



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 MINUTES

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

Minutes of the Ordinary Council Meeting held in the Parkes Shire Council Offices 2
Cecile Street Parkes, on Tuesday, 15 February 2022 at 2:00 PM.

PRESENT

Councillor K J Keith OAM, (in the Chair)
Councillor W P Jayet
Councillor G W Pratt
Councillor L A O'Leary
Councillor G S Wilson

Councillor N C Westcott
Councillor K M McGrath
Councillor M E Applebee
Councillor J P Cass
Councillor D R Weber

IN ATTENDANCE

General Manager - K Boyd
Director Customer, Corporate Services & Economy - C Middleton
Director Planning and Community Services - B Hayes
Director Operations- B Howard
Director Infrastructure & Strategic Futures - A Francis
Executive Manager Corporate Services - A McGrath
Acting Chief Financial Officer - L Nash
Minutes - M Wyatt

MEETING COMMENCEMENT

The Meeting commenced at 1pm with Confidential Items.

The Mayor opened the meeting with the following declaration. It is now 1pm Tuesday 15 February 2022 and as the Mayor I declare the Ordinary Meeting of the Parkes Shire Council being held electronically due to the restrictions surrounding the COVID-19. As such the confidential items will be discussed at the commencement of the meeting.

The open section of the meeting will commence as publicly advertised at 2.00pm and was livestreamed to Council's Facebook page and audio recorded.

A copy of the audio recording will be available on the Council website for a period of 12 months.

16. CONSIDERATION OF CONFIDENTIAL ITEMS

The Mayor asked the Meeting whether it agreed that the items listed by the General Manager appeared to be items which should be discussed in closed session for the reasons given.

The General Manager advised that there were no written representations from the public on the proposed closure of the Council Meeting.

22 - 034 Resolution

That the meeting be closed for consideration of the listed items as they involve: Personnel matters concerning particular individuals (other than Councillors) or information that would if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business or commercial information of a confidential nature that would, if disclosed, prejudice the commercial position of the person who supplied it or advice concerning litigation or advice that would otherwise be privileged from production in legal proceedings on the ground of legal professional privilege.

Moved Councillor Ken McGrath, seconded Councillor George Pratt.

CARRIED

16.1. Confidential (DO) Contract No PSC2021/081 Management Lease of Spicer Caravan Park

Executive Summary

Following the resignation of Caravan Park Managers effective from 4 January 2022, tenders were called for the Management Lease of Spicer Caravan Park. Tenders closed on 3 February 2022.

Recommendation

That Council accept the alternative proposal from Belgraviapro for a five year term at 43% (GST inclusive) commission subject to :

1. the Glamping Sites conform with the requirements of the Local Government Act and be established within current sites at Spicer Caravan Park.
2. the review of the fees and charges associated with the park be submitted to Council for review and approval in line with Council's Budget and Reporting timeframes.

22 -035 Resolution

That the recommendation be adopted.

Moved Councillor ME Applebee, seconded Councillor WP Jayet.

CARRIED

16.2. Confidential - Committee Minutes - Economic Development Committee Meeting 01 February 2022

Executive Summary

Minutes of the Economic Development Committee Meeting held Tuesday 01 February 2022 are attached for Council's consideration.

Recommendation

1. That the Minutes of the Economic Development Committee held on 02 February 2022 be received and any actions endorsed.

22 - 036 Resolution

1. That the recommendation be adopted.
2. That Council go to auction for the remaining block at the reserve determined in the Minutes

Moved Councillor LA O'Leary, seconded Councillor WP Jayet.

CARRIED

16.3. Confidential - (GM) Electricity Procurement by CNSWJO

Executive Summary

Member councils of the Central NSW Joint Organisation (CNSWJO) have been procuring electricity collaboratively for over 15 years. In the past this has provided substantial cost savings to members and allows the region to seek innovative and bespoke solutions. Over the years Central NSW Councils have refined the process and grown in their capacity, most recently seeking competitive pricing in renewable energy. The key determinants of price are aggregation and timing. CNSWJO is entering the market as early as possible to manage the time component.

Recommendation

That Council

1. Note the report on electricity procurement;
2. Note that a reduced tender period has been considered;
3. Resolve that because of the extenuating circumstances set out in the report a satisfactory result would not be achieved by inviting tenders for the aggregated procurement of electricity for large market sites and streetlighting which are due to commence on 1 January 2023; (and in so doing excusing Council from the tendering requirements under S55(3)(i) of the LG Act)
4. Note that the reasons for the decision of the Council in resolution 3 are as follows:
 - a. The services with respect to which the tender relates can only be provided by energy retailers.
 - b. Council has received expert advice that due to the nature of the relevant market, offers from those retailers which will be made in response to the request for tender will only be open for acceptance for a period of 1-2 weeks.
 - c. Even if the tender period was shortened to 7 days as permitted under the Regulations, some if not all of the relevant tenders would expire prior to Council being able to undertake an assessment of tenders, report the matter to Council and resolve to accept or reject any tenders.
 - d. This would result in Council either having no valid tenders which it is able to accept, or it would not be able to consider for acceptance all of the tenders lodged in response to the request for tender.
 - e. This would not be a satisfactory result for Council.
5. Delegate the authority to execute the contracts for the supply of electricity for large market sites and streetlighting to the General Manager; and
6. Advise Central NSW Joint Organisation of Council's decision.

22 - 037 Resolution

That the recommendation be adopted.

Moved Councillor GW Pratt, seconded Councillor NC Westcott.

CARRIED

16.4. Confidential - (DO) Tipper Truck Replacement

Executive Summary

Following a review of the plant replacement program for 21/22 and a subsequent request from the Director Works and Services, Council considered replacing its 6 x 4 tipper truck that is in the 2021-22 replacement budget, tenders were obtained for the supply of a 6 x 4 tipper truck through vendor panel and Local Government Procurement (LGP).

Recommendation

1. That the budget replacement funds for the 6 x 4 tipper be approved to be used
2. That the tender from Wagga trucks to supply a UD GW26 460KAA for the purchase price of \$232,834.27, be approved.
3. That Council dispose of the old truck #7821 through Pickles auctions system (fee free) Dubbo

22 - 038 Resolution

That the recommendation be adopted.

Moved Councillor KM McGrath, seconded Councillor GW Pratt.

CARRIED

The Confidential Meeting closed at 2pm.

1. PRAYER

The Mayor asked the General Manager to open proceedings with a prayer.

2. APOLOGIES

Nil

3. CONFIRMATION OF PREVIOUS MINUTES

That the Minutes of the Ordinary Meeting of Parkes Shire Council held on 18 January 2022, copies of which have been forwarded to Councillors, be confirmed.

Moved Councillor WP Jayet, seconded Councillor GW Pratt.

CARRIED

4. DECLARATIONS OF INTEREST

Nil

5. NOTICES OF MOTION / RESCISSION

Nil

6. LATE BUSINESS

In accordance with Council's Code of Meeting Practice 3.7(c) a decision is now required to determine which, if any Late item/s submitted to the meeting will be dealt with at the meeting or deferred for further consideration at a future Ordinary Meeting of Parkes Shire Council. That Late Item/s 15.1, 15.2, 15.3, 16.3 and 16.4 be considered at this Council meeting.

Moved Councillor DR Weber, seconded Councillor ME Applebee.

CARRIED

7. MAYORAL MINUTES

7.1. Mayoral Minute - Functions attended by Mayor and Councillors

Executive Summary

A report on functions recently attended by the Mayor, Councillors or Senior Staff in relation to community events or civic matters.

Social distancing restrictions implemented due COVID-19, has resulted in meetings being held electronically.

Recommendation

1. That the Report on functions attended by the Mayor, Councillors or Senior Staff be received and noted.

22 - 039 Resolution

That the information contained within the Report be received and noted.

Moved Councillor NC Westcott, seconded Councillor WP Jayet.

CARRIED

7.2. Mayoral Minute - Coming Known Events for Mayor and Councillors

Executive Summary

A report on the upcoming functions requiring the attendance of the Mayor, Councillors or Senior Staff in relation to community events or civic matters.

Social distancing restrictions implemented due COVID-19, has resulted in meetings being held electronically.

Council has also been assisting local community groups to hold their respective meetings electronically

Recommendation

1. That the report of upcoming functions for the Mayor, Councillors or Senior Staff be received and noted

22 - 040 Resolution

That the information contained within the Report be received and noted.

Moved Councillor WP Jayet, seconded Councillor ME Applebee.

CARRIED

7.3. Mayoral Minute - Allied Health Student Boost

Executive Summary

On Thursday 3 February 2022, Federal Member for Riverina, the Hon. Michael McCormack MP was joined by State Member for Orange, Philip Donato and representatives from Charles Sturt University, Three Rivers Department of Rural Health, Parkes and Forbes Shire Councils and Country University Centre, Parkes to announce a \$1.8 million grant to provide local training and placement opportunities for students across a range of allied health disciplines.

Recommendation

1. That this report is received and noted.

22 - 041 Resolution

That the information contained within the Report be received and noted.

Moved Councillor NC Westcott, seconded Councillor LA O'Leary.

CARRIED

8. COUNCILLORS' REPORTS

Nil

9. GENERAL MANAGER'S REPORT**9.1. (GM) Investments and Borrowings as at 31 January 2022**

Executive Summary

The carrying value of Council's cash & investments at 31 January 2022 was \$29,576,905 and the principal outstanding on Council's borrowings was \$18,639,399.

Recommendation

1. That the information in relation to investments held and borrowings at 31 January 2022 be received and noted.

22 - 042 Resolution

That the information contained within the Report be received and noted.

Moved Councillor ME Applebee, seconded Councillor GW Pratt.

CARRIED

9.2. (GM) Quarterly Budget Review as at 31 December 2021

Executive Summary

The quarterly budget review to 31 December 2021 is submitted for Council's consideration.

Recommendation

1. That the budget review report to 31 December 2021 be received and noted.
2. That council adopt the budget variations proposed in the quarterly budget review to 31 December 2021.

22 - 043 Resolution

That the recommendation be adopted.

Moved Councillor GW Pratt, seconded Councillor KM McGrath.

CARRIED

10. DIRECTOR CUSTOMER, CORPORATE SERVICES & ECONOMY**10.1. (DCCSE) Councillor Representation on Council Committees, Community Committees, Community Groups and Organisations 2022**

Executive Summary

Council normally reviews membership annually in September. The Covid delays to the Local Government election has affected the normal cycle requiring membership to now be established following the 4 December 2021 Local Government election. Pursuant to Resolution 22 - 019, membership has now been determined at a workshop held prior to the 18 January 2022 Ordinary Council Meeting and published in the report below.

Recommendation

1. That the information be received and noted.

22 - 044 Resolution

That the information contained within the Report be received and noted.

Moved Councillor WP Jayet, seconded Councillor NC Westcott.

CARRIED

10.2. (DCCS) Declaration of Public Holiday Dates for Annual Parkes Shire Shows for 2022 and 2023

Executive Summary

The NSW Government - Department of Premier and Cabinet has advised of the gazettal of the following dates as local public holidays for Parkes Shire District Agricultural Shows in 2022 and 2023.

The Order under the Public Holidays Act 2010 was published on the NSW legislation website on 17 December 2021.

Place	Time	Date
Town of Trundle	Part Day 9am - 5pm	Wednesday 17 August 2022
	Part Day 9am - 5pm	Wednesday 16 August 2023
Town of Peak Hill	Part Day 9am - 5pm	Wednesday 24 August 2022
	Part Day 9am - 5pm	Wednesday 23 August 2023
Town of Parkes	Part Day 12 midday - 5pm	Tuesday 30 August 2022
	Part Day 12 midday - 5pm	Tuesday 29 August 2023

Recommendation

1. That the information be received and noted.
2. That the Declaration along with the Parkes Shire District Show boundaries be published on the Council website for the information of the community.

22 - 045 Resolution

That the recommendation be adopted.

Moved Councillor KM McGrath, seconded Councillor LA O'Leary.

CARRIED

11. DIRECTOR PLANNING AND COMMUNITY SERVICES**11.1. (DPCS) Major Projects & Current Works - Progress Report as at 15 February 2022**

Executive Summary

This report presents an update on the current major projects within the Shire being managed or undertaken by Council's Planning & Community Services Department. The report outlines work that has been carried out over the past month and is provided for the information of Councillors.

Recommendation

1. That the information be received and noted.

22 - 046 Resolution

That the information contained within the Report be received and noted.

Moved Councillor NC Westcott, seconded Councillor LA O'Leary.

CARRIED

11.2. (DPCS) Development Activity Report - January 2022

Executive Summary

During the month of January 2022 there were eleven (11) Development Applications received totalling \$1,546,203.00 and three (3) consents were issued. One (1) Complying Development Certificate was received totalling \$15,000.00 and one (1) Complying Development Certificate was approved.

Recommendation

1. For the information of Council.

22 - 047 Resolution

That the information contained within the Report be received and noted.

Moved Councillor GW Pratt, seconded Councillor KM McGrath.

CARRIED

11.3. (DPCS) Rangers Quarterly Report October to December 2021

Executive Summary

A summary of Ranger activities for the quarter ending December 2021 is provided for Council's information.

Recommendation

1. That this report be received and noted.

22 - 048 Resolution

That the information contained within the Report be received and noted.

Moved Councillor ME Applebee, seconded Councillor NC Westcott.

CARRIED

12. DIRECTOR OPERATIONS

12.1. (DO) Major Projects & Current Works - Progress Report as at 15 February 2022

Executive Summary

This report presents an update on the current major projects within the Shire being managed or undertaken by Council's Operations Department. The report outlines work that has been carried out over the past month and is provided for the information of Councillors.

Recommendation

1. That the information be received and noted.

22 - 049 Resolution

That the information contained within the Report be received and noted.

Moved Councillor GW Pratt, seconded Councillor DR Weber.

CARRIED

12.2. (DO) Acquisition of Crown Land within Cooke Park

Executive Summary

The Cooke Park Pavilion was built over two lots of land- Lot 3 DP 507839 which is Council owned community land and Lot 701 DP101997 which is crown land. One of the conditions of consent for the building was that the lots had to be consolidated within two years of the interim occupation certificate being granted.

As a result of the requirement to consolidate the parcels, approval was sought from Crown Lands - Department of Planning & Environment which has been granted.

Recommendation

1. That Council acquire land identified as Lots 701 and 702 DP 1019977, being part of Crown Reserve 5374 for future consolidation of the land parcels of Cooke Park by compulsory process in accordance with the *Land Acquisition (Just Terms Compensation) Act 1991* and make the necessary application to the Minister and/or Governor.
2. That on acquisition, the land be classified as community.
3. That where required, the Seal of Council be applied to facilitate the acquisition.

22 - 050 Resolution

That the recommendation be adopted.

Moved Councillor NC Westcott, seconded Councillor ME Applebee.

CARRIED

12.3. (DO) Essential Energy Street Lighting Upgrades

Executive Summary

Council has been approached by Essential Energy to expedite lighting upgrades across the Shire to replace existing aged and inefficient lighting to modern LED's.

Recommendation

1. That Council accept the Lighting upgrade proposal offered by Essential Energy for \$787,513.54
2. That Council endorses the General Manager and Director Operations to execute any signed agreements and/or contracts as required

22 - 051 Resolution

That the recommendation be adopted.

Moved Councillor WP Jayet, seconded Councillor DR Weber.

CARRIED

12.4. (DO) Places to Play Grant Opportunity

Executive Summary

The NSW Government has released a grant opportunity for 'Places to Play' to provide funding for the creation for innovative and inclusive play and recreation spaces for people of all ages and abilities across NSW.

Recommendation

1. That Council supports the proposal to submit an application under the NSW Government Places to Play program for an inclusive park and options for Kelly Reserve.

22 - 052 Resolution

That the recommendation be adopted.

Moved Councillor GS Wilson, seconded Councillor WP Jayet.

CARRIED

The Mayor announced that Hubert Lehman has stepped down as Managing Director of CMO Northparkes Mines & acknowledged publicly Hubert's work with Council and in the community of Parkes Shire.

12.5. (DO) RAAus Fly-In Weekend

Executive Summary

Council has been approached to allow for a Recreation Aviation Australia (RAAus) Fly-In at Parkes Regional Airport from 1 to 3 April 2022. The aim of the Fly-In is for the members of RAAus to catch up, have comradery and for some of them to attend "Overture" which will be held at the Cooke Park Pavilion during that weekend.

Recommendation

That Recreation Aviation Australia (RAAus) be granted approval for the use of the landside areas of Parkes Regional Airport for camping and fellowship activities from Friday, 1 April to Sunday 3 April 2022 subject to:

- Provision of evidence of not less than \$20 Million Public Liability Insurance;
- Compliance with Development Consent approvals from Parkes Shire Council's Planning & Environment Department;
- Arrangements being made with RPT Services to avoid conflict; and
- Compliance with Council's access requirements for Parkes Regional Airport

22 - 053 Resolution

That the recommendation be adopted.

Moved Councillor GW Pratt, seconded Councillor NC Westcott.

CARRIED

12.6. (DO) Transfer of Roads from Crown to Council

Executive Summary

There are a number of Crown Roads that have been maintained by Council for an extensive period of time. As a road authority, it is prudent that Council request that the roads be transferred from Crown to Council ownership. Recently, Bangoran Lane, Cooks-Hills Lane, Boundary Road, Bogan Road, Strahorn Forest Road and Hoopers Hill Road have been identified as crown roads requiring transfer.

Recommendation

1. That Council endorse the transfer of Bangoran Lane, Cooke-Hill Lane, Boundary Road, Bogan Road, Strahorn Forest Road and Hoopers Hill Road from Crown to Council ownership.
2. That if required, the seal of Council be affixed to the documentation to facilitate the transfer.

22 - 054 Resolution

That the recommendation be adopted.

Moved Councillor WP Jayet, seconded Councillor DR Weber.

CARRIED

13. DIRECTOR INFRASTRUCTURE

13.1. (DISF) Major Projects & Current Works - Progress Report

Executive Summary

This report presents an update on the current major projects within the Shire being managed or undertaken by Council's Infrastructure Department. The report outlines work that has been carried out over the past month and is provided for the information of Councillors.

Recommendation

1. That the information be received and noted.

22 - 055 Resolution

That the information contained within the Report be received and noted.

Moved Councillor KM McGrath, seconded Councillor GW Pratt.

CARRIED

13.2. (DI) Request for a Re-connection to the B-Section Trunk Main, Bogan Gate

Executive Summary

Council has received a request from a rural landholder for a re-connection to the B-section trunk main that runs through their property in Bogan Gate.

Recommendation

1. That the request for a re-connection be refused based on Council's standing policy of connections to Trunk Mains.
2. That should the applicant re-request, further information to be sort to inform the decision by Council.

Motion

1. That Council seeks further information about the applicants intention for the water usage, to be reported to a future Council meeting.

Moved Councillor KM McGrath seconded Councillor GS Wilson.

CARRIED

At this time the Mayor called for a show of hands in regards to the Resolution with the following results.

For: Councillor KM McGrath, Councillor GS Wilson, Councillor LA O'Leary

Against: Councillor DR Weber, Councillor ME Applebee, Councillor NC Westcott, Councillor WP Jayet, Councillor GW Pratt, Cr JP Cass, Councillor KJ Keith

Did not vote: None

The motion was defeated.

22 - 056 Resolution

That the recommendation be adopted.

Moved Councillor WP Jayet, seconded Councillor NC Westcott.

CARRIED

14. CONSIDERATION OF COMMITTEE MINUTES

14.1. Committee Minutes - Parkes Sports Council Meeting 8 February 2022

Executive Summary

The Minutes of the Parkes Sports Council meeting held on 8 February 2022 are presented for the information of Council.

Recommendation

1. That the Minutes of the Parkes Sports Council Meeting held on 8 February 2022 be received and any actions endorsed.

22 - 057 Resolution

1. That the recommendation be adopted.
2. That Councillor LA O'Leary forward the report on the history of Rex Aubrey to Council.

Moved Councillor LA O'Leary, seconded Councillor WP Jayet.

CARRIED

Councillor GS Wilson left the meeting at 3.44pm and returned at 3.45pm.

14.2. Committee Minutes - Parkes Local Traffic Committee Meeting

Executive Summary

The Parkes Local Traffic Committee was held on 9 February 2022.

Recommendation

1. That the Minutes of the Parkes Local Traffic Committee Meeting held on 9 February 2022 be received and any actions endorsed.

22 - 058 Resolution

That the recommendation be adopted.

Moved Councillor GW Pratt, seconded Councillor KM McGrath.

CARRIED

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 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 it’s 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.
2. That Council provide information to the Parkes Sports Council about the underground water situation in Cheney Park .

22 - 059 Resolution

That the recommendation be adopted.

Moved Councillor LA O’Leary, seconded Councillor KM McGrath.

CARRIED

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 hep customers track their requests.

Recommendation

1. For Council's consideration

22 - 060 Resolution

1. That Council requests a detailed report and briefing on the implementation of the Customer Request Management (CRM) system at a future Parkes Delivery Plus Workshop.
2. That Council request Council officers to investigate the feasibility of incorporating Snap Send & Solve into the CRM system.

Moved Councillor KM McGrath, seconded Councillor NC Westcott.

CARRIED

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 need 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 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, after the Elvis Festival has concluded.

Recommendation

1. For Council's consideration

22 - 061 Resolution

1. That Council approves the purchases of a baby grand piano for the Cooke Park Pavilion for the cost of \$14,449, to be drawn from the Parkes Town Improvement Fund.

Moved Councillor WP Jayet, Seconded Councillor GS Wilson

CARRIED

There being no further business the Mayor declared the meeting closed at 4.40pm.