

Parkes Shire Operational Plan 2024-2025 Progress Report

1 July - 31 December 2024



Operational Plan and Budget

2024-25

Acknowledgement of Country

Parkes Shire is part of the Wiradjuri nation - the largest Aboriginal territory at the time of European settlement. Parkes Shire Council acknowledges the Wiradjuri people who are the Traditional Custodians of the Land and pays respect to the Elders both past and present of the Wiradjuri nation.

The Wiradjuri are the largest group in central New South Wales (NSW) by area and population, with lands stretching from Coonabarabran in the North to the Great Dividing Range and out to Western NSW, encompassing one fifth of NSW and were known as the people of the three rivers: the Wambuul (now known as the Macquarie River), the Galari (the Lachlan River), and the Marrambidya (the Murrumbidgee River).

The Wiradjuri people lived in harmony with the Country, they believed they didn't own the land, but they were responsible for looking after it. The Gugaa (Goanna) is the overarching totem for the Wiradjuri Nation. It is the symbol that connects all people, past and present, of Wiradjuri land.

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



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01

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 2024-25 Operational Plan and Budget forms part of the Integrated Planning and Reporting (“IP&R”) framework.

In 2009, a new 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 One” Council. Participation within 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 2024.

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 (“CSP”).

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.

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

Quadruple Bottom Line

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

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 2024-25 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.

02

2024-25 Operational Plan

- [About this plan](#)
- [2024-25 Financial Performance](#)
- [2024-25 TYD Key Achievements](#)

About this Plan

The 2024-25 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, actions and budget that will be undertaken in this year to achieve the commitments made in the Parkes 2035+ Delivery Program. Council reports on these measures on a three-monthly basis.

The projects, actions, and budget of year one of the Parkes 2035+ Delivery Program are split into eleven core functions of Council, with Principal Activities grouped 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 (excluding the June quarter).

Core functions of Council

Commercial enterprise	<ul style="list-style-type: none"> • Central West Childcare Services • Caravan Parks • Rental and Leasing • Land Development and Sales 	Planning, certification and compliance	<ul style="list-style-type: none"> • Local Strategic Land Use Planning • Development Assessment • Building Certification • Environmental Health and Ranger Services • Noxious Weed Management
Council and corporate	<ul style="list-style-type: none"> • 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 • Communication and Engagement 	Sewerage	<ul style="list-style-type: none"> • Sewerage System
Economy and activation	<ul style="list-style-type: none"> • Economic Development • Grants • Events and Festivals • Tourism and Destination Marketing 	Transport and drainage	<ul style="list-style-type: none"> • Sealed Roads • Unsealed Roads • Regional Roads • Other Transport and Overheads • Urban Stormwater • Regional Airport • Road Maintenance Council Contract • Road Safety
Emergency services	<ul style="list-style-type: none"> • Emergency Services Support 	Water supply	<ul style="list-style-type: none"> • Water Supply • Water Security Project • Recycled Water Extension Project
Library, arts and culture	<ul style="list-style-type: none"> • Library Services • Arts and Culture • Social Justice 	Waste management	<ul style="list-style-type: none"> • Domestic Waste Management • Commercial Waste • Waste Education and Sustainability
Open space and recreation	<ul style="list-style-type: none"> • Parks and Gardens • Sports Fields • Open Space Facilities, Amenities and Public Toilets • Cemeteries • Swimming Pools • Wetlands Restoration 		

2024-25 Financial Performance

Function	Principal Activity	Operational Performance		Capital Performance	
		Income	Expenditure	Income	Expenditure
Commercial Enterprise	Central West Childcare Services	1,642,274	1,103,139	-	-
	Caravan Park	351,729	149,349	-	-
	Rental and Leasing	-	-	-	-
	Land Development and Sales	-	-	-	4,236,748
Council	ICT	345	696,248	-	175,121
	Governance and Strategy	-	1,217,190	-	-
	Civic	41,751	518,216	-	-
	People, Safety and Culture	125,390	617,108	-	-
	Finance	17,336,965	1,516,791	-	-
	Fleet	527,415	-983,462	-	1,261,235
	Council Land and Buildings	270,891	449,476	-	608,184
	Council Environment Management	-	-	-	-
	Customer Service	-	261,874	-	-
	Community Services and Wellbeing	-	-	-	-
Economy	Economic Development and Grants	16,640	249,357	-	6,270
	Communication and Engagement	-	158,587	-	-
	Elvis Festival, Special Events and Event Support	464,041	950,535	226,024	167,003
	Visitor Economy	76,696	209,778	-	-
Emergency Services	Emergency Services Support	100,859	396,573	327,633	67,426
Library	Library Services	116,811	386,170	-	61,355
	Arts and Culture	6,192	18,943	-	-
	Social Justice	-	-	-	-

Function	Principal Activity	Operational Performance		Capital Performance	
		Income	Expenditure	Income	Expenditure
Open-Spaces	Parks and Gardens	927	1,299,065	-	246,006
	Sports Fields	53,695	206,813	196,575	1,018,228
	Open Space Facilities, Amenities, Cemeteries and Public Toilets	88,737	181,220	346,881	396,992
	Swimming Pools	97,175	319,379	-	346,340
	Wetlands Restoration	-	-	-	-
Planning	Local Strategic Land Use Planning	-	-	-	-
	Development Assessment	68,532	207,657	116,660	-
	Building Certification	128,598	173,823	-	-
	Environmental Health and Ranger Services	9,274	640,722	-	-
	Noxious Weeds Management	-	230,723	-	-
Sewer	Sewerage System	2,600,821	2,525,129	2,875,621	1,430,726
Water	Water Supply	6,448,233	5,784,772	3,958,005	7,444,982
Waste	Waste Management	3,936,213	1,877,198	-	28,584
Transport	Sealed Roads	217,189	1,234,448	1,205,800	3,167,079
	Unsealed Roads	-	478,904	-	-
	Other Transport	5,132	2,162,284	928,779	713,733
	Urban Stormwater	229,697	236,905	-	80,929
	Regional Airport	164,536	188,006	-	26,319
	Road Maintenance and Council Contract / Regional Roads	1,404,940	3,191,850	716,602	860,616
	Road Safety	-	122,740	-	-
	Depreciation	-	6,796,785	-	-
		36,531,698	35,774,294	10,898,580	22,343,877

July to December 2024

Key Achievements

Actions completed

35

Actions progressing

270

Actions not progressing

13

Actions not due to start

9

No update provided

1

Commercial enterprise

- Central West Childcare maintained educator to student ratio numbers, 12 playgroups, and bus transport services
- Preschool maintained 30 children per day
- Play group sessions were facilitated within the Preschool setting and along with out-of-town including park locations
- Marketing opportunities for recruitment, included a new recruitment video, the town of Eugowra had some success, with one (1) new Educator
- Childcare Services Review saw the completion of both the draft and final reports
- The Service Strategic Inclusion Plan, funded by the Australian Government Department of Education, Skills and Employed, was updated. Programs for early intervention included Sprouts, Aruma, Happee Ears and Steps
- Maintained meeting the National Quality Standards
- Total visitors to the Caravan Park was 5,847

Council & corporate

- ICT Strategic Plan was updated
- The mobile devices and laptop replacement program was 90% complete
- The Migration of Financials and Supply Chain Management was completed
- The Cyber Security Audit identified twenty-five (25) actions, and they were broadly grouped into two (2) categories. ten (10) actions were completed
- Implemented regular Cyber Security Health Checks across Council owned assets, cleaned up the IT Asset Register, 75% complete
- Facilitated the effective operations and meetings of the Council's Audit, Risk and Improvement Committee
- Developed and implemented an effective Internal Audit Program
- Developed and implemented an Enterprise Risk Management Framework
- Contracts Register continued to be updated and monitored
- Maintain International Standard 45001 OH&S Management System accreditation
- Undertook community consultation with Parkes Shire to inform development and review of IP&R Framework, developed and adopted all IP&R documents within legislated timeframes
- Establishment of the Records and Information working group
- The Local Government Elections were held on 14 September 2024, with Council staff assistance to the Electoral Officer. Mayoral/Deputy Mayoral elections were completed
- Citizenship ceremonies were held within six months of application received
- LGNSW Capability Framework implemented across position descriptions
- Reviewed, monitored and refined Council's Business Continuity Plan ("BCP"), conducted BCP exercises
- Our annual financial statements were submitted in line with statutory deadlines.

- Achieved an unrestricted ratio greater than the Office of Local Government (“OLG”) benchmark and achieved the ‘debt service cover ratio’ with the benchmark set by OLG is greater than two times Achieved Cash expense cover ratio benchmark set by OLG
- Quarterly Budget Review Statements were submitted on time
- Plant uptime across fleet met operational needs within budgetary constraints and implemented the 2024-25 Plant Replacement Program. Introduced the new GPS system Installed in relevant Council-owned vehicles, and we made reporting improvements
- There was 41 Park Bookings received
- Utilized Council’s Crown Land Environmental Masterplan ensuring biodiversity was considered
- Parkes Wetland site saw Council partner with Landcare to deliver National Tree Day, approximately 50 volunteers planted 500 native trees and shrubs
- Council’s CRM contributed to the overall functioning of services embedding best practice
- The Customer Service Charter was created and accessible to the community on the Council website and hard copies were displayed at the Parkes Shire Library, the Planning Department and the Henry Parkes Centre
- The phone consolidation project was completed with the Planning Department
- The Parkes Shire Visitor Guide had a review of the content on the “visitparkes” website, focusing on enhancing accessibility information for the local places and attractions
- The Disability Inclusion Action Plan was reviewed by the Liveability Committee for implementation and adopted as a Corporate Plan

Economy & engagement

- Twelve (12) grant applications for Council were submitted with the success rate of Council grants applied for thirteen (13) successful applications, and three (3) unsuccessful during this period
- Sixteen (16) Community Grants were submitted with the success rate of Community grants applied for included 63 submitted, 51 successful applications, 5 pending applications and 18 unsuccessful applications
- There were several successful grant applications in each township
- The Parkes 2025 Elvis Festival received cash sponsorship income and advertising income, funding by Destination NSW
- The Trundle ABBA Festival 2024 was successfully delivered on budget and aligned with the endorsed Event Management Plan
- In January 2025, Parkes Shire Council announced the recipients of the second round of the Events Financial Assistance Program (EFAP)
- The finishing touches for the Gates of Graceland project were completed, this included the signage, storyboards and the Ultimate Elvis Tribute Australia (UETA) winner pavement stars installed.
- Maintained Level two Visitor Information Centre Accreditation Visitor Information available in each township

Emergency services

- Local Emergency Operations Centre maintained in a state of readiness
- DISPLAN (Local Disaster Plan) reviewed
- Facilities maintained as per agreement with State Emergency Services
- Service Level Agreement maintained with Rural Fire Service
- Maintenance of Rural Fire Service “Red Fleet”
- Deliver the Cookamidgera RFS Shed project was successfully completed

Library, arts & culture

- 19,965 in-person visitors into the Shire libraries, which included Parkes, Peak Hill, Trundle and Tullamore. Parkes Shire Library loaned out 10,524 items to members. We welcomed a total of 270 new members. 475 meeting room bookings
- Makerspace held successful activities and workshops. Library held 50 activities, including preschool visits, rhyme times, story times, and Paint the Town REAd performances. The Parkes Shire Library conducted 34 early literacy sessions for children under school age, including 18 Storytime sessions and 16 Rhymetime sessions with a total attendance of 609 children and carers and also hosted a document screening. This truth telling event was attended by 50 people with a standing ovation. The documentary of Her Name is Nanny Nellie to coincide with NAIDOC week.
- Implementation of the annual Arts Advisory Plan . We held two art exhibitions in the Coventry Room, which included our annual Waste-2-Art Regional Showcase. We held two (2) CASP funded art workshops for the Parkes Multicultural Art Group, and we held thirteen (13) creative workshops in the Marramarra Makerspace. The Marramarra Makerspace held eight (8) creative workshops, and we supported the Homegrown Parkes event. The Music Development Grant was awarded to the Parkes Shire Band. In addition, the Parkes Pottery Group, the Parkes Painters Group and the Parkes Shire Concert Band all received assistance support for the use of Council facilities. Provided support for community arts and cultural groups and hosted local, noon-local and travelling exhibitions
- Council supported programs including Parkes Aboriginal Community working party, the Bushmans Hill Master Plan working party and school holiday programs. In addition, NAIDOC Week celebrations were supported

- Five events for primary youth held with 121 children attending, this reporting period.
- 109 events for adults with 1,232 people attending. This reporting period 27 events with 263 attendees
- STEAM program delivered 16 programs with 193 attendees.
- Increase in loaned materials at the Parkes Shire Libraries with a total of 19,539 loans in the reporting period. Over the 12-month period 38,988 in loaned materials.
- 6% increase in membership of the Parkes Shire Libraries, with an increase of 140 members during the period.

Open space & recreation

- Engaged with the community regarding current and upcoming play space developments via various communication channels including strong communication and engaging with the community, community committees, sporting groups, and school groups
- Provide support to the Council's major events and visitor economy team through the provision of pre-event and post-event logistical assistance through the management of Council assets
- Delivered the final stage of rehabilitation works at Cheney Park with the construction commencement and completion of all subsoil drainage, new irrigation and earthworks and turf
- Facilities, amenities and public toilets were inspected in accordance with the inspection schedule and met standards
- Delivered upgrades of infrastructure at Memorial Park, Berryman Park at Trundle, Burrawang Park at Bogan Gate and Kelly Reserve at Parkes
- The swimming pool contractor undertook daily water tests and monthly water samples, ensuring all results were compliant with the Department of Health Pool Operations standards Advocate the community to participate in learn to swim classes. All Instructors held current AUSTSWIM accreditations.

Planning, certification & compliance

- Strategic planning decisions and development matters were assessed, consistent with the objectives and provisions Local Strategic Planning Statement (LSPS) 2020
- The development assessment team continued to provide timely, accurate and professional advice, including comprehensive and responsible Development Assessments, consistent with State Environmental Planning Policies, Parkes Local Environmental Plan 2012, and Parkes Development Control Plan 2021
- Heritage Funding was allocated
- Compliant and non-compliant swimming pool barrier inspection certificates were issued
- A total of sixty (60) companion animal registrations completed, with all required actions, under the Companion Animals Act were completed.
- Noxious weed inspections on private property were completed each month. We monitored and inspected the Council, owned and managed public land including roadsides. Engaged with private landholders and the community on both environmental and biosecurity issues including attending the Shire shows.

Sewerage

- There were zero samples not complying with the operational Recycled Water Management System
- There were zero Critical Control Point (CPP) exceedances recorded

Transport & drainage

- Council completed an extensive condition assessment across the sealed road network, through revaluation, and as part of the sealed road upgrades, table drains were cleaned to ensure sufficient drainage, supporting proper maintenance of the network
- Council successfully achieved the required output for maintaining the unsealed road network through the ongoing effective maintenance conducted
- Council successfully completed approximately 10 kilometres of resheeting as part of its ongoing commitment to infrastructure development and maintenance
- Grant funded upgrade and renewal projects were completed before funding deadlines
- Council ensured effective upgrade and renewals of regional roads through the Capital Works Program, with approximately 4km completed on the MR354 McGrane Way, 0.5km of rehabilitation was completed on the MR350, Bogan Road, north of Bogan Gate. Rehabilitation works was completed on MR348 Tullamore Peak Hill Road, including upgrades and renewals on The Bogan Way
- Council started road works on the Regional Road network, with 2km of rehabilitation on MR348 Tullamore Peak Hill Road and locations on MR354 McGrane Way and MR57
- Council ensured Gravel Pits were responsibly managed and utilised
- Council's Roadside Vegetation Management Plan (RVMP) was consulted
- The construction of the new shared footpath in Tullamore. This project aligned with Council's strategic objective to develop alternative transport options, to ensure safe and inclusive pathways for residents of all abilities. The footpath enhances mobility, encourages active transport such as walking and cycling, and supports a healthier and more sustainable lifestyle
- 100% Compliance with Civil Aviation Safety Authority surveillance

03

Commercial enterprise



30 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

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

CEI.1: Council is committed to advocating, facilitating, and providing quality care for the community through provision of Family Day Care (in-home) services

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CEI.1.1	Approved provider of Central West Family Day Care	Family Day Care Coordinator	100%	Completed	Parkes Shire Council maintained, approved provider of Central West Family Day Care	Approved provider of Central West Family Day Care	Maintained	Maintained
CEI.1.2	Actively maintain Service staff ratio, to manage Family Day Care Educators and child waitlists	Family Day Care Coordinator	75%	Progressing	Throughout the first half of the 2024/25-year sourcing and retaining educators continued to be an ongoing challenge across the childcare industry nationally. Throughout the period, we continued to source avenues for advertising to promote educator recruitments	Actively maintain Educator to Student Ratio to manage Family Day Care waitlist	40:160 ratio	Maintain

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CE1.1.3	Number of play groups per year	Family Day Care Coordinator	50%	Progressing	During the first half of the 2024/25-year play group sessions were facilitated within the Preschool setting. Along with out-of-town play group sessions, park locations, and generally held over the warmer months. A minimum of four (4) per month, whilst this continues to progress with the same formula	Number of play groups per year	24 per year	Twelve

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CE1.1.4	Actively engage with the community and current educators to reduce the number of children on the Family Day Care waitlist	Family Day Care Coordinator	90%	Progressing	During the first half of the 2024/25-year we participated in local events, taking the opportunity to increase the understanding of Family Day Care, and Childcare options available to families. Local events including NAIDOC festivities held across Forbes, Narromine and Condoboline - Retirement home visits. Library visits and fun days, Police and Fire Fighter Visits, Parkes Dish visitations, Local school grandparent days and the end of year school presentations and graduations	Actively engage with the community and current educators to reduce the number of children on the Family Day Care waitlist	Four engagement opportunities in 2024-25	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CE1.1.5	Increase the number of Family Day Care educators throughout the Villages and small towns within the Parkes Shire	Family Day Care Coordinator	50%	Progressing	During the first half of the 2024/25-year planning for advertising arrangements commenced, with marketing to establish opportunities, including a new recruitment video. The town of Eugowra had some success, with the recruitment of one new Educator	Increase the number of Family Day Care educators throughout the Villages and small towns within the Parkes Shire	Two educators recruited for Villages and small towns	One (1)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CE1.1.6	Service Review recommendations and outcomes reviewed and developed	Family Day Care Coordinator	50%	Progressing	During the second half of the 2024/25-year the Childcare Services Review saw the completion of both the draft and final reports. Recommendations were included in the reports, provided by the engaged consultant and reviewed by the teams. This period has seen commencement of engaging with stakeholders to work towards the review and development of actioning recommendations, this will continue into the next quarters	Service Review recommendations and outcomes reviewed and developed	Target: By 30 June 2025	

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

CEI.2.1	Maintain a service that provides continuity of regulatory approval	Family Day Care Coordinator	50%	Progressing	<p>The first half of the 2024/25-year saw the continuation of regulatory requirements. Family Day Care Service Assessment and Rating, Quality Improvement Plans, were reviewed, and then the Assessment and Ratings procedures occurred late November, early December. Completed with seven (7) Family Day Care Educators selected as part of the process, outcomes expected in the next quarter. The Preschool NSW/Government requirements, including the service policy and procedures were updated, reflecting industry/regulatory changes, with a compliance "spot check" occurring early December, with a positive outcome. During this period, we did continue to maintain meeting the National Quality Standards (NQS) for both services</p>	Maintain a service that provides continuity of regulatory approval	Maintained	Maintained
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CE1.2.2	Number of pre-schoolers within the setting	Family Day Care Coordinator	50%	Progressing	Inclusion support children were allocated positions for the 2025-year, with Inclusion Support Staff, and Allied Health Service support staff. The Preschool maintained 30 children per day, and the enrolment numbers for Preschool continued to remain at waitlist levels	Number of pre-schoolers within the setting	30 per day	30
CE1.2.3	Number of transport services facilitated through Central West Childcare Services	Family Day Care Coordinator	50%	Progressing	The transportation service providing the community with access to the Preschool was maintained throughout the first half of the 2024/25-year. Each week the bus service supporting the families, continued to operate with an average of twelve (12) families per week using this service, each week across the four (4) days	Number of transport services facilitated through Central West Childcare Services	400 transport services facilitated per term	services facilitated

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CEI.2.4	Actively maintain Educator to Student Ratio to manage Bangala-la Preschool waitlist	Family Day Care Coordinator	50%	Progressing	During the first half of the 2024/25-year educator to student ratio levels continued to be maintained. Additional fulltime staff members were employed to accommodate the three (3) full-time employees (FTE) to 30 children per day. The 2025 Preschool placements were completed	Actively maintain Educator to Student Ratio to manage Bangala-la Preschool	Maintain 2:30 ratio	Maintained

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	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CE2.1.1	Number of visitors per annum	Manager Facilities	50%	Progressing	The Shire's visitors' numbers had a slight decline during the second quarter of 2024/25. During December 2024 we had 726 visitors compared to December 2023 we had 659 visitors. November 2024, we had 585 visitors, compared to November 2023 of 596. During October 2024 we had 963 visitors, compared October 2023 of 1,101. Total visitors to the Caravan Park were 5,847 for the combined first and second quarter of 2024/25	Number of visitors per annum	Maintain	Maintained

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CE2.1.2	Monitor feedback received by Spicer Caravan Park Management	Manager Facilities	50%	Progressing	During quarter two, the monthly reports received, provided visitor feedback and ratings on their experience at the park. The location, service and feedback provided positive results	Monitor feedback received by Spicer Caravan Park Management	Target: Monthly report provided	Monthly

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CE2.2.1	Action a response to customer requests within 10-days	Manager Facilities	50%	Progressing	Customer requests are actioned promptly during the second quarter of 2024/25	Action a response to customer requests within 10-days	100% of requests responded to within 10-days	

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	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CE3.1.1	Occupancy rates of commercial buildings/properties provided rental at market rates with subsidies supported	Manager Facilities	50%	Progressing	During the second quarter, eleven agreements were distributed with 100% occupancy for Council Commercial Properties	Occupancy rates of commercial buildings/properties provided rental at market rates with subsidies supported	90% or increasing	100%
CE3.1.2	Issue formal lease or license agreements for community groups without a formal agreement in place	Manager Facilities	50%	Progressing	Agreements are in place	Issue formal lease or license agreements for community groups without a formal agreement in place	Formal agreements in place	

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

CE4.1.1	Blocks developed conceptually to encourage industry and economic growth	Director Operations	50%	Progressing	<p>During the first half of the 2024/25-year Council proactively advanced this area by initiating tender processes and engaging a consultant to develop construction-ready plans for a 32-lot subdivision at Hazelbank Avenue. Progress was made on the 29-lot subdivision at Rose Street, with the design layout modified to incorporate staged construction – nine lots in Stage 1 and the remaining 20 lots in Stage 2. The plans for this subdivision were finalised and undergoing the Development Application process. Construction scheduled to commence in June 2025 and a tentative completion date for December 2025.</p> <p>Additionally, the industrial land development was reviewed and is planned to be delivered in stages, with the proposed Hanlon Street extension in April 2025 set to release an additional eight</p>	Blocks developed conceptually to encourage industry and economic growth	Blocks meet community demand
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
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industrial blocks of varying sizes

04

Council and Corporate



206 Council buildings



257 full-time equivalent ("FTE") staff



1,290 devices managed



\$57.3M turnover



368 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.

CC: Council and Corporate

Information Communication and Technology

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

CCI.1: Implement and optimize ICT processes

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CCI.1.1	Implementing the actions from the review of the ICT Strategic Plan	Business Support Analyst	10%	Progressing	During the first half of the 2024/25-year the ICT Strategic Plan was updated, reflecting recommendations from our recent Audit. Finalisation of the plan is expected during quarter three. The focus during quarter one was the updating of the policies in the Cyber Security Framework, as once this is finalized this will influence and support the actions included in the ICT Strategic Plan	Implementing the actions from the review of the ICT Strategic Plan	Plan reviewed by 30 June 2025	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CCI.1.2	Provide staff and contractors with access to the resources they need to work from anywhere through the mobile devices and laptop replacement program	Business Support Analyst	0%	Not Progressing		Provide staff and contractors with access to the resources they need to work from anywhere through the mobile devices and laptop replacement program	Program delivered	

CCI.2: Maximise mobility of access to corporate systems

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CCI.2.1	Provide staff and contractors with access to the resources they need to work from anywhere through the mobile devices and laptop replacement program	Business Support Analyst	100%	Completed	The mobile devices and laptop replacement program during the first half of the 2024/25-year was at 90% complete. All laptops and desktops were replaced. The remaining balance is for delivery to our field workers which include their smart devices	Provide staff and contractors with access to the resources they need to work from anywhere through the mobile devices and laptop replacement program	Program delivered	Reviewed

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CCI.2.2	Migrate Financials and Supply Chain Management products from Ci to CiAnywhere	Business Support Analyst	100%	Completed	The first half of the 2024/25-year was the scheduled migration to go live during November, with Financials and Supply Chain Management in Ci Anywhere. The migration started during quarter one in the User Acceptance testing phase, with no critical issues detected with the non-production environment that was provisioned for testing. The Migration of Financials and Supply Chain Management was completed on the 11th of November and went live on the 12th of November	Migrate Financials and Supply Chain Management products from Ci to CiAnywhere	Migration of products	Completed

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CCI.2.3	Commence migration of Property and Rating and Regulatory products from Ci to CiAnywhere	Business Support Analyst	0%	Not due to start	The planning phase for the Property and Rating and Regulatory products was for commencement after completion of the financials and supply chain management migration, this occurred during one. The planning phase has been scheduled to commence January 2025	Commence migration of Property and Rating and Regulatory products from Ci to CiAnywhere	Migration commenced	

CCI.3: Ensure an effective cyber security framework with robust risk controls is in place

CCI.3.1	Complete the Cyber Security audit actions	Business Support Analyst	50%	Progressing	<p>The Cyber Security Audit identified twenty-five (25) actions, and they were broadly grouped into two (2) categories. One being policy improvements and the second being security improvements. To date ten (10) actions were completed which included all of the policy improvements. The remaining fifteen (15) actions, requires a stage approach, as they were all technical, and Council's IT managed service provider, was in the testing phase during the first quarter. These will be carried out in a staged approach, to avoid restrictions and disruptions to the workflow of staff. Nine (9) of the 15 actions from the first quarter were completed in the second quarter. The contract for the managed service provider previously working on the actions was not renewed therefore the technical work for the remaining six (6) actions was been handed over to the internet IT team</p>	Complete the Cyber Security audit actions	By 30 June 2025
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CCI.3.2	Achieve Maturity Level One in line with the Australian Cyber Security Centre's Essential Eight Maturity Model	Business Support Analyst	50%	Progressing	During the first half of the 2024/25-year half of the controls were implemented, and the other half were included in the project with Councils IT Managed Service Provider. Who provided the testing phase during quarter one with only a sample of staff with the full restrictions in place. The contract for the managed service provider previously working on the remaining items was not renewed. Six Essential Eight controls were completed with the remaining items returned to the IT team The two remaining are in the testing phase and are expected to be completed by end the June 2025	Achieve Maturity Level One in line with the Australian Cyber Security Centre's Essential Eight Maturity Model	Achieve Maturity Level One	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CCI.3.3	Implement regular Cyber Security Awareness Training for all staff	Business Support Analyst	50%	Progressing	During the first half of the 2024/25-year planning period to move to the Mimecast platform is scheduled to commence during February ready for the changeover in March 2025. The updating of the licence will include additional awareness training product. The current Mimecast licensing was depreciated, and the equivalent tier, to continue receiving the same amount of email protection, will also include cyber security awareness training, with the capability to tailor frequency based on risk factors detected in email interactions. The content will also be mobile and device friendly, making it suitable for field workers with limited access to workstations	Implement regular Cyber Security Awareness Training for all staff	100% by 30 June 2025	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CCI.3.4	Implement regular Cyber Security Health Checks across Council owned assets	Business Support Analyst	50%	Progressing	During the first half of the 2024/25-year we actioned the cleanup of the IT Asset Register, which was 75% complete by the end of quarter two. This preparation with the register will allow for maintenance schedules to be implemented to deliver Cyber Security Health Checks. In quarter two altering was configured for the device fleet using newly implemented software. Maintenance schedules are still planned to be implemented after the asset register cleanup is completed	Implement regular Cyber Security Health Checks across Council owned assets	100% by 30 June 2025	

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	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC2.1.1	Facilitate the effective operation of Council's Audit, Risk and Improvement Committee	Manager Governance, Risk and Corporate Performance	50%	Progressing	During the first quarter of the 2024/25-year we effectively facilitated the operation of Council's Audit, Risk and Improvement Committee (ARIC) with meeting support. There were two ARIC meetings held during the quarter, July and September 2024. During the second quarter there one meeting held during November. This meeting included a review of the Committee's Terms of Reference and confirmation of Committee dates and reports for the 2025 year to help facilitate meaningful engagement	Facilitate the effective operation of Council's Audit, Risk and Improvement Committee	Four meetings held by 30 June 2025	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC2.1.2	Develop and implement an effective Internal Audit Program to provide assurance on critical systems, controls and processes	Procurement, Contracts and Insurance Coordinator	50%	Progressing	During quarter one Lambourne Partners completed the Internal Audit Plan for the upcoming year, identifying critical systems, controls and processes. Two internal audits were completed in quarter two, Contractors, Volunteer Management and Working with Children Audit and Staff Attraction and Retention Audit. Recommendations were shared across the organisation and the Audit Risk and Improvement Committee	Develop and implement an effective Internal Audit Program to provide assurance on critical systems, controls and processes	One completed by 31 March 2024	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC2.1.3	Develop and implement an Enterprise Risk Management Framework to mitigate risks and maximize opportunities	Manager Governance, Risk and Corporate Performance	50%	Progressing	In quarter two of 2024/25-year Paladin Risk Management Services completed a Draft Risk Management Framework which was reviewed by senior staff. Risk Management Workshops have been booked in for January 2025 to ensure the Risk Management Framework and Risks adequately capture the culture of Council and to ensure staff have true ownership of the risks in their space. Feedback and discussion from these workshops will further develop the draft Risk Management Framework	Develop and implement an Enterprise Risk Management Framework to mitigate risks and maximize opportunities	Reviewed by 31 March 2025	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC2.1.4	Maintain and review Council's Delegations Register	Manager Governance, Risk and Corporate Performance	25%	Progressing	Council's Delegations Register was reviewed to reflect current staff roles and responsibilities and shared at Council's November 2024 Audit, Risk and Improvement Committee. Training in Council's delegations' software was received to maintain staff competency in this space and facilitate further amendments required	Maintain and review Council's Delegations Register	Reviewed by 31 December 2023	
CC2.1.5	Maintain and review Council's Policy Register	Procurement, Contracts and Insurance Coordinator	50%	Progressing	Review of the policy register commenced, with attention to the specific policies identified from the external audit recommendations. The review process will continue across all of the policies and will include an update to the new brandings and styles	Maintain and review Council's Policy Register	Reviewed by 31 March 2024	
CC2.1.6	Develop a Graffiti Removal Works Register	Procurement, Contracts and Insurance Coordinator	10%	Not progressing	During the 2023/24-year there was no progression with the development of the graffiti removal works register	Develop a Graffiti Removal Works Register	Developed by 30 June 2024	

CC2.2: Continually develop, implement and improve Council's Business Excellence Program

CC2.2.1	Undertake service review of Council's core function services	Manager Governance, Risk and Corporate Performance	50%	Progressing	The Childcare Service Review commenced during the 2023/24 year and continued to be developed during the first half of the 2024/25-year. The consultant provided recommendations and presented to the ELT and will present to the Councillors early 2025. Strategy building commenced and the review activities were at Step 5 working with stakeholders. During the first quarter planning and reflection on the framework built and trialled during the Childcare service review. Plans will be into the next quarter, building service review matrix and framework, for operational priorities, to ensure practical	Undertake a service review matrix and framework for Council's core function services, to identify priority areas across the organisation	Deliver by 30 June 2025
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
					service review delivery. The focus will be on identifying service areas for review over the next Delivery Plan timeframe			
CC2.2.2	Deliver LEAN training to Council's workforce to improve efficiency across Council's organization and operations	Human Resources	0%	Progressing	The first half of the 2024/25-year had employee training as primary focus to completion of all mandatory online compliance training and leadership development, prior to any LEAN training. LEAN Training has been planned and expected delivery during quarter three	Deliver LEAN training to Council's workforce to improve efficiency across Council's organization and operations	Deliver by 30 June 2025	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC2.2.3	Support Council staff with project management responsibilities to undertake Diploma in Project Management	Manager Governance, Risk and Corporate Performance	0%	Not due to start		Support Council staff with project management responsibilities to undertake Diploma in Project Management	Complete by 30 June 2025	
CC2.2.4	Incorporate sub-delegations pertaining to contract management into broader review of Delegations Register	Procurement, Contract and Insurance Coordinator	10%	Progressing	Review of delegations register has begun as described in 2.1.4 which will inform this process	Incorporate sub-delegations pertaining to contract management into broader review of Delegations Register	Incorporated by 31 October 2025	
C2.2.5	Review currently held Bank Guarantees to determine currency	Manager Governance, Risk and Corporate Performance	0%	Not progressing		Review currently held Bank Guarantees to determine currency	Review currently held Bank Guarantees to determine currency	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC2.2.6	Maintain and review Council's Government Information (Public Access) ("GIPA") Register	Information and Records Coordinator	50%	Progressing	During the first half of the 2024/25-year the GIPA Register was maintained and updated. To ensure continuous improvement we have been working with other Councils	Maintain and review Council's Government Information (Public Access) ("GIPA") Register	GIPA Register updated by 31 December 2024	Updated
CC2.2.7	Maintain and review Council's Contracts Register	Procurement, Contract and Insurance Coordinator	25%	Progressing	Contracts Register continued to be updated and monitored. Contract Management Framework is due to be developed in 2025 which will help inform this process	Published to Council's website within 20-days of awarding		

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC2.2.8	Facilitate increased utilisation of VendorPanel to create efficiencies and improve transparency in our procurement processes	Procurement, Contract and Insurance Coordinator	10%	Progressing	A meeting with Vendorpanel has been organised for early 2025 to discuss areas to create efficiencies and improve transparency in our procurement processes	Increased use of VendorPanel improved efficiencies and transparency in our procurement processes	Increased improvement	

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC2.3.1	Maintain International Standard 45001 OH&S Management System accreditation	Work Health and Safety Coordinator	25%	Progressing	Accreditation was completed, as scheduled in the month of November 2024	Maintain International Standard 45001 OH&S Management System accreditation	Maintained	
CC2.3.2	Review of WHSMS manual	Work Health and Safety Coordinator	100%	Completed	During quarter two of 2023/24 first six months, the review of WHSMS manual was completed and signed off by the Executive Leadership Team	Review of WHSMS manual	Reviewed by 31 December 2023	Reviewed

CC2.4: Coordinate and manage Council's IP&R Framework

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC2.4.1	Undertake community consultation with Parkes Shire to inform development and review of IP&R Framework	Corporate Planning and Performance Coordinator	50%	Progressing	During the first half of the 2024/25-year community consultation was completed with survey data from both Place Score and Micromex from across the Parkes Shire community. The results were presented back to the community and data evidence used across IP&R framework. The local show days were attended by Council, with a survey and interactive activities provided to engage with the Community and to listen to their feedback on, if they were given a choice, where would they spend their money and on which project	Undertake community consultation with Parkes Shire to inform development and review of IP&R Framework	Completed by 30 June 2025	

CC2.4.2	Develop and adopt all IP&R documents within legislated timeframes	Corporate Planning and Performance Coordinator	50%	Progressing	<p>The first half of the 2024/25-year saw the development and delivery of the legislative IP&R documents. Starting with the State of the Shire Report delivered at the second meeting of the newly elected Council. In November the Annual Report was delivered on time and reported to the Office of Local Government. During July to September, we delivered the Councillors Journey, whilst not legislated it was used as a vehicle to start building the State of the Shire, produced as a book and given to the Councillors at the end of term dinner. The first quarter July to September Operational Plan progress reporting was presented to the ELT and is expected to be presented to Council at the end of the December period and reported 6-monthly as legislated to</p>	Develop and adopt all IP&R documents within legislated timeframes	100% compliance	100%
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
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Council. The Community Engagement Strategy was reviewed on time, as legislated, and adopted at the December meeting with changes made, the document went on 28-day public exhibition, endorsement is expected in the next quarter. During quarter two preparations commenced to the Community Strategic Plan, the Delivery Program and the Disability Inclusion Plan all expected for delivery into the second half of the year. Planning and preparations commenced on the Workforce Management Plan and the Strategic Asset Management Plan. All of which will be delivered prior to June 2024

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC2.4.3	Report on our progress in achieving our Delivery Program and Operational Plan	Corporate Planning and Performance Coordinator	50%	Progressing	The first half of the 2024/25-year did see the Operational Plan progress reporting delivered as per legislative requirements and on time. In August 2024 the six-month reporting period of January to June 2024 was endorsed. The first quarter July to September 2024 reporting was presented to the ELT in August. The second quarter October to December 2024 will be completed during January 2025. The 6-month progress reporting is expected to be presented to Council as legislated into the next quarter at the February Council meeting	Report on our progress in achieving our Delivery Program and Operational Plan	Quarterly reports to Council	100%

CC2.5: Continually develop, implement and improve Council's Procurement Framework

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC2.5.1	Develop Contract Management Framework	Procurement, Contracts and Insurance Coordinator	10%	Progressing	Contract Management Framework is scheduled to be developed in early 2025. Relevant team members have been booked in to attend fraud prevention workshops in early 2025 run through ICAC which will help inform this framework	Develop Contract Management Framework	by 30 June 2024	
CC2.5.2	Investigate options for a centralized Contract Management system	Procurement, Contracts and Insurance Coordinator	0%	Not progressing		Investigate options for a centralized Contract Management system	Investigate by 31 December 2023	
CC2.5.3	Incorporate sub-delegations pertaining to contract management into broader review of Delegations Register	Procurement, Contracts and Insurance Coordinator	0%	Not Progressing		Incorporate sub-delegations pertaining to contract management into broader review of Delegations Register	Incorporated by 31 October 2023	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC2.5.4	Develop procedures for the review and approval of contract variations as part of the Contract Management Framework	Procurement, Contracts and Insurance Coordinator	10%	Progressing	Contract Management Framework is scheduled to be developed in early 2025. Relevant team members have been booked in to attend fraud prevention workshops in early 2025 run through ICAC which will help inform this framework	Develop procedures for the review and approval of contract variations as part of the Contract Management Framework	Procedures developed by 30 June 2024	
CC2.5.5	Develop a Contractor Insurances Register	Procurement, Contracts and Insurance Coordinator	10%	Progressing	Contract Management Framework is scheduled to be developed in early 2025. Relevant team members have been booked in to attend fraud prevention workshops in early 2025 run through ICAC which will help inform this framework. A register for contractors has been created with engineering to use as an interim measure until the Contract management system can be created	Develop a Contractor Insurances Register	Register developed by 31 December 2023	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC2.5.6	Develop templates to document key performance criteria and compliance obligations based on the conditions of each contract	Procurement, Contracts and Insurance Coordinator	10%	Progressing	Contract Management Framework is scheduled to be developed in early 2025. Relevant team members have been booked in to attend fraud prevention workshops in early 2025 run through ICAC which will help inform this framework	Develop templates to document key performance criteria and compliance obligations based on the conditions of each contract	Developed by 30 June 2024	
CC2.5.7	Incorporate key performance criteria and compliance obligations of contracts into Council's Project Management Framework	Procurement, Contracts and Insurance Coordinator	10%	Progressing	Contract Management Framework is scheduled to be developed in early 2025. Relevant team members have been booked in to attend fraud prevention workshops in early 2025 run through ICAC which will help inform this framework	Incorporate key performance criteria and compliance obligations of contracts into Council's Project Management Framework	Incorporated by 30 June 2024	
CC2.5.8	Review currently held Bank Guarantees to determine currency	Procurement, Contracts and Insurance Coordinator	0%	Not Progressing		Review currently held Bank Guarantees to determine currency	Reviewed by 30 September 2023	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC2.6.1	Establishment of Records and Information Working Group	Manager Customer and Information Services	100%	Completed	During the first half of the 2024/25-year the terms of reference was endorsed by Council and the working group was established. The coordinator role was advertised and successfully filled	Establishment of Records and Information Working Group	Working group established by 30 June 2025	Completed
CC2.6.2	Continue the development of Council's Information Asset Register	Manager Customer and Information Services	40%	Completed	During the 2024/25-year the Council's Information Asset Register was updated continually during this period. Training is expected to be completed early in 2025 for the necessary staff and this project will remain a focus area for Council	Continue the development of Council's Information Asset Register	Information Asset Register developed by 30 June 2025	Developed

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC2.6.3	Provide regular reports on the Current State Assessment Report to the Audit, Risk and Improvement Committee	Manager Customer and Information Services	0%	Not progressing	Reports will be submitted to the Audit, Risk and Improvement Committee (ARIC) during 2025	Provide regular reports on the Current State Assessment Report to the Audit, Risk and Improvement Committee	Reports provided quarterly to the Audit, Risk and Improvement Committee	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC2.6.4	Ensure management of Council's physical records is in accordance with the State Records Act	Records and Information Coordinator	50%	Progressing	During the first half of the 2024/25-year period the Council's strong room, located in the Administration building was emptied, cleaned and prepared for the physical storage locations, currently being built. The next project is the Council Depot which is expected to occur during quarter four. In accordance with State Legislation we have been developing the Physical Document Retention and Disposal policy	Ensure management of Council's physical records is in accordance with the State Records Act	Increase in compliance with State Records Act	Increasing

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC2.6.5	Develop procedures to support policies managed in line with Council's Information and Records Management Framework	Records and Information Coordinator	10%	Progressing	During the first half of the 2024/25-year Council's Information and Records Management Framework was supported during quarter one. The Operational Policy - Corporate Records and Document Management Standards was Endorsed during this period. The Information and Records Management Governance working group was completed and set up, to guide the development of policies and procedures. We continued to grow and mature procedures including staff guidance. During quarter one the Procedure Managing Physical Records remained in its draft format	Develop procedures to support policies managed in line with Council's Information and Records Management Framework	Procedures developed by 30 June 2025	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC2.6.6	Implement ongoing Records and Information Management training program to all work areas	Records and Information Coordinator	60%	Progressing	During the first half of the 2024/25-year Records and Information Management training programs were delivered, with the continuation of onboarding, for internal staff, including the presentation at corporate inductions. We implemented regular, every 2 months, Records and Information Management drop-in sessions and our Quick Tips and User Guide will be going live during quarter four	Implement ongoing Records and Information Management training program to all work areas	Training held with 50% of staff by 30 June 2025	Training held

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC2.6.7	Undertake State Records NSW “Records Management Assessment Tool” and report outcomes to the Audit, Risk and Improvement Committee	Records and Information Coordinator	90%	Progressing	During the first quarter, the results were posted, from the Assessment completed during March 2023. Parkes reached a score of 2.16 up from 1.84. The newly formed Information and Records Management Governance working group is tasked with progressing improvements further and an update is scheduled to go to Audit, Risk and Improvement Committee during 2025	Undertake State Records NSW “Records Management Assessment Tool” and report outcomes to the Audit, Risk and Improvement Committee	Achievement of Level 2 maturity level	Achieved
CC2.6.8	Development of Records and Information Management Strategic Plan	Records and Information Coordinator	0%	Not due to start	Due to start in quarter three	Development of Records and Information Management Strategic Plan	Records and Information Management Strategic Plan by 30 June 2025	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC2.7.1	Reporting December	Records and Information Coordinator	100%	Completed	GIPA reporting for 2023-24 Financial Year submitted. No formal access applications were received during the reporting period	Reporting December	By December 2024	29 November 2024
CC2.7.2	Agency information guide updated every 12 months	Manager Customer and Information Services	100%	Completed	The Agency Information Guide (AIG) during quarter one, was reviewed internally. The Independent Privacy Commission reviewed and checked the AIG. The Guide was endorsed by Council and available on Council website	Agency information guide updated every 12 months	Target: Annual	Completed

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC2.7.3	Work with teams across the organisation to have accurate up to date information on Councils website in line with open access and proactive release guidelines	Records and Information Coordinator	15%	Progressing	During the first half of the 2024/25-year review was underway, with consultation to occur with line areas throughout quarter three and on-going	Work with teams across the organisation to have accurate up to date information on Councils website in line with open access and proactive release guidelines	Target: By 30 June 2025	

Civic

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	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC3.1.1	Hold elections as required by regulatory standards	Director Customer, Corporate Services and Economy	100%	Completed	During the first quarter of the 2024/25-year the Local Government Elections were held 14 September 2024, with Council staff assistance to the Electoral Officer. The second quarter saw the Local Government Elections were completed and Mayoral/Deputy Mayoral elections completed on 8 October 2024	Hold elections as required by regulatory standards	100% compliance	100%

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC3.1.2	Provide training and support to elected officials in line with the Councillor Induction and Professional Development Program	Manager Governance, Risk and Corporate Performance	50%	Progressing	Since the 2024 Council election in September, new and returning Councillors have been supported through a series of in-person workshops and online modules. These have included site visits, Code of Meeting Practice, Code of Conduct Training, Planning, Financial and Water and Sewage Inductions as well as Office of Local Government Hit the Ground Running Webinars	Provide training and support to elected officials in line with the Councillor Induction and Professional Development Program	Four (4) professional development activities held	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC3.1.3	Ordinary Council Meetings are held in line with Council's Code of Meeting Practice	Manager Governance, Risk and Corporate Performance	50%	Progressing	Three (3) Ordinary Council Meetings were held during quarter two of the 2024/25-year. These were conducted in line with Council's Code of Meeting Practice which was reviewed in this quarter due to the September Council elections. All new and returning Councillor's also received mandatory Code of Meeting Practice training to ensure continued compliance	Ordinary Council Meetings are held in line with Council's Code of Meeting Practice	Ten (10) meetings held per year	Three

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC3.2.1	Hold 2024 Australia Day celebrations throughout the Parkes Shire	Events and Festival Specialist	50%	Progressing	Australia Day celebrations were successfully supported and executed by Council officers in January 2024. This encompassed work by events staff on the activities of the day, as well as support from the governance and civic teams for the awards program. A range of events were held across the shire in Parkes, Bogan Gate, Peak Hill, Tullamore and Trundle	Hold 2024 Australia Day celebrations throughout the Parkes Shire	Celebrations held	One

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC3.2.2	Recognize community heroes through the Australia Day Awards Scheme 2025	Manager Governance, Risk and Corporate Performance	50%	Progressing	Australia Day 2025 nominations were advertised throughout the first half of the 2024/25-year and collated, assessed and endorsed by Council in December 2024 in preparation for Australia Day 2025	Recognize community heroes through the Australia Day Awards Scheme 2025	Awards Scheme administered	One

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC3.2.3	Partner with RSL Sub-branches to hold 2025 ANZAC Day Commemoration Services throughout the Parkes Shire	Events and Festival Specialist	10%	Progressing	Council is partnering with RSL Sub-branches to plan and coordinate the 2025 ANZAC Day Commemoration Services across the Parkes Shire. Initial meetings with RSL representatives have ensured compliance with regulations and alignment with community expectations. Planning is progressing smoothly, with logistical support and guidance in place to deliver respectful and well-organised services that honour the significance of ANZAC Day while fostering positive outcomes for the community	Partner with RSL Sub-branches to hold 2025 ANZAC Day Commemoration Services throughout the Parkes Shire	Commemoration Services held	One

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC3.2.4	Citizenship ceremonies to be held within six months of application received	Executive and Councilor Support Coordinator	50%	Progressing	Parkes Shire Citizenship ceremonies are held within a few months from receipt of notification from the Department of Home Affairs. The second quarter included one Citizenship Ceremony in October, with another one scheduled for the next quarter. Whilst we note our requirement is two per year, we always endeavour to deliver in a timely manner and in consultation with conferees	Citizenship ceremonies to be held within six months of application received	Two (2) per year	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC3.2.5	Community Financial Assistant grants conducted	Manager Governance, Risk and Corporate Performance	50%	Progressing	General and Rates and Charges Community Financial Assistance grants for July 2024 were delayed due to the 2024 election but were advertised, and we have received and organised for assessment in January 2025	Community Financial Assistant grants conducted	Two (2) rounds per year	

People, Safety and Culture

CC4: We will implement appropriate strategies as detailed in Council’s Workforce Management Plan (“WMP”) 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 (WMPI.1)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
C4.1.1	Workforce data provided to Executive Leadership Team (“ELT”)	Manager People, Safety and Culture	50%	Progressing	During the first half of the 2024/25-year dashboards with the relevant People, Safety and Culture metrics were created, refined and delivered to both the Executive Leadership Team (ELT) and the Connected Management Team (CMT)	Workforce data provided to ELT	Monthly report to ELT	Monthly

CC4.2: Promote the benefits of working at Parkes Shire Council (WMP1.2)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
C4.2.1	Employee Value Proposition ("EVP") documented and promoted on Council's website and across our recruitment marketing collateral	Manager People, Safety and Culture	10%	Progressing	Recommendations received from the Audit, completed during June 2024, will be considered and approved as required. The approved recommendations will be incorporated into Employee Value Proposition (EVP) During the first half	EVP documented and promoted on Council's website and across our recruitment marketing collateral	EVP documented and promoted	

CC4.3: Improve recruitment marketing and promotion (WMP 1.3)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
C4.3.1	Recruitment Marketing Strategy and Guidelines	Manager People, Safety and Culture	10%	Progressing	During quarter one the completed Internal Attraction and Retention Audit provided suggested actions to assist with recruitment marketing and promotion	Recruitment Marketing Strategy and Guidelines	Strategy and Guidelines developed	

CC4.4: Ensure a merit-based approach to recruitment across the organisation (WMP 1.4)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC4.4.1	Provide biennial merit-based recruitment training to all recruiting managers	Education, Capability and Wellbeing Coordinator	50%	Progressing	During the first half of the 2024/25-year the Council's recruitment guidelines, processes and procedures were being reviewed. On completion of the review, all managers, supervisors and the HR teams will be provided with training, which is scheduled for 2025 once the review has been completed	Provide biennial merit-based recruitment training to all recruiting managers	Training delivered to all recruiting managers	

CC4.5: Review and improve recruitment actions to ensure values – and behaviour-based recruitment (WMP 1.5)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC4.5.1	LGNSW Capability Framework implemented across position descriptions	Human Resources Advisor	60%	Progressing	Position descriptions, including vacant and redesigned roles continued to be updated during the first half of the 2024/25-year throughout the organisation structure to include the LGNSW capability framework	LGNSW Capability Framework implemented across position descriptions	100% of all position descriptions reviewed and updated	100%

CC4.6: Review and improve the Exit Interview process to maximise feedback to improve systems and reduce turnover (WMP 1.6)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC4.6.1	Talent Management Framework identified, and action plan developed	Education, Capability and Wellbeing Coordinator	25%	Progressing	It is expected that the outcomes from the Internal Attraction and Retention Audit completed during 2024, will provide the assistance in the development of the Talent Management Framework to commence/complete the draft	Talent Management Framework identified, and action plan developed	Overarching framework identified and action plan to develop framework created	Audit completed

CC4.7: Develop and implement a “Grow Our Own” Cadetship, Apprenticeship and Traineeship (“CAT”) Program (WMP 2.1)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC4.7.1	Employee reviews completed	Manager People, Safety and Culture	100%	Completed	During quarter one the full year 2024 Performance Appraisal were completed	Employee reviews completed	100% of employee reviews are completed	100%

CC4.8: Ensure employees have the capabilities required to perform their roles (WMP 2.3)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC4.8.1	Develop Attraction and Retention Policy	Human Resources Advisor	50%	Progressing	During the first half of the 2024/25-year the Attraction and Retention Internal Audit was completed. Recommendations from the Audit will form part of the policy and/or framework. HR Policies and Guidelines were reviewed. We reintroduced face-to-face meetings for employee exit interviews to extract all critical information from the exiting employee	Develop Attraction and Retention Policy	Target: Policy developed and adopted	

CC4.9: Potential successors are identified, confirmed and provided with tailored development opportunities (WMP 2.4)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC4.9.1	Review, monitor and refine Council's Business Continuity Plan ("BCP")	Manager Governance, Risk and Corporate Performance	50%	Proessing	During the second quarter of the 2024/25-year, Council contracted Business Continuity consultant, InConsult, through a CivicRisk Mutual grant to conduct Business Continuity Plan (BCP) training and practice scenario. Council also began reviewing their BCP as a response to feedback and learnings from this training and practice scenario	Review, monitor and refine Council's Business Continuity Plan ("BCP")	BCP sub-plans reviewed	
CC4.9.2	Conduct BCP exercises	Manager Governance, Risk and Corporate Performance	100%	Completed	During the second quarter of the 2024/25-year, Council completed Business Continuity Plan (BCP) training and exercise workshops in December facilitated by consultant, InConsult, through a CivicRisk Mutual grant	Conduct BCP exercises	One exercise conducted each year	

CC4.10: Undertake regular reviews to recognise employees' capabilities and performance (WMP 3.1)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC4.10.1	Deliver biennial LEAN training	Education, Capability and Wellbeing Coordinator	0%	Not due to start	The first half of the 2024/25-year had employee training as primary focus to completion of all mandatory online compliance training and leadership development, prior to any LEAN training. LEAN Training has been planned and expected delivery during quarter three	LEAN training delivered	100% of employee reviews are completed	

CC4.11: Adopt a contemporary approach to evaluating positions' salaries (WMP 3.2)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC4.11.1	Train and skill people leaders on injury management role and process	Work Health and Safety Coordinator	0%	Not due to start	Plans for training is scheduled into the next quarter	Train and skill people leaders on injury management role and process	Training delivered to all people leaders	

CC4.12: Apply Attraction and Retention incentives (WMP 3.3)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC4.12.1	Review and promote Council's Equal Employment Opportunity Management Plan	Manager People, Safety and Culture	0%	Not due to start	Not due to start	Review and promote Council's Equal Employment Opportunity Management Plan	Equal Employment Opportunity Management Plan reviewed and promoted	
CC4.22.2	Implement Corporate Values across position descriptions	Human Resources Advisor	75%	Progressing	The implementation of corporate values across the position descriptions (PD) is reviewed as PD are reviewed. PD's is currently under review with the new branded template which includes the corporate values of 'respect, integrity, safety, community, innovation, and teamwork'. This practice is an on-going process with PD'			

Finance

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

CC5.1: Financial Reporting

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC5.1.1	Annual financial statements submitted in line with statutory deadlines	Chief Financial Officer	100%	Completed	PCS was the combined 8th Council to submit their Financial Statements in NSW	Annual financial statements submitted in line with statutory deadlines	31 October 2025	17 October 2024
CC5.1.2	Achieve a positive Operating performance ratio	Chief Financial Officer	100%	Completed	The 'operating performance ratio' measures how well council contained operating expenditure within operating revenue (excluding capital grants and contributions, fair value adjustments, and reversal of revaluation decrements). The benchmark set by OLG is greater than zero per cent	Achieve a positive Operating performance ratio	≥0%	6.19%

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC5.1.3	Achieve an unrestricted ratio greater than the Office of Local Government ("OLG") benchmark	Chief Financial Officer	100%	Completed	Council met the benchmark for the current reporting period. The 'unrestricted current ratio' is specific to local government and represents council's ability to meet its short-term obligations as they fall due. The benchmark set by OLG is greater than 1.5 times	Achieve an unrestricted ratio greater than OLG benchmark	≥1.5x	3.5x
CC5.1.4	Debt service cover ratio	Chief Financial Officer	100%	Completed	Council met the benchmark for the current reporting period. The 'debt service cover ratio' measures the operating cash to service debt including interest, principal and lease payments. The benchmark set by OLG is greater than two times	Debt service cover ratio	≥2x	15.4x

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC5.1.5	Cash expense cover ratio	Chief Financial Officer	100%	Completed	Council met the benchmark for the current reporting period. This liquidity ratio indicates the number of months the council can continue paying for its immediate expenses without additional cash inflow. The benchmark set by OLG is greater than three months	Cash expense cover ratio	≥ 3 months	9.3 months

CC5.2: Management Accounting

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC5.2.1	Monthly management reports are submitted to the Senior Leadership Team on time	Chief Financial Officer	50%	Progressing	Monthly management reports were submitted to the Senior Leadership Team on time for the past two (2) months	Monthly management reports are submitted to the Senior Leadership Team on time	By 14th of each month	14th

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC5.2.2	Quarterly Budget Review Statements are submitted on time	Chief Financial Officer	100%	Completed	The first Quarterly Budget Review Statements were submitted in December 2024	Quarterly Budget Review Statements are submitted on time	Within 2 months of end of quarter	<2

CC5.3: Creditors and Purchasing

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC5.3.1	% of purchase orders raised before invoice date	Procurement, Contracts and Insurance Coordinator	50%	Progressing	During the first half of the 2024/25-year monthly reports, providing percentage figures and identifying roles non-compliant, were distributed monthly to both the Connected Management teams (CMT) and the Executive Leadership Team (ELT). Overall compliance: Jul - 85% Aug - 87% Sep - 88% Oct - 90% Nov and Dec was not available due to change in systems	% of purchase orders raised before invoice date	90%	

CC5.4: Debtors

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC5.4.1	% of rates and annual charges outstanding	Chief Financial Officer	50%	Progressing	Council did not meet the benchmark for the current reporting period. The 'rates and annual charges outstanding percentage' assesses the impact of uncollected rates and annual charges on council's liquidity and the adequacy of debt recovery efforts. The benchmark set by OLG is less than 10 per cent for regional and rural councils	% of rates and annual charges outstanding	Less than 10%	10.9%

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC5.4.2	Own source operating revenue ratio	Chief Financial Officer	100%	Completed	Council did not meet the benchmark for the current reporting period. The 'own source operating revenue ratio' measures council's fiscal flexibility and the degree to which it relies on external funding sources such as operating grants and contributions. The benchmark set by OLG is greater than 60 per cent and was not met due to large storm damage related grants that were received during the year	Own source operating revenue ratio	≥60%	52%

CC5.5: Fixed Asset Accounting

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC5.5.1	Monthly CAPEX reports are submitted to the Senior Leadership Team on time	Chief Financial Officer	50%	Progressing	Monthly CAPEX reports were submitted to the Senior Leadership Team on time up to and including December 2024	Monthly CAPEX reports are submitted to the Senior Leadership Team on time	By the 14th of each month	<14

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC5.5.2	Monitor current progress to prevent budget overruns by distributing and discussing reports monthly	Chief Financial Officer	50%	Progressing	Reports were distributed to project managers by the 14th of each month	Monitor current progress to prevent budget overruns by distributing and discussing reports monthly	Provide document by the 14th of each month	
CC5.5.3	Total Value / projects of work in progress account for council's general fund activities	Chief Financial Officer	30%	Progressing	Increased due to high value road projects	Total Value / projects of work in progress account for council's general fund activities	Declining	Increasing

Fleet

CC6: We will maintain 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

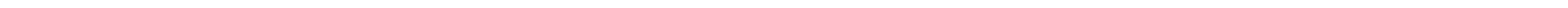
CC6.1.1	Plant uptime across fleets meets operational need within budgetary constraints	Fleet and Depot Coordinator	50%	Progressing	<p>During quarter one of the 2024/25-year, we planned and implemented actions to support the notification of an Isuzu recall that affected 21 Isuzu MUX and DMAX vehicles. To support limited downtime John Davis Motors provided a mechanic to work on-site at the depot to perform the recalls in town, avoiding the downtime travel to Forbes and back. During quarter one we efficiently managed the service schedules, by planning when staff were already coming into town from the villages, and when staff were on their rostered days off. Purchase of new plant items continued to align with the IPWEA guidelines, which ensured that maximum uptime, and prevention of high reactionary maintenance, avoiding unnecessary cost increases over both downtime, parts and labour. During the second quarter we continued with regular scheduled maintenance. There was an increase in the servicing of</p>	Plant uptime across fleets meets operational need within budgetary constraints	95%
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mowers due to the season and faster grass growth, mowers were being used more and therefore reached their 50-hour service sooner. We ensured that we had more mower service kits available for the increased demand. Mowers are a small service which means Parks and Gardens teams dropped the plant to the workshop when they finished their workday, leaving the mechanics to work, and have the mower ready by the next day, meaning no downtime. We completed all RFS servicing for the year, allowing for increase in mowing servicing and allowing time for projects like the installation of GPS accessories across the fleet. There were two graders which reached their 1,000-hour services (services between 1,000 hours are done at the job site). Graders were floated into the workshop and serviced quickly, with the opportunity to have the plant in the workshop to add GPS buzzers to the Graders, for the purpose of

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
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driver identification and the reminder was made louder to assist the operator in hearing, over the sound of the engine and to assist in reminding the driver to use his fob on the plant

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



CC6.2.1	Maintenance of heavy plant, light vehicles and small plant and equipment to support Council services and programs	Fleet and Depot Coordinator	100%	Completed	Maintenance of heavy plant, light vehicles and small plant and equipment were supported during quarter one. Having a Small Engine Mechanic join the team, provided the opportunity to maintain small plant purposely. This provided cost savings, as repairs were occurring earlier rather than later, instead of waiting for the issues to arrive. This will continue into the following year, with our procedure adjustments. Succession planning identified for 2025 with new apprentices incoming and one mechanic due for retirement. Scheduled servicing was on-going, with the completion of Pink Slip inspections completed for the common expiry date registrations due at the end of October 2024. Into the next quarters, four (4) heavy vehicle pit inspections are expected to be completed by a third party, with limited booking available. Plant pre-starts have allowed for a	Maintenance of heavy plant, light vehicles and small plant and equipment to support Council services and programs	Maintenance Achieved	Achieved
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
					reduction in downtime, with issues being responded to in a timely manner. Service work orders were generated weekly for the new schedules and booked in accordingly			

CC6.2.2	Implement the 2024-25 Plant Replacement Program that aligns with service needs	Fleet and Depot Coordinator	65%	Progressing	<p>Now that the Caretaker Period has ended, we were able to prepare two reports for the Procurement Committee for the purchase of a loader and grader, respectively. We finalised the purchase orders for these two plant this week. We have had some budgetary setbacks withholding additional \$600k in budget sale moneys, until we have sold older plant and can use those funds to purchase more new plant. We are obtaining quotes for the refurbishment of the street sweeper, we have deferred, at least for now, the replacement of the roller. Aside from those major purchases, we have 7 light commercial/passenger vehicles to procure. We have decided to defer the replacement of a loader due to number of operators and overall financial benefit to Council. We have also decided to defer a Toyota Hilux due to its operational use and overall financial</p>	Implement the 2024-25 Plant Replacement Program that aligns with service needs	<p>36 items of plant and equipment replaced</p> <p>Annual Plant Disposal report provided to the Plant Procurement Committee</p>
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
					<p>benefit to Council. We are continuing with monthly reporting to major departments and have added utilisation reports into this. We have developed a report that compares engine hours to PTO engaged (eg. time spent with mower running compared to time spent with the blades engaged actually mowing). We still have some configuration to do to perfect the report but initial data is showing an average of about 65% of engine hours are productive. We have goals to finalise 24/25 procurement in Q3 which will allow us to appropriately plan for the next financial year in Q4</p>			

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC6.2.3	Prepare and adopt an Electric Vehicle Strategy	Fleet and Depot Coordinator	40%	Progressing	The EV strategy was not finalised, and still in progress by the CNSWJO with Charge Works the independent body, engaged by CNSWJO to write the Strategy for us. We attended an Electric Vehicle Drive Day in Bathurst, where there was a large range of electric vehicles available to test drive. The day allowed for networking amongst dealers, other councils, IPWEA, and telematics suppliers. Three (3) workshop staff attended a two (2) day TAFE course in Statement of Attainment in Depower and Reinitialise Battery EV and Hybrid EV. Remaining staff will attend in the new year	Prepare and adopt an Electric Vehicle Strategy	Policy adopted by 30 June 2025	

CC6.3: Monitor efficiencies of Council's fleet to ensure a safe working environment that aligns with organisational needs

CC6.3.1	Introduction of the new GPS system	Fleet and Depot Coordinator	90%	Progressing	<p>In terms of hardware, we have mostly completed implementation of GPS units and are now in the process of adjusting and improving on what we have. After the implementation of the driver fobs, we noticed operators of mowers, tractors, and earthmoving equipment were often not fobbing in. After some discussions we were able to determine this was due to operators not being able to hear the beeping over the engine. So far we have installed 10 buzzers which are specifically designed for loud plant. We have also been able to utilise a buzzer in the Ute of a staff member who is hard of hearing. We have seen significant improvement since these have been installed and will continue to do so. We have also been continuing to install PTO monitoring as much</p>	Introduction of the new GPS system	Installed in relevant Council-owned vehicles by 30 June 2025
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
					as possible while limiting downtime. With the recent arrival of a new grader, we were able to set up sensors to determine when the blade is in use. We have encountered issues with PTO monitoring in loaders, and determined we need a weight sensor as the monitoring counts any movement of the bucket, which operators have to lift to drive the loader anywhere - therefore leading to false results on 'bucket lifts'			

CC6.3.2	Utilization of plant and equipment in accordance with Institute of Public Works Engineering Australasia Limited ("IPWEA") plant and equipment benchmarks	Fleet and Depot Coordinator	50%	Progressing	During the first half of the 2024/25-year we made reporting improvements and engaged with Beyond Clarity. Reporting across plant engine hours, and completed the reporting based on kilometres and also using TechOne. All reports were provided with a breakdown across functions rather than a whole of organisation approach. The GeoTab GPS system provided the option to see what warning lights were on in the trucks, passenger and light commercial vehicles, we continued to innovate and identify new ways to monitor and work closely with our GeoTab reseller on a need to basis, benefiting the business. The Appenate software, pre-starts continued to identify plant issues and all pink slip inspections were completed for the October 2024 registration	Utilization of plant and equipment in accordance with Institute of Public Works Engineering Australasia Limited ("IPWEA") plant and equipment benchmarks	Attend workshop one per year
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
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renewals. The recent Audit by Lambourne Partners indicated that promising results, with the final report due in the next quarter. One concern raised was the procedures for staff to charge their time sheets to plant used, for costings back to support the Fleet Replacement Budget. This generates discrepancies between the charge times

CC6.3.3	Implement asset protections at the Council depot	Fleet and Depot Coordinator	50%	Progressing	Implementation of asset protections remained the focus on the GPS system during the first quarter of the 2024/25-year. To ensure safety, geofencing was completed across the villages and Parkes to enable identification of any vehicle, like the trucks, Utes and cars not returned into the location by 6pm, with a SMS generated and email alerts sent out. Ensuring safety to both drivers and the assets, alerts were received if on-call drivers were operating their vehicles between 6pm and 4am, SMS generated, and email alerts were also sent out. Continued good practice, with weekly reporting, to ensure that only on-call drivers were taking home, work Utes. To ensure safety and understanding, speeding and safety scorecard reports were established. Drivers were scored out of	Implement asset protections at the Council depot	Implement by 30 June 2025	implementation on-going
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
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100, for their driving performance each week using clear indicators of speeding, acceleration, braking and cornering during travel. The score data evidence is designed for presenting to the CMT. Technical difficulties have proven challenging for the data to be provided to date around privacy issues and team grouping. Which would have provided indicators of speeding and unsafe driving practices. These delays also impact the implementation on the establishment of SMS safety alerts. Considerations to provide definitive parameters, and established around performance management

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: Ensure effective management of all Council-owned and Crown land parcels

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC7.1.1	Develop Plans of Management for Community Land	Manager Facilities	100%	Completed	During the first half of the 2024/25-year the Plan was developed and presented to the Minister, during quarter one. Currently awaiting the endorsement from Crown Land for adoption into the next quarters. During December 2024 a generic suite of Plans of Management were adopted for Parks, Sportsgrounds, Natural Areas and General Community use. Also adopted were site specific Plans of Management for the Spicer Caravan Park and the Shrine of Remembrance Precinct at Memorial Hill	Develop Plans of Management for Community Land	Developed by 30 June 2025	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC7.1.2	Development of business model for Carrington Hotel	Manager Facilities	75%	Progressing	During the first half of the 2024/25-year the Strategy was reviewed during quarter one. This can be considered for possible inclusion into the future developments when funding permits. The Strategy went on public exhibition and will be presented at the January Council meeting for adoption	Development of business model for Carrington Hotel	Delivered by 30 June 2025	
CC7.1.3	Development of business model for Spicer Caravan Park	Manager Facilities	100%	Completed	The Strategy document during the first half of the 2024/25-year was reviewed and proposed works will be incorporated into future development opportunities, the Strategy was Endorsed by Council on 17 December 2024	Development of business model for Spicer Caravan Park	Delivered by 30 June 2025	Delivered

CC7.2: 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	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC7.2.1	Number of Park Bookings received	Manager Facilities	50%	Progressing	During the first half of the 2024/25-year there was a total number of forty-one (41) park bookings received. This included fourteen (14) during quarter one and twenty-seven (27) in the second quarter	Number of Park Bookings received	Average five per month	

Council Environmental Management

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

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC8.1.1	Utilize Council's Crown Land Environmental Masterplan, to ensure biodiversity is considered, when undertaking activities at all Crown Land owned, Parkes Shire Council managed reserves	Water Quality and Sustainability Specialist	50%	Progressing	During the first half of the 2024/25-year the Council's Environmental Team continued to work with 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 Crown Land owned, Parkes Shire Council managed reserves	Achieve	Achieved

CC8.2: Sustainable environmental management system for Council operations

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC8.2.1	Operational activities are completed with environmental impacts taken into consideration in line with Council's Environment Management Plan and regulations	Water Quality and Sustainability Specialist	50%	progressing	All Council Operational activities were completed with environmental impacts taken into consideration, mainly through the development of a Review of Environmental Factors (REF) report. Projects with a likely higher impact on the environment are usually referred to a specialist consultant to undertake a REF, while smaller projects are likely negligible impact on the environment are assessed in house. Council's Environment and Sustainability Coordinator worked closely with Council's Operations Team and Infrastructure Team ensuring all works took into consideration the likely impact of the proposed works on the environment	Operational activities are completed with environmental impacts taken into consideration in line with Council's Environment Management Plan and regulations	Achieve	100%

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC8.3.1	Support and partner with Central West Lachlan Landcare to deliver environmental initiatives within the Parkes Shire	Environmental and Sustainability Co-Ordinator	50%	Progressing	During the first quarter, at the Parkes Wetland site, Council partnered with Landcare to deliver National Tree Day. Approximately 50 volunteers planted 500 native trees and shrubs. During the second quarter Council partnered with Landcare to deliver Kindy Enviro Day and Schools Eco Day, which saw high attendance from students from all local schools. Council also partnered with Landcare to deliver Homegrown Parkes which saw approximately 2,000 attendees	Support and partner with Central West Lachlan Landcare to deliver environmental initiatives within the Parkes Shire	Three initiatives conducted	Four (4)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC8.3.2	Support local schools to undertake environmental, sustainability and energy efficiency initiatives	Environmental and Sustainability Co-Ordinator	75%	Progressing	Council partnered with Central West Lachlan Landcare to deliver the annual Kindy Enviro Day and Schools Eco Day. Both events were well attended by all local schools	Operational activities are completed with environmental impacts taken into consideration in line with Council's Environment Management Plan and regulations	Three activities supported	

Customer Service

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

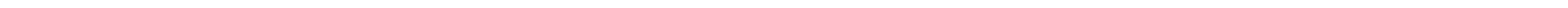
CC9.1: Provide customers with prompt responses to customer requests

CC9.1.1	Increase usage of customer requests received and processed via online Customer Request Management (CRM) portal	Customer Experience Coordinator	50%	Progressing	<p>During the first half of the 2024/25-year the stats available confirmed an increase of usage when compared to the same period of the previous year. Month by month reporting confirmed the increase in the customer requests received and processed using the online CRM portal. The CRM close off deadlines saw the volume and percentage requests increased quarter on quarter. The rates and water services had the highest volume of customer requests submitted. Overall, the CRM system is working effectively, and Council is seeing an increase in usage by staff, customers, and the community. Customer Service throughout this period continued to support and educate the community on the opportunity to use Council's online services.</p>	Increase usage of customer requests received and processed via online Customer Request Management (CRM) portal	5% Increase	<p>Actual: 62% increase</p> <p>Quarter two confirmed 62% uplift in CRM usage compared to same time previous year</p>
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
					<p>Into the next quarters education to all staff, including customer service staff and outdoor staff, to ensure that everyone, can jointly understand the benefits of the CRM system. The CRM contributes to the overall functioning of Council services to embed best practice. In turn greater CRM submission's and ultimately a better customer experience.</p> <p>Quarter One increased 32% Quarter Two increased 62%</p>			

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC9.1.2	Promote and facilitate effective customer service for all areas of Council	Customer Experience Coordinator	50%	Progressing	The Customer Service Charter was created, aligning with the Customer Service Complaints Policy during the first half of the 2024/25-year. The Charter is accessible to the community on the Council website and hard copies were displayed at the Parkes Shire Library, the Planning Department and the Henry Parkes Centre. During this period the Customer Service team undertook De-escalation training and in November training for Occupational Violence and Aggression. Customer Service Excellence Course online content and modules were being reviewed for plans to roll out to all Customer Service staff in the next quarters	Promote and facilitate effective customer service for all areas of Council	Customer requests are responded to within 10-days	> than 10 days additional training required for whole of council employees around the importance of actioning within SLA

CC9.2: Monitor and improve customer service across Council's organisation and operations



Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC9.2.1	Provide updates on Customer Service Reform to Executive Leadership Team, Connected Management Team and Council	Customer Experience Coordinator	50%	Progressing	Up to date statistics and reporting were provided monthly during quarters 1 & 2 to the reporting manager. The second quarter also saw the implementation of actions from the Customer Service Review delivered in 2023. The updates on Customer Service Reform to Executive Leadership Team, Connected Management Team and Council were provided monthly, from the reporting manager, providing up to date statistics and reporting. During this period implementation of actions recommended from the Service Review delivered in 2023 were implemented	Provide updates on customer service reform to ELT, connected management team and Council	Target: Monthly updates provided	Updates provided monthly

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC9.2.2	Complete the Customer Service Centre foyer refurbishment	Director Customer, Corporate Services and Economy	15%	Progressing	During the second half of the 2024/25-year planning was underway for the upgrade project of the public toilets in the foyer. Both the Council Chambers and the Committee Room had their carpet project completed. The refurbishment of the Customer Service Centre overall will be rolled over into the new financial year, due to no funds available for completion during this financial year	Complete the Customer Service Centre foyer refurbishment	Completed by 30 June 2024	Working progress

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC9.2.3	Initiate professional Customer Service training for all customer service staff	Education, Capability and Wellbeing Coordinator	80%	Progressing	During this period the Customer Service team undertook De-escalation training and in November training for Occupational Violence and Aggression. Customer Service Excellence Course online content and modules were being reviewed for plans to roll out to all Customer Service staff in the next quarters. E-learning modules were being finalised, for all Council employees, scheduling in prior to June 2025	Initiate professional Customer Service training for all customer service staff	Training initiated by 30 June 2025	Initiated

CC9.2.4	Convene regular Customer Experience Coordinator meetings with all Directors and key personnel	Customer Experience Coordinator	75%	Progressing	The Customer Experience Coordinator held collaborative meetings with both the Directors in Planning and Engineering, including other stakeholders holding discussions and action implementations in preparations for the phone consolidation. During the first quarter internal staff movements/shortages within the customer service and records departments created the delay for the scheduled go-live dates. During the first half of the 2024/25-year regular meetings were held with the Planning Director and other stakeholders to discuss and address any concerns around the phone consolidation, which	Convene regular Customer Experience Coordinator meetings with all Directors and key personnel	Meetings held every two months	meetings held
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
					has been successful for both departments with positive feedback.			

CC9.2.5	Increase capacity of Customer Service staff to manage routine planning inquiries and move to either an appointment model for complex planning matters or limited hours access to duty planners	Customer Experience Coordinator	100%	Completed	The Customer Service Team during the first half of the 2024/25-year increased their knowledge across all planning matters, as part of their preparation work. The planning queue to the corporate queue commenced with the incoming calls redirected from the planning queue to the corporate queue. During this period additional CRMs were created to assist in providing a smoother transition for both staff and the community. Reporting identified a significant decrease in the volume of calls to the planning queue. Monthly calls reduced, with approximately 300 calls per month reduced to 80 calls. Providing an opportunity for more	Increase capacity of Customer Service staff to manage routine planning inquiries and move to either an appointment model for complex planning matters or limited hours access to duty planners	New model implemented by 30 June 2025	Successful result with positive feedback
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
					time back into the Planning teams day-to-day. Customer Service staff continued to build skillsets and knowledge around planning matters. Overall, positive experience was received across the teams			

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC9.2.6	Implement improved workflows and internal protocols for the management of common customer inquiries involving one or more department	Customer Experience Coordinator	100%	Completed	During the first half of the 2024/25-year the management of the customer inquiries across department, stage one, of the phone consolidation project was completed with the Planning Department. The Customer Service Team preparations continued to be implemented with on-going building skillsets. Stage two is expected to commence in the coming quarters for the Customer Service and Engineering consolidations	Implemented by 30 June 2025		Stage one (Customer Service and Planning Consolidation) commenced 14/10/2024, positive feedback received from the Community & Directors. Stage two (CS & Engineering Consolidation) to commence Feb/March 2025

CC9.2.7	Update and promote Council's website as the first port-of-call for up-to-date Council information	Corporate Communications and Media Specialist	50%	Progressing	During the first half of the 2024/25-year updates and reviews were completed. In quarter one updates were made to the website, and form requests were received from across the organisation. Following on into quarter two from the reviewing and planning of the current processes identified requests were not consistently submitted through a single channel and were not always properly documented. Communications with management and supervisor provided directions for improvement, ensuring their teams direct all website update requests to the Corporate Communications Team inbox for action.	Update and promote Council's website as the first port-of-call for up-to-date Council information	Website updated and promoted
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
					In addition, work commenced in OpenCities, our website management platform, to update the page owners and approvers for each page on the corporate website. This initiative will improve accountability and streamline processes with the efforts on this task to continue into the next quarters			

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC9.2.8	Develop a plain English Frequently Asked Questions (FAQ) document that is accessible for all staff on the most common customer service enquiries	Customer Experience Coordinator	100%	Completed	The development of the plain English Frequently Asked Questions document (FAQ) was completed during the first half of the 2024/25-year. The FAQ document was made accessible to all teams who use and contributed to its development. This document has been and will continue to regularly be reviewed, and updated as learning gaps are identified	Develop a plain English Frequently Asked Questions (FAQ) document that is accessible for all staff on the most common customer service enquiries	Target: FAQ document developed 31 December 2025	Completed

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC9.2.9	Establish processes to prepare customer service performance reports with agreed outcomes and measures for review by the Executive and Council	Customer Experience Coordinator	50%	Progressing	Up to date statistics and reporting were provided monthly during both quarters to the reporting manager. The second quarter also saw the implementation of actions from the Customer Service Review delivered in 2023. The updates on Customer Service Reform to Executive Leadership Team, Connected Management Team and Council were provided monthly, from the reporting manager, providing up to date statistics and reporting. During this period implementation of actions recommended from the Service Review delivered in 2023 were implemented	Establish processes to prepare customer service performance reports with agreed outcomes and measures for review by the Executive and Council	Quarterly reports prepared	reports prepared

Community Services and Wellbeing

CC10: We will implement appropriate frameworks and strategies, as outlined in Council’s Disability Inclusion Action Plan (“DIAP”), to ensure residents of the Shire have access to services, groups and activities that have a positive impact on community wellbeing.

CC10.1: Review Council induction materials, to incorporate the topic of disability inclusion, to ensure staff have the knowledge to communicate with people respectfully, confidentiality and effectively with a disability (DIAP 1.1.3)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC10.1.1	Customer service training held with the inclusion of disability awareness and person-centered communication	Education, Capability and Wellbeing Coordinator	50%	Progressing	Customer Service Excellence Course online content and modules were being reviewed, for plans to roll out, to all Customer Service staff in the next quarters. E- learning modules were being finalised, including disability and person centre communication for all Council employees, scheduling in prior to June 2025	Customer service training held with the inclusion of disability awareness and person-centered communication	Training completed by 30 June 2025	

CC10.2: Ensure that all relevant staff have knowledge of accessibility features of venues and buildings (DIAP 1.3.3)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC10.2.1	Resources developed highlighting accessibility features of Council venues and buildings	Manager Facilities	50%	Progressing	Any redevelopment of facilities, includes accessibility features as a high consideration	Resources developed highlighting accessibility features of Council venues and buildings	Developed by 30 June 2025	

CC10.3: Prepare a self-assessment checklist for local businesses and tourist attractions to encourage them to meet accessibility needs (DIAP 2.1.2)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CCI0.3.1	Review Parkes Shire Visitor Guide to ensure the details of access features of places and interest in the Parkes Shire are included	Tourism and Visitor Services Coordinator	10%	Progressing	In preparation for the review of the Parkes Shire Visitor Guide, during quarter one, a review of the content on the "visitparkes" website was initiated, focusing on enhancing accessibility information for the local places and attractions. Progress was made on the new destination branding, with during the first quarter, an expected completion date at the end of the financial year. This will provide the timing for the review of the visitor guide. During the second quarter, the Parkes Visitor Guide was placed on hold for focus on creating a new destination brand. The next steps include determination of available funds to develop a refreshed brand identity, followed by the design and development of a new Visitor Guide and website	Self-assessment prepared and distributed via Council's public communication channels and industry groups	Prepared and distributed by 30 June 2024	

CC10.4 and inclusion of Council operated public recreation, learning and leisure facilities (DIAP 2.2.2): Improve accessibility

CCI0.4.1	Council website updated to promote representation of employees with disability	Corporate Communications and Media Specialist	30%	Progressing	During the first half of the 2024/25-year the Council website was reviewed to ensure the appropriate location for this information can be provided. In the second quarter the review highlighted the limitations within the OpenCities platform, which restrict how pages can be edited and how photos can be included while adhering to the platform specifications. We also identified our suite of professional corporate images did in fact have a gap of images, limiting the capacity to showcase diversity. The review also identified the need for discussions between both the Communications Team and the People, Safety and Culture Team will be required, as they hold the employee records across the organisation, and personal information is maintained securely and	Council website updated to promote representation of employees with disability	Review by 30 June 2025	Reviewed
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
					not available for public. To address these challenges, a collaborative approach will be required, along with further discussions with OpenCities representatives. These efforts will focus on identifying solutions to enhance website content and representation effectively			

CCI0.5: Improve access to Council Administration Centre and Visitor Information Centre (VIC), including way finding (DIAP 2.3.1)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CCI0.5.1	Review undertaken on Council's Administration Centre to determine if VIC buildings are accessible and fitted with advanced technologies to meet the varied needs of users	Director Planning and Environment	50%	Progressing	During quarter one of the 2024/25-year advice was provided, regarding the accessibility to the alterations and additions expected to the Administration Building, for the customer service area alterations	Review undertaken on Council's Administration Centre to determine if VIC buildings are accessible and fitted with advanced technologies to meet the varied needs of users	Review by 30 June 2025	Reviewed

CCI0.6: Promote representation of people with disability in Council's workforce to the public (DIAP 3.1.2)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CCI0.6.1	Services and systems identified and improved/implemented	Manager People, Safety and Culture	0%	Not due to start	Not due to start	Services and systems identified and improved/implemented	Implemented by 30 June 2025	

CC10.7: Identify and implement services and systems that support people with disability being retrained within the workforce (DIAP 3.1.3)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC10.7.1	Flexible working arrangements policy reviewed	Manager People, Safety and Culture	75%	Progressing	During the first half of the 2024/25-year the policy was reviewed and updated. Ongoing review of the policy needs to be undertaken ensuring specific mention of support for people with a disability who can utilise Council's flexible working arrangements. Scheduling on from the review the policy will need to be promoted to internal stakeholders and present on Council's website	Flexible working arrangements policy reviewed	Policy reviewed by 30 September 2024	Reviewed

CC10.8: Develop and promote flexible working arrangements and in-house support to recruit and retain people with disability in Council's workforce (DIAP 3.1.4)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC10.8.1	Council website updated to include information for people with disability on how to volunteer and access work experience	Corporate Communications and Media Specialist	45%	Progressing	During the first half of the 2024/25-year the Council website was reviewed to ensure the appropriate location for this information can be provided. The review did identify an appropriate location to promote information for people with disability on how to volunteer and access work experience. This can be included in our "Working at Council" section with a dedicated page outlining what we offer and how people can apply. This information for the website will need to be a collaboration between People, Safety and Culture Team and Communications Team over the next quarters to identify what we are able to offer and promote on our website	Council website updated to include information for people with disability on how to volunteer and access work experience	Website update by 30 June 2025	

CC10.9: Promote information for people with disability on how to volunteer and access work experience (DIAP 3.2.1)

CCI0.9.1	Programs delivered to early childhood children with disability	Central West Childcare Services Manager	90%	Progressing	<p>The Service Strategic Inclusion Plan, funded by the Australian Government Department of Education, Skills and Employed, was updated during first half of the 2024/25-year for Family Day Care. The Inclusion support children under NDIS progressed within the service, with support from Allied Health workers with outcomes being achieved, including further strategies and goals in place, moving into the next term. Programs for early intervention, facilitated, throughout the second half of the 2024/25-year included:</p> <ul style="list-style-type: none"> - Sprouts, completed development assessment on all children at the Preschool, with individual children support plans developed with staff - Aruma, disability services for early intervention 	Programs delivered to early childhood children with disability	Number of programs delivered
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
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- Hearing Australia, delivering the Happee Ears program
 - Steps, the NSW Government program, for eyesight checks

CC10.10: Advocate for improved health services within the Shire

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
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CC10.10.1	Participation in regular meetings with the Local Health District	Director Planning and Environment	50%	Progressing	During the first half of the 2023/24-year period the Disability Inclusion Action Plan was reviewed by the Liveability Committee for implementation and adopted as a Corporate Plan	Participation in regular meetings with the Local Health District	Four meetings attended per year	
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CC10.10.2	Percentage of Incentive applications processed for medical services within the Parkes Shire	Director Planning and Environment	50%	Progressing	There were zero meetings attended during period of the first half of the 2024/25-year	Percentage of Incentive applications processed for medical services within the Parkes Shire	Increasing	
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Communication and Engagement

CC11: 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.

CC11.1: Development of a multi-faceted Communications Strategy to improve communications with our community

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC11.1.1	Develop a Communications Strategy	Corporate Communications and Media Specialist	50%	Progressing	During the second quarter of the 2024/25-year period the discussions, plannings and meetings occurred for the strategy building as part of the Integrated Planning and Reporting Framework. The draft strategy was reviewed on time before 31 December 2024 and placed out onto 28-day public exhibition until January 2025. The strategy is expected to be presented to Council during the January/February 2025 periods	Develop a Communications Strategy	Strategy adopted by 30 June 2025	

CC11.2.1: Increase the profile of Parkes Shire through effective brand management and public relations activities

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
CC11.2.1	Maintain current performance (google analytics and social media insights)	Corporate Communications and Media Specialist	50%	Progressing	Throughout the first half of the 2024/25-year Council's social media management platform, Meltwater, provided the overview and reports of Council's social media channels. Meltwater, provides dashboards for review and monitor the social media channels and online presence. Council's Google analytics account which provides reports on performance levels and engagement for Council's corporate website, had access regained during quarter two	Maintain current performance (google analytics and social media insights)	Maintain	Maintained

05

Economy and activation



\$68.4M Grant funding secured since 2016



\$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, Grants, Events and Festivals and Tourism and Destination Marketing.

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 fulfils 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 over time, enabling both operational and long-term costs to be largely generated by the activities themselves.

EE: Economy and activation

Economic Development

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

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EEI.1.1	Review the Economic Development Strategy	Economic Development Specialist	20%	Progressing	During the first half of the 2024/25-year saw the commencement of preliminary planning, and the review of the existing 2012 document. Initial consultation was underway through a business-focused survey. Further analysis of the current economic climate, challenges and opportunities commenced	Review the Economic Development Strategy	Strategy adopted by 30 June 2025	progressing

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EE1.2.1	Provide businesses with relevant information and opportunities through an e-newsletter and other engagements and activities where relevant	Economic Development Specialist	50%	Progressing	During the first half of the 2024/25-year Council had multiple opportunities to engage with industry and business groups. Council attended the community session hosted by RGDC and assisted the Chamber of Commerce for their end-of-year event. Council continued distributing monthly editions of the business e-newsletter and providing ad-hoc information. Activities and other engagements were under review, to better in-still these products into the annual program	Provide businesses with relevant information and opportunities through an e-newsletter and other engagements and activities where relevant	One newsletter and/or engagement opportunity per quarter	Four (4) 2 newsletters and 2 meetings

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EE1.3.1	Elevate the profile of local business through inclusion on Parkes Industrial Park entry signage for relevant businesses	Economic Development Specialist	50%	Progressing	This project remained ongoing throughout the first half of the 2024/25-year as the Economic Development Team, reviewed and project how to better integrate this project into annual planning. During quarter one the Parkes Industrial Park entry signage did have an additional, new business name, added to the entry	Elevate the profile of local business through inclusion on Parkes Industrial Park entry signage for relevant businesses	Conduct a quarterly review and update	Reviewed

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EEI.4.1	Collaborate with Regional Growth NSW Development Corporation (RDGC) to support interested investors through investor enquiry process	Executive Manager Economy and Engagement	50%	Progressing	Collaboration continued during the first half of the 2024/25-year with Regional Growth NSW Development Corporation (RDGC) with all meetings attended. During the second quarter we attended the Special Activation Precinct (Parkes SAP) Investor Attraction meetings. We supported the RGDC with communications regarding the Registration of Interest (ROI) process for the initial Parkes SAP land release, and the Land Release of 1A, (south of) Brolgan Road. During December we supported and attended the business and community event hosted by RGDC, relating to the Parkes Special Activation Precinct. During this period monthly meetings were held, specially relating to Investor Attraction. There were zero requests for face to face and on-site meetings	Collaborate with Regional Growth NSW Development Corporation (RDGC) to support interested investors through investor enquiry process	100% of meetings attended	100%

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EE1.5.1	Support the vibrancy of the Parkes CBD with street banners and special activations	Economic Development Specialist	50%	Progressing	During the first quarter of the 2024/25-year Council delivered two street banner installations in the Parkes CBD. Into the second quarter, the presentation team reviewed options for improvements on installation efficiency and costings. Council also installed Who is Parkes, Christmas Banners and Elvis Street banners in the second quarter. During the previous fourth quarter Council approved the street banner schedule for delivery	Support the vibrancy of the Parkes CBD with street banners and special activations	Ensure street banners are vibrant and well-maintained and coordinate activation of the main street for the 2024 Christmas period	Achieved

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	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EE2.1.1	Number of Council grant applications submitted	Corporate and Community Grants Officer	60%	Progressing	During the first half of the 2024/25-year twelve (12) grant applications for Council were submitted	Number of Council grant applications submitted	20 per year	twelve (12)
EE2.1.2	Number of Community grant applications submitted	Corporate and Community Grants Officer	80%	Progressing	During the first half of the 2024/25-year sixteen (16) Community Grants were submitted, including Community Groups from Alectown, Tullamore, Trundle and Parkes	Number of Community grant applications submitted	20 per year	sixteen (16)

Grants

EE2: We will provide support to businesses and individuals, meet the community's needs, build skills and resilience, and develop and maintain community infrastructure and services through the facilitation of Council's Grants Program.

EE2.1: Promote and support grant opportunities within the Shire

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EE2.1.1	Number of Council grant applications submitted	Corporate Grants Specialist	60%	Progressing	During the first half of the 2024/25-year twelve (12) grant applications for Council were submitted	Number of Council grant applications submitted	20 per year	Twelve (12)
EE2.1.2	Number of Community grant applications submitted	Corporate Grants Specialist	80%	Progressing	During the first half of the 2024/25-year sixteen (16) Community Grants were submitted, including Community Groups from Alectown, Tullamore, Trundle and Parkes	Number of Community grant applications submitted	20 per year	Sixteen (16)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EE2.1.3	Success rate of Community grants applied for	Corporate Grants Specialist	85%	Progressing	<p>The total numbers of success rates for the first six months of the 2024/25-year included 63 submitted, 51 successful applications, 5 pending applications and 18 unsuccessful applications. The below is the break-up per quarter during this period.</p> <p>Quarter one - Eighteen (18) applications were applied for. This outcome had success for eleven (11) applications, whilst six (6) remained pending and only one (1) unsuccessful application</p> <p>Quarter two - Forty-five (45) applications were submitted. This outcome had success for forty (40) applications, whilst four (4) remained pending and seventeen (17) unsuccessful applications</p>	Success rate of Community grants applied for	50%	88%

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EE2.1.4	Success rate of Council grants applied for	Corporate Grants Specialist	85%	Progressing	The total numbers of success rates for the first six months of the 2024/25-year included thirteen (13) successful applications, and three (3) unsuccessful during this period	Success rate of Council grants applied for	50%	86%

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EE2.1.5	Number of successful grant applications in each township	Corporate Grants Specialist	80%	Progressing	<p>During quarter one there were eight (8) applications were lodged. At the end of the quarter, outcomes were still being waited for. Applications included Alectown two (2), Tullamore one (1), Shire wide one (1) and Parkes four (4)</p> <p>During quarter two for Peak Hill and Alectown there were five (5) applications lodged with three (3) successful and two (2) pending applications. Parkes had thirty-two (32) applications lodged with twenty-four (24) successful and eight (8) pending applications. Tullamore had one (1) application pending and Trundle had three (3) successful applications. Shire Wide had three (3) successful applications</p>	Number of successful grant application in each township	Two per year per township	grants in each townships

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EE2.1.6	Number of community grant newsletters published	Corporate Grants Specialist	100%	Completed	During the first half of the 2024/25-year six (6) Community Grant Newsletters were published, equal to one per month	Number of community grant newsletters published	Six (6) newsletters published	Six (6)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EE2.1.7	Number of community groups and businesses that accessed Council's grant preparation activities	Corporate Grants Specialist	100%	Completed	During the first half of the 2024/25-year a total number of forty-two (42) Community groups and businesses accessed Council's grant preparation activities. During the first quarter, Grant information sessions were held in September. This included eight (8) attendees, and five (5) community groups. We co-organised a grant information session during October with Evolution Mine's Community Coordinator with seven (7) attendees representing seven (7) community groups. Thirty-four (34) community groups were also assisted in meetings, and via email and phone calls	Number of community groups and businesses that accessed Council's grant preparation activities	Thirty (30) per year	forty-two (42)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EE2.1.8	Presentation of Grants Update tabled at the Councillors Workshop	Corporate Grants Specialist	25%	Progressing	The Grants update presentation for quarter one of the 2024/25-year was expected to be delivered when the new Council induction was completed during quarter two. The update has been prepared and expected to be presented to the first Council meeting of 2025	Presentation of Grants Update tabled at the Councillors Workshop	One (1) per quarter	One (1)

Events and Festivals

EE3: We will work with our community to deliver a financially sustainable Events and Festivals program including the annual Elvis Festival and Trundle ABBA Festival.

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EE3.1.1	Attract and retain sponsors to deliver the 2024 Parkes Elvis Festival	Events and Festival Specialist	100%	Completed	A total of \$220,600 (excluding GST) has been successfully secured in sponsorship for the 2025 Parkes Elvis Festival, contributing to the festival's financial sustainability and supporting its ongoing success	Attract and retain sponsors to deliver the 2024 Parkes Elvis Festival	\$180,000	\$220,600 Total cash sponsorship income for the 2025 Parkes Elvis Festival is \$204,500 (excl. GST). Total advertising income for the 2025 Parkes Elvis Festival is \$16,100 (excl. GST).

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EE3.1.2	Maintain funding from Destination NSW to deliver Parkes Elvis Festival	Events and Festival Specialist	90%	Progressing	Funding to the value of \$90,000 (excl. GST) has been committed by Destination NSW (DNSW) for the 2025 Parkes Elvis Festival. To date, two milestone payments for the 2025 event were paid by DNSW. As the existing Strategic Agreement is due to conclude in 2025, the team commenced discussions with DNSW around securing further funding for 2026-2029 years	Maintain funding from Destination NSW to deliver Parkes Elvis Festival	Funding maintained	Maintained

EE3.2: Deliver the Parkes Elvis Festival and Trundle ABBA Festival

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EE3.2.1	Trundle ABBA Festival 2024 is delivered on budget and in accordance with the endorsed Event Management Plan	Events and Festival Specialist	100%	Completed	The Trundle ABBA Festival 2024 was successfully delivered on budget and aligned with the endorsed Event Management Plan. Celebrating ABBA's 50th Eurovision anniversary, the festival saw a 9.5% increase in ticket sales (2,073 attendees) and a 53% rise in bus bookings. Supported by \$52,800 in grant funding and sponsorships, including Transport for NSW and Evolution Northparkes Mines, the event boosted local businesses and generated \$637,000 in LGA spending. These outcomes highlight Council's commitment to financially sustainable events that drive community engagement and regional tourism	Deliver the 2024 Trundle ABBA Festival in accordance with endorsed Event Management Plan	Target: (\$186,578) net operating result in line with event delivery 19 October 2024	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EE3.2.2	Deliver the 2025 Parkes Elvis Festival in accordance with endorsed Event Management Plan	Events and Festivals Specialist	100%	Completed	The Parkes Elvis Festival 2025 was successfully delivered in accordance with the endorsed Event Management Plan. The event demonstrated effective community collaboration and financial sustainability, solidifying its role as a flagship event for the region. Meanwhile, the Trundle ABBA Festival 2025 project is currently on hold, pending approval	Deliver the 2025 Parkes Elvis Festival in accordance with endorsed Event Management Plan	(\$566,700) net operating result in line with event delivery 8-12 January 2025	Delivered
EE3.2.3	Develop a detailed Event Management Plan for the Trundle ABBA Festival 2025	Events and Festivals Specialist	20%	Not progressing	This action did not progress during the first half of the 2024/25-year, due to no commitment from Council to deliver the 2025 event. When a decision is made post the 2024 event, work will commence on the development of a detailed Event Management Plan	Develop a detailed Event Management Plan for the Trundle ABBA Festival 2025	Developed by 31 March 2025	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EE3.2.4	Develop a detailed Event Management Plan for the Parkes Elvis Festival 2026	Events and Festivals Specialist	30%	Progressing	Work commenced on the development of a detailed Event Management Plan for the Parkes Elvis Festival 2026. Key stakeholders have been engaged to outline objectives, logistics, and operational requirements to ensure a successful and well-coordinated event. This planning phase will provide a solid foundation for delivering a seamless festival experience while also identifying opportunities for improved processes and enhanced attendee satisfaction	Develop a detailed Event Management Plan for the Parkes Elvis Festival 2026	Developed by 31 March 2025	

EE3.3: Improve the planning, delivery and evaluation of Council's Events and Festivals program

EE3.3.1	Implement improvement opportunities identified via Event Management Service Review	Events and Festivals Specialist	50%	Progressing	Progress has been made in implementing the improvement opportunities outlined in the Event Management Service Review. Key achievements for Quarter Two include: the commencement of the Major Events and Festivals Strategy development, with key KPIs established for planning and delivery; investigation of festival management software options to streamline operations; enhancements in records and information management practices; improved financial management processes; and the successful relocation of the Events and Festivals team to the Council Administration precinct. Additionally, professional support was provided for critical tasks such as regulatory approvals, traffic	Implement improvement opportunities identified via Event Management Service Review	All High-Priority actions implemented by 30 June 2025
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
					planning, and governance and risk management. These improvements align with Council's strategic objective to deliver a financially sustainable Events and Festivals program, ensuring enhanced planning, delivery, and evaluation of events			

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EE3.3.2	Develop and adopt an Events and Festivals Strategy	Events and Festivals Specialist	20%	Progressing	Progress was underway to improve the planning, delivery, and evaluation of Council's Events and Festivals program through the development of an Events and Festivals Strategy. Initial consultations with stakeholders have been conducted to identify key priorities and areas for enhancement. The strategy will provide a comprehensive framework to guide event planning, execution, and assessment, ensuring a more streamlined and impactful approach to Council's events and festivals. Adoption of the strategy is expected in the next quarter	Develop and adopt an Events and Festivals Strategy	Strategy endorsed by 30 October 2024	

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EE3.4.1	Develop marketing collateral to promote Parkes as a preferred location for events	Events and Festivals Specialist	0%	Not progressing	Throughout the first half of the 2024/25-year the Events and Festival team during this period identified this action was not a core focus, therefore zero progression	Develop marketing collateral to promote Parkes as a preferred location for events	Developed by 31 December 2025	Zero
EE3.4.2	Attract new business events to the Shire	Events and Festivals Specialist	20%	Not progressing	Throughout the first half of the 2024/25-year the Events and Festival team during this period identified this action was not a core focus, therefore zero progression	Attract new business events to the Shire	One new event per year	One

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EE3.5.1	Develop 2025/26 Events Calendar containing all Council-run, community and destination events	Events and Festivals Specialist	100%	Completed	In January 2025, Parkes Shire Council announced the recipients of the second round of the Events Financial Assistance Program (EFAP). A total of \$50,310 was allocated to support nine successful applications for community and destination events across the shire. This funding reflects Council's commitment to developing and implementing a balanced program that fosters business and tourism events year-round, contributing to the region's economic growth and community engagement	Develop 2025/26 Events Calendar containing all Council-run, community and destination events	Developed by 30 June 2025	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EE3.5.2	Deliver Community Events Financial Assistance Grant Program	Events and Festivals Specialist	100%	Completed	In January 2025, Parkes Shire Council successfully delivered the second round of the Community Events Financial Assistance Grant Program. A total of \$50,310 was allocated to support nine community and destination events across the shire. This initiative reflects Council's commitment to fostering a financially sustainable Events and Festivals program by supporting a balanced calendar of business and tourism events throughout the year. The funding provided will contribute to regional economic growth, strengthen community engagement, and ensure the continued success of events that align with Council's strategic objectives	Deliver Community Events Financial Assistance Grant Program	\$100,000 funding allocated	

Tourism and Destination Marketing

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

EE4.1.2	Foster development of new tourism products	Executive Manager Economy and Engagement	50%	Progressing	The first half of the 2024/25-year saw the on-going fostering development of new tourism development. There was a strong focus on growing experiences in the region. We supported a range of new and potential entrants to the local tourism industry, including tour operators and accommodation providers. The finishing touches for the Gates of Graceland project were completed, this included the signage, storyboards and the Ultimate Elvis Tribute Australia (UETA) winner pavement stars installed. The official opening of the Gates of Graceland will be held during the annual Elvis Festival in January 2025. The Visitor Information Centre saw the installation of the new Parkes Elvis Festival story wall, referencing the Destination Management Plan. Our foundational pillar of "Celebrity Events and Aligned Experiences" and the associated vision to curate year-round Elvis experiences	Foster development of new tourism products	One (1) new experience developed	One (1)
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
					in and around the Parkes CBD. Development projects, identified within the Destination Management Plan will commence focus into the next quarters			

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

EE4.2.1	Maintain Level two Visitor Information Centre Accreditation	Tourism and Visitor Services Coordinator	50%	Progressing	The Parkes Visitor Centre achieved its Level 2 accreditation status, active from 1 July 2024 to 30 June 2025. During quarter one, ongoing collaboration with Forbes, Cowra, Lachlan, and Orange continued, with regional day trip information being cross promoted by all visitor centre locations. Monthly meetings, with delegates, from Destination Central West continued, reviewing the Tourism Database listings and highlighting new developments and local products to promote across the region. During quarter one, the 'Gates of Graceland' project was completed, which is to enhance the Elvis-themed attractions in Parkes. The Destination Management Plan, which became operational during quarter one, as a guide for our tourism and destination planning to 2030. The	Level two VIS accreditation	Maintained	Maintained
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
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actions recommended in the plan were categorized into low, medium and high priorities, providing the clear roadmap for the current financial year. These projects include the updating of the 'Top Things To Do' brochure, the update of content and images on the 'visitparkes' website. The Peak Hill visitor guide will see re-designing whilst the Dish promotional signage will be created, in preparation for the opening of the Bypass. There will be development of visitor information on child play areas, and pet-friendly accommodations and spaces

EE4.2.1	Regular liaison with tourism bodies including Central NSW Joint Organisation, Destination NSW and Department of Regional NSW	Executive Manager Economy and Engagement	50%	Progressing	We worked closely with the Central NSW Joint Organisation (CNSWJO) completing the Regional Destination Marketing Surveys, to inform plans for the future in Regional Destination plans. We attended the Central NSW Joint Organisation Tourism Managers group meeting during the second quarter in Blayney. These meetings provide a forum for engagement between regional Councils, tourism organisations, the Central NSW Joint Organisation and Destination Network Central West. The meeting updates were shared internally with the tourism team. During this period the events team were frequently in contact with Destination NSW in relation to the strategic investment agreement with Council for the Parkes Elvis Festival, to be held in January 2025	Collaborate with tourism bodies including Destination Network Central West and the Central NSW Joint Organisation Tourism Group to foster tourism development	100% of meetings attended	100%
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EE4.2.2	Visitor Information available in each township	Tourism and Visitor Services Coordinator	50%	Progressing	<p>During the first half of the 2024/25-year Parkes support continued with the distribution of visitor information, ensuring current and accurate information was available, to the villages Bogan Gate, Peak Hill, Trundle and Tullamore.</p> <p>Relationship building with the local tourism operators remained strong throughout the period. Collaborating with the key members of the Peak Hill tourism group took place, on the development of their new visitor brochure. Promotion and support continued into all quarters, with new initiatives for villages aimed to encourage visitors to explore the entire region. The new initiatives include 'Free Camp Run' and a spotlight on our 'Country Hotels'. This continued with bi-monthly visits to each of the shire villages and towns including Peak</p>	Maintain Visitor Information availability	Maintain
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
					Hill, Trundle, Tullamore and Bogan Gate providing distribution of visitor information to hospitality and accommodation sites. The Parkes Visitor Centre also continued to provide the latest updates, activities, itinerary options, travel routes, entertainment and accommodation across the shire			

06

Emergency services



Management of 30 emergency services buildings



Provision of \$125k to fund Rural Fire Service facilities



Payment of \$644k for Emergency Services Levy



Provision of facilities for State Emergency Services

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.

EM: Emergency Services

Emergency Services Support

EM: We will provide appropriate support for emergency service providers, ensuring their ongoing involvement within the community remains, to ensure urgent action can be taken when required.

EMI.1: Local Emergency Management Committee

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EMI.1.1	Number of Local Emergency Management Committee meetings attended	Director Infrastructure	50%	Progressing	One meeting was held in November with a good attendance from the respective agencies. During the quarter the administrative assistance continued, with the starting of updating the CMGs and the EMPLAN. With the Elvis festival upcoming, the Festival Emergency plan was updated and presented to the LEMC with the final document to be distributed once completed	Number of Local Emergency Management Committee meetings attended	Four (4) per year	One (1)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EMI.1.2	Local Emergency Operations Centre maintained in a state of readiness	Director Infrastructure	35%	Progressing	The Emergency Operations Centre (EOC) identified as the Community Centre at Rose Street was available for use for the full year. Regular assessments were undertaken throughout the 2024/25-year to ensure readiness. During the latest assessment from the Regional Emergency Management Officer (REMO) he has noted that the EOC will require additional resources and will submit this list to be reviewed by Council and acted upon	Local Emergency Operations Centre maintained in a state of readiness	Maintained	Maintained

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EMI.1.3	DISPLAN (Local Disaster Plan) reviewed	Director Infrastructure	35%	Progressing	During the quarter, planning/preparation commenced for the updating of the key regulatory emergency plans including the EMPLAN, It was noted during the November LEMC meeting that there has been a new templated provided for the Consequence Management Guides (CMGs), the CMG's will be updated in the following quarter to the new template and discussed at the next LEMC meeting	DISPLAN (Local Disaster Plan) reviewed	Reviewed by 30 June 2025	

EMI.2: Provision of facilities for State Emergency Services

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EMI.2.1	Facilities maintained as per agreement with State Emergency Services	Director Operations	50%	Progressing	The first half of the 2024/25-year Council continued to maintain facilities per our existing agreement with State Emergency Services. All maintenance requests were actioned and resolved within the appropriate service level arrangements with no outstanding issues	Facilities maintained as per agreement with State Emergency Services	Maintained	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EMI.2.2	Investigate suitable locations for proposed new State Emergency Services facility	Director Operations	50%	Progressing	During the first half of the 2024/25-year there were advancements in the development of the new SES building which to be constructed at 30 Boyd Circuit Parkes and will replace the existing facility in Alluvial Street. Construction plans were submitted for approval to complete the Development Application process with construction planned to commence during the next quarter	Investigate suitable locations for proposed new State Emergency Services facility	Facility identified	Identified

EMI.3: Provision of support for Rural Fire Service

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EMI.3.1	Councillor's representation at Rural Fire Service Committee Meetings	Director Operations	50%	Progressing	Council actively engaged with the Rural Fire Service (RFS) during the first half of the 2024/25-year through the District Liaison Committee (DLC) during a meeting held on 4 December 2024 and the Bush Fire Management Committee meeting on 16 October 2024. Councillor George Pratt attended the DLC meeting and continued to work collaboratively with the RFS to support the delivery of its services. This included ensuring effective appliance maintenance, implementing fire risk reduction measures, and strengthening the working relationship between Council and the RFS	Councillor's representation at Rural Fire Service Committee Meetings	Twelve per year	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EM1.3.2	Service Level Agreement maintained with Rural Fire Service	Director Operations	50%	Progressing	Council continued during the first half of the 2024/25-year to meet its obligations under the Act and service level targets within the agreement. Both organisations continued to foster open collaboration and provided timely resolution to issues as they arose	Service Level Agreement maintained with Rural Fire Service	Maintained	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EM1.3.3	Maintenance of Rural Fire Service "Red Fleet"	Fleet and Depot Coordinator	100%	Completed	Maintenance of RFS plant during the first half of the 2024/24-year was completed 100% and we are ready for fire season. There will only works on occasional reactive maintenance that may arise as during the first quarter, reactive maintenance was on-going, with works including flat batteries, tyre replacements and hose pump issues. The first approx. 65 Pink Slips for the RFS fleet were completed	Maintenance of Rural Fire Service "Red Fleet"	80 items maintained per year	All maintained
EM1.3.4	Deliver the Coobang RFS Shed project	Manager Facilities	0%	Not due to start	Not due to start	Deliver the Coobang RFS Shed project	Delivered by 30 June 2025	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EM1.3.5	Deliver the Cookamidgera RFS Shed project	Manager Facilities	100%	Completed	The Cookamidgera RFS Shed project was completed during the first six months of the 2023/-24-year, with the building now in use for the 2023/24 bushfire season	Deliver the Cookamidgera RFS Shed project	Delivered by 30 June 2025	Completed

EM1.4: Provision of financial support for Emergency Services

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
EM1.4.1	Financial support provided as per regulatory obligations	Director Operations	50%	Progressing	The on-going financial support for emergency service providers continued during both quarters one and two with operations supported through the emergency services levy	Financial support provided as per regulatory obligations	Maintained	Maintained

07

Library, culture and 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.

L: Library, Culture and Social Justice

Library Services

L1: We will ensure the community has access to services, facilities and resources that are inclusive, high quality and contemporary in nature. Support social interaction and encourage lifelong learning. Facilitate and support engaging programs at Shire libraries.

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
L1.1.1	Increase in the number of in-person visits (UN SDG 16.10)	Manager Cultural, Education and Library Services	50%	Progressing	During the first half of the 2024/25-year Parkes Shire Library had 19,965 in-person visitors. Which included in quarter one the Parkes Shire Library totalled 11,035 in-person visits to the Shire Libraries which included Parkes, Peak Hill, Trundle and Tullamore. This figure did not include Marramarra Makerspace attendance. During the second quarter Parkes Shire Library had 8,930 visitors. During this period a total of nine (9) days had the library closed to the public for Christmas closure period, public holidays and mandatory in-service training. This number doesn't include the number of patrons who would have accessed both Trundle and Tullamore Libraries outside of normal opening hours for example patrons who utilise the 24-hour services	Increase in the number of in-person visits	Increase 1%	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
L1.1.2	Number of all loaned materials (UN SDG 16.10)	Manager Cultural, Education and Library Services	50%	Progressing	The first half of the 2024/25-year had Council ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements (UN SDG 16.10). During the first quarter Parkes Shire Library loaned out 10,524 items to our members. Representing 9,115 items of physical loans and 1,409 items of digital loans. During the second quarter the Parkes Shire loaned out a total of 8,778 items which included 7,356 items of physical loans and 1,422 items digital loans	Number of all loaned materials	Increase 1%	

L1.1.3	Increase in Library members (UN SDG 16.10)	Manager Cultural, Education and Library Services	50%	Progressing	Ensured public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements (UN SDG 16.10) during the first half of the 2024/25-year with quarter one seeing the Parkes Shire Library undertake a system purge of inactive users. Inactive users referred to those members who hadn't borrowed from the library in either physical or digital items over the past 4-years. The current number of active users at the end of quarter one was 4,587. We welcomed a total of 270 new members, which included 138 in quarter one and 132 in the quarter two providing a total membership number of 4,719. The breakdown of each library was Parkes with 4,212, Peak Hill with 214, Trundle with 179 and Tullamore with 114	Increase in Library members	Increase 19%
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
L1.1.4	Number of Meeting Room bookings (UN SDG 11.7)	Manager Cultural, Education and Library Services	50%	Progressing	During the first half of the 2024/25-year 475 meeting room bookings were held. Which included 184 during quarter one, with a total of 402.5 hours. The Marramarra Makerspace held 22 bookings for a total of 55.5 hours and the Coventry Room held two exhibitions and was booked and held for seven weeks, during the Local Council Elections. During quarter two 291 bookings were taken with a further 15 bookings for the Makerspace and Coventry Room	Number of Meeting Room bookings	52 bookings per year	514

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
L1.1.5	Number of people accessing Marramarra Makerspace Studio (UN SDG 4)	Manager Cultural, Education and Library Services	50%	Progressing	Ensuring inclusive and equitable quality education and promoting lifelong learning opportunities. During the first half of the 2024/25-year the Marramarra Makerspace held successful activities and workshops. During quarter one 459 people of all ages attended which included 347 open Makerspace days, 112 attendees to the creative and STEAM based workshops. During the second quarter 374 people of all ages accessed the Marramarra Makerspace, which included 201 people access the Open Makerdays, 93 people accessed STEAM related workshops and 80 people attended other events and activities	Number of people accessing Marramarra Makerspace Studio	250 per year	

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
L1.2.1	Attendees at Story Time and Rhyme Time (UN SDG 4.2)	Manager Cultural, Education and Library Services	50%	Progressing	Story time and rhyme time activities were well attended throughout the first half of the 2024/25-year. Which included during the first quarter Parkes Shire Library holding 50 activities, including preschool visits, rhyme times, story times, and Paint the Town REaD performances, ensuring children received quality early childhood development opportunities. In the second quarter Parkes Shire Library conducted 34 early literacy sessions for children under school age, including 18 Storytime sessions and 16 Rhymetime sessions with a total attendance of 609 children and carers	Attendees at Story Time and Rhyme Time	15 per session	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
L1.2.2	Number of Author visits (UN SDG 4.6)	Manager Cultural, Education and Library Services	50%	Progressing	During the first half of the 2024/25-year during the month of July the Parkes Shire Library hosted a document screening. This truth telling event was attended by 50 people with a standing ovation. The documentary of Her Name is Nanny Nellie to coincide with NAIDOC week, following the screening a Q&A panel was held with film director Daniel King (first person films) and Irene Ridgeway the leading actress	Number of Author visits	Two visits per year	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
L1.2.3	Number of reading and writing activities held (UN SDG 4.6)	Manager Cultural, Education and Library Services	50%	Progressing	Reading and writing activities were well attended throughout the first half of the 2024/25-year. The first quarter saw Parkes Shire libraries host seven (7) book clubs across all four (4) branches. This also included two of the branches holding six writing groups with 106 people attending. The second quarter held twelve (12) reading and writing activities at the Parkes Shire Library including seven (7) book clubs and five (5) supported writing groups with 101 people attending	Number of reading and writing activities held	12 per year	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
L1.2.4	Number of activities targeting primary, and youth held (UN SDG 4)	Manager Cultural, Education and Library Services	50%	Progressing	We had well attended activities and events held throughout the first half of the 2024/25-year. Ensuring inclusive and equitable quality education and promoting lifelong learning opportunities. During this period 27 events were held which included 292 young people attending in across quarter one. The second quarter held seventeen events which included 242 young people attending. These included Library Lock Ins, creative workshops, Library Ambassador events, movie screenings, storytimes and school visits	Number of activities targeting primary, and youth held	15 per year	17

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
L1.2.5	Number of activities targeting adults held (UN SDG 4)	Manager Cultural, Education and Library Services	50%	Progressing	Adult activities and events were well attending during the first half of the 2024/25-year with the first quarter holding mother's groups, book clubs, writing groups, social AUSLAN sessions, creative/art groups and movie screenings. The second quarter had 221 people attending across twenty (2) events for adults. The Parkes Shire Library activities included mother's groups, book clubs, writing groups, Social Auslan, Crop Swap and movie nights	Number of activities targeting adults held	24 per year	29

Arts and Culture

L2: We will enable all members of the community to participate, including to 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	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
L2.1.2	Deliver Science, Technology, Engineering, Arts and Math ("STEAM") programs in Marramarra Makerspace (UN SDG 4 and 4.7)	Manager Cultural, Education and Library Services	50%	Progressing	All programs were well attended in the Marramarra Makerspace throughout the first half of the 2024/25-year. Quarter one held 34 open Makerdays for all ages, engaging with STEAM based activities, including nine (9) based workshops. Council staff were invited to participate in a team building challenge promoting waste recycle and reuse. Seven (7) teams created artworks and structures which were exhibited during a morning team held in the Parkes library. The second quarter had 294 people attending activities and events which included 30 open Makerdays, eight (8) STEAM based workshops	Deliver Science, Technology, Engineering, Arts and Math ("STEAM") programs in Marramarra Makerspace	12 programs delivered	

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

L2.2.1	Implementation of annual Arts Advisory Plan (UN SDG 4.7)	Manager Cultural, Education and Library Services	50%	Progressing	Throughout the first half of the 2024/25-year the Arts Advisory Group were well supported across both quarters. The first quarter we held two art exhibitions in the Coventry Room, which included our annual Waste-2-Art Regional Showcase. We held two (2) CASP funded art workshops for the Parkes Multicultural Art Group, and we held thirteen (13) creative workshops in the Marramarra Makerspace. The second quarter held two (2) art exhibitions which included one local artist and one regional showcase. The Marramarra Makerspace held eight (8) creative workshops and we supported the Homegrown Parkes event held in October. The Music Development Grant of \$14,000 was awarded to the Parkes Shire Band. In addition the Parkes Pottery Group, the Parkes Painters Group and the	Implementation of annual Arts Advisory Plan	Five initiatives implement
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
					Parke Shire Concert Band all received assistance support for the use of Council facilities			

L2.2.2	Provide support for community arts and cultural groups (UN SDG 4.7)	Manager Cultural, Education and Library Services	50%	Progressing	Throughout the first half of the 2024/25-year community arts and cultural groups were well supported. Council's Manager Culture, Education and Library Services supported the NAIDOC Week Planning Committee during the first quarter. Providing support for the planning and delivery of the Parkes NAIDOC Week events which included Parkes Shire Library hosting the screening of the documentary Her Name Is Nanny Nellie. Support was provided during quarter two to groups and events which included the Homegrown markets Parkes; the Seniors Expo; the Netwaste Regional Forum; the Arts Out West "Peak In Focus"; the Bushman's Hill Planning Group; the Multicultural Arts Group; and the Community, Liveability and Access Committee	Provide support for community arts and cultural groups	Five (5) meetings supported	Seven (7)
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
L2.2.3	Events held for community and cultural groups (UN SDG 4.7)	Manager Cultural, Education and Library Services	50%	Progressing	During the first half of the 2024/25-year twenty-one (21) activities were held. This included twelve (12) during quarter one and nine (9) during the second quarter. These activities included the Multicultural Art Group, the College of Seniors Knitting Group, the Social AUSLAN group, the NAIDOC Week planning committee, the Crop Swap, and new Mother's Group and Paint The Town REaD, and a Seniors EXPO	Events held for community and cultural groups	Three events held	21

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
L2.3.1	Host local exhibitions (UN SDG 4.7)	Manager Cultural, Education and Library Services	50%	Progressing	During the first half of the 2024/25-year our Parkes Shire Library and Cultural Centre hosted two exhibitions in the Coventry Room. During quarter one we hosted an exhibition which looked at not only Jocelyn Moles artistic practice, but her lived experiences, as local artist. In the second quarter we hosted Jac Clark's solo exhibition which opened on Friday 15 November with 100 attendees and an overall attendance of 659 people	Host local exhibitions	Three (3) exhibitions hosted	Two (2)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
L2.3.2	Host travelling and non-local exhibitions (UN SDG 4.7)	Manager Cultural, Education and Library Services	100%	Completed	The Regional Waste-2-Art Showcase was held during Quarter One, in the Coventry Room. The exhibition was hosted by Parkes Shire Library and showcased the 120-winning works from each of the 14 Regional Councils who participated. It was impressive to celebrate so many sustainable projects, showing the creativity and highlight the waste reduction message of packaging. The official opening was held in August with 120 visitors attending, whilst over the third week 1,019 visitors attended the exhibition	Host travelling and non-local exhibitions	One (1) exhibition hosted	One (1)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
L2.3.3	Attendees at arts and cultural events (UN SDG 4.7)	Manager Cultural, Education and Library Services	50%	Progressing	During the first half of the 2024/25-year the Parkes Shire Library and Cultural Centre were well attended. During the first quarter eleven (11) arts and cultural events and activities with 1,233 people attending. Including a documentary screening of Her Name is Nanny Nellie with a Questions and answer session. Two art exhibitions and visitors attending the Wiradjuri Ngurambang Exhibition. During the second quarter eleven (11) events hosted by Parkes Shire Library with 1,800 people attending. These events included art exhibitions, creative workshops and a Crop Swap event	Attendees at arts and cultural events	30 attendees per event	3,033 attendees in total

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
L2.3.4	Implementation of the art collection policy (UN SDG 4.7)	Manager Cultural, Education and Library Services	50%	Progressing	The Parkes Shire Council Art Collection Policy continued momentum during the 2024/25-year with processes and associated forms developed for example, Deaccessioned Artwork Report, and forms for both Deed of Gift and Donor Receipt. The policy was endorsed by Council in March 2024. During the second quarter Evolution Mines donated a painting to Council titled Yalgu (Jumper Ants) by Dan Bundadhaany Clegg	Implementation of the art collection policy	Establishing processes by 30 June 2025	

Social Justice

L3: We will advocate for, and facilitate, services and activities that have the capacity to enhance Community Wellbeing and Social Justice.

L3.1: Promote Social Justice principals of equity, access, participate and rights within our community

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
L3.1.1	Initiatives Council supported to promote social justice within the community (women, youth, Indigenous, seniors, people with disabilities)	Director Planning and Environment	50%	Progressing	Council supported programs throughout the first half of the 2024/25-year including Parkes Aboriginal Community working party, the Bushmans Hill Master Plan working party and school holiday programs. In addition, NAIDOC Week celebrations were supported	Initiatives Council supported to promote social justice within the community (women, youth, Indigenous, seniors, people with disabilities)	Five (5) events supported	Five (5)
L3.1.2	Provide a report to the Councillors Workshop on attendance for the five targeted events	Director Planning and Environment	50%	Progressing	A report was provided to the Councillors workshop regarding the working group's Bushmans Hill Masterplan during quarter one including NAIDOC Week Celebrations	Provide a report to the Councillors Workshop on attendance for the five targeted events	Report provided by 30 June 2025	One (1)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
L3.1.3	Develop a Youth Strategy	Director Planning and Environment	50%	Progressing	No youth position in workforce plan	Develop a Youth Strategy	Strategy adopted by 30 June 2025	Zero

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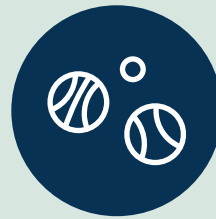
Open space and recreation



30 parks and gardens



15 Sportsgrounds



77 Open space facilities



6 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.

O: Open Space and Recreation

Parks and Gardens

OSI: To ensure the Shire's natural environment remains protected and preserved the council will continue implementing appropriate planning and maintenance strategies. The Shire is maintained and upgraded to meet community needs.

OSI.1: Maintain play spaces to meet the communities needs

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
OSI.1.1	Engage with the community regarding current and upcoming play space developments via various communication channels	Shire Presentation Coordinator	50%	Progressing	The first six-months of the 2024/25-year saw the continuation of strong communication and engaging with the community, community committees, sporting groups, and school groups. We provided support and assistance to the sporting groups with their weekly events. Clear communications with social media posts. Parks in general, including both the new Kelly Reserve and Lions Park bookings were strong, booked electronically, allowing the outdoors team to support the community. Facilities hygiene maintained with additional schedules during the peak	Engage with the community regarding current and upcoming play space developments via various communication channels	Four engagements per year	

OSI.1.2	Play equipment is inspected in accordance with regulatory standard and guidelines	Shire Presentation Coordinator	50%	Progressing	Play equipment during the first half of the year continued with visual and operational checks maintained ensuring regulatory standards and guidelines were adhered to. These inspections were scheduled and ranged from weekly, monthly, and quarterly checks. The scheduled inspections identified if any play equipment works were required for any service and/or repairs. These inspections included the grounds for overall maintenance wear and tear of the grounds and equipment including furniture, BBQs, and infrastructure. The additional resources obtained during the previous quarters, continued to assist with both Lions Park and Kelly Reserve maintenance inspection schedule	Play equipment is inspected in accordance with regulatory standard and guidelines	Six inspections per year
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
OSI.1.3	Action a response to customer requests within 10-days	Shire Presentation Coordinator	50%	Progressing	During the first six-months of the 2024/25-year, weekly supervisor meetings continued to provide clear platforms for reviewing and identifying all customer requests. The weekly meetings allowed for supervisors to enable any actions required, for the works with planning, timing and priorities levels	Action a response to customer requests within 10-days	100% of requests are actioned within 10-days	

OSI.1.4	Provide support to Council's Major Events and Visitor Economy team through the provision of pre-event and post-event logistical assistance through the management of Council assets	Shire Presentation Coordinator	50%	Progressing	The first quarter of 2024/25 kept the outdoor spaces teams busy, with the Councils major events for both the community, visitors, and sporting groups. The Cooke Park saw the shade sails going up and down, stalls and markets being bumped in and bumped out. During the first quarter, to assist with the growth and repair of the grounds, turf seeding into the high traffic/heavily used areas across the park. Also, during the first quarter assisted in events at the Memorial Hill Monument, with the display of the green and gold lighting up the monument during the evening supporting the Olympic games and the acknowledgement of the 150 years since D Day at the monument. The second half of the year saw the delivery of the ABBA festival, extensive rehabilitation work to	Provide support to Council's Major Events and Visitor Economy team through the provision of pre-event and post-event logistical assistance through the management of Council assets	Support provided as needed
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
					Berryman Oval, homegrown markets, and assisting with the Evolution cheers to 30-years			

Sports Fields

OS2: We will ensure sporting fields continue to be utilized across the Shire through suitable upgrading, maintenance and development of facilities.

OS2.1: Develop sporting facilities to meet community needs

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
OS2.1.1	Deliver the final stage of rehabilitation works at Cheney Park	Shire Presentation Coordinator	75%	Progressing	The first six months of the 2024/25-year saw the construction commence and completion of all subsoil drainage, new irrigation and earthworks and turf. Fencing expected to be pulled down in the next quarter	Deliver the final stage of rehabilitation works at Cheney Park	Delivered by 30 June 2025	

OS2.2: Maintain sporting fields to ensure they continue meeting community needs, regulatory standards and align

OS2.2.1	Sporting fields are inspected in accordance with the Inspection Schedule and meet regulatory Australian Sporting Codes	Shire Presentation Coordinator	50%	Progressing	Sporting groups were supported throughout the first six-months of the 2024/25-year with sporting fields, maintained and marked out to meeting standards. This period of the year did see the continuation of the scheduled weekly inspections and maintenance programs. During this period, we were able to work on the recommendations, from the consultants previously engaged, who had provided outcomes with recommendations towards the fields and turf improvements, during on-site visits. One of the recommendations included the identification for a fertilizer program, with the monthly actions completed. This led to successfully improving the grounds. Both the Pioneer Oval and Northparkes Oval had soil testing completed, identifying the out of balance results. The last quarter water testing assisting with understanding the soil condition, with the	Sporting fields are inspected in accordance with the Inspection Schedule and meet regulatory Australian Sporting Codes	100% compliance	100%
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
					extra data confirming our understanding and being on the right track for continual improvement			
OS2.2.2	Action a response to customer requests within 10-days	Shire Presentation Coordinator	50%	Progressing	During the first six-months of the 2024/25-year, weekly supervisor meetings continued to provide clear platforms for reviewing and identifying all customer requests. The weekly meetings allowed for supervisors to enable any actions required, for the works with planning, timing and priorities levels	Action a response to customer requests within 10-days	100% of requests are actioned within 10-days	100%

Open Space Facilities, Amenities and Public Toilets

OS3: We will implement appropriate strategies and plans to ensure open space facilities and amenities are maintained and developed, enabling the community, to better utilise the Shire's open spaces.

OS3.1: Enhance open spaces through the expansion and upgrading of facilities, amenities and public toilets

OS3.1.1	Facilities, amenities and public toilets are inspected in accordance with Inspection Schedule and meet standards	Shire Presentation Coordinator	50%	Progressing	<p>During the first half of the 2024/25-year the upgrades to the Church Street public toilets bus shelter block, was completed. Kelly Reserve also received upgrades to the facilities. The building services and outdoor spaces team continued working alongside ensuring the high standards of hygiene, maintenance and repairs were completed. As part of continual improvement, reporting processes have the on-site operations team, maintain and visiting the facilities across the Shire, provide their feedback to the Building Services Team, who allocate required tools of trade for repairs/maintenance works. The supervisor is provided the weekly report, for example water leaks, door latches etc ensuring follow-up, actions required and completion goals. The facilities, amenities and public toilets not only had an early morning inspection schedule, but random routine inspections occur completed to work closely with the</p>	Facilities, amenities and public toilets are inspected in accordance with Inspection Schedule and meet standards	100% compliance	100%
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
					sporting events, and outdoor events, ensuring on-site, in advance had facilities ready. Schedules and standards were met with strong communication between teams. Social media provides up to date access for sporting routine/events to ensure Council schedules in line with the expected uses			
OS3.1.2	Action a response to customer requests within 10-days	Shire Presentation Coordinator	50%	Progressing	During first half of the 2024/25-year the weekly supervisor meetings continued to provide a clear platform for reviewing and identifying the customer requests. The supervisors were able to actions the works with planning, timing and priorities levels	Action a response to customer requests within 10-days	100% of requests are actioned within 10-days	100%

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
OS3.1.3	Deliver upgrades of infrastructure at Memorial Park, Tullamore	Shire Presentation Coordinator	50%	Progressing	The Memorial Park, Tullamore during the first half of the 2024/25-year had works under construction, and completed, with a shared footpath which links the school to the CBD. The new accessible footpath links multipurpose centre through to the pool and learn to ride bike paths. During this period meetings with the CCC continued with communications, and the works completed near Anzac Memorial, a joint project, the concreting works	Deliver upgrades of infrastructure at Memorial Park, Tullamore	Delivered by 30 June 2024	
OS3.1.4	Deliver upgrades of infrastructure at Berryman Park, Trundle	Shire Presentation Coordinator	50%	Progressing	The Berryman Park, Trundle had their works commenced during the first half of the year for the perimeter fencing with solar lighting. Grant Funding, from the flooding programs, were successful and the works have been identified and allocated, with further works to continue into the next quarters	Deliver upgrades of infrastructure at Berryman Park, Trundle	Delivered by 30 June 2025	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
OS3.1.5	Deliver upgrades of infrastructure at Burrawang Park, Bogan Gate	Shire Presentation Coordinator	50%	Progressing	The Burrawang Park, Bogan Gate, will receive in the next quarter, the installation of the repurposed play-equipment from Kelly Park. Communications with the CCC continued with notifications of installations during quarter two. The completed works have included new facilities like concrete furniture and electric barbeques, the access pathway was also completed	Deliver upgrades of infrastructure at Burrawang Park, Bogan Gate	Delivered by 30 June 2025	
OS3.1.6	Deliver upgrades of infrastructure at Kelly Reserve, Parkes	Shire Presentation Coordinator	50%	Progressing	The Kelly Reserve, Parkes upgrades had the next stage completed, which included the Ninja Park. Whilst the upgrades of the infrastructure have been completed, the splash pad had its opening early October, in time for the summer season. The successful grant funding, from the flooding programs, has allowed for future planning which will progress into the next quarters	Deliver upgrades of infrastructure at Kelly Reserve, Parkes	Delivered by 30 June 2025	

OS3.2: Support the use of open spaces through the maintenance of facilities, amenities, and public toilets

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
OS3.2.1	Audits carried out on facilities, amenities and public toilets	Manager Facilities	50%	Progressing	Facilities, amenities and public toilet inspections are scheduled and carried out to identify areas of improvement	Audits carried out on facilities, amenities and public toilets	Three audits per quarter	
OS3.2.2	Action a response to customer requests within 10-days	Manager Facilities	50%	Progressing	100% of requests are actioned within 10-days	Action a response to customer requests within 10-days	100% of requests are actioned within 10-days	100%

Cemeteries

OS4: We will utilise appropriate management practices for all cemeteries across the Shire, ensuring ongoing maintenance and planning for future development.

OS4.1: Administration of Shire Cemeteries is aligned with regulatory guidelines

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
OS4.1.1	Number of Burials in Shire Cemeteries	Manager Regulation and Compliance	50%	Progressing	The number of Burials in Shire Cemeteries across the first half of the 2024/25-year were eighty-two (82) in total. This included twenty-seven (27) during quarter one, and fifty-five (55) during quarter two	Number of Burials in Shire Cemeteries	Ongoing	
OS4.1.3	Action a response to customer requests within 10-days	Manager Regulation and Compliance	50%	Progressing	100% of Customer Requests are actioned within 10 days during the first half of the 2024/25-year	Action a response to customer requests within 10-days	100% of requests actioned within 10-days	

Swimming Pools

OS5: We will continue implementing suitable frameworks for swimming pools across the Shire. Ensuring the standards of regulatory bodies and the needs of the community through ongoing upkeep and developments. Operate sustainably and safely, implementing suitable frameworks.

OS5.1: Operate Shire swimming pools sustainably and safely

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
OS5.1.1	Swimming Pool Contractor undertake daily water tests, ensuring results are compliant with the Department of Health Pool Operations standards	Executive Manager Operations	50%	Progressing	Belgravia has been effectively managing the Shire's swimming pools, ensuring their operation aligns with community needs and regulatory standards. Council oversees the contract with regular weekly inspections, maintaining ongoing compliance and addressing any issues proactively. The Swimming Pool Contractor conducts daily water tests to ensure the pools meet the Department of Health Pool Operations standards, prioritizing safety and sustainability	Swimming Pool Contractor undertake daily water tests, ensuring results are compliant with the Department of Health Pool Operations standards	100% compliance	100%

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
OS5.1.2	Swimming Pool Contractor to undertake monthly water samples to ensure results are compliant with Department of Health Pool Operations standards	Executive Manager Operations	50%	Progressing	Belgravia has been effectively managing the Shire's swimming pools, ensuring their operation aligns with community needs and regulatory standards. Council oversees the contract with regular weekly inspections, maintaining ongoing compliance and addressing any issues proactively. The Swimming Pool Contractor conducts daily water tests to ensure the pools meet the Department of Health Pool Operations standards, prioritizing safety and sustainability	Swimming Pool Contractor undertake daily water tests, ensuring results are compliant with the Department of Health Pool Operations standards	100% compliance	100% compliance

OS5.2: Continued provision of high quality Learn to Swim Programs

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
OS5.2.1	Advocate the community to participate in learn to swim classes	Executive Manager Operations	50%	Progressing	Belgravia effectively expanded its Learn to Swim Programs across the Shire through targeted promotion and personal outreach to families who participated in earlier programs. These efforts have successfully increased enrolment and continued engagement. Belgravia's initiatives reflect their dedication to providing high-quality swimming programs while operating sustainably and meeting the needs of local communities	Advocate the community to participate in learn to swim classes	Increase in participation	Actual increase of numbers to be confirmed by Belgravia
OS5.2.2	All Instructors hold a current AUSTSWIM accreditation	Executive Manager Operations	50%	Progressing	Belgravia reported that all instructors hold a current AUSTSWIM accreditation	All Instructors hold a current AUSTSWIM accreditation	100% of instructors hold accreditation	100%

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
OS5.2.3	Report provided by Swimming Pool Contractor detailing the number of instructors holding AUSTSWIM accreditation	Executive Manager Operations	50%	Progressing	Belgravia reported that six instructors were accredited with the Aust swim across the Parkes Shire pools	Report provided by Swimming Pool Contractor detailing the number of instructors holding AUSTSWIM accreditation	Monthly report received	six (6) Notes: 6 AUSTSWIM accredited and 4 employees who completed their "Learn to Swim" and required to complete their practical
OS5.2.4	Swimming Pool Contractor to provide feedback and action a response to customer requests within 10-days	Executive Manager Operations	50%	Progressing	Both Council and Belgravia aim to action a response and resolve any customer requests within 10-days. Council provides ongoing monitoring of customer concerns, addressing them as they are filtered in Council's customer request system	Swimming Pool Contractor to provide feedback and action a response to customer requests within 10-days	Executive Manager Operations 10-days	10-days

Wetlands Restoration

OS6: We will conduct appropriate established preservation activities, to ensure the ongoing protection and development of natural reserves, to preserve and maintain.

OS6.1: Facilitate the restoration of Akuna Wetlands project

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
OS6.1.1	Provision of progress updates on the Akuna Wetlands Restoration project	Environmental and Sustainability Coordinator	50%	Progressing	During the first half of the 2024/25-year minimal substantial activity on-site occurred	Provision of progress updates on the Akuna Wetlands Restoration project	Update provided	
OS6.1.2	Provide community updates of project through various communication channels	Environmental and Sustainability Coordinator	50%	Progressing	Under the Local Roads and Community Infrastructure program Akuna Wetlands project works will continue the 2.5km walking track. Council still waiting for the deed for the Growing Regions Program for works to begin, with management of the grant program moving to the State Government	Provide community updates of project through various communication channels	Two communication channels used to provide community updates	

09

Planning, certification and compliance



Development assessments



Local strategic land use planning



Ranger services and companion animals



Environmental health and food safety compliance



Facilitation of planning for affordable housing within the Shire

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.

P: Planning, Certification and Compliance

Local Strategic Land Use Planning

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

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
PI.1.1	Planning decisions and preparation of development controls continue to align with the Local Strategic Planning Statement (LSPS) 2020	Land Use Planning Specialist	50%	Progressing	During the first half of the 2024/25-year strategic planning decisions and development matters were assessed, consistent with the objectives and provisions Local Strategic Planning Statement (LSPS) 2020	Planning decisions and preparation of development controls continue to align with the Local Strategic Planning Statement (LSPS) 2020	Ongoing	Ongoing

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
PI.1.2	Review existing strategic land use plans and polices in line with Council standards and statutory regulation	Land Use Planning Specialist	50%	Progressing	Council's planning strategies, documents and statutory plans, for example Parkes Local Environmental Plan 2012, were continually under review throughout the first half of the 2024/25-year and are subject to amendments as required. Ensuring that the documents remain flexible and reflect the nature of the growth of the Parkes Shire	Review existing strategic land use plans and polices in line with Council standards and statutory regulation	Conduct one (1) review	One (1)

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	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
P2.1.1	Development Applications (DA) are determined in a timely manner whilst maintaining quality land use outcomes	Land Use Planning Specialist	100%	Completed	Throughout the first half of the 2024/25-year Council's Development Assessment Team continually worked to provide timely, accurate and professional advice. Including comprehensive and responsible Development Assessments, consistent with State Environmental Planning Policies, Parkes Local Environmental Plan 2012, and Parkes Development Control Plan 2021	Development Applications (DA) are determined in a timely manner whilst maintaining quality land use outcomes	90% of DA determined within a 40-day processing time	On-going

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
P2.2.1	Work with the Grants Team to source funding through the NSW Heritage Office and Local Heritage Assistance Funding Program	Land Use Planning Specialist	50%	Progressing	During the first quarter of the 2024/25-year grant funding was secured from the Local Heritage Fund for the 2024/2025 Financial Year. During the second quarter this funding was allocated. Funding for the 2025/26 and 2026/27 years from the Local Heritage Grant (up to \$25,000) will be applied for during quarter three	Work with the Grants Team to source funding through the NSW Heritage Office and Local Heritage Assistance Funding Program	Ongoing	

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	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
P3.1.1	Number of Complying Development Certificates approved within regulatory timeframe	Manager Building Certification	50%	Progressing	During quarter one, there was one (1) Complying Development Certificate (CDC) from a Private Certifier and one (1) received and approved within 10-business days. During the quarter, an applicant from the previous quarter, who provided the additional information relating to on-site disposal, had his CDC approved within the agreed period. During the second quarter there were no CDC from a Private Certifier, and none received at Council	Number of Complying Development Certificates approved within regulatory timeframe	Approved within 10-days or another timeframe as agreed with applicant	

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
P3.2.1	Investigate complaints and enforcement of Swimming Pools Act within regulatory timeframe	Manager Building Certification	50%	Progressing	Zero complaints	Investigate complaints and enforcement of Swimming Pools Act within regulatory timeframe	100% of complaints are investigated within three days	100%
P3.2.2	Number of residential swimming pool barrier requests actioned within 10-days	Manager Building Certification	50%	Progressing	During the first half of the 2024/25-year period, inability to access the property generated an issue. During quarter one 20% and during quarter two 13% of swimming pool barriers requests were not actioned for this reason. During the second quarter two (2) applications were able to be accessed due to the Christmas period	Number of residential swimming pool barrier requests actioned within 10-days	100% actioned within 10-days	13 noting 2 applications were not able to be accessed due to Christmas period

P3.2.3	Number of compliant swimming pool barrier inspection certificates issued	Manager Building Certification	50%	Progressing	<p>During the first quarter, ten (10) Certificates of Compliance were issued, each were issued within three (3) days. 80% of inspections were conducted within ten (10) business days, whilst 50% inspections were conducted within five (5) business days. The second quarter, nine (9) Certificates of Compliance were issued within three (3) days. 86% of inspections were conducted within ten (10) business days, whilst 14% inspections were conducted within five (5) business days. The expectation for swimming pool barriers, is for the inspection to completed within ten 10-days of the application, and the Certificate of Compliance registered within 3-days on the swimming pool website</p>	Number of compliant swimming pool barrier inspection certificates issued	Issued within three days
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
P3.2.4	Number of non-compliant Swimming Pool Barrier Inspection certificates issued	Manager Building Certification	50%	Progressing	During the first half of the 2024/25-year a total of thirteen (13) non-compliance certificates were issued. This included seven (7) in quarter one and six (6) in quarter two, all of which were inspected within 10-days. The certificates, within 7-business days were on the swimming pool website	Number of non-compliant Swimming Pool Barrier Inspection certificates issued	Issued within seven days	13
P3.2.5	Number of compulsory inspections carried out as per Council's Swimming Pool Inspection Program	Manager Building Certification	100%	Completed	During the first half of the 2024/25-year a total of 35 inspections were undertaken issuing either compliance certificates or non-compliance certificates. This included nineteen (19) in quarter one and sixteen (16) in quarter two	Number of compulsory inspections carried out as per Council's Swimming Pool Inspection Program	100% of inspections carried out	100%

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	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
P4.1.1	Undertake annual inspections of registered businesses and report to the Food Authority	Manager Regulation and Compliance	0%	Not due to start	Annual inspections are scheduled for May 2025	Undertake annual inspections of registered businesses and report to the food authority	100% of registered premises inspected	

P4.2: Provide ranger services to the Shire

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
P4.2.1	Action a response to customer requests within 10-days	Manager Regulation and Compliance	50%	Progressing	100% of Customer Requests are actioned within 10 days	Action a response to customer requests within 10-days	100% of requests actioned within 10-days	100%

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
P4.2.2	Number of notices and orders issued	Manager Regulation and Compliance	50%	Progressing	During the first half of the 2024/25-year period there was a total of fifty (50) notices and orders issued. This included nine (9) notices during quarter one and forty-one (41) in the second quarter	Number of notices and orders issued	Declining	
P4.2.3	Number of Companion Animal registrations	Manager Regulation and Compliance	50%	Progressing	During the first half of the 2024/25-year period there was a total of sixty (60) companion animal registrations. This included thirteen (13) in quarter one and forty-seven (47) during quarter two	Number of Companion Animal registrations	Ongoing	Ongoing

P4.2.4	Develop a Rehoming Companion Animals Plan	Manager Regulation and Compliance	100%	Completed	<p>During the 2024/25-year all required actions, under the Companion Animals Act were completed. The advertising of animals on Council's website has been carried out since mid-January. As part of the amendments to the Companion Animals Act, we are required to do the following:</p> <ol style="list-style-type: none"> 1. Give written notice to at least 2 rehoming organisations advising that the animal is available for rehoming for a period of 7 days from the date of notice; and 2. Take reasonable steps to advertise on a webpage or through social media that the animal is available for rehoming; and 3. Record keeping requirements in relation to the identification of animals either rehomed or destroyed and in the case the animal is destroyed, the 	Develop a Rehoming Companion Animals Plan	Plan developed by 30 June 2024	Completed
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
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actions Council took to rehome the animal

Noxious Weed Management

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

P5.1: Monitor the control of priority weeds on public and private land under the Biosecurity Act

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
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P5.1.1	Private property inspections per month	Environmental and Sustainability Co-Ordinator	50%	Progressing	During the first half of the 2024/25-year a total of 59 inspections were delivered. This included 34 during quarter one and 25 during quarter two across both rural and urban properties. The target for the 2024/25-year is 130 inspections	Private property inspections per month	12 inspections per month	59
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
P5.1.2	Monitor and inspect Council owned and managed public land	Environmental and Sustainability Co-Ordinator	50%	Progressing	Council owned and managed public land were inspected and monitored during the first half of the 2024/25-year with a total of eighteen (18) locations inspected including the Water and Sewage Treatment Plants and surrounding land/ associated infrastructure, Lake Endeavour and Bumberry Dam, and the Industrial Estate. Council land in Peak Hill and Trundle also inspected. This included thirteen (13) during quarter one and five (5) during quarter two	Monitor and inspect Council owned and managed public land	30 land parcels inspected per year	18

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
P5.1.3	Monitor and inspect Council owned and managed roadsides	Environmental and Sustainability Co-Ordinator	50%	Progressing	Council owned and managed roadsides were inspected and monitored throughout the first half of the 2024/25-year. This included a total of 45% of roadsides were inspected at least once and in quarter two a total of 75% roadsides were inspected at least once	Monitor and inspect Council owned and managed roadsides	100% of roadsides inspected	
P5.1.4	Percentage of known infestations inspected and actioned and/or controlled	Environmental and Sustainability Co-Ordinator	50%	Progressing	Council's Biosecurity Team have a register of priority infestations which are monitored regularly and controlled as needed. Approximately 85% of the known infestations were inspected during the reporting period, and control work was undertaken at approximately 65% of these infestations	Percentage of known infestations inspected and actioned and/or controlled	100% inspected and actioned	65%

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
P5.1.5	Action a response to customer requests within 10-days	Environmental and Sustainability Co-Ordinator	50%	Progressing	All customer requests received during the first half of the 2024/25-year relating to biosecurity were acknowledged within 10 days, and responded to in a timely manner based on the nature of the request	Action a response to customer requests within 10-days	100% of requests actioned within 10-days	

P5.2: Provide the Shire with educational opportunities and resources on Noxious weed management

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
P5.2.1	Provide educational material and engagement opportunities during private property inspections	Environmental and Sustainability Co-Ordinator	50%	Progressing	During quarter two Council engaged with private landholders and the community on both environment and biosecurity issues. Providing both formal and informal conversations and including handouts, for example brochures, and information packs etc. Any additional requests care provided electronically, hand deliver or by postage	Provide educational material and engagement opportunities during private property inspections	90% of property owners provided with education	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
P5.2.2	Number of Shire shows, and local/regional field days attended	Environmental and Sustainability Co-Ordinator	100%	Completed	Council attended all four Shire Shows throughout the first quarter, which facilitated direct interface with the community. The Biosecurity Team were on-site with an informational weeds trailer, a resource provided by the Macquarie and Lachlan Valley Weeds Association. Educational material was available including pamphlets, brochures, and biosecurity information packs. Having the knowledge of the Biosecurity Team on-site enabled direct engagement with the community and positive communication and education outcomes	Number of Shire shows, and local/regional field days attended	Four (4) Shire shows, and local/regional field days attended	Four (4)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
P5.2.3	Engagement with the community through social and traditional media	Environmental and Sustainability Co-Ordinator	50%	Progressing	During the first half of the 2024/25-year we had a total of two (2) social media posts. In quarter one our social media post was highlighting the role Council's Biosecurity Team provide to the community and promoting the services we offer. In quarter two our social media post highlighted Silverleaf Nightshade and Blue Heliotrope as weeds to look out and report to Council in spring	Engagement with the community through social and traditional media	Three media releases Three social media posts per year	Two (2)

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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.

S: Sewerage

Sewerage System

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

SI.1: Safely collect wastewater from the community

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
SI.1.1	Percentage of trade waste agreement coverage	Water Quality and Sustainability Specialist	50%	Progressing	A detailed review of existing trade waste agreements is required for PSC during 2024/2025. During the second quarter 100% of all new applications and/or new enquiries for new applications were assessed and actioned accordingly	Percentage of trade waste agreement coverage	50%	100%

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
SI.1.2	Number of sewers chokes per 100km	Executive Manager Water Engineering	50%	Progressing	During the first half of the 2024/25-year there was a total of 24 blockages in the main, which were responded to by the Sewer team. This included 14 in quarter one, 8.6 chokes per 100km and during quarter two there were 10 blockages, and two (2) sewer repairs	Number of sewers chokes per 100km	20	14.45
SI.1.3	Action a response to customer requests within 10-days	Executive Manager Water Engineering	50%	Progressing	During the first half of the 2024/25-year a total of 125 customer requests were received. This included 75 requests responded to and actioned within 10-days during quarter one. The second quarter had 50 customer requests for sewer related issues, which included 23 in the low-pressure sewer system, 19 relating to blockages in the Parkes and Peak Hill systems and 5 odour complaints	Action a response to customer requests within 10-days	100% of requests actioned within 10-days	40% work to be undertaken to improve the capture of data

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
SI.1.4	Percentage of customer complaints responded to in accordance with standards	Executive Manager Water Engineering	50%	Progressing	During the first half of the 2024/25-year a total of 125 customer requests were received. This included 75 sewer related requests in the first quarter, 29 of which were in the low-pressure systems in Trundle and Tullamore. The second quarter had 50 customer requests for sewer related issues all were responded to within the timeframe	Percentage of customer complaints responded to in accordance with standards	100%	100%

SI.2: Sustainably treat wastewater

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
SI.2.1	Number of EPA License breaches	Executive Manager Water Engineering	50%	Progressing	One minor license breach recorded during quarter two, to be reported accordingly in Council's Environmental Protection License Annual Return	Number of EPA License breaches	Zero	One

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
SI.2.2	Cost of treatment per KI inflow	Executive Manager Water Engineering	50%	Progressing		Cost of treatment per KI inflow	Maintained	
SI.2.3	To reduce breakdown maintenance work, scheduled planned preventative maintenance work	Executive Manager Water Engineering	50%	Progressing	During the first half of the 2024/25-year Council was proactive with Asset Management, scheduled inspections, regular maintenance and the Asset Rehabilitation Program	To reduce breakdown maintenance work, scheduled planned preventative maintenance work	Zero	

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
SI.3.1	Percentage of effluent reused	Manager Infrastructure Operations	50%	Progressing	During quarter one the AWRP ran for 61 days this quarter, unfortunately, flow reports were unable to be obtained following a recent SCADA upgrade. The second quarter 33% of effluent received at the Sewerage Treatment Plant was reused in the recycled system. 17% of the total volume pumped to the recycled system was sourced from bore water	Percentage of effluent reused	100%	33.2%
SI.3.2	Percentage of bio-solids diverted from landfill	Manager Infrastructure Operations	50%	Progressing	During quarter one approximately 152T of biosolids were produced last year with 76 removed to NPM with no bio solids. Discussions during the second quarter were held with Evolution Mining for the transport of 90T to the Northparkes mine for capping material. Bio-solids were being removed to be stockpiled before soil testing	Percentage of bio-solids diverted from landfill	100%	0%

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
SI.4.1	Number of samples not complying with operational Recycled Water Management System	Water Quality and Sustainability Specialist	50%	Progressing	All samples complied with Recycled Water Management System (RWMS) during first half of the 2024/25-year with the Advanced Water Recycling Facility being offline for two months due to maintenance issues	Number of samples not complying with operational Recycled Water Management System	Zero	Zero
SI.4.2	Number of Critical Control Point exceedances	Water Quality and Sustainability Specialist	50%	Progressing	Zero Critical Control Point (CPP) exceedances were recorded during the first half of the 2024/25-year	Number of Critical Control Point exceedances	One	Zero
SI.4.3	Recycled water supplied as a percentage of total demand	Water Quality and Sustainability Specialist	50%	Progressing	The Advanced Water Recycling Facility was offline during most of quarter one, and for some time during quarter two. Once it became operational, we provided recycled water to all end users to meet high demand coming into summer	Recycled water supplied as a percentage of total demand	90%	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
SI.4.4	Provide up to date stakeholder reporting	Water Quality and Sustainability Specialist	50%	Progressing	Up to date stakeholder reporting was achieved during both quarters, in the first half of the 2024/25-year period	Provide up to date stakeholder reporting	Achieve	
SI.4.5	Number of end user complaints	Water Quality and Sustainability Specialist	50%	Progressing	There were no end user complaints received throughout the first half of the 2024/25-year	Number of end user complaints	Zero	

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
SI.5.1	Number of sewer system wet weather overflow events	Manager Infrastructure Operations	50%	Progressing	During the first half of the 2024/25-year a total of 42 blockages were attended to by Councils Serwer team. This included 4 during the first quarter which resulted in an overflow and in the second quarter the Sewer team responded to 38 blockages in Councils main, two were due to wet weather	Number of sewer system wet weather overflow events	Zero overflow for 20% annual exceedance probability events and smaller	Two (2)

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
SI.5.2	Increasing containment of sewer system wet weather overflow events	Executive Manager Water Engineering	50%	Progressing	During the first half of the 2024/25-year Council was proactive with relining works, augmentation projects, developed sewer model and the JCI Reduction Project	Increasing containment of sewer system wet weather overflow events	10% containment	8%

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Transport and drainage



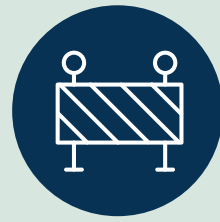
800km of sealed and
1300km of unsealed roads



215 bridges



47km of footpaths and
cycleways



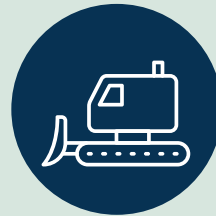
65km of kerb
and gutter



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 to ensure the infrastructure and management for Urban stormwater is sufficient during times of unexpected and high rainfall.

T: Transport and Drainage

Sealed Roads

TI: 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

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
TI.1.1	Maintain compliance of sealed roads in line with Council's Condition Assessment Inspection Schedule and Strategic Asset Management Plan	Executive Manager Operations	50%	Progressing	Throughout the first half of the 2024/25-year Council completed an extensive condition assessment across the seal road network, through revaluation. The teams continued to complete condition assessments and inspections that aligned with the Strategic Asset Management Plan	Maintain compliance of sealed roads in line with Council's Condition Assessment Inspection Schedule and Strategic Asset Management Plan	100% compliance	100%

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
TI.1.2	Length of table drains to be cleared per kilometre, per annum	Executive Manager Operations	50%	Progressing	Throughout the first half of the 2024/25-year maintenance of Council's sealed road network continued through the Roads and Maintenance Program. As part of the sealed road upgrades, table drains were cleaned to ensure sufficient drainage, supporting proper maintenance of the network. By maintaining clean table drains, the road pavement is protected, enhancing its durability and extending its lifespan	Length of table drains to be cleared per kilometre, per annum	20km per annum	12km

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
TI.1.3	Action a response to Customer Requests within 10-days regarding sealed roads	Executive Manager Operations	50%	Progressing	We acknowledged all customer requests regarding sealed roads within the 10-day target timeframe. Each request was assessed for urgency and prioritised using the Asset Management System and site inspection to ensure both safety and effective resource allocation. Urgent repairs were addressed immediately, while less critical requests were incorporated into the planned maintenance program	Action a response to Customer Requests within 10-days regarding sealed roads	100% of requests actioned within 10-days	100%

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
T1.2.1	Length of sealed road reseals per kilometre, per annum	Executive Manager Operations	50%	Progressing	During the first quarter, the colder months, preparations identifying sections of road for Local and Regional Roads within the Local Government Area (LGA) were completed. In the second quarter with the support of capital funding, we successfully completed 7km of reseals on Sunnyside Lane and Yarrabandi Road as part of our road maintenance efforts. These reseals were a key component of our ongoing Capital Works Program aimed at enhancing the Shire's sealed road network. As temperatures remain at optimal levels for resealing, additional projects were planned to continue the upgrades across the region	Length of sealed road reseals per kilometre, per annum	20km per annum	13km Reseals are booked in for third Quarter

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
TI.2.2	Length of pavement rehabilitation per kilometre per annum	Executive Manager Operations	50%	Progressing	During the second quarter, in the warmer weather, pavement rehabilitation was completed on the identified sections of road throughout the shire. Areas were targeted which were approved under the flood damaged claim, in combination with Councils Asset Management System, and visual inspections	Length of pavement rehabilitation per kilometre per annum	3.5 km per annum	1.5 km

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
T2.1.1	Maintain compliance of unsealed roads in line with Council's Condition Assessment Inspection Schedule and Strategic Asset Management Plan	Executive Manager Operations	50%	Progressing	Council successfully achieved the required output for maintaining the unsealed road network through the ongoing effective maintenance conducted during the second quarter. The Roads and Maintenance Program was consistently implemented, ensuring that unsealed roads remained compliant with the Council's Condition Assessment Inspection Schedule and Strategic Asset Management Plan. This effort was further supported by the AGRN1034 flood funding, which provided additional resources	Maintain compliance of unsealed roads in line with Council's Condition Assessment Inspection Schedule and Strategic Asset Management Plan	100% compliance	100% compliance

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
T2.1.2	Action a response to Customer Requests within 10-days regarding unsealed roads	Executive Manager Operations	50%	Progressing	Throughout the first half of the 202/25-year all customer requests received were acknowledged regarding unsealed roads within the 10-day target timeframe. Each request was assessed for urgency and prioritized using the Asset Management System combined with an onsite assessment to ensure safety and effective resource allocation. Urgent works were addressed promptly, while less critical requests were scheduled as part of planned works. This approach supports the community by maintaining a safe and reliable unsealed road network	Action a response to Customer Requests within 10-days regarding unsealed roads	100% of requests actioned within 10-days	Ten (10) As per comments, the urgency of customer requested is assessed, with a site visit within the allow 10days and decisions are made in accordance to the asset management framework and safety of the request submitted

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.

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

T2.2.1	Length of road resheeted	Executive Manager Operations	50%	Progressing	Council successfully completed approximately 10 kilometers of resheeting within the first quarter of the year, as part of its ongoing commitment to infrastructure development and maintenance. This achievement was made possible through a strategic combination of funding sources, including the Regional Emergency Road Repair Fund (RERRF) and the AGRN1034 Restorative Works Claim, which continue to strengthen the Capital Works Program. These resheeting works are part of a larger, carefully planned initiative to ensure the sustainability and safety of the unsealed road network. By targeting key areas for upgrades and renewals, the program is designed to maintain safe and accessible roads for the community, ensuring that essential transportation routes remain open and operational. Effective upgrades and renewals of Council's unsealed Road Network through the Capital Works Program continued	Length of road resheeted	20 km per annum	15 km
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
					throughout the second quarter, targeting resheeting was undertaken on extensive parts of the unsealed network. Council utilised funding from the RERRF and AGRN1034 grants, supplemented by Council's capital funds/grants			
T2.2.2	Length of table drains to be cleared per kilometre per annum	Executive Manager Operations	50%	Progressing	Council successfully achieved our ongoing objective of providing the community with safe and effective roads by delivering measurable improvements through the Capital Works Program. The additional 4km of table drain cleaning completed in the last quarter demonstrates our commitment to maintaining and enhancing the unsealed road network. This output ensures better drainage efficiency, reducing road deterioration and improving safety for all users	Length of table drains to be cleared per kilometer per annum	20 km per annum	12 km

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
T2.2.3	Grant funded upgrade and renewal projects are completed before funding deadlines	Executive Manager Operations	50%	Progressing	Throughout the first half of the 2024/25-year Council continued to effectively upgrade and renew the unsealed road network through the Capital Works Program. The SR76 Bogan Road upgrade project, initiated in the second quarter, was progressing successfully. While the project is scheduled for completion by July 2026, Council is on track to deliver it ahead of schedule in the third quarter of 2024/2025	Grant funded upgrade and renewal projects are completed before funding deadlines	100%	50%

Regional Roads

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

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
T3.1.1	Action a response to customer requests within 10 days regarding regional roads	Executive Manager Operations	50%	Progressing	Council has been ensuring effective maintenance of regional roads, acknowledging customer requests within 10-days regarding regional roads	Action a response to customer requests within 10 days regarding regional roads	100% of requests actioned within 10-days	

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
T3.2.1	Length of sealed road reseals per kilometer, per annum	Executive Manager Operations	50%	Progressing	Council has ensured effective upgrade and renewals of regional roads through the Capital Works Program, with approximately 4km completed on the MR354 McGrane Way completed this quarter	Length of sealed road reseals per kilometer, per annum	7.5 km	4 km
T3.2.2	Length of pavement rehabilitation per kilometer, per annum	Executive Manager Operations	50%	Progressing	0.5km of rehabilitation has been completed this quarter on the MR350, Bogan Road, north of Bogan Gate. Currently a rehabilitation works is being completed on MR348 Tullamore Peak Hill road	Length of pavement rehabilitation per kilometer, per annum	1.5 km per annum	0.5 km

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
T3.2.3	Length of unsealed roads re-sheeted per kilometer per annum	Executive Manager Operations	50%	Progressing	The second quarter has seen significant progress in the upgrade and renewal of regional roads as part of the Capital Works Program. Both Bogan Road and MR348 Tullamore-Peak Hill Road have successfully undergone re-sheeting, contributing to the overall goal of enhancing the condition of our unsealed roads	Length of unsealed roads re-sheeted per kilometer per annum	2km per annum	2 km
T3.2.4	Deliver upgrades to the Bogan Way (North and South)	Executive Manager Operations	50%	Progressing	Upgrade and renewals has been completed on The Bogan Way. Heavy patching as well as resurfacing has been completed this quarter with more works scheduled for upgrade at the approach of south of Trundle	Deliver upgrades to the Bogan Way (North and South)	Delivered by 30 May 2025	South completed and 80% of North

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
T3.2.5	Deliver upgrades to Regional Roads in line with Block Grant funding	Executive Manager Operations	50%	Progressing	Council has started road works on the Regional Road network, with an 2km rehabilitation on MR348 Tullamore Peak Hill Road and locations on MR354 McGrane Way and MR57	Deliver upgrades to Regional Roads in line with Block Grant funding	Delivered by 30 June 2024	4 km

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	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
T4.1.1	Action a response to customer requests within 10-days	Executive Manager Operations	50%	Progressing	Customer requests were acknowledged within the 10-day target and prioritized alongside maintenance activities to maximize productivity. High-risk defects were assessed and triaged based on their risk profile. In some cases, temporary signage was installed until the necessary repairs could be completed	Action a response to customer requests within 10-days	100% of requests actioned within 10-days	100%

T4.2: Ensure Gravel Pits are responsibly managed and utilised

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
T4.2.1	Ensure compliance with relevant legislation relating to the operations of gravel and pits with no breaches recorded	Executive Manager Operations	50%	Progressing	Council ensured Gravel Pits were responsibly managed and utilised. Council is managing their gravel contract affectively, securing gravel at the gravel quarries for works as required	Ensure compliance with relevant legislation relating to the operations of gravel and pits with no breaches recorded	Zero breaches	Zero breaches
T4.2.2	Responsibly, manage contractors to ensure legislative compliance is utilized to ensure no breaches are recorded	Executive Manager Operations	50%	Progressing	Ongoing management of the Shire's gravel pits has been maintained throughout the second quarter, ensuring compliance with all legislative requirements. Regular site visits, a communications register, and detailed plans have enabled the Council to effectively oversee the current contractor in accordance with the engaged contract	Responsibly, manage contractors to ensure legislative compliance is utilized to ensure no breaches are recorded	Zero breaches	Zero breaches

T4.3: Ensure all Council roadsides are managed in accordance with Council's Roadside Vegetation Management Plan

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
T4.3.1	Council's Roadside Vegetation Management Plan is consulted for all roadworks and is kept up-to-date and accessible	Environmental and Sustainability Co-Ordinator	50%	Progressing	Council's Roadside Vegetation Management Plan (RVMP) continued to be consulted throughout quarter two. Only minor changes to roadside conservation area ratings were noted since the report was updated in 2019. The existing mapping available in IntraMaps remained current throughout this period. All roadwork projects included an environmental assessment, which considers the impact of the proposed works on native vegetation within the project footprint. Through thoughtful planning, significant impacts are often avoided	Council's Roadside Vegetation Management Plan is consulted for all roadworks and is kept up-to-date and accessible	Achieved	Achieved

T4.4: We will develop and maintain alternative transport options to suit the needs of the Shire

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
T4.4.1	Length of pavement rehabilitation	Executive Manager Operations	50%	Progressing	The construction of the new shared footpath in Tullamore represents a significant step towards improving accessibility and connectivity for the community. This project aligns with Council's strategic objective to develop alternative transport options, ensuring safe and inclusive pathways for residents of all abilities. The footpath enhances mobility, encourages active transport such as walking and cycling, and supports a healthier and more sustainable lifestyle	Length of pavement rehabilitation	3.5km per annum	750m

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
T4.4.2	Number of footpaths/shared paths per lineal metre constructed	Executive Manager Operations	50%	Progressing	Council delivered several projects during the first half of the 2024/25-year including approximately 2,135m2 delivered across the East Street bridge, and the Tullamore Get New South Wales active programs. Both projects were highly successful and well received. In addition, there are further footpath projects scheduled to be delivered with the anticipation target of 2,500m2 is expected to be achieved in the coming quarters	Number of footpaths/shared paths per lineal metre constructed	2,500 square metres	2,135m2

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	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
T5.1.1	Action a response to customer requests within 10-days	Executive Manager Operations	50%	Progressing	Council acknowledge customer requests within 10-days, followed by an onsite inspection in combination with asset management system and available budget to complete the priority areas identified	Action a response to customer requests within 10-days	100% of requests actioned within 10-days	100%

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
T5.2.1	Deliver Parkes CBD Flood Mitigation Works project	Manager Infrastructure Operations	0%	Progressing	No update provided	Deliver Parkes CBD Flood Mitigation Works project	Delivered by 30 June 2025	

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	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
T6.1.1	Compliance with Civil Aviation Safety Authority surveillance activities	Manager Facilities	50%	Progressing	All inspections required to maintain Council's Certification for the Parkes Regional Airport has been undertaken	Compliance with Civil Aviation Safety Authority surveillance activities	100% compliance	100%
T6.1.2	Maintain Parkes Regional Airport Certification	Manager Facilities	100%	Completed	Completed	Maintain Parkes Regional Airport Certification	100% compliance	100%

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	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
T7.1.1	Compliance with the Road Maintenance Council Contract	Executive Manager Operations	50%	Progressing	The Council began work in the second quarter. Monthly meetings have been held to ensure clear communication between Transport and the Council. The Council is carrying out the work in compliance with the Road Maintenance Council Contract, with continuous monitoring in place	Compliance with the Road Maintenance Council Contract	100% compliance	100%
T7.1.2	Obtaining a Contractor Performance Report (CPR)	Executive Manager Operations	50%	Progressing	Council has continued the development and maintenance of State and National Highways within the Shire. Council is still awaiting the Contractor Performance Report to provide the achieved Contractor Performance rating	Obtaining a Contractor Performance Report (CPR)	Achieve 80% with 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	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
T8.1.1	Deliver the 'NOT A STATISTIC! Youth Driver Education Program' as part of the Parkes, Forbes and Lachlan Shire Councils' Road Safety Action Plan 2024-2025	Road Safety and Injury Prevention Officer	95%	Progressing	The annual mock crash demonstration was delivered during quarter one, to approximately 400 Year-10 students at Parkes High School on Monday 12 August 2024. Anecdotal feedback on the day was very positive from the students, teachers and invited guests about the impact of the performance. The pre and post classroom lessons were all completed in conjunction with NSW Police. During quarter two the tasks remaining outstanding commenced, for example RSIPO began the collating of the student feedback forms and presenting the cast and crew with their certificates	Deliver the 'NOT A STATISTIC! Youth Driver Education Program' as part of the Parkes, Forbes and Lachlan Shire Councils' Road Safety Action Plan 2024-2025	Delivered in August 2024	Delivered

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
T8.1.2	Deliver the 'Free Cuppa for the Driver Scheme' project as part of the Parkes, Forbes and Lachlan Shire Councils' Road Safety Action Plan 2023-2024	Road Safety and Injury Prevention Officer	0%	Not Progressing	During the first half of the 2024/25-year, the Strategic Review, requested by TfNSW remained in its planning phase, leaving this project on hold	Deliver the 'Free Cuppa for the Driver Scheme' project as part of the Parkes, Forbes and Lachlan Shire Councils' Road Safety Action Plan 2023-2024	Delivered between March and May 2025	Project on hold

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
T8.1.3	Deliver 'Helping Learner Drivers Become Safer Drivers' workshops as part of the Parkes, Forbes and Lachlan Shire Councils' Road Safety Action Plan 2024-2025	Road Safety and Injury Prevention Officer	0%	Not progressing	This project has been withdrawn from the 2024/2025 Road Safety Action Plan	Deliver 'Helping Learner Drivers Become Safer Drivers' workshops as part of the Parkes, Forbes and Lachlan Shire Councils' Road Safety Action Plan 2024-2025	Two rounds delivered	Not progressing

T8.1.4	Deliver the 'I'm Counting on You' project as part of the Parkes, Forbes and Lachlan Shire Councils' Road Safety Action Plan 2024-2025	Road Safety and Injury Prevention Officer	50%	Progressing	The first quarter saw the RSIPO deliver two online child car seat safety workshops to a dozen participants in early September, which were followed by the first round of child car seat checking events in Parkes, Forbes and Condobolin a few weeks later. Twenty-three (23) child restraints were brought in by parents and grandparents for checking which were mostly rearward/forward facing converter child restraints, along with a few capsules and a few forward facing/booster converter child restraints. There were also three installations. More than 80% of the restraints checked had minor issues that needed to be rectified. The RSIPO also delivered an information session about child restraints at the September New Mum's Group in Forbes and checked two child	Deliver the 'I'm Counting on You' project as part of the Parkes, Forbes and Lachlan Shire Councils' Road Safety Action Plan 2024-2025 Target: Delivered during 2024-2025	Delivered during 2024-25	Delivered
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
					restraints. The second quarter the RSIPO attended the Teddy Bears Picnic at Forbes and provided free child restraint checks and installations. There were four (4) child restraints checked that needed minor corrections to ensure safety, the issues included twisted top tether straps, loose ISOFIX connectors and installing a gated buckle. There were also four (4) full installations			

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
T8.1.5	Deliver the 'Plan B' project as part of the Parkes, Forbes and Lachlan Shire Councils' Road Safety Action Plan 2024–2025	Road Safety and Injury Prevention Officer	90%	Progressing	During the first quarter of the 2024/25-year, RSIPO liaised with local licensed venues, about their merchandise orders for the 2024 Plan B campaign. This involved attending a Parkes Liquor Accord Meeting, to assist with developing, the online order form. Emailing the link to the online order form to the local licensed venues. During the second quarter the RSIPO packed and delivered the Plan B merchandise and swags to the 54 participating venues across the Parkes, Forbes and Lachlan Shire Councils. A launch media release was written and distributed to local media outlets	Deliver the 'Plan B' project as part of the Parkes, Forbes and Lachlan Shire Councils' Road Safety Action Plan 2023–2024	Delivered in December 2024	Delivered

T8.1.6	<p>Deliver the 'Heavy Vehicle Safety' project as part of the Parkes, Forbes and Lachlan Shire Councils' Road Safety Action Plan 2024-2025</p>	<p>Road Safety and Injury Prevention Officer</p>	70%	Progressing	<p>During the first quarter, RSIPO delivered the 'Be Road Ready for Harvest' Field Day at the Forbes Saleyards during August. Which had sixty (60) people in attendance, for example, farmers, contract harvesters, truck drivers, transport companies, government agencies, associations and council staff. The event covered conditional registration, auxiliary plates, fresnal lenses, fatigue, heavy vehicle access, NHVR compliance approach, mobile phone rules, load restraint, last mile access to silos and the relevant notices and travel requirements. There were interactive activities outside which included, measuring agricultural equipment and working out the travel requirements as well as a weighing display. The feedback from participants was very positive. Satellite events</p>	<p>Deliver the 'Heavy Vehicle Safety' project as part of the Parkes, Forbes and Lachlan Shire Councils' Road Safety Action Plan 2024-2025</p>	<p>Delivered during 2024-25</p>	<p>Delivered</p>
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were held in Tottenham, Wurrinya and Bogan Gate as well as being part of the Parkes Show Farmer's Day. The same content was delivered and again positive feedback from the one hundred (100) attendees across the four (4) events. Great collaboration with NHVR, TfNSW, NSW Police, Graincorp, Local Lands Services, NSW Farmers, Parkes Show Society and Rural Fire Service. During the second quarter the RSIPO delivered the annual harvest safety campaign, which entailed; radio advertising about sharing the road with OSOM vehicles, opening the fold down harvest truck warning signs at strategic locations across the three shires, the distribution of the 2024 harvest USBs containing all the relevant notices and other safety information for moving agricultural machinery on

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
					the road along with a number of media releases			
T8.1.7	Deliver the 'Observation Surveys' project as part of the Parkes, Forbes and Lachlan Shire Councils' Road Safety Action Plan 2024-2025	Road Safety and Injury Prevention Officer	0%	Not progressing	This project has been withdrawn from the 2024/2025 Road Safety Action Plan.	Deliver the 'Observation Surveys' project as part of the Parkes, Forbes and Lachlan Shire Councils' Road Safety Action Plan 2024-2025	Delivered before October 2024 and April 2025	Not progressing

12

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.

WS: Water Supply

Water Supply

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

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
WSI.1.1	Audits of critical infrastructure	Executive Manager Water Engineering	50%	Progressing	During the first half of the 2024/25-year Council was proactive with asset inspections	Audits of critical infrastructure	Ten (10)	Ten (10)
WSI.1.2	Water is effectively sourced from bore, river, dam and supernatant supplies	Executive Manager Water Engineering	50%	Progressing	Throughout the first half of the 2024/25-year water was sourced predominantly from bores 3 and 4 (quarter one) and bores 1 and 5 (quarter two). Bore 2 remained offline during this period due to power issues, and the replacement pump is planned for installation into the next quarter. Lake Endeavour remained offline during this period due to the damage in the main caused from the 2022 floods	Water is effectively sourced from bore, river, dam and supernatant supplies	Achieved	Achieved

WSI.2: Ensure the integrity and performance of our water supply network

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
WSI.2.1	Maintain Council's Water Conservation and Drought Management Program	Executive Manager Water Engineering	50%	Progressing	During the first half of the 2024/25-year Council was proactive with major projects in progress for water resilience	Maintain Council's Water Conservation and Drought Management Program	Maintained	
WSI.2.2	Volume of non-revenue water	Executive Manager Water Engineering	50%	Progressing	During the first half of the 2024/25-year Council was proactive with active leak detection, pressure reduction and the Drought Management Program	Volume of non-revenue water	Declining	

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
WSI.3.1	Number of Critical Control Point exceedances	Manager Infrastructure Operations	50%	Progressing	No Critical Control Points were exceeded during the first half of the 2024/25-year period	Number of Critical Control Point exceedances	Zero	Zero

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
WSI.3.2	Number of non-compliant samples	Infrastructure Operations Manager	60%	Progressing	During the first quarter there were zero non-compliant samples. During the second nine (9) samples exceeded the AWDG guideline values. Eight (8) were for low fluoride levels with one (1) having a low chlorine level at Bogan Gate. The dosing levels at Forbes were increased to accommodate the change in source water from FSC	Number of non-compliant samples	Declining	Nine (9)

WSI.4: Efficiently operate the water supply system

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
WSI.4.1	Cost of production per KL	Manager Infrastructure Operations	50%	Progressing	During the first half of the 2024/25-year the Water Plant didn't have its coagulant delivery, this meant the overall cost per kL was down on last year. The pumping cost per ML was down 28% during this period, due to the operators choosing pumping in off peak times. Despite rising electricity prices, the cost to treat water remained constant at \$0.58/KL. This was due to improvements in chemical costs and optimising the solar usage at the Water Treatment Plant	Cost of production per kL	Maintain	\$0.58 kL

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
WSI.5.1	Number of water quality complaints	Manager Infrastructure Operations	50%	Progressing	During the first half of the 2024/25-year a total of 11 water quality complaints were received. This included 7 in the first quarter, 3 relating to a concern with dirty water and 3 relating to water hardness. In the second half 4 complaints were received, with 2 relating to blockages in hot water units and the remainder regarding both magnesium and calcium hardness. Throughout the period both the magnesium and calcium hardness remained within Australian Drinking Water Guidelines (ADWG)	Number of water quality complaints	Declining	12

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
WSI.5.2	Number of unplanned supply interruptions	Manager Infrastructure Operations	50%	Progressing	There were two (2) unplanned supply interruptions, which occurred during the second quarter in this period. Councils water team responded to a total of eleven (11) watermain breaks during the first half of the 2024/25-year. In quarter one four (4) breaks and in quarter two seven (7) broken water mains, requiring the main to be shut off for two (2) water mains	Number of unplanned supply interruptions	Maintain	Two (2)

WSI.6: Recycled Water is safe for municipal irrigation

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
WSI.6.1	Number of samples not complying with Australian Drinking Water Guide ("ADWG")	Manager Infrastructure Operations	50%	Progressing	Throughout the first half of the 2024/25-year there were zero non-compliant samples for the Recycled Water System	Number of samples not complying with Australian Drinking Water Guide ("ADWG")	Zero	Zero

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
WSI.6.2	Action a response to customer requests within 10-days	Manager Infrastructure Operations	50%	Progressing	Councils water teams responded to 125 customer requests during this period. There were 5 completed outside of the 10-days. Improvements will be implemented into the next quarter working with the supervisor improving the recordings of actions taken	Action a response to customer requests within 10-days	100% of customer requests actioned within 10-days	96%

Water Security Project

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

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
WS2.1.1	Complete detailed design of the Drought Relief Program Project (refurbishment of Bore 1, 3, 4 and 5 and replacement of Bore 2)	Executive Manager Water Engineering	100%	Completed	Completed detailed design	Complete detailed design of the Drought Relief Program Project (refurbishment of Bore 1, 3, 4 and 5 and replacement of Bore 2)	Complete detailed design by 30 June 2024	Completed
WS2.1.2	Complete detailed design of the Resources for Regions Project (Flood Mitigation and construction of retention basin in Crocker Park)	Executive Manager Water Engineering	50%	Progressing	No update provided	Complete detailed design of the Resources for Regions Project (Flood Mitigation and construction of retention basin in Crocker Park)	Complete detailed design by 30 June 2024	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
WS2.1.3	Finalize the Integrated Water Cycle Management study	Executive Manager Water Engineering	100%	Completed	Study completed	Finalize the Integrated Water Cycle Management study	Study finalized by 30 June 2025	Completed

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
WS2.2.1	Construction of the Drought Relief Program project (refurbishment of Bore 1, 3, 4 and 5 and replacement of Bore 2) commenced	Executive Manager Water Engineering	100%	Completed	Project completed	Construction of the Drought Relief Program project (refurbishment of Bore 1, 3, 4 and 5 and replacement of Bore 2) commenced	Construction commenced by 30 June 2025	Completed

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
WS2.2.2	Construction of the Building Better Regions Fund Project (Lachlan River Pump Station, Eugowra Road/Lachlan River Pre-treatment Plant and Solar, Lachlan River Additional Bore and Parkes Water Treatment Plant Raw Water Dam) commenced	Executive Manager Water Engineering	50%	Progressing	During the first half of the 2024/25-year most of the work was completed, with the rest waiting for the National Water Grid Funding outcome	Construction of the Building Better Regions Fund Project (Lachlan River Pump Station, Eugowra Road/Lachlan River Pre-treatment Plant and Solar, Lachlan River Additional Bore and Parkes Water Treatment Plant Raw Water Dam) commenced	Construction commenced by 30 June 2025	

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
WS2.2.3	Construction of the Resources for Regions Project (Flood Mitigation and construction of retention basin in Crocker Park) commenced	Executive Manager Water Engineering	0%	Progressing	No update provided	Construction of the Resources for Regions Project (Flood Mitigation and construction of retention basin in Crocker Park) commenced	Construction commenced by 30 June 2025	

13

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.

W: Waste Management

Domestic Waste Management

WI: We will provide effective domestic waste collection, minimize waste to landfill and promote widespread adoption of recycling and waste reduction.

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
WI.1.1	Action a response to customer requests within 10-days	Waste Management Coordinator	50%	Progressing	During the first half of the 2024/25-year requests were received through phone, email and CRM. The CRM was checked twice daily and all communication with the community were actioned promptly to update their request as in progress	Action a response to customer requests within 10-days	100% of customer requests actioned within 10-days	100%

WI1.2	Review the Parkes Waste Strategy, including the effective management of the 3-bin service contract	Waste Management Coordinator	50%	Progressing	<p>Reviewing of the 3-bin waste service was on-going during the first half of the 2024/25-year. JR Richards supported with open discussions with Parkes customers, with highlighting misses, to garbage truck drivers, with views of improvements. JR Richards meetings provided an open platform for troubleshooting, deficiencies etc for example green waste collection can occasionally, not occur, and at known regular problematic addresses. Reviewing this process and considering change of location to Forbes instead of Blayney, if a quicker turn around will improve this collection. CBD have been encouraged to present their bins three times per week, Monday, Wednesday and Friday. On-going reviews with</p>	Review the Parkes Waste Strategy, including the effective management of the 3-bin service contract	Reviewed completed	Ongoing
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
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customer requests, in comparison against monthly management reports from both JR Richards and NetWaste

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
WI.1.3	Liaise with the NSW Environment Protection Authority ("NSW EPA") and Regional Growth Development Corporation ("RGDC") to investigate new technologies waste management	Waste Management Coordinator	50%	Progressing	Investigated opportunities during the first quarter, with attendance to Sircel with RGDC, discussing e-Waste recycling. Outcome of shared agreement for Council to accept cardboard waste from Sircel, with the reciprocal agreement, Sircel provides Parkes waste facility with eWaste cages, Sircel will remove when the cages are full. During the first half of the 2024/25-year we attended all NSW EPA workshops and participated in online training opportunities. Participated in Integrate Waste, we are a member of Kerbside Collection Workgroup and Asbestos Group and tracking for asbestos and other hazardous substances (EPA)	Liaise with the NSW Environment Protection Authority ("NSW EPA") and Regional Growth Development Corporation ("RGDC") to investigate new technologies waste management	Active involvement in investigation of new technologies	Actively engaged

W1.1.4	Conduct annual audits on general recycling and green bins	Waste Management Coordinator	50%	Progressing	Audits were carried out during the first half of the 2024/25-year. The inspections were planned during the first quarter and actioned during the second quarter. The yellow and green bins for both Elizabeth and Victoria Streets in Parkes were audited by Council. During this period any broken bins were replaced, ensured appropriate bins were made available, and kept open communication channels. Any recycling bins contaminated were discussed with residents, providing feedback and education on recycling. Parkes area had a positive result of 78% nil contamination from the audit completed by Envirocom on yellow bins. All green bins, non-compliance during an audit by JR Richards received a sticker on their bins to notify the resident	Conduct annual audits on general recycling and green bins	Minimum of one audit per year	three (3)
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
WI.1.5	Reporting all illegally dumped waste to RIDonline	Waste Management Coordinator	50%	Progressing	The first half of the 2024/25-year had reporting completed on the RIDonline website. Photos and location pin-drops were included. The Rangers, and the Works and Services teams removed the illegal dumping, as required. Two reports were completed in the second quarter	Reporting all illegally dumped waste to RIDonline	Each quarter upload CRM data to RID	Completed

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

WI.2.1	Percentage of waste diverted from landfill utilizing resource recovery at transfer station and waste management facilities	Waste Management Coordinator	50%	Progressing	<p>Reviewing of the waste facility load information, during quarter one, at the Parkes CRC, showed there was good uptake by the community. For recycling, regular metal and drums were removed from all waste facilities. Crushing of concrete at Parkes, allowed for re-use on-site. Recycling bin banks at Bogan Gate, Trundle and Tullamore, and a bin swap at Alectown. The Chemical CleanOut collected 786kgs of hazardous waste from the Peak Hill Transfer Station. Tyres and mattresses were collected from all sites including village tips. E-waste from Parkes Landfill collected by Sircel on a circular arrangement and Parkes Landfill accepting cardboard in exchange. All metal, green waste, used motor oil, concrete was recycled</p>	Percentage of waste diverted from landfill utilizing resource recovery at transfer station and waste management facilities	3% increase	Increased
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W1.2.2	Continued operation and maintenance of waste facilities across the Parkes Shire	Waste Management Coordinator	50%	Progressing	<p>During the first quarter, the operation and maintenance of waste facilities across the Parkes Shire continued, with all facilities inspected regularly meeting requirements. Parkes and Peak Hill remained as manned facilities. All village tips received regular push ins on-site. There was removal of waste piles for recycling. We continued monitoring the cameras for problematic use and fencing for breaks. Monthly inspection of all facilities was successfully completed by Council Waste Management Coordinator and twice-weekly checks of Parkes Landfill.</p> <p>Commenced major earthworks to organise and remediate Bogan Gate Landfill and there was a new trench dug.</p> <p>Improvements across metal and green waste drop areas, allowed for easier separation and collection</p>	Continued operation and maintenance of waste facilities across the Parkes Shire	Maintain and review rural tip operations	Maintained and reviewed
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
					by recyclers. New roadway completed			
WI.2.3	Deliver the Bogan Gate and Alectown Tip Cell projects	Waste Management Coordinator	50%	Progressing	During the first half of the 2024/25-year the Bogan Gate earthworks/push-in/cover was completed by Works and Services, the first quarter had soil testing completed. Bogan Gate service has very much improved. The new roadway and designated drop off sections for users and recyclers was completed. The trench was 60% completed. The Alectown Tip Cell was completed and regular push-in occurring	Deliver the Bogan Gate and Alectown Tip Cell projects	Delivered by 30 June 2025	Delivered

Commercial Waste

W2: We will develop processes to ensure commercial properties have the 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

W2.1.1	Increase the percentage of commercial waste diverted from landfill	Waste Management Coordinator	500%	Progressing	During the first half of the 2024/25-year Council liaised with Sircel and on behalf of Parkes High School, to support the increase of waste diversion from landfill. Sircel has provided an avenue for eWaste and solar panels removal from commercial premises, for delivery direct straight to Sircel. For example, Sircel have provided an eWaste cage to the high school location for laptops, cords and batteries to be diverted from landfill. Weighbridge Operators and Tip Attendant continued their education program with the community, to bring awareness on cost and environmental benefits of separating waste streams before they arrive at the tip. All E-waste was collected on site and collected by Sircel directly	Increase the percentage of commercial waste diverted from landfill	2% increase	Increased
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
W2.1.2	Continued provision of a commercial waste collection service in Parkes	Waste Management Coordinator	50%	Progressing	Throughout the first half of the 2024/25-year the commercial waste collection service in Parkes continued to be maintained. Businesses received reminders of the 3xweekly empty of the commercial waste. Assisting with removal, and reduction of split bins and the nuisance of smells generally. During the second quarter, just prior to the annual January Elvis week, we hand-delivered notices to advise all businesses of the increased collections scheduled. The daily waste collection will assist the CBD with the influx of visitors and the additional related waste	Continued provision of a commercial waste collection service in Parkes	Service maintained	Maintained

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
W2.1.3	Action a response to customer requests within 10-days	Waste Management Coordinator	50%	Progressing	During the first half of the 2024/25-year requests were received through phone, email and CRM. The CRM was checked twice daily and all communication with the community were actioned promptly to update their request as in progress	Action a response to customer requests within 10-days	100% of customer requests actioned within 10-days	100%

W2.2: Ensure commercial waste collection services are maintained and manage the current and emerging impacts of external change

W2.2.1	Maintain contracts for external services for recycling and diversion from landfill	Waste Management Coordinator	50%	Progressing	<p>The external services contracts were maintained during the first quarter, with NetWaste agreement for metal, chemicals, tyres and mattresses. Drummuster agreement for mulching of green waste. Green waste shredding, mattress and tyre collection, concrete crushing options taken up. The Cleanaway contract for used motor oil removal ended with the company closed, Netwaste was searching options for Parkes Landfill. The JR Richards contract will end in 2026 (currently involved in Project Management Group) to consider new contract. Council is planning to consider taking up two times one year option with JR Richards. The bulky waste collection held during September received limited complaints and with a quick response by JR Richards team, 45 tonne was collected. The household Chemical</p>	Maintain contracts for external services for recycling and diversion from landfill	5 to 8, external services contracts per annum
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
					CleanOut held at Peak Hill Transfer station received 784 kgs of hazardous and dangerous goods			

W2.2.2	Maintain the number of educational opportunities provided to both residential and business customers	Waste Management Coordinator	50%	Progressing	<p>The first quarter of the 2024/25-year had several educational opportunities held, including Environcom stalls in the CBD, homegrown markets provided worm farm, composting, talks for the public and the crop-swap offering exchanges of perishable goods. The Murramarra Makerspace held regular recycling workshops, for example cardboard workshops, leading into the Waste-2-Art exhibition displayed in the Coventry Room. The Coventry Room also held the finale of the regional finals of the Waste-2-Art. The Parkes Show provided the opportunity for highlighting waste education and improvements, and a free workshop was held by Envirocom regarding cloth nappies. To assist residents, kerbside collection calendars were an addition</p>	Maintain the number of educational opportunities provided to both residential and business customers	Two educational opportunities per annum
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
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in the January 2025 rate notices

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

W2.3.1	Council representatives participate in educational programs	Waste Management Coordinator	50%	Progressing	<p>During the first half of the 2024/25-year discussions were around the Council yellow recycling bins, locate behind the building, near the lane way carpark. Regularly the bins are stolen, borrowed, by members of the community to use for their 'cash-a-can' run. Recommendations were made for marking the bins with Councils name in an attempt to deter theft and allow identification for rangers to return bins back to the location. Council Waste Management Coordinator attended the Homegrown events discussing recycling options and the new Garage Sale Trail which was successfully delivered across the community in November. Local groups received flyers to provide informative information</p>	Council representatives participate in educational programs	Participation in one program	Participated
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Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
					for support. CRC was well used by the community throughout the first half of the year and the Weighbridge Operators and staff seized the opportunity to educate the benefits of recycling to the community. Council Waste Management Coordinator attended and discussed recycling at the Peak Hill Transfer Station, including Council CRMs			

Waste Education

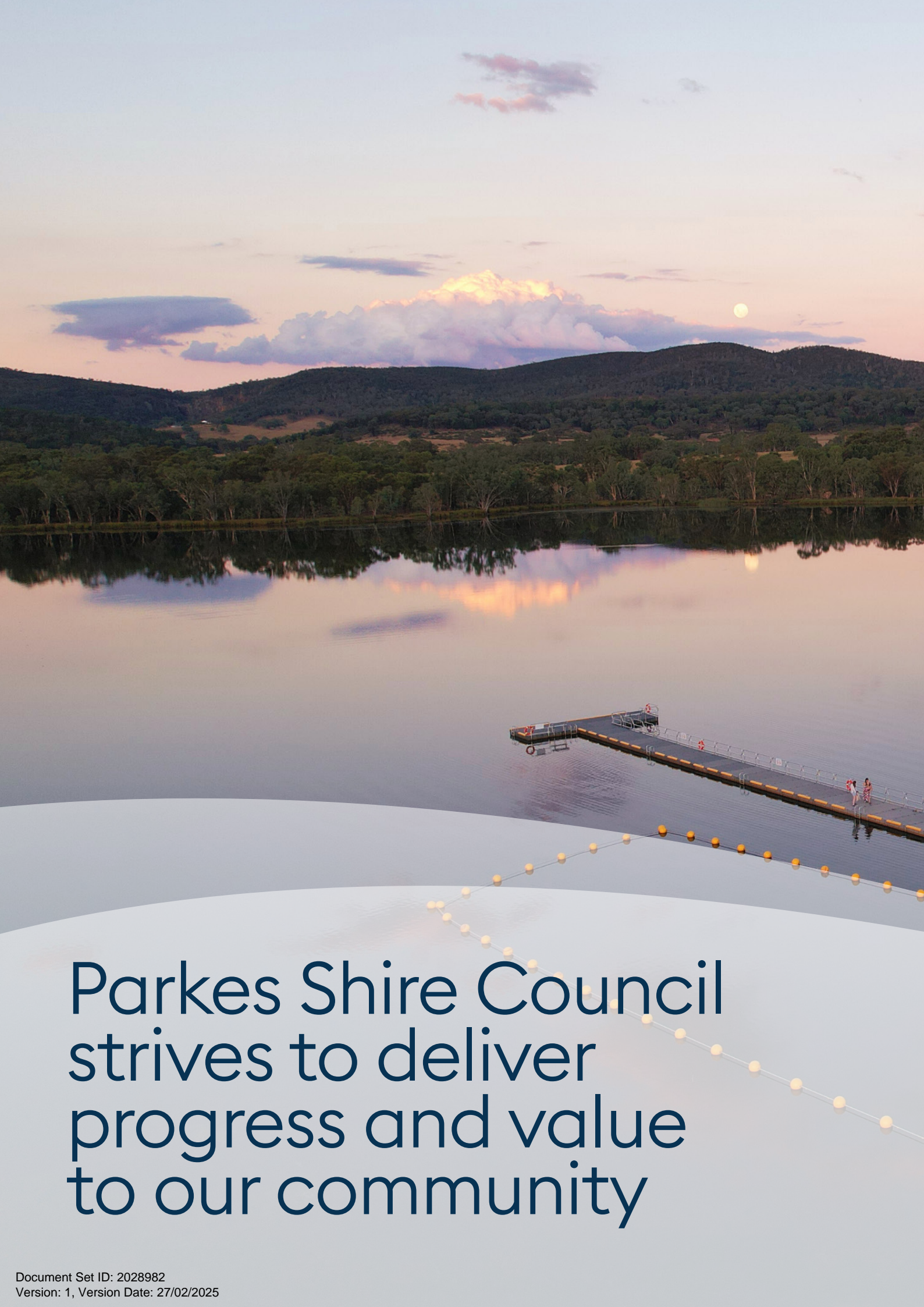
W3: We will provide appropriate educational opportunities to the community, aiding residents to improve their knowledge of waste management

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	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
W3.1.1	Attend NetWaste Forums to promote waste education	Waste Management Coordinator	75%	Progressing	During the first half of the 2024/25-year we attended Netwaste forums at Forbes, Orange and Bathurst. Meeting and training opportunities were available with NetWaste Coordinator during this period	Attend NetWaste Forums to promote waste education	Four NetWaste forums attended per annum	

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

Action Code	Action Name	Responsible Officer Position	Progress	Status	Comments	Performance Measure	Target	Actual
W3.2.1	Implement a suggested strategy, program, process, or activity from a NetWaste forum	Waste Management Coordinator	100%	Completed	NetWaste held a forum in Gilgandra, which Council attended and was introduced to the Garage Sale Trail initiative. Parkes Shire successfully commenced and delivered the Garage Sale Trail, during November. There were 100 garage sales held over the two weekends, with a favourable result for both sellers and shoppers, who embraced the opportunity to divert waste from landfill, in a fun way and community minded capacity	Implement a suggested strategy, program, process, or activity from a NetWaste forum	One education program implemented	Completed



Parkes Shire Council
strives to deliver
progress and value
to our community



