



CONNECTING COMMUNITIES

The Quarterly

Our performance, Our story....

July to September 2018



Office of the Chief Executive Officer

Office of the Chief Executive Officer

People

Human Resources
Work Health Safety
Organisation Development

Leadership

Communications
Governance
Strategy
Environmental Strategy



Chief Executive Officer's - Quarterly Update

July to September 2018

Welcome to the first quarter report of Council's highlights and achievements for 2018-19. The start of a new financial year is an exciting time, signifying growth and optimism. A number of highlights and key targets were met this quarter, putting us in good stead for a prosperous year ahead.

In July, we partnered with the Friends of the Port Elliot Dog Park to host a special greyhound-only event, enabling greyhounds a rare opportunity to run off-leash with other dogs. A new method of dog registration was also integrated through the Dog and Cat Management Board. This was a huge undertaking and I commend our staff who negotiated the process in a professional and courteous manner.

We received confirmation from the State Government at the beginning of July, that their election promise to complement Alexandrina Council's budget contribution to deliver the Mount Compass Recreation Park will be received.

Also in July, we hosted a Mayo Candidates Forum to a full house at Centenary Hall to ensure residents were ready to vote with confidence at the polls.

We also hosted another business breakfast this quarter to connect with local business operators.

In August, construction commenced on the new Goolwa Surf Life Saving facility, signifying the first stage of the Goolwa Beach and Environs precinct transformation.

We launched the Sustainable Spring initiative in September to encourage people to celebrate our natural environment through a series of events, workshops and exhibitions. Our Heritage Advisory Committee hosted a series of Heritage Talks around the region through August and September, to offer advice from experts on elements of heritage restoration.

Our 2017-18 Annual Report was released in December 2018, providing a snapshot of Council accomplishments over the past financial year and we look forward to presenting further highlights and updates throughout 2018-19.

Glenn Rappensberg
Chief Executive Officer

July to September 2018 Quarterly Report

Department: Office of the CEO

Objective:

Alexandrina Connecting Communities 2014-2023 Aspiration Areas

1 Innovate throughout our Region

Service Area Reporting - Strategic Highlights

Office of the CEO

Deliver the professional operations of the Office of the Mayor and Chief Executive

On 2 July, Mayor Parkes and CEO Glenn Rappensberg officiated at a Citizenship Ceremony held in the Goolwa Council Chambers, which saw 21 residents conferred with Australian Citizenship.

Mayor Parkes and CEO, Glenn Rappensberg officiated at Council's NAIDOC events at Strathalbyn and Goolwa on 5 and 15 July respectively, which celebrated the theme of 'Because of her, we can!.

Council hosted the third Alexandrina Business Life Breakfast on 11 July, held on this occasion in Mount Compass with 40 business people in attendance.

A Mayo Candidates Forum was held at Centenary Hall, Goolwa for all candidates contesting the by-election for the Federal seat of Mayo, which was strongly attended by community members. Candidates participated in a panel discussion on several topics relevant to Mayo and particularly Alexandrina, such as the Murray Darling Basin.

Mayor Parkes presented certificates at the Way2Go Bike Education event and launched a variety of events, including the Sandwriters Speak Out 2018; the Art@ Goolwa SALA Exhibition; and the opening of the Port Elliot Bowling Club Season.

During August, 'So you want to be on Council' introductory briefings were held in Goolwa and Strathalbyn for members of the community considering nominating in the forthcoming 2018 Local Government Elections. These sessions were followed by Candidate Briefings held in the same locations during September.

Mayor Parkes and Mr Rappensberg attended the presentation for the Mayors' Short Story Challenge, held at the District Council of Yankalilla on 6 September.

Mr Rappensberg attend the Local Government Professionals National Congress in Canberra in August, which included a study tour to Queanbeyan-Palerang Regional Council and speakers who focused on integrity and leadership in Local Government, and digital strategies to improve council operations.

On 8 September, Mayor Parkes opened Council's 'Sustainable Spring' event to a capacity crowd of 200 in Centenary Hall, which marked the commencement of a three month program of events bringing together sustainability, the arts and green living know-how.

Mayor Parkes opened the Goolwa Waste and Recycling Depot on 11 September, which was a key initiative to achieve the 'Thrive in Clean Green Futures' objective in Council's 2014 to 2023 Community Strategic Plan.

The Hindmarsh Island Landcare Group hosted a visit by Mayor Parkes and Mr Rappensberg in mid-

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September, which included a tour of planting sites.

Mayor Parkes undertook regular interviews with Fleurieu FM, Happy FM and Radio 5MU and took part in the monthly Australian Coastal Councils Association meeting by teleconference.

Community meetings attended by Mayor Parkes during this time included Friends of Kalimna, Goolwa Cittaslow, Goolwa Recreation Grounds Committee, Milang Ag Bureau, the Environment Advisory Panel, the Economic Development Advisory Panel, Goolwa Ratepayers and Residents Association, Fleurieu Farming Services, Alexandrina Sustainable Agriculture Round Table, the Milang Historical Society, and AGMs of the Langhorne Creek Grape and Wine Association and the Tooperang Hall.

Organisational leadership to drive achievement of local and regional outcomes

With regard to local, state and regional stakeholder engagement, this task is in progress and on 19 July, Mayor Parkes and Mr Rappensberg joined the Member for Heysen, Joshua Teague MP, to meet with the Minister for Education, Child Development and Higher Education and Skills, John Gardner MP, which provided an opportunity to discuss the need to improve local and regional access of tertiary education opportunities and the capacity issues of Eastern Fleurieu School.

Mayor Parkes attended dinner at Victor Harbor, hosted by the Hon David Speirs MP, Minister for Environment and Water. The Minister had indicated his desire to connect with key leaders and stakeholders within the region to hear perspectives on regional issues, challenges and opportunities.

During August, Mayor Parkes and Mr Rappensberg, together with the Member for Heysen, Joshua Teague MP, met with the Hon Tim Whetstone MP, Minister for Primary Industries and Regional Development and were guests of the Hon David Speirs MP, Minister for Environment and Water at the office of the Member for Hammond, Adrian Pederick, MP.

Mayor Parkes and Mr Rappensberg met with the Federal Member for Mayo, Rebekha Sharkie MP, to discuss priorities over the coming year, which include the revitalisation of the Goolwa Wharf Precinct. On another occasion, the Federal Member met with Mayor Parkes and Mr Rappensberg, together with the Mayors and CEOs of City of Victor Harbor and the District Council of Yankalilla in relation to issues affecting the three regions - focusing on the needs of our youth; inter-town community transport options and connectivity; and public transport to the Seaford Interchange and Mount Barker.

During this time, Mayor Parkes attended the SA Regional Organisation of Councils and LGA Board Meetings in Adelaide and the Goolwa to Wellington LAP in Strathalbyn. Mr Rappensberg and Mayor Parkes attended meetings of the Southern and Hills LGA, the Regional Collaboration of Councils and the Strathalbyn Community Advisory Panel and a Regional Budget Address by the Minister for Primary Industries and Regional Development, the Hon Tim Whetstone MP.

Mr Rappensberg attended the Regional Development Australia Board Meeting for Adelaide Hills, Fleurieu, Kangaroo Island, the Murray Darling Association Region 6 Executive.

Department: Leadership

Objective: To facilitate Council leadership and accountable decision-making in the interests of our community

Alexandrina Connecting Communities 2014-2023 Aspiration Areas

1 Innovate throughout our Region

4 Thrive in 'Clean, Green' Futures

Service Area Reporting - Strategic Highlights

Communications

Facilitate effective communication, engagement and public relations between Council and the community

Advise on consultation and community engagement across Council including My Say Alexandrina consultation website-

Community awareness-raising re Council achievements - local and regional-Media releases, Council quarterly newsletter, Coast Lines, Latest News, Website, FLM Magazine and Facebook. Many Council-generated articles have appeared in local papers.

Facilitate Council's corporate internal communication, engagement and public relations between Council and the community-Internal communications are facilitated through Connect and engagement and public relations are fostered via Council's MySay website.

Improved communications capacity including production of rich online content and social media-Corporate website (including media releases, Latest News articles and Project updates) and Facebook are all regularly monitored and kept up to date with rich online content.

Environmental Strategy

Environmental Action Plan 2014-2018

Implement the Environmental Action Plan 2014-2018-As at end of the quarter, progress has been made against:

- 95% of ongoing actions,
- 83% of short-term actions,
- 63% of medium-term actions, and
- 8% of long-term actions.

Implementation priorities for the remaining terms of the Environmental Action Plan have been determined with a focus on reducing Council's corporate footprint, climate adaptation and internal process improvements for the protection of biodiversity.

Develop and implement progressive approach to climate change

Measure, report & reduce Council's greenhouse emissions-Work is progressing to complete Council's carbon inventory for the 2017-18 financial year and to develop energy efficiency and renewable energy solutions for the Goolwa office building. It is expected that Council will set a whole-of-organisation emissions reduction target in 2018/19.

Participate in regional and local climate adaptation planning-Council continues to be an active partner in the Resilient Hills and Coasts climate change adaptation planning coalition for the Adelaide Hills, Fleurieu Peninsula and Kangaroo Island region. Resilient Hills and Coasts has received grant funding from the Local Government Research and Development Scheme to further explore how a regional community energy program might encourage local access to energy that is affordable, reliable, good for the environment and good for the local economy. Council has also received grant funding from the South Australian Department for Environment and Water to undertake an urban greening project in Strathalbyn.

Council is continuing to advocate for State and Federal government to take a lead role in assessing and planning for the impacts of climate change on the Coorong, Lower Lakes and Murray Mouth region. A motion supporting this call was passed at the AGM of the Murray Darling Association in August 2018.

Develop and deliver program for protection of water resources

Advocate in support of a healthy, working Murray-Darling Basin-Council continues to play an active role in Murray Darling Association Region 6, working in collaboration with Coorong District Council and Rural City of Murray Bridge to help secure a freshwater future for the Lower Murray, Lakes and Coorong.

Region 6 hosted a joint meeting of all four South Australian MDA Regions in July 2018 attended by The Hon. David Speirs MP, Minister for Water. Region 6 also moved three successful motions at the Murray Darling Association AGM in August 2018 in support of local government involvement in Basin Plan decision-making, climate adaptation for the Coorong, Lower Lakes and Murray Mouth and the need to investigate upgrades of ageing weir infrastructure.

Improve management of Council's environmental assets

Develop & implement policies, procedures & plans for the protection & management of Council's environmental assets-Council Nature Conservation Team continues to actively manage 220ha of reserves and over 150km of roadside vegetation and the 2018/19 revegetation season has commenced.

Work in partnership with DEWNR, NRM & community stakeholders to protect & enhance local biodiversity-Council won a KESAB Outstanding Project Award for Gazania Free Goolwa in conjunction with project partners Goolwa to Wellington Local Action Planning Association, Goolwa Coastcare and Alexandrina Community Nursery.

Council also resolved to support a community request that we make an application to State Government to have a 4-knot speed limit placed over Dunn's Lagoon at Clayton Bay.

Council liaised with State and Federal Governments and the SA Whale Centre to ensure appropriate whale protection measures were adopted by the organisers of a national jet ski event held at Goolwa Beach.

Work in partnership with other Divisions of Council to maximise & promote environmental outcomes-September saw the launch of Sustainable Spring, a 3-month program of arts & culture, library and community events celebrating our natural environment and promoting ways for residents to live more sustainably. Sophie Thomson of Gardening Australia hosted a sold-out launch event at Centenary Hall. Goolwa Library's new Green Living Collection and the Alexandrina Township Verges Planting Guide have both been extremely popular. Council has also undertaken public consultation on a revised Tree Management Policy and Procedure.

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Department: People

Objective: Develop and maintain legislatively compliant systems and processes that facilitate the provision of a workforce that has the capability to deliver Council's Community Strategic Plan.

Alexandrina Connecting Communities 2014-2023 Aspiration Areas

1 Innovate throughout our Region

Service Area Reporting - Strategic Highlights

Human Resources

Executive Management team implementation and development.

Alexandrina Council undertook a rigorous and strategic recruitment and selection process in order to fill the General Manager position vacancies within the Executive Management Team.

It is testimony to Alexandrina Council's focus on employee development that 2 vacant positions were filled by current employees who were selected from a very competitive market field. Kathy Hayter (GM Wellbeing) and Elizabeth Williams (GM Resources) commenced in their roles July 1 joining Simon Grenfell (General Manager Environment), Anne Liddell (Group Manager Leadership) and Sarah Kay (Group Manager-People) in the Executive Manager team with Mark van der Pennen (General Manager Growth) commencing 8 October to finalise the team.

The Executive Management Team will undertake an intensive leadership development program in November to further develop and establish the vision for a united, innovative and highly effective leadership team who will work together to ensure the achievement of strategic objectives to meet community needs.

Outcomes of the program will include implementation of key programs in line with the XLR8 Alex model including a review of organisational values and culture, strengthening strategic relationships with internal and external key stakeholders, building and driving an innovation culture and implementation of 90 Day projects that will transform the way we do business and how our staff operate.

Staff engagement via the Innovation Hub

Alexandrina Council continues to seek and implement strategies to engage staff as part of the XLR8 Alex model and our commitment to our Mission, "Be Involved".

Implementation of our Innovation Hub is an important step in recognising and responding to the feedback from our staff during change consultation. As a result, we were pleased to hold our first Innovation Hub session, with guest speaker, Elaine Bensted, CEO Adelaide Zoo's who spoke about "transforming an organisation and culture from depress to success." Her words and examples provided inspiration for our staff to start thinking about innovation and what it means to them.

The positive impact that the Innovation Hub had on staff was evident when the following day the staff lunchroom chalkboard asked, "Innovation is.....?". This was quickly filled with a range of staff comments and quotes about what innovation means to them and provided useful feedback for future organisational development programs. The next Innovation Hub will feature speakers from the Public Sector Innovation, ICT and Digital Government, Department of the Premier and Cabinet, who will share their experience of 90 Day Projects and their effect on organisational change and the development of self led teams that generate innovation and accountability. It is expected that from this innovation hub a framework for implementation of 90 Day Projects within Alexandrina Council will occur with the first 90 day project team to be established in December 2018.

Leadership Capability Development for Councils Field Services Staff

Alexandrina Council is committed to developing the leadership capability of its workforce. In line with the

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XLR8 Alex objectives of continuous improvement via change management, a leadership capability development structure has been implemented in the Field Services employee structure.

This initiative recognises issues raised by staff working in both Civil and Horticulture areas of Council during the 2017 workforce profiling where staff highlighted that there were limited opportunities for career advancement due to a gap between worker level and Supervisor level.











With staff indicating they were keen to take on the extra responsibilities in daily operations resulting from technological change, increased legislative compliance and new systems of work, a structure of Leading Worker (field staff leading teams) to Group Leader (Field staff directly supervising and organising work to support the Supervisor) has been implemented for a 12 month trial period.

This structure provides a structured career pathway where staff take on additional responsibilities reflecting modern work practices, provide support for their reporting officers and leadership to operational workers all within a context of on the job experiential learning. Staff undertaking these roles have established KPI's that reflect leadership, project efficiencies, staff culture and continuous improvement.











All staff involved in this program will receive leadership training and mentoring by senior staff. Selected staff are participating in the LG Professional Ignite Start program that supports the achievement of a Certificate 1V in Management.

This initiative is a significant program to support the future of our workforce where the staff providing our frontline services are invested in to be ready for future roles and have immediate impact on improvements in service delivery with a focus on leadership within the field operations.









2018-19 Project Updates at 30 September 2018

Name	Description	On Time	On Budget
Goolwa Sporting Complex	The Goolwa Recreation Precinct sporting complex is to cater for Goolwa's existing and future sporting and recreational requirements.	 AMBER	 GREEN
Progress comment:	The funds allocated to this project in 2018-19 are for design. The scope of this project is currently being reviewed.		
Goolwa Wharf Renewal	Renewal of Goolwa Wharf including piles, sub-structure and decking.	 GREEN	 AMBER
Progress comment:	Initial works have commenced on a small section of the wharf that has failed. Council has selected a lead contractor to undertake works (Mykra Pty Ltd) and have received updated detailed construction drawings and specifications. Materials and resources are currently being organised with on-ground works due to commence mid-October 2018 and be completed late December 2018.		
BMC Infrastructure Renewal as per Asset Management Plan 18/19	Renewal of existing bridge/ major culvert infrastructure in accordance with Asset Management Plan and Bridge Audit documentation.	 AMBER	 GREEN
Progress comment:	Some guard rail identified for renewal through pro-active inspections, works completed. Water Affecting Activity Permit has been submitted for the renewal of culvert on McHargs Creek Road, works have been programmed after Christmas when flow of the creek has ceased.		
Development of the Goolwa Waste Transfer Station	Redevelopment of the Goolwa Waste and Recycling station. Final components include stormwater works and intersection upgrade.	 GREEN	 GREEN
Progress comment:	Defect period has started and expected to be complete in the third quarter in 2019. Official opening by the Mayor was completed in September. Lease arrangements are being finalised for all parties onsite, including a draft service level agreements for FRWA. Both postponed and landscape works are ready for construction, this work is to be completed by internal staff, waiting on construction schedule. Designs for the entrance to be completed in the second quarter, waiting on DPTI feedback and approval before construction work can progress, expected completion in the third quarter.		
Renewal of Storm Damaged Assets	Renewal of stormwater bridges and infrastructure damaged during the 16/17 Financial Year	 GREEN	 GREEN
Progress comment:	The Environment Division has recently completed the repairs on Woodgate Hill Road and Woodcone Road. Works are commencing on Cleland Gully Road and Braemar Drive in November 2018. Tenders for the Middleton Creek and Strathalbyn Soldiers Memorial Gardens footbridges have closed and will be presented to a future Council briefing. Tenders for the remaining projects are almost complete. All storm damage projects are expected to be completed in March/April 2019, in line with funding requirements.		







2018-19 Project Updates at 30 September 2018

Name	Description	On Time	On Budget
Footpath Capital Infrastructure Renewal as per Asset Management Plan 18/19	Footpath Renewal Program as per the Asset Management Plan and other stakeholder requests.	 GREEN	 GREEN
Progress comment:	Program tracking well, on time and under budget.		
Expansion of IT Equipment as per Master Plan 18/19	Acquisition and installation of new office and operational computer, network infrastructure, server and unified communications equipment according to the requirement of the Council and community to enable Council operations and service to the Community at an acceptable service level.	 AMBER	 GREEN
Progress comment:	Awaiting the finalisation of the tenders that are part of the Smart City and Suburbs Program.		
Goolwa Skate Park - Pump Track	Construction of a Pump Track at the Goolwa Skate Park site.	 GREEN	 GREEN
Progress comment:	A progress report has been provided to The Office of Recreation and Sport as per the funding requirements. The Project Working Group has received documents relating to Phase 3 of the scope to review. This includes a review of the initial design, based upon community and council feedback. Council has also received a cost estimate for the project. The Community Development Officer is waiting on key information from the Civil Works Department, which has implications for the cost of the overall project, prior to proceeding to Phase 4 of the project. It is anticipated construction will commence in the first week of February to avoid impacting the communities use of the site during the school holidays.		
Strath Pool Plant and Equipment Renewal 18/19	The purpose of this project is to approach the market to procure plant replacement items for the Strath Pool with current model available at the time. Replacement plant items are to comply in all respects with the requirements of all current applicable legislation, including but not limited to, WHS, South Australian Road Traffic Act and Regulations.	 GREEN	 GREEN
Progress comment:	No equipment identified for replacement during 2018-19 at this stage.		
Kerb Expansion 18/19 Capital Works Program	Budget line for adhoc and high risk kerb expansion projects to be identified from existing backlog of stakeholder requests where appropriate.	 GREEN	 GREEN
Progress comment:	Scott Street kerb expansion and road re-alignment planned for early 2019.		







2018-19 Project Updates at 30 September 2018

Name	Description	On Time	On Budget
Admin Vehicles Replacement 18/19	Undertake replacement of Administration Vehicles for vehicles that are 3 years or older or have done over 80,000km. Arrange trade in of existing vehicles and purchase of replacement vehicles.	 GREEN	 GREEN
Progress comment:	<p>In August administration vehicles, depot vehicles and major plant procurement was merged together as one activity. The aim of this merger is to improve efficiencies and reduce the cost of running the Council owned fleet.</p> <p>Since the merger of these activities the Business Services department has:</p> <ul style="list-style-type: none"> o Reviewed the plant replacement program and included administration vehicles; o Process mapped each fleet item from procurement to disposal; o Established common and transparent processes when procuring fleet; o Streamlined the replacement request, specification and authorisation process; o Standardised the process when requesting fit for purpose machinery and equipment; o Established fleet maintenance relationships with local service providers; o Organise and coordinate fleet procurement and maintenance to improve efficiency, reduce costs, and provide compliance with Work Health Safety regulations; o Identified twelve administration vehicles for replacement this year. Five vehicles have been replaced and delivered this quarter, with four of these vehicles supplied by local businesses. Another three vehicles are in the initial stage of the process of procurement with an expected delivery in the second quarter. The final four are scheduled for replacement in the fourth quarter; o Provide maintenance manual for every new vehicle to guide council officers on important information when in an emergency situation, basic maintenance responsibilities and care of the vehicle. 		
Smart Cities Project	Provision of public Wi-Fi for a number of towns within the Alexandrina district. The Public Wi-Fi will facilitate equitable access to council services and greater engagement for residents, while also meeting the digital needs of tourists.	 GREEN	 GREEN
Progress comment:	<p>Tender process for new Backhaul network is in final negotiations with the preferred tenderer.</p> <p>Proof on concept for the WiFi tender are in progress before a final decision is made on the successful tenderer.</p>		
Sealed Road Renewal and Reconstruction 18/19	Renewal program as programmed by Asset Management Plan and other stakeholder requests.	 GREEN	 GREEN
Progress comment:	Works scheduled to commence in the second quarter 2018-19.		
Unsealed Road Renewal - Resheeting 18/19	Renewal program as programmed by Asset Management Plan and other stakeholder requests.	 GREEN	 GREEN
Progress comment:	Program tracking well, on time and under budget.		









2018-19 Project Updates at 30 September 2018

Name	Description	On Time	On Budget
Depot Vehicles and Minor Plant Replacement 18/19	The purpose of this project is to approach the market to procure plant replacement items identified in the plant renewal program with current model available at the time. Replacement plant items are to comply in all respects with the requirements of all current applicable legislation, including but not limited to, WHS, South Australian Road Traffic Act and Regulations.	 GREEN	 GREEN
Progress comment:	<p>In August administration vehicles, depot vehicles and major plant procurement was merged together as one activity. The aim of this merger is to improve efficiencies and reduce the cost of running the Council owned fleet.</p> <p>Since the merger of these activities the Business Services department has:</p> <ul style="list-style-type: none"> o Reviewed the plant replacement program to include depot vehicles; o Process mapped each fleet item from procurement to disposal; o Established common and transparent processes when procuring fleet; o Streamlined the replacement request, specification and authorisation process; o Standardised the process when requesting fit for purpose machinery and equipment; o Established fleet maintenance relationships with local service providers; o Organise and coordinate fleet procurement and maintenance to improve efficiency, reduce costs, and provide compliance with Work Health Safety regulations; o Identified twelve depot vehicles for replacement this year, three vehicles are currently in the initial process for procurement and are scheduled for replacement in the second quarter of the year. Another nine depot vehicles are scheduled for replacement in the third quarter; o Supply maintenance manuals for every new vehicle to guide council officers on important information when in an emergency situation, basic maintenance responsibilities and care of the vehicle. 		
Footpaths Expansion as per Footpath Master Plan 18/19	Construction of new Footpaths in line with the priorities set out in Council's Footpath Master Plan.	 GREEN	 GREEN
Progress comment:	Program tracking well, on time and under budget.		
CWMS Port Elliot Capital Infrastructure Renewal 18/19	<p>Renewal of the Lakala Rising Main pipework.</p> <p>Installation of pump station valve pits for maintenance access and future sensory integration.</p> <p>Gravity Network Defects works to be assigned to this cost centre after completion.</p> <p>Network process automation (ALS, HICENS) works to be assigned to relevant assets on completion.</p>	 GREEN	 GREEN
Progress comment:	Works will be prioritised after major project work is underway. Some work regarding scoping and specification development but progress is limited at this stage.		















2018-19 Project Updates at 30 September 2018

Name	Description	On Time	On Budget
Major Plant Replacement 18/19	The purpose of this project is to approach the market to procure major plant replacement items identified in the plant renewal program with current model available at the time. Replacement plant items are to comply in all respects with the requirements of all current applicable legislation, including but not limited to, WHS, South Australian Road Traffic Act and Regulations.	 GREEN	 GREEN
Progress comment:	<p>In August administration vehicles, depot vehicles and major plant procurement was merged together as one activity. The aim of this merger is to improve efficiencies and reduce the cost of running the Council owned fleet.</p> <p>Since the merger of these activities the Business Services department has:</p> <ul style="list-style-type: none"> o Reviewed the plant replacement program to include major plant replacement; o Process mapped each fleet item from procurement to disposal; o Established common and transparent processes when procuring fleet; o Streamlined the replacement request, specification and authorisation process; o Standardised the process when requesting fit for purpose machinery and equipment; o Established fleet maintenance relationships with local service providers; o Organise and coordinate fleet procurement and maintenance to improve efficiency, reduce costs, and provide compliance with Work Health Safety regulations; o Identified two major plant items for replacement this year, another two are work in progress from 17-18 year, also included are two additional plant items that have unexpected major plant failure. One major plant item has been replaced in September and one is in the initial stages of procurement and expected to be delivered in the second quarter. The final four major plant items are scheduled for delivery in the fourth quarter in 2019; o Supply maintenance manual for every new vehicle to guide council officers on important information when in an emergency situation, basic maintenance responsibilities and care of the vehicle. 		
CWMS Strathalbyn Capital Infrastructure Renewal 18/19	Renewal of the Colman Terrace pump station cabinet and power & control automation infrastructure. Final upgrade and phase-out of redundant & unsupported PLC technology. Supports the system readiness for improved process monitoring and potential SCADA interfacing.	 GREEN	 GREEN
Progress comment:	Works not due to start for a few months.		
Goolwa Library Carpets Renewal 18/19	Project to relay the Goolwa library carpets. Subject to redesign of customer service layout.	 GREEN	 GREEN
Progress comment:	Scheduled for the third quarter of 2018-19.		















2018-19 Project Updates at 30 September 2018

Name	Description	On Time	On Budget
Capital Renewal - CWMS General 18/19	Generally network projects are grouped in CWMS general until appropriate asset amortisation. Includes but is not limited to renewal for communications backup & the replacement of antiquated electrical componentry for improved safety. The renewal of critical communications infrastructure for remote monitoring access. The installation of pump station valve pits and sensory infrastructure.	 GREEN	 GREEN
Progress comment:	Project Officer recruitment almost complete. Total scope of works will be determined in November when Smart Cities Grant application is awarded. This will impact the scope but not complete project status. Other electrical network renewal programs are progressing as planned.		
Parks and Gardens Capital Infrastructure Expansion as per Master Plan 18/19	Budget line for the creation of Recreation and Open-spaces assets, largely dictated by location planning and site specific master plans. Includes: o Ratalang Basham Conservation Reserve Projects; o Liverpool Road Reserve Upgrade; o Port Elliot Oval Irrigation Stormwater; and o Barrage Road Reserve Upgrade	 AMBER	 GREEN
Progress comment:	Signage upgrade is complete. Crockery Creek Management Plan, Wetland design and path link are with the design team. Boardwalk upgrade is waiting for the recommendations from the Coastal Adaptation Management Plan.		
Recreation and Open space Equipment and Structures Renewal 18/19	Budget line for the renewal of existing Recreation and Open Space assets, as predicted by Council's Asset Management System	 GREEN	 GREEN
Progress comment:	Goolwa fencing replacement program is complete. Milang fencing program is due to start mid October. Strathalbyn Lions Park Playground replacement is complete Bradford Road Reserve Goolwa playground replacement is programmed to start in November.		
Currency Creek Hall Renewal	Project to undertake remediation works at the connection of the original building and the newer addition to prevent further cracking and damage.	 GREEN	 GREEN
Progress comment:	Assessment report has been undertaken to determine required action. Quote for engineer drawings to be sourced January 2019 with construction to commence April/May 2019.		













2018-19 Project Updates at 30 September 2018

Name	Description	On Time	On Budget
IT Equipment Renewal 18/19	IT Equipment Renewal as per Renewal Master Plan	 AMBER	 GREEN
Progress comment:	Awaiting the finalisation of the tenders that are part of the Smart City and Suburbs Program.		
Resheet of rural access tracks	Resheeting of Rural Access Tracks requiring upgrade to meet Councils Unsealed Road Hierarchy.	 GREEN	 GREEN
Progress comment:	Confirmation of Rural Access Track segments yet to be confirmed. Re-sheeting planned following the Unsealed Road Renewal Program.		
Kerb Renewal 18/19	Budget line for the renewal of existing kerb assets, as predicted by Council's Asset Management System.	 GREEN	 GREEN
Progress comment:	Kerb renewals identified during footpath capital program and inspections. Arthur Street kerb renewal identified and completed with footpath works.		
General Public Conv Renewal District Wide 18/19	Project to refurbish 5 toilets as identified by Council's condition and defect audit.	 GREEN	 GREEN
Progress comment:	Tender written and released to market, closing early October.		
Capital Expansion - CWMS General 18/19	CWMS Laboratory Investigate the process validation and infrastructure expansion requirements for internal laboratory testing. Gap analysis on skills, equipment & building augmentations. Project represents the quality assurance layer and is integrated with progressing monitoring improvements across all schemes.	 AMBER	 GREEN
Progress comment:	Timelines will be largely determined by other projects and resourcing. If Technical Officer appointed this would improve the likelihood of implementation.		
Capital Upgrade - CWMS: Goolwa Capital Infrastructure 18/19	New Pump Station at Goolwa Beach Carpark.	 GREEN	 GREEN
Progress comment:	Being managed as part of Goolwa Beach Master Plan project. Tender has been awarded for construction work scheduled to be completed prior to January 2018		
Recreation & Open space: Woodchester Entry Statement	Project to create entrance statement in Woodchester for the Langhorne Creek winery region.	 GREEN	 GREEN
Progress comment:	Pending the outcome of the Federal Government's Stronger Communities Programme funding application.		













2018-19 Project Updates at 30 September 2018

Name	Description	On Time	On Budget
Erosion Mapping	Sea level rise inundation & erosion mapping for Alexandrina coastal zone and adaptation planning for high risk areas.	 GREEN	 GREEN
Progress comment:	Work is in progress with the consultant expecting completion at the end of December.		
Goolwa Beach Masterplan	Council contribution to capital infrastructure associated with the construction of a Surf Life Saving Facility at Goolwa Beach.	 GREEN	 GREEN
Progress comment:	The development of the Goolwa SLSC continues on schedule with the major bulk earthworks now complete. Underfloor foundation works and service corridor works, including lift foundation, commenced recently. Council staff continue to monitor the site and attend fortnightly site meetings.		
Hero Avenue/Chapman Road, Middleton localised flooding issue	Stormwater Pipe and side entry pit, resolution to localised, street-scale flooding issue.	 GREEN	 GREEN
Progress comment:	Design is likely to commence in November for construction in the fourth quarter 2018/19.		
Sandergrove Road Street Scene, Strathalbyn	Entry road upgrade. Major road upgrade, street lighting and streetscape project to enhance the entrance to the Strathalbyn Township from the commencement of the 50 kph speed limit to Milnes Road. Resolution of long standing condition and alignment issues.	 GREEN	 RED
Progress comment:	Tender process completed and preferred contractor selected. Council approved amendment to the budget in line with tender amounts on 17 September 2018, funded from within Council's overall capital program. Contract to be executed in October with works to commence in November.		
Goolwa Wharf Precinct - Amelia Park	In accordance with the Goolwa Wharf Precinct Masterplan proposes the sealing of the Amelia Park car parking area and construction of a pedestrian and cyclist shared path to link the Laffins Point Bikeway to the Goolwa Wharf Precinct.	 RED	 GREEN
Progress comment:	Project on hold awaiting round 3 Building Better Regions funding application.		
Strathalbyn Town Hall Renewal	Renewal of lights, ceiling fans and other internal fixtures.	 GREEN	 GREEN
Progress comment:	Consultation complete with internal and external stakeholders to determine scope of works. RFQ for design has been released via tender panel with a closing date mid-November. Onsite works estimated for June 2019.		
Goolwa Wharf Shed Refurbishment	Upgrade for Goolwa Wharf Shed including riverboat visitor centre.	 RED	 GREEN
Progress comment:	Project on hold awaiting round 3 Building Better Regions funding application.		







2018-19 Project Updates at 30 September 2018

Name	Description	On Time	On Budget
Strathalbyn Entry Statements	Expansion of Strathalbyn Entry Signage to better represent township, tourism and economic drivers. Being undertaken as part of the Strathalbyn Town Plan. One more sign proposed for installation in Sandergrove Road.	 GREEN	 GREEN
Progress comment:	Minor vegetation planning arranged to occur at the first 3 sign sites and this work is proposed to be completed by close of business 8 October 2018. New location scoped and assessed on 12 July 2018 on Sandergrove Road. Sandergrove Road sign to be delivered by the same contractor as the three already installed.		
Surf Life Saving Club Contribution	Contribution to a Surf Life Saving facility. Appropriate Surf Live Saving Facilities are anticipated to provide safer beaches.	 GREEN	 GREEN
Progress comment:	Second contribution made to Surf Life Saving SA during the first quarter.		
Mount Compass Reserve Playground, Waye Court	Construction of a playground, skate park, bike track and gazebos at the Waye Court Reserve Mount Compass.	 AMBER	 GREEN
Progress comment:	\$300,000 of funding received from the State Government in line with election commitment. The tender process for the Mount Compass Recreation Park is ongoing after being released in late August with several high quality responses being received. The project delivery including timeframes, budget and scope are currently being analysed by the Environment Division together with Outer Space Landscape Architects with the view to selecting a preferred contractor the week of the 15th of October. Please note this date may be postponed if any matters relating to budget and scope require Council oversight following caretaker period.		
Quarry Road / Alexandrina Rd Intersection realignment	Intersection realignment.	 GREEN	 GREEN
Progress comment:	Special Local Roads funding received from the State Government. Works scheduled to commence in the fourth quarter 2018-19.		
Strathalbyn Street Scape Parking and Traffic	Alfresco dining and pedestrian initiatives. Includes Sunter Street and church frontage.	 RED	 GREEN
Progress comment:	Work on the Sunter Street and High Street Carparks has been completed. Sunter Street Sculpture Garden scheduled for fourth quarter. Remaining project works on hold pending a future People and Places funding application.		
Milang Foreshore Erosion	Risk of collapse to the public when in close proximity to waters edge. Milang foreshore area has been fenced off due to the risk to the public in and around the concrete batters.	 AMBER	 GREEN
Progress comment:	Project has been difficult to get off the ground due to restraints by EPA. 6 month planning process before any on grounds works.		



2018-19 Project Updates at 30 September 2018




Name	Description	On Time	On Budget
Clayton Bay Oval Foreshore & Carpark Upgrade	Upgrade of oval foreshore including relocation of swimming area, new oval car park & access road, foreshore shelters, improvements to toilets, reconfigure boat ramp car park & improve footpath links, restrict vehicle access to cliffs, tree planting & signage. Identified in Clayton Bay Foreshore Master Plan, see Items 2.1-2.10 in Appendix B.	 AMBER	 GREEN
Progress comment:	Native Vegetation Council approved reed removal. Draft statement of effect sent to Council. Waiting on DA to be approved to send out Request for Quote to Contractors. EPA have put extra requirements on this project due to dredging and have engaged new consultant to help. Sealed carpark for main boat ramp has gone to design project team for design and plan.		
Dog Park Road Sealing	Sealing of road providing access to Port Elliot Dog Park.	 GREEN	 GREEN
Progress comment:	Scheduled for the fourth quarter of 2018-19.		
Frencham Lane Strathalbyn Stormwater Infrastructure Expansion	Expansion of existing stormwater drainage network to better accommodate the Water Sensitive Urban Design garden features within Frencham Lane, Strathalbyn. Following a number of storm events, minor flooding of the road network presents ongoing damage risk to council owned assets. Installation of an improved stormwater connection will result in a safe and efficient outcome, with protection of Council road asset a priority.	 GREEN	 GREEN
Progress comment:	Work scheduled for later in the year.		
Coastal Erosion Management	Key outcomes identified from Council's Coastal Erosion Mapping study.	 GREEN	 GREEN
Progress comment:	Required works to be identified from the Coastal Erosion mapping exercise currently being undertaken.		
Depot Generators	Replacement of back up generator works in both Goolwa and Strathalbyn Works Depots, to allow for continued service delivery during extended periods without electricity supply.	 GREEN	 GREEN
Progress comment:	Works complete, Goolwa infrastructure installed and commissioned. Hardware issue with ATS switch at the Strath depot, contractor to source replacement parts from their supplier under warranty. 5% of contract sum withheld until Strath depot has been commissioned and Certificate of Compliance issued.		
Corporate Systems Review	Procurement and implementation of a new Local Government Corporate System to improve the overall efficiency and service level of Council.	 AMBER	 GREEN
Progress comment:	External reviews of the process and documentation have been undertaken.		

2018-19 Project Updates at 30 September 2018

Name	Description	On Time	On Budget
Goolwa Wharf Wayfinding project	Project to undertake detailed design, fabrication and installation of wayfinding and interpretive signage In Goolwa Wharf Precinct and nearby Cadell Street. Project recommended by Goolwa Wharf Precinct Board.	 RED	 GREEN
Progress comment:	Project on hold awaiting round 3 Building Better Regions funding application.		
Strathalbyn Senior Citizens	Provide additional rooms, upgraded toilets and kitchen to the Strathalbyn Senior Citizens Club to create a community centre in collaboration with the Strath Neighbourhood Centre Inc.	 GREEN	 GREEN
Progress comment:	Design contract awarded to architectural firm Grieve Gillett Andersen. Concept plans complete following extensive consultation with Strath Neighbourhood Centre and Senior Citizens Clubrooms representatives. Detailed drawings and specifications are in progress due for completion by end of December 2018. Request for tender for construction estimated to be released via SA Tenders site mid January 2019 with commencement of onsite works late March and completion late June 2019.		
CWMS Strathalbyn Lagoon Expansion	Current storage has been exceeded at Strathalbyn Wastewater Treatment Plant. A portion of the system is still pumped to the Swamp Rd lagoons. Final construction will allow for complete winter storage and the required precursor for the rehabilitation of the Swamp Rd lagoons.	 GREEN	 GREEN
Progress comment:	Capital Expansion of CWMS Infrastructure - Strathalbyn Wastewater Treatment Plant Expansion. Tendering has been completed and final contracts have been signed with preferred tenderer. Due to delays in processing and to avoid civil construction during winter the project construction has been rescheduled to start early in October 2018 with practical completion early in 2019. Process upgrades, although part of the same project, will be tendered separately as a specialised mechanical and electrical capital works project in 2018-19.		

2018-19 Project Updates at 30 September 2018

Name	Description	On Time	On Budget
Currency Creek Cemetery	Expansion of Currency Creek Cemetery.	 GREEN	 GREEN
Progress comment:	<p>New Roads have been constructed within the cemetery ground and new burial plots are now defined onsite. Map has been numbered with new plot numbers ready to start allocating burial plots as required. Due to concerns regarding tight budget, final landscaping work was delayed until after the roads were fully constructed, to ensure no budget overrun. Roadways were only completed in the last week of June, therefore did not have time to use the remaining budget for finalisation of landscaping work around the old Pear Tree (feature tree) onsite.</p> <p>In addition, requesting designs and cost estimates for a Niche Wall for interment of ashes - to be installed in the new section. Initial investigations suggest this wall will be fairly costly therefore need to approach Council in future financial year to get funding as required to construct the wall. This is not urgent and not necessary to be completed as part of cemetery expansion - just allows more cremation spaces for future use when needed.</p>		

Key	
 GREEN	Within budget / timeframe estimates
 AMBER	Potential to move outside budget / timeframe estimates
 RED	Outside budget / timeframe estimates

Resources

Finance Services

Creditors Services
Rates & Debtors Services
Financial Management & Accounting
Payroll Services
Business Reporting
Subsidiaries

Information Services

Information Technology
Information Management

July to September 2018 Quarterly Report

Department: Council Properties

Objective: To provide and manage safe, well-maintained community buildings and facilities that meet the needs of a growing community.

Alexandrina Connecting Communities 2014-2023 Aspiration Areas

1 Innovate throughout our Region

Service Area Reporting - Strategic Highlights

Property Management

Council Property Tenure Agreements

This quarter, 9 Lease/ Licence agreements for community or commercial use of public land have been endorsed by Council with an additional 11 agreements under review. Additionally, open space continues to be activated with 23 Permits issued during the previous quarter ranging from overflow parking on Council reserves for community shows and horse events, to park runs and use of road related areas for activities ranging from placement of radio transmitters to outdoor street trading.

July to September 2018 Quarterly Report

Department: Finance Services

Objective: Planning and managing the monetary funds of Council to deliver the aspirations of our community - we account for our activities, act sustainably and disclose the results in a transparent manner.

Alexandrina Connecting Communities 2014-2023 Aspiration Areas

1 Innovate throughout our Region

Service Area Reporting - Strategic Highlights

Financial Management & Accounting

Community Group Audits

Council provided auditing services to nine non-profit community organisations in relation to their 2017-18 financial activity. Advice from a financial professional helps to ensure these groups are able to account for all their transactions and meet their regulatory requirements.

Budget and Long Term Financial Plan

The Annual Business Plan & Budget 2018-19 and Fees & Charges 2018-19 were adopted by Council on 2 July 2018.

Council's budget has been reviewed twice in the 3 months to 30 September 2018, on 20 August and 17 September 2018 in line with Council's Annual Budget and Budget Performance Policy.

A review for the first quarter ending 30 September 2018 was presented to Council on 15 October 2018.

Rates & Debtors Services

Rates Declaration 2018-19

Council raised its rates for 2018-19 in accordance with the Local Government Act 1999, with an estimated 72% of Council's operating income generated from General Rates. Rates are Council's main source of income and are used to deliver an extensive range and level of services that meet community needs. Council continued the application of rate capping for 2018-19, capping rate increases for the principle place of residence at 12% and 50% upon application for all other rate categories. In addition, Council also provides mandatory and discretionary rebates to the community, for 2018-19 these rebates have provided \$480,000 of rate relief to the community.

Voters roll for council elections

The supplementary and main electoral roll were successfully prepared for the upcoming Council elections. Council's supplementary roll included 81 enrolments, a 12% increase from the number recorded for the 2014 elections.

Environment

Asset Planning & Design

Infrastructure Services
Project Design

Asset Management & Geographic Information Services

Asset Management
Geographic Information Systems (GIS)

Facilities & Council Properties

Building & Property Management

Community Facilities & Open Space

Environmental Assets
Recreation, Open Space and Reserves
Community Facilities
Building Management

Field Services & Civil Assets

Bridges and Stormwater Management
Depot Operations
Engineering Services
Footpaths & Cycle Tracks
Roads & Car Parks

July to September 2018 Quarterly Report

Department: Field Services & Civil Assets

Objective: To provide customer service and engineering solutions in the management, operation and construction of Council's civil assets.

Alexandrina Connecting Communities 2014-2023 Aspiration Areas

1 Innovate throughout our Region

Service Area Reporting - Strategic Highlights

Depot Operations

Deliver effective and efficient Depot Operations

Completion of the backup generator provides failsafe operation for the community during power outages and extreme weather events.

Footpaths & Cycle Tracks

Deliver effective and efficient Footpaths & Cycle Tracks

Capital Works (Expansion/Upgrade/Renewal) and Maintenance of footpaths and cycle tracks program is currently on time and under budget.

Roads & Car Parks

Deliver effective and efficient Roads & Car Parks

The capital works program for unsealed Roads for 2018/2019 is underway.

Council maintained the vast road network in accordance with maintenance standards, with defects identified and repaired in response to both pro-active inspections and customer requests.

The asphalt and spray-seal reseal programs for 2018/2019 are programmed and will commence in the last quarter of the year.

Council maintained road reserves in the urban area through mowing and weed-spraying programs as per service standards.

Community Wellbeing

Governance & Strategy

Community Development, Partnerships & Advisory Services
Community Transport
Family & Youth Services
Community Connect
Community Health, Sport & Recreation Services

Health, Environment & Community Safety

Community Safety
Environmental Health

Library & Customer Service

Customer Services
Libraries
Alexandrina Visitor Services
Event Management

Sustainable Resource Management

Community Wastewater Management Systems (CWMS) & Water Recycling
Waste Management

Department: Community Wellbeing

Objective: Supporting and advocating a range of equitable and accessible wellbeing programs to encourage our community to live a healthy and active life.

Alexandrina Connecting Communities 2014-2023 Aspiration Areas

1 Innovate throughout our Region

2 Activate our Spaces

3 Participate in Wellbeing

Service Area Reporting - Strategic Highlights

Community Connect

Caddy Project

The team continued its involvement in the Caddy project. Auspiced through the Positive Ageing Taskforce and funded through the Office for the Ageing, this pilot project will trial utilising volunteers to 'stand beside' people who experience memory loss to remain connected to meaning activities and their community.

Community Development, Partnerships & Advisory Services

Co-ordinate Council's role in supporting the delivery of the National Broadband Network to the region

The NBN roll out for our region is now complete. All of our townships have access to high speed broadband through Fibre or copper connections to the premises or through Fixed Wireless systems with the more remote residents using the Satellite service. New works are ongoing for new developments and extensions to current installations.

Building Projects Progress

Alexandrina Council is currently working with the Strath Neighbourhood Centre and Strath Senior Citizens Club to ensure that the new building modifications to the Senior Citizens Club meet the needs of service user groups. The design for the building modifications has been finalised with construction due to commence in the new year.

The Strathalbyn Woodshed is now operating from new facilities and recently received a Federal grant to install solar panels on the roof of the new shed. The group is actively working with the community to facilitate additional programs in the shed with plans for self management in 2019.

July to September 2018 Quarterly Report

Advocate for equitable, accessible community services, programs and initiatives

This quarter the Flourishing on the Fleurieu Festival was held during Active Ageing Week 23-29 September 2018, with 42 groups (27 community groups and 15 organisations) showcasing over 100 activities across the region for older people. The aim of this year's Festival was 'exploring the possibilities' for getting involved in your local community focussing on connecting people with local communities and trying to reach those more isolated within communities. 2000 Festival Programs and 500 booklets (which include the Program and an info summary for each participating group) were distributed within local communities; along with print media, radio promotion and social media promotion.

Anti-Poverty Week and Mental Health Week

The Community Development Officer worked with Council staff and community groups to collate a program of events for Mental Health Week across the Alexandrina Council Region, liaising with the MHCSA, organisations and community groups to promote events and activities. Linking key people, activities and groups together to partner during mental health week. Council partnered with Growing Life Connections in Milang to deliver Anti-Poverty Week across the region. Working closely with churches, schools and businesses, 60 collection bins were distributed across the region to collect food for those in need in our community.

Manage the delivery of Council's Community Grants Program

The 2018-19 Community Grants attracted 49 eligible applications across nine categories. Of these, 23 applicants were awarded funding (partial or full), with a further three applications acknowledged as potential grant recipients, subject to Council staff working with applicants to further define scope and availability of external funding.

Community Health, Sport & Recreation Services

Successful Sports Grants for Alexandrina

The Star Club Officer has been working with Alexandrina clubs to apply for grants in round 45 of the Office for Recreation Sport and Racing's Active Club Program. The following clubs were successful in obtaining grants:

Langhorne Creek Netball Club - Court Resurfacing and Fencing - \$25,000

Port Elliot Tennis Club - Court Lighting Stage 2 - \$25,000

Strathalbyn Tennis Club - Tennis Backstop and Fencing Replacement - \$10,000

Southern Breakers Soccer Club - Program & Equipment Funding - \$5,000

Community Transport

Hills Community Passenger Network Expansion

The Manager Community Wellbeing is a committee member of the Southern Community Transport Scheme and the Hills Community Passenger Network. Both services have recently received growth funding from the Federal Government to assist with increasing demand for transport services for the aged, frail and transport disadvantaged in our communities. The Hills Community Passenger Network is also procuring an additional 2 hybrid electric vehicles to be located in Strathalbyn and Gumeracha which will improve the availability of medical transports in the Strathalbyn region.

Department: Health, Environment & Community Safety

Objective: Providing best practice Environmental Health and Community Safety services for the community, through education, provision of professional advice and information, as well as compliance with relevant legislation and standards. Providing a strategic direction for Council's environmental actions and responsibilities.

Alexandrina Connecting Communities 2014-2023 Aspiration Areas

3 Participate in Wellbeing

Service Area Reporting - Strategic Highlights

Community Safety

Deliver an effective and efficient operational community safety service

Animal Management: 6,924 dog registrations were renewed by dog owners across Alexandrina in this quarter. On 1 July 2018, all South Australian councils transitioned from local council-based dog and cat registers to a state-wide model called Dogs and Cats Online (DACO). This new system allows dog and cat owners to register and self-maintain their pet registration information in a central location. In this quarter, Council's Community Safety team conducted 18 dog attack/harassment investigations and 18 barking dog investigations, from which six Control Orders under the Dog and Cat Management Act were issued in order to protect the safety and wellbeing of the Alexandrina community.

Fire Prevention: As part of Council's Fire Prevention mitigation works, a Rural Roadside Slashing program will be undertaken between October 2018 and January 2019. This year, as part of Council's fire prevention strategy, a letter was sent to properties that have previously received legal notices under section 105F of the Fire and Emergency Services Act (the Act) at any time over the last five years. The letter alerts property owners to the upcoming fire danger season and their responsibilities for managing property appropriately to mitigate fire risk or risk receiving a penalty under General Duty provisions of the Act. This is a new method aiming to achieve higher rates of compliance at the beginning of the fire danger season, in order to help keep our community safe from bushfire. Council's fire prevention officers have been liaising with the Country Fire Service (CFS) to develop a new approach for educating property owners of their responsibility to reduce fire risk on their property throughout the fire danger season. It is expected that due to the low rainfalls experienced over the past few months, the upcoming fire danger season for the Murraylands district will have above average potential for fires.

Abandoned vehicles: Five abandoned vehicles were reported to Council this quarter and all of these were removed by vehicle owners without the need for Council-instigated towing or impounding.

Litter: This quarter Council's Community Safety team received 21 customer complaints in relation to illegally dumped rubbish. These reports were investigated by Authorised Officers who took action as appropriate in line with the Local Nuisance and Litter Control Act, as well as Council's enforcement policy to deter future offending.

Parking Management: Community Safety Officers undertake parking patrols regularly in conjunction with other field-based duties. The focus of parking patrols over this past quarter has been school zones and parking on verges, as illegal parking in these areas has great potential to put public safety at risk. Five complaints were received in relation to illegal or inappropriate parking over the past quarter. Parking enforcement activities have led to the issuing of 177 parking expiations over this reporting period.

Environmental Health

Deliver an effective and efficient operational environmental health service

Immunisation Services: Council engages City of Onkaparinga to deliver important immunisation services to the Alexandrina community. In addition to school clinics, which form part of a state government funded program, monthly clinics are held in both Goolwa and Strathalbyn to ensure that immunisation services are accessible for our community. This year, the state government has introduced a new Meningococcal B vaccine to the childhood schedule, which will be delivered as part of the school program.

Regulation of High Risk Manufactured Water Systems: Council continues to maintain a register of High Risk Manufactured Water Systems (HRMWS), as required by legislation and Environmental Health Officers ensure that audits of these systems are undertaken as scheduled. These systems are managed to mitigate public health risks associated with Legionella which are associated with HRMWS. Regulation of Onsite Wastewater Systems: The Environmental Health team have received and assessed 122 wastewater works applications over the past quarter. These assessments ensure that wastewater systems are adequately designed and can therefore be installed to meet public health regulation requirements. Additionally, the team has undertaken 126 inspections of approved systems to ensure that they have been installed in accordance with their approval requirements and 148 complaints/reports were investigated in relation to non-compliant wastewater management systems, which have the potential to cause a risk to public health. As a result of these investigations, 30 legal notices were issued under the South Australian Public Health Act, to secure compliance.

Regulation of Food businesses: During the last quarter, 64 routine inspections of food premises were undertaken in line with recommended inspection frequencies as determined using the SA Health Risk Classification tool. Eleven food recalls were received requiring follow-up action by the Environmental Health team under the Food Act, 2001.

July to September 2018 Quarterly Report

Department: Library & Customer Service

Objective: Delivering high quality customer information and providing safe spaces for the community to explore, interact and imagine.

Alexandrina Connecting Communities 2014-2023 Aspiration Areas

1 Innovate throughout our Region

2 Activate our Spaces

3 Participate in Wellbeing

Service Area Reporting - Strategic Highlights

Alexandrina Visitor Services

Manage and promote accessible tourism information services

This quarter our region hosted visitors from intrastate, interstate and overseas. Visitors to the Goolwa Visitor Information Centre composed 55% intrastate visitors, 37% interstate and 8% visitors from overseas. The Strathalbyn Visitor Information Centre attracted 64% intrastate visitors, 29% interstate and 7% from overseas. In August, we launched the Best of Alexandrina Photographic Competition to encourage engagement with Council's premier tourism website, Visit Alexandrina. The competition was a great opportunity for community to share their images from around the region, some of which will be featured on the new tourism website. Well known South Australian Landscape photographer, Pete Dobre judged the ten best photographs from the 53 submitted.

Customer Services

Deliver excellence in customer service

During the July to September 2018 period, Council's Service Centre filtered 13,527 phone calls. Almost 30,000 council payments to the value of \$15.3M were processed, 24% being over the phone and in person with the remaining 76% paid online. 78% of calls received to council were answered within 30 seconds, exceeding our target of 70% and the call abandonment rate was just 3.65%. A total of 529 Property Search requests were processed to the value of \$24,709.60; 56 less than the same period in 2017.

Develop and implement an organisation wide Customer Service Strategy

Following the introduction of our new Customer Service Standards, Council's Customer Service Charter was reviewed and re-launched in July. This publication is accessible on Council's website and in a brochure format from all council offices promoting a customer centric culture at Alexandrina Council.

July to September 2018 Quarterly Report

Working collaboratively across Council to increase community awareness of facilities and services

The new Dogs and Cats Online (DACO) state-wide animal registration system went 'live' to the public on 1 July 2018 and the Service Centre was well prepared to support our residents. An additional 966 calls for assistance were received in August compared to the same time last year. The customer service team supported 2,238 residents in processing their new animal registrations and renewals online at both the Goolwa and Strathalbyn Council offices. The Customer Service Centre continues to provide valuable support to our residents as they embrace recent changes with the implementation of Council's fortnightly kerbside waste collection. Now well into the second year of the Exceptional Circumstances (EC) Renewal process, the Service Centre mailed out 863 letters to residents. 144 residents eligible for an EC bin due to Medical Needs were automatically renewed, reducing the red tape and the need for them to undertake the renewal process. 88% of eligible properties renewed their existing service with the remaining properties (or 12%) having either moved out of the area or no longer requiring the service. Council continues to support our residents by selling composting products at a discounted rate encouraging everyone to recycle more. Council also acts as a drop-off point for old mobile phones and batteries. During this quarter, eight Compost Bins, 13 Worms Farms, 27 Kitchen Caddy's and 120 replacement bags were sold to residents. 15kg of old mobile phones and components were collected and 20kg of batteries were all disposed of in the correct manner.

Event Management

Promote and support local Council funded festivals and events

The call for applications to the 2018/19 Community Grants fund resulted in financial support being offered to nine events across the region. The supported events include Families Against Bullies in Clayton Bay, Goolwa Regatta Week, Smoke Off Festival and Aquafest in Goolwa, the Compass Cup in Mount Compass, Knights Beach Pro in Port Elliot, Yesterday's Power Rally in Milang, The Lower Lakes Stockman's Challenge in Strathalbyn and New Year's Eve Fireworks off of the Hindmarsh Island Bridge. Four Christmas events were also supported with cash and in-kind contributions, including Christmas Where The Angas Flows in Strathalbyn, Goolwa Christmas Festival and the Goolwa Lions Christmas Eve Children and Families Party and Carols in the Park, Port Elliot.

Work with tourism event industry stakeholders and local tourism associations to boost the economy in the region

In September, Council's events team supported the Adelaide Coastrek event. This was the first time the event has been held in South Australia and we were delighted to be involved in this nationally recognised event. The event was completely sold out with over 1,300 people trekking along the Fleurieu Peninsula's rugged coastline and spectacular bays, secret bush trails and historic sites to finish their walk in Goolwa. Together the trekkers raised over \$900,000 for beyondblue, making a huge difference to the wellbeing of people in Australia.

Libraries

Deliver innovative library spaces that support the community to connect, collaborate and participate in diverse activities

The Alexandrina Library Tech Savvy Seniors Program is proving to be very popular with our community. By the end of September, 48 Tech Savvy Seniors sessions had been run by Library Staff at the Goolwa and Strathalbyn libraries. Participants have learnt about a variety of technology topics including How to Stay Safe Online, Online Shopping and an Introduction to Social Media.

July to September 2018 Quarterly Report

Provide Library services, programs and events for the Community that support life-long learning, literacy, recreational and cultural information

The Mayor's Short Story Challenge is an initiative of Alexandrina, City of Victor Harbor and Yankalilla Councils. The challenge is about encouraging students from reception to year 10 to let their imaginations run wild and share stories through creative writing. 368 entries from across the Alexandrina Council were received. The winners were announced at a celebration held at the District Council of Yankalilla with more than 120 people attending from across the Fleurieu.

Department: Sustainable Resource Management

Objective: To support awareness, provide integrated waste management and sustainable resource management, including stormwater for our community.

Alexandrina Connecting Communities 2014-2023 Aspiration Areas

4 Thrive in 'Clean, Green' Futures

Service Area Reporting - Strategic Highlights

Community Wastewater Management Systems (CWMS) & Water Recycling

Provide effective and innovative community wastewater management

Capital Expansion of CWMS Infrastructure: Strathalbyn Wastewater Treatment Plant Expansion The CWMS team has commenced the construction of the new 110 megalitre storage lagoon at Strathalbyn. The \$1.8 million lagoon will be a significant milestone for the Strathalbyn CWMS scheme. Completion will allow for the final diversion of all sewage from the antiquated Swamp Road Lagoon system and into a more contemporary treatment facility. The Stage 2 wastewater treatment process upgrades are currently being designed. This complex process review will bring the facility into current regulatory compliance standards.

During this period the group also addressed a number of customer defect and corrective actions requests with a 97% resolution rate. These figures do not include the extensive customer service and investigation requirements associated with the team's pre-development enquiry and development application responsibilities. A total of 76 alarms were received from critical infrastructure throughout the reporting period which is significantly down from the same time last year (196). This included 40 occurring out of hours and requiring on call personnel to attend.

Develop wastewater network process monitoring system

The roll out of sensory upgrades continues across the network to improve data acquisition and control systems. This includes more reliable battery backup and monitoring capability to reducing public and business risk. The group continues to suffer from poor timeliness of information with data collection occurring through manual operational means and with lengthy delays. This will only be improved with acquisition of standard water industry and/or contemporary data acquisition and control systems. This is the current accepted strategic direction with fund allocation attributed for 2018-19.

Undertake Strathalbyn engineering process modelling

Field validation has now been organised for November 2018. This will be the final testing phase before completing final modelling report.

Maximise the capacity & performance of our water recycling networks

Beneficial reuse of treated wastewater and stormwater has been significantly higher in 2018-19 compared to the previous years. This has partly been due to less rain in over the winter and spring months and the proactive management of storage capacities to reduce levels to as low as possible.

Waste Management

Guide, Monitor and report on Regional Waste Authorities

The official opening of the Goolwa waste and recycling depot in September signified the finalisation of the major redevelopment project. The new facility allows for a fully compliant and optimised sorting solution for regional waste management. This project aligns with reducing total waste to landfill for long-term environmental and financial sustainability. A plan to promote public place recycling at the Goolwa Wharf is currently being developed. The final solution will look to provide community education and multiple waste disposal options. This initiative has been driven by residents and community groups requesting more visible recycling in our communities.

Council has developed in a proof of concept for the improved management of Bin Banks. The newly developed design aims to reduce the impacts on rural communities due to uncontrolled litter, illegal dumping and unsolicited bin use. Written information has been distributed to relevant residents requesting the provision of important information to further inform progress of Bin Banks. Final installation, pending receipt of information form residents, is scheduled for November/ December 2018.

Growth

Planning & Development

Development Assessment - Building
Development Assessment - Compliance
Development Assessment - Planning

Economic Development

Arts & Culture
Tourism

Council Properties

Property Management

Department: Economic Development

Objective: To attract, promote and foster local tourism and events providing economic and social benefits to the community and region.

Alexandrina Connecting Communities 2014-2023 Aspiration Areas

2 Activate our Spaces

Service Area Reporting - Strategic Highlights

Arts & Culture

Co-ordinate arts and cultural facilities, experiences and services for residents and visitors

Exhibitions occurred across the region as part of the South Australian Living Artists Festival. Strathalbyn artist Monika Morgenstern featured in a solo exhibition in Signal Point Gallery. Strathalbyn and Langhorne Creek artists featured in Bacchus at the Langhorne Creek Hub. Stranger than Fiction, a community exhibition based on visual art and literature was held at the Strathalbyn Library. And also in Strathalbyn, local resident Paul Chaplin held a solo display featuring his painting of politicians. The 2018 Drawing on Country program was launched during the SALA Festival this year showcasing community works in a variety of media and from across the region.

Support public art within the Alexandrina region

Clayton Bay residents launched the Colouring Clayton public art project. After receiving grant funding in the 2017 round of council's community grants, a diverse group of residents designed and mosaicked the shelter shed and parts of the public toilet at the Clayton Bay foreshore; a great source of local pride with the official launch in September. Two sculptures, supported through Council's Community Grant fund have been commissioned: the Kenny Blake memorial sculpture, initiated by a volunteer organising committee from Strathalbyn's Kenny Blake Festival; and, the 'Legendary' cow sculpture, a project initiated by the Port Elliot historical Museum and funded by Council's public art allocation to commemorate the local dairying industry. Both sculptures are due to be unveiled in the next quarter.

Tourism

Promote, monitor and report on Council owned tourism services, facilities and activities

The PS Oscar W and her volunteer crew had a busy quarter with the paddlesteamer being slipped for its annual maintenance, and celebrating its 110th birthday on Sunday 30 September.

Department: Planning & Development

Objective: Provides planning, building surveying and associated administrative services to Council and the community by facilitating appropriate, sustainable and safe development. Provides timely and accurate decision making and informative customer-service.

Alexandrina Connecting Communities 2014-2023 Aspiration Areas

1 Innovate throughout our Region

2 Activate our Spaces

3 Participate in Wellbeing

Service Area Reporting - Strategic Highlights

Development Assessment - Building

Undertake building rules assessment of development applications in accordance with the Development Act & Regulations and Building Code of Australia

Building Fire Safety Committee

For the period 6 premises were inspected with 4 of those being inspected by the full Committee.

Progress on fire safety upgrades is monitored closely.

Building Rules advice and assessment

Council's building section has issued consents for 157 building rules applications out of a total of 285 building consents granted in the Council area for the period (including private certification). This equates to 55% of all building consents being assessed by Council building surveyors.

The 285 consents included 76 new dwellings and 15 dwelling additions.

The total number of building rules consents issued was up by 40% when compared with the same period last year. The number of new dwellings approved was up by 49% and dwelling additions approved was up by 114% when compared to the same period last year.

Report on inspections (Buildings & Swimming Pools) and enforcement activities

For the period a total of 79 inspections were carried out, including 59 structural frames, 12 swimming pool and 1 footing inspection.

The requirements of the building & swimming pool inspection policy have been satisfied.

In addition to the statutory inspections audit inspections of older swimming pools are being carried out when time permits, with 2 being inspected for the period.

July to September 2018 Quarterly Report

Development Assessment - Planning

Provide sustainable growth of townships and rural areas through progressive and appropriate policy planning

The following has occurred during the reporting period:

Strathalbyn Township and Environs Development Plan Amendment (DPA)

In September the Minister wrote to Council advising that he had approved the DPA with no changes and with it subsequently being gazetted the policies are now operational. This is a significant milestone with respect to the future growth of Strathalbyn and formally closes this project.

Planning, Development and Infrastructure Act - Reform Update

Policy Discussion Papers - in August two of the proposed discussion papers were released for consultation covering Integrated Movement Systems and Natural Resources and Environment. Consultation is open until December and a joint meeting of three Council advisory panels is being organised for September to assist with Council's submission. These discussion papers are designed to raise the key issues and opportunities associated with their respective topic areas and will assist in formulating the policy for the Planning and Design Code.

State Planning Policies - in September, following a workshop with Council, a submission was prepared and submitted on the proposed State Planning Policies.

Accredited Professionals Scheme - the proposed regulations were released in August for consultation with submissions due in October.

Performance Indicators - the discussion paper on what will be reported on within the new system was released in August with submissions due in October. Unlike the current system, the new system will see the gathering of data occurring through the central portal rather than relying on individual Councils.

Assessment Pathways - the discussion paper on the new assessment pathways was released in August with submissions due in October. This paper sets out the new processes to assess development that will be introduced under the new Act.

Staff are continuing to attend seminars and workshops to assist in understanding the new system and how it is going to work.

Minor Project Reporting

World Heritage Bid (MinP)

Status Update: There have been no project management or steering group meetings during the reporting period. A report was prepared for the September Council meeting following a workshop to seek Council's position on its future involvement with the project.

