/construct a regional strategy. The council has forwarded detailed information of the Shire covered in the Development of Net Waste's Regional Waste and Sustainable Materials Strategy 2022-27.</p> <p>If require, the Council will review internal waste strategy based on the regional waste strategy 2022 -27, once available, as the targets, objective, and goals for internal strategy are required to be aligned to the Netwaste Strategy.</p> <p>Most of the recycling contracts are renewed for the waste operational services for next 2-3 years, subject to annual performance review and change is price index. "</p> <p>The council is continuously participating and putting inputs for the Netwaste Regional Waste Strategy 2022-27.</p> | Review the Parkes Waste Strategy, including the effective management of the 3-bin service contract | Complete review | Achieved |

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|-----------------|--|---|---------------------------|---------------------------------|
| <p><i>Code W1.1.3</i></p> <p>Investigate innovative technologies to assist in waste management</p> | Environmental Waste Lead | 50% Progressing | <p>Liaising with external contractors such as private businesses, Regional Growth Development Co-operation (RGDC) and Netwaste to enhance waste management performance by investigating waste and resource recovery technology market.</p> <p>Reviewing and investigating RGDC's new project within the Parkes Special Activation Precinct (SAP). During meetings with RGDC providing Council input.</p> <p>The council is reviewing the impact of Parkes SAP on the Parkes Waste Facility including lifeline of the facility.</p> | Investigate innovative technologies to assist in waste management | 1 technology investigated | Reviewing innovative technology |
| <p><i>Code W1.1.4</i></p> <p>Waste being diverted from landfill to recycling centers</p> | Environmental Waste Lead | 50% Progressing | <p>The council continued during Q2, with NetWaste Group, its commitment to divert waste from landfill. This includes waste segregation at the initial stage and then sending the waste to the appropriate facility for resource recovery. Waste is then reused in manufacturing, implementing a circular economy concept.</p> <p>This can and does include the residential waste services of Yellow Bin collections and recycling, FOGO Bin collections and recycling, Green Waste Chipping, Motor oil, Tyre, Battery, Mattress, and Scrap Metal.</p> <p>There were two new projects added into the program, diverting waste from landfill, during Q2, which included implementation of the Operation of Parkes Community Recycling Center. Diverting smoke alarms, fluorescence globes and tubes, water and oil-based paints, household and car batteries, gas bottles, fire extinguishers, motor and other oils. In line with the NSW EPA CRC requirements this service was limited to household quantities only.</p> <p>The E-waste Recycling Trail Project continued during Q2 in conjunction with NetWaste.</p> | Waste being diverted from landfill to recycling centers | 5% increase | Waste diverted from landfill |

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|-----------------|--|----------------------------|--------------------|-----------------|
| Code W1.1.5 Number of audits conducted | Environmental Waste Lead | 50% Progressing | Waste audits were conducted during Q2, as per the Netwaste and JR Richards Plan. Bin inspections in conjunction with Netwaste via Environment were completed during Q2. | Number of audits conducted | Minimum 1 per year | Audit conducted |

W1.2: Council provides facilities for residents to dispose of waste where public health, environmental and economic outcomes are considered

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|-----------------|--|--|-------------|------------------------------|
| Code W1.4.1 Percentage of waste diverted from landfill through resource recovery at transfer station and waste management facilities | Environmental Waste Lead | 50% Progressing | Residents continued in Q2 recycling household problematic waste, with the opening of the Community Recycling Centre (CRC). This can and does, includes the residential waste services of Yellow Bin collections and recycling, FOGO Bin collections and recycling, Green Waste Chipping, Motor oil, Tyre, Battery, Mattress, and Scrap Metal. Two new projects were added to the program, diverting waste from landfill during Q2, including the Operation of Parkes Community Recycling Centre. Diverting smoke alarms, fluorescence globes and tubes, water and oil-based paints, household and car batteries, gas bottles, fire extinguishers, motor and other oils. In line with the NSW EPA CRC requirements this service was limited to household quantities only. The E-waste Recycling Trail Project continued during Q2 in conjunction with NetWaste. The total diversion of waste from landfill will be tangibly calculated at the end of Q4. | Percentage of waste diverted from landfill through resource recovery at transfer station and waste management facilities | 5% increase | Waste diverted from landfill |

| | | | | | | |
|---|---------------------------------|------------------------|--|---|---|-------------------|
| <p><i>Code W1.4.2</i></p> <p>Continue operating and maintaining waste facilities across the Shire</p> | <p>Environmental Waste Lead</p> | <p>50% Progressing</p> | <p>Q2 saw continuation of the operation and maintenance of waste with rural tips, regularly reviewed and monitored. Regular tip pushing was completed and/or on request. The tip is limited to the residents of that town. Access is monitored and registered.</p> <p>Tullamore new cell was completed. New cells for both Parkes and Trundle are in progress, expected delivery Q4.</p> | <p>Continue operating and maintaining waste facilities across the Shire</p> | <p>Maintain and review rural tip operations</p> | <p>Maintained</p> |
|---|---------------------------------|------------------------|--|---|---|-------------------|

COMMERCIAL WASTE

W2: We will develop processes to ensure commercial properties have access to a disposal service and the opportunity to participate with waste diversion strategies.

W2.1: Provide effective landfill management to deliver positive public health, environmental and economic outcomes for the community

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|-----------------|--|--|-----------------|---------------------------|
| <p><i>Code W2.1.1</i></p> <p>Provide one new tip cell to the Shire</p> | Environmental Waste Lead | 40% Progressing | <p>The council started work in Q2 for the extension of the existing cell. The Council faced challenges with extreme wet weather conditions, limiting implementation of work on-site.</p> <p>Preliminary study was completed during Q2, which included leachate pipe gradient, type of pipe required, surveying, dimensions of the cells required, gabient design and review of other technical factors. The work commenced with the expected cell dimensions of 100-110m Length x 55-60m Width x 2.5-3.0m Depth. Considering the ground structure, for example volume of rocks, may vary the dimensions.</p> | Provide one new tip cell to the Shire | 1 | Progressing |
| <p><i>Code W2.1.2</i></p> <p>All regulatory guidelines are met when opening a new landfill cell</p> | Environmental Waste Lead | 50% Progressing | The extension of the existing landfill cell was current - working progress during Q2. The landfill cell delivery is expected to be completed by the end of Q4. | All regulatory guidelines are met when opening a new landfill cell | 100% compliance | Ongoing operational works |

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|-----------------|--|---|-------------|-----------|
| <p><i>Code W2.1.3</i></p> <p>Increase percentage of waste being diverted from landfill</p> | Environmental Waste Lead | 50% Progressing | <p>Residents continued in Q2 recycling household problematic waste, with the opening of the CRC.</p> <p>This can and does include the residential waste services of Yellow Bin collections and recycling, FOGO Bin collections and recycling, Green Waste Chipping, Motor oil, Tyres, Battery, Mattress, and Scrap Metal.</p> <p>Two new projects were added to the program, diverting waste from landfill during Q2, including the Operation of Parkes Community Recycling Centre.</p> <p>Diverting smoke alarms, fluorescence globes and tubes, water and oil-based paints, household and car batteries, gas bottles, fire extinguishers, motor, and other oils. In line with the NSW EPA CRC requirements this service was limited to household quantities only.</p> <p>The E-waste Recycling Trail Project continued during Q2 in conjunction with NetWaste.</p> | Increase percentage of waste being diverted from landfill | 2% increase | Increased |

W2.2: Commercial Waste Collection

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|-------------|---|--|----------|------------|
| <p><i>Code W2.2.1</i></p> <p>Continue providing a commercial waste collection service</p> | Environmental Waste Lead | Progressing | <p>The Council is working closely with JR Richards to ensure Commercial Services bin collections are met for those eligible businesses. Providing access to Commercial businesses to use the Parkes Waste Facility.</p> <p>The Commercial services, red bins are collected weekly, and the yellow recycle bins, aligned with residential services, is collected fortnightly.</p> <p>The SAP project will see Commercial businesses subject to assessment.</p> | Continue providing a commercial waste collection service | Maintain | Maintained |

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|-----------------|---|---|--------|-----------------------|
| Code W2.2.2 Customer requests and enquiries are responded to within 10 days | Environmental Waste Lead | 50% Progressing | 74 requests received during 2022/23 Q2, 95% of requests were responded to within 10 days. | Customer requests and enquiries are responded to within 10 days | 100% | Responded to requests |

W2.3: Ensure recycling services are maintained and manage the current and emerging impacts of external change

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|-----------------|---|---|----------|------------|
| Code W2.3.1 Number of contracts for external services for recycling and diversion from landfill | Environmental Waste Lead | 50% Progressing | Council continued to work with external service contractors for recycling and diversion from landfill in Q2 and as an ongoing operation service. Q2 problematic waste included recycling of mattresses, tyres, green waste mulching, motor oil, CRC, scrap metal recycles. Q2 continued FOGO waste diversion from landfill, recycling bin processing contract. Also including E-waste recycling and drum-muster cage recycling. | Number of contracts for external services for recycling and diversion from landfill | 5-8 | 10 |
| Code W2.3.2 Maintain yellow bin collection service | Environmental Waste Lead | 50% Progressing | The Council continued to work closely with JR Richards to ensure Commercial Services recycling bin collections were offered to eligible businesses. The Commercial services, yellow recycle bins, are aligned with residential services, and are collected fortnightly. As part of JR Richards commitment to service, the missed bin requests are within the set KPIs. | Maintain yellow bin collection service | Maintain | Maintained |

WASTE EDUCATION

W3: We will provide appropriate educational opportunities to the community, aiding residents to improve their knowledge of waste management.

W3.2: Strengthen waste management practices through Council's engagement with external education opportunities

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|------------------------------|-----------------|---|---|--------|---------------------|
| Code W3.2.1 Council representatives participate in educational programs | Environmental Waste Lead | 60% Progressing | In Q2 the Council scheduled a Worm Farm Composting workshop for the Community, in joint with NetWaste via EnviroCom. The event had to be rescheduled due to a lack of participation numbers registered. The Council plans to review promotional activity and reschedule workshops for Q4. | Council representatives participate in educational programs | 1 | Program rescheduled |
| Code W3.2.2 Number of quarterly NetWaste forums attended | Environmental Waste Lead | 50% Progressing | Netwaste forums held at JRC Meeting in Dubbo and Forum in Mudgee during Q2 were attended. | Number of quarterly NetWaste forums attended | 4 | 1 |
| Code W3.2.3 Implement a suggested strategy, program, process, or activity from a NetWaste forum | Environmental Waste Lead | 50% Progressing | <p>The council is a member of Netwaste steering committee permitting council to provide inputs for strategic waste management planning for Netwaste regions. Including, such as waste contracts, waste education, waste strategy and other recycling related projects.</p> <p>The council, with NetWaste group, selected Talis Consultant to write/construct a regional strategy.</p> <p>The council has forwarded suggested strategy, program, process information of the Shire that will be covered in the Development of Net Waste's Regional Waste and Sustainable Materials Strategy 2022 -27. Once available, a review will be conducted.</p> | Implement a suggested strategy, program, process, or activity from a NetWaste forum | 1 | Program implemented |

W3.1: Provide educational opportunities for residents and businesses across the Shire to aid their understanding of waste management practices within the Shire

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|-----------------|--|--|--------|----------|
| <p><i>Code W3.1.1</i></p> <p>Number of educational opportunities provided to residents and businesses</p> | Environmental Waste Lead | 50% Progressing | <p>There were several education opportunities provided to the residents and businesses during Q2.</p> <p>The Council website has been updated, and all waste services available for viewing. The calendar for collection days and bins including the Waste fact sheets.</p> <p>During Q2 regular postage information regarding FOGO Service, National Recycling week, NSW Government new initiative such as plastic ban and others, sent out to the Community.</p> <p>Netwaste has a website education tool, which is used to identify their strategy plans.</p> <p>Council is investing resources for the delivery of an APP for Waste and recycling, for simplicity, reliability and speed for access to information.</p> <p>During Q2 the Council held a FOGO Workshop and pop-up display stands open to the Community.</p> | Number of educational opportunities provided to residents and businesses | 2 | Achieved |
| <p><i>Code W3.1.3</i></p> <p>Variety of waste education opportunities are provided to the Shire</p> | Environmental Waste Lead | 50% Progressing | <p>There were several education opportunities provided to the residents and businesses during Q2.</p> <p>The Council website has been updated, and all waste services available for viewing. The calendar for collection days and bins including the Waste fact sheets.</p> <p>During Q2 regular postage information regarding FOGO Service, National Recycling week, NSW Government new initiative such as plastic ban and others, sent out to the Community.</p> <p>Netwaste has a website education tool, which is used to identify their strategy plans. Netwaste interacts with the community by having competitions like Waste2Art.</p> <p>Council is investing resources for the delivery of an APP for Waste and recycling, for simplicity, reliability, and speed for access to information.</p> | Variety of waste education opportunities are provided to the Shire | 4 | 2 |

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|------------------------------|-----------------|---|--|--------|----------|
| <p><i>Code W3.1.4</i></p> <p>Conduct annual bin audits to guide educational materials for the community</p> | Environmental Waste Lead | 75% Progressing | <p>Waste audits were conducted during Q2, as per the Netwaste and JR Richards Plan.</p> <p>Bin inspections in conjunction with Netwaste via Environment were completed during Q2.</p> <p>The Council website has been updated, and all waste services available for viewing. The calendar for collection days and bins including the Waste fact sheets.</p> | Conduct annual bin audits to guide educational materials for the community | 1 | Achieved |

WATER SUPPLY



3 Water supply schemes

Overview

The Parkes-Peak Hill scheme draws from a combination of surface water from the Lachlan River, 15km east of Forbes and the Lake Endeavour and Beargamil dams as well as groundwater from bores located on the Escort Way associated with the Lachlan River through to the Parkes Water Treatment Plant. It is then treated at the Parkes Water Treatment Plant before being supplied to consumers at Parkes, Peak Hill, Alectown, Cookamidgera and Trewilga. The scheme also supplies raw water to Northparkes Mine. A major project for the next Delivery Program involves increasing the security of supply – largely to cater for increased demand associated with the Special Activation Precinct – by constructing additional bores and a new pipeline from the river and bore supplies at the Lachlan River through to the Parkes Water Treatment Plant.

The Forbes-Tottenham scheme supplies towns on the western side of the Shire. This is also known as the B-section of pipeline. Water is purchased from Forbes Shire Council, who draws it from the Lachlan River and treats it (for its own supply as well) before it is piped to the towns of Bogan Gate, Gunningbland, Trundle, and Tullamore. Parkes Shire Council then sells it to Lachlan Shire Council to supply Tottenham.

The Recycled Water Scheme draws treated effluent from the Parkes Recycled Water Plant and supplies it to a number of parks and sportsgrounds around Parkes, as well as commercial users. It is an important means of reducing the demand on potable water resources. A major project for the next Delivery Program involves connecting a number of third-party users to the scheme. This could include a number of low risk, high water use business and not-for-profit organisations to provide a lower cost non-potable water option.

WATER SUPPLY

WS1: We will provide appropriate maintenance, development, infrastructure, and ongoing operational activities that align with community needs, regulatory guidelines, and long-term sustainability concerns.

WS1.1: Water sources effectively are managed to meet the Shire's needs

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|--|-----------------|--|--|---------|-------------------------------|
| <i>Code WS1.1.1</i> Audits of critical infrastructure | Executive Manager Water Engineering | 50% Progressing | During 2022/23 Q2 the Water and Sewer Team reviewed various Capital Works projects and Operation works to cater for the maintenance and development of the infrastructure requirements. | Audits of critical infrastructure | 10 | Audit review |
| <i>Code WS1.1.2</i> Water is effectively sourced from bore, river, dam, and supernatant supplies | Manager Infrastructure Operations | 50% Progressing | Lake Endeavour was utilized as a water source until the storm event on 12/11/22 when the pipeline was damaged and had to be closed. 80.19ML was drawn from the dam in Q2. The river main was opened to the WTP on 21/12/22 with 32.38 ML drawn in this period. 341ML was drawn from the bore field in Q2 | Water is effectively sourced from bore, river, dam, and supernatant supplies | Achieve | Achieved |
| <i>Code WS1.1.3</i> Time outside raw water quality envelope | Environmental and Sustainability Coordinator | 50% Progressing | During 2022/23 Q2 the Council is continuing the current progression in planning for the Lachlan River Pre-Treatment Lagoon. Planning will be to further decrease time outside raw water quality. | Time outside raw water quality envelope | 15% | Continued current progression |

WS1.2: Water Conservation and Drought Management Programs

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|-----------------|--|--|-----------|--------------------------|
| Code WS1.2.1 Number of days restrictions over Level 1 | Manager Infrastructure Operations | 50% Progressing | Customers remained on level 1 restrictions during Q2 due to the continued wet weather experienced | Number of days restrictions over Level 1 | Zero | Remained on Level 1 |
| Code WS1.2.2 Volume of non-revenue water | Executive Manager Water Engineering | 20% Progressing | The Water and Sewer Team have engaged with various consultants, and through Centjo with review of the volume of non-revenue water. Investigations and reviews are underway to create an effective model for identification of the volume of non-revenue water. | Volume of non-revenue water | Declining | Review and investigation |
| Code WS1.2.3 Number of water awareness campaigns | Environmental and Sustainability Coordinator | 50% Progressing | Due to the extreme wet weather conditions during 2022/23 Q2 there was not a need to create, distribute or promote any water awareness campaigns. | Number of water awareness campaigns | 1 | Zero water campaigns |

WS1.3: Ensure the Drinking Water Quality Management System is effectively utilized

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|-----------------|---|--|-----------|----------|
| Code WS1.3.1 Number of Critical Control Point exceedances | Environmental and Sustainability Coordinator | 50% Progressing | Nil Critical Control Point exceedances recorded. | Number of Critical Control Point exceedances | Zero | Zero |
| Code WS1.3.2 Number of non-compliant samples | Environmental and Sustainability Coordinator | 20% Progressing | Monitoring of non-compliant samples is on-going during 2022/23. | Number of non-compliant samples | Declining | On-going |

WS1.4: Efficiently operate the water supply system

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|-------------------------------------|-----------------|---|--|----------|-----------|
| Code WS1.4.1 Planned preventative maintenance reduces breakdown maintenance | Executive Manager Water Engineering | 50% Progressing | Planned preventative maintenance was under review during 2022/23 Q2 and is on-going. The Water and Sewer Team are working towards producing a Strategic Planned Maintenance Plan to identify and reduce breakdown maintenance. | Planned preventative maintenance reduces breakdown maintenance | Zero | Planning |
| Code WS1.4.2 Cost of production per KL | Manager Infrastructure Operations | 50% Progressing | Dam water was used as a raw water source until the extreme wet weather event in mid-November. Towards the end of December River water was used. This resulted in higher chemical costs during this period. Electricity costs are yet to be available. | Cost of production per KL | Maintain | Variation |

WS1.5: Provide the Shire with sufficient water supplies through effective water distribution

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|--|--|-----------------|--|--|-----------|------------------------|
| Code WS1.5.1 Number of water quality complaints | Environmental and Sustainability Coordinator | 50% Progressing | During 2022/23 Q2 there were no quality complaints registered in the Council Customer Services request management system. | Number of water quality complaints | Declining | No complaints recorded |
| Code WS1.5.2 Number of service-related complaints | Manager Infrastructure Operations | 50% Progressing | 53 requests received during 2022/23 Q2, with an average time of 27.86 days to respond to these requests. | Number of water quality complaints | Declining | Responded to requests |
| Code WS1.5.3 Number of unplanned supply interruptions | Manager Infrastructure Operations | 50% Progressing | The council repaired 7 breaks in the main that resulted in an unplanned interruption to supply. Of these, 2 were on the B-Line, 2 on the Peak Hill line and 3 in the Parkes township | Number of unplanned supply interruptions | Maintain | 7 |

WS1.6: Recycled Water is safe for municipal irrigation

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|---|-----------------|--|---|--------|-----------|
| Code WS1.6.1 Number of samples not complying with AGWR | Environmental and Sustainable Coordinator | 50% Progressing | During 2022/23 Q2 all verification sampling returned Compliant results. | Number of samples not complying with AGWR | Zero | Compliant |
| Code WS1.6.2 Number of Critical Control Point exceedances | Environmental and Sustainable Coordinator | 50% Progressing | Nil Critical Control Point exceedances recorded. | Number of Critical Control Point exceedances | Zero | Zero |
| Code WS1.6.3 Recycled water supplied as a percentage of total demand | Manager Infrastructure Operations | 50% Progressing | The continued wet weather saw little demand for Recycled Water in October. The extreme wet weather event in November resulted in flooding of the recycled water storage lagoon. This resulted in issues with the AWRP system which continued into December. As a result, bore water was used to top up the Recycled Water System. In Q, 42.82% of the recycled water came from the AWRP. | Recycled water supplied as a percentage of total demand | 100% | Achieved |

WATER SECURITY PROJECT

WS2: We will ensure the Water Security Project has been appropriately designed, constructed, and commissioned for the community's needs.

WS2.1: Design the water security project to meet the changing needs of the community

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|-------------------------------------|--------------------|---|--|---------|----------|
| Code WS2.11 Complete detailed design of the Water Security Project | Executive Manager Water Engineering | 50% Progressing | <p>The Water Security Project continues to be implemented, monitored, and reviewed. The detailed design includes Parkes Town Water Security Program - Building Better Regions. The project is progressing, establishing and development of activities. These include design & development, Section 60 for approval, processes, investigations, and the environment and planning approvals. This also includes documentation and cultural heritage assessments.</p> <p>The refurbishment of Bores 1, 3, 4 and 5 which have been delivered with the electrical items currently outstanding.</p> <p>The Lachlan Pipeline Duplication Project includes detailed design, finalizing the assessment of options. The Council has engaged GHD. Assessments include pipe material, selecting HDPE, plus up sizing to a nominal 600mm ID, and SED. SED has been engaged to progress with the Essential Energy ASP Level 3 designs.</p> <p>The Safe and Secure Water Project; Regional Recovery Partnership and PMO have progressed the Project Development procurement activities. This includes the engagement via Public Tender processes of GHD for the LPDP detail design and the SED for the Essential Energy ASP Level 3 designs.</p> | Complete detailed design of the Water Security Project | Achieve | Achieved |

WS2.2: Ensure the Water Security Project can meet community needs through effective construction

| Action Code/Name | Responsible Officer Position | Progress | Comments | Performance Measure | Target | Actual |
|---|-------------------------------------|-----------------|---|---|---------|------------------|
| Code WS2.2.1 Secure grant funding for the Water Security Project | Executive Manager Water Engineering | 50% Progressing | The Water and Sewer Team is working with the Grant Team to identify availability and to secure Grants. | Secure grant funding for the Water Security Project | Achieve | Working progress |
| Code WS2.2.2 Prepare for project construction | Executive Manager Water Engineering | 50% Progressing | Preparation for project construction continues with the Council, along with PMO involving industry experts to ensure the parameters for the water and security. These include due diligence -Ecological survey. Designs to cater for the maximum output within the resources - financial and non-financial. The Operational Team will provide input for the operational component. There will be a review of the Assessment Management requirements. | Prepare for project construction | Achieve | Preparations |

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It all adds up.