



CONNECTING COMMUNITIES

# The Quarterly

*Our performance, Our story....*

October to December 2018



## Office of the Chief Executive Officer

Office of the Chief Executive Officer

### People

Human Resources  
Work Health Safety  
Organisation Development

### Leadership

Communications  
Governance  
Strategy  
Environmental Strategy



## Chief Executive Officer's - Quarterly Update

October to December 2018

Welcome to the second quarter report of Council's highlights and achievements in 2018-19.

We had a great start to a number of initiatives in the first quarter and have completed, continued and commenced a new round of key projects in this second quarter.

The 2018 Council Elections were held in November, welcoming eight new Elected Members to Council. We ran successful Meet-the-Candidates sessions in the lead-up which were well supported by the community.

We announced the recipients of Council's 2018-19 Community Grants in October, and are pleased to report that over twenty clubs and community groups received funding to support projects and/or programs that enhance quality of life and deliver services to our community. We also supported Anti-Poverty Week in October, collecting generous contributions in the form of non-perishable foods, to support those in need.

In December, we launched a new tourism website to showcase Alexandrina, and released the seventh 'Just Add Water' Arts and Culture Program. We look forward to presenting a huge program of 85 performances and exhibitions to be hosted throughout eighteen venues across nine townships in Alexandrina.

Civil and landscape works to beautify Strathalbyn's Sandergrove Road commenced in October, and we also completed a four-year project to replace parts of the retaining walls along the Harbourmasters Walking Trail in Port Elliot at the start of the quarter.

In terms of looking after our natural environment and enhancing biodiversity, we had a number of successful events as part of the Sustainable Spring initiative and received an award for the Gazania Free Goolwa campaign at the 2018 KESAB Sustainable Communities Awards.

Council's 2017-18 Annual Report was released in December 2018, which provides a summary of Council accomplishments over the 2017-18 financial year.

I look forward to informing you of project updates again next quarter.

**Glenn Rappensberg**  
Chief Executive Officer

**Department: Leadership**

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

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

**1 Innovate throughout our Region**

**Service Area Reporting - Strategic Highlights**

**Environmental Strategy**

**Environmental Action Plan 2014-2018**

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

- 95% of ongoing actions,
- 83% of short-term actions,
- 67% of medium-term actions, and
- 15% of long-term actions.

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

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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**

**Implement strategies to support values engagement and a positive workplace culture**

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

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

The positive impact that the Innovation Hub had on staff was evident when the following day the staff lunchroom chalkboard asked, "Innovation is.....?". This was quickly filled with a range of staff comments and quotes about what innovation means to them and provided useful feedback for future organisational development programs. The next Innovation Hub will feature speakers from the Public Sector Innovation, ICT and Digital Government, Department of the Premier and Cabinet, who will share their experience of 90 Day Projects and their effect on organisational change and the development of self led teams that generate innovation and accountability. it is expected that from this innovation hub a framework for implementation of 90 Day Projects within Alexandrina Council will occur with the first 90 day project team to be established in early 2019.

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**Provide open and accessible Human Resource services across the organisation**

The People Department provided high level support on a number of performance management/employee relations issues resulting in changes to work methods and behaviours to meet performance expectations. The Group Manager people has regular scheduled meetings with General Managers and Managers in order to support people issues and strategies.

Staff also use the People Department as a resource for advice in relation to employee relations issues, work life balance and career planning. It is very pleasing to see so many staff accessing the department to set a strategy in place for furthering their career in Alexandrina Council.

The People Department has also supported the Executive Team in reviewing and benchmarking Manager classification and KPI criteria as part of the ongoing structural development within the framework of XLR8Alex. These changes will provide a platform for increased performance and strategic input from managers to support the organisations objectives.

Recruitment has been a key focus on the People Department in 2018 with many internal secondments creating need for back fill, a number of retirements and unplanned vacancies as well as new positions. The People Department supported the recruitment of 45 positions, reviewing over 780 applications, the approximated cost of outsourcing this service would be in excess of \$245,000.

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## Work Health Safety

### Monitor and review Council's Health and Safety Management System









Council achieved 88% compliance on the LGAWCS KPI plan for 2018. This compares to a score of 84% in 2017 and is indicative of the organisations strong focus on a culture of health, wellbeing and safety.

The People Department reviewed the systems currently used to manage information, generate reports and provide information related to WHS Training Needs Analysis and compliance with mandatory safety training. The growth of the organisation and the maturity of the WHS system has created a need to implement improved information management models to support the framework of the WHS system and maintain compliance and continuous improvement with self insurance requirements.











People Department have reviewed the use of the SKyTrust system used by 68 councils and will report to Executive with recommendation to implement this system in 2019. Implementation of the system will provide costs savings ( the system is provided by LGAWCS at no cost) as compared to licencing of the current systems and will eliminate risk associated with continued use of methods and systems that do not match the size and requirements of the Alexandrina Council's workforce and WHS system.

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## 2018-19 Project Updates at 31 December 2018











Name	Description	On Time	On Budget
<b>Goolwa Sporting Complex</b>	The Goolwa Recreation Precinct sporting complex is to cater for Goolwa's existing and future sporting and recreational requirements.	 GREEN	 GREEN
Progress comment:	<p>The first phase of stakeholder consultation and engagement has been undertaken with a targeted workshop performed with sporting groups (&amp; other) on Tuesday 18 December 2018. During early January 2019 stakeholder engagement feedback will be considered and compiled within the body of the master plan report. This will ensure stakeholder visions are clearly articulated and represented as the master plan layout commences.</p> <p>Excellent representation from sporting &amp; community stakeholders was achieved. Representation included;</p> <ul style="list-style-type: none"> <li>o Council Executive</li> <li>o Goolwa Oval Controlling Committee</li> <li>o The Goolwa - Port Elliot Football Club</li> <li>o The Goolwa Cricket Club</li> <li>o The Goolwa Netball Club</li> <li>o The Goolwa Tennis Club</li> <li>o The Goolwa Hockey Club</li> <li>o The Goolwa Lions Club</li> <li>o The Goolwa Bowling Club</li> </ul> <p>Following this engagement phase, representation from Community Connect was also received.</p> <p>Council's contractor, Inside Edge are now continuing with assessing information received, documenting evidence based sporting analysis and commencing preparations on master plan layout options for consideration and review during the week commencing 21 January 2019.</p>		
<b>Goolwa Wharf Renewal</b>	Renewal of Goolwa Wharf including piles, sub-structure and decking.	 GREEN	 AMBER
Progress comment:	Initial works have commenced on a small section of the wharf that has failed. Council has selected a lead contractor to undertake works (Mykra Pty Ltd) and have received updated detailed construction drawings and specifications from engineers (WGA). New piles have been installed with works temporarily ceasing over Christmas and school holidays. Mykra will remobilise site on 1 February 2019 with connections of the new bearers and crossheads beginning the week of 4 February 2019. Completion of project is on target for late March 2019.		
<b>Bridge and Major Culvert Infrastructure Renewal as per Asset Management Plan 18/19</b>	Renewal of existing bridge/ major culvert infrastructure in accordance with Asset Management Plan and Bridge Audit documentation.	 AMBER	 GREEN
Progress comment:	Some guard rail identified for renewal through pro-active inspections, works completed. Water Affecting Activity Permit has been submitted for renewal of culvert on McHargs Creek Road, works to be programmed for after Christmas when flow of the creek has ceased.		
<b>Kerb Expansion 18/19 Capital Works Program</b>	Budget line for adhoc and high risk kerb expansion projects to be identified from existing backlog of stakeholder requests where appropriate.	 GREEN	 GREEN
Progress comment:	Scott Street Goolwa kerb expansion and road re-alignment planned for early 2019.		

## 2018-19 Project Updates at 31 December 2018













Name	Description	On Time	On Budget
<b>Development of the Goolwa Waste Transfer Station</b>	Redevelopment of the Goolwa Waste and Recycling station. Final components include stormwater works and intersection upgrade.	 AMBER	 GREEN
Progress comment:	<p>The defect period for the new facility has started and expected to be complete in the third quarter in 2019.</p> <p>Lease arrangements are being finalised for all parties onsite.</p> <p>Postponed and landscape works are ready for construction, pending finalisation of construction schedule.</p> <p>Designs for the entrance were completed in the second quarter, waiting on DPTI feedback and approval before construction work can progress, expected completion in the third quarter.</p>		
<b>Goolwa Jet Ski Recreational Facility</b>	Expansion of Parks & Gardens Infrastructure (Playground equipment, Park Furniture and Structures)	 AMBER	 GREEN
Progress comment:	<p>Development of the Goolwa Jet Ski site draft design is complete. Consultation undertaken and received 155 responses - mostly supportive. Currently undertaking costing exercise to determine a more accurate budget in preparation for a funding application through the Open Space and Places for People Grant. The project will be placed on hold pending the outcome of the funding application.</p>		
<b>Renewal of Storm Damaged Assets</b>	Renewal of stormwater bridges and infrastructure damaged during the 16/17 Financial Year	 GREEN	 GREEN
Progress comment:	<p>Substantial stormwater and road construction works have commenced on Cleland Gully Road, Tooperang and will soon commence on Braemar Drive, Strathalbyn.</p> <p>The substantial Open Tender process for Middleton Creek and Strathalbyn Soldiers Memorial Gardens pedestrian footbridges is now complete, and financial approval granted to now deliver these assets in the first &amp; second quarter of 2019. The preferred contractor has been advised, and the bridge manufacture will now commence via a South Australian manufacturer.</p> <p>Water Affecting Activity permits and Native Vegetation Council approvals are currently in progress to ensure all approval processes are met. These processes are anticipated to be completed by mid to late February 2019 - however, works will continue 'behind the scenes' in the form of material procurement &amp; manufacture of key elements.</p> <p>All storm damage projects are expected to be completed by end financial year 2019 in accordance with funding requirements.</p>		
<b>Goolwa Skate Park - Pump Track</b>	Construction of a Pump Track at the Goolwa Skate Park site.	 GREEN	 GREEN
Progress comment:	<p>Currently finalising costing for the overall project, prior to proceeding to Phase 4 of the project. It is anticipated construction will commence in the first week of February to avoid impacting the communities use of the site during the school holidays.</p>		
<b>Footpath Capital Infrastructure Renewal as per Asset Management Plan 18/19</b>	Renewal program as programmed by Council's Asset Management Plan, previous years roll overs and other stakeholder requests	 GREEN	 GREEN
Progress comment:	<p>Program tracking well, on time and under budget.</p>		







## 2018-19 Project Updates at 31 December 2018

Name	Description	On Time	On Budget
<b>Expansion of IT Equipment</b>	Acquisition and installation of new office and operational computer, network infrastructure, server and unified communications equipment according to the requirement of the Council and community to enable Council operations and service to the Community at an acceptable service level.	 AMBER	 GREEN
Progress comment:	Awaiting the finalisation of the tenders that are part of the Smart City and Suburbs Program, estimated for the fourth quarter.		
<b>Smart Cities Project</b>	Provision of public Wi-Fi for a number of towns within the Alexandrina district. The Public Wi-Fi will facilitate equitable access to council services and greater engagement for residents, while also meeting the digital needs of tourists.	 AMBER	 GREEN
Progress comment:	Tender process for new Backhaul network has been completed and the rollout of the new network has commenced. Proof on concept for the WiFi tender are in progress before a final decision is made on the successful tenderer, estimated for the fourth quarter.		
<b>Admin Vehicles Replacement 18/19</b>	Undertake replacement of Administration Vehicles for vehicles that are 3 years or older or have done over 80,000km. Arrange Trade in of existing vehicles and purchase of replacement vehicles.	 AMBER	 GREEN
Progress comment:	Twelve administration vehicles have been identified for replacement this year. Five vehicles have been replaced and delivered, with four of these vehicles supplied by local businesses. Another three vehicles are expected to be delivery in the third quarter. The final four are scheduled for replacement in the fourth quarter.		
<b>Depot Vehicles and Minor Plant Replacement 18/19</b>	The purpose of this project is to approach the market to procure plant replacement items identified in the plant renewal program with current model available at the time. Replacement plant items are to comply in all respects with the requirements of all current applicable legislation, including but not limited to, WHS, South Australian Road Traffic Act and Regulations.	 AMBER	 GREEN
Progress comment:	Twelve depot vehicles have been identified for replacement this year. Three vehicles are scheduled for replacement in the third quarter of the year. Another nine depot vehicles are schedule for replacement in the fourth quarter.		
<b>Major Plant Replacement 18/19</b>	The purpose of this project is to approach the market to procure major plant replacement items identified in the plant renewal program with current model available at the time. Replacement plant items are to comply in all respects with the requirements of all current applicable legislation, including but not limited to, WHS, South Australian Road Traffic Act and Regulations.	 AMBER	 GREEN
Progress comment:	Two major plant items have been identified for replacement this year, as well as another two carried over from 2017-18. Also included are two additional plant items that have experienced unexpected major failure. One major plant item has been replaced and one is expected to be delivered in the third quarter. The final four major plant items are scheduled for delivery in the fourth quarter in 2019.		

















## 2018-19 Project Updates at 31 December 2018

Name	Description	On Time	On Budget
<b>Sealed Road Renewal and Reconstruction 18/19</b>	Renewal program as programmed by Council's Asset Management Plan, previous years roll overs and other stakeholder requests	 GREEN	 AMBER
Progress comment:	Works scheduled to commence in the third quarter 2018-19. Initial tender results suggest a major reconstruction may be above budget estimates. Cost management exercise is currently being undertaken to address this.		
<b>Unsealed Road Renewal - Resheeting 18/19</b>	Renewal program as programmed by Council's Asset Management Plan, previous years roll overs and other stakeholder requests	 GREEN	 GREEN
Progress comment:	Program tracking well, on time and under budget.		
<b>Strath Pool Plant and Equipment Renewal 18/19</b>	The purpose of this project is to approach the market to procure plant replacement items for the Strath Pool with current model available at the time. Replacement plant items are to comply in all respects with the requirements of all current applicable legislation, including but not limited to, WHS, South Australian Road Traffic Act and Regulations.	 GREEN	 GREEN
Progress comment:	No equipment identified for replacement during 2018-19 at this stage.		
<b>CWMS Port Elliot Capital Infrastructure Renewal 18/19</b>	Renewal of the Lakala Rising Main pipework. Installation of pump station valve pits for maintenance access and future sensory integration. Gravity Network Defects works to be assigned to this cost centre after completion. Network process automation (ALS, HICENS) works to be assigned to relevant assets on completion.	 AMBER	 GREEN
Progress comment:	<p>Lakala Rising Main Renewal</p> <ul style="list-style-type: none"> <li>Engineering designs for the renewal of the Lakala pump station rising main are underway. Installation of these works may be delayed due to prioritisation of new major works within CWMS.</li> </ul> <p>Port Elliot Esplanade Pump Station Renewal</p> <ul style="list-style-type: none"> <li>Fully installed and commissioned. The Electrical team is now looking at finalising project through asset management integration.</li> </ul> <p>Pump Stations Valve Pits</p> <ul style="list-style-type: none"> <li>Materials have been procured and operational staff are planning installations at priority sites. New infrastructure has been installed at Garden Reserve and Goolwa administration pump stations with remaining works to be scheduled base on operational demands.</li> </ul>		
<b>CWMS Strathalbyn Capital Infrastructure Renewal 18/19</b>	Renewal of the Colman Terrace pump station cabinet and power & control automation infrastructure. Final upgrade and phase-out of redundant & unsupported PLC technology. Supports the system readiness for improved process monitoring and potential SCADA interfacing.	 AMBER	 GREEN
Progress comment:	Works scheduled for the fourth quarter.		
<b>Footpaths Expansion as per Footpath Master Plan 18/19</b>	Construction of new Footpaths in line with the priorities set out in Council's Footpath Master Plan.	 GREEN	 GREEN
Progress comment:	Program tracking well, on time and under budget.		













## 2018-19 Project Updates at 31 December 2018

Name	Description	On Time	On Budget
<b>Capital Renewal - CWMS General 18/19</b>	<p>Generally network projects are grouped in CWMS general until appropriate asset amortisation.</p> <p>Includes but is not limited to renewal for communications backup &amp; the replacement of antiquated electrical componentry for improved safety.</p> <p>The renewal of critical communications infrastructure for remote monitoring access.</p> <p>The installation of pump station valve pits and sensory infrastructure.</p>	 RED	 GREEN
Progress comment:	<p>From October to December 2018, the Water Process Improvement Project commenced with the initiation of a data strategy for the wastewater operations. This will inform the scope and direction of the project ensuring the deployment of appropriate technologies and integration with existing systems. The original project plan will be modified to account for the unsuccessful Smart Cities Grant application.</p> <p>To assist with the Data strategy, the Project Officer and Manager Sustainable Resources met with representatives from Spiral Data Group, Dematec Automation and Sage Automation to discuss opportunities, trends and current market technologies.</p> <p>The CWMS team have been trialling a communications device at a Strathalbyn pump station which connects to the local control system (PLC) and provides the ability to remotely monitor the pump station operations in real time through an internet application. The trial is a “proof of concept” that will be applicable for all of our PLC controlled equipment. The Strathalbyn Treatment Plant has been connected into Council’s IT network with a microwave link to improve the reliability of the security system. This link will also be used to monitor the plant as a trial for the suitability of the Council’s IT network as carrier for this data.</p> <p>In December the Water Project Officer participated in a PLC system overview and the Strathalbyn pump station maintenance run.</p> <p>A CWMS Data Strategy is under development to assess the current state and future strategy for data management within the water industry. This is expected to be complete in early 2019 and drive the planning and project prioritisation moving forward.</p> <p>Assigned capital budgets will be deferred to the 2019/20 &amp; 2020/21 financial year budgets to match the timing of expected expenditure.</p>		
<b>Parks and Gardens Capital Infrastructure Expansion as per Master Plan 18/19</b>	<p>Budget line for the creation of R&amp;O assets, largely dictated by location planning and site specific master plans</p> <p>Ratalang Basham Conservation Reserve</p> <p>Former SA Water Pump Station site Liverpool Road Goolwa</p>	 GREEN	 GREEN
Progress comment:	<p>Bashams Beach</p> <p>Signage upgrade is complete.</p> <p>Crockery Creek Management Plan, Wetland design and path link are sitting the design team.</p> <p>Boardwalk upgrade is waiting for the recommendations from the Coastal Adaptation Management Plan.</p> <p>Former SA Water Pump Station site Liverpool Road Goolwa</p> <p>Approval will be sought from Council to use available funds to purchase this site. SA Water had previously indicated that this would be gifted to Council.</p>		











## 2018-19 Project Updates at 31 December 2018

Name	Description	On Time	On Budget
<b>Recreation and Open space Equipment and Structures Renewal 18/19</b>	Budget line for the renewal of existing R&O assets, as predicted by Council's Asset Management System	 GREEN	 GREEN
Progress comment:	Goolwa fencing replacement program is complete. Milang fencing program is due to start mid October. Strathalbyn Lions Park Playground replacement is complete. Bradford road reserve, Goolwa playground replacement is complete.		
<b>Currency Creek Hall Renewal</b>	Project to undertake remediation works at the connection of the original building and the newer addition to prevent further cracking and damage.	 GREEN	 GREEN
Progress comment:	Assessment report has been undertaken to determine required action. Quote for engineer drawings to be sourced February 2019 with construction to commence April/May 2019.		
<b>IT Equipment Renewal 18/19</b>	IT Equipment Renewal as per Renewal Master Plan	 AMBER	 GREEN
Progress comment:	Awaiting the finalisation of the tenders that are part of the Smart City and Suburbs Program, estimated for the fourth quarter.		
<b>Resheet of rural access tracks</b>	Budget line for the identification of Rural Access Tracks requiring upgrade in Councils Unsealed Road Hierarchy	 GREEN	 GREEN
Progress comment:	Confirmation of Rural Access Track segments yet to be confirmed. Re-sheeting planned following the Unsealed Road Renewal Program.		
<b>Kerb Capital Infrastructure Renewal as per Asset Management Plan 18/19</b>	Budget line for the renewal of existing Kerb assets, as predicted by Council's Asset Management System	 GREEN	 GREEN
Progress comment:	Kerb renewals identified during footpath capital program and inspections. Arthur Street kerb renewal identified and completed with footpath works.		
<b>Goolwa Library Carpets Renewal 18/19</b>	Project to relay the Goolwa library carpets. Subject to redesign of customer service layout.	 AMBER	 GREEN
Progress comment:	Scheduled for the third quarter of 2018-19.		
<b>General Public Conv Renewal District Wide 18/19</b>	Project to refurbish 5 toilets as identified by Council's condition and defect audit.	 GREEN	 GREEN
Progress comment:	Responses to tender received and works awarded to Mykra. Some renegotiation of the scope resulted in positive impact and reduction of budget. Program currently scheduled to begin in February 2019.		
<b>Milang Foreshore Erosion</b>	Risk of collapse to the public when in close proximity to waters edge. Milang foreshore area has been fenced off due to the risk to the public in and around the concrete batters.	 RED	 GREEN
Progress comment:	A consultant has been engaged to carry out assessment and recommendations. There will not be any further work carried out this financial year. Budget amount to be carried over to 2019-20.		

## 2018-19 Project Updates at 31 December 2018









Name	Description	On Time	On Budget
<b>Capital Expansion - CWMS General 18/19</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.	 RED	 GREEN
Progress comment:	Timelines will be largely determined by other projects and resourcing. This work will be postponed until the appropriate appointment of a qualified technical officer and is expected to be implemented in FY19/20 due to capital resource diversion to major projects.		
<b>Capital Upgrade - CWMS: Goolwa Capital Infrastructure 18/19</b>	New Pump Station at Goolwa Beach Car park.	 GREEN	 GREEN
Progress comment:	Being managed as part of Goolwa Beach Master Plan project. Tender has been awarded for construction work scheduled to be completed prior to January 2018.		
<b>CWMS Goolwa Capital Infrastructure Expansion 18/19</b>	New housing development - CWMS infrastructure requirement. New pump station at Sturt Ridge.	 GREEN	 GREEN
Progress comment:	Discussion with the developer are ongoing. Timing of construction and installation still to be determined. Specifications and designs are well established.		
<b>Coastal Erosion Mapping</b>	Sea level rise inundation & erosion mapping for Alexandrina coastal zone and adaptation planning for high risk areas.	 RED	 GREEN
Progress comment:	Work is in progress, with the consultant expecting completion at the end of June 2019 after consultation with elected members.		
<b>Sandergrove Road Street Scape, Strathalbyn</b>	Entry road upgrade. Major road upgrade, street lighting and streetscape project to enhance the entrance to the Strathalbyn Township from the commencement of the 50 km/h speed limit to Milnes Road. Resolution of long standing condition and alignment issues.	 AMBER	 RED
Progress comment:	Approximately 50% of storm water system has been installed and kerbing between the Milnes Terrace roundabout and Lime Street is currently in progress. Site tidy up and removal of all construction activity to be undertaken in preparation for the Tour Down Under. Construction risk identified due to clashes with underground services. Potholing has been done to identify service locations, design amendments being made as required. This is causing project delays and cost increase. Offsets will be identified internally for any required increase in budget.		
<b>Goolwa Wharf Precinct - Amelia Park Carpark Upgrade</b>	In accordance with the Goolwa Wharf Precinct Masterplan proposes the sealing of the Amelia Park car parking area and construction of a pedestrian and cyclist shared path to link the Laffins Point Bikeway to the Goolwa Wharf Precinct.	 RED	 GREEN
Progress comment:	Project on hold awaiting the outcome of Building Better Regions funding application. Works deferred to 2019-20. Awaiting completion of construction plan set and cost estimates due 16 January 2019.		

## 2018-19 Project Updates at 31 December 2018









Name	Description	On Time	On Budget
<b>Goolwa Beach Masterplan</b>	Cost of Council owned capital infrastructure associated with the construction of a Surf Life Saving Facility at Goolwa Beach. Appropriate Surf Life Saving facilities is anticipated to provide a safer beach.	 GREEN	 GREEN
Progress comment:	<p>Goolwa Beach Master plan Project comprises a number of elements.</p> <p>At present, the Goolwa Surf Life Saving Club facility has taken priority as staff work through matters including building construction, waste water pump station construction, property and land tenure matters.</p> <p>Building construction works commenced in July 2018 with works progressing in accordance with scheduled program. Major earthworks complete, tilt up walls complete with first floor concrete works also complete. January will see installation of garage roof structure &amp; roofing, with all other first floor steel works also being prepared for concrete works.</p> <p>Major excavation was performed prior to Christmas to allow construction of the Council waste water pump station that will service the facility. This new Council owned pump station and associated chamber/s was installed in December seamlessly. Electrical works will commence on that critical infrastructure during February and March 2019.</p> <p>All site traffic issues are being managed by Mossop and Council.</p> <p>A camera taking time lapse photos has been set up on the SLSC Tower.</p> <p>Detailed design plans for the surrounding beach precinct will be developed in 3rd quarter 2018/19 for ultimate delivery during late 2018/19 and 2019/20.</p> <p>Some expenditure will be experienced this financial year as earthworks, pump station, public amenities and other ancillary items are delivered in accordance with the Goolwa Beach Precinct Master plan document.</p>		
<b>Strathalbyn Town Hall Renewal</b>	Renewal of lights, ceiling fans and other internal fixtures.	 RED	 GREEN
Progress comment:	<p>Consultation complete with internal and external stakeholders to determine scope of works.</p> <p>Request for Quote for design was released via tender panel with a closing date of mid-November.</p> <p>Onsite works estimated to begin June 2019, after detailed design is completed.</p>		
<b>Strathalbyn Entry Statements</b>	Expansion of Strathalbyn Entry Signage to better represent township, tourism and economic drivers. Being undertaken as part of the Strathalbyn Town Plan. One more sign proposed for installation in Sandergrove Road.	 GREEN	 GREEN
Progress comment:	<p>Minor Works Agreement signed 27 November 2018 for the construction, delivery and installation of fourth and final sign at the start of Sandergrove Road at the western end of the Strathalbyn township. Sign installation anticipated to be completed by the end of January 2019.</p>		
<b>Goolwa Wharf Shed Refurbishment</b>	Upgrade for Goolwa Wharf Shed including riverboat visitor centre.	 RED	 GREEN
Progress comment:	<p>Project on hold awaiting the outcome of funding application. Works deferred to 2019-20.</p>		
<b>Surf Life Saving Club Contribution</b>	Contribution to a Surf Life Saving facility. Appropriate Surf Live Saving Facilities are anticipated to provide safer beaches.	 GREEN	 GREEN
Progress comment:	<p>Second contribution made to Surf Life Saving SA during the first quarter.</p>		



## 2018-19 Project Updates at 31 December 2018











Name	Description	On Time	On Budget
<b>Mount Compass Reserve Playground, Waye Court</b>	Playground, skate park, bike track and gazebos concept.	 RED	 RED
Progress comment:	<p>Open Tender for project construction released in September 2018. Cost Management exercise being performed by staff and consultant.</p> <p>In November 2018 a detailed cost management exercise was completed with the preferred contractor providing a series of cost options; from full master plan delivery, to a staged approach to delivery of a very basic playground facility.</p> <p>These Cost Management options were presented to the Council briefing of 10 December 2018. The Council briefing provided detailed information regarding the series of project options and the additional expenditure required to realise each of the options.</p> <p>As an outcome, during January 2019 the Resources Division have undertaken detailed financial modelling on the Council's preferred Mount Compass Recreation Park option to provide Council with an informed financial position and to reflect the financial impacts upon the LTFP relative to each option.</p> <p>Financial details are being presented to Council Briefing of 29 January 2019, with further Council consideration of outcomes to be via Council meeting of 18 February 2019.</p>		
<b>Quarry Road / Alexandrina Rd Intersection realignment</b>	Intersection realignment	 GREEN	 GREEN
Progress comment:	<p>Preliminary design plans have been developed, to assist with detailed design &amp; specification development.</p> <p>Quarry Road alignment has been surveyed on-site to enable a Native Vegetation Assessment of the road corridor. Council's project team has performed a vegetation assessment and has lodged a vegetation clearance application with Native Vegetation Clearance. Whilst vegetation clearance is not extensive, the road corridor must be widened by approx. 1.0m to comply with B-Double access requirements and that of the funding authority. The Native Vegetation permit is anticipated in mid to late January 2019.</p> <p>A short detailed design and specifications phase will then commence, prior to an Open Tender process being performed in first quarter 2019. As part of due diligence, in house construction delivery opportunities will be considered.</p>		
<b>Strathalbyn Street Scape Parking and Traffic</b>	Alfresco dining and pedestrian initiatives. Includes Sunter Street and church frontage.	 AMBER	 GREEN
Progress comment:	<p>Work on the Sunter Street and High Street Carparks has been completed. Sunter Street Sculpture Garden scheduled for fourth quarter.</p> <p>Remaining project works on hold pending a future People and Places funding application.</p>		
<b>Coastal Erosion Management</b>	Key outcomes identified from Council's Coastal Erosion Mapping study.	 RED	 GREEN
Progress comment:	<p>Required works to be identified from the Coastal Erosion mapping exercise currently being undertaken. Budget to be deferred to 2019-20.</p>		




## 2018-19 Project Updates at 31 December 2018

Name	Description	On Time	On Budget
<b>Kurramin Court Road Sealing Port Elliot Dog Park</b>	Sealing of road providing access to Port Elliot Dog Park Project depends on the completion of Stormwater project to the road	 GREEN	 GREEN
Progress comment:	Scheduled for the fourth quarter of 2018-19.		
<b>Clayton Bay Oval Foreshore &amp; Carpark Upgrade</b>	Upgrade of oval foreshore including relocation of swimming area, new oval car park & access road, foreshore shelters, improvements to toilets, reconfigure boat ramp car park & improve footpath links, restrict vehicle access to cliffs, tree planting & signage. Identified in Clayton Bay Foreshore Master Plan, see Items 2.1-2.10 in Appendix B.	 AMBER	 GREEN
Progress comment:	Native Vegetation Council approved reed removal. Draft statement of effect sent to Council. Waiting on DA to be approved to send out Request for Quote to Contractors. EPA have put extra requirements on this project due to dredging and have engaged a new consultant to help. Sealed carpark for main boat ramp has gone to design project team for design and plan.		
<b>CWMS Strathalbyn Lagoon and Wastewater Treatment plant Expansion</b>	Current storage has been exceeded as Strathalbyn Wastewater Treatment Plant. A portion of the system is still pumped to the Swamp Rd lagoons. Final construction will allow for complete winter storage and the required precursor for the rehabilitation of the Swamp Rd lagoons.	 RED	 GREEN
Progress comment:	<p>The CWMS team has commenced the construction of the new 110 megalitre storage lagoon at Strathalbyn. The \$1.8 million lagoon will be a significant milestone for the Strathalbyn CWMS scheme. Completion will allow for the final diversion of all sewage from the antiquated Swamp Road Lagoon system and into a more contemporary treatment facility.</p> <p>The Stage 1 lagoon construction is on schedule. All earthworks regarding lagoon cut and fill have been completed with batters being rolled for poly liner installation early in 2019. All piping and chamber work has been completed and connected to the existing wastewater treatment facility.</p> <p>The Stage 2 wastewater treatment process upgrades are currently being designed. This complex process review will bring the facility into current regulatory compliance standards. This mechanical, electrical and process design specification will require highly specialised internal &amp; external contributors. Stage 2, although part of the same project, will be tendered separately as a specialised mechanical and civil works and is expected to be released to the market in January 2019.</p> <p>Mechanical and civil installations are complete the CWMS electrical department will design and implement the final stage of the project. This will include but not be limited to the full electrical infrastructure design based on the augmented process and automation workflow. External contractors will be procured at each iteration via the Council's vendor panel system. This highly specialised and complex work will continue into the new financial year with final commissioning by the end of 2019.</p>		
<b>Recreation &amp; Open Space: Woodchester Entry Statement</b>	Project to create entrance statement in Woodchester for the Langhorne Creek winery region	 GREEN	 GREEN
Progress comment:	Council's funding application for the Federal Government's Stronger Communities Programme was successful. Works estimated to occur in the fourth quarter.		



## 2018-19 Project Updates at 31 December 2018

Name	Description	On Time	On Budget
<b>Depot Generators</b>	Construction costs for proposed back up generator works in both Goolwa and Strathalbyn Works Depots, to allow for continued service delivery during extended periods without electricity supply.	 GREEN	 GREEN
Progress comment:	Final Testing complete and compliance certificates received.		
<b>Goolwa Wharf Wayfinding project</b>	Project to undertake detailed design, fabrication and install of wayfinding and interpretive signage In Goolwa Wharf Precinct and nearby Cadell Street. Project recommended by Goolwa Wharf Precinct Board.	 RED	 GREEN
Progress comment:	Project on hold awaiting the outcome of Building Better Regions funding application. Works deferred to 2019-20.		
<b>Currency Creek Cemetery</b>	Expansion of Currency Creek Cemetery.	 GREEN	 GREEN
Progress comment:	All major components of project now completed. The last remaining part of the project is the Niche Memorial Walls for cremated remains. The design drawings have been completed however the new walls are expected to cost approximately \$20,000 for the walls and associated landscaping which cannot be accommodated within the existing budget. Therefore council will be asked to consider an additional allocation in the 2019/20 budget to allow this work to be completed.		
<b>Corporate Systems Review</b>	Procurement and implementation of a new Local Government Corporate System to improve the overall efficiency and service level of Council.	 RED	 GREEN
Progress comment:	External reviews of the process and documentation have been undertaken. Budget to be deferred by one year.		
<b>Strathalbyn Senior Citizens</b>	Provide additional rooms, upgraded toilets and kitchen to the Strathalbyn Senior Citizens Club to create a community centre in collaboration with the Strath Neighbourhood Centre Inc.	 RED	 GREEN
Progress comment:	Design contract awarded to architectural firm Grieve Gillett Andersen. Concept plans complete following extensive consultation with Strath Neighbourhood Centre and Senior Citizens Clubrooms representatives. Detailed drawings and specifications are in progress due for completion by end of March 2019. Request for Tender for construction estimated to be released via SA Tenders site April 2019 with commencement of onsite works late July 2019 and completion late October 2019.		

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:

## Alexandrina Connecting Communities 2014-2023 Aspiration Areas

### 1 Innovate throughout our Region

#### Service Area Reporting - Strategic Highlights

##### Procurement & Contracting

###### Procurement Initiatives

Work has been completed on Procurement service standards for the organisation including a Procurement Plan. These service standards see the centralised Procurement Team managing the entire procurement process for high value and high risk projects. This will ensure a consistent approach and standardised documentation.

Council continues to review its processes to ensure they are of high quality and meet the needs of the organisation.

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**Department: Council Properties**

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

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

**1 Innovate throughout our Region**

**Service Area Reporting - Strategic Highlights**

**Property Management**

**Council Properties**

Administration continues to process community and commercial lease and licence requests for use of Council facilities and open space. Activating the region benefits residents and the community with a diversity of recreational interests and experiences throughout the townships, in turn encouraging visitation and economic support to the region.

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**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**

**2017-18 Financial Reporting**

Council's unqualified Financial Statements for 2017-18 were adopted by Council in October 2018 in line with legislation.

Grants Commission Returns including Supplementary, General Information and Road Returns for the 2017-18 Financial Year were submitted on time in November 2018.

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**Department: Information 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**

**Smart Cities and Suburbs**

The implementation of the Smart Cities and Suburbs program is underway with the new Backhaul data network currently being deployed. Public WiFi is undergoing proof of concept testing before finalising locations. Administration will liaise with the Community Reference Group prior to the final roll out.

This initiative will see free public WiFi available to access Council services and visitor information.

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**Mobile Device Management and Online Forms Pilot**

A new Mobile Device Management platform is being actively deployed across the organisation to increase efficiencies.

A pilot of a new online forms and workflows technology has been completed and proved to be successful in integrating with existing Council systems. Further review will determine how this technology can best benefit the organisation and our customers.

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## 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: 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**

**Community Facilities & Open Space**

Council's public conveniences and facilities are now being serviced by a new contractor. Following a thorough tender process a new contractor was engaged to clean and maintain Council's public conveniences and is proving successful with high levels of service being received.

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## Environmental Assets

### Protect, Maintain & Restore biodiversity within Councils land

Council's Environmental Biodiversity Team has fostered relationships with community groups to support local biodiversity including:

- \* Goolwa to Wellington LAP "A River Near You" event in Strathalbyn along the Angas River Corridor and saw completion of revegetation project on council land surrounding Tokuremoar Reserve.
- \*Worked in collaboration with Friends of Point Sturt with ongoing weed control of reserve as per management plan.
- \*Worked in collaboration with Clayton Bay Nursery and Environment Group with ongoing weed control of revegetation areas as per management plan.
- \*Worked with and supported Trees for Life on ground activities.
- \*Supported local Community Nurseries by purchasing stock for our revegetation projects.
- \*Supported recipients of Community Environment grants.
- \*Ongoing partnering with NRM Adelaide and Mount Lofty Ranges regarding weed control on roadsides and coastal weed management in addition to planning for planting project at Middleton in winter.

Managed and maintained assets in the Coastal and Riverfront areas:

- \*All immediate inspection defects on Coastal and River front infrastructure have been repaired or put forward for renewal.
- \*Spring/Summer weed and mowing management program is in progress.
- \*Fire management program for Ratalang Bashams Beach Conservation Reserve completed prior to fire season commencing.
- \*Replaced a section of coastal fencing at Horseshoe Bay that was damaged during the November storms.

Managed and maintained urban and rural biodiversity reserves:

- \*The 2019 planting program covers 26 locations with approximately 4000 plants.
  - \*An additional 25 roadside marker sites have been added to the 18/19 program resulting in approximately 21 kilometres of selected weed control. An addition of 6.7 hectares has been included to the rural biodiversity reserves and 0.8 hectare to urban biodiversity reserves.
  - \*Weed control contracts for the roadside marker program is part complete.
  - \*Direct seeding of the Builders Cell and Goolwa Waste Depot has been completed and weed management implemented.
  - \*Urban and Rural reserve fire management program complete.
  - \*Pre inspections for tree trimming program Native Vegetation referrals is in progress.
  - \*Swamp Road Landscape Hydrology decommission/remediation and restoration options project is due for completion at the end of January.
-

## Recreation, Open Space and Reserves

### Community Facilities and Open Space Achievements

The Recreation and Open Space Department achievements for the quarter include:

- \*Creating a sustainable spring verge display gardens in Dawson Street, Goolwa.
  - \*Mulched garden verge on the main road, adjacent to the Sports Oval in Port Elliot.
  - \*Replaced rubber soft fall and installed playground edging in Lakala Reserve, Port Elliot.
  - \*Installed 70m2 of clay paving on the Tottenham Court Road, Port Elliot verge corner.
  - \*Removed timber tree surrounds on North Terrace, Port Elliot.
  - \*Upgraded the footbridge in the Middleton main Street.
  - \*Assisted Middleton Town and Foreshore Committee with verge planning on the main street.
  - \*All timber work oiled in Bristow Smith Reserve, Goolwa.
  - \*Installed sustainable spring verge display garden on Coleman Terrace, Strathalbyn.
  - \*New seating and irrigation upgrade in Lions Park, Strathalbyn.
  - \*Re-sheeted rubble pathway from Island View Drive to shelter shed on the foreshore, Clayton Bay.
  - \*Installed limestone rock along road reserve at Island View Drive, Clayton Bay to prevent vehicle access to cliff top.
  - \*Bradford playground renewal completed.
  - \*Swing replacement Strathalbyn caravan park and also visitor information centre.
  - \*High Street, Strathalbyn car park landscaping upgrade complete.
  - \*Lions park, Strathalbyn playground renewal and fence expansion.
  - \*Langhorne Creek playground re-stained and 2 new slides installed.
  - \*Clayton Bay reseating pedestrian path island view to shelter shed.
  - \*Review effectiveness of street tree planting and green/natural corridors.
-

**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**

**Roads & Car Parks**

**Deliver effective and efficient Roads & Car Parks**

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

The asphalt and spray-seal reseal programs are underway.

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

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## 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**

**1 Innovate throughout our Region**

**2 Activate our Spaces**

**3 Participate in Wellbeing**

**Service Area Reporting - Strategic Highlights**

**Community Connect**

**Advocate for and provide equitable, accessible and appropriate programs and facilities through Alexandrina Council's Community Connect Services**

Council's Community Connect programs provide access to social support and transport. During the July to December 2018 quarter, 417 people over the age of 65 have received at least one service from Community Connect, with over 760 hours of individual contact and 6,495 hours of group social support. There were 1,940 transport services which include attending social activities, medical appointments and shopping support.

Community Connect programs, including domestic assistance and home maintenance, support people remaining independent in their homes.

In this quarter, Community Connect provided 376 hours of domestic assistance in the Strathalbyn region. While 212 hours of home maintenance was provided across the council area.

The recent 'We Hear You 2' project recorded the moving and insightful stories of grandparents caring for grandchildren, and provided many opportunities for social connection, support and connection.

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**Community Development, Partnerships & Advisory Services**

**Advocate for equitable and accessible community facilities to support existing and future needs of the community**

Council continues to collaborate with Strathalbyn's Neighbourhood Centre and Senior Citizens Club to ensure proposed building modifications meet the needs of user groups. Construction is slated to be completed in 2019.

Supported by Council, the Strathalbyn Woodshed is now fully functional from its new facility and recently received a Commonwealth grant to install solar panels on the roof of the new shed. The group is actively working with the community to facilitate additional programs from the site, and to progress plans for self-management in 2019.



**Advocate for equitable, accessible community services, programs and initiatives**

Council monitors, supports and contributes to the regional Positive Ageing Taskforces and regularly attend meetings with the both the Fleurieu and Hills taskforces, and support implementation of community wellbeing projects. For example, the Caddy Project, funded through the Office for The Ageing, and a collaboration of staff, volunteers and participants developed a model of support to enable a person living with dementia to connect with meaningful activities.

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**Support the delivery of community programs and initiatives provided through local community groups, centres or organisations**

Council staff curated a portfolio of community-based events in this quarter, including for Mental Health Week, White Ribbon Day and Anti-Poverty Week, partnering with Growing Life Connections. Working closely with churches, schools, businesses to collect food for those in need in our community. As a result of the food drive, we received almost 1,600 non-perishable food items and just over \$400.00. The items and funds were shared with community groups and organisations that provide emergency relief to people across the region including the Milang Old School House Community Centre, South Coast Christian Community Care, St Vincent de Pauls, Strathalbyn Country Life Compassion and the Strath Neighbourhood Centre. Donations of breakfast items were forwarded to breakfast clubs at schools across the region.

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**Community Health, Sport & Recreation Services**

**Encourage participation in sport and recreation through supporting well managed and sustainable clubs and facilities**

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

Langhorne Creek Netball Club - Court Resurfacing and Fencing - \$25,000  
Port Elliot Tennis Club - Court Lighting Stage 2 - \$25,000  
Strathalbyn Tennis Club - Tennis Backstop and Fencing Replacement - \$10,000  
Southern Breakers Soccer Club - Program & Equipment Funding - \$5,000

Council's Environment Division commenced stakeholder consultation as the first stage of informing the Goolwa Central masterplan.

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## Community Transport

### **Support and advocate for equitable, accessible and reliable regional community transport services**

The Manager Community Wellbeing is a committee member of the Southern Community Transport Scheme and the Hills Community Passenger Network. Both services have recently received growth funding from the Federal Government to assist with increasing demand for transport services for the aged, frail and transport disadvantaged in our communities.

The Hills Community Passenger Network is also procuring an additional two vehicles to be located in Strathalbyn and Gumeracha which will improve the availability of transport services in the Strathalbyn region.

Hills Community Transport will be trialling a shopping bus run in Strathalbyn in 2019 in collaboration with the Community Connect program. The Community Connect program has been successful in gaining additional funds of over \$8,000 to provide additional transport services through the Commonwealth Home Support program.

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## Family & Youth Services

### **Plan for future delivery of services, facilities, projects and programs to support youth development in Strathalbyn and surrounding townships**

Working in collaboration with neighbouring councils to plan, co-ordinate and support youth initiatives and events across our region, this quarter's activities included facilitation of Strathalbyn Community Youth, facilitating youth workshops on journaling and event planning, and the establishment of a new Youth Writing Group in Strathalbyn.

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### **Provide planning, development and coordination of services, facilities, projects and programs for youth development and retention across the region**

Coordination and support for collaborative youth initiatives across the region include the "Wet Paint" youth theatre program, Blue Light Discos, and the Youth Advisory Committee (YAC). The YAC created two curated 'Escape Room' programs in the October school holidays, attended by 105 young people. Acknowledging their increased activities and facilitation roles, YAC members have undergone training programs over the last quarter, including SAPOL Volunteer Training, Child Safe Environment, and Senior First Aid. YAC members assisted with the Youth Showcase Extravaganza, the Regional Youth Art Exhibition and National Youth Week.

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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**

**3 Participate in Wellbeing**

**Service Area Reporting - Strategic Highlights**

**Community Safety**

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

**Animal management:**

In response to community consultation, Council's Community Safety team, in collaboration with the Friends of the Port Elliot Dog Park and Greyhound Adoption Program South Australia, sought approval from the Dog and Cat Management Board to undertake a trial for greyhound-only events at the Port Elliot Dog Park. This initiative is a first for South Australia as, under state legislation, greyhounds are not permitted to run around off-leash outside of their own property. The Dog and Cat Management Board has given approval for this trial for a period of six months. One event per month has been scheduled for February - July 2019. All six events have completely booked out, which shows the amount of interest in the initiative.

With the implementation of Dogs and Cats Online (DACO), approximately 63% of dog owners either renewed their dog's registration or registered their new dog online, which significantly reduced the amount of time our customer service staff previously spent on this process.

**Fire Prevention:**

This year, as part of Council's fire prevention strategy, the Community Safety team initiated a public awareness campaign, specifically targeting properties that had previously received legal notices under section 105F of the Fire and Emergency Services Act over the last five years. The aim was to achieve higher rates of compliance at the beginning of the fire danger season in order to help keep our community safe from bushfire. As a result of this campaign, only 137 legal notices needed to be issued this season (to date), in comparison to 702 for the last fire danger season.

**Moveable Signs:** Over the past quarter only two complaints were received by the Community Safety team in relation to the placement of moveable signage. In each case, a conversation with the relevant business operator has led to the removal of any public safety risk without the need for Council enforcement.

**Parking Management:** Parking enforcement activities have led to the issuing of 61 parking expiations over this reporting period. Council's Community Safety and Infrastructure team's continue to work together to ensure that line marking and road traffic signage is compliant with Australian Standards, is simple for our community to understand and is legally enforceable.

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## Environmental Health

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

The Environmental Health team continues to manage the immunisation, mosquito management and septic tank pump-out (Port Elliot and Goolwa) programs, and conduct routine inspections of premises under the Food Act and South Australian Public Health Act to ensure the safety of the public. Additionally, the team has focused on improving servicing of aerobic wastewater systems over the past two years. Anecdotally, this has resulted in a marked improvement in the understanding of owners over the past six months.

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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**

**Alexandrina Visitor Services**

**Manage and promote accessible tourism information services**

Council's new tourism website - [visitallexandrina.com](http://visitallexandrina.com) - was launched in December, providing visitors with a much more engaging and interactive platform to virtually explore the Alexandrina region. In an ongoing collaboration with operators from across the region, the site will continue to expand over coming months with updated images and information on tourism-related events, services, activities and accommodation.

In October, two Goolwa residents were heralded as Australia's oldest married couple, celebrating their 80th wedding anniversary with a cruise on the Paddle Steamer Oscar W. The happy event was captured by Network Ten's The Project and screened nationally.

This quarter our region hosted visitors from intrastate, interstate and overseas. The Goolwa Visitor Information Centre attracted 3,616 visitors, composed of 45% intrastate visitors, 42% interstate and 13% of visitors from overseas. The Strathalbyn Visitor Information Centre attracted 3,229 visitors; 56% intrastate visitors, 30% interstate and 14% from overseas, notably an increase in visitors from Asia.

**Customer Services**

**Deliver excellence in customer service**

During the October to December 2018 period, Council's Service Centre dealt with 11,661 phone calls. Almost 26,000 council payments to the value of \$10.9M were processed; 18% over the phone and in person, with the remaining 82% paid online. 80% of calls received to council were answered within 30 seconds, exceeding our target of 70% and the call abandonment rate was 2.72%. A total of 423 Property Search requests were processed to the value of \$21,253.05.

Service Centre targets achieved this quarter consisted of: average speed of answer - 19 seconds (target: within 30 sec); call abandonment rate - 2.72% (target: under 5%); average call handling time - 2.24 minutes (target: within 3 minutes); grade of service - 80% (target: 70% of calls answered within 30 seconds).

Over the Christmas/New Year period Council offices remained open, except for Public Holidays and Mondays 24 December and 31 December. During this period we received 170 phone calls. Thirty-eight customers visited the Goolwa office, and 25 visited Strathalbyn to access Council services. Customer enquiries and services included receiving resident's rate payments, animal registration enquiries, planning and building enquiries, waste services and accessing community information.



### **Develop and Implement an organisation wide Customer Service Strategy**

Following the launch of Council's Customer Service Charter and Responsiveness Standards, internal Service Level Agreements are being established between Council departments to further promote the importance of a customer-centric culture at Alexandrina Council, and to agree on internal service levels.

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

Council staff attended both the Strathalbyn and Port Elliot shows in October. This year, we featured the theme of "Sustainable Spring" with tips and tricks on maintaining and creating sustainable gardens and verges, including giving away free seedlings, courtesy of Hindmarsh Island Landcare. In general, staff answered queries and promoted Council services, major projects, events, visitor information and the local government election. The children's badge-making activity was particularly popular.

Working in collaboration with our Communications and IT teams, the Service Centre supported a successful waste communication campaign with 843 residents with Exceptional Circumstances bins notified in advance of the change in service delivery during the summer period. As a result of the communication process, we experienced minimal customer enquiries relating to the disruption to this particular service.

Council continues to support our residents by selling composting products at a discounted rate and encouraging everyone to increase their recycling. Council also acts as a drop-off point for old mobile phones and batteries. During this quarter, 18 Compost Bins, 22 Worms Farms, 52 Kitchen Caddies and 79 replacement bag rolls were sold/supplied to residents. Six kilograms of old mobile phones and components were collected, and 80kg of batteries were deposited.

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### **Event Management**

#### **Promote and support local Council funded festivals and events**

Council supported the success of several community events this quarter. Highlights include Families Against Bullies @ Sails in Clayton Bay held in October, where approximately 300 people joined in the activities over the day, raising over \$1,000 for the Bully Zero Australia Foundation; and Cittaslow's Goolwa Smoke Off, held in November, which attracted over 1000 people. On New Year's Eve thousands of people watched the fireworks mounted on the Hindmarsh Island Bridge. In addition, four successful community Christmas events were held across the region, including Christmas Where The Angas Flows in Strathalbyn, Goolwa Christmas Festival and the Goolwa Lions Christmas Eve Children and Families Party and Carols in the Park, Port Elliot. Each received a funding contribution from Council. Additionally, Council administrative, transactional and promotional support was provided to community events and organisations including Huff n Puff Fun Run, Charity Bridge Swing, The Great Duck Race, Langhorne Creek Pop Up, Surf Live Saving SA, Surfing SA, Kiteboarding SA State Wave Titles, Milang Multisport Festival, Tour of Goolwa Cycling and the Rotary Australia Day BBQ.

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

Alexandrina Council provides significant support to local tourism events, encouraging visitors to our region and providing them the opportunity to enjoy all the events and activities on offer. Tourism events this quarter included the Schoolies Festival held in Victor Harbor, attracting thousands to the Fleurieu, many of whom stayed in Port Elliot, Middleton and Goolwa in both commercial accommodation and private holiday homes. The 2018 Sporting Car Club's Classic Adelaide Rally travelled through our region with over 500 vehicles driving through the township of Strathalbyn.

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## Libraries

### Manage library operations to deliver quality library services

During this quarter, two of the Alexandrina Library's 'special collections' have been very successful: 'Quick Reads' is a collection of the newest, most popular books that can be borrowed for ten days on the spot without reservation. The average turnover of each item in this collection is 14.84 (i.e. every item on average is borrowed over 14 times in a year), in comparison to the adult fiction turnover being 6.69 times per year; and, 'The Green Living' collection which was launched in September 2018 and has already seen 730 loans generated over the past three months.

Books by Colin Thiele, the author of Storm Boy, have been relabelled and launched as a specific 'Colin Thiele Collection'. Currently displayed near the entrance of the library, the re-launching of these classic books by a renowned South Australian author has promoted a generation of new readers.

Public Library Services has conducted a review of the Library's Online Catalogue and have proposed a raft of changes to improve the catalogue, by featuring more intuitive, clear, user-friendly language for the customer. Changes to the user interface will be made over coming months.

Visits to the Goolwa and Strathalbyn libraries over this quarter were 1,190 and 464 respectively. Almost 1,000 items were borrowed and 90 customers utilised public computers. The Friends of the Goolwa Library book sale was also well attended with approximately \$500 being raised through the sale of old library books.

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

The 'Tech Savvy Seniors' program at Goolwa and Strathalbyn libraries reached its conclusion in this quarter, with library staff having delivered 80 small group sessions for residents aged 60+ to learn about a diversity of technology-related topics, including 'How to use an iPad' and 'Online Shopping'. Additionally, the 'Be Connected' program supported 30 participants aged 65+ offering a one-on-one sessions with a library staff member to provide advice about technology and its use. Based on the success of these programs, we will again offer tech-friendly training for adults in 2019.

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

Alexandrina Libraries was a key partner in the Council-wide initiative "Sustainable Spring", a three month program of events from September through to November 2018 that brought together sustainability, the arts and practical do-it-yourself green living know-how to support and inspire members of the community to live more sustainably. This initiative is an example of a highly successful collaboration across numerous Council departments, including Alexandrina Libraries, Environmental Strategy, Parks and Gardens, Arts and Culture, Communications, Customer Service and Environmental Assets.

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**Department: Sustainable Resource Management**

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

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

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

**Service Area Reporting - Strategic Highlights**

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

**Provide effective and innovative community wastewater management**

With \$60 million of wastewater assets across five regional towns within our Council, data has a significant impact on future regional planning. The CWMS team is developing a data strategy which will address technical gaps, emerging advances in the data and analytics disciplines and communications infrastructure across the network.

A series of breakages over the last couple of years has triggered the renewal of the Lakala pump station rising main in Port Elliot. This project is scheduled to be completed later in the financial year due with scoping and design specifications currently in development.

In a trend similar to last year, a total of nine rising main breakages occurred in the current reporting quarter. During this period the CWMS group also addressed a number of customer defect and Corrective Action requests with a 93% resolution rate. A total of 260 alarms have been received from critical infrastructure throughout the financial year reporting period which is slightly down from the same time last year (299). This included 131 occurring out-of-hours and requiring on-call personnel to attend.

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

Beneficial reuse of treated wastewater and stormwater has been higher in 2018/19 compared to the previous years. This is as a result of less rain over the winter and spring months, and the proactive management of storage capacities. A total of 14 ML of stormwater has been reused to date which is well above the historical averages (7.6 ML). 265 ML of treated wastewater has been beneficially used which is above the historical average but slightly lower than the same time last year.

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## Waste Management

### Guide, Monitor and report on Regional Waste Authorities

With the new Goolwa waste and recycling depot now operational, this quarter attention turned to planning the complementary elements of the site, including upgrading the facility entrance and traffic management and reviewing lease arrangements for all onsite parties onsite.

A Public Place Recycling (PPR) trial is underway at the Goolwa Wharf as part of ongoing continuous improvement in waste services. The trial is a collaborative initiative that has brought together Council, the Fleurieu Regional Waste Authority, Cittaslow and Tidy Towns Goolwa. The trial will be monitored until after the completion of summer holiday period at which time a review by all parties will assess the success of PPR at the wharf, with particular emphasis on additional activities to improve recycling efforts.

Council is engaged in a proof of concept for Bin Bank management improvement. A newly developed design aims to reduce the impacts on rural communities due to uncontrolled litter, illegal dumping and unsolicited bin use. The new bin bank has been installed at a trial site in Hartley with some early feedback showing some flaws in the original design which can still allow third party access. Council will look to amend the design and seek customer feedback before considering any future works.

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# 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**

**2 Activate our Spaces**

**Service Area Reporting - Strategic Highlights**

**Arts & Culture**

**Co-ordinate arts and cultural facilities, experiences and services**

A total of 5 events were presented in Centenary Hall as part of the Just Add Water program of events:

\*A programmed school holiday activity 'The ScientifiBubble Show' featuring world bubble record- holder 'bubble-ologist' Marty McBubble, proved immensely popular with a sold out performance in front of 216 eager children and their families.

\*'Making Mozart - the da Ponte Project' featuring the wonderful talents of members from SA's State Opera also was a popular event with 85% sales.

\*Annual favourites 'The Band of The SA Police' presented an afternoon of world class entertainment performing crowd favourites to a large audience (66%).

\*The local Wet Paint Youth Theatre Ensemble presented their annual performance and screening of short films to a rowdy and enthusiastic young audience

\*The final JAW performance for 2018 was '39 Forever' presented by popular television identity - Amity Dry'. This one-woman show was a funny, poignant and thoroughly enjoyable evening for those in the surprisingly smaller than expected audience that attended.

Considerable time during the reporting period was committed to development of the 2019 JAW performing arts program and bringing the printed program to fruition. A total of 37 performances, workshops, events and activities have been secured for the 2019 Just Add Water Performing Arts Program to be presented in Centenary Hall and other venues across the Council region.

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**Embed arts and cultural programs in Alexandrina**

An exhibition by two local artists Brenda Holden with David Hamilton yielded sales in excess of \$45,000. Genesis displayed a large body of work by Brenda Holden augmented by sculpture from David Hamilton both continuing favourite themes of Australian fauna.

The launch of the 2019 JAW program took place at Signal Point Gallery on December 15 to coincide with two mixed exhibitions on both levels of Signal Point Gallery. A crowd of approximately 150 people attended with speeches from Mayor Keith Parkes and CEO Glenn Rappenberg.

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**Support public art within the Alexandrina region**

The Kenny Blake memorial sculpture, funded by the Community Grants round in 2017 was launched in November 2017 to great fanfare. A large number of people attended and heard speeches from the South Australian Governor Hieu Van Le and Mayor Keith Parkes.

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## Tourism

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

Income for PS Oscar W and the Goolwa Riverboat Centre for the December 2018 quarter:

- there was 1 private charter this quarter with a gross income of \$530
- Cruises \$10,341 (payment only taken at GRC on day of cruise).
- There were 10 public cruising days scheduled in the December 2018 quarter.
- Goolwa Riverboat Centre(GRC): 5,617 visitors through the door
- GRC Retail: \$5,228

Freelance journalist Tony Love travelled on PS Oscar W as research for a feature article he is writing for The Australian - 'Destination Afloat', showcasing Goolwa and the Coorong as a tourism destination. The article will be published in mid January 2019 to coincide with the release of the new Storm Boy movie in cinemas nationally on 17 January 2019.

In October 2018 Australia's oldest married couple, living in Goolwa, celebrated their 80th Wedding anniversary by travelling on the PS Oscar W. The couple were greeted by Mayor Keith Parkes before boarding the PS Oscar W for a 1 hour cruise around the lower Murray River. This event was captured by Channel 10's The Project and screened nationally.

Council's tourism services, facilities and activities were promoted during discussions with perspective event organisations including; Tour Down Under, Surf Life Saving SA, Goolwa Regatta Week and car club rallies.

The Events Coordinator provided general tourism information and links to Council's tourism website and accommodation guides to up and coming events.

Referrals were also made to up and coming events for Council's Festivals and Events funding and Community Donations programs.

The tourism website [visitalexandrina.com](http://visitalexandrina.com) was regularly updated with the latest event information. The monthly events listing Events Alexandrina was produced, edited and distributed via email and post to hundreds of businesses and accommodation, media and Visitor Information Centres. The publication features coming events, Alexandrina Visitor Information Centres and Galleries contact details, and the Fleurieu Heritage Experience and PS Oscar W cruise schedule. Council's tourism activities were also promoted on the Events Alexandrina Facebook page and various tourism and community publications.

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### Develop and implement an Alexandrina Tourism Plan

Staff are working with community groups to establish event plans and delivery of the SA Wooden Boat Festival (SAWBF), Tour Down Under Southaustralia.com stage 5 finish in Strathalbyn (TDU), the Summer & Spokes in Strathalbyn associated event and Storm Boy activities.

The SAWBF Committee now report directly to Council as a Section 41 Committee due to the abolishment of the Goolwa Wharf Precinct Board. The associated Memorandum of Understanding and Terms of Reference have been updated to reflect the changes. Monthly meetings continue with communication links between the community committee and council staff being well established. These links help with the support required for compliance, WHS and operational procedures.

The advertising and marketing strategy has been activated with press releases, adverts, printed material and editorials in various media including Fleurieu Living, SA Life, Caravanning Australia Magazines and the Alexandrina Council newsletter.

The official launch date for the SAWBF is February 13 in Signal Point at 5pm. There will be a Mayoral Reception and Boatie BBQ on Friday night 26 April and fireworks on Saturday night.

Council Officers have established a working group to ensure logistical, technical and operational aspects support and compliment the TDU, Events SA major event. Communications/Marketing, Risk Management,



## October to December 2018 Quarterly Report

Community Engagement, Town Beautification and Volunteer Management are complete and the required ones sent to TDU Events SA.

A Community Committee has been formed by the Strathalbyn Tourism Association and is being supported by the Tourism Coordinator to plan the supporting community event Summer & Spokes in Strathalbyn.

The Tourism Coordinator and General Manager Growth are members of the Storm Boy working party which includes staff from Spirit Australia, Department of Environment and Water, Fleurieu Peninsula Tourism and Murray River, Lakes and Coorong Tourism Officers. A communications plan has been developed by this group and they have been working together to set up ongoing strategies to communicate to the general public not only about the new Storm Boy film but also to implement communication strategies to protect the fragile Coorong environment. This includes increasing signage, care for board walks and actively involving local business and community to help promote these messages and raise awareness. Through this group Sony sent out a Study guide for schools. The Tourism Coordinator has sent this guide to all Primary and Secondary schools in the Alexandrina Council region.

Storm Boy has been extensively advertised and promoted through the South Australian Tourism Commission, Fleurieu Peninsula Tourism, including blogs on websites, social media posts and a SATC Storm Boy inspired itinerary plus various articles in print media including an editorial in Tiger Tales inflight magazine on Tiger Air. All of this marketing and promotion provided by others leads people to our region - the heart of Storm Boy Country which gives local businesses and the Tourism team great opportunities to leverage off the promotion.

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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**

Provide an active & effective Building Fire Safety Committee

For the period 3 premises were inspected, with all 3 of those being inspected by the full Committee.

Progress on fire safety upgrades is monitored closely.

Provide Building Rules advice and assessment

Councils building section has issued consents for 106 building rules applications out of a total of 212 building consents granted in the Council area for the period (including private certification). This equates to 52% of all building consents being assessed by Council building surveyors.

The 212 consents included 72 new dwellings and 19 dwelling additions.

The total number of building rules consents issued was up by 1% when compared with the same period last year.

The development approvals for this period also involved a lower percentage of dwellings and dwelling additions (20%) when compared with minor class 10 structures (verandah/carport/garage etc.) .The number of new dwellings approved was up by 100% and dwelling additions approved was up by 25% when compared to the same period last year.

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

For the period a total of 77 inspections were carried out, including 65 structural frames and 12 swimming pools.

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

In addition to the statutory inspections, audit inspections of older swimming pools are being carried out when time permits, with 1 being inspected for the period.

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#### Development Assessment - Compliance

**Undertake Development Assessment - Compliance in accordance with the Development Act and Regulations**



## October to December 2018 Quarterly Report

Investigate and respond to development activity complaints/queries

Current complaints involving unapproved developments - 21

Undertake planning inspections and ensure compliance with development assessment consents

Complaints involving development applications - 15

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### Development Assessment - Planning

**Undertake planning assessment of development applications in accordance with the Development, Act & Regulations**

During the reporting period 286 planning consents were issued with the median number of days for a merit (Category 1) application to be approved being 25 days.

The Council Assessment Panel met on 3 occasions and has issued 8 approvals, 1 refusal and considered and allowed 2 resolve to proceed applications.

One appeal was lodged during the reporting period.

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

Goolwa Growth Area

The Statement of Intent was prepared and endorsed by Council at its December meeting and will now be forwarded to the Minister.

Strathalbyn Deferred Urban Areas

The Council determined to proceed with the preparation of a Statement of Intent regarding the potential rezoning of the Strathalbyn Deferred Urban Zones at its December meeting.

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### Minor Project Reporting

#### World Heritage Bid (MinP)

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

