



CONNECTING COMMUNITIES

# The Quarterly

*Our performance, Our story....*

April to June 20&1



## 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 April-June 2021

Welcome to the fourth and final quarter report for the 2020-21 financial year, which summarises Council's highlights and achievements over the past three months.

Impacts of the COVID-19 pandemic continues to be a focus of Council, ensuring we can continue to provide essential services, while remaining ready and prepared to act on State and Federal Government advice. We announced our second round of the 2020-2021 Economic Development and Events Recovery Grant recipients in May. This funding will help stimulate the local economy as we rebound from COVID-19 by empowering business to activate new activities that will generate economic growth and stimulate profitability.

In April we also were very pleased to have three of our towns, Goolwa, Port Elliot and Langhorne Creek recognised as finalists in the Tourism Industry Council South Australia (TiCSA) 2021 SA Top Tourism Town Awards, and in May, the Goolwa Visitor Information Centre (VIC) was awarded the State's best VIC in 2020. These are fantastic accolades to achieve and prove that our region is gaining a solid reputation in the intrastate tourism market. We celebrated and thanked our wonderful volunteers in May during National Volunteer Week. Our volunteers contribute to our communities in many ways and help shape our region's enviable identity.

In April, we launched the Alexandrina Innovation Challenge. This project, in partnership with Startup Adelaide, calls for our region's innovators and entrepreneurs to seek inventive solutions that deliver opportunities to positively impact our environment, local economies and community wellbeing, in line with our A2040 Community Strategic Plan.



We welcomed some very significant State Government funding announcements in the reporting period, including almost \$1 million to progress the Goolwa Beach Car Park and Environs Master Plan, and a further \$650,000 to upgrade the Beacon 19 boating facilities in Goolwa. The Strathalbyn Town Centre Revitalisation Project reached a milestone at the beginning of April, with Stage Two works commencing on schedule.

In June, the Alexandrina Heritage Advisory Committee hosted the 2021 Heritage Awards, recognising the hard work undertaken by residents, businesses and community groups on some of our most iconic heritage properties, along with those who contribute to recognising and researching our region's history and heritage. We also partnered with the Helpmann Academy to present the Helpmann Academy Major Public Art Commission for the Goolwa Wharf Precinct. This career defining commission will support an emerging artist or small collective of artists to create a major public artwork as a part of the Goolwa Wharf Precinct upgrade.

Our 2021/22 Annual Business Plan and Budget was released for community consultation through May and June, with feedback received helping to set our budget for the year ahead.

Please enjoy reading this Quarterly Report as we continue to progress ongoing projects and plan ahead for 2021-22.

Glenn Rappensberg

Chief Executive Officer

**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****Operations of the Office of the Mayor and Chief Executive**

The Mayor shared a photo opportunity on-site with Minister David Basham, Member for Finniss to celebrate \$1.3 million in funding for the Beacon 19 Boat Ramp upgrade at Goolwa on 6 April.

Filming of the Mayor's thank you message for volunteers (along with Adelaide Hills and Mount Barker Council's) occurred at Strathalbyn on 9 April.

The Mayor attended the Daish Irrigation Race Day held at Strathalbyn and the official opening of the Langhorne Creek Historic School on 18 April.

The Mayor addressed and welcomed participants to the Bowls SA - Bowls Fest events held at the Strathalbyn Bowling Club on 19 April, Goolwa Bowling Club on 20 April and Port Elliot Bowling Club on 21 April.

As part of the 817 Squadron Reunion held in Goolwa over the ANZAC weekend, the Mayor hosted His Excellency the Honourable Hieu Van Le AC and Rear Admiral the Honourable Kevin Scarce AC RAN (Rtd), former Governor of SA and Mrs Elizabeth Scarce at the 817 Squadron Reunion dinner and concert event at the South Lakes Golf Club, Goolwa on 23 April and attended the 817 Squadron Reunion Remembrance Service on 24 April.

The Mayor laid a wreath on behalf of the Council at the ANZAC Day Dawn Service at Goolwa and attended the ANZAC Day Service at Middleton, where Cr Michael Scott laid a wreath on behalf of the Council.

Mr Rappensberg attended the Port Elliot Town and Foreshore Association Meeting presenting on the Village Conversations at their meeting held on 29 April.

The Mayor attended the Belvidere Hall 100-year celebrations on 2 May, which included the unveiling of the Foundation stone.

Mayor Parkes and Mr Rappensberg attended and participated in the Community Wellbeing Advisory Forum Session 2 on 4 May held at the Goolwa Library.

Mayor Parkes and Mr Rappensberg attended the Alexandrina Council Audit Committee on 3 May.

The Mayor attended the Goolwa Recreation Grounds Committee meeting on 4 May.

The first Village Conversation Event was held at Milang on 5 May. Both Mayor Parkes and Mr Rappensberg participated in this event with local community members.

The Mayor attended the Goolwa RSL Committee meeting on 6 May.

On 7 May, Mayor Parkes and Mr Rappensberg attended the Langhorne Creek Wine Show celebrating the Langhorne Creek wine region.

Mr Rappensberg was on Annual Leave between 10-21 May.

On 14 May Mayor Parkes and Acting CEO Mr van der Pennen attended and participated in the Clayton Bay Village Conversation event with Elected Members and Community members.

The Mayor attended a meeting with Oscar W volunteers on 14 May.

As part of SA History Month, on 15 May the Mayor attended the Milang & District Historical Society Open weekend at Milang.

On 24 May, the Mayor met with community members at Langhorne Creek.

The Mayor conducted the welcome and opening of the VogalongaDownUnda event held at the Goolwa Aquatic Club on 16 April; and also attended the official opening of the 'A Moment in Time' exhibition held at the Artworx Gallery on the same date.

On 20 May, Mr van der Pennen as acting CEO attended Top Tourism Town Awards Event where three towns, Port Elliot, Goolwa and Langhorne Creek were nominated.

Acting CEO Mr van der Pennen attended the LG Professionals Leadership Awards held at the Adelaide Entertainment Centre on 21 May.

Mayor Parkes and Mr Rappensberg attended the Alexandrina Heritage Awards at the Tooperang War Memorial Hall on 27 May.

The Mayor attended an event at the Port Elliot Kindergarten as part of National Reconciliation Week on 28 May.

On 30 May, the Mayor attended the formal opening of 'Nuggett's Trail' at Milang.

The Mayor attended the Goolwa Recreation Grounds Committee meeting on 1 June and the Goolwa RSL Committee meeting on 4 June.

On 2 June Premier Steven Marshall and Minister David Basham, Member for Finniss, Mayor Parkes and Mr Rappensberg attended a site visit at the Port Elliot Surf Life Saving Club new development.

On 5 June the Mayor attended a fundraising event hosted by Harcourts South Coast at the McCracken Country Club.

The Mayor attended the Belvidere Soldiers Memorial Hall 'thank you' event on 6 June where they expressed their appreciation to Council for support towards their 100-year celebrations.

As part of a regular meeting schedule, Mayor Parkes and Mr Rappensberg attended the Leader to Leader NAC & Alexandrina Council meeting via videoconference on 7 June.

On 7 June, Mr Rappensberg and the General Manager Wellbeing attended the Middleton Town & Foreshore Association Meeting to provide information and a presentation on the upcoming Middleton Village Conversations.

Mayor Parkes and Mr Rappensberg participated in the Port Elliot Village Conversations event held at the Port Elliot Institute on 8 June.

Fleurieu Living Magazine Winter launch was held at the Mt Beare Station, Mt Compass on 10 June. Mayor Parkes and Mr Rappensberg attended this event.

On 19 June, the Mayor attended the Goolwa Lions Club Handover function.

On 21 June, Mayor Parkes with the assistance of Mr Rappensberg conducted an Australian Citizenship Ceremony with 10 conferees receiving their citizenships with families in attendance.

The Mayor attended the Fleurieu Cancer Support Foundation AGM held at Victor Harbor on 22 June.

Mayor Parkes and Mr Rappensberg attended the Eastern Fleurieu School NAIDOC Week Flag Raising Ceremony & Smoking Ceremony on 23 June.

The Mayor attended the Rotary Club of Encounter Bay Changeover and Induction function on 24 June.

Mr Rappensberg attended the Future SA State Budget Breakfast on 25 June at the Adelaide Oval.

Mayor Parkes and Mr Rappensberg attended a meeting with Fabal Wines on 28 June.

Mayor Parkes and Mr Rappensberg attended the Resthaven/Farewell to Community Connect Program held at the Strathalbyn Library on 28 June which the Mayor also attended at the Goolwa Community Hub on 29 June.

A meeting with COTA SA was held on 29 June with Mayor Parkes and Mr Rappensberg to discuss a funding application for a Senior Connected Village Hub.

Mayor Parkes and Mr Rappensberg attended the Mount Compass Memorial Hall Association – Village Conversations presentation on the evening of 30 June.

Mayor Parkes conducted regular radio interviews during this time with local radio stations.

## Leadership to drive achievement of local and regional outcomes (CB)

Mayor Parkes and Mr Rappensberg met with Hickinbotham Homes regarding the launch of Hickinbotham's Strathalbyn Development on 1 April.

Mayor Parkes, Mr Rappensberg and Senior Council staff met with the new Southern Argus Editor on 7 April.

Mayor Parkes and Mr Rappensberg met with Mr Steve Wright from Beyond Estate on 7 April.

On 12 April, Mr Glenn Rappensberg met with the Southern & Hills Local Government Association (SHLGA) Executive Officer with regards to the Annual SHLGA EO Performance Review.

On the 13 April, Mr Rappensberg attended a meeting with the Department of Environment & Water, Coorong Council and Kingston Council to discuss the Coorong Visitor Experience Master Plan.

Mayor Parkes and Mr Rappensberg attended via videoconference a LGA Briefing with Premier Steven Marshall, Attorney-General Vickie Chapman and Minister David Speirs on the evening of 14 April.

Mr Rappensberg welcomed local businesses who attended the Our Local Alexandrina Networking Event held at Bleasdale Winery on 28 April.

Mayor Parkes and Mr Rappensberg attended the LGA Ordinary General Meeting Networking Event with SA Council CEO's and Mayors on 29 April.

LGA Ordinary General Meeting CEO's Breakfast event was held on the 30 April, Mr Rappensberg attended this event.

On 30 April, the LGA Ordinary General Meeting was held at the Adelaide Wine Centre where Mayor Parkes and Mr Glenn Rappensberg attended as Alexandrina Council representatives.

Mr Rappensberg attended the G'Day Group pre-launch information session at McCracken, Victor Harbor on 30 April.

Mayor Parkes and Mr Rappensberg attended the G'Day Parks Launch and Press Conference on the morning of 1 May.

Mayor Parkes and Mr Rappensberg presented on the Sugars Beach Icon Project to Hon David Speirs MP at Parliament House on 25 May.

Mr Rappensberg attended the Carbon Neutral Plan Stakeholder Workshop along with Elected Members and Community Members on 26 May.

Mr Rappensberg met with SA Leaders CEO – Natasha Malani on 28 May.

Mr Rappensberg attended the Regional Development Australia Adelaide Hills, Fleurieu & Kangaroo Island (AHFKI) Finance Meeting via teleconference on 28 May.

Mr Rappensberg attended the Murray River Study Hub Site visit arranged by the Regional Development Australia AHFKI on 31 May.

On 11 June, Mr Rappensberg attended the Murray Darling Association Region 6 Meeting hosted by the Alexandrina Council.

Mr Rappensberg met with Tourism Industry Council SA CEO – Shaun de Bruyn on 15 June.

Mayor Parkes and Mr Rappensberg attended the SHLGA board meeting held at the City of Victor Harbor Council Chambers on 18 June.

Mr Rappensberg met with Trish Hansen, Founding Principal Urban Mind Studio on 18 June.

Mayor Parkes and Mr Rappensberg attended the National General Assembly 2021 via videoconference on the 21, 22 & 23 June.

Mayor Parkes, Mr Rappensberg and senior staff met with the Goolwa Caltex owner on 24 June.

During this time Mayor Parkes attended the SA Regional Organisation of Councils; Greater Adelaide Regional Organisation of Councils; LGA Board of Directors; LGA Audit & Risk Committee; LG Transport Advisory Panel; Southern & Hills LGA; SA Coastal Councils Alliance; Australian Coastal Councils Association, Goolwa to Wellington Local Action Planning and Coorong Partnership meetings.



**Department: Leadership**

**Objective:** To facilitate Council leadership and accountable decision-making in the interests of our community. Providing a strategic direction for Council's environmental actions and responsibilities.

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

<b>1 Innovate throughout our Region</b>
<b>4 Thrive in 'Clean, Green' Futures</b>

**Service Area Reporting - Strategic Highlights****Environmental Strategy and Climate Change****Environmental Action Plan**

Following adoption of Alexandrina 2040 (A2040), the Environmental Advisory Panel will assist with a review of the Environmental Action Plan to align with the new vision and narrative of the A2040 structure.

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**Climate Change & Climate Adaptation**

Council successfully installed energy-efficient LED lighting in the Goolwa Administration and Library Building in September 2020 and four solar arrays across Alexandrina: the Goolwa and Strathalbyn Administration and Library Buildings, and the Goolwa and Strathalbyn Works Depots.

Council continues to measure and report its corporate greenhouse emissions for each financial year and discloses it on its website once all data is collected and analysed. Further information is available on Council's website under "Climate Change".

Council continues to be an active partner in the Resilient Hills & Coasts (RH&C) climate change adaptation. In April 2021, the RH&C Sector Agreement for 2021-2025 was signed by all stakeholders including the Minister for Environment and Water. In May 2021, a successful Climate Smart Farming Forum was held in Encounter Bay with a focus on how local farmers can farm smarter in the future, especially on permanent pasture land use, as this is the dominant land use throughout both the Hills, Fleurieu and Kangaroo Island landscape management regions. This forum addressed one of the resilient agriculture priorities in the RH&C Adaptation Plan 2020-25, overseen by the RH&C Steering Committee and delivered by the Hills & Fleurieu and Kangaroo Island Landscape Boards.

More information on the RH&C partnership can be found on Council's website under "Resilient Hills & Coasts".

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**Council's environmental assets**

Council continues to protect and manage Council's environmental assets, such as working in partnership with our local bush care groups, but also with DEW, and Landscape South Australia.

Environmental Strategy continues to work in collaboration with other divisions of Council to enhance environmental outcomes.

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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****Employer of Choice journey**

A review for the accreditation framework and requirements to achieve Employer of Choice status via the Australian Business Awards was undertaken during the reporting period. The criteria for recognition of Employer of Choice status is detailed and requires both financial and people resources in order to progress through the Employer of Choice program.

There are a number of initiatives in the Employer of Choice criteria that can be progressed outside of a formal program and contribute towards Employer of Choice recognition and some of these initiatives have been actioned via organisational programs and Enterprise Bargaining negotiations.

These initiatives include increase support to employees experiencing domestic violence through a Domestic Violence leave provision in the enterprise agreement; diversity and inclusion initiatives including support to breastfeeding mothers in the workplace and cultural leave provisions designed to support indigenous employees.

**Workforce Planning**

Additional data will be collected for workforce profiling following the implementation of Council's new Corporate System from 1 July 2021. The formal review of the Alexandrina Workforce plan and establishment of strategies for the future plan will occur in the second half of 2021 due to the requirement to resource the new Corporate System.











Critical job listings that remain relevant for the organisation have been established. These involve a review of roles that are critical to operation of the organisation, key to legislation, hard to recruit roles and roles that inhibit the organisations ability to achieve the objectives of annual and longer strategic plan objectives. These will be reviewed in the second half of 2021 as part of overall workforce planning strategies.

**Culture Survey**





A product called Sensemaker Wellbeing Now, which collects responses in a narrative style is being used to assist in assessing the workplace culture of Alexandrina Council.













## 2020-21 Project Updates as at 30 June 2021

Project Name	Project Description	On Time	On Budget
<b>Goolwa Sporting Complex</b>	The Goolwa Oval Sporting Precinct complex seeks to deliver new, dedicated sporting grounds and facilities to cater for Goolwa Township's existing and future sporting, recreational and community needs.	 GREEN	 GREEN
Progress comment:	The Goolwa Oval Masterplan was endorsed by Council at its meeting of 21 October 2019. Grant funding has been awarded for the majority of the Masterplan and will now develop into a scope. Administration is working with oval stakeholders to develop a mutually agreed management model for implementation once the project is complete.		
IN PROGRESS	Structural works are almost complete with the building being topped out recently, internal fitout will commence shortly.  Completion estimated for late October 2021.		
<b>CWMS : Smart Water Project Capital Renewal</b>	Renewal of technically obsolete communications systems and infrastructure - Research and cost a solution for the integration of SCADA remote access and process visualisation. Final product should include the potential uptake and phasing timeline for building technical capability. Represents the key strategic delivery of long-term cost reduction, treatment quality, asset management and efficiency improvements via technical integration.	 AMBER	 GREEN
Progress comment:	The RFQ for the Smart Water Project was released through the LGAP and following an assessment panel process, SAGE Automation and Spiral Data were selected as the SCADA and Analytics providers. SAGE Automation are an Adelaide based company who are the preferred SCADA providers due to their exceptional technical capabilities, experience and direct connections with the SCADA software providers. They are premiere integrators with the Ignition SCADA platform with many years of experience.		
IN PROGRESS	Further negotiations with SAGE automation have resulted in >\$200k reduction in the initial quotation due to technology changes and improvements in Council's telemetry systems. Contract negotiations have been finalised with works commencing in May for the Proof of Concept (POC) in Mount Compass. The monitoring system for the Coorong Quays wastewater system has been selected after testing (Flovac) and has so far been installed into 170 of the 220 vacuum pits within the development. The Flovac monitoring database has been configured and the system is now being utilised by the Coorong Quays and Alexandrina staff to monitor and manage the vacuum system. The remaining vacuum pits are being upgraded over the coming weeks.		
<b>Process Analysis &amp; Laboratory Upgrades</b>	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 processing monitoring improvements across all schemes. Technical Officer precursor to project initiation.	 GREEN	 GREEN
Progress comment:	Facilities have been ordered and installed for the laboratory. This includes connection to required services.		
IN PROGRESS	Fitout of laboratory will be postponed until the appropriate appointment of a qualified Technical Officer. This is expected to occur in FY21/22.		
<b>Corporate Systems Review (CSR)</b>	The CSR project is the result of a review of the existing corporate systems software to ensure it could meet the Council's business needs. The current system has been used by Alexandrina Council for the past 18 years and does not effectively support the Council's business processes and outcomes. As a result Council approached the market for a best practice software provider with a focus on the Customer Journey.	 GREEN	 GREEN
Progress comment:	The project remains on track to meet the Release 1 go-live milestone date of 1 July 2021.		
IN PROGRESS	The initial rollout of Release 1 will focus on online timesheets and leave requests, followed closely by procurement activities. Release 2 planning has commenced to ensure resourcing requirements can be met.		
<b>R&amp;O: River Based Recreational Boating Facilities 20/21</b>	Program for the renewal of jetties, pontoons and other structural assets used for river based recreation.	 AMBER	 GREEN
Progress comment:	As per the previous Project Updates report, engineers are looking to undertake condition audits over the coming months and present finding back to Council shortly after.		
IN PROGRESS			









## 2020-21 Project Updates as at 30 June 2021

Project Name	Project Description	On Time	On Budget
Coorong Quays Wastewater Acquisition & Integration Project	<p>This project involves the transfer of ownership of the Coorong Quays Community Wastewater Management Scheme (CWMS) to Alexandrina Council.</p> <p>Council will be responsible for managing and maintaining the system as well as operating the system which includes the collection, treatment and disposal of wastewater generated within the development. Connecting the Coorong Quays CWMS collection system into the Goolwa CWMS collection system will require a range of infrastructure upgrades in both the short term and the long term. Some of the upgrades are within Coorong Quays, while some are within the wider Goolwa CWMS network. Financial contributions will be required by both parties in order for these works to be undertaken.</p> <p>Works include but are not limited to;</p> <ul style="list-style-type: none"> <li>- Expansion of pressure networks.</li> <li>- Design and construction of new pumping facilities.</li> <li>- Wastewater treatment process upgrades.</li> <li>- Irrigation infrastructure expansion.</li> <li>- Augmentation of Coorong Quays entire collection network.</li> <li>- Integration of monitoring and regional communication technology.</li> </ul> <p>The ownership transition date occurred on 19 June 2021.</p>	 GREEN	 GREEN
Progress comment:	<p>Integration engineering and project implementation is progressing according to plan.</p> <p>Summary of works includes but is not limited to;</p> <ul style="list-style-type: none"> <li>- The required completion of pressure network expansion within Goolwa and on Hindmarsh has been completed.</li> <li>- Civil &amp; mechanical pump station works are completed for the new Hindmarsh Island pump station.</li> <li>- Civil &amp; mechanical installation of solids separation infrastructure at the Goolwa WWTP (Automation/programming to be completed)</li> <li>- The design and expansion of lateral pivot irrigation for sustainable water reuse.</li> <li>- Coorong Quays vacuum network augmentations are well under way with over 200 sites retrofitted to date.</li> <li>- Renewal of telemetry and communications infrastructure for system visibility.</li> </ul> <p>Council asset, operational and service ownership transitioned on the 19 June 2021. This represents approximately 15% growth in the CWMS business unit overnight. The team continues to work through a final transitioning plan to highlight the requirements to reduce risk with the operational handover. These are largely focused on identifying and rectifying key operational and/or maintenance issues with the assets and processes.</p> <p>Capital works will continue beyond the financial year with electrical and automation infrastructure being a major focus. This will include the commissioning of new assets and processes. Budgets are tracking well but will need to be monitored closely with changes in market pricing across the term and with complexity of augmenting over 200 sites. Effectively all works have been completed with negligible impact and complaints from the community. This was a significant undertaking and an exemplary result considering the scale and high impact on the localised community.</p> <p>Risks associated with the expansion of the lateral pivots and irrigation have arisen with the identification of FRWA product contamination. The team is working with stakeholders to ensure associated infrastructure is removed and reinstated in a timely manner to reduce risks to business partners and seasonal water storages.</p>		
IN PROGRESS			
Mount Compass WWTP Mixer Process Installation	<p>Mixing issues with the Mount Compass Sequence Batch Reactor (SBR). Non-compliant results and subsequent investigations have resulted in the need for improved mixing during the aeration treatment phase. This is causing issue with available oxygen and the propagation of poor settling micro-organisms.</p> <p>This is expansion project will look at the installation, automation and programming of a dedicated mixer installation.</p>	 GREEN	 GREEN
Progress comment:	<p>Automation designs have been completed and new electrical engineering infrastructure constructed for Wastewater Treatment Plant (WWTP) installation.</p> <p>Pumping infrastructure has been procured and the team is currently working through challenges of installing within a 'live' plant environment.</p> <p>All HMI screens for operations and programming has been developed for upload to the WWTP PLC for commissioning post mechanical installations.</p>		
IN PROGRESS	<p>This project has been delayed to ensure higher priority Operating and Maintenance matters are managed.</p> <p>Mechanical installations have been purposefully delayed due to ongoing commissioning works for the Strathalbyn and Coorong Quays projects.</p>		



## 2020-21 Project Updates as at 30 June 2021




Project Name	Project Description	On Time	On Budget
<b>Wastewater 30 year Infrastructure Masterplan</b>	<p>Council are currently undertaking a major business planning review and reform process as part of the review and implementation of their Strategic Plan.</p> <p>The process requires the development/update of various business plans in order to support the Strategic Plan. These plans interrelate with each other and need to harmonise to support the strategic principles. Council are seeking to commence their Strategic Plan development in December 2020. The Asset Management Plan and the Long-Term Financial Plan are required to be updated prior to December 2020 to feed into the Strategic Plan review.</p> <p>These two plans require input from the wastewater masterplan. In order to ensure the Strategic Plan schedule is maintained this means that the CWMS 30 Year Masterplan needs to be developed to a final draft stage by July 2020.</p> <p>In conjunction the Council owned water utility has conducted a strategic focus for the immediate future. These areas of prioritisation will be recognised as foundation projects and initiatives to develop core capabilities for the effective management of the utility. The 30 year Masterplan is recognised as one of these keystone projects for the future stability, optimisation and sustainable growth of the utility. The Masterplan will compartmentalise the growth drivers and infrastructure demands in a segmented timeline, which includes;</p> <ul style="list-style-type: none"> <li>– 1-5 year immediate infrastructure needs</li> <li>– 5-10 year medium term projects</li> <li>– 10-20 input to next LTFP</li> <li>– 20 year long term projects</li> <li>– 30 year completion of the plan</li> </ul>	 GREEN	 GREEN
Progress comment:	The project is tracking as planned and required significant internal resourcing to ensure it reached a professional maturity prior to initial presentation with Elected Member regarding longer term strategic planning outcomes beyond a 10 year timeframe. An early draft was reviewed by the Technical Team in April and feedback supplied. The team has consulted regarding amendments before escalating to broader stakeholder groups for review.		
IN PROGRESS			
<b>Sealing of Dry Plains Road</b>	5.78km sealing of high-traffic rural collective roads.	 GREEN	 GREEN
Progress comment:	As per the previous Projects Updates report, this project has been rescoped to be a comprehensive resheet of the road including new stormwater, anticipated 21/22 FY.		
IN PROGRESS			
<b>Strathalbyn Town Hall Renewal and Upgrade</b>	Development of facility including relocation and upgrade of kitchen, creation of a green and dressing room, refurbishment of the existing supper room, installation of stage A/V system and replacement of main hall lighting and ceiling fans with energy efficient products.	 GREEN	 GREEN
Progress comment:	Work on this project is progressing. Project completion estimated August 2021.		
IN PROGRESS			
<b>Milang Foreshore, Public Toilet Renewal</b>	Demolition of existing toilet block and replace with a new contemporary amenity with facilities that comply with current DDA standards, building codes and trends including accessible and ambulant toilets, baby change facilities and external shower wash area.	 GREEN	 GREEN
Progress comment:	Community consultation has been undertaken with a 'drop in' session and a survey through Councils MySay site. Feedback from the consultation has been included in the RFT documentation which was released on 3 December 2020 and closed on the 24 December 2020.		
IN PROGRESS	Works are underway with completion in August 2021.		
<b>Old Chart Room, Goolwa Renewal</b>	Renovate and upgrade existing building to create a usable contemporary multi-purpose space that will accommodate a variety of uses. Works to include replacement of access ramp to Australian building codes and DDA compliance, renewal works to existing superstructure components, internal fit out and upgrade of electrical items, installation of air conditioning system and construction of a new external hard stand.	 GREEN	 GREEN
Progress comment:	Onsite works included demolition and placement of external hardstand and installation of structural framework for new disability access ramp.		
COMPLETE	<p>Works included replacement of internal staircase and damaged floorboards.</p> <p>Project was completed in July 2021.</p>		

## 2020-21 Project Updates as at 30 June 2021

Project Name	Project Description	On Time	On Budget
<b>Strathalbyn Streetscape Revitalisation</b>	A series of projects identified as an outcome from the Strathalbyn Town Centre - Traffic, Parking & Streetscape master plan. Works for 2019 / 2020 1. Rankine / Albyn / Sunter intersection upgrade and parking. 2. Sunter / St Andrews Church upgrade.	 <b>GREEN</b>	 <b>GREEN</b>
Progress comment:	As per the previous Projects Updates report, following the Grant success for the entire project detailed design has commenced with the works running to December 2022.		
<b>IN PROGRESS</b>			
<b>Gloria Jones Reserve Upgrade</b>	Renew revetment & upgrade carpark & reserve facilities. Identified in Clayton Bay Foreshore Master Plan.	 <b>RED</b>	 <b>GREEN</b>
Progress comment:	As per the previous Project Updates report, public consultation has been completed with the need for a new retaining wall identified as the infrastructure required at this location.		
<b>IN PROGRESS</b>	A contractor has been engaged to provide a detailed design for the wall with tenders to go out for the works following receipt of the design. Work on the Reserve is expected to continue into FY2021/22.		
<b>Goolwa Beach Masterplan</b>	Alexandrina Council, Surf Life Saving SA and Goolwa Surf Life Saving Club (SLSC) have commenced works on the exciting transformation of the Goolwa Beach precinct, in the form of the new Goolwa SLSC facility and surrounds. In order to deliver the Goolwa Beach SLSC facility, significant changes are required within the Goolwa Beach environs.	 <b>GREEN</b>	 <b>GREEN</b>
Progress comment:	The Phase 2 of the project that comprises of Carpark and surrounding infrastructure upgrade and renewal, with the recent Grant award detailed design can now commence for works to begin in 2022.		
<b>IN PROGRESS</b>			
<b>CWMS Strathalbyn Lagoon and Wastewater Treatment plant Expansion</b>	Construction of the new 110 mega litre storage lagoon at Strathalbyn. Wastewater treatment infrastructure and process upgrades.	 <b>GREEN</b>	 <b>GREEN</b>
Progress comment:	<p>Stage 1 - Construction of the new 110 megalitre storage lagoon and pipe infrastructure was completed in 2019.</p> <p>Stage 2: Wastewater treatment infrastructure and process upgrades. The team has engaged our end-use customers due to the challenges of augmenting the disinfection processes while still maintaining treatment operations. This has established a construction timeline that must occur over the Autumn &amp; Winter months.</p> <p>Final design and specifications have been developed and the project has gone through an open tender process and the contract awarded. Delays in contact award have pushed the project timeline out which will place downward pressure on the project schedule.</p> <p>Full site handover was carried out on the 20 July 2020 for construction works to proceed. Council internal staff and external contractors have completed all relevant site inductions. Large scale water movements between the two lagoons is now occurring to facilitate the infrastructure augmentations on a live wastewater treatment facility. Due to the scale and complexity the site is being effectively isolated with any persons needing to enter the site required to follow strict site induction processes and adhere to all site instructions.</p> <p>Internal automation design and electrical infrastructure is progressing to budget and to plan. This complex work will also require a complete process engineering assessment and programming overhaul. These works will occur concurrently and beyond the Stage 2 civil and mechanical works. The final automation panels are constructed and installed.</p> <p>Automation programming is due to start in the new financial due to internal resourcing being diverted to the Smart Water project. Programming and commissioning works are scheduled to be completed in FY21/22 as part of the Wastewater electrical works program.</p>		
<b>IN PROGRESS</b>			

# 2020-21 Project Updates as at 30 June 2021

Project Name	Project Description	On Time	On Budget
Development of the Goolwa Waste Transfer Station	Redevelopment of the Goolwa Waste and Recycling station. Final components include stormwater works and intersection upgrade.	 AMBER	 GREEN
Progress comment:	New entrance works has been delayed due to stormwater design changes, issued to Department of Infrastructure and Transport for final review. No work started on stormwater basin expansion.		
IN PROGRESS			

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  
Business Services  
Subsidiaries

### Information Services

Information Technology  
Information Management

### Council Properties

Property Management

## Department: Business Services

**Objective:** Ensure good governance principles for administering Council responsibilities, minimising risk while delivering cost effective outcome for the community.

## Alexandrina Connecting Communities 2014-2023 Aspiration Areas

### 1 Innovate throughout our Region

#### Service Area Reporting - Strategic Highlights

#### Council Properties

##### Permits, Leases and Licences

Lease, Licence and Permit agreements continue to be administered and issued in line with Council's Lease and Licence Policy, the Local Government Act 1999 and Council Bylaws. Over 1000 Permits were issued during the 2020/21 Financial Year for activities including road rental, outdoor dining, fun runs, river access and jetty moorings, filming and general uses such as fun runs and car displays.

#### Procurement & Contracting

##### Procurement and Contract Management

The Procurement training program has resulted in 32 businesses attending six formal 'Procurement Information Sessions' on Tendering and RFQ's, held at the Goolwa Business Hub and the Strathalbyn Council Office between March and end of June 2021. A further 12 'Procurement Information Sessions' are planned between July and December 2021.

24 'drop-in' sessions have been held between Strathalbyn and Goolwa since March 2021. The drop-in sessions provide opportunity for both internal and external customers to access dedicated procurement support in a one-on-one environment. Due to the positive attendance at these sessions, the Procurement team will continue to offer this service through to December 2021, to ensure a continued 'open door' procurement support presence in Goolwa and Strathalbyn.

#### Risk & Audit

##### Corporate Risk Framework - Business Continuity Plan

The Business Continuity Plan (BCP) is currently under annual review with a number of proposed minor amendments made to address new role titles and a climate adaption statement in the introduction of the Plan. Following the recent COVID-19 cases of late June 2021, the BCP is again being tested by the cross management team (CMT), to ensure readiness and response should a lockdown be introduced.

**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****Business Reporting****Draft 2021/22 Budget**

The Audit Committee considered the draft Annual Business Plan and Budget 2021/22 at its meeting on 3 May 2021. Council undertook community consultation on its Annual Business Plan and Budget 2021/22 from 18 May 2021 to 16 June 2021 and a report containing all submissions on the draft Annual Business Plan and Budget 2021/22 was presented to a Special Council meeting on 05 July 2021.

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**Financial Management & Accounting****Fees and Charges 2021/22**

The 2021/22 Fees and Charges were adopted by Council on 21 June 2021. The 2021/22 Fees and Charges were prepared by indexing 2020/21 Fees and Charges, wherever applicable by 1.2% in accordance with the Local Government Price Index as at March 2021. A review was undertaken to ensure all existing fees were relevant to recover Council's cost to provide the services.

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## Department: Information Services

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

## Alexandrina Connecting Communities 2014-2023 Aspiration Areas

### 1 Innovate throughout our Region

#### Service Area Reporting - Strategic Highlights

#### Information Technology

##### IT Infrastructure

Significant work has been carried out in the background this Quarter to help prepare and cater for growth and change in how Council has previously designed and operated its Infrastructure. With an increased number of applications and solutions being centralised, Council were reaching capacity with some systems and technology, impacting the ability to operate efficiently and be responsive and agile. Work on this will continue over the next three to six months.

More specifically this work has included:

- Upgraded firewall hardware to cater for more through put and capacity for new corporate system and SCADA (supervisory control and data acquisition) Systems coming online.
  - Assist Community Waste Management Systems (CWMS) Team to establish networks and infrastructure to support new SCADA systems and POC (proof of concept).
  - Ongoing organisation education on cyber security threats and how to stay safe when opening emails or while online.
  - Upgraded video conferencing systems and platforms to ensure the best capability and quality to manage meetings.
  - Upgraded antivirus endpoint security and ensured our policies keep the organisation safe from threats.
  - Continuously improving our policies and best practices to meet a good organisational security posture.
  - Continue desktop and laptop refresh.
  - Assist the Community Wellbeing team to relocate from Goolwa Community Hub and provide the technology required to remain connected during the transition.
  - Identify and assist the Events team to source a new solution for managing and running events that is fit for purpose and streamlining the process for internal staff and the community to use for booking and attending events.
  - Replace main CORE Switch Infrastructure to cater for increased workloads and capacity for new systems like SCADA, Corporate Systems, Storage and Server refresh as well as enabling the links between the internal network and Firewall to cater for increased traffic as part of transitioning modules to cloud services.
-

## 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

**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****2 Activate our Spaces****Service Area Reporting - Strategic Highlights****Infrastructure Services****Delivery of capital and renewal infrastructure projects in accordance with adopted Long Term Financial Plan and Annual Business Plan (CB)**

Finalise and manage design documentation or Project delivery in accordance with Long Term Financial Plan (LTFP). Design documentation has been prepared to meet the time frames of construction and the LTFP.

Additional projects have been added to this year's program due to successful funding grant applications. These projects contain limited time frames for delivery of design and construct and these are being achieved.

**Delivery of capital and renewal building projects in accordance with adopted Long Term Financial Plan and Annual Business Plan (CB)**

Delivery of capital and renewal building projects in accordance with the long term strategic plan

Manage major service contracts relating to statutory compliance and building function report

Preparation of annual asset renewal programs for Council Buildings is ongoing.

**Provide engineering assessment for land divisions and large scale development applications where appropriate (CB)**

Provide engineering advice, timely and accurate development assessment - The provision of engineering advice to internal and external customers has been efficiently delivered within Council's customer contact time frames.

The professional advice given is according to authority requirements, codes of practice, and relevant standards. The processing of Development Applications and Land Divisions has been successfully achieved within designated time frames along with accurate assessment, application of standards, and in accordance with Council policies and procedures.

**Implement Bashams Beach Regional Park priority projects and goals (CB)**

Basham's beach projects continue to be developed in conjunction with the community and user groups.

## Community Wellbeing

### Community Wellbeing

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

### 3 Participate in Wellbeing

#### Service Area Reporting - Strategic Highlights

#### Community Connect

##### Implement and manage transition from Commonwealth Home Support Program and Home and Community Care Program (CB)

Transition out of delivering Commonwealth Home Support Program (CHSP) and SA Home and Community Care Program (HACC): The Department of Health selected Resthaven Inc to provide Alexandrina Council's CHSP consumers. SA HACC funding concluded on 30 April. All consumers have been informed and Resthaven commenced as the new provider from 1 July 2021. Resthaven have taken over the Community Connect Hub.

#### Community Development, Partnerships & Advisory Services

##### Transition to a new Community Wellbeing team portfolio that will enable effective and efficient alignment with community needs and organisational priorities (CI)

Community Wellbeing Team Structure - the structure has been finalised with new roles and activities taking affect from 1 July 2021. Professional Development has been sourced and will be tailored to support staff to transition from their existing roles to their new roles within the Community Wellbeing Team Structure.

Summary of major projects:

Goolwa Sports Precinct – an extension until 29 October 2021 for the \$5m Community Development Grant (CDG) submission has been approved. This allows Council time to consider the implementation of a project management model, governance principles and the development of a brief document. The brief will form the basis of the detailed grant application to trigger the release of the grant funds and frame the development of the Project Implementation Plan.

Community Wellbeing Advisory Forum - the first forum was held in February at the Strathalbyn Neighbourhood Centre and at the Goolwa Office in May. Both forums were well attended. Outcomes of the forums were a shared understanding of wellbeing, what we value and how we as individuals and communities can move our wellbeing aspirations forward using a strengths-based, solutions-focussed approach. This discussion will be built upon with participants to inform the work of Alexandrina Council's Community Wellbeing Team. Creative and Cultural Strategist Residency – Trish Hansen has commenced an 18-month residency program with the arts and culture team. Trish will work closely with staff and the community, to understand the local context, identify and catalyse well informed, locally attuned approaches that captivate local leaders and the community to proactively cultivate the conditions for greater resilience and support communities to face the disruptions and challenges that lay ahead.

It is anticipated that the outcomes will be tangible and intangible comprising a range of activities over 18 months such as the review of existing activity, research, mapping, master-classes, public forums, report writing as well as creative artefacts and the development of a succinct final report of recommendations intended to influence investment, policy, program and project planning. This will include reviewing, renewing and revitalising the JAW (Just Add Water) arts and culture program.

Community Transport – we have established that there is currently no Community Passenger Network (CPN) funding for a portion of the Alexandrina region including Milang, Langhorne Creek, Clayton Bay, Finniss and Ashbourne. The administration is currently advocating for a review of this with the Department of Human Services.

Currently, Council has been advised to:

- apply for funding for a one-off grant for Milang to build capacity to deliver service; and
- submit a request to Department of Human Services SA (DHS) for one-off funds to support transport service delivery in the areas highlighted at our meeting.

## 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.

### 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 (CB)

Deliver an effective and efficient Animal Management function:

There were 344 dog registration payments made during this reporting period. These were either new registrations or registration renewals for the 2020/21 registration year.

According to Dogs and Cats Online (DACO), there were 118 cats whose microchips were recorded on the system as living with owners in our Council area during this reporting period.

During this reporting period, there were 32 reports of dogs wandering at large. From these reports, 21 dogs were returned directly to their owner without the requirement of impounding, nine were returned to their owner after being impounded. There were 39 expiations issued under the Dog and Cat Management Act for dog-specific offences, largely for the keeping of an unregistered dog, dogs found to be wandering at large and dog attack/harass offences.

Council's Community Safety team worked through 15 dog attack/harassment investigations and 20 barking dog investigations during this reporting period. There are also eight general dog-related matters requiring some form of investigation.

Deliver an effective and efficient Fire Prevention service:

There was no Rural Roadside Slashing program during this reporting period. The slashing program generally runs from 18 September to 15 January annually. This can change depending on weather conditions and the curing of grasses. The specifications for the Rural Roadside Slashing program were being reviewed at the time of preparing this report.

Annual block clearing inspections concluded during this reporting period. There were no properties required to undertake fuel reduction activities. During the annual block inspection process, there were a total of 575 legal notices issued to property owners.

Fire Danger Season for the Murraylands ended on 15 April 2021 and for Mt Lofty Ranges on 30 April 2021.

Plans:

- It was identified during this reporting period that there are properties or assets not owned by Council that require monitoring by Council's Fire Prevention Officers. These properties or assets were identified during the compilation of the Fleurieu Bushfire Management Area Plan (BMAP) and are in locations that are rated extreme or very high. These locations will now be in addition to all other inspections undertaken as part of the Council's responsibilities under BMAP.
- Moving forward we will continue to focus more on protecting our towns by ensuring those properties that abut our towns are adequately prepared for bushfire.

Deliver an effective and efficient General Compliance service:

Abandoned vehicles:

There were four abandoned vehicles reported to Council during this reporting period. Two are still active at the time of this report. The remaining vehicles were moved without any further Council involvement.

Litter:

Over this reporting period, Council's Community Safety team received 26 complaints in relation to illegally dumped rubbish. Action taken was appropriate and in line with the Local Nuisance and Litter Control Act, as well as Council's enforcement policy to deter future offending.

Local Nuisance:

Council's Community Safety Team utilises the Local Nuisance and Litter Control Act (the Act) to manage nuisance complaints. There were 20 nuisance complaints received during this reporting period and they consisted of (but were not limited to) dust nuisance from developments sites, noise from fixed machinery, smoke causing a nuisance, noise from gas guns and unsightly properties.



**Moveable Signs:**

There were no complaints in relation to Moveable signs during this reporting period.

**Deliver an effective and efficient Parking Management function:**

Council's Community Safety Officers undertake parking patrols regularly in conjunction with the undertaking of other field-based duties. The focus of parking patrols over this reporting period continued to be around school zones, timed parking, parking in areas for people with disabilities and parking on verges adverse to traffic; as illegal parking of these types has great potential to put public safety at risk. The Community Safety team also received 18 complaints in relation to illegal or inappropriate parking during the reporting period. There were 74 parking-related expiation notices issued over this reporting period. The use of dashcams has enabled Council's authorised officers to undertake parking activities in a more safe and efficient manner.

**Plans:**

- With the change to our Corporate System, further technology will need to be sourced, subject to budget, to better align our process with the new system to enable 'real time' expiations to be issued as existing devices will not work with the current new system.

## Environmental Health

### **Deliver an effective and efficient operational environmental health service (CB)**

Council engages the services of the 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. Council's Environmental Health team also promote the importance of immunisation in community health and wellbeing, in order to encourage uptake. In the next quarter, the Environmental Health Team are planning to review the service and prepare to go out to tender for a new contract commencing in 2022.

Council continues to engage a contractor to desludge septic tanks connected to Council's Community Wastewater Management System (CWMS), as part of a program that protects Council's valuable CWMS infrastructure. Council's Environmental Health team continues to work closely with the contractor to ensure that desludging is undertaken in accordance with Council's schedule, which ensures that effluent receives adequate primary treatment and septic tanks remain functional for the householder.

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.

The Environmental Health team have received and assessed 138 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 regulatory requirements. Over the past 12 months, the number of wastewater applications assessed and approved by the team has been up 150%. The team have had to manage the increase in workload from this without any increase in resources. Additionally, the team have undertaken 64 inspections of approved systems to ensure that they have been installed in accordance with their approval requirements. These activities are undertaken by the Environmental Health team to manage the public health risk from onsite wastewater systems.

The rollout of the new planning code and online Plan SA Portal has had significant workload implications on the team. In some scenarios, the new planning code may force Council to issue Development Approval where we have identified the work has implications to the wastewater management system. We are continuing to work through this as a team and with the Development Assessment team to determine how best to tackle these situations. While we need to comply with the legislation we are endeavouring to identify the best process for the customer and to ensure staff are not put at risk from aggravated customers who will only rightfully see that Council has issued approval and then is saying it cannot be installed.

Over the course of this quarterly reporting period, 59 complaints were received in relation to non-compliant wastewater management systems, which have the potential to cause a risk to public health. The nature of these complaints largely relates to inappropriate disposal of effluent, insufficient aerobic wastewater system servicing, damaged septic tank infrastructure and the installation of wastewater systems without, or contrary to, an approval condition. Each of the complaints received by the Environmental Health team was investigated, with action taken as appropriate to meet legislative requirements that are in place to protect public health. As a result of these investigations, 12 legal notices were issued under the South Australian Public Health Act, to secure compliance.

Council's Environmental Health team continues to undertake routine inspections of swimming pools available for use by the public and known skin penetration premises (tattooists and body piercers) located within the Council district. The team also investigate and respond to any community concerns about potential public health risks that are received about these types of premises. Two of the Council's public swimming pools were inspected in the past quarter.

Council's Environmental Health Team continue to undertake food safety inspections of food businesses located within the Council district, in accordance with a state-wide risk-based schedule. Over the past quarter, 47 food businesses were inspected by the team. Through the undertaking of these inspections, businesses were guided by our experienced officers to achieve compliance with legislated food

safety requirements. This was largely achieved through education and guidance of business owners and food handlers in most instances, however firmer enforcement action is sometimes required. Over the past quarter, ongoing non-compliance with the Food Act resulted in three Improvement Notices and three expiations being issued to businesses. Prior to issuing these, offices attempted to rectify concerns and improve behaviour with education, however, inspections have demonstrated that this approach has not been successful.

Council supports the ongoing learning of local food handlers by maintaining a subscription to 'I'M ALERT', online food safety and food handler training program which is available free of charge through the Council's website.

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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

### Service Area Reporting - Strategic Highlights

#### Arts & Culture

##### Co-ordinate arts and cultural facilities, experiences and services for residents and visitors (CB)

Community participation and attendance numbers continued to grow this quarter with regular performances operating within current SA Health Guidelines. Two sold out shows received standing ovations and an audience demand for two encores. Several patrons thanked Council staff on leaving the venue with beaming smiles complimenting Council on providing such a wonderful experience, quality performances at affordable prices.

#### Customer Services

##### Deliver excellence in customer service (CB)

Over the April to June 2021 period, the Service Centre was presented with 8,186 phone calls. A total of 24,071 council payments to the value of \$11.9M were processed, 17% being over the phone and in person with the remaining 83% paid via online means.

82% of calls received to council were answered within 30 seconds, exceeding our target of 70% and the call abandonment rate was 3.29%.

A total of 382 Property Search requests were processed to the value of \$21,352, 90 a significant increase from the same period in 2020.

##### Annual Business Highlight

During 2020/21 – 41,834 phone calls were received to councils Service Centre. 18,209 council payments were processed by staff over the phone or in person. 79% of payments were processed online consistent with the previous year. 2,089 Property Searches were processed to the value of \$108,439, an increase of 332 searches compared to last year.

##### Working collaboratively across Council to increase community awareness of facilities and services (CB)

Council continues to support residents by selling compostable materials at a discounted rate encouraging everyone to recycle more and embrace the new fortnightly waste stream. Our two main offices in Goolwa and Strathalbyn also act as a collection point for old mobile phones and batteries which is well received within the community.

During this quarter 10 Compost Bins, 11 Worms Farms, 33 Kitchen Caddies and 107 replacement bags were sold to residents. 109.5kg of batteries and 12kg of old mobiles were also disposed of in the correct manner.

#### Event Management

##### Promote and support local Council funded festivals and events (CB)

Sponsorship of the Bowls SA Seniors Supa Series took place on Monday 19 to Friday 23 April this year, this five-day event attracted over 100 people to Strathalbyn, Goolwa, Port Elliot and Milang

The Southern Surf Festival was held on Saturday 1 and Sunday 2 May in Middleton. Approximately 900 people attended over the two days providing the stage for several competitive surfing events including State Championship status in shortboard, longboard and kneeboard surfing along with inter club twin-fin and single-fin events.

Vogalonga Down Unda was held on Sunday 16 May at Goolwa. The human powered boating event attracted 250 participants (up from 195 last year) and over 80 craft, nearly three times last year's numbers.

ANZAC Day Dawn Services were held across the Alexandrina Council region on Sunday 25 April. Due to the public gathering restrictions,



some events were scaled back to indoor and invitation only events.

Services were as follows:

- Strathalbyn - Dawn Service at the Anzac memorial located in the Soldiers Memorial Gardens at the corner of Sunter Street, Strathalbyn. A road closure was in place from Sunter Street from Alfred Place to Rankine Street, 5.45am until 6.30am.
- Port Elliot - Dawn Service invitation only at the Port Elliot RSL Hall.
- Goolwa - Dawn Service invitation only at Goolwa RSL and lawns.
- Mount Compass - Dawn Service at the Mount Compass War Memorial Hall.
- Tooperang - Dawn Service at Tooperang War Memorial Hall.
- Milang - Dawn Service at Soldier Memorial Gardens.
- Middleton - Service at Soldiers Memorial Gardens

RSLs encouraged people to head outside and "Light up the Dawn" with mini-services in their driveways, at their front gates or on their verandas.

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**Department: Sustainable Resource Management**

**Objective:** To support awareness, provide integrated waste management and sustainable resource management, including storm water 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 (CB)**

We've had zero rising main breakages in the last reporting quarter and a total of six for the financial year. This result is a record low number compared with historical averages. Emergency works can be very disruptive to the community and the CWMS team. Reduction in reactive workloads is a very good indicator of improved operational performance. There has been significant improvement in this area over the last couple of years.

The group also addressed a number of customer defect and corrective action requests for the year with a 100% resolution rate for the 2020/21 financial year. The emergence of odour complaints at the Fenchurch pump station forced the diversion of resources to ensure that eradication of these issues is addressed as a matter of priority. This KPI shows that despite increased demands on the team they're still responsive to the community and customer needs as they arise.

During the last quarter, the team has had a total of 74 alarms from the network. Historical averages for system alarming for the fourth quarter are 115 events. This highlights a material improvement in reactive workloads. This figure includes 51 alarms occurring out of hours and requiring on-call personnel to attend. This KPI will continue to act as a major strategic indicator for transitioning the group from reactive workloads to more planned operational tasks. Although a positive result the KPI is extremely sensitive to annual and seasonal issues which can create abnormalities in the data. It is suspected that these figures are skewed based on the lack of storm and high rain events this year.

Preventative maintenance schedules were lower than historical averages. A total of 82% compliance was recorded throughout the reporting year compared to an 89% historical average. This has been largely skewed with key personnel on unplanned leave and downward pressure on operational resources working on capital commissioning and troubleshooting works. The increased demands of transitioning Coorong Quays is starting to impact business-as-usual for the team. The planned recruitment of additional resources will ensure ongoing compliance gaps can be improved.

This quality assurance metric continues to develop with more expectations and understanding of industry compliance. This result is not unwelcome and/or unexpected. It clearly highlights the change occurring within the department and the impacts that even a minor reduction in resourcing has on our performance.

**Develop wastewater network process monitoring system (CI)**

The RFQ (request for quote) for the Smart Water Project was released through the LGA Procurement and following an assessment panel process, SAGE Automation and Spiral Data were selected as the SCADA (supervisory control and data acquisition) and Analytics providers. SAGE Automation is an Adelaide based company who are the preferred SCADA providers due to their exceptional technical capabilities, experience and direct connections with the SCADA software providers. They are premiere integrators with the Ignition SCADA platform with many years of experience. Further negotiations with SAGE automation have resulted in >\$200k reduction in the initial quotation due to technology changes and improvements in Councils telemetry systems. Contract negotiations have been finalised with works commencing in May for the Proof of Concept (POC) in Mount Compass. The monitoring system for the Coorong Quays wastewater system has been selected after testing (Flovac) and has so far been installed into 170 of the 220 vacuum pits within the development. The Flovac monitoring database has been configured and the system is now being utilised by the Coorong Quays and Alexandrina staff to monitor and manage the vacuum system. The remaining vacuum pits are being upgraded over the coming weeks.

**Develop wastewater 30 year Masterplan (CI)**

The project is tracking as planned and required significant internal resourcing to ensure it reached a professional maturity prior to the initial presentation with Elected Member regarding longer-term strategic planning outcomes beyond a 10-year timeframe. An early draft was reviewed by the Technical Team in April and feedback was supplied. The team has consulted regarding amendments before escalating to broader stakeholder groups for review. Timing has been delayed to ensure it does not impede or confuse the Council Budgeting process.

## Manage the capacity & performance of our water recycling networks (CB)

Approximately 33.6 ML of storm water has been reused for the financial year which is significantly higher than the historical averages (25.7 ML). With water diverted to Fleurieu Regional Waste Authority (FRWA) for emergency needs being the largest driver for the change.

620 ML of treated wastewater has been beneficially used which is well above the historical averages of 551 ML for the financial year period. The main driver for this has been the expansion of infrastructure works within the systems at Goolwa and Strathalbyn which has created increases in the use of recycled water.

The Goolwa recycling process has been under review for some time. Storage and reuse options are nearly at capacity and present a risk during years of higher than average rainfall. This issue has been incorporated into additional high-level negotiations and capital projects to leverage advantages for Alexandrina. The irrigation expansion at the Goolwa facility is now complete and fully commissioned. Drivers were increased the number of hectares for irrigation to meet the step-change in wastewater inflows from Coorong Quays in 2021.

Engineering assessments continue at Mount Compass to find a sustainable path for the reuse of recycled water. The team is working on an emergency response plan to ensure water volumes and storage capacities are closely monitored and an interim irrigation solution to be submitted as a containment solution. This will need approval and endorsement from key state regulators as part of the transition process. The Environmental Protection Authority (EPA) has endorsed the solution however negotiations with the Department of Health remain open. Currently, the team is utilising manual options to manage storage capacities over the winter months. This will allow for additional time until a more permanent solution is realised.

Port Elliot storage balances have been escalated as a key risk over winter. The operations team have highlighted a massive swing in inflow and reuse at the site due to uncontrollable circumstances. The site is expecting a 25% increase in inflow from previous years and this is largely suspected to be a result of the COVID-19 pandemic and changes to visitation rates within the region.

In addition, lower usage rates were recorded over the summer period due to unseasonably mild weather and regular rain events. This has created an unprecedented event and the team is arranging correction actions to try and reduce the likelihood of running out of available storage volume.

# The Quarterly

*Our performance, Our story....*

## Growth

### Planning & Development

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

### Economic Development

Arts & Culture  
Tourism

## 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

#### 1 Innovate throughout our Region

#### 2 Activate our Spaces

### Service Area Reporting - Strategic Highlights

#### Alexandrina Visitor Services

##### Manage and promote accessible tourism information services (CB)

Goolwa Visitor Information Centre (VIC) has continued to open from 10am - 4pm, 7 days a week. Strathalbyn Visitor Information Centre is open from 10am – 2pm, 7 days per week, with the support of volunteers. The Goolwa Riverboat Centre was open on Wednesdays and weekends up until June 30 with the support of volunteers.

The Visitor Services team supported the Just Add Water program by distributing the April – June quarter program and assisting customers with online bookings through the various platforms being used.

Alexandrina Visitor Services assisted 5,012 visitor enquiries in the April - June 2021 quarter. This consisted of 3,178 face-to-face enquiries at the Goolwa VIC and 298 enquiries over the phone, email and social media engagement. The Strathalbyn VIC supported and managed 1,505 face-to-face enquiries and 31 phone enquiries.

Our [visitallexandrina.com.au](http://visitallexandrina.com.au) website has had 7,669 users and 22,828 page views during this period.

Alexandrina Visitor Services continued to support five information outlets around the region by updating brochure materials. These information outlets are located at Port Elliot, Middleton, Langhorne Creek, Milang and Clayton Bay.

## Economic Development

### Implement, monitor and review the Economic Development Strategy 2016-2022 (CB)

A new action plan has been drafted supporting the revised Economic Development Strategy and Council will be briefed on the proposed document in August 2021 in preparation for engaging the broader community for feedback prior to finalisation of a new 'Economic Development Strategy 2021-2025' by the end of year.

### Business Alexandrina

There were eight Business Alexandrina hosted events with a total of 95 attendees.

Events included the second 'Our Local Alexandrina' networking event hosted at Bleasdale, two digital marketing events in partnership with Adelaide Business Hub, four Procurement workshops and one Tourism Awards workshop with Tourism Industry Council of SA.

The 'Expert in Residence Program' had 14 sessions with 12 meetings. This included seven drop-in sessions to meet the Procurement team.

Round two of the Alexandrina Economic Development Recovery Grants were assessed with 12 businesses being awarded grants to the value of \$52,577.

Three business focussed newsletters were delivered to a total of 3,900 recipients.

36 LinkedIn posts reaching 7,620 and 511 engagements.

88 Facebook posts reaching 1,051 and 93 engagements.



## Tourism

### **Manage Goolwa Wharf Precinct and all tourism boating assets (CB)**

With COVID-19 causing the cancellation of the 2021 SA Wooden Boat Festival (SAWBF) reallocation of \$55k of the \$65K SA Wooden Boat Festival budget was used to develop a SAWBF 2023 Digital Marketing plan, Wooden Boat Strategy and Risk Assessment. Procurement was undertaken this quarter to secure experienced providers to progress.

The SAWBF Digital Marketing plan is being rolled out with SAWBF brand and social media. Council will be briefed on the progress of the Wooden Boat Strategy on 2 August 2021.

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### **Work in partnership with state, regional and local tourism associations to support tourism across the region (CB)**

Throughout this reporting period, Fleurieu Peninsula Tourism (FPT) has been actively supporting local businesses to apply for the State Government's Tourism Industry Development Fund. FPT presented to Council in April, reporting on activities and achievements and held a Board Meeting in May.

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## Department: Strategic Development

**Objective:** Provides strategic development and building surveying services to Council and the community by ensuring responsive and relevant planning policy and safe and compliant buildings. This is achieved through 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

## Service Area Reporting - Strategic Highlights

### Development Assessment – Planning

#### Undertake Development Assessment - Compliance in accordance with the Development Act and Regulations (CB)

The Development Compliance Unit received 17 development related complaints within the fourth quarter. Many other informal complaints were dealt with by the Planning and Development team without the need to refer the matter to the Development Compliance Unit.

No formal Enforcement Notices were issued by Council within the reporting period.

#### Undertake planning assessment of development applications in accordance with the Development, Act & Regulations (CB)

More than 400 Development Applications were received by Council during the fourth quarter, which resulted in approximately 1,680 Development Applications within the 2020/21 Financial Year. This is the greatest ever number of Development Applications received by Council within a 12-month period.

This continues the increasing trend of Development Applications, which comes as a result of the Home Builders Grants and uncertainty regarding the new State Planning system.

The increase in Development Applications has meant that some internal resources have needed to be redirected from Development Compliance to assist with the influx of Development Applications. As such, we now have a backlog of development related complaints that need to be progressed.

### Development Assessment - Building

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

Provide an active and effective Building Fire Safety Committee (BFSC):

As part of Council's shared service agreement with the District Council of Yankalilla, the BFSC has been reinstated and constitutes the same members as the Alexandrina Council BFSC. As a result, meetings are alternating between the two Councils. During this reporting period the BFSC met on 10 May 2021 at Yankalilla where inspections were carried out on a commercial property and two caravan parks.

Provide Building Rules Advice and Assessment:

This reporting period saw the introduction of the new planning system and the online planning portal in which all development applications and inspections are assessed and managed. There are still a number of applications being managed within the old system so the figures quoted are a combination from each system. The new system has introduced a specific inspection regime in accordance with Practice Direction 8 and 9, so our reporting has changed to reflect this.

Council's building section has issued consents for 130 building rules applications out of a total of 313 building consents granted in the Council area for the period (including private certification). This equates to 42% of all building consents being assessed by Council building surveyors. From the consents issued by Council, this included 40 new dwellings and 17 dwelling additions.

The total number of building rules consents issued was down by 39%, comparable to the same period last year. The number of new dwellings was down by 38% while dwelling additions were down by 67%, comparable to the same period last year. These figures are considerably down from last year and the previous quarter due to limited resources within the building department and applicants choosing to utilise private certifiers.



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

In accordance with the Practice Direction, mandatory inspections are carried out at any time during the construction phase, or on completion of the building, with Class 1a (dwellings) requiring a target of 66%, Class 2-9 (commercial) 90%, farm sheds 50% and swimming pool safety barriers 100% to be inspected. For the period, a total of 46 timber frames (Class 1a) were notified with 40 inspections being carried out. No inspections were carried out on Class 2-9 buildings or farm sheds and three swimming pool barriers were inspected.

This equates to 87% for Class 1a structures, 0% for Class 2-9 and farm sheds and 100% for swimming pool barriers. During this period the building department continued to service the District Council of Yankalilla in accordance with the service agreement to undertake building inspections/building surveying services.

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## Strategic Planning

### Planning, Development and Infrastructure Act Implementation (CI)

Planning, Development and Infrastructure Act (PDI Act) - Reform Update:

With the implementation of South Australia's new planning system on 19 March 2021, this reporting period has seen the team operating within two systems in order to manage the old and new system applications. The team has managed this well with any issues arising being directed to the Plan SA service desk. The Planning and Land Use Services team within the Attorney General's Department have continued with weekly meetings, with the planning and building sector to provide updates on enhancements to the system as issues and suggestions have arisen. The LGA have also continued to be a great resource for Local Government planners with weekly catch ups and advocacy with the department.

The change to the new system has seen a new workflow for the phone system with planning and building calls coming direct to the department. There has been a number of cross department collaborations as have had to manage new fee payments and disbursements, the handling of over the counter applications and property searches. An update to Council's website was also undertaken and new IT requirements were sourced and implemented.

It has been a great team effort to transition to the new system with an unprecedented number of applications being lodged during this financial year.

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### Provide sustainable growth of townships and rural areas through progressive and appropriate policy planning (CB)

The following has occurred during the reporting period.

A Council briefing was held on 27 April 2021 to provide a summary of the consultation outcomes, provide an update on what has occurred since the consultation and outlined the potential amendments that could be made to respond to the consultation concerns. Further discussions have been held with the land owners about the next steps however with the new system now in place, the continuation of this rezoning will need to transition to a Code Amendment. The next steps are currently being explored.

Heritage Advisory Committee:

Three meetings of the Heritage Advisory Committee were held during the reporting period.

The key item for the April meetings was the organisation of the 2021 Heritage Awards which took place on 27 May 2021 as part of the History Festival. This year the event was held at the Tooperang Hall with 60 people in attendance. The evening was well received with the inaugural Mayoral Award being presented to Andrew and Livia Smith for their restoration work on Tucker Church at Sandergrrove. The committees' focus is now on the Heritage Talks scheduled for September on heritage fencing.

Environment and Food Production Area Review:

On 4 June 2021 the State Planning Commission announced the commencement of an eight week consultation on their review of the Environment and Food Production Area boundary. Two consultation sessions were organised within our region by the Attorney General's Department with one held at Victor Harbor and the other at Strathalbyn. The review is only taking into account any anomalies identified with the boundary as it has been determined that there is a 15 year land supply available to accommodate the expected growth for the Greater Adelaide area. A Council Briefing will be held in July to discuss a formal submission by Council.

Yankalilla Service Agreement:

The service agreement with Yankalilla Council has continued to deliver building, strategic planning and Assessment Manager services during the reporting period. Strategic planning has undertaken a review of the new Planning and Design Code zoning as it affects the Myponga township, discussed and received work undertaken by Council to date in order to progress local heritage listings and review the Environment and Food Production boundary.

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