



CONNECTING COMMUNITIES

# The Quarterly

*Our performance, Our story....*

July to September 208\$



## Office of the Chief Executive Officer

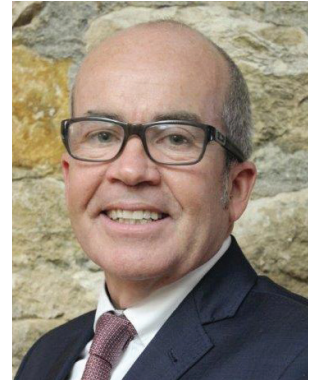
Office of the Chief Executive Officer

### People

Human Resources  
Work Health Safety  
Organisation Development

### Leadership

Communications  
Governance  
Strategy  
Environmental Strategy



## Chief Executive Officer's - Quarterly Update

### July – September 2020

Welcome to the first quarter report for the 2020-21 financial year. Council made fantastic progress on a number of projects and initiatives, setting us up for a productive and successful year ahead.

Planning and management of the impacts of the COVID-19 pandemic continued to be a focus across Council departments as we adapt and find new ways to deliver services and programs to our community in a COVID-safe manner. The innovation displayed across the organisation continues to evolve and I believe we have grown as a result.

Launching in July, our Community Grants Program had an amended format this year, offering financial assistance to business and community groups, to help with ongoing disruptions to their normal operations given the current pandemic. We also launched an exciting new online platform, 'Our Local Alexandrina', showcasing the great range of shopping and dining experiences as well as our many producers in the region. Our Local Alexandrina was born from an identified need to assist local business during COVID-19.

In July, it was announced that Goolwa would be home to a new high school in 2022, with the State Government investing \$10million to prepare an existing school site. Alexandrina Council had been advocating for a high school in Goolwa since 2017.

In September we opened the Business Alexandrina Hub in Goolwa, along with launching the new Business Alexandrina Program, geared to offer local business operators an opportunity to grow, learn and network with other businesses. Work was also completed on the Strathalbyn Citizens Club Building upgrade. Funded through the Australian Government Stronger Communities Grant, the State Government Fund My Neighbourhood Program and Alexandrina Council, the facility will be managed by the Strath Neighbourhood Centre and act as a hub to deliver a variety of community development programs for local and surrounding residents.

Significant public consultation was undertaken during the reporting period, including on the Goolwa North Growth Area and Strathalbyn Deferred Urban Development Plan Amendments. We welcome the community feedback we receive as it enables us to better plan and deliver Council services and facilities.

Stay safe

**Glenn Rappensberg**  
Chief Executive Officer

**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**

**1 Innovate throughout our Region**

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

**Service Area Reporting - Strategic Highlights**

**Communications**

**Facilitate effective communication, engagement, marketing and public relations between Council and the community (CB)**

This reporting period, community awareness-raising regarding Council achievements included local and regional media, Council's quarterly newsletter, Coast Lines magazine, latest news, website, Fleurieu Living Magazine and Facebook.

Facilitate Council's corporate internal communication, engagement and public relations between Council and the community. The corporate website (including media releases, latest news articles and page content updates) and Facebook are regularly monitored and kept up to date with rich online content.

Consultation during the July - September quarter included the GM Crops in Alexandrina, Goolwa North Growth Area DPA, Strathalbyn Urban Development DPA, Milang Foreshore - Public Toilet Development, Alex2040, Annual Business Plan & Budget 2020/21, Greyhound Run-Around RSVP, and MySay Alexandrina (general feedback); utilising the My Say Alexandrina website. Total visits of 3.6k.

Improved communications capacity including production of rich online content and social media

Key statistics include:

Number of media releases - 13

Number of Facebook posts - 71

Total Facebook reach - 217,034 (average daily reach times number of days in reporting period)

Total Facebook likes/reactions - 4278 (average reactions per day times number of days in reporting period)

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## **Environmental Strategy and Climate Change**

### **Environmental Action Plan 2014-2018 (CB)**

Implement the Environmental Action Plan 2014-2018

As at end of the quarter, progress has been made against:

- 90% of ongoing actions,
- 80% of short-term actions,
- 65% of medium-term actions, and
- 8% of long-term actions.

The new Environmental Advisory Panel was selected, with Anne Bourne as the Chair of the Environmental Advisory Panel. The Panel will meet for the first time on the 30 September 2020. Council recognises the importance of Community Members on the panel to advise on the Environmental Action Plan, in particular to help with the protection of environmental assets and values.

The Environmental Action Plan, endorsed by Council, ensures that Alexandrina Council continues its commitment to environmental sustainability and the protection of our natural environment across the four pillars: Protecting our water resources; Enhancing biodiversity; Progressively addressing climate change; and Living local. Agenda and minutes are available on Council's website.

Environmental Strategy continues to focus on climate change adaptation and mitigation, with the implementation of a Section 41 Committee as part of Council's Climate Emergency Declaration and the development of a Climate Emergency Action Plan, focusing on the reduction of corporate and community carbon emissions. Call for nominations for the Section 41 Committee will be sent out in second quarter.

Review the Environmental Action Plan 2014-2018

Pending adoption of a new Community Strategic Plan for 2020-2040, a review of the Environmental Action Plan 2014-2018 will take place in 2021.

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### **Develop and implement progressive approach to climate change (CB)**

Measure, report & reduce Council's greenhouse emissions

Council has replaced the majority of lighting of the Goolwa Administration and Library Building with energy saving LEDs, saving over 46% of energy consumption of the building. Council is in the process of adding four solar arrays across different buildings in Goolwa and Strathalbyn. Work will begin once SA Power Networks has approved the solar arrays.

Council continues to measure and report its corporate greenhouse emissions at the end of 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".

Participate in regional and local climate adaptation planning

Council continues to be an active partner in the Resilient Hills and Coasts climate change adaptation, a partnership that developed the Regional Climate Change Adaptation Plan for the Adelaide Hills, Fleurieu Peninsula and Kangaroo Island region of South Australia, and is now implementing the plan.

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### **Develop and deliver program for protection of water resources (CB)**

Advocate in support of a healthy, working Murray-Darling Basin

Council continues to advocate strongly in the area of water policy, playing an active role in Murray Darling Association (MDA) Region 6, to help secure a freshwater future for the Lower Murray, Lakes and Coorong. This includes advocacy with all levels of government.

In collaboration with Rural City of Murray Bridge and Coorong District Council, Alexandrina now employs a part-time executive officer that will help to focus on support of a healthy, working Murray-Darling Basin, including continued advocacy for the Basin Plan implementation, water security, climate change adaptation and mitigation, and water quality.

Incorporate water efficiency infrastructure into new & existing Council buildings & facilities  
Monitor & report on Council and community water consumption. In the first quarter, Council used a total of 12,283 kl of mains water across the Alexandrina area. This is much lower than the 19,077 kl used in the same quarter last year.

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### **Improve management of Council's environmental assets (CB)**

Develop & implement policies, procedures & plans for the protection & management of Council's environmental assets. Council continues to develop and implement policies, procedures and plans for the protection and management of Council's environmental assets. This includes looking at the governance of climate change risks on environmental assets.

Work in partnership with DEWNR, NRM & community stakeholders to protect & enhance local biodiversity. Council continues to protect and manage Council's environmental assets, such as working in partnership our local bushcare groups, should it be DEW, and Landscape South Australia.

Work in partnership with other Divisions of Council to maximise & promote environmental outcomes. Environmental Strategy Team continues to work in collaboration with other Divisions of Council to enhance environmental outcomes. Environmental Strategy also provides vital input into the Alexandrina 2040 process to ensure that environmental outcomes, as outlined by the communities, are recognised.

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**Department: Office of the CEO**

**Objective:**

## Alexandrina Connecting Communities 2014-2023 Aspiration Areas

### 1 Innovate throughout our Region

#### Service Area Reporting - Strategic Highlights

##### Office of the CEO

##### **Deliver the professional operations of the Office of the Mayor and Chief Executive (CB)**

On the 1 July, Mayor Parkes and Mr Rappensberg met with the RDA AHFKI CEO, Mr Damien Cooke and Chair, Mr James Sexton in relation to RDA AHFKI Priorities.

Mayor Parkes attended the Local Government Association Transport Advisory Panel meeting on the 3 July, 14 August and 25 September in Adelaide.

Mayor Parkes and Mr Rappensberg attended a videoconference meeting on the 8 July with the Honourable Hieu Van Le to discuss impacts of COVID-19 on the Alexandrina Council.

The soft launch of the Alexandrina Business Hub was attended by Mayor Parkes and Mr Rappensberg and also by Elected Members, with a tour and presentation on the 13 July.

On the 15 July and the 6 August a meeting of the LGA CEO Advisory Group was held and attended by Mr Rappensberg.

Minister Gardner's announcement of the Goolwa High School on the 18 July was attended by Mayor Parkes and Mr Rappensberg, along with Member for Finnis, David Basham.

A videoconference meeting with TAFE SA Executive team and key stakeholders on the Fleurieu was attended by Mr Rappensberg and Mayor Parkes on the 21 July.

Mayor Parkes attended as a member of the SA Region Organisation of Councils (SAROC) Committee meeting on the 22 July and 17 September.

Mr Rappensberg chaired the Goolwa North DPA Public Hearing with Mayor Parkes in attendance at the Centenary Hall on 17 September.

Mayor Parkes also attend an LGA Board of Directors meeting on the 23 July held at Kadina, 20 August and 17 September in Adelaide.

Mayor Parkes and Mr Rappensberg attended the Southern and Hills Local Government Association Advisory Board meeting on the 31 July, 6 August and 10 September.

On the 4 August Mayor Parkes and Mr Rappensberg had an introductory meeting with the State Director and External Engagement Officer from the Department of Foreign Affairs and Trade at the Alexandrina Hub and also met with the Chair and Chief Executive of the SA Tourism Commission.

Murray Darling Association Region 6, met on the 7 August. Mr Rappensberg attended as a member of both

the Executive and Ordinary Committee. The meetings were hosted at the Alexandrina Council Chambers. The Regional Development Australia - Adelaide Hills, Fleurieu and Kangaroo Island board meeting was held on the 19 August. This was attended by Mr Rappensberg.

Mayor Parkes and Mr Rappensberg attended a video conference held by the LGA with Premier Steven Marshall and Deputy Premier Vickie Chapman who provided updates to South Australian Mayors and CEO's.

The Southern and Hills Local Government Association meeting was held on the 21 August, both Mayor Parkes and Mr Rappensberg attended the meeting hosted by City of Victor Harbor.

On 26 August, both Mayor Parkes and Mr Rappensberg attended an LGA Webinar providing information on the LGA Reform Briefing with members of the crossbench and opposition, with the opportunity for question time.

On 4 September, Mayor Parkes and Mr Rappensberg met with Corey Wingard, Minister for Infrastructure and Transport and the Member for Heysen to discuss the Strathalbyn key infrastructure projects in the Alexandrina District.

On the 15 September, industry leaders and the local business community joined Mayor Parkes and Mr Rappensberg with the Senator for South Australia, Andrew McLachlan CSC to officially open the Business Alexandrina Hub on the 15 September.

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#### **Organisational leadership to drive achievement of local and regional outcomes (CB)**

Mayor Parkes attended the Milang Ag Bureau AGM on the 8 July.

Mayor Parkes attended the Australian Coastal Councils Association via teleconference on the 13 July, 10 August and the 14 September.

Mayor Parkes attended the South Australian Coastal Councils Alliance meeting on the 14 July and 5 August.

Mayor Parkes attended the Coorong Partnership Meeting, which included a site visit to the North Lagoon on the 29 July.

Mayor Parkes undertook radio interviews on Community & ABC Radio on the following dates 17, 22, 24 and 28 July. The 5, 19, 21 and 28 August and 3, 4, 16, 18, 22, 23 and 24 September.

Attendance by the Mayor at the Goolwa to Wellington Local Action Planning meeting held on the 12 August and 9 September.

Mayor Parkes attended the Milang Memorial Gardens upgrade meeting on site on the 13 August.

On the 18 August, Mr Rappensberg met with the Fleurieu Community Foundations Chairperson, who provided an update on the foundations activities.

Mayor Parkes was guest speaker at the Angas Bremer Water Management Committee Annual Public Meeting held on 26 August.

Via videoconference, Mayor Parkes participated in the Cittaslow Annual General Meeting on the 29 August.



On September 1, Mr Rappensberg met with the Chair of the Alexandrina Arts and Culture Advisory Committee.

On the 2 September, Mayor Parkes officiated Australian Citizenship Ceremony to four recipients in the council chambers with the Member for Finniss, Member for Hammond and Mr Rappensberg in attendance.

Both Mayor Parkes and Mr Rappensberg attended the Murray Darling Association National Virtual Conference & Annual General Meeting on the days of 14 - 16 September. The conference was themed Local Leadership: A National Priority with an array of expert speakers over the two days.

Mayor Parkes was a special guest at the Milang Marine Search and Rescue Squadron - Rescue Vessel Christening on the 20 September.

Mayor Parkes and Mr Rappensberg along with key staff held an introductory meeting with members of the Ngarrindjeri Aboriginal Corporation. Alexandrina staff provided updates on current and upcoming projects.

Mayor Parkes with Council administration met with the Strathalbyn & Districts Basketball Association representatives.

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## Resources

### Finance Services

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

### Information Services

Information Technology  
Information Management

### Business Services

Property Management  
Leases & Licences  
Procurement & Contracting  
Risk & Audit

## 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

##### Management of Council property lease agreements

Council continues to progress tenure agreements with third parties in accordance with the Local Government Act 1999, Retail and Commercial Leases Act and Council's Lease and Licence Policy.

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#### Risk & Audit

##### Corporate Risk Framework

Council's Business Continuity Plan (BCP) has been tested during the COVID-19 pandemic, minor amendments have been made as a result of learnings during this time. The Continuity Management Team (CMT) have met regularly over the last nine months.

Council's Incident Operation Manual (IOM) has been finalised in preparation for the coming bushfire season. This Manual outlines Council's operational response to emergency situations.

Council's Emergency Management Plan (EMP) is in final draft stage during September 2020, and scheduled for endorsement in October 2020.

Council Staff and Elected Member Risk Management Refresher Training commenced in September 2020. The Strategic Risk Register has been rolled over for 2020-21 and is regularly reviewed and reported on.

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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

##### Budget and Long Term Financial Plan

The Annual Business Plan & Budget 2020-21 and Fees & Charges 2020-21 were adopted by Council on 13 July 2020 following the distribution of an electronic budget workbook and four specific Budget Briefings with Elected Members on 4, 14, 25 May and 6 July 2020. The Annual Business Plan & Budget sets Council's direction for the 2020-21 financial year. A list of capital works to be undertaken by Council in 2020-21 is included as part of this document.

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#### Rates & Debtors Services

##### Rates Declaration 2020-21

Council raised its rates for 2020-21 in accordance with the Local Government Act 1999, with an estimated 72% of Council's operating income generated from General Rates. Rates are Council's main source of income and are used to deliver an extensive range and level of services that meet community needs. Council continued the application of rate capping for 2020-21, capping rate increases for the principle place of residence at 12% and 50% upon application for all other rate categories. In addition, Council also provides mandatory and discretionary rebates to the community, for 2020-21 these rebates have provided \$520,000 of rate relief to the community.

##### Rating Review

Council is progressing a Rating Review, planned to be finalised in early 2021. This review aims to assist Council to evaluate its rating system to ensure it is equitable and effective and aligned with the Community's changing priorities and expectations.

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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

**Provision of a flexible, reliable and secure IT infrastructure**

Updated 180 virtual desktops to Windows 10 including Staff, FRWA, Volunteers and Libraries public terminals to maintain security and sound supported platform for future applications to be upgraded and integrate with corporate systems.

Completed roll out of Internal WiFi access points to increase wireless capability within our Depots at Goolwa and Strathalbyn to provide agile WiFi solutions to enable growth and access for today's needs and for future applications.

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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  
Field 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**

**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.

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**Project Design**

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

Finalise & manage design documentation or Project delivery in accordance with the 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 years program due to successful funding grant applications. These projects contain limited time frames for delivery of design and construction and these are being achieved.

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## Department: Community Facilities & Open Space

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

### Alexandrina Connecting Communities 2014-2023 Aspiration Areas

1 Innovate throughout our Region

2 Activate our Spaces

4 Thrive in 'Clean, Green' Futures

### Service Area Reporting - Strategic Highlights

#### Community Facilities

**Ensure Council owned community public convenience and facilities are serviced and well-maintained (CB)**

Public convenience cleaning managed through a contracted service provider.

General maintenance managed through local contractors and internal labour.

#### Environmental Assets

**Protect, maintain & restore biodiversity within Council's land (CB)**

Foster relationships with community groups to support local biodiversity.

Supported community groups for the latest round of grants (Grass Roots) for works on council land.

Ongoing collaboration with the now Hills and Fleurieu Landscapes Board for selected fox and weed programs and ongoing Coastal Seascapes program.

Working with Friends of Point Sturt and Clayton Bay Community and Environmental Group for on ground weed control works at both locations and the Friends of Ratalang/Basham Beach Conservation Park for planting at the site.

Manage and maintain assets in the Coastal and Riverfront areas.

Planting is complete for all coastal locations and species lists submitted to the Community Nurseries for 2021 winter planting program.

Beach entrance path maintenance has begun for this season and Capital Works fence replacement program has begun.

Planning for rabbit control fumigation program is in progress.

Fire control measures have begun in Ratalang/Basham Beach Conservation Reserve.

Manage and maintain urban and rural biodiversity reserves.

Planting at all locations has been completed and species list for 2021 have been submitted to the growers.

Mapping of 10 roadside locations containing Olives has recorded approximately 2,800 olive trees.

Roadside markers weed control maintenance program has begun and the Woody Weed control program has been allocated to contractors.

The first round of fire preparations have been completed and continues until the grass has cured.



### Recreation, Open Space and Reserves

#### **Deliver efficient and effective recreation and open space reserves (CB)**

Reserves and open spaces maintained to service levels through proactive inspections and customer requests.

Most recent KPI service level review indicated an increase in performance.

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**Department: Field Services & Civil Assets**

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

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

**1 Innovate throughout our Region**

**Service Area Reporting - Strategic Highlights**

**Bridges and Stormwater Management**

**Deliver effective and efficient Bridges and Stormwater Management (CB)**

Bridges and stormwater maintained to service levels through pro-active inspections and customer requests. Environmental obligations for gross pollutant traps satisfied by contracted service providers procured annually.

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**Depot Operations**

**Deliver effective and efficient Depot Operations (CB)**

Operations at both depot locations functioning at an acceptable standard.

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**Engineering Services**

**Deliver effective and efficient Engineering Support Services (CB)**

Support services provided to Engineering are currently meeting their requirements.

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**Footpaths & Cycle Tracks**

**Deliver effective and efficient Footpaths & Cycle Tracks (CB)**

Footpaths and Cycle Tracks maintained to service levels through pro-active inspections and customer requests.

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**Roads & Car Parks**

**Deliver effective and efficient Roads & Car Parks (CB)**

Roads and car parks maintained to service levels through pro-active inspections, customer requests and the pro-active grading program.

**Review sealed and unsealed roads maintenance and renewal practices and procedures (CI)**

Continuous improvement opportunities are constantly under review. Rip and reform practices introduced into the unsealed grading methodology producing positive outcomes.

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## Community Wellbeing

### Community Wellbeing

Arts & Culture  
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**

**Arts & Culture**

**Support public art within the Alexandrina region (CB)**

Coordinate and advocate for public art in the region

Two public art projects were endorsed for the 2020-21 financial year. A mural on the Southern Fleurieu Historical Museum commemorating the agricultural history of the region. A recreation of a mural from the 1960s by artist Helen Fuller commemorating the importance of surf culture at Middleton to be placed within the refurbished Middleton shelter just past the Point at Middleton.

**Community Connect**

**Manage community recreation infrastructure (CB)**

Manage the operations of the Goolwa Sports Stadium and the management agreement for the Strathalbyn Swimming Pool.

The Strathalbyn Swimming Pool has undergone a major upgrade over the winter shut down. This included emptying the pool and replacing expansion joints and tiles. The change rooms have also been 'refreshed' with new tiling in the shower areas.

The pool has opened for the summer season. There are over 40 participants lap swimming on many mornings of the week.

**Provide equitable, accessible and appropriate programs and facilities through Alexandrina Council's Community Connect Services (CB)**

People are engaged and connected by accessing social support and transport services through Community Connect. Social support and transport services continue to be offered via the community connect program. Standard Operating Procedures have been adapted and developed along with infection control training provided to support staff, volunteers and consumers to participate and be COVID safe.

## **Community Development, Partnerships & Advisory Services**

### **Develop management and funding models for key community recreation infrastructure and community centre (CB)**

- Engagement with user groups regarding governance model for new shared community facility at the Goolwa Oval Sporting Precinct.
- Undertaking research tasks to understand good practice and trends in the governance of community recreation infrastructure and community centres in Local Government.
- Internal stakeholder engagement to inform management and funding models for social infrastructure.
- Work program is on track to meet internal and external stakeholder expectations and deliverables in the 2020-21 Financial Year.

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### **Seek external grants and manage the delivery of Council's Community Grants Program (CB)**

Applications for Council's COVID-19 Community Reactivation Grant opened on 14 July 2020 and are being accepted on an ongoing basis until all funds are allocated.

As of 30 September 2020, 23 applications had been received, 19 of which had been approved and 4 were awaiting additional information regarding their application.

Funding has been provided to support a range of community groups with a range of projects, including sanitiser stations, equipment purchases, member reactivation activities and support with meeting utility payments.

Applications for Council's Economic Development Recovery Grant also opened on 14 July and closed on 10 August. 12 applications were received, with 10 proceeding to assessment. An Assessment Panel meeting was held on 1 September 2020, with the panel's recommendations being presented to Council for approval at the meeting on 21 September. At this meeting, the decision on the awarding of grants was adjourned until the following meeting.

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

A Community Wellbeing Team Structure has been finalised as transition activities continue to progress.

Community Wellbeing Advisory Forum - terms of reference have been endorsed for this forum and we are currently seeking expressions of interest for the group. An external consultant has been engaged to facilitate this group.

Strathalbyn Neighbourhood Centre - the build for this facility has been completed, the SNC has commenced their community centre operations.

Aged Care Service Provision - a tender process is underway to broker out some of the Commonwealth Home Support Funding Program (CHSP) services. This will assist the Council via a stage transition out process.

Goolwa Sports Complex - the tender process for this is complete, the final design has commenced. All stakeholders have been involved with and contribute to the design via a number of consultation sessions.

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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.

**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)**

**Animal Management:**

There were 7,210 dog registration payments made this 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 are currently 658 cats that have been recorded as living with owners in our Council area.

Over this reporting period, there were 24 reports of dogs wandering at large. 14 of these dogs were returned directly to their owner without the requirement of impounding, six were returned to their owner after being impounded and four reports were for dogs unknown wandering at large and were not contained and were not collected. There were 54 expiation notices issued for specific offences under the Dog and Cat Management Act ranging from 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 20 dog attack/harassment investigations and 11 barking dog investigations during this reporting period.

**Fire Prevention:**

No Rural Roadside Slashing occurred during this reporting period. Due to issues experienced with the previous contractor, a meeting took place early on in this reporting period to determine whether the final year option of the contract will be exercised or whether the contract will go out to tender. As a result of this meeting, sometime later the contractor advised that they would not be able to undertake the scope of works for the final year of the contract. Due to limited timeframe to engage another experienced contractor and lack of local experienced contractors who can undertake these specific works, an exemption to the procurement policy was sought and granted. As a result 'Clear View Slashing' provided a quote for the final year of the contract and were successful in being awarded the contract for this seasons program. Slashing is due to commence very early on into the next reporting period. Dates for the upcoming Fire Danger Season had not been announced at the time of providing this report.

Council's Fire Prevention Officers will commence their annual block inspection during the next reporting period. Approximately 340 advisory letters were sent to landowners whose properties were identified as being at risk of fire last season. This is in addition to the Bushfire Management General Advice brochure that has been prepared during this reporting period to go out in the next reporting period with the quarterly rates notice.

#### Plans -

- After the apparent success of the new strategy of sending letters to property owners, Council's Fire Prevention officers continue to look at ways of educating our property owners of their responsibilities in relation to Fire Prevention.
- 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.

#### General Compliance service - Abandoned vehicles:

There was only one abandoned vehicle reported to Council during this reporting period. The vehicle was removed without Council having to tow it away.

#### Litter:

Over this reporting period, the Council's Community Safety team received 21 complaints in relation to illegally dumped rubbish. These reports were investigated by Authorised Officers which resulted in three individuals being expiated for illegal dumping of 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 10 nuisance complaints received during this reporting period and they consisted of noise from roosters, smoke causing a nuisance, nuisance noise coming from an air conditioner, noise from the construction site and feeding of birds.

#### Moveable Signs:

There was only one complaint in relation to moveable signs during this reporting period. No action taken at this time due to other signs present at the location but only one sign was complained about. As there is a similar business in the near vicinity and the complaint being anonymous, the officer decided to take no action as there was no immediate safety issue and the signage at the location will be dealt with as a whole.

#### Parking Management:

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 and parking on verges, as illegal parking in these areas has great potential to put public safety at risk. Educational information has now been provided to all schools in the Council area advising of the rules around their schools and it was recommended that they pass this information onto parents of students. Feedback received at the time of this report was that this was a positive step. The community safety team also received 10 complaints in relation to illegal or inappropriate parking over the quarter. Although there was an educational approach around schools there were 100 parking related expiation notices issued over this reporting period of which 21 were around schools.

In addition to the new body motion cameras purchased during the previous reporting period, further dashcam technology has been purchased to assist in officers safety whilst undertaking mobile patrols of parking related issues around schools. This technology was identified as being required to further assist Council officer in relation to safety as parking patrols around school zones, in particular, can be confrontational.

Problems identified during the previous reporting period in relation to our field parking devices have not

been able to be rectified. This has led to officers still having to revert back to our old method of taking photographs of vehicles, returning to the office and manually raising the expiation in Synergy. We will continue to work with IT Services to see whether this issue can be rectified.

#### Plans -

- Further technology will be considered should the identified issue with parking devices not be rectified.
  - New technology will be considered for the safety of our Community Safety and Environmental Health team staff, who are identified as lone/isolated workers in the undertaking of certain duties.
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## Environmental Health

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

Council continues to engage 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.

The Environmental Health team have commenced a project to review communication tools for all aspects of their role, commencing with septic tank pump outs and wastewater system management. The aim of this is to provide clear easy to understand information to the community in a number of ways. The contract for Goolwa and Port Elliot has been signed in the last quarter with a local provider being successful.

The Environmental Health team have received and assessed 180 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. Additionally, the team have undertaken 46 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. Over the course of this quarterly reporting period, 81 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 the action taken as appropriate to meet legislative requirements that are in place to protect public health. As a result of these investigations, 14 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.

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, 57 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. Seven complaints in relation to food safety and/or food handling were reported to Council this quarter and each of these was investigated by Authorised Officers, with the action taken as appropriate to the nature of the potential public safety risk.

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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**

**Arts & Culture**

**Embed arts and cultural programs in Alexandrina (CB)**

All scheduled JAW programs to be held in Centenary Hall this quarter were required to be cancelled due to COVID-19 social distancing requirements. The current restrictions have significantly reduced attendance from 216 to 45 capacity resulting in the performances not being financially viable.

**Customer Services**

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

Over the July to September 2020 quarter, the Service Centre was presented with 12,353 phone calls. A total of 30,434 council payments to the value of \$16M were processed, 21% being over the phone and in person with the remaining 79% paid via online means.

77% of calls received to the Council were answered within 30 seconds, exceeding our target of 70% and the call abandonment rate was 3.59%.

A total of 714 Property Search requests were processed to the value of \$34,049, 193 more than the same period in 2019-20.

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

The Customer Service Centre continues to provide valuable support to FRWA with the sale of compostable materials at a discounted rate encouraging residents to recycle more and acting as a drop off point for old mobile phones and batteries.

During this quarter 8 Compost Bins, 7 Worms Farms, 21 Kitchen Caddy's and 116 replacement bags were sold to residents. 133.5kg of batteries and 32kg of old mobile phones were also disposed of in the correct manner.

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**Libraries**

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

Since establishing our new Library Kiosk model located at the Australia Post Office in Mount Compass Central in September 2019, the number of customer hold requests has increased from 110 in 2018-19 to 791 (September 2019 to September 2020) illustrating the success of this model for public libraries in smaller regional townships. A further 12 month Memorandum of Understanding (MOU) has been established to maintain this valuable service for our Mount Compass and surrounding communities.

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

The talents of young writers were celebrated across the region during the 2020 Mayors' Short Story Challenge (MSSC). A collaboration between Alexandrina Council, City of Victor Harbor and District Council of Yankalilla, the Challenge is about encouraging school aged children from Reception to Year 10 to let their imaginations run wild and share stories through creative writing.

This year we celebrate the 10th anniversary of the MSSC with Alexandrina Council receiving a record number of 476 entries, an increase of 50 entries from last year. 460 entries were received from the City of Victor Harbor and 102 from District Council of Yankalilla. COVID restrictions meant that the presentations were held a little differently this year with Mayor Parkes visiting school assemblies at Strathalbyn, Goolwa and Port Elliot to present the awards to the children who took up the challenge and demonstrated their creative writing skills.

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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 (CB)**

We've had no rising main breakages in the last reporting quarter which is an excellent result for the team. Historical averages sit around 4.8 for the first quarter which represents a significant saving in operational reactive workloads. With key asset renewal projects completed and the instigation of some operational pressure relief valves, the team is hopeful that this trend continues. 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.

The group also addressed a number of customer defect and corrective action requests with a 100% resolution rate currently for FY2020-21. These figures do not include the extensive customer service and investigation requirements associated with the team's pre-development enquiry and development application responsibilities. During the last quarter, the team has had a total of 48 alarms from the network. High alarming levels are quite common during the winter months with more demand on the system due to storm and wet weather events. Historical averages for system alarming for the first quarter are 157. This highlights a material improvement in reactive workloads. This figure includes 25 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 a 95% historical average. This has been largely skewed with key personnel off on unplanned leave. This quality assurance metric continues to develop with more expectation and understanding of industry compliance. This situation creates downward pressure on the small field services team. This result is not unwelcome and/or unexpected. It clearly highlights the change occurring within the department and the impacts that even minor reduction in resourcing has on our performance.

# The Quarterly

*Our performance, Our story....*

## Growth

### Planning & Development

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

### Economic Development

Precincts  
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**

**Economic Development**

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

Research and analysis done, report card completed, consultation completed and draft strategy has been prepared for consideration by Council in the second quarter.

**Business Alexandrina Program Update (CI)**

This quarter the Economic Development function fully established its new role with the opening of the Business Hub (previously known as the Business Enterprise Centre) and launch of the Business Alexandrina Program. Business support has never been more important due to the impact of the COVID-19 pandemic on the region's future economic growth and prosperity. Business Alexandrina responds to these challenges and the outcomes achieved this quarter have been substantial, with over 110 businesses attending 10 specific support events. Partnerships are in place to deliver this, ensuring Council's scarce resources are used as efficiently as possible.

**Tourism**

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

Significant maintenance work was undertaken on the Oscar W when dry docked. The Oscar W Vessel Management Plan has also progressed during this down period with support from Local Government Risk Services.

**Develop and implement an Alexandrina Tourism Plan (CI)**

The actions in the Alexandrina Tourism plan have been incorporated into the Economic Development Strategy review and will be clearly articulated in the future strategy.

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

Fleurieu Peninsula Tourism (FPT) partnership has been renewed for the next 2 years. Activities in this quarter included:

- FPT supported Alexandrina businesses to apply for Tourism Industry Development Fund and businesses to register for Great State Voucher.
- FPT and RDA have provided advisory services for local tourism operators from the Business Hub.
- FPT has ignited 2 taskforces: Food & Wine and Adventure to target these markets.

**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 - Building**

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

Provide an active & effective Building Fire Safety Committee (BFSC)

The first meeting of the newly appointed Building Fire Safety Committee was held on 31 August 2020. As the Committee had not met for a while no inspections were undertaken, rather the meeting focused on reviewing where the committee was at and an inspection schedule established for future meetings. The next meeting is scheduled for November when inspections will commence.

DC of Yankalilla - Since the last reporting period, the Yankalilla Council has appointed a Building Fire Safety Committee and adopted the associated Terms of Reference. This has been established as part of the service agreement with them. The first meeting of the newly formed committee was held on 28 September 2020, at which no inspections were carried out, but rather a review of where the Council was at and a program of inspections established.

The Yankalilla BFSC is functioning as a separate entity for now, however, once a consistent program and number of inspections have occurred we will look at the viability of a regional committee.

Provide Building Rules Advice and Assessment

Councils building section has issued consents for 130 building rules applications out of a total of 277 building consents granted in the Council area for the period (including private certification). This equates to 47% of all building consents being assessed by Council building surveyors. The 213 consents included 48 new dwellings and 25 dwelling additions.

The total number of building rules consents issued was up by 10% compared to the same period last year. The number of new dwellings was down by 40% and dwelling additions were up by 25% compared to the same period last year.

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

For the period a total of 311 mandatory notifications were given with 33 inspections carried out, which included 17 structural frames, 8 mandatory swimming pools and 8 other inspections.

Of the 311 mandatory notifications, 215 were either building commencements, footings prior to pour or final notices which although notifiable do not require inspection. The remaining 96 notifications consisted of swimming pools and structural frames. Of these, 79 were structural frames of which 70 were licensed builders and 9 were owner builders. 17 of these notifications were inspected.



With respect to notified swimming pools, 9 mandatory inspections were undertaken which included 6 safety barrier completions. This equated to meeting our requirement of undertaking 100% of swimming pool notifications. In addition to the statutory inspections, 9 audit inspections were undertaken of older swimming pools which included 4 investigations, 3 follow-ups and 2 safety barriers.

With the commencement of the Planning, Development and Infrastructure Act an inspection practice direction has been introduced which requires the following to be achieved:

Class 1A (dwellings) - 66%

Class 2 - 9 (commercial) - 90%

Swimming Pools / Safety Barrier Completion - 100%

Farm Buildings - 50%

Therefore from the next reporting period inspections will be reported against these percentages to track our compliance.

During this period the building department recommenced its one day per week at DC 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

During the reporting period, the following has occurred with respect to the planning reform implementation:

- The Planning and Design Code became operational on 31 July 2020 for Phase 2 Councils, which is primarily the regional areas. The release date for Phase 3 councils, which includes Alexandrina, is now looking like being early 2021.
- A new planning Minister, the Hon Vickie Chapman MP, was appointed in late July, therefore, taking the planning department into the Attorney-General's Department.
- Staff have continued to meet with their DPTI Council Liaison Officer to work through specific Code matters that relate to Alexandrina Council as well as attend sessions being run by DPTI and the LGA to ensure that they are being kept informed of the progress of the reforms and how it will impact on Council.

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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:

Goolwa Growth Area Development Plan Amendment (DPA)

Following the endorsement by Council of the consultation version of the DPA on 22 June 2020, the public and Government agency consultation of the DPA commenced on 9 July 2020 until 6 September 2020.

Aside from being available on Council's MySay website, copies were available from both the Strathalbyn and Goolwa libraries. In addition to this Council staff convened a series of 'drop-in sessions' to provide an opportunity for interested persons to attend and ask questions or seek further clarification. The 'drop-in sessions' were held on 3, 12 and 24 August 2020 at the Goolwa office.

287 public submissions were received of which 14 requested to be heard at the public hearing that was held on 17 September 2020. Both the public and Government agency submissions and the comments from the hearing are now being collated and will be brought back to Council in order to determine the next steps of the DPA.



#### Strathalbyn Deferred Urban Development Plan Amendment (DPA)

The consultation version of the draft DPA was endorsed by Council at the 22 June 2020 meeting, following which the public and Government agency consultation of the DPA commenced on 9 July 2020 until 6 September 2020. Aside from being available on Council's MySay website copies were available from both the Strathalbyn and Goolwa libraries. In addition to this Council staff convened a series of 'drop-in sessions' to provide an opportunity for interested persons to attend and ask questions or seek further clarification. The 'drop-in sessions' were held on 10 and 20 August 2020 at the Strathalbyn library.

48 public submissions were received of which none requested to be heard at the scheduled public hearing and therefore it was cancelled. Both the public and Government agency submissions are now being collated and will be brought back to Council in October to determine the next steps of the DPA.

#### Heritage Advisory Committee

The reporting period has been busy for the Heritage Advisory Committee with two meetings being held along with the Heritage Talk and preparation for the Heritage Awards in October.

The Heritage Talk, attended by 25 people, was held on 3 September 2020 and was a successful evening with keynote speaker Peter Cahalan, Manager of Fleurieu Peninsula Tourism. The topic was Heritage Tourism with the aim of the talk to acknowledge heritage tourism as both an industry and an opportunity to how best realise its potential. The key points from the talk were:

- Heritage tourism isn't a silo - heritage assets should work with other local businesses and the wider community.
- SA could do with more activated or strongly interpreted heritage assets.

Heritage tourism is a good opportunity for Alexandrina Council with extensive building stock, and the ability to embrace and enhance particularly Steamranger and the Oscar W at the Wharf. A district rich in heritage, it is an area that has huge potential if done right.

#### Alexandrina Sustainable Agricultural Round Table (ASART)

No meetings of ASART have occurred during the reporting period, however, meetings have occurred internally with the Mayor and Elected Members on ASART to consider how best to proceed. From the survey undertaken it is seen to be a forum that is supported however the task is now to reinvent the group with an economic growth focus.

#### Strathalbyn Traffic, Parking and Streetscape Strategy

The design and construct drawings for the streetscape work and the designs for the wayfinding strategy have been completed and the tender process commenced. Work on the sign content has been ongoing and will be completed over the coming month.

#### Genetically Modified (GM) Crops

Following a decision of Council in July, consultation has occurred with the community and our primary producers in relation to the Government's decision to lift the ban on growing GM crops in South Australia. 252 responses were received with the findings being presented to Council at their September meeting. Council's resolution was to prepare a submission to the Minister of Primary Industries and Resources seeking that the Alexandrina Council remain a GM free crop area. A submission was subsequently prepared and submitted by the 30 September 2020 deadline.

The decision as to whether the Council area will remain GM free will be made by the Minister by 15 November 2020.

## 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 continued to assist with planning reform related matters, the finalisation of an urban design framework for Normanville, the consultation of the proposed lifting of the GM crop ban and the preparation of Council's submission to the Minister for Primary Industries and Regional Development requesting that the DC of Yankalilla remain a GM crop free area, and the preparation of a report on the zoning and possible changes to the Myponga township.

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