



CONNECTING COMMUNITIES

The Quarterly

Our performance, Our story....

July to September 2019



Office of the Chief Executive Officer

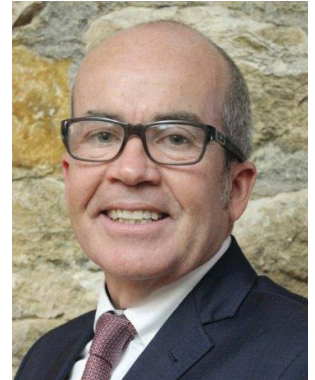
Office of the Chief Executive Officer

People

Human Resources
Work Health Safety
Organisation Development

Leadership

Communications
Governance
Strategy
Environmental Strategy



Chief Executive Officer's - Quarterly Update

July to September 2019

Welcome to our first quarterly report, highlighting Council's key initiatives and many achievements for the 2019-20 financial year to date. We have seen some very exciting projects come to fruition for the benefit of our community.

On July 1, we adopted the 2019-20 Annual Business Plan and Budget, with an average effective rate increase of 3.2% for the coming year. This included an additional \$20 increase to the fixed charge, necessary to fund the extraordinary waste related items pertaining to China Sword (recycling policy) and the increase to the State Government Solid Waste Levy of up to 40%.

In August, we announced the completion of the Sandergrove Road Revitalisation project and have received very positive feedback from Strathalbyn residents about the newly invigorated identity the Southern town entrance now offers. Council also received an award from a local radio station for the Kenny Blake Memorial Blake Sculpture in Strathalbyn in August. The award recognises the sculpture as the region's "Simply the Best" local landmark.

Mayor Parkes and Member for Finnis David Basham unveiled another brand-new local landmark by the same artist in late July at Ratalang Basham Beach Conservation Reserve. The Legendary Cow Sculpture, created by artist James Stewart and mentee Tracey Grivell, pays homage to the local dairying industry and is sure to become a favourite piece of public art for many years.

Alexandrina Libraries have also been busy this quarter. In September, we hosted the annual Mayor's Short Story Challenge and opened the new Mount Compass Library Kiosk; providing more ways for our community to access our services and be involved. To recognise National Threatened Species Day, we teamed up with local environmental groups to host a fish tank with endangered fish species from the Eastern Mount Lofty Ranges and Lower Lakes region at Goolwa Library, which will remain in place for the next 12 months. Keep an eye out for our 2018-19 Annual Report, which will be released in November.

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

This reporting period, community awareness-raising regarding Council achievements included local and regional media, Council quarterly newsletter, Coast Lines, Latest News, Website, Fleurieu Living Magazine and Facebook.

The corporate website (including media releases, Latest News articles and Project updates) and Facebook are all regularly monitored and kept up to date with rich online content.

Consultation during the July - September quarter included the Goolwa Oval Sporting Precinct, Strathalbyn Parklet 39 Commercial Road and Draft lease of Barrage Road Marina, utilising the My Say Alexandrina website. Total visits of 1.4k.

Key statistics include:

- Number of media releases - 15
- Number of Facebook posts - 68
- Total Facebook reach - 202,860 (average daily reach times number of days in reporting period)
- Total Facebook likes/reactions - 4968 (average reactions per day times number of days in reporting period)

Environmental Strategy

Environmental Action Plan 2014-2018

As at end of the quarter, progress has been made towards implementing the Environmental Action Plan 2014-2018 through:

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

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

Develop and implement progressive approach to climate change

In progress towards reducing Council's greenhouse emissions, procurement planning has been finalised for the \$335,000 Goolwa Library and Administration Building solar and energy efficiency project. All data entry for 2018-2019 emissions reporting has been completed and trend analysis will occur in Quarter 2 2019-20.

Council continues to be an active partner in the Resilient Hills and Coasts climate change adaptation planning coalition for the Adelaide Hills, Fleurieu Peninsula and Kangaroo Island region. In this quarter, RH&C were successful in obtaining two water sustainability grants from Natural Resources AMLR to fund further regional collaboration and WSUD training for Council staff, whilst Council has been awarded a grant to develop an Integrated Management Plan for Crockery Creek within the Ratalang Basham Beach Conservation Reserve. Work is also continuing on development of a local Coastal Adaptation Study.

Develop and deliver program for protection of water resources

Council continues to advocate strongly in the area of water policy, playing an active role in Murray Darling Association Region 6, working in collaboration with Coorong District Council and Rural City of Murray Bridge to help secure a freshwater future for the Lower Murray, Lakes and Coorong.

A very successful Region 6 Stakeholder Symposium was held on 25 September 2019, bringing together approximately 70 representatives from local conservation, industry and community groups with an interest in the health of the Lower Murray, Lakes and Coorong. The outcomes of this workshop will drive the Region 6 advocacy agenda over the coming year.

As host of the Region 6 Executive Officer, we have also assisted Region 6 members in their preparations for MDA National Conference occurring in Toowoomba in late October 2019.

Improve management of Council's environmental assets

Council continues to work in partnership with DEWNR, NRM & community stakeholders to protect & enhance local biodiversity. The Environmental Strategy team supported a number of community groups to submit applications for Council's community grants rounds, with successful applicants due to be announced in October 2019.

As requested by Council's Environmental Advisory Panel, we leveraged National Threatened Species Day to achieve local media coverage about the plight of small bodied native fish, with a fish tank containing a number of local threatened fish species and accompanying educational materials installed in the Goolwa for the next 12 months.

Working in partnership with other Divisions of Council to maximise & promote environmental outcomes has seen Council's Environmental Strategy Team supported a meeting of the Alexandrina Sustainable Agriculture Roundtable, progressing discussions and actions relating to the regional management of roadsides weeds.

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Strategy

Facilitate the development, implementation, monitoring and review of Council's Strategic Plans

Pursuant to Section 122 of the Local Government Act, Council is required to review our strategic management plans by no later than November 2020. In August 2019, Elected Members endorsed a comprehensive four-phase process for the review of these plans. To ensure that residents, businesses and visitors are given a reasonable chance to be involved in the review, Council has endorsed an overall engagement target of 6% of the 2019 estimated residential population, being 1650 people out of a total 27,500. In September 2019, Council procured the support of specialist social research and engagement consultancy, Colmar Brunton, to assist with the community and stakeholder engagement process, and developed the Alexandrina 2040 communications and marketing brand, with the first round of community engagement commencing in early October 2019. Feedback received during the engagement process will be used to prepare an updated Community Strategic Plan, Long Term Financial Plan and Infrastructure & Asset Management Plan.

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

Delivering the professional operations of the Office of the Mayor and Chief Executive has progressed this period through NAIDOC ceremonies taking place in the region with Mayor Keith Parkes and CEO, Mr Glenn Rappensberg attending these significant events in Strathalbyn and Goolwa. The theme of 'Voice. Treaty. Truth. Let's work together', was delivered to the Community through music, craft and virtual reality dreamtime experiences.

Mayor Parkes attend the Sandwriters Speak Out event in Goolwa, which was launched by His Excellency, the Governor of South Australia, Hieu van Le, AC.

The 2019 SA Rural Women's Gathering, which had been supported by Council, was attended by Mayor Parkes at the launch of the on-line registrations in Strathalbyn - a first for this event.

The Milang and District Historical Society celebrated their 40th birthday on 14 July, which provided an opportunity for community members to share photos and memorabilia of the Society's history.

Mayor Parkes was a guest at the Annual Dinners of the Victor Harbor and Goolwa Sea Rescue Squadron and the Goolwa Vintage Boat Club in July and August.

Mayor Parkes and Glenn Rappensberg hosted the 'Goolwa Business Think Tank' which was strongly attended by local business operators and provided an overview of the regional data profile; and feedback on the pilot business survey conducted of the Goolwa main streets.

As part of SALA during August, Mr Rappensberg attended the Community Living Australia (CLA) launch of the 'Myriad' exhibition. CLA is based in Strathalbyn and the exhibition celebrated the achievements of over 80 South Australians artists who are living with disability. Mr Rappensberg was also Guest Speaker at the SALA Art@Goolwa Exhibition in August. Art@Goolwa has been operating since 2012, with the SALA event attracting up to 600 visitors.

Late in July the 'Legendary Cow' was launched in Basham Reserve by Mayor Parkes and the Member for Finnis, David Basham MP. The unique sculpture by local artist, James Stewart, was supported by Council through the Arts and Cultural Advisory Committee and recognises the significant contribution made to our region by the dairy industry.

The new Goolwa Community Centre at 25 Cadell Street, Goolwa, was opened to the community by Mayor Parkes on 7 August. The Goolwa Community Centre originally grew out of a need to save the art program 'Create and Connect', when funding was withdrawn from that project. A group of women believed that Goolwa required an intergenerational Community Centre. They established a governing body and with community donations and were able to continue the art program.

The first train trip by the Port Milang Railway Museum was celebrated in the presence of Mayor Parkes late in August. Council supported the Museum through Council's Grants Program, with the dedication and commitment by volunteers resulting in a unique tourist attraction in the region.

Mayor Parkes supported the South Lakes Golf Club at the inaugural gala night in September and continued support to the Goolwa RSL throughout the reporting period.

The final two weeks of September saw a number of community events supported by Mayor Parkes, including - the opening of the Port Elliot Bowling Club Season, Patron's Opening Day at the Strathalbyn

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Bowling Club and The Langhorne Creek Young People's Writing Competition which attracted entries from 60 schools.

The 'Cittaslow Friendship Seat' at Cittaslow Corner was opened by Mayor Parkes on 26 September. The seat was jointly funded from Council's public art budget with additional sponsorship provided by the Lions Club of Goolwa and Cittaslow Goolwa. Artists Mike Tye and Barbary O'Brien and Cittaslow volunteers created this brilliant mosaic which has resulted in a unique art work for our region.

Community group meetings attended by Mayor Parkes during this time included the Goolwa to Wellington LAP, the Lower Lakes and Coorong Tourism and Boating Group, the Goolwa Residents and Ratepayers Association; the AGM of the Goolwa Aquatic Club; Vintage Boat Club, Goolwa Tourism 5214 and the Alexandrina Sustainable Agriculture Round Table.

Mayor Parkes conducted regular interviews during this time with radio stations - ABC 891, Happy FM, Alex-FM, Fleurieu FM, and 5MU.

Organisational leadership to drive achievement of local and regional outcomes

Local, state and regional stakeholder engagement has continued.

In July, Mayor Parkes and CEO Glenn Rappensberg met with Senator The Hon Simon Birmingham, Minister for Trade, Tourism and Investment, with topics for discussion focusing on Alexandrina's tourism strengths, the Financial Assistant Grants, and the funding of key projects.

Mayor Parkes and Mr Rappensberg met with the Hon Stephan Knoll MP, Minister for Transport, Infrastructure and Local Government Knoll, together with the Member for Heysen, Josh Teague, to inspect the streetscape plans in Strathalbyn, which also provided an opportunity to raise with the Minister, current transport and infrastructure opportunities in the Heysen electorate.

Mr Rappensberg attended the SHLGA Meeting at Mount Barker, which was chaired by Mayor Parkes, which included items in relation to the current reform agenda, the Community Energy Program Design Report and the SHLGA 2019 - 2020 Key Action Plan.

Mayor Parkes attended the inaugural SA Coastal Councils Executive Committee, which will finalise terms of reference in the coming months, and also oversee the finalisation and release of the Coastal Councils' advocacy document.

Early in September Mr Rappensberg was invited to join the 'Mayo Panel' of Local Government representatives, to consider applications under the Federal Government's Stronger Communities Program, in which each federal electorate receives up to \$150,000 in grant funding support.

Mr Rappensberg attended the Murray Darling Association (MDA) Region 6 Stakeholder event in Goolwa, which attracted 70 participants who participated in the development of a shared understanding of State and Federal priorities in relation to the management of the Lower Murray, Lakes and Coorong. This event was followed by a MDA Inter Regional Meeting at LGA House, which addressed motions for the forthcoming MDA National Conference and reviewed considerations for local government in relation to the ACCC inquiry into water trading.

Mayor Parkes and Mr Rappensberg met with Josh Teague MP, the Member for Heysen on 27 September, which provided an opportunity to discuss and update the Member on matters relevant to the Alexandrina community.

Mr Rappensberg continued to represent Alexandrina's interests at a regional and state level, via attendance at key sector-specific forums and meetings including a forum hosted by Minister Knoll and the State Planning Commission on planning reform; the Murray Darling Association Region 6; and as a Board Member of Regional Development Australia Adelaide Hills, Kangaroo Island and Kangaroo Island.

During this time, Mayor Parkes also attended the SA Regional Organisation of Councils; LGA Board Meetings in Adelaide and Whyalla, the Local Government Transport Advisory Panel; and the LGA Audit and Risk Committee in Adelaide.

Resources

Finance Services

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

Information Services

Information Technology
Information Management

Council Properties

Property Management

Department: Business Services

Objective:

Alexandrina Connecting Communities 2014-2023 Aspiration Areas

1 Innovate throughout our Region

Service Area Reporting - Strategic Highlights

Procurement & Contracting

Fleet Management

Administration continues to manage its fleet to maximise efficiency and effectiveness ensuring that vehicles meet the needs of the activity while minimising the total vehicle cost to Council. The replacement of vehicles is aimed at achieving the best long-term return on investment for each vehicle type. Appropriate economic analysis is regularly undertaken to determine when vehicles should be replaced, this includes operating costs, purchase price, whole of life costs and resale/residual value. Fuel consumption is one of the major expenses of operating a motor vehicle and managing fuel costs is taken into account when optimising the size, composition and operation of the vehicle fleet and improving driver behaviour.

In addition to financial considerations, Council takes into account greenhouse gas emission associated with vehicles in its fleet and looks to minimise these where possible. Council currently has three electric vehicles in its fleet which have relatively short travel distances and is currently trialling a self-charging Toyota Hybrid to further reduce fuel costs.

Procurement

Council's Audit Committee reviewed a revised Procurement Policy at its September meeting. This policy proposed amendments to better reflect best practice within the sector; the reallocation of a 15% weighting for local suppliers from price to non price criteria; and an increase to the direct purchase value to improve efficiencies for low value and low risk purchases.

All staff within the organisation who undertake procurement activities have undergone training to better understand their obligations when spending public money.

Department: Council Properties

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

Alexandrina Connecting Communities 2014-2023 Aspiration Areas

1 Innovate throughout our Region

Service Area Reporting - Strategic Highlights

Property Management

Council Properties

Resources continues to provide supported and sustainable lease and licensing agreements with third party commercial operators and local community groups to activate public facilities, buildings and open spaces for community benefit.

Permits for community based activities (park runs & vintage car displays) and Permits for commercial activities (including outdoor dining) brings a sense of vibrancy, diversity and points of interest into our townships for local and tourist appeal.

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 2019-20 and Fees & Charges 2019-20 were adopted by Council on 1 July 2019 following seven Budget Briefings with Elected Members, on 25 February, 12 March, 8 April, 15 April, 13 May, 20 June and 24 June 2019. The Annual Business Plan & Budget sets Council's direction for the 2019-20 financial year. A list of capital works to be undertaken by Council in 2019-20 is included as part of this document.

Council's budget for the first quarter ending 30 September 2019 was reviewed by Council on 21 October 2019 in line with Council's Annual Budget and Budget Performance Policy.

The September 2019 Budget Review predominantly sees the incorporation of the 2018-19 Financial Results in addition to other material movements since adoption of the budget in July 2019.

Minimal movement in Council's operating position is projected, with a more significant reduction in the Net Financial Liabilities Ratio projected due to the timing of borrowings associated with capital projects carried forward from 2018-19.

Rates & Debtors Services

Rates Policy

Rates Declaration 2019-20

Council raised its rates for 2019-20 in accordance with the Local Government Act 1999, with an estimated 73% 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 2018-19, 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 2019-20 these rebates have provided \$505,000 of rate relief to the community.

Rating Review

Council endorsed a Rates Review on 1 July 2019 as part of the 2019-20 Budget adoption. This review aims to assist Council to evaluate its rating system to ensure it is equitable and effective and aligned with Community's changing priorities and expectations.

Environment

Asset Planning & Design

Infrastructure Services
Project Design

Asset Management & Geographic Information Services

Asset Management
Geographic Information Systems (GIS)

Facilities & Council Properties

Building & Property Management

Community Facilities & Open Space

Environmental Assets
Recreation, Open Space and Reserves
Community Facilities
Building Management

Field Services & Civil Assets

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

Department: Community Facilities & Open Space

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

Alexandrina Connecting Communities 2014-2023 Aspiration Areas

1 Innovate throughout our Region

2 Activate our Spaces

4 Thrive in 'Clean, Green' Futures

Service Area Reporting - Strategic Highlights

Community Facilities

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

Ensure Council owned community public conveniences and facilities are serviced and well-maintained-Public Convenience contract works are currently meeting their requirements

Community Facilities & Open Space

Implement Bashams Beach Regional Park priority projects and goals - Design and construction of new footbridge is underway.

The Coastal Adaptation Plan Stage 1 has been completed with Public consultation to begin in early 2020.

Environmental Assets

Protect, Maintain & Restore biodiversity within Councils land

Foster relationships with community groups to support local biodiversity-

Ongoing partnering with NRM Adelaide and Mount Lofty Ranges and NRM Murray Darling Basin regarding selected declared weed control on roadsides. *Eragrostis curvula* (African lovegrass) control contractor allocated.

Working with Friends of Point Sturt and Clayton Bay Community and Environmental Group on onground weed control works at both locations.

Manage and maintain assets in the Coastal and Riverfront areas-

Beach entrance path maintenance has begun.

Dune fencing at Port Elliot has been completed.

Fox Control program in Ratalang/Bashams Beach Conservation Reserve is complete.

Planting in the park is also complete and Fire Control measures have begun in preparation for fire season.

Winter 2020 planting lists have been submitted to growers for next years plantings.

Assisting volunteers with the protection of threatened species Hooded Plover nesting sites.

Manage and maintain urban and rural biodiversity reserves-

Yearly road side marker weed control program has been allocated to contractors.

Preparation for fire season has begun utilising staff and contract.

Planting has been completed and 2020 lists submitted to growers.

Small pine tree project work saw 700 trees removed from roadsides.

Fencing along the frontage of Walter Newell Reserve Goolwa Beach has been completed.

Recreation, Open Space and Reserves

Community Facilities and Open Space Achievements

Tree Planting continues within Alexandrina Council

In the 2018/19 financial year 465 new trees were planted within our townships to achieve the objectives of the GO2030 Tree Planting Plan.

In the 2019/20 financial year tree planting has commenced with:

31 new trees planted in Middleton

33 new trees planted at the Strathalbyn Oval

15 new trees planned for North Terrace Port Elliot in October and November 2019.

Further tree planting and verge beautification is planned for George Francis Drive, Mount Compass, in May/June 2020.

To ensure that these trees will be watered over the summer period a contract has been let to a private company Urbanvirons, who specialise in tree services for Local Government.

Other highlights in provide and maintain recreation and open space areas - Goolwa, Mt Compass, Port Elliot, Middleton and Hindmarsh Island-Ongoing programmed maintenance of all parks, reserves and garden beds. 301 new trees planted within the Goolwa district.

Provide and maintain recreation and open space areas - Strathalbyn, Milang, Langhorne Creek and Clayton Bay-Ongoing programmed maintenance of all parks, reserves, and garden beds.

241 new trees planted within the Strathalbyn district, re-painting of the large shelter shed at the Visitor Information Centre, Railway Park, Strathalbyn.

Removal of non-compliant play equipment at Rotary Park.

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

Maintenance of kerbing and stormwater drainage-Maintenance of kerbing and stormwater undertaken through pro-active inspections and customer requests.

Depot Operations

Deliver effective and efficient Depot Operations

Maintenance and Operations of Depot sites-Maintenance of depot sites mostly involves general housekeeping.

Issues with the Goolwa depot washbay due to the introduction of FRWA trucks into the facility. This facility now being serviced monthly with invoices being on-charged to FRWA

Problem with roosting pigeons and excrement in one of the sheds at the Strathalbyn depot.
Shed has been cleaned and wire netting has been installed.

A recent WHS audit of the Goolwa depot by the LGRS identified only minor expired documentation and was generally given a very good report.

Engineering Services

Deliver effective and efficient Engineering Support Services

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

Major support of Venderpanel delivery and implementation.

Sealed Road Renewal program management and implementation

Street Sweeping contract retendering

Line marking contract management

Grave digging contract management

Weed spraying contract management

Rural tree trimming contract management

Public convenience and BBQ cleaning contract management

Significant community event support

Provide engineering administration support - ongoing support being provided as required to organisation

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Footpaths & Cycle Tracks

Deliver effective and efficient Footpaths & Cycle Tracks

Maintenance of footpaths & cycle tracks-Maintenance of footpaths undertaken through pro-active inspections and customer requests.

Currently on target in budget and program.

Roads & Car Parks

Deliver effective and efficient Roads & Car Parks

Delivery of Council wide road asset contracts - Line marking, Street sweeping

Maintenance of sealed road network - Maintenance of road network undertaken in accordance with service standards through pro-active programs and reactive defect remediation.

Undertake roadside trimming program - Tree trimming

Review sealed and unsealed roads maintenance and renewal practices and procedures

The Unsealed Roads Maintenance Manual is created by the Assets Team.

Community Wellbeing

Community Wellbeing

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

Health, Environment & Community Safety

Community Safety
Environmental Health

Library & Customer Service

Customer Services
Libraries
Alexandrina Visitor Services
Event Management

Sustainable Resource Management

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

Department: Library & Customer Service

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

Alexandrina Connecting Communities 2014-2023 Aspiration Areas

1 Innovate throughout our Region

2 Activate our Spaces

3 Participate in Wellbeing

Service Area Reporting - Strategic Highlights

Alexandrina Visitor Services

Manage and promote accessible tourism information services

This quarter the Goolwa Visitor Information Centre experienced 2,367 visitors, 51% were from intrastate, 43% interstate and 6% overseas and Strathalbyn Visitor Information Centre experienced 2,605 visitors, 62% being intrastate, 31% interstate and 7% from overseas.

We have experienced a significant increase in international visitors from Japan (500%) and USA/Canada (62%) at the Strathalbyn Visitor Centre while Interstate visitor numbers have been static.

During this quarter we undertook the second Alexandrina Photographic Exhibition receiving 120 responses with the top 10 on display at the Goolwa office foyer during the month of August. This year a People's Choice competition was launched and the winner was a stunning image of a "Morning Sail PS Oscar W" in Goolwa.

Customer Services

Deliver excellence in customer service

Over the July to September 2019 period, the Service Centre was presented with 12,612 phone calls. A total of 31,638 council payments to the value of \$16.9M were processed, 24% being over the phone and in person with the remaining 76% paid via online means.

78% of calls received to council were answered within 30 seconds, exceeding our target of 70% and the call abandonment rate was 3.90%.

A total of 521 Property Search requests were processed to the value of \$24,785, eight less than the same period in 2018.

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

Into the third year of the Exceptional Circumstances (EC) Renewal process, the Service Centre mailed out 883 letters to residents during this quarter. 171 residents eligible for an EC bin due to Medical Needs were automatically renewed, reducing the red tape and need for them to undertake the renewal process. 85% of properties renewed their existing service and 46 properties or 15% have either moved out of the area or no longer require the service, resulting in 128 EC bins being retrieved.

Council continues to support our residents by selling compostable materials at a discounted rate encouraging everyone to recycle more and acting as a drop off point for old mobile phones and batteries. During this quarter 18 Compost Bins, 18 Worms Farms, 92 Kitchen Caddy's and 148 replacement bags were sold to residents. 30kg of batteries were also disposed of via Council's mobile collection point.

Event Management

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

In September 2019, Alexandrina Council welcomed Coastrek back to our spectacular coastline for the second year. Commencing from Parsons Beach in Victor Harbor, some 1,260 trekkers (315 teams) walked up to 60 kilometres along our prestigious coastline to finish in Amelia Park, Goolwa, this nationally recognised event raised over \$880,000 for the Beyondblue charity and welcomed hundreds of visitors to stay and spend time in our region.

Libraries

The Mount Compass Library Kiosk is open for business. During the initial opening days 30 September - 1 October, Library staff were on hand to promote and assist the Mount Compass community with enquiries about the new library service located within the Licensed Post Office. Over the coming months, usage and membership data will be collected and analysed to determine its initial success and define any areas of improvement or focus.

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

The talents of young writers from across the region were celebrated by family, friends and teachers on Wednesday 4 September at the 2019 Mayors' Short Story Presentation with over 200 guests attending at the Goolwa Library. A collaboration between Alexandrina Council, City of Victor Harbor and the 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. The overall winner from each Council received a \$100 book voucher and their school awarded a prize of \$1000. There were a total of 1,010 entries from across the three council regions with 431 of these from Alexandrina, Victor Harbor 379 and Yankalilla 200 resulting in a new entry record for all councils.

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

Scoping for the 30-year Masterplan has commenced.

A total of 1.6 ML of stormwater has been reused to date which is similar to the historical averages. ~45 ML of treated wastewater has been beneficially used which is slightly above the historical average but significantly lower than the same time last year.

Waste Management

Kerbside waste to landfill has remained stable compared to previous years. This is a positive result as landfill waste would be expected to slightly increase with changes in population growth regionally. Overall, the five year trend demonstrates continuing reduction in landfill and an increase in diversion.

In the first quarter there has been a large jump in kerbside green waste. This is a waste stream open to significant seasonal variation depending on the weather (garden waste component) and it is expected this will decrease over summer.

Grinding of green waste into mulch took place at all mainland sites during the first quarter of the year with 700m³ produced at Strathalbyn and 2400 m³ at Goolwa.

Kerbside recyclables have reduced slightly. Kerbside recycling continues to be processed at the Northern Adelaide's Waste Management Authority's materials recovery facility into finished goods such as paper, plastics, glass and aluminium which are sold both in Australia and overseas.

Continuing the progressive replacement of the original fleet of collection vehicles, the Fleurieu Regional Waste Authority took delivery of two new kerbside compactors at the end of the quarter.

Paying customer numbers at the Goolwa Waste and Recycling Depot continue to increase with 8,369 customers in the first quarter compared to 8,265 from the previous year.

The Quarterly

Our performance, Our story....

Growth

Planning & Development

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

Economic Development

Arts & Culture
Tourism

Department: Economic Development

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

Alexandrina Connecting Communities 2014-2023 Aspiration Areas

2 Activate our Spaces

Service Area Reporting - Strategic Highlights

Arts & Culture

Co-ordinate arts and cultural facilities, experiences and services for residents and visitors

During the July to September reporting period a total of 12 performances and events were held in Centenary Hall and other venues across the Alexandrina Council region during the quarter July to September 2019.

Of the total 12, 8 were presented as part of Council's 'Just add Water' (JAW) performing arts program.

Of the 8 JAW events during the reporting period, one (1) was a commercial hire by a professional promoter who elected to present their event under the JAW banner and publicise their event through Council's JAW printed program. The performance was highly successful - 'The Beggars Sing the Seekers'.

Other JAW programed events included; Gems of Jazz, a school holiday program /event - EG Incursions held in the Strathalbyn Community Centre / Library, the sold out Cabaret show - 'Good Day Sunshine' at Centenary Hall, opera performance brilliance -Timeless by Tenori, the best swing and jazz sounds from the Adelaide Big Band and two brilliant performances by the Adelaide Symphony Orchestra.

A second commercial hire was the Luminescence Dance School which presented a range of student's performances for friends and family.

Council utilised Centenary Hall for two internal events - staff Cultural Awareness Training and a General Staff Meeting.

Embed arts and cultural programs in Alexandrina

South Coast Regional Art Centre

- Good Things, Small Packages exhibition was held from 21 June to 21 July 2019 and provided an exciting showcase of the breadth of artists working across the Southern Fleurieu region with a few special guests. Artists included the late Annabelle Collet, Silvio Apponyi, Cheryl Anne Brown, Cedric Varcoe, Chris De Rosa, Barbary O'Brien, Michael Bryant, Eva Jager, Margie Hooper, Kerry Youde, Linda Forrester, Gerry Wedd, Penelope Hilam, Margi Nolan, Samuel Mulcahy and Peter McLachlan.
- The annual Drawing on Country exhibition was on show from 5 September to 6 October 2019. Feedback suggests that there is greater anticipation for the community art day in 2020.
- What Privilege - The Colony Exhibition included multi-media installations from Change Media's Jen Lyons-Reid and Carl Kuddell, in collaboration with Ngarrindjeri and artists from diverse backgrounds. This project was assisted by the Australian Government through the Australia Council for the Arts, its arts funding and advisory body, and by the South Australian Government through Arts SA.

Signal Point Galllery

- The vacated space of the former Wharf Barrel Shed has been programmed for visual art and has begun with paintings that are to be donated to Council by David Dridan OAM and a showcase of large paintings by local artists with the theme of big trees. The Pelican Lanterns have been located upstairs and are illuminated in the window closest the wharf and are timed to light up between 7pm and 12 midnight.

Ground floor lanterns made by SpinFx Australia (artists Bob Daly and Kalyna Micenko) are also timed to be illuminated from 7pm until midnight.

- Island to Island Contemporary Art From Kangaroo Island was on exhibition from 19 July to 1 September 2019. The artists have created new works on the theme of isolation and the environment for the exhibition curated by Eleanor Scichitano, Visual Arts Program Curator, Country Arts SA and Celia Dottore, Exhibitions Manager, Flinders University Art Museum and City Gallery.
- Landmarks exhibition was launched on Sunday 15 September 2019. Veteran South Australian artists Winnie Pelz and Loene Furler attracted a launch crowd of approximately 140 people and yielded sales on the day of \$13,000. Landmarks is on show until Sunday 27 October 2019.

SALA Festival

- SALA (South Australian Living Artists Festival) attracted great visitation throughout August. Island to Inland-Contemporary Art from Kangaroo Island alone had 1,843 visitors. Visitors included a bus tour from the SA Museums and Galleries Association membership and 102 year 8 and 9 students from Victor Harbor High School who used the exhibition as part of their curriculum.
 - Open studios at the rear of the South Coast regional Art centre attracted minimum of 700 visitors.
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Tourism

Develop and implement an Alexandrina Tourism Plan

The Tourism Coordinator has started to engage community members with a vested interest in wooden boats to create an initial Think Tank working party to investigate ideas for the 2021 South Australian Wooden Boat Festival (SAWBF), raise a committee and prepare a sponsorship prospectus. The SAWBF has been entered into the SA Tourism Awards in the Festivals and Events category.

The Growth team have been working with the SA Jazz Festival to deliver the inaugural Jazz Festival in Goolwa. The aim is for this to become a signature annual event in Goolwa.

JAW program for 2020 is near completion highlighting an array of Arts and Cultural activities across the Alexandrina Council region, which attract visitors and engage the local community.

Implement a strategic review of tourism services

The Tourism Coordinator is reviewing all tourism assets including the Alexandrina Council's flotilla. The Oscar W review is currently under-way looking at all operational aspects of the vessel including volunteers, insurance, training, wood yard, vessel management and finances.

A meeting has been called for the Friends of the Brigand to advise of the need to become an Advisory Group to Council now the Wharf Precinct Board has been disbanded. The Terms of Reference for this group have been rewritten to reflect the change.

The updating of the Memorandum of Understanding for St Ayles Skiff has commenced between the Alexandrina Council, Goolwa Rowing Club Inc. and Armfield Wooden Boats Inc. now that the vessel is in the care and control of Robert Ayliffe.

The Quarterly

Our performance, Our story....

July to September 2019 Quarterly Report

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

Service Area Reporting - Strategic Highlights



Development Assessment - Building

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

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

For the period 5 premises were inspected with all being inspected by the full Committee.

Progress on fire safety upgrades is monitored closely.

The next meeting will be held on 25 October 2019.

Yankalilla Council - No inspections have been undertaken as the Establishment and Terms of Reference have only been recently drafted which requires endorsement by the Yankalilla Council. The BFSC cannot proceed until the report has been endorsed.

The Yankalilla BFSC will function as a separate entity until a regional group has been formed.

Provide Building Rules advice and assessment

Councils building section has issued consents for 101 building rules applications out of a total of 261 building consents granted in the Council area for the period (including private certification). This equates to 39% of all building consents being assessed by Council building surveyors. The 261 consents included 98 new dwellings and 14 dwelling additions.

The total number of building rules consents issued was down by 10% comparable to the same period last year. The number of new dwellings was up by 7% and dwelling additions was down by 41% comparable to the same period last year.

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

For the period a total of 378 mandatory notifications were given with 104 inspections carried out, which included 81 structural frames, 8 mandatory swimming pool, 5 proactive swimming pool investigations and 10 other inspections.

This equates to the following;

All mandatory notifications - 23% of all mandatory notifications have been inspected (not all mandatory notifications require inspections.)

Notified structural frames - 70% licensed builder and 80% owner builders

Notified swimming pool -100%

The requirements of the building & swimming pool inspection policy have been satisfied particularly for structural frame inspections.

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

Please note: The above figures are based on notifications to council and no audit has been conducted in verifying if all mandatory notifications have been given.

During this period the Alexandrina Council building department has also been conducting building inspections /building surveying services for and within the Yankalilla Council area.

Development Assessment - Planning

Planning, Development and Infrastructure Act Implementation

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

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

- Release of the Discussion Paper on Renewable Energy Policy in the Planning and Design Code
- Release of the People and Neighbourhoods Discussion Paper
- Phase 1 of the Planning and Design Code which covers those areas outside of Council areas became operational

Staff have continued to attend monthly 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.

Council Briefings will be scheduled once the Planning and Design Code is released for consultation which is expected to occur in October.

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

The following has occurred during the reporting period:

Goolwa Growth Area

The Statement of Intent was approved by the Minister for Planning and the procurement process was undertaken to appoint a planning consultant to assist in the preparation of the Development Plan Amendment. Following this process Ekistics have been appointed.

Strathalbyn Deferred Urban Areas

The Strathalbyn Deferred Urban Zone Statement of Intent was approved by the Minister for Planning thereby allowing the Development Plan Amendment (DPA) process to proceed. This is being prepared by Council staff and to date the analysis of required infrastructure is being undertaken through contact with service providers along with liaison with the relevant land owners.

Heritage Advisory Committee

Three meetings of the committee have occurred during the reporting period with the primary task being to prepare for the Heritage Talk in October. A new member in Lynette Stevenson was also welcomed onto the committee.

Alexandrina Sustainable Agricultural Round Table (ASART)

A meeting was convened in September to go through the outcomes of the Weeds Forum that was held in February.

Looking to hold a joint environmental and economic development advisory panel meeting in November to discuss the Planning and Design Code policies that are expected out on consultation in October.

Strathalbyn Traffic, Parking and Streetscape Strategy

The consultancy that assisted Council in preparing this strategy for Strathalbyn, Jensen Plus, has entered the project into the upcoming South Australian Planning Institute of Australia Annual Awards in the public engagement and community planning category. The awards are presented at a dinner in November.

Yankalilla Service Agreement

The service agreement with Yankalilla Council to deliver building, strategic planning and Assessment Manager services was completed and signed. All service areas have been active in delivering the agreed outcomes.
