



CSP Q&A ELT Responses

Executive Leader Transformational Change Responses:

Staffing

Q. Are the council "managers" overseeing processes rather than managing staff?

A. Council managers are responsible for both overseeing key processes and managing staff, ensuring consistency in operations and alignment with Council's strategic goals.

Q. Could there be increase of employed outdoor staff?

A. An organisational review is conducted within 12 months of each Council election to ensure that staff numbers and functions are appropriately aligned with Council's strategic direction and evolving community needs.

Q. Is there competition between council staff and contractors for the same tasks or responsibilities?

A. Council does, at times, complement its workforce with contractors to ensure the effective delivery of services. While there may occasionally be overlap in tasks, the intention is not competition but rather to enhance capacity and flexibility in meeting community needs.

Q. Would Council be looking to employ an aboriginal engagement officer in the near future?

A. Council is proud to employ 21% of our total workforce whom identify as indigenous who work harmoniously within current workplace. While there are currently no immediate plans to employ an Aboriginal Engagement Officer, Council remains committed to building respectful and effective relationships with Aboriginal communities through existing roles and ongoing engagement initiatives.

Q. Do we perhaps need more outdoor staff and less indoor staff so that we can focus on the beautification of the town?

A. The current staffing structure aims to balance both internal and external resourcing needs this includes the beautification of the town, ensuring that all areas are adequately supported to meet the needs of the community.



Director Aged Care & Disabilities Responses:

Q. How many people are employed for GSC in Aged Care and Disability?

A. It varies with the number of casuals at any one time but it is approximately 150.

Q. When will the Cooee Lodge rooms receive upgrades?

A. Council is considering this as part of their long term financial plan and there are plans to facilitate a further 10 room upgrades in the financial year of 2028/29.

Q. Are there any plans to build more villas at Cooee?

A. Council is considering this as part of their long-term financial plan whilst balancing the interests and needs from the community. However, there are plans to encourage the construction of four (4) new units in the financial year of 2027/28 pending community interest.

General Questions Responses:

Q. How are Customer Service requests followed up / what is the process?

A. If we receive a customer request the following process occurs:

1. The site/program responds via phone or email. If a phone call occurs it is then followed up by email.
2. The call is logged on the feedback register and then added to the continuous improvement plan if required.
3. A further email is then sent with the outcomes.
4. As part of the continuous improvement process, actions are followed up and then evaluated.

Q. Is the Council considering collaboration with local police to address the crime rate in the Gilgandra LGA?

A. Council and the Gilgandra Police collaborate regularly on matters relating to law and order. More formally the Mayor and General Manager periodically meet with the district Inspector and when required the region Superintendent.

Q. How does the rates system work? Additionally, is it possible to discuss this with Council staff or Councillors?

A. In NSW, an ad valorem system for raising rates is used. An ad valorem amount is a variable charge set by Council as a cents in the dollar of land value for the proportion of the unimproved land value of the property.



Q. What happens for the Hall maintenance when the current committees retire?

A. There is no active Shire Hall committee. Council's building maintenance team will regularly assess the maintenance needs which then inform the annual budget allocations for scheduled maintenance.

Q. Can Council look at communication long term for the villages – monthly flyers?

A. Council utilises all forms of communications including the Gilgandra Weekly, Website and social media. There are no plans for a newsletter or a monthly flyer specific for the villages.

Q. Could there be increased community engagement from Councillors?

A. Councillors are readily accessible for community representation and their contact details are available on the Council website. Councillors endeavour to attend every community engagement as their time allows. There is no prescribed minimum attendance at community functions set by Council for the Councillors.

Director Growth & Liveability Responses:

Recreation Centres

Q. Can we look at getting exercise facilities added to the town?

A. Increasing the access to facilities to help improve wellbeing has been identified as an action from the Gilgandra Community Health Vision. Council's focus is improving the walkways and paths to encourage the community to be more active.

Q. Will Council consider getting a splash park as part of the Hunter Park proposal?

A. Yes, a splash park is included in the plans for the Hunter Park Sporting and Recreation Precinct.

Q. Is the swimming pool getting upgraded to 50m?

A. The concept plans for the Hunter Park Precinct include a 50m swimming pool.

Q. Where are the fees for the swimming pool currently going?

A. The fees for the swimming pool partly offset the costs of pool operations. Currently the Pool operation costs far exceed the income earned through fees.



Q. Is a canteen being considered for the town pool?

A. Yes, a joint kiosk in conjunction with the proposed indoor Sports and Recreation Centre is included in the concept plans.

Q. Could additional children's activity areas, such as a bike track, be added to the town?

A. Council is currently reviewing the active transport strategy which include walk paths and cycle ways. Within the Long-Term Financial Plan there is already a considerable investment in improving the Windmill Walk to include the eastern side of the river. The Active Transport Plan will also look at linking other areas of town with pathways and walking tracks.

Grants

Q. Where is the local heritage fund up to?

A. Council have a yearly allocation of \$10,000 towards local heritage projects. 2024/25 saw two (2) projects completed with Council contribution of \$5,000 per project.

Q. Where did the money to upgrade the CHC building come from?

A. The bulk of the funding came from a NSW Government Grant.

Q. Do you need to top up water and sewer fund as investments have increased from \$11mil to \$31mil?

A. Council sets its water and sewer charging in line with Best Practice Pricing to ensure it will have the required funding for future major projects. Council will look to borrow money to support major infrastructure projects.

Q. Could there be consideration to hold information sessions on how to apply for grants with the community?

A. Council will consider this suggestion and continue to assist community groups upon request.

Events

Q. Will more events be considered in the Tooraweenah Village management plan?

A. Council has adopted the Village Plans of Management which were developed in conjunction with the Committee. The actions within these will be delivered over a number of years.



Q. What opportunities are there to promote Gilgandra to wider NSW to gain more attraction in the town?

A. Council has a dedicated Marketing and Communications team that takes advantage of every opportunity to promote the Gilgandra Region.

Q. Is there still time for community to have input on the Village Management Plans?

A. No, the consultation stage has concluded and the Village Management Plans have been adopted by Council and are about to enter implementation stage.

Inland Rail / REZ

Q. Where is Inland Rail up to? Has there been any progress on it?

A. Council receives regular updates from Inland Rail and indications are that associated land procurement negotiations are progressing across the region.

Q. What impact has Inland Rail & REZ had on our community and resources?

A. At this stage there is little impact, however it is anticipated that both projects will have a significant impact and provide significant opportunities in the future.

Town Development

Q. What stage is the Aeropark at and where will be next once it is full?

A. Aero Park subdivision provides for 55 new residential lots over the life of the project. Council has just released the next stage consisting of 22 lots of which five (5) have sold.

Q. What can be done with the vacant buildings in the CBD?

A. Council encourages and assists new and existing businesses wherever possible including linking landlords with potential business tenants when requested. Council also runs the 'Big Ideas' Program where Council works in collaboration with business owners to encourage improvements to their buildings.

Q. What is happening with the upgrades of Council's admin building?

A. This building is becoming tired and not fitting of a progressive community like Gilgandra and Council acknowledges this. The Council will be considering the future of the Administration Building as part of the Long-Term Financial Plan considerations with the view of significant upgrades.



Q. What is the process of sand excavation and is there interest for a permanent waterway in the Castlereagh?

A. Council has carried out a preliminary feasibility study which identified the potential. There is a significant approval process to address the environment and planning requirements. This proposal cannot progress without significant private investment. However, Council remains open to progress this matter with interested parties.

Q. Will GSC continue to work with Warrumbungle and Coonamble Shires for the river beautification project?

A. There is no intention to continue to work with WSC or CSC on the river beautification project as a collective. Each Council will row their own boat regarding their individual projects (pardon the pun). Our Council has been successful with Grant funding to move to the final design phase for the river beautification project to allow further funding to be sought.

Q. Can Council display indigenous street signage around town?

A. Council is considering the opportunity with upcoming budgets.

Q. Are there any plans for how GSC will support the childcare shortages within the region?

A. Council is considering the Child Care Strategy with upcoming Strategic Plans and associated budgets. It is clear from the Childcare Strategy that childcare, after school and vacation care availability remains a problem for the Community.

General

Q. Is there any way we can minimise the Domestic Violence & Homelessness issues in Gilgandra?

A. Council continues to play its role to address local housing issues through its support service for homelessness. Council will continue to support campaigns around reducing Domestic Violence.

Q. Is Council still looking at supporting additional health facilities including GP & mental health?

A. Council is working with Health Providers to increase Medical Facilities in Gilgandra and with it the opportunity to provide a wider range of services.



Q. Is Council taking action regarding the CBD telecommunication coverage?

A. Council has discussed the issues with Telstra and has been assisting them in progressing their proposal to address coverage issues in the CBD and across the Gilgandra Region. Council remains equally concerned with the unsatisfactory service provided by Telstra.

Director Infrastructure Responses:

Roads

Q. Who maintains the Eumungerie to Narromine Road?

A. Council only maintains 7km of the road but in a sub-contracted arrangement to TfNSW for maintenance. This means TfNSW has final say on what work is to be done on that road if it's beyond minor maintenance.

Q. How are unsealed roads inspected? Could this be yearly and how are roads determined for ___?

A. Two (2) Road Coordinators are constantly inspecting roads and usually guide where the maintenance priorities are. That is not to say that a customer service request does not have priority. In these instances, the coordinators will inspect the road and assess it against rostered work and make changes as necessary.

Q. What can be done in Miller Street to make it safer for pedestrians?

A. Miller Street is challenging as it forms part of the highway network where TfNSW is the roads authority. However, there are plans for a major main street beautification in the future where all aspects of Miller Street will be considered.

Q. Will the Berida Road to Curban Railway Road be sealed?

A. This is unlikely. Presently the broader community has identified National Park Road and Tooraweenah-Mendooran Roads as the priorities for sealing.

Q. What is involved in the \$46m of works for the upgrades of Federation to Hargraves Lane, and are they proposing flashing lights at the Chelmsford Avenue railway crossing?

A. These works form part of the Roads of Strategic Importance (ROSI) program, which is State/Federal Government funded and run by TfNSW. It is pleasing to note that at this stage the concepts that Council has does involve flashing lights at the Federation Street (near Chelmsford intersection) railway crossing.



Q. Could a culvert be placed the Tooraweenah bridge on (unsure street)?

A. There will need to be further investigation into this. Usually, some flood modelling (even at a very rudimentary level) is required to ensure that drainage isn't affected elsewhere. In other words, inserting a culvert to solve one issue doesn't inadvertently cause problems elsewhere.

Q. Can more signage for bus routes be installed within the Shire?

A. Council has been installing bus route signs along known bus routes. This is a rolling program. The challenge is that as families grow up or move on, bus routes change and there is no mechanism to communicate with Council as to what routes are current or obsolete.

Q. Will Ellis Road and Balladoran Railway Road intersection be sealed?

A. The roads won't be sealed with present funding levels. The broader community has lobbied for National Park and Tooraweenah-Mendooran Roads to be the priorities. However, it is acknowledged that the bend at the intersection of these roads corrugates badly and Council will investigate if this cannot be sealed with current allocations.

Q. Could additional bus route signage be implemented on rural roads?

A. Council has been installing bus route signs along known bus routes. This is a rolling program.

Q. Could a controlled burn be conducted along the Castlereagh River?

A. This is probably outside Council's charter and will likely involve the NSW Government's environmental and regulatory arms. It can be raised at the Local Emergency Management committee for consideration.

Q. Can you provide an overview of the grading crew's capacity and the amount of work they can complete?

A. Council has four (4) grading crews to maintain Council's roads. One crew is generally allocated to 123km of highway work where Council is contracted to TfNSW. Generally, TfNSW allocates funding and priorities, although Council's input is considered. The other crews look after 1,304 kms including 967km unsealed network. The unsealed road budget is around \$1.9M annually and is usually exhausted utilising three grader crews.

Q. Is there support for establishing a heavy vehicle inspection station in Gilgandra?

A. These are difficult to accommodate as the requirements for these stations are quite stringent and expensive to build. It is unlikely that Council will embark on the construction of such a purpose built facility.



Car Parks

**Q. Is there a way that Council can police who parks in what parking spaces?
e.g. cars parking in the caravan parks behind Miller Street**

A. Council's Compliance Officer has the ability to regulate parking issues in the CBD. As a general rule Council will respond on a request basis only on any issues. The community are encouraged to raise a customer request if issues arise.

Q. Could Council look at doing angle parking in the main street to give more parking space?

A. The street width likely limits this possibility. However, when Council starts planning for the main street beautification all aspects of Miller Street will be considered.

Footpaths

**Q. Can Council install the 'children crossing' signage to recreation grounds?
(Unsure what recreation ground – assuming hunter park)**

A. The 'children crossing' sign is an ancillary sign to pedestrian crossings that have high patronage of children (for example around school zones). The Australian Standards limit its use to these specific instances. Council has raised the issue with TfNSW about a crossing to Hunter Park where the school children traverse the Oxley Highway to access the pool. At this stage it remains unresolved.