



CONNECTING COMMUNITIES

# The Quarterly

*Our performance, Our story....*

October to December 2016



## Chief Executive's Quarterly Update

October to December 2016

It has been a privilege to continue to serve Alexandrina Council and community in my capacity as Interim Chief Executive while a process for recruiting a Chief Executive has been underway, led by the Chief Executive Selection Panel. Council staff continue to work hard to delivery services to the our community with this report showcasing highlights of the quarter.

The end of 2016 saw excellent progress with the Fleurieu Aquatic Centre filling three pools and continuing to be on track for opening in March 2017. A significant achievement was the opening of the Community Hub in Goolwa Terrace in November where we were very pleased to be joined by the Governor of South Australia, His Excellency the Honourable Hieu Van Le. The opening also saw release of the upgrades around the Goolwa Terrace-BF Laurie Lane precinct including the "Tumberrawin Ninkowi" sculptures. The Community Hub-Goolwa Terrace area is now a vibrant, active, safe space for people of all ages to enjoy.

Council participated in the launch of the Resilient Hills and Coasts Climate Change Adaptation Plan in December 2016 which was also nominated as a finalist for the Premier's Climate Change Awards. Council's continuing commitment to the arts was demonstrated by the launch of the 2017 Just Add Water program, also in December 2016, with 24% of the program being presented in townships outside of Goolwa.



The summer months also saw innovative initiatives such as the pop up wine cellar door in Signal Point by the Langhorne Creek Wine Growers group which is a wonderful addition to the growing activities in the Goolwa Wharf Precinct.

Over the Christmas-New Year period, Council Offices in Goolwa and Strathalbyn were opened for the first time in many years. Customer service call centre and over the counter data provided evidence that opening during this time was well supported by customers with 397 calls received in the three days from 28-30 December 2016.

Finally, I am very proud to report that Alexandrina Council has three finalists in the 2017 Local Government SA Professionals Leadership Excellence Awards. They are Cassie Tuck, Acting Manager, Health, Environment and Community Safety for Emerging Leader of the Year, the Community Safety Team (including Work, Health and Safety staff) in the category of Excellence in Risk Management for an initiative to reduce risk when handling animals and a combined agency team of Alexandrina Council and Fleurieu Regional Waste Authority for the Fortnightly Kerbside Collection Workgroup in the category of Excellence in Environmental Leadership and Sustainability. My best wishes to all staff involved in the awards to be presented in April 2017.

Victoria MacKirdy  
Interim Chief Executive

**Department: Office of the Chief Executive**

**Objective:**

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

**1 Innovate throughout our Region**

**Service Area Reporting - Strategic Highlights**

**Office of the Chief Executive**

On October, Mayor Parkes and the Interim Chief Executive, Victoria MacKirdy attended the 2016 South Australia Regional Awards at Bird in Hand Winery, Woodside, where several business operators from our region received awards.

Council was awarded the Public Space and Streetscape Design Award for the Goolwa Terrace and BF Laurie Lane Revitalisation Project at the 2016 Mainstreet SA Awards.

On 6 November, His Excellency, the Governor of South Australia, Hieu van Le AC, opened the Community Hub on Goolwa Terrace and on the same day Mayor Parkes opened the Goolwa Terrace / BF Laurie Lane project. Guests were taken on a walk-through to view the "Tumberrawin Ninkowi" sculptures, and the BF Laurie Lane upgrade before heading to the annual Smoke-Off event.

On 8 November, Mayor Parkes and the Interim Chief Executive attended the Australian of the Year Awards Presentation at Adelaide Oval.

Mayor Parkes attended various Christmas events in the region, including the Goolwa Christmas Festival and Strathalbyn's 'Christmas where the Angas flows'.

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**Leadership activity to drive achievement of local and regional outcomes**

During this quarter, Mayor Parkes attended the Local Government Association of South Australia (LGA) Conference and Annual General Meeting (AGM), together with Board meetings of the SA Regional Organisation of Councils (SAROC) and LGA at Mannum and the Southern and Hills Local Government Association (S&HLGA) at the District Council of Mount Barker.

On 18 October, Mayor Parkes and the Interim Chief Executive, Victoria MacKirdy, attended a meeting of Fleurieu Councils at McCracken to discuss current topical issues with South Australian Government Senior Management during their visit to the Fleurieu Peninsula.

Mayor Parkes and the Interim Chief Executive joined Rebekha Sharkie, Federal Member for Mayo at a flag raising ceremony at the Goolwa RSL on 4 November.

Council took the opportunity to attend the Australia China Business Council's 'Invest in SA Showcase' at the Adelaide Town Hall on 8 November, at which local businesses promoted their products to the China market.

On 16 November, the Mayor and Interim Chief Executive attended the launch of the Regional Development Australia (RDA) Adelaide Hills, Fleurieu and Kangaroo Island Electric Highway Project at the Goolwa Visitor Information Centre.



Mayor Parkes attended the AGM of the Australian Coastal Councils Association in Melbourne on 29 - 30 November.

On 22 December, Mayor Parkes and the Interim Chief Executive attended the launch of the Langhorne Creek Pop Up Cellar Door at Signal Point. A great initiative supporting our local wineries.

During this period, the Interim Chief Executive attended board meetings of Country Arts SA, Local Government (LG) Professionals SA and LG Professionals National; together with the Goolwa Wharf Precinct and Fleurieu Peninsula Tourism.

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## Engineering & Environment

### Field Services & Civil Assets

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

### Sustainable Resource Management

Community Wastewater Management Systems & Water Recycling  
Waste Management Partnerships

### Community Facilities & Open Space

Community Facilities  
Environmental Assets  
Recreation, Open Space & Reserves

### Health, Environment & Community Safety

Community Safety  
Environmental Health  
Environmental Strategy



**Department: 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**

**Engineering Services**

**Deliver effective and efficient Engineering Support Services**

Engineering Services has continued to support the community and emergency services in severe and damaging storm event response and recovery.

Engineering Services has also delivered the following contracts and project management during this period:  
Goolwa Waste and Recycling Depot upgrade design project management and contract management  
Tendering of major road construction projects and Spray Seal term contract  
Milang Habitat Restoration Project (CLLMM) design project management  
Storm damage Independent Engineer Assessment tendering and contract management  
Strathalbyn Depot Administration Building extension design and contract management

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**Footpaths & Cycle Tracks**

**Deliver effective and efficient Footpaths & Cycle Tracks**

Footpath upgrade, renewal and expansion program underway.

The following footpaths have been completed:

Arthur Street, Port Elliot

Regent Street, Port Elliot

The Cutting, Port Elliot

Bridge Street (sections 1 and 2), Langhorne Creek

This extends coverage of our footpath network in a high visitation area and supports public health outcomes for a walkable, livable community. Maintenance of these assets is ongoing.

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## **Roads & Car Parks**

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

Sealed roads upgrade and renewal program is underway. With asphalt concrete work at the following location this Quarter:  
Flagstaff Hill Road

Unsealed roads upgrade and renewal program is almost complete as part of a reduced Resheeting Program. The program was reduced due to storm damage impacts.

The following roads have been resheeted:

Angus Plains Road, Langhorne Creek  
Ballandown Road, Langhorne Creek  
Braeside Road, Finniss  
Brookman Connor Road, Kuitpo  
Dings Road, Currency Creek  
Finniss Park Road, Currency Creek  
Frome Road, Currency Creek  
Liptrott Lane, Port Elliot  
Old Bull Creek Road, Paris Creek  
Rushmore Road, Strathalbyn  
The Brook Drive, Currency Creek  
Tucker Road, Sandergrove

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**Department: Health, Environment & Community Safety**

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

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

**1 Innovate throughout our Region**

**3 Participate in Wellbeing**

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

**Service Area Reporting - Strategic Highlights**

**Community Safety**

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

In this reporting period there were a total of 48 dogs impounded. Twenty were returned to their owner via the pound, 17 were returned directly to their owners, 6 were transferred to Council's Pound Contractor and 2 transferred to the Royal Society for the Prevention of Cruelty to Animals (RSPCA).

Over this reporting period there were 8 feral cats trapped and 1 cat was adopted.

Due to extreme weather activity (storms) the roadside slashing program which is undertaken as part of Council's bushfire risk management activities commenced approximately 3 weeks later than usual and as of the end of the reporting period is approximately 85% complete. The weather patterns are likely to cause a significant amount of regrowth which will require further management.

Over the past quarter inspections of private property have been conducted. As a result of these inspections approximately 890 legal notices were issued requiring action to mitigate fire risks. All but 74 property owners complied with the requirements. The Community Safety team is in the process of coordinating compulsory clearances of the 74 remaining properties.

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**Environmental Strategy**

**Environmental Action Plan 2014-2018**

Key projects currently being undertaken from the Environmental Action Plan include:

Initial investigations into public place recycling

Process development to map environmental works on Council land and

Finalising and awarding the Community Small Environment Grants.

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## Improve management of Council's environmental assets

Council's Roadside Vegetation Management Plan (RVMP) was finalised and endorsed by Council and the plan has now been approved by the the Native Vegetation Council .

A submission, endorsed by Council was drafted in support of ensuring the Murray Darling Basin Plan is implemented as is without further water allocation cuts.

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## Minor Project Reporting

### Regional Hills and Coast Climate Change Plan

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

**Department: Sustainable Resource Management**

**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**

Discussions are currently underway with industry members, academics and regulators regarding process optimisation and potential future collaboration.

Furthermore Community Wastewater Management Systems (CWMS) and Geographic Information Service (GIS) have completed an assessment and restructuring of water industry assets. This change will provide the foundation for systematic improvements and data collection initiatives regarding long-term asset management.

Despite challenges relating to unplanned events such as storms, the team has maintained a 93.3% resolution result for incoming customer requests.

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## Infrastructure & Assets

### Asset Planning & Design

Development Assessment - Engineering  
Infrastructure Services  
Project Design

### Asset Management & Geographic Information Services

Asset Management  
Geographic Information Systems (GIS)

### Facilities & Council Properties

Building & Property Management

### Information Technology Services

Information Technology Operations  
Information Management

### Planning & Development

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



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

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

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

**1 Innovate throughout our Region**

**Service Area Reporting - Strategic Highlights**

**Asset Management**

**Asset Renewal Programs**

Winter 2016 resulted in wide spread impact upon a number of Council's asset classes. With a primary focus upon sealed roads, sheeted roads, major culverts and storm water assets, substantial assessment work has been performed between Council Divisions to enable an independent engineering assessment to be performed. The outcome of the independent assessment (performed during January 2017) will inform Council's application to the State Government's Disaster Recovery Funding stream announced via South Australian Department of Treasury in November 2016.

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**Geographic Information Systems (GIS)**

**Asset Condition Rating - Footpath & Kerb network**

2016/17 Financial year sees the implementation of asset condition ratings for two asset classes; being Council's footpath network and roadside Kerb network. This asset condition rating requires the establishment of condition criteria, field inspections, condition identification, generation of renewal programs based upon network condition and identification of corresponding budgets. This asset condition rating has required the creation of Mobile technologies, projects that have commenced. Condition rating to be completed by end of financial year.

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**Department: Asset Planning & Design**

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

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

**1 Innovate throughout our Region**

**2 Activate our Spaces**

**Service Area Reporting - Strategic Highlights**

**Infrastructure Services**

**Postive Development Outcomes**

Approximately 60 engineering assessments have been performed by Infrastructure Engineers within the past reporting period - ranging from simple domestic scale assessment, to comprehensive assessments of medium to large scale developments.

Notably, the Hickingbotham land development (Sandergrove Road, Strathalbyn) has demanded substantial and ongoing engineering assessment, liaison and negotiation to ensure future outcomes meet with Community expectation.

Land development of this scale, being 95 allotments ultimate development (plus open space), requires close cross divisional discussion to ensure positive outcomes for developer / investor and Council's planning, engineering and open space departments into the future.

**Project Design**

**Capital Works Program**

Delivery of capital and renewal capital projects progressing in accordance with Long Term Financial Plan and Annual Business Plan. Sealed and sheeted road renewal programs are progressing, footpath expansion and renewal on schedule, civil road projects on schedule.

Notable road projects commencing in 3rd Quarter include the Nine Mile Road expansion project (Request for Tender now released) and Sandergrove Road PLEC Stage 1 project.



**Department: Facilities & Council Properties**

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

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

**1 Innovate throughout our Region**

**Service Area Reporting - Strategic Highlights**

**Building & Property Management**

**Building & Property Management**

Substantial progress has been achieved within previous quarter, with outcomes focussed upon legislative Building and Property management. The reporting quarter has seen marked enhancement within building and property fire, air conditioning, electrical, lift, asbestos and security compliance - ensuring Council owned properties meet with strict legislative requirements. Notable building projects now complete include Soldier's Memorial Gardens Rotunda refurbishment, Port Elliot Old Chambers building refurbishment and Waterport Reserve Stables refurbishment.

Building projects now underway for delivery in 3rd and 4th Quarter include the Mundoo Boat Ramp Public Toilet facility, refurbishment of Soldier's Memorial Public Toilet Project and Port Elliot Institute internal refurbishment.

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**Building & Property Management**

Substantial positive progress has been achieved within previous quarter, with outcomes focussed upon legislative Building and Property management. The reporting quarter has seen marked enhancement within building and property fire, air conditioning, electrical, lift, asbestos and security compliance - ensuring Council owned properties meet with strict legislative requirements.

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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

##### Building Rules Assessments and Inspection Activities.

###### Building Inspections

For the period a total of 105 inspections were carried out, including 79 structural frames (includes 11 follow up inspections) and 22 swimming pools (includes 9 follow up inspections)

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

###### Building Fire Safety Committee

For the period 11 premises were inspected with 6 of those being inspected by the full Committee.

The next meeting is scheduled for 3 March 2017

###### Building Rules Advice and Assessment

Council's building section has issued consents for 144 building rules applications out of a total of 254 building consents granted in the Council area for the period (including private certification). This equates to 57% of all building consents being assessed by Council building surveyors.

Building Rules advice is provided on a daily basis to both external and internal customers.

#### Development Assessment - Planning

##### Development planning assessments

During the 2nd Quarter 158 planning applications were approved with the median number of days taken to issue the approval being 9 days.

##### Implementation of electronic assessments.



The action implementation of electronic assessments is in progress.

No further action has occurred in this reporting period however with the engagement of the new Coordinator Planning Assessment it is intended that this project will progress.

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## Minor Project Reporting

### World Heritage Bid

**Status Update:** The national nomination documentation is progressing with the aim of submitting in February 2017. A Community Workshop was undertaken at McLaren Vale in September with another community forum held in November at Strathalbyn.





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## Organisation & Culture

### Governance & Strategy

Communications  
Governance  
Business Improvement, Planning & Reporting  
Strategy

### Human Resources

Human Resources  
Payroll Services  
Work Health Safety

### Finance Services

Creditors Services  
Rates & Debtors Services  
Financial Management & Accounting

### Arts & Culture

Arts & Culture

### Tourism & Events

Alexandrina Visitor Services  
Event Management  
Tourism

### Library & Customer Service

Libraries Programs & Services  
Customer Services

### Community Wellbeing

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



**Department: Arts & Culture**

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

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

**2 Activate our Spaces**

**Service Area Reporting - Strategic Highlights**

**Arts & Culture**

**Arts & Cultural Experiences**

Signal Point Gallery and South Coast Regional Art Centre held 10 exhibitions and programs this quarter. The highest visited exhibitions during this period were Landscape and Life by John Lacey and the Youth Art Show.

The launch of the 2017 Just Add Water (JAW) arts and culture program in December in conjunction with the John Lacey and Benjamin Young exhibitions attracted a crowd of 300 people.

Efforts to extend the JAW program across the Alexandrina region has resulted in 24% of the program being presented in townships outside of Goolwa. This program offers many opportunities to get involved in arts and culture program throughout our region.

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**Arts and Cultural programs in Alexandrina**

Centenary Hall has hosted a total of 38 activities during the October - December reporting period.

The breadth of activities included: sold out Just Add Water show for Dusty Springfield and 30 hours of community activities such as the Southern Fleurieu Film Society and Wet Paint Youth Theatre.

The 2017 Just Add Water program including numerous performing arts shows was released in December 2016. The preparation of this program involved extensive consultation and engagement with commercial promoters, event management, artists, and prospective venue coordinators across the Council district .

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**Department: Community Wellbeing**

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

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

**1 Innovate throughout our Region**

**3 Participate in Wellbeing**

**Service Area Reporting - Strategic Highlights**

**Community Development, Partnerships & Advisory Services**

**Fleurieu Electric Highway Launch**

On 16 December Council hosted the official launch of the Fleurieu Electric Highway in BF Laurie Lane. There are currently 4 public charge stations supported by Council in the Strathalbyn and Goolwa Visitor Information Centres as well as charge stations in Mount Barker, Victor Harbor, Yankalilla and Kangaroo Island. The project was funded by the State Government, Regional Development Australia (RDA) and Fleurieu Councils. The launch was well attended with several examples of current electric cars on display.

**Community Hub Official Opening**

On 6 November 2016 the Governor, His Excellency the Honourable Hieu Van Le AC, attended the official opening of the Goolwa Community Hub. This was a combined event with the opening of the new BF Laurie Lane redevelopment and was well attended by the public and officials.

**Community Grants Program**

Council's 2016-2017 Community Grants Round saw a total of \$164,238 awarded to 44 successful recipients across the region. Two new grants were included in the 2016/2017 round, a Community Development Grant and a Community Environment Grant and received good community uptake. A total of 62 applications were received across all categories.



**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**

**2015/16 Financial Reporting**

Council's unqualified Financial Statements for 2015/16 were adopted by Council in October in line with legislation.

Grants Commission Returns including Supplementary, General Information and Road Returns for the 2015/16 Financial Year were submitted on time.

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**Community Group Loans**

The loan previously approved for the Goolwa Bowling Club for \$270,000 for the upgrade of their bowling greens was reduced to \$170,000 with \$50,000 now being allocated for additional projects.

Council approved a loan guarantee for the Port Elliot Bowling Club for \$130,000 from Bank SA for the upgrade of one of their bowling greens. The club subsequently elected to borrow their funds from another source and so the guarantee is no longer required.

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**Financial Management**

Council's budget has been reviewed twice in the 6 months to 31 December 2016, on 15 August and 17 October 2016.

**Rates & Debtors Services**

**Debt Collection Contract**

Using Local Government Association (LGA) Procurement's recently created Debt Collection Contract, Council has retendered for its Debt Collection Services. Dun & Bradstreet has been awarded Council's Debt Collection Contract for a 3+1 year period. Renegotiating this contract will result in lower costs in the early stages of the debt collection process.

**Department: Governance & Strategy**

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

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

**1 Innovate throughout our Region**

**Service Area Reporting - Strategic Highlights**

**Communications**

**Effective communication, engagement and public relations**

Council continued updates to the corporate website with the most visited pages being the Home page, Contact page, Online payments, Planning and Development, Waste and Recycling and Employment.

It has now been 12 months since the corporate Facebook page was launched. Council now has 2003 'likes' for its page. Facebook is proving to be an effective and far reaching means of engaging with our Community.

Design work has included the Alexandrina Alive Summer Newsletter and advertisements for Australia Day and the Economic Development Advisory Panel.

Media releases have included the nomination for a Climate Change Award, the Just Add Water 2017 Program and White Ribbon Day. Media coverage included articles on storm clean-up work delays and YMCA Fleurieu Aquatic Centre Management Contract.

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**Strategy**

**Economic Development Strategy 2016-2022**

The Terms of Reference for an Economic Development Advisory Panel have been endorsed by Council. Advertisements for the Economic Development Advisory Panel will be issued in January 2017.

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**Regional Economic Development**

Alexandrina Council participated in Regional Development Australia Adelaide Hills, Fleurieu and Kangaroo Island workshops on regional economic development. Alexandrina Council is hosting the inaugural Economic Development Forum which will be a networking group of economic development officers from local Councils in the region to discuss matters of mutual interest.

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**Department: Human Resources**

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

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

**1 Innovate throughout our Region**

**Service Area Reporting - Strategic Highlights**

**Human Resources**

**Organisational Development**

A new model for Performance Development Planning has been designed and implemented.

This model links organisational values, organisational Key Performance Indicators (KPI's) and supports staff to Be Involved by planning for their own development and for continuous improvement in their team/department/division.

The model provides two review periods and centralises all training needs and career development opportunities such as secondments or a desire to participate in a project group to allow Human Resources Department to analyse this information to support succession planning initiatives outlined in Council's workforce plan.

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**Organisation's Workforce Plan**

Staff are undertaking a workforce profiling exercise to provide relevant data on employment trends within Alexandrina Council and forecast for future skills requirements. Work has commenced on the employment of trainees in the areas of Work Health Safety (WHS) and Community Wastewater Management Systems (CWMS) which have been funded by Round 2 of the Regional Youth Traineeship Program 2017. Research has commenced on the development of an Indigenous Employment Strategy for Alexandrina Council.

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**Leadership Capability Framework**

Work has been scheduled to redesign Alexandrina Council's Job Descriptions format to utilise the Local Government Association (LGA) Leadership Capability Framework and adapt it for relevance for Alexandrina Council.

The Leadership Capability Framework establishes a set of criteria by which staff at all levels can measure their actions and behaviours in relation to a range of leadership criteria. The framework will provide a useful tool for staff to develop, allows staff at all levels to see themselves as leaders and clarifies expectations of staff performance.

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## Work Health Safety

### Health and Safety Management System

Council has made further progress towards achieving high standards. This was recognised with excellent results in the November Key Performance Indicator Audit of Local Government Association Workers Compensation Scheme (LGAWCS). A new Key Performance Indicator (KPI) plan is being developed to address standards 3 and 4 in relation to monitoring internal auditing during 2017.

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**Department: Library & Customer Service**

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

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

**1 Innovate throughout our Region**

**2 Activate our Spaces**

**3 Participate in Wellbeing**

**Service Area Reporting - Strategic Highlights**

**Customer Services**

**Customer Service**

During October to December 2016 the Service Centre was presented with 11,929 phone calls. A total of 24,095 council payments were processed, 7,447 (31%) being over the phone and in person and the remaining 16,648 (69%) paid via online means. The percentage of online payments remained consistent with the same period last year which saw a total of 23,533 Council receipts processed, comprising 7,279 (31%) phone, mail and in person and the remaining 16,254 (69%) paid via online means.

The number of invoices paid via phone, mail and in person during this period decreased by 26.9% from the previous quarter as expected.

A total of 448 Property Search requests were processed which is a 15% decrease from the previous quarter (6 fewer searches than the same period last year).

The impact of the inclement weather experienced in the first quarter continued, with a 31% increase in the number of Customer Requests submitted by Customer Information Services compared to the same period last year (2016 - 588 requests Vs 2015 - 403 requests). Key areas impacted by the storms accounted for this increase, with Flooding requests up by 86%, Stormwater up by 61%, Trees up by 61%, Footpaths up by 27%, Reserves up by 18% and Roads up by 15% for this period.

Council was open for business this year during the Christmas and New Year period which proved beneficial to do so. Over the three days we received 397 calls, 35% were related to storm activity with the remaining customer enquiries covering lost and found dogs, rates, waste services, planning and building enquiries and booking in for Library programs. Both Goolwa and Strathalbyn libraries were well utilised through this period, particularly mid-morning to mid-afternoon. The Friends of the Goolwa Library generated healthy book sales. Overall a very worthwhile undertaking, with Library and Council Services well utilised at Goolwa and predominately Library services at Strathalbyn.

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





### **Customer Service support of fortnightly waste collection**

The Service Centre continues to provide valuable support to our residents as they embrace recent changes with the implementation in July to fortnightly kerbside waste collection.

78 Exceptional Circumstances applications were processed compared to 347 in the previous quarter and a total of 275 composting products were sold to Alexandrina residents from Council's Goolwa office and Strathalbyn Library.

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

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

#### **Gardens Alive!**

The Gardens Alive event held at Signal Point on 1 October 2016 celebrated the work our local community is doing to promote sustainability, organics and growing locally produced food. Vegetables, seedlings and plants were given away, bat boxes were on display, stall holders shared their knowledge about everything from compost to mulch to seed growing, while handmade flowers, garden gnomes, jams and chutneys made from local produce were available for sale.

200 guests were inspired and entertained during two 'sold out' talks by much loved presenter Sophie Thomson and host Costa Georgiadis of the ABC's popular 'Gardening Australia' program. The Gardens Alive event was hailed by participants as an outstanding success and extremely positive feedback was received from individuals, community groups, schools, Council staff and Elected Members with many requesting that it become an annual or biennial event.

Supporting Council's Community Strategic Plan Priorities - Grow, Eat, Share. Grow locally, Eat Regionally and Share Globally. Supporting Council's Community Strategic Plan Aspiration - Participate in Wellbeing, Collaborative Community Ventures, providing partnership opportunities across our region.

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### **Minor Project Reporting**

#### **Review of Library Service Locations**

**Status Update:** A Request for Quote (RFQ) was issued this quarter to engage a consultant to review the current Alexandrina Library service including the library depots at Port Elliot, Milang and Mount Compass. The review will also consider future opportunities for a mobile library service, further efficiencies to the delivery of our Outreach service and recommendations for delivering a more equitable service to those living within our large Council area.

This process was undertaken in December with the preferred consultant commencing the review in January/February 2017. The review will be completed during this financial year with a report on findings and recommendation to be presented to Executive and Elected Members on completion.



**Department: Tourism & Events**

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

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

**2 Activate our Spaces**

**Service Area Reporting - Strategic Highlights**

**Alexandrina Visitor Services**

**Alexandrina Visitor Information Services**

Alexandrina Visitor Services continue to coordinate and promote visitation to the area through information provision, booking services and retail services with Council staff continuing to provide information and book tours, accommodation and events.

Bookings of tours, cruises and accommodation within the December quarter consisted of:

Goolwa Visitor Information Centre(GVIC) : gross \$29,535

Strathalbyn Visitor Information Centre (SVIC): gross \$6,160

GVIC bookings December quarter:

129 Tours and Cruises bookings with a gross value of \$21,590

25 Accommodation bookings with a gross value of \$6,159

Gross retail sales for the December quarter

GVIC: \$5,990

SVIC: \$2,230

Visitors for December quarter

GVIC: 7671

Down 8% compared to same quarter 15/16

51% intrastate, 35% interstate, 14% overseas

SVIC: 5588

Up 4% compared to same quarter 15/16

55% intrastate, 32% interstate, 13% overseas

The Alexandrina Visitor Services staff also supported the Arts and Culture program by selling tickets to performances at the Centenary Hall and managing the Box Office for the shows. During the December quarter staff attended Box Office at 6 performances and sold 827 Tickets with a value of \$19,490.

## **Event Management**

### **Tourism & Events**

Council tourism staff continue to assist the 2017 South Australian Wooden Boat Festival Committee with preparations for the next event and Cittaslow Goolwa with the planning for the 2017 Cittaslow International Assembly in Goolwa in May.

Manager Tourism and Events Coordinator have met multiple times and corresponded with event organisers for:

- The Sailing Club in Port Elliot
- Ballooning event in Strathalbyn
- Motorcycle event in Strathalbyn
- Sporting Car Club's 2016 Classic Adelaide Rally
- Schoolies event in Victor Harbor

In addition, Tourism and Events staff continue to work with Sports Marketing Australia to secure and support sporting events within Alexandrina:

- Surf Life Saving South Australia in Goolwa/Middleton and Port Elliot ( 2 events held this quarter)
- Tennis South Australia in Strathalbyn (confirmed for January 2017)
- Australian Cricketers Association Masters Tour in Strathalbyn (confirmed for February 2017)
- Bowls SA in Langhorne Creek, Strathalbyn or Port Elliot (negotiating for April 2017)

Council sponsored the Handpicked Festival held in November 2016 at Langhorne Creek.

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