



PARKES SHIRE COUNCIL

Our Mission: To Deliver Progress and Value to our Community

Our Communities Vision:

In 2022 the Parkes Shire will be a progressive regional centre, embracing a national logistics hub with vibrant communities, diverse opportunities, learning and healthy lifestyles.

Ordinary Council Meeting LATE AGENDA

Tuesday, 15 February 2022

Notice is hereby given that an Ordinary Council Meeting of Parkes Shire Council will be held at the Parkes Shire Council Offices 2 Cecile Street Parkes, commencing at 2:00 PM for the purpose of considering the items included on the Agenda.

GENERAL MANAGER: KENT BOYD PSM

Ordinary Council Meeting Late Agenda
Order of Business: Tuesday 15 February 2022

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15. QUESTIONS AND MATTERS OF URGENCY**15.1. Q&M from Cr O'Leary regarding Parkes Cheney Park complex**

Submitted by

Cr LA O'Leary

Report

Q&M from Cr LA O'Leary regarding Cheney Park Complex new/increased water logging.

Background:

Council has spent considerable funding on improving part of the water drainage issues at the Cheney Park complex, but has this now caused a bigger problem?

The recent summer rains have continued to challenge this facility, with water logging now appearing within the Stephen Davies complex and evidence that the subsoil deterioration is occurring to sealed road base.

At the recent Sports Council meeting it was discussed that a former Council grounds Staff had kept the water within the Parkes Brick-pit under a specific level - it is understood that the current Brick-pit level is well in excess of this.

Before the Cheney Park refurbishment, it was reported that there is NO direct link between the Brick-pit and the soil salt levels at Cheney and that the underlying water aquifer and long term salt build-up was the main reason for soil contamination.

Question:

Can the water level of the Brick-pit be maintained at a "proposed" level by pumping excess water to another location on a regular basis?

This proposal of a trial of water level consistency could establish a short-term solution and allow evaluation of the Brick-pit water level for future reference.

This appeared to be done previously by retired Council Grounds Staff and there were no apparent issues.

Concern is also expressed regarding the Stephen Davies field subsoil and what this could mean when works commence on the refurbishment planned for later this year.

I am also worried about impact on local residents that live between and around the Brick-pit and Cheney Park complex. Have there been any issues or concerns raised by residents and is Council aware of potential areas that need monitoring/attention.

Attached are photos taken on Cheney Park, showing water pooling and deterioration of grasses areas. Water has also been running along the Stephen Davies Field drain, however NO sport is currently being played, so the water is coming from underneath. The Cheney Park car park is also showing evidence of sub-soil deterioration

Comments from General Manager or Director

Comments from Andrew Francis, Director Infrastructure & Strategic Futures:

The area that was rehabilitated and provided with underground drainage has performed very well during the large rainfall events and consistently across the wet season. The design that Council had developed was for a much larger area to be improved, however, due to constraints with funding, the main area of the Cheney Park oval was selected as the highest priority.

The works could not have exacerbated the issue, this is more likely a consequence of the significant wet period that has been experienced over the last 18 months and the poor water holding capacity of the soil surrounding the Stephen Davies field. The structure itself is probably the most likely cause of the salinity issues surrounding it, as the sealing nature of the infrastructure would “push” the underground water to emerge at the extents of the field.

There is a history of mine shafts throughout the park and particularly in the carpark, subsidence due to bulk movement of water in wet times through these has occurred in the car park previously. The locations shown to have standing surface water are all low points on the surface for water to naturally collect.

Testing of the surface water shows it to be saline and inline with the predictions of the previous study, which is ground water moving up through the salt laden soil mobilising the salt to the surface. It should be noted that extensive monitoring of the levels of the underground water system in Cheney Park and the brick pit have been undertaken over a number of years and show no direct correlation between the piezometric level in the brick pit and the high-water level in Cheney Park. This was most obvious during the period that the brick pit was draw down to its lowest extraction level in 2018 by the Inland Rail contractors and this draw-down had no significant impact on the Cheney Park standing water level. Chemical testing of the brick pit water and the water from Cheney Park also show very different chemical make-up and differing salt levels.

Council’s Operations and Infrastructure Departments are currently working an infrastructure solution, at a lower cost that the full rehabilitation, to drain the specific locations as an interim measure.

Given the large amount of construction work proposed at the Parkes Special Activation Precinct and Newell Highway Bypass, it is anticipated that the brick pit will be significantly drawn down over the next months.

Recommendation

1. That Council’s Operations and Infrastructure Departments monitor and report back to Council with an infrastructure solution, at a lower cost that the full rehabilitation, to drain the specific locations as an interim measure.

Attachment

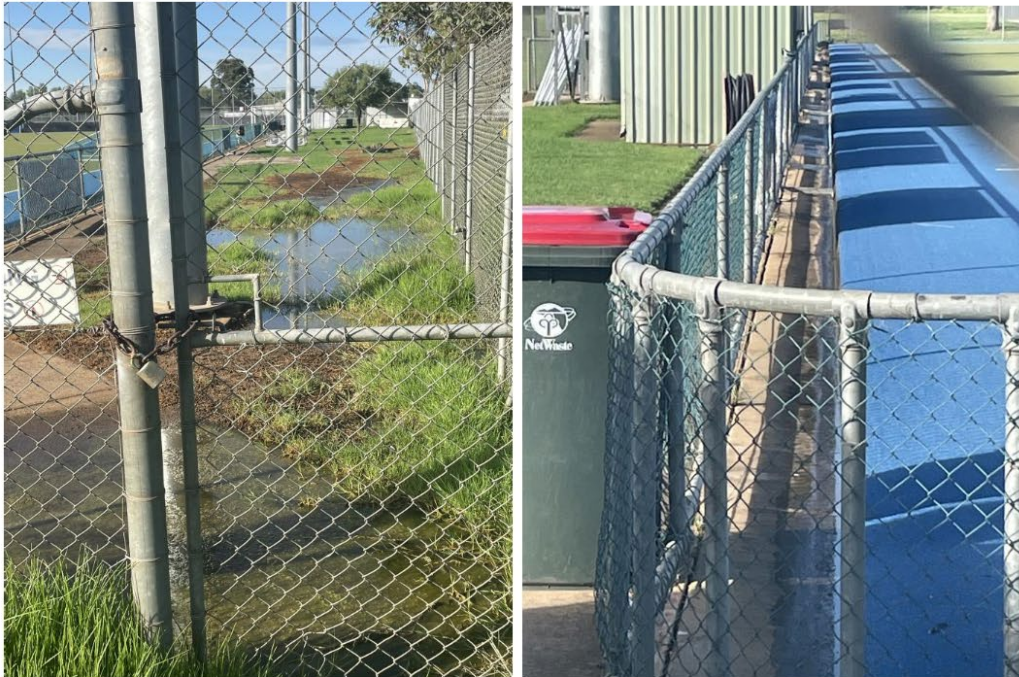
1. Parkes Cheney Park complex - current photo

Attachment 1 - Parkes Cheney Park complex

Parkes – Cheney Park complex – drainage











15.2. Q&M from Cr KM McGrath regarding Hiring of a Complaints Officer

Submitted by

Cr KM McGrath

Report

Cr KM McGrath (supported by Cr GW Pratt) would like Council to hire a Complaints Officer as they feel that Council is not getting back to ratepayers in a timely manner. Cr McGrath gave as example about a family who have been living in a motel for 2 months after their house was flooded with sewer & Council was not responding to them in a timely manner

Comments from General Manager or Director

Comments from Cian Middleton, Director Customer, Corporate Services & Economy:

Council delivers a wide range of services and strives regularly monitor and improve our performance to ensure we are providing our customers with quality service. As at February 2022, the organisation receives 433 customer requests (including complaints) each month, which represents an increase by 25 per cent since December 2021. Despite the increase in the volume of customer requests received; the average days to responds to customers' enquiries has decreased from 2.48 days to 1.79 days. Pleasingly, the closure rate has increased by 23 per cent and the number of enquiries closed within 10 days is 73 per cent.

Notwithstanding this, we are committed to continuously improving our customer service and in 2022, will progress the implementation of a new Customer Request Management (CRM) module within the organisation's core business system, TechnologyOne. Once implemented, this system will enable Management to better monitor the volume of enquiries, requests and complaints received and ensure they are being resolved as promptly and efficiently as possible. A further report and briefing to Council on this project is able to be provided at a future Councillor Workshop.

Currently each department has dedicated customer service staff, akin to the requested Complaints Officer. The new CRM system should help customers track their requests.

Recommendation

1. For Council's consideration

Attachment

Nil

15.3. Q&M from Cr WP Jayet regarding the purchase of a piano for Cooke Park Pavilion

Submitted by

Cr WP Jayet

Report

Cr WP Jayet (supported by Deputy Mayor NC Westcott) has stated that rehearsals for the upcoming Overture concert occurred last weekend. It became obvious to me that a piano needs to be located at the Cooke Park Pavilion on a permanent basis. With the cost of moving the baby grand piano from the Coventry Room at around \$300 each time, I believe it is a cost-effective solution to purchase a second baby grand piano (with size, cost & specifications similar to the first baby grand piano). The purchase needs to be undertaken urgently in time for the upcoming Overture concert and the Parkes Elvis Festival. Hopefully money could be allocated from the Parkes Town Improvement Fund.

Comments from General Manager or Director

Comments from Cian Middleton, Director Customer, Corporate Services & Economy:

Council purchased its current baby grand piano in late 2021 for \$13,749.00 (inclusive of freight). The baby grand piano is usually located at the Coventry Room, however, has been temporarily relocated to the Cooke Park Pavilion for the *Saturday Sounds* events on 19 February 2022. After this event is completed, the instrument will be returned to the Coventry Room for use at an event held by the Parkes Potters Group. The baby grand piano will return to the Cooke Park Pavilion in April for the *Overture Stars Under the Stars* event on 02 April 2022 and remain there in the lead-up to the Parkes Elvis Festival later that month. Each move costs approximately \$300.00, however, this is logistically sound as a long-term approach.

Moving forward, the baby grand piano will only be relocated to Cooke Park Pavilion for use during major events, and an operational policy will be prepared to support this position. It is noted that there are no further events scheduled in 2022 requiring the instrument. As such, the business needs to relocate the baby grand piano is infrequent and the procurement of a further instrument is not considered justified at this time from an operational perspective. The Visitor Economy & Major Events team have confirmed that no additional baby grand piano is needed for either the *Overture Stars under the Stars* event or the Parkes Elvis Festival.

As at 14 February 2022, Council currently has a uncommitted balance of \$94,000 in the Parkes Town Improvement Vote. On 14 February 2022, Council Officers obtained a quote from the Canberra-based supplier of the existing baby grand piano totalling \$14,449.00 (inclusive of freight). Due to ongoing supply chain network delays, however; the instrument would not be delivered until May 2022, after the Parkes Elvis Festival has concluded.

Recommendation

1. For Council's consideration

Attachment

Nil

16. CONSIDERATION OF CONFIDENTIAL ITEMS

16.3. Confidential - (GM) Electricity Procurement by CNSWJO

Prepared By:

General Manager

Reason for Confidentiality

This report is CONFIDENTIAL in accordance with Section 10A(2)(c) of the Local Government Act 1993 and Council's Code of Meeting Practice, which permits the meeting to be closed to the public for business relating to the following: -

(c) information that would, if disclosed, confer a commercial advantage on a person with whom the council is conducting (or proposes to conduct) business,

16.4. Confidential - (DO) Tipper Truck Replacement

Prepared By:

Director Operations

Reason for Confidentiality

This report is CONFIDENTIAL in accordance with Section 10A(2)(c) of the Local Government Act 1993 and Council's Code of Meeting Practice, which permits the meeting to be closed to the public for business relating to the following: -

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