



CONNECTING COMMUNITIES

# The Quarterly

*Our performance, Our story....*

April to June 2017



## Chief Executive Officer's Quarterly Update

April to June 2017

Since commencing in the role of Chief Executive Officer on 22 May, I have very much enjoyed meeting many members of our community and the dedicated staff of the Alexandrina Council.

I am pleased to report that the fourth quarter has seen significant highlights.

Alexandrina Council is working with a number of external consultancies to prepare the Strathalbyn Township and Environs Development Plan Amendment (DPA), including the successful 'Strathalbyn Immersion' pop-up exhibition, forming part of the Strathalbyn District Centre Traffic, Car Parking and Streetscape Plan public consultation. Council needs to complete a number of planning assessments prior to submitting the DPA for Ministerial approval by December 2017.

Council has been advised that the State Government will assist with funding the repair of assets damaged during storms in the winter of 2016. The State Government will fund approximately 50% of capital replacement costs. All road infrastructure repairs have been completed, with asset design and re-construction scheduled within the next 18 month period.

Scheduled works to seal Nine Mile Road are nearing 75% completion. Once finished, there will be a sealed arterial link between the Milang and Strathalbyn communities. The project was part funded through the State Government from the Commonwealth's Special

Local Roads Program out of the Roads to Recovery Grants, Fuel Excise Program.

The draft Annual Business Plan and Budget 2017-18 went through extensive community consultation and engagement from 16 May to 5 June 2017, with feedback presented to Council for consideration. The Annual Business Plan and Budget reinforces Council's commitment to supporting an economically, socially, culturally and environmentally sustainable community.

In May we welcomed 115 delegates from 41 towns across 13 nations for the Cittaslow International General Assembly. It was the first time the Assembly was held outside of Europe. Delegates participated in activities at Centenary Hall and Signal Point, and were taken on daily trips to unique places around the Alexandrina region to experience the beautiful part of the world we call home. Congratulations to organisers, volunteers and committee members who made the Assembly possible.

Keep an eye out for our 2016-17 Annual Report, to be published in December 2017. I look forward to working with the community to achieve great outcomes for the Alexandrina region in 2017-18.

**Glenn Rappenberg**  
Chief Executive Officer



## Update on Projects

<b>Major</b>		
<b>Construction of treated wastewater lagoon in Strathalbyn</b>	<b>On Time</b>	<b>On Budget</b>
Expansion of Community Waste Management Scheme (CWMS) Lagoons	N	N
<b>Progress Update:</b> Design for Strathalbyn Treated water storage lagoon 70% complete with construction expected to start in 2017/18 financial year.		
<b>Mundoo Boat Ramp, Public Toilet</b>	<b>On Time</b>	<b>On Budget</b>
Renewal of existing, utilised public toilet facility.	N	Y
<b>Progress Update:</b> Building complete and open for public , entrance sealing and fencing works to be completed in September 2017.		
<b>Port Elliot Institute</b>	<b>On Time</b>	<b>On Budget</b>
Internal Refurbishment Carpets, Repaint, Fixtures	N	Y
<b>Progress Update:</b> Scope of works been changed, floor surfacing works being discussed, quote being sourced and State Heritage being engaged.  Expected completion end December 2017.		
<b>Strathalbyn Institute, High Street</b>	<b>On Time</b>	<b>On Budget</b>
Refurbishment of internal and external paint surfaces and related fixtures.	N	Y
<b>Progress Update:</b> Works will be deferred to coincide with the Strathalbyn Old Corporation Building project currently timed in 2018/19.		
<b>Commercial Road, Strathalbyn - Public Toilet Upgrade</b>	<b>On Time</b>	<b>On Budget</b>
Upgrade of existing toilet block at Soldiers Memorial Gardens Strathalbyn. Reconfigure existing toilet building to incorporate fully compliant disability units.	N	Y
<b>Progress Update:</b> Design complete. Onsite works have commenced. Building works are scheduled for delivery in the first quarter of 2017/18 financial year to avoid Summer trade.		

## Update on Projects

Mt Compass Car Parking	On Time	On Budget
Construction of car park to service the Mount Compass commercial precinct and adjoining wetland. Project to include the provision of Long Vehicle (Truck) parking.	N	Y
<b>Progress Update:</b> Car park and Sam Court construction complete. Streetscape project near complete with feature wall footpath and turf complete and soft planting to follow. Expected completion August 2017.		
Complete sealing of Nine Mile Road	On Time	On Budget
Complete sealing of the full length of Nine Mile Road between Milang and Strathalbyn	Y	Y
<b>Progress Update:</b> 3 km of road sealed with the remaining 2.8km of road to be constructed.		
Alexandrina Community Hub, Goolwa	On Time	On Budget
New building to replace the Alexandrina Centre for Positive Ageing and provide a community services coordination hub for the Alexandrina region. This will include the new Home Support Program, Fleurieu Families, Youth Development and OPAL.	Y	Y
<b>Progress Update:</b> Construction and fit out completed and staff relocated to the new building. Scope of fit out amended to enhance functionality, offset by funds from the Alexandrina Centre for Positive Ageing Support Committee Reserve.		
Fleurieu Regional Aquatic Centre	On Time	On Budget
Project in progress. The construction of a regional indoor aquatic facility to be funded by the City of Victor Harbor and Alexandrina Council. The facility will incorporate a lap swimming pool, rehabilitation pool and wet play spaces.	Y	Y
<b>Progress Update:</b> Project completed. Facility now operational.		
Frank Potts Reserve Camping Area, Langhorne Creek	On Time	On Budget
Upgrade of Frank Potts Reserve Camping Area to enhance tourism experience within Langhorne Creek wine region. Provision of improved sites, site management and aesthetics	Y	Y
<b>Progress Update:</b> Project completed.		

## Update on Projects

Waste Management: Development of the Goolwa Transfer Station	On Time	On Budget
Project in progress. Redevelopment of the Goolwa Waste and Recycling station to cater for the closure of the inert cell and provide service to the Alexandrina and Victor Harbor Council areas as per agreement.	N	N
<p><b>Progress Update:</b></p> <ul style="list-style-type: none"> <li>• Waste Transfer Shed - detailed design complete and awaiting building rules approval. Procurement of long lead items commenced.</li> <li>• Roads and Drainage – mobilised to site and site preparation commenced</li> <li>• Mechanical Workshop - detailed design complete, procurement of long lead items commenced and mobilised to site.</li> <li>• Office and weighbridge - detailed design complete and awaiting building rules approval. Procurement of long lead items commenced.</li> </ul> <p>Expected completed date - major construction works to be completed by the end of April 2018, with ongoing maintenance.</p>		
Sandergrove PLEC Scheme - Undergrounding of Powerlines	On Time	On Budget
Undergrounding of power along Sandergrove Road. Reconfiguration of existing stobie poles along Sandergrove Road. Separate capital project provides enhanced town entrance road network.	Y	Y
<p><b>Progress Update:</b> Civil Contractors constructed under ground services for Stage 1 including conduit pits and cabinets.</p>		

**Department: Office of the Chief Executive**

**Objective:**

## **Alexandrina Connecting Communities 2014-2023 Aspiration Areas**

### **1 Innovate throughout our Region**

#### **Service Area Reporting - Strategic Highlights**

##### **Office of the Chief Executive**

##### **Office of the Mayor & Chief Executive**

In April Mayor Parkes opened the 8th World Crossbow Shooting Association World Target Crossbow Championships held at Strathalbyn.

Late in April, Mayor Parkes hosted his Excellency the Governor of South Australia, Hieu van Le at the official opening in Goolwa of the 2017 South Australian Wooden Boat Festival.

The 10th Cittaslow International Assembly was held in Goolwa from 9 - 12 May 2017. Mayor Parkes hosted His Excellency, the Governor of South Australia, Hieu van Le and Mrs Le at a Mayoral Reception for 120 guests at Signal Point, which showcased local produce and wines.

Council's new Chief Executive Officer, Glenn Rappensberg commenced with Council on 22 May. Mr Rappensberg has held CEO roles with Royal Society for the Blind Incorporated and Novita Group; also Chief Executive roles with Naracoorte Health Service and Kingston Soldiers Memorial Hospital.

Late in June Mayor Parkes attended the Lions Club of Strathalbyn Handover Dinner, where he delivered a toast to Lions International.

Community group meetings which were attended by the Mayor included the Alexandrina Sustainable Agriculture Round Table, Goolwa Ratepayers and Residents Association; the Goolwa Recreation Grounds Committee, Goolwa RSL, Milang Agriculture Bureau and the Strathalbyn Community Action Planning group.

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#### **Involvement in local and regional outcomes**

In April Mayor Parkes attended the LGA of SA Ordinary General Meeting in Adelaide, which was supported by a Council Showcase which focused on current projects and initiatives, including Council's award winning Fleurieu Aquatic Centre project.

The Australian Coastal Councils Conference, held in Redcliffe Queensland early in May was attended by Mayor Parkes and Cr Stanley-Murray

Later in May, Council hosted meetings of the LGA Board and South Australian Regional Organisation of Councils. Mayor Parkes hosted dinner with Board and Committee members together with Executive staff from the LGA and Council.

On 15 May Mayor Parkes and the Interim Chief Executive, Victoria MacKirdy met with the Federal Member for Mayo, Rebekha Sharkie. Mayor Parkes and Glenn Rappensberg welcomed Minister Brock to Council on 6 June, when Council hosted the Regional Youth Traineeship Program.

The Natural Resources Committee hosted by Robert Brokenshire MLC , met in the Alexandrina Region on 7 June, with Mayor Parkes attending the Mount Compass Area School, the Mount Compass retail development and wetlands and Harvest the Fleurieu.

On 16 June, Mayor Parkes attended the Local Government Transport Advisory Panel Meeting at which he was appointed Chair.

Mayor Parkes and Mr Rappensberg attended a Regional Collaboration meeting on 29 June with Mayors and Chief Executives from Mid Murray, Coorong and Murray Bridge Councils.

During this time Mayor Parkes attended meetings of the Southern and Hills LGA, the Economic Development Advisory Panel, the Goolwa Wharf Board.

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CONNECTING COMMUNITIES

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## Engineering & Environment

### Field Services & Civil Assets

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

### Sustainable Resource Management

Community Wastewater Management Systems & Water Recycling  
Waste Management Partnerships

### Community Facilities & Open Space

Community Facilities  
Environmental Assets  
Recreation, Open Space & Reserves

### Health, Environment & Community Safety

Community Safety  
Environmental Health  
Environmental Strategy





**Department: Community Facilities & Open Space**

**Objective:** To provide community facilities that promote and enhance our lifestyle, while protecting our environmental assets through sound land management practices.

**Alexandrina Connecting Communities 2014-2023 Aspiration Areas**

**1 Innovate throughout our Region**

**2 Activate our Spaces**

**4 Thrive in 'Clean, Green' Futures**

**Service Area Reporting - Strategic Highlights**

**Community Facilities**

**Ensure council owned community public convenience and facilities are serviced and well-maintained**

All planned maintenance and minor renewal work for public conveniences and facilities has been completed for this year. Minor maintenance is continuing under the Public Convenience Cleaning Contract.

**Implement ratalang basham beach conservation reserve priority projects and goals**

Waiting for designs to be supplied for viewing platforms that support the cultural heritage of the area. The Port Elliot Caravan Park overflow car park and entrance to Ratalang Basham Beach Conservation Reserve is complete as per master plan recommendations.

2016/17 Maintenance Management Plan for Ratalang Basham Beach Conservation Reserve is on target for the completion of all work identified.

**Environmental Assets**

**Protect, maintain & restore biodiversity within council's land**

Plantings undertaken for biodiversity - Planted with Bush for Life Finnis Quarry site. Worked with The Goolwa to Wellington Local Action Planning Association, Angas River Catchment Group and Bush for Life at the Betty Westwood Memorial Reserve. Supported the Friends of Bashams. Planted with Bush for life at Reserve 93 Highland Valley. Supported the Adelaide and Mount Lofty Natural Resources Management with coastal and inland weed control activities. Other planting projects have included Stones Lane Strathalbyn, Goolwa Waste Depot Green Waste pad, Bradford Road reserve and Walter Newell path.

Maintenance of biodiversity, coastal and river front reserves is ongoing. Significant projects have included the Harbourmasters walk retaining wall stage two renewal, along with planning for stage 3, the completion of the Ratalang Basham Beach Conservation Reserve weed management program and completion of the annual Roadside Marker Maintenance program.

Numerous native vegetation assessments were undertaken throughout the year, including support of the extensive native vegetation assessment and clearance for the Nine Mile Road reconstruction and associated offset locations.

As part of biodiversity works, there was continued liaison and support with the Ngarrindjeri Regional Authority on cultural matters.

## **Recreation, Open Space and Reserves**

### **Deliver efficient and effective recreation and open space reserves**

Recent inspection reports have shown an increase in service delivery in key performance indicators. Maintenance against parks and reserve service levels ongoing.

Street planting was undertaken at Mindacowie Tce, Middleton (11 Crape Myrtle), Tottenham Court Rd, Port Elliot (43 Bottlebrush), and Vesta Dr, Hindmarsh Island (35 Coastal Banksia). 34 other new trees have been planted across the district in response to resident requests.

Completed projects associated with the capital renewal program for recreation and open space reserves - Lakala Reserve, Port Elliot and Milang Foreshore Irrigation upgrades are completed.

Installation of composite sleepers and returfing (around 200sqm Kikuyu) new play equipment at Strathalbyn Visitor Information Centre.

New drinking fountain with dog drink bowl and water bottle refill station installed at Flying Fish Lawns, Port Elliot.

Two new 4m x 4m shelters and picnic settings installed at Bristow Smith Reserve.

Temporary volleyball net trialled on Commodore Reserve, Port Elliot.

Landscaping of the traffic islands on the corner of Hutchinson and Hay St, Goolwa.

Landscaping of the new disabled access at Soldiers Memorial Gardens, Port Elliot.

Installation of new drink fountain in Neighbour Reserve, Goolwa.

Re-landscaping of the garden beds in front of Signal Point café and arts centre, Goolwa.

Replacement of the playground on Neighbour Reserve, Goolwa.

Replacement of a limestone retaining wall with new bluestone at Soldiers Memorial Gardens, Port Elliot.

Replacement of the basketball ring in Abbots Reserve, Middleton.

New seats installed on Liverpool Rd Goolwa Nth and Town Square Port Elliot.

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**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**

**Bridges and Stormwater Management**

**Deliver effective and efficient bridges and stormwater management**

The stormwater renewal and upgrade program has been put on hold due to the storm damage.

There was no bridge renewal and upgrade program for 16/17.

Maintenance of stormwater and bridges is ongoing with a higher than normal work load as a result of the recent storm events.

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**Depot Operations**

**Deliver effective and efficient depot operations**

Completed projects within Depot Operations -  
Strathalbyn Depot extension is on going. Delays have been experienced due to brick supply issues. Due for completion in September.

Major Plant Replacement Program has been completed with the water truck awaiting delivery. A review of the 10 year replacement plan was undertaken and advised to the Executive. This updated plan took into account changes in service delivery, changeover costs and replacement frequency. However the original program and values are to be maintained until the next Long Term Financial Plan review.

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**Engineering Services**

**Deliver effective and efficient engineering support services**

Engineering Services has delivered the following contracts and project management during this period -

Input in to 2017/18 capital works programs

Major support of Venderpanel delivery and implementation

Goolwa Waste and Recycling Depot upgrade design project management and contract management

Procurement of tree trimming contract

Milang Habitat Restoration Project design project management

Nine Mile Road reconstruction and sealing tendering and construction management

Storm damage unsealed and sealed road repairs

Strathalbyn Depot Administration Building extension contract management

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### **Footpaths & Cycle Tracks**

#### **Deliver effective and efficient footpaths & cycle tracks**

Footpath upgrade, renewal and expansion program completed.

Maintenance of these assets is ongoing.

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### **Roads & Car Parks**

#### **Deliver effective and efficient roads & car parks**

The sealed roads upgrade and renewal program has been completed.

The unsealed roads upgrade and renewal program was completed as part of a reduced Resheeting Program. The program was reduced due to storm damage impacts.

The unsealed road Proactive Patrol Grading program was shut down half way through first lap of the network due to the budget being used for storm damage repair.

Maintenance of sealed and unsealed roads is ongoing, but now limited to emergency repairs only due to budget impacts from the storm events last year.

All road reserves are being maintained to a level that exceeds Council's maintenance levels where possible. Reserve inspections are recording far less defects than previously noted.

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#### **Review sealed and unsealed roads maintenance and renewal practices and procedures**

The Unsealed Roads Maintenance Manual is still under review. This was not completed due to resource issues during the year.

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**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**

**1 Innovate throughout our Region**

**3 Participate in Wellbeing**

**4 Thrive in 'Clean, Green' Futures**

**Service Area Reporting - Strategic Highlights**

**Community Safety**

**Deliver an effective and efficient operational community safety service**

In this reporting period there were a total of 32 dogs impounded. Twenty one were returned to their owner via the pound and 11 were able to be returned directly to their owners. Over this reporting period there were 31 cats trapped. One of these cats was determined to be a domesticated cat and was able to be reunited with its owner.

The Community Safety team have been reviewing the new Air Quality Policy given Council's decision not to define townships. As a result of this, clear information has been developed and will be available shortly to guide residents regarding rules around burning.

The Community Safety team have commenced the drafting of an implementation plan for the new Moveable Signs By-law and policy which have been recently adopted by Council. This plan focuses on educating businesses in regards to the requirements followed by a transition period prior to graduated enforcement being undertaken. The Community Safety team will endeavour to contact all businesses both in writing and in person during the education period.

## **Environmental Health**

### **Deliver an effective and efficient operational environmental health service**

Council continues to engage Veolia Environmental Services to manage the septic tank pump out program for all septic tanks connected to Council's common effluent system. In preparation for current contract expiry in 2017/18 the Environmental Health team are working with the Sustainable Resources team to review the process and identify the most effective and efficient method of managing desludging both private tanks connected to community wastewater management system and Council infrastructure.

For this period 96 waste water assessments and 65 plumbing inspections were undertaken by the Environmental Health team.

During this period 46 aerobic servicing reports were followed up. In addition to this 8 notification of failure to service were received and followed up and 5 complaints in relation to failing wastewater systems. As a result of these and other ongoing complaints, 21 legal notices were issued requiring action.

SA Health has acknowledged our process for following up aerobic servicing reports and as a result of lobbying from the Council they have begun a project to address the significant concerns we have in regards to the quality of the servicing undertaken and reports received. Council officers will continue to work with SA Health to ensure the service to the community is improved.

Council continues to undertake routine inspections of swimming pools and skin penetration premises within the Council areas and respond to community concerns when required. During the last quarter, 6 of the public swimming pools have been inspected.

Over the past quarter the Environmental Health team have undertaken 76 food business inspections. Council continues to engage the services of the City of Onkaparinga to deliver an immunisation services to the community.

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## **Environmental Strategy**

### **Environmental action plan**

As of the end of the quarter progress has been made against

- 91% of ongoing actions,
- 78% of short-term actions,
- 58% of medium-term actions and
- 0% of long-term actions within Council's Environmental Action Plan.

Implementation priorities for the remaining 18-month life of the Environmental Action Plan have been determined. Outstanding actions will be considered during the Environmental Action Plan review in the second half of 2018.

The Environmental Action Plan 2014-2018 is due for review in 2018. The aim is to have the next iteration of the Plan (2019-2023) adopted by Council in December 2018.

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### **Develop and implement progressive approach to climate change**

The Resilient Hills and Coasts Regional Sector Agreement was signed in June. Funding for full-time employment of the Resilient Hills and Coasts Project Coordinator has been secured for 2017/18 and the committee have agreed on priority projects for the upcoming year. Development of the Local Action Plan has commenced and the plan is currently in draft form.

Planning has continued for the Resilient Hills and Coast Solar Battery Bulk Buy project. Council inventories have been finalised for 2012-2016 subject to final review of data integrity as part of Council's Carbon reporting project. Automatic capture of energy data through Balance Carbon Trellis platform is now occurring. The next steps are to set mitigation targets and develop a business case for a top priority mitigation project.

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### **Develop and deliver program for protection of water resources**

Work continues on a comprehensive mains water reporting system across the organisation. This project will continue throughout this financial year. It is anticipated that once implemented, this system will form the basis of decision making towards reduction targets and efficiency measures. The next step in this project is to develop internal data capture and reporting of recycled and licensed water use.

All new or upgraded facilities are afforded water saving technologies. Examples include Mundoo Boat Ramp Public Toilets in which water saving services are to be employed with rainwater tank supply. Designs for Soldiers Memorial Gardens Strathalbyn Public toilet refurbishment are well advanced, again employing water saving services technologies.

Council has also endorsed for the collaborative engagement of an Executive Officer by Murray Darling Region 6 councils. To further this a template report has been provided to Coorong and Murray Bridge regarding tri-Council advocacy for a intergovernmental taskforce on future of the barrages.

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### **Improve management of council's environmental assets**

In 2016/17, Council's Biodiversity Team actively manages 136.43ha of reserve and 139km of roadsides for the benefit of nature conservation. Plans/policies/projects currently under development include:

- Ratalang (Basham Beach) Master Plan,
- Tree Management Procedure,
- Roads and Maritime Services Criteria Review & Survey and
- continuous improvement of environmental geographic information systems.

In 2016/17 Council's third-party conservation partners are actively managing 229.48 ha of reserve and 51km of roadside for the benefit of nature conservation. The new Community Biodiversity App was launched at a World Environment Day morning tea which was held as a thank you to our conservation volunteers.

Nominations were received for Council's Environmental Advisory Panel.

A project plan has been developed for a Gazania Free Goolwa campaign in collaboration with Goolwa to Wellington Local Action Planning Association .

Work continues to be undertaken in collaboration with Obesity Prevention and Lifestyle to develop Sustainable and Healthy Catering Guidelines and to integrate more edible fruit trees in Council parks and gardens.

An agreement has been made with stakeholders to better manage future flooding in Tokuremoar Reserve through the drafting of a new standard operating procedure to minimise damage to the surrounding dunes.

The pilot project in regards to public place recycling is ongoing in collaboration with Fleurieu Regional Waste Authority.

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## Minor Project Reporting

### Regional Hills and Coast Climate Change Plan

**Status Update:** The Climate Change Adaptation Plan has now been launched by the Minister and was a finalist in the Premier's Climate Change Council awards. The implementation phase has now commenced.



**Department: Sustainable Resource Management**

**Maximise the capacity & performance of our water recycling networks**

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

**Alexandrina Connecting Communities 2014-2023 Aspiration Areas**

By the numbers,

21 ML of reclaimed stormwater used for beneficial irrigation.

460 ML of treated water irrigated as beneficial reuse.

**Service Area Reporting - Strategic Highlights**

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

**Provide effective and innovative community wastewater management**

Full design of the planned Strathalbyn wastewater storage lagoon is nearing completion and ready for next financial year construction. The project will enable diversion of the Berry Smith Drive Pump Station from the Swamp Rd Lagoons. Completion of this vital milestone will then allow for the environmental rehabilitation of this area.

Wastewater treatment compliance upgrades are to be rolled out across the region. Improvements will bring additional overlays in process monitoring and system controls once completed.

Gravity network flushing was completed in Port Elliot this year. Defect and improvement actions lists have been developed, to optimise the process and ensure a reliable conveyance system into the future.

Rising main breakages increased throughout the district by 83% compared to the previous year. Twenty two separate incidents occurred across the district which represents a significant emergency response resourcing requirement within the small group. Estimates have this at approximately 5-10% of the departmental resourcing for the year.

It has been a challenging year for operational staff with significant increase in reactive work. In total 326 out of hours incidents were actioned throughout the year. Despite the demand, the operations group managed to maintain >99% active response time.

The group also experienced an increase in customer service requests, with a 38% rise from last financial year 2016. To further exemplify the high level of performance in this area, the group achieved a 93% resolution rate for our customers.

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**Develop wastewater network process monitoring system**

Monitoring data was used to prioritise maintenance works and capital upgrades to reduce pumping rates by around 500% at the Seachange and Jubilee pump station.

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**Undertake strathalbyn engineering process modelling**

Strathalbyn Pump station and pressure network engineering model completed. Field trials required to validate model integrity in 2017/18.

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**Maximise the capacity & performance of our water recycling networks**

Council's Community Waste Water System response regarding unprecedented statewide blackout and storm event. Key stats: 2 generators, 6 staff, 180 km2, >80 sites, 24/7 coverage.

By the numbers;

21 ML of reclaimed stormwater used for beneficial irrigation.

460 ML of treated water irrigated as beneficial reuse.





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## Infrastructure & Assets

### Asset Planning & Design

Development Assessment - Engineering  
Infrastructure Services  
Project Design

### Asset Management & Geographic Information Services

Asset Management  
Geographic Information Systems (GIS)

### Facilities & Council Properties

Building & Property Management

### Information Technology Services

Information Technology Operations  
Information Management

### Planning & Development

Development Assessment - Building  
Development Assessment - Compliance  
Development Assessment - Planning  
Planning & Development Administration Support Services



**Department: Asset Management & Geographic Information Systems (GIS)**

**Objective:** To deliver accountable and sustainable asset management guiding the maintenance, expansion and renewal of community infrastructure.

**Alexandrina Connecting Communities 2014-2023 Aspiration Areas**

**1 Innovate throughout our Region**

**Service Area Reporting - Strategic Highlights**

**Asset Management**

**Management of council assets - Storm damaged assets**

Following the 2016 Winter period detailed analysis was undertaken to assess the impact of the storm damage. it was found that our assets had sustained substantial damage in particular our road and storm water assets.

GHD Consulting in conjunction with Council infrastructure & engineering staff undertook extensive assessment, cost analysis, funding discussion and works scheduling as we look to repair and/or replace effected assets. Subsequently Council has been advised that the State Government will fund approximately 50% of the capital replacement costs.

Since this time all road infrastructure repairs have been completed and other assets have been scheduled for design and construction within the next 18 month period.

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**Department: Asset Planning & Design**

**Objective:** To design, develop and deliver future capital works projects and residential development infrastructure in compliance with relevant legislation and standards.

**Alexandrina Connecting Communities 2014-2023 Aspiration Areas**

**1 Innovate throughout our Region**

**Service Area Reporting - Strategic Highlights**

**Project Design**

**Delivery of capital & renewal projects**

Delivery of capital and renewal capital projects has been completed in accordance with the Long Term Financial Plan and the Annual Business Plan.

Sealed and sheeted road renewal programs complete, footpath expansion & renewal complete, civil road projects complete or placed into Works in Progress, in accordance with works schedule.

Projects undertaken in third quarter include;

- Nine Mile Road (Strathalbyn) project with scheduled works approaching 75%, with designs completed and on-ground sealing works well progressed.
- Lanacoona Road reconstruction (Mount Compass)
- Sandergrove Road Stage 1 project well progressed with the contract awarded, electrical infrastructure easements negotiated, stakeholder communication Council all being effectively managed. In addition, staff have been successful in negotiations with developer to receive \$11,000 contribution (50% of project) to extend a water main associated with utilities / service relocations.

## Department: Facilities & 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

### Building & Property Management

#### Building and property projects

Delivery of capital and renewal building projects completed in accordance with the Annual Business Plan.

Building projects undertaken in third quarter include;

- Mundoo Boat Ramp Public Toilet facility now complete. This facility now means that there is public toilets at the eastern end of Hindmarsh Island.
- Commercial Road Public Toilet renewal design and specification documents complete, with on ground works pending.
- Goolwa Wharf Structural Assessment now complete via Wallbridge Gilbert Aztec Engineers, with finalised report providing recommendations & direction on priority based approach to Wharf structural renewal.

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## Department: Information Technology Services

**Objective:** Delivering flexible information technology solutions that support business operations by providing access to information and systems - any where, any time on any device.

### Alexandrina Connecting Communities 2014-2023 Aspiration Areas

#### 1 Innovate throughout our Region

##### Service Area Reporting - Strategic Highlights

### Information Technology Operations

#### Provide and maintain a flexible, reliable and secure IT infrastructure

To ensure Council's IT network remains stable the core network infrastructure (servers, storage and communications equipment) has been upgraded.

To appropriately manage the 4500 emails that Council staff receive a day a new Archiving system has been implemented to simplify and streamline the storage of emails.

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## 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 Inspections

For the period a total of 80 inspections were carried out, including 67 structural frames (includes 8 follow up inspections) and 10 swimming pools (includes 4 follow up inspections).

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

##### Building Fire Safety Committee

For the period 4 premises were inspected with 1 of those being inspected by the full Committee

Progress on fire safety upgrades is monitored closely

The next meeting is 8 September 2017

##### Building Rules Advice and Assessment

Councils building section has issued consents for 132 building rules applications out of a total of 238 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 consents included 46 new dwellings and 13 dwelling additions.

The total number of building rules consents issued was down by 15% when compared with the same period last year. The development applications for this period involved a higher percentage of minor class 10 buildings (verandah/carport/garage etc.) when compared to the number of new dwellings and dwelling additions. New dwellings were down by 11% and dwelling additions were down by 13% when compared to the same period last year.

##### 2016/17 Review

The building department has issued 929 consents during the year which has included 230 new dwellings and 60 dwelling additions. Of the new dwellings 51 were within Strathalbyn, followed by 43 on Hindmarsh Island and 42 within Goolwa. The value of the building work undertaken within the Council area equates to \$79.17 million.

Aside from the assessment work the building department has continued to deliver on its inspection requirements with 398 inspections being carried out.

## **Development Assessment - Compliance**

### **Development Assessment - compliance in accordance with the Development Act and Regulations**

The action investigate and respond to development activity complaints/queries is in progress with the following activity occurring:

- 1 notice pursuant to Section 84 of the Development Act 1993 were issued. No Section 85 notices were issued.
  - 16 complaints relating to development applications were received and acted upon.
  - 23 complaints relating to unapproved development were received and followed up.
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## **Development Assessment - Planning**

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

Strathalbyn Township and Environs Development Plan Amendment - Update

The following has occurred during the reporting period:

- Strathalbyn District Centre Traffic, Car Parking and Streetscape Plan - following the very successful "Strathalbyn Immersion" undertaken at the end of March a summary report was prepared and the concept plans started during the consultation were more fully developed along with the draft report. The draft concepts were presented to the Strathalbyn Community Advisory Panel and the Council before being adopted for further community consultation which is occurring during July.
- Lot 10 Langhorne Creek Road Master Plan - Tredwell Management were appointed in April after which they proceeded to engage with key stakeholder groups to develop a concept plan. Consultation occurred with the Strathalbyn Community Advisory Panel and presented at a Council workshop. The concept plan and accompanying report will form part of the Development Plan Amendments investigations.
- Retail Analysis - the necessary procurement was undertaken to engage SGS Economic and Planning to undertake a retail analysis. This work has been completed and will also inform the investigations for the Development Plan Amendment.
- Holmes Dyer were appointed to undertake the preparation of the Development Plan Amendment as well undertake the land use analysis for the land on Adelaide Road owned by Strath Property Investments. This work is progressing well with a final draft expected in mid August.

#### **Goolwa Growth Area - Enquiry By Design**

During the reporting period no further information became available in order to progress the transitioning to the new Planning and Design Code, however it is expected that this will occur during July/August. Contact has been maintained with the land owners and their planning representatives and once details are known we will further this project.

#### **Planning, Development and Infrastructure Act - Update**

Parts of the Planning, Development and Infrastructure Act came into effect on 1 April 2017. The key elements that have been introduced are as follows:

- Appointment of the State Planning Commission and the three advisory committees
- Establishment of Joint Planning Boards
- Commencement of the Environment and Food Production Area
- Creation of the Community Engagement Charter - a process is currently underway to write the charter with





a randomly selected group of community representatives coming together with planning practitioners and the Department of Planning Transport and Infrastructure over two weekends in July to develop the charter principles.

- The SA Planning Portal is established and is constantly being updated with information about the new planning system.
- Infrastructure Schemes

In summary, the portions of the Planning Development Infrastructure Act that commenced on 1 April 2017 are intended to allow the “back bone” of the new planning system to form. With the State Planning Commission now formed along with the advisory committees has enabled work to commence on developing the new Community Engagement Charter, State Planning Policies and the Planning and Design Code.

Development Plans, development assessment and enforcement will continue to be governed by the Development Act. Those portions of the Act concerning the new Planning and Design Code, development assessment and enforcement have not yet been proclaimed.

With respect to the Planning and Design Code, meetings with State planning department have indicated that their intention is to have the code completed by the end of 2018. This is going to require Councils to undertake some transition planning to determine how our current Development Plans will translate into the new code format. This will then identify any gaps or where additional work is required. The State department have indicated that they intend to allocate a specific staff member to assist each Council with this process.

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#### **Implementation of electronic assessments**

During the reporting period the internal workflows for the land division assessments has been further refined and has enabled the team to successfully trial the processing of privately certified applications. Once the trial period has ended it is intended to roll this process out to all private certifier companies. Initial discussions have occurred with the Environmental Health Team to bring them along with electronic lodgement and assessment with applications to connect to the Community Wastewater Management System or sewer systems being the first applications to be trialled. It is intended to continue rolling the electronic program out over the coming year with consideration needing to be given to the Council's corporate system review and the introduction of the eplanning solutions being proposed by the State Government through the Planning, Development and Infrastructure Act roll out.

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#### **Minor Project Reporting**

##### **World Heritage Bid**

**Status Update:** Since the lodgement of the national nomination documentation in February 2017 the project management group has been undertaking a review of the process and started to map out the next steps for the project which is working towards the world heritage nomination. Unfortunately indications from the Federal Government is that our nomination has not been short listed for assessment this year and formal notification and feedback is currently being awaited which will enable the project management group to determine more clearly the focus for the next 12 months. However what will continue to occur is building the support of the project and engaging more with the corporate sector. To this end further workshops and events are planned including involvement with the ICOMOS meeting in November. This will be an important event given that ICOMOS is pushing to recognise cultural landscapes.

Currently Council is awaiting a response from the Chair of the Project Steering Group to its request for further investigations to occur to include the Langhorne Creek area within the bid boundary. Until a position is known Council is withholding any financial support for the project but is continuing as a collaborative partner.





CONNECTING COMMUNITIES

*Our performance, Our story....*

## Organisation & Culture

### Governance & Strategy

Communications  
Governance  
Business Improvement, Planning & Reporting  
Strategy

### Human Resources

Human Resources  
Payroll Services  
Work Health Safety

### Finance Services

Creditors Services  
Rates & Debtors Services  
Financial Management & Accounting

### Arts & Culture

Arts & Culture

### Tourism & Events

Alexandrina Visitor Services  
Event Management  
Tourism

### Library & Customer Service

Libraries Programs & Services  
Customer Services

### Community Wellbeing

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



**Department: Arts & Culture**

**Objective:** Advocate and coordinate arts and cultural facilities, experiences and services within the area in order to strengthen and celebrate our diverse communities.

**Alexandrina Connecting Communities 2014-2023 Aspiration Areas**

**2 Activate our Spaces**

**Service Area Reporting - Strategic Highlights**

**Arts & Culture**

**Centenary Hall**

47 individual performances and events have been presented at Centenary Hall during the period April - June 2017. The breadth of activities included: Seven (7) Just Add Water performances & events, four (4) Commercial hires, and thirty-six (36) community events which include regular rehearsals, performances and special events such as the International Cittaslow Assembly.

**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**

**3 Participate in Wellbeing**

**Service Area Reporting - Strategic Highlights**

**Community Development, Partnerships & Advisory Services**

**Strathalbyn Woodshed building**

The Woodshed construction has been completed to lock-up stage and the interior fit-out is now under way. Technical completion is planned for late August with an official opening in October 2017.

**Community Health, Sport & Recreation Development**

**Kuitpo Nature Play event**

This was OPAL Alexandrina's final event of the 5 year program. Over 6,000 people attended this, the numbers way surpassed any pre event estimations and resulted in the event being closed from 1:30pm onwards, as all parking was full for km's around Kuitpo. This did create some negative feedback, however, for the 6,000 plus that were in the forest it was simply an amazing event. There were plenty of activities to keep the kids busy such as story telling, ropes courses, kite flying, forest cubby houses and walking trails. The fact that so many families were exposed to the beauty of our great outdoors is an outcome well achieved. The event was a collaboration between OPAL Alexandrina, Mount Barker District Council, Nature Play SA and Forestry SA. The event management team worked together really well and it is hoped that collaborative events can continue into the future.

**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**

**Budget process**

The March Budget Review was adopted by Council on 18 April 2017.

Public consultation on the draft Annual Business Plan and Budget 2017-18 was held from 16 May to 5 June 2017. All responses received feedback was presented to Council on 19 June 2017. An additional Council Briefing was undertaken on 13 June 2017 to allow for finalisation of the Annual Business Plan and Budget 2017-18.

The Annual Business Plan and Budget 2017-18 was presented to Council for adoption on 3 July 2017.

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**Department: Governance & Strategy**

**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**

**Service Area Reporting - Strategic Highlights**

**Communications**

**Effective communication, engagement and public relations**

We have continued to promote Council's achievements in local media, through our website, our publications and social media. During this period we have published new pages on our website, including a searchable parks and gardens register that residents can use to find parks with specific features in different townships, with every park having a brief description. The Communications team has supported the Fleurieu Aquatic Centre project through its duration with consultation, marketing/promotions and media liaison.

During this period Council held community consultations for Hindmarsh Island Landcare Group Inc. Draft Lease and Licence, Goolwa Skate Park, Re-naming of Basham Beach Regional Park, Proposed Suburb Realignment and Name Change for Hayborough, Draft Signs, Banners and Flags Policy and Amending a By-Law.

Council's corporate Facebook page continues to grow. We now sit at over 2,200 likes on our page and this is constantly growing. Our engagement levels for posts far exceed our 'likes'. We also continue to post rich content, as every post is accompanied by an image. We also share as many videos as possible as these ensure high engagement rates.

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**Strategy**

**Economic development strategy 2016-2022**

The Economic Development Advisory Panel held its first meeting on 8 June 2017 and discussed a range of matters relating to Alexandrina Council's approach to economic development and issues of interest to community members.

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**Department: Human Resources**

**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**

**Positive workplace culture**

Customer Service Excellence training has been completed and excellent feedback was received. Further work will be undertaken on strategies to implement the learnings from the course into action via customer service standards, and positive culture training.

The Joint Employee Consultative Committee are working on strategies for employee recognition related to the values and service standard goals.

The Human Resource Department is conducting a workforce profiling survey in line with our commitment to workforce planning and the objectives set in the 2014 Alexandrina Council Workforce Plan. The survey will provide data on key issues on workforce mobility, succession planning and employee engagement.

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**Workforce plan**

Staff are undertaking a workforce profiling exercise to provide relevant data on employment trends within Alexandrina Council and forecast for future skills requirements.

Alexandrina is hosting a trainee funded by the Regional Youth Trainee Program funding and Maxima disability services division who lives locally and is undertaking an administration traineeship. Council's Parks and Gardens team are also hosting a trainee with a physical disability.

Council's collaboration with funding bodies, local schools and training service providers has provided these local youth with an opportunity to work locally and gain a career opportunity despite their disabilities. The employment of these staff is in line with the development of a Diversity and Inclusion strategy for council which is a key goal in the HR Strategic Plan.

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## 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

#### Customer Services

##### Customer service centre

During the April to June 2017 period the Service Centre was presented with 10,991 phone calls. A total of 22,678 council payments were processed, 28% being over the phone and in person and the remaining 72% paid via online means.

84% of calls received to council were answered within 30 seconds, achieving our target of 70% of calls presented to council answered within 30 seconds.

The call abandonment rate for the quarter was 2.6%, well under industry standard of 4% and the average call talk time being 2 min 12 seconds, consistent with previous quarter. A total of 346 Property Search requests were processed.

Supporting Councils Community Strategic Plan Aspiration - Innovate throughout our Region - Proactive Leadership and Accountability, by maintaining a high performing, dynamic organisation responsive to community interests.

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##### Customer service strategy

Alexandrina Council has commenced a journey to improve Customer Responsiveness across the organisation. A tailored program was delivered to 200 staff with a focus on "Creating a Culture of Customer Service Excellence". Council will continue its focus on Customer Service during 2017-18 with the consolidation of customer service standards including standard response times.

Supporting Councils Community Strategic Plan Aspiration - Innovate throughout our Region - Proactive Leadership and Accountability, by maintaining a high performing, dynamic organisation responsive to community interests.

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### **Supporting fortnightly waste collection**

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.

In preparation of our first Exceptional Circumstances Renewal process, the Service Centre mailed out 793 letters to residents. 88% have chosen to renew the service, 7% have either moved out of the area or have embraced the new waste cycle options and 5% are yet to make contact with council.

From April 2016 council commenced selling compostable materials at a discounted rate for residents, encouraging everyone to recycle more and embrace the new waste stream. As a result we have sold 375 Compost Bins, 300 Worm Farms, 518 Kitchen Caddy's and 432 replacement bags over the past 14 months.

Supporting Councils Community Strategic Plan Aspiration - Thrive in Clean, Green Futures - Progressive approaches to Climate Change by adapting a range of waste management opportunities (tailored to reduce community footprint and increase recycling of resources)

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### **Libraries - Programs and Services**

#### **Deliver innovative library spaces**

Alexandrina Libraries continue to utilise available space in different ways to provide a variety of activities for the community to be involved with and use the space.

Two new armchairs have been purchased for the Goolwa Library to create a seated space within the shelving spaces. This will require a collection shuffle but provide options for customers to either sit amongst the shelving and read, or to rest on an armchair should their mobility needs require it.

The hallway in the Strathalbyn Library is being transformed to display images of previous Mayors of the town and district and plans are underway to have this completed in the third quarter of 2017.

Coordinator Library Services and Team Leader Library Programs visited the Langhorne Creek Old School House and will look to use this venue to host programs outside the main hubs of Goolwa and Strathalbyn where appropriate.

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#### **Review of library service locations**

Council is undertaking a Library Service Review including the accessibility of Alexandrina Libraries through opening hours and depots. As part of this the community were asked to complete a data gathering survey which was available on the MySay website and in hardcopy at our Library locations and various community points.

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**Provide library services, programs and events that support life-long learning, literacy, recreational and cultural information**

Alexandrina Libraries has partnered with Alzheimer's SA and Hills Positive Ageing Project to develop a Brain Hub collection at the Strathalbyn Library to promote brain health as well as Alzheimer's and Dementia awareness within the community. A launch of this collection combined with a guest speaker from Alzheimer's SA will occur in September.

Supporting Councils Community Strategic Plan Aspiration - Participate in Wellbeing, Collaborative Community Ventures, providing partnership opportunities across our region.

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**Minor Project Reporting**

**Review of Library Service Locations**

**Status Update:** Council has commenced a Library Service Review including the accessibility of Alexandrina Libraries through opening hours and depots. As part of this the Community were asked to complete a data gathering survey which was available on the MySay website and in hardcopy at our Library locations and various community points. Preliminary discussions have been held with Elected Members with further investigations to take place.

Following the initial 6 month project, Alexandrina Libraries with KPPM Strategy saw some progress looking at how accessible the Library depots were with an increasing focus on their location more so than opening hours or access to Outreach services.

A workshop was held with Elected Members in June where the Directions Paper was finalised and distributed by Dr Kristine Peters to indicate what options could be investigated further in regards to a shop frontage kiosk at Mount Compass and a more readily available albeit self-serve location at Milang.

The preferred options were supported by Council and the Library project team will now pursue community consultation, seeking both feedback on the proposed ideas as well as prospective enterprise that may be willing to collaborate as a host to these altered Library outlets.



**Department: Tourism & Events**

**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**

**Event Management**

**Festivals & events**

Council contributed to a number of festivals and events this quarter:  
The **Aquafest** event was well executed despite the eventual outcome of cancellation Sunday afternoon due to poor weather.

**Fleurieu Dog Themed Art Exhibition - Port Elliot**

Over 200 people attended the fun family event held in the school holidays that offered a wide range of activities and engaged a wide range of people.

**Knights Beach Pro Body Boarding Competition - Port Elliot**

The event was the 4th stop of the Australian Pro Tour. Due to extreme weather predictions, there was change to the event duration and ran over one day ( Saturday 27 May) rather than two days.  
Despite the change to the program the event was a success and attracted over 50 riders in the Pro Mens and Pro Junior events. A number of the competitors stayed locally for several days.

**Bowls SA**

2017 Alexandrina Senior Supa Series held from 10 - 12 April in Milang, Goolwa and Langhorne Creek.  
The three day event attracted 204 competitors and officials with a small audience of spectators.

**Surf Life Saving South Australia - State Board Riding Championships 6 and 7 May**

This event included the long board riding championships and the short board riding championships.  
Feedback received included "the venues along the south coast are excellent, the local member support was brilliant, the support from Council invaluable and greatly appreciated".

**Cittaslow**

The 2017 Cittaslow International Assembly was held in in Goolwa from 10 to 12 May.  
There were 115 delegates who attended the Assembly representing 41 towns from 13 countries with many delegates from Korea, China, and Poland.

The 2017 **SA Wooden Boat Festival** was held in Goolwa on the 22 and 23 of April 2017 with ideal Autumn weather. The feedback received from visitors and Festival participants has been overwhelmingly positive noting the relaxed and 'community focused' atmosphere.

The overall program was very well received by patrons with comments suggesting that the balance between boat and non-boat activities was good. While boat entry numbers were slightly down on previous years, the variety of boats was very good. As always, the Rough and Ready boat building and Pirate Trail were huge crowd pleasers.