



CONNECTING COMMUNITIES

The Quarterly

Our performance, Our story....

January to March 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

January to March 2020

Welcome to the third quarter report of Council's highlights and achievements for the 2019-20 financial year.

As always, January was a busy time for Council, as we made some services and plant available to our neighbouring communities on Kangaroo Island to assist with their bushfire mitigation and recovery.

We also conducted our annual Australia Day Citizenship and Citizen of the Year ceremonies in Goolwa and Strathalbyn; both of which were well attended and formally welcome new Australians to the region and recognise extraordinary, community-minded efforts of a special group of residents.

During February and March we held a series of Village Conversation workshops in eight of our townships along with an online participatory budgeting survey, with a focus on projects and priorities for Council's new Long Term Financial Plan. In total we heard from nearly 500 people, to complement the 1100 people we spoke to at our Listening Posts in late 2019. Community feedback from

both phases will be used to prepare a new Alexandrina 2040 Community Plan, Long Term Financial Plan and Infrastructure & Asset Management Plan. A draft of all three plans will be released for a final round of public consultation in August-September 2020.

Council faced many new challenges in March as the COVID-19 pandemic spread around the world. Locally, Council were forced to cancel or postpone a number of services and programs, as well as change the way we operate as an organisation on a day-to-day basis. As we work through this in the months ahead, we will continue to do everything we can to support people and local businesses in our community.

Our Annual Business Plan and Budget 2020-21 will be released for public consultation in May and June, with documents and further information available on Council's website, www.alexandrina.sa.gov.au.

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 releases, Council quarterly newsletter, Coast Lines, Latest News, Website, Fleurieu Living Magazine and Facebook. Consultation was facilitated via the My Say Alexandrina website.

Council's engagement with community is facilitated via Council's MySay website. Consultation, or advice about upcoming consultations during the October -Dec 2019 quarter included the Community Grants Program, Alexandrina 2040, and the Coastal Adaptation Plan.

Council's 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.

Number of publications generated:

Media releases - 15

Facebook posts - 82

Latest News - 16

Key Corporate Documents including:

Council Newsletter Alexandrina Alive

Coast Line magazine ad

Fleurieu Living magazine ad

JAW Program edits 2020

Alexandrina 2040 Collateral - 15

Number of visits to mysay.alexandrina.sa.gov.au
1,200

Environmental Strategy

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.

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

Develop and implement progressive approach to climate change(CB)

With regard to measuring, reporting & reducing Council's greenhouse emissions, procurement is underway for the \$335,000 Goolwa Library and Administration Building solar and energy efficiency project.

In supporting Council's strategic direction for climate change, a budget bid for enacting a climate emergency response has been developed for consideration during the 2020-21 Annual Business Plan and Budget process.

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. Work is continuing on a number of grant funded research projects relating to climate-ready housing and community energy. A climate governance assessment is underway, bench-marking the approach of RH&C councils to climate risk against other Australian councils. A booked out Climate Ready Communities Training session was held for 30 community members in January 2020, in collaboration with the Australian Red Cross and the City of Victor Harbor. A successful Passive House Workshop was held in Goolwa council chambers in February 2020 attended by 60 people. In February 2020, Council endorsed release of the draft Coastal Adaptation Study for public consultation, which has now been delayed in response to COVID-19.

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

Council continues to advocate strongly in the area of water policy by 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.

The AGM and Ordinary Meeting of Region 6 was held on 14 February 2020. Cr Melissa Rebbeck was re-elected as Chair.

Cr Rebbeck attended the MDA annual Strategic Planning Workshop in February.

Mayor Parkes was appointed to the newly formed State Government advisory group, the Coorong Partnership in March 2020.

In early April, a MDA-R6 submission was made on Draft Report of the Independent Assessment of Social and Economic Conditions in the Basin, with a focus on environmental water recovery and climate change.

A feature article on Murray Darling Basin advocacy will be included in the April rates newsletter.

Improve management of Council's environmental assets (CB)

Council continues to take proactive steps for the protection & management of Council's environmental

assets with the Environmental Strategy team working in collaboration with the Community Safety Team to review and enact amended fire prevention strategies on a number of Council biodiversity reserves.

Council continues to work in partnership with DEWNR, NRM & community stakeholders to protect & enhance local biodiversity. The Environmental Strategy team has been working in collaboration with the Friends of the Port Elliot Dog Park on 12-week a dog waste trial, which diverted 201kg of dog waste and over 2800 dog waste bags from landfill whilst educating the community about the ability to dispose of dog waste via organic waste stream rather than landfill. A follow up Doggie Dunnie trial at Horseshoe Bay has been postponed due to COVID-19.

Environmental Strategy function continues to work in partnership with other Divisions of Council to maximise & promote environmental outcomes. Planning is underway for the delivery of Plastic Free July 2020 in collaboration with Library Services, Arts & Culture and Asset Management teams. In response to COVID-19, options for on-line delivery of content are being explored.

Strategy

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

Pursuant to Section 122 of the Local Government Act, Council is required to review our strategic management plans by no later than November 2020. This review is taking place under the banner of Alexandrina 2040. The second phase of engagement took place during February-March 2020 during which Council held eight Village Conversation workshops in Strathalbyn, Middleton, Port Elliot, Goolwa, Clayton Bay, Milang, Langhorne Creek and Mount Compass attended by a combined total of 227 people. This was supplemented by an online and hard copy participatory budgeting survey completed by a total of 271 people. The total number of engagement contributions across both phases of the Alexandrina 2040 process to date is 1,858 being 113% of the engagement target. Overall, the top three budgetary priorities to emerge from the Alexandrina 2040 engagement process are climate change, well-managed growth and economic development. This data will now be used to prepare a draft Alexandrina 2040 Community Plan, Long Term Financial Plan and Infrastructure & Asset Management Plan to be released for public consultation later in 2020.

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)

In delivering the professional operations of the Office of the Mayor and Chief Executive, attention was directed to our regional neighbours (Kangaroo Island, Adelaide Hills and Mt Barker) who experienced devastating bushfires during the months of December and January. In support, (through the LGA (SA) iResponda Management Framework), Alexandrina Council provided Kangaroo Island with a crew of three and material resources of a grader; loader and ute for a period of a week to support the bushfire recovery efforts. Alexandrina Council thanks our staff for their willingness to volunteer their services in such extreme circumstances and importantly, their tireless efforts during their time on the Island. On 14 January 2020, Mr Rappensberg convened a collaborative meeting between the Executives of the Adelaide Hills Council and Alexandrina to discuss emergency management and importantly the learnings from the most recent experiences in dealing with a very complex emergency situation so that both Councils could better inform existing policies and processes.

Alexandrina was an exciting place to visit in January with the Tour Down Under event cycling through our region on 25 January 2020. The Mayor and CEO attended a number of functions associated with the event which successfully showcased the wonders of our region to the world. Also, on 25 January the moonlight cinematic experience and the Summer Swell Outdoor Cinema attracted a large crowd and was a roaring success. The Mayor and CEO were involved in Council's Australia Day ceremonies in Strathalbyn and Goolwa on 26 January.

Further, preparations for Phase 2 of Alexandrina 2040 Update: Village Conversations were also undertaken with the first Village Conversation held in Strathalbyn on 11 February 2020 attended by Mayor Parkes and Mr Rappensberg.

On the 2 February 2020, Mayor Parkes along with Mr Rappensberg attended the annual 2020 Strathalbyn Cup Race Day.

On 12 February 2020, Mr Rappensberg attended the SA Visitor Economy Summit in Adelaide. This provided an opportunity for government and industry leaders to have a collective conversation on how they can work collectively including bushfire recovery strategies.

Over two days (14 & 15 February), Mr Rappensberg represented Alexandrina Council at the National Climate Emergency Summit in Melbourne. The event builds on the current social and political momentum that has emerged - highlighted by formal declarations of a climate emergency from over 80 councils across Australia and 1,200+ across the world. The two-day event explored pathways for formulating a climate emergency response at the local, state and national levels.

On 21 February, Mayor Parkes and Mr Rappensberg attended the 2020 Superloop as guests of The Hon. Steven Marshall, Premier and Minister for Tourism.

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Mr Rappensberg sits on the Strathalbyn Health Precinct Steering Group meeting which met on 27 February 2020.

'Alexandrina 2040' - Review of Strategic Management Plans - February also saw the commencement of Councils Strategic Plan "Alexandrina 2040" village roadshow. Throughout February, village meetings have been well attended by residents providing Council with great feedback and contributions towards the development of the Alexandrina 2040 Strategic Plan.

Meetings were held in the townships of Strathalbyn on 11 February, Middleton on 18 February, and Goolwa on 19 February, with an average of 30-40 residents in attendance for each meeting.

In addition to the village conversations, a free public screening of the "2040" film was held on Saturday 22 February at the Goolwa Centenary Hall, exploring what the future could look like by the year 2040.

March saw the completion of the Village Conversations that Council held regarding the 'Alexandrina 2040' - Review of Strategic Management Plans Village. The two remaining sessions were held at Clayton Bay Community Hall on the 3 March, the Milang Community Centre on the 4 March. And the 11 March at the Langhorne Creek Football Club. Many residents attended to contribute their feedback for the development of the Alexandrina 2040 Strategic Plan.













Mayor Parkes and Mr Rappensberg attended the Town Meeting on the 2 March with the Inspector General Murray Darling Basin, Mr Mick Keelty at the Langhorne Creek sports club. The meeting was attended by community groups and local residents to discuss the future of the Murray Darling Basin and Lower Lakes, water audits and water sharing and allocation arrangements.

On Friday 6 March, Mayor Parkes and Mr Rappensberg attended the International Women's Day Breakfast and 2020 Fleurieu Women's Community Awards hosted by the Victor Harbor View Club in conjunction with David Basham MP, Member for Finniss.











On 10 March, supporting our neighbouring Council, Mayor Parkes and Mr Rappensberg attended with the Kangaroo Island Bushfire Fundraising lunch hosted by Kangaroo Island Mayor, Michael Pengilly.

On 16 March, Mr Rappensberg attended a meeting of the Goolwa Art Group to assist their planned Exhibition Opening, which due to COVID-19 was postponed to a later date.













2019-20 Project Updates as at 31 December 2019

Project Name	Project Description	On Time	On Budget
Renewal of storm damaged assets	Renewal of stormwater bridges and infrastructure damaged during the 16-17 Financial Year	 GREEN	 GREEN
Progress comment:	All repairs and associated projects are completed including the Strathalbyn footbridge completed in August 2019. Water Affecting Activity permits and Native Vegetation Council approvals are complete. Building Rules Consent approvals are complete along with structural certification for the bridge structures.		
COMPLETE			
Capital Renewal - Bridges	Capital Renewal of Bridges, Bridge Components - Wing Walls, Abutments, Railings, Deck. Currently programmed to be utilised for Wickham Hill Road bridge structural analysis and potential remediation works to increase load limit.	 AMBER	 GREEN
Progress comment:	Contract for assessing structural integrity of Wickham Hill Bridge awarded October to the engineering consultant. Report to follow with upgrade/renewal recommendations to allow for higher load limit on this heavy vehicle route.		
IN PROGRESS			
Goolwa Sporting Complex	The Goolwa Oval Sporting Precinct complex seeks to deliver new, dedicated sporting grounds and facilities to cater for Goolwa Township's existing and future sporting , recreational and community needs.	 AMBER	 GREEN
Progress comment:	The Goolwa Oval Masterplan was endorsed by Council at its meeting of 21 October 2019. Project not fully funded. Administration continues to advocate for State and Commonwealth funding to augment Council's Long Term Financial Plan funding allocation. Administration is working with oval stakeholders to develop a mutually agreed management model for implementation once the project is complete.		
IN PROGRESS			
Currency Creek Hall Renewal	Project to undertake remediation works at the connection of the original building and the newer addition to prevent further cracking and damage.	 AMBER	 GREEN
Progress comment:	Following the completion of an engineer report quotes were sought via councils vendor panel for engineer plans. Tender evaluation has been complete and the successful consultant engaged. The Consultant has completed the engineer plans in preparation for the RFQ for construction. Estimated that the Request for Quote will be released via Vendor Panel in February 2020 with project completion prior to 30 June 2020.		
IN PROGRESS			
General Building Renewal District Wide	General Building Renewal Defect Repair, Building Paint Renewal Program, Building Security System Renewal, Goolwa Wharf Toilet Solar Lights, Public Toilets Skylights Renewal Program, Clayton Bay Toilet Floor Renewal, Corinthian Hall Paint Renewal, Goolwa Depot Workshop Roof Renewal. Based on Condition and Defect Audit data.	 AMBER	 GREEN
Progress comment:	External painting of Old Corporation building, Strathalbyn complete. Painting of Goolwa VIC in progress.		
IN PROGRESS			
Buildings: Goolwa Wharf	Project to repair and reinstate structural components of the Goolwa Wharf after pylon were found to be unsound.	 AMBER	 GREEN
Progress comment:	Project on Hold To be consolidated as part of Goolwa Wharf precinct Master Plan Project		
IN PROGRESS			















2019-20 Project Updates as at 31 December 2019

Project Name	Project Description	On Time	On Budget
Port Elliot RSL Air Conditioning	Installation of new air conditioning at the Port Elliot RSL Hall	 GREEN	 GREEN
Progress comment:	Engineer inspection complete to assess condition of roof structure and if existing frame has the capacity to carry weight of air conditioning units. Following inspection it was determined that additional structural works is required. Project scheduled for completion by February 2020		
IN PROGRESS			
Strathalbyn Town Hall Renewal	Upgrade of existing infrastructure including stage sound and lighting, main hall lighting and ceiling fans, kitchen relocation and addition of toilets and change rooms as per original concept	 AMBER	 GREEN
Progress comment:	Consultant engaged to undertake design works. An independent cost analysis on the current concept has been complete with a final estimation of \$200k - \$250k over budget. Council to move forward with completing phase 1 of the concept prior to August 2020 which includes assessment of the roof structure and install of stage lighting and sound system. The next phase of works including relocation of kitchen and addition of toilets will commence September 2020. Due to insufficient budget a request for additional budget to complete stage 2 will need to go through council for a decision.		
IN PROGRESS			
Signal Point Building Renewal	Roof renewal, internal repaint.	 AMBER	 GREEN
Progress comment:	Project on hold awaiting the outcome of the Building Better Region funding application.		
IN PROGRESS			
Old Chart Room, Goolwa Renewal	Renovate and upgrade existing building to create a usable contemporary multi-purpose space that will accommodate a variety of uses. Works to include replacement of access ramp to Australian building codes and DDA compliance, renewal works to existing superstructure components, internal fit out and upgrade of electrical items, installation of air conditioning system and construction of a new external hard stand.	 RED	 GREEN
Progress comment:	Project funding received. Concept and design programmed to commence February 2020 with project completion December 2020.		
IN PROGRESS			
Goolwa Wharf Shed Referbishment	Upgrade for Goolwa Wharf Shed including riverboat visitor centre.	 AMBER	 GREEN
Progress comment:	Project on hold awaiting the outcome of the Building Better Region funding application.		
IN PROGRESS			















2019-20 Project Updates as at 31 December 2019

Project Name	Project Description	On Time	On Budget
Strathalbyn Senior Citizens	Building upgrade and expansion including the internal upgrade of toilet and kitchen facilities and office extension to the existing building.	 GREEN	 GREEN
Progress comment:	Following cost analysis of initial design showing construction cost \$200K over budget council has determined that the project should continue forward with the original total budget of \$500K including \$380K for the build. Architects have provided an updated concept design in target with allocated budget. A RFT for detailed design and construct was released via open tender on the SA Tenders website. Council received 3 responses all within budget. Tender evaluations have been complete with final details being formalised with preferred contractor. Contracts are estimated to be signed by end of January with completion of construction by 30th June 2020.		
IN PROGRESS			
Footpaths Capital Works Program	Construction of new Footpaths in line with the priorities set out in Council's Footpath Master Plan.	 GREEN	 GREEN
Progress comment:	Program commenced 22 July 2019.		
IN PROGRESS			
Kerbs Capital Program	Installation of kerb to mitigate existing stormwater issues or in conjunction with stormwater infrastructure upgrade	 GREEN	 GREEN
Progress comment:	Work undertaken as needed in conjunction with Footpath program.		
IN PROGRESS			
Goolwa Wharf Renewal	Renewal of Goolwa Wharf including piles, sub-structure and decking.	 GREEN	 GREEN
Progress comment:	Stage 1 - Complete. Stage 2 - On hold subject to grant funding.		
COMPLETE			
Goolwa Jet Ski Recreational Facility	Stage 1 - Construction of picnic table, shelter, commercial area, informal parking, signage, rubble footpath, irrigation and sandbags with tie points. Demolition of existing structure. Reed clearance. Landscaping. Upgrade of informal boat ramps. Stage 2 - Contraction of garden bed, viewing platform, paving/seating. Installation of additional shelter.	 AMBER	 GREEN
Progress comment:	Development of the Goolwa Jet ski site draft design is complete. Application for funding through Open Space for People and Place grant unsuccessful. Scoping exercise to be undertaken in preparation of report to Council. Council report required to finalise community consultation and determine future project.		
IN PROGRESS			
Goolwa Skate Park - Pump Track	Construction of a Pump Track at the Goolwa Skate Park site.	 GREEN	 RED
Progress comment:	Project was completed Friday 11 October 2019. Additional budget was required to complete approved scope as tendered cost was above estimated budget.		
COMPLETE			















2019-20 Project Updates as at 31 December 2019

Project Name	Project Description	On Time	On Budget
R&O: Woodchester Entry Statement	Project to create entrance statement in Woodchester for the Langhorne Creek winery region	 AMBER	 GREEN
Progress comment:	Pending the outcome of the Federal Government's Stronger Communities Programme funding application.		
IN PROGRESS			
Parks and Gardens Expansion and Upgrade	Budget line for the creation of Recreation and Open space assets, largely determined by location planning and site specific master plans Ratalang Basham Conservation Reserve	 GREEN	 GREEN
Progress comment:	Waiting for contracts to be awarded , expected construction in the 4th quarter Boardwalk/Bridge - Design has been complete and Development Application approved Integrated masterplan - Contract has been awarded to and looking for completion by end of May 2020 Shelter at the Gap - Currently in design phase with contractor and Development Application lodged Dune stabilisation Project in Delvelopment Application process. Project to be finished by 30 June 2020 pending grant funding		
IN PROGRESS			
Parks and Gardens Capital Renewal Plan	Renewal of existing Parks & Gardens Infrastructure (Playground equipment, Park Furniture and Structures) in accordance with adopted Parks & Gardens Asset Management Plan	 GREEN	 GREEN
Progress comment:	Project Program on schedule for delivery end of financial year 19-20 80% of capital renewal on park equipment complete and park irrigation renewal 60% complete with expected completion end of April 2020		
IN PROGRESS			
SA Water Pump Station - Liverpool Road	The purchase of the decommissioned and landscaped SA Water Pump Station located on Liverpool Road Goolwa, Section 2202 Part Lot A, Certificate of Title Volume 5665 Folio 582 Hundred of Goolwa from the South Australian Water Corporation.	 AMBER	 GREEN
Progress comment:	SA Water have removed all of the buildings and infrastructure from the Liverpool Road Pump station site. SA Water is now meeting with Ngarrindjeri and Council representatives to finalise the landscape plan for the site. Site has 95% landscaped completed. Estimated completion is the end of February 2020. Hand over to occur this financial year.		
IN PROGRESS			
Middleton Tennis Court Upgrade	Replace fencing and minor court surface repairs.	 AMBER	 GREEN
Progress comment:	Cost estimates received for fence of \$35k and tennis courts surface renewal of 70K. Estimate project over expenditure of \$60K if surface is renewed instead of repaired.		
IN PROGRESS			
Port Elliot Oval Irrigation	Renewal of Port Elliot Cricket Club irrigation	 AMBER	 GREEN
Progress comment:	Project is on hold due to Port Elliot Cricket Club seeking funding.		
IN PROGRESS			
Mount Compass Reserve Playground, Waye Court	Mount Compass Recreation Park . Delivery of modern & progressive nature play space for local residents and visitors alike including key elements of skate, BMX, nature play and water sensitive design landscape throughout.	 GREEN	 GREEN
Progress comment:	Project completed on time and within budget		
COMPLETE			









2019-20 Project Updates as at 31 December 2019

Project Name	Project Description	On Time	On Budget
Clayton Bay Oval Foreshore & Carpark Upgrade	Upgrade of oval foreshore including relocation of swimming area, new oval car park & access road, foreshore shelters, improvements to toilets, reconfigure boat ramp car park & improve footpath links, restrict vehicle access to cliffs, tree planting & signage. Identified in Clayton Bay Foreshore Master Plan, see Items 2.1-2.10 in Appendix B.	 AMBER	 GREEN
Progress comment:	Request for Quote process completed and has been awarded to Contractor. Scheduled to start the 4 November 2019. Starting to remove reeds scheduled for completion by 30 November 2019. Shelter and footpath links remaining. Approximately 110K still required to finish this master plan this financial year, using budget carryover from the 2018-2019 financial year.		
IN PROGRESS			
Milang Foreshore Erosion	Renewal of collapsed concrete embankment, in addition to accessibility infrastructure and landscaping	 GREEN	 GREEN
Progress comment:	Project Construction commenced end of June 2019 and was completed by the 2nd week of July 2019.		
COMPLETE			
Coastal Erosion Prevention	Key outcomes identified from Council's Coastal Erosion Mapping study.	 GREEN	 GREEN
Progress comment:	Works identified for Coastal Erosion Prevention for the current financial year complete Remaining Project budget to be moved to Financial year 2020-2021.		
IN PROGRESS			
Port Elliot Reserves Irrigation Upgrade	Replace class B irrigation systems in Port Elliot to overhead sprinklers and mains water, due to the failure of underground systems.	 GREEN	 GREEN
Progress comment:	The irrigation for the Soldiers Memorial Gardens at Port Elliot is complete The Sub-surface irrigation at Harbour Master Reserve commenced on 15 January 2020		
IN PROGRESS			
Goolwa Wharf Wayfinding project	Project to undertake detailed design, fabrication and install of wayfinding and interpretive signage In Goolwa Wharf Precinct and nearby Cadell Street. Project recommended by Goolwa Wharf Precinct Board.	 AMBER	 GREEN
Progress comment:	Project on hold awaiting the outcome of Building Better Regions funding application.		
IN PROGRESS			
Sealed Road Renewal and Reconstruction	Renewal program as programmed, previous years roll overs and other stakeholder requests	 GREEN	 GREEN
Progress comment:	Project tender released, tender responses currently under assessment. Construction expected to commence March/April depending on weather.		
IN PROGRESS			
Goolwa Beach Masterplan	Alexandrina Council, Surf Life Saving SA and Goolwa Surf Life Saving Club (SLSC) have commenced works on the exciting transformation of the Goolwa Beach precinct, in the form of the new Goolwa SLSC facility and surrounds. In order to deliver the Goolwa Beach SLSC facility, significant changes are required within the Goolwa Beach environs.	 GREEN	 GREEN
Progress comment:	Goolwa Beach Master plan Project comprises a number of elements. the Phase 2 of the project that comprises of Carpark and surrounding infrastructure upgrade and renewal are on hold pending Grant funding		
IN PROGRESS			







2019-20 Project Updates as at 31 December 2019

Project Name	Project Description	On Time	On Budget
Sandergrove Road Street Scape, Strathalbyn	Major road upgrade, stormwater and streetscape project to enhance the entrance to the Strathalbyn Township.	 GREEN	 RED
Progress comment:	Practical Completion was achieved on 19 August 2019. Additional budget was required to complete approved scope as tendered cost was above estimated budget.		
COMPLETE			
Mt Compass School, Car Parking	Upgrading of car parking area adjacent to Mount Compass Area School, Construction of footpath along Oval road Mount Compass	 AMBER	 GREEN
Progress comment:	Design of the car parking area and footpath to be completed. Expected completion of construction in the fourth quarter of the financial year		
IN PROGRESS			
Goolwa Wharf Precinct - Amelia Park Carpark Upgrade	In accordance with the Goolwa Wharf Precinct Masterplan proposes the sealing of the Amelia Park car parking area and construction of a pedestrian and cyclist shared path to link the Laffins Point Bikeway to the Goolwa Wharf Precinct.	 AMBER	 GREEN
Progress comment:	Project on hold awaiting the outcome of Building Better Regions funding application.		
IN PROGRESS			
Quarry Road / Alexandrina Rd Intersection realignment	Quarry Road upgrade includes the upgrading of existing road infrastructure to facilitate B-Double access to Tooperang Quarry.	 GREEN	 RED
Progress comment:	All Works were completed by early October 2019, Practical completion signoff. Additional budget was required providing an improved surface, this has provided a longer asset life with reduced maintenance.		
IN PROGRESS			
Strathalbyn Streetscape Revitalisation	A series of projects identified as an outcome from the Strathalbyn Town Centre - Traffic, Parking & Streetscape master plan. Works for 2019 / 2020 1. Rankine / Albyn / Sunter intersection upgrade and parking. 2. Sunter / St Andrews Church upgrade. See attached Master plan document.	 AMBER	 GREEN
Progress comment:	Strathalbyn Immersion consultation process complete. Design tender has been sought and to be finalised January 2020		
IN PROGRESS			
Kurramin Court Road Sealing Port Elliot Dog Park	Sealing of road providing access to Port Elliot Dog Park Project depends on the completion of Stormwater project to the road	 AMBER	 GREEN
Progress comment:	Funding application submitted to the NRM board for water sensitive urban design components, pending application an additional scoping exercise to be undertaken before design and delivery.		
IN PROGRESS			
Unsealed Road Renewal - Resheeting	Renewal program as programmed, previous years roll overs and other stakeholder requests	 GREEN	 GREEN
Progress comment:	Program Commenced.		
IN PROGRESS			



2019-20 Project Updates as at 31 December 2019

Project Name	Project Description	On Time	On Budget
Strathalbyn Gasworks flooding issue	Gasworks Cottages - Stormwater upgrade	 GREEN	 GREEN
Progress comment:	Survey and Services Pickup and boundary identification are all complete In-house design completed. Final drawing enhancements and checking to be completed January 2020 Construction to be undertaken by contractors in April 2020		
IN PROGRESS			
Development of the Goolwa Waste Transfer Station	Redevelopment of the Goolwa Waste and Recycling station. Final components include stormwater works and intersection upgrade.	 AMBER	 GREEN
Progress comment:	Postponed works for bulk earthworks, stormwater and street lighting completed New entrance works has been delayed due to stormwater design changes, issued to DPTI for final review. No work started on stormwater basin expansion.		
IN PROGRESS			
Goolwa Library Carpets Renewal	Project to relay the Goolwa library carpets. Subject to redesign of customer service layout.	 AMBER	 GREEN
Progress comment:	Project scoping in progress. Project to be deferred to 2020-2021.		
IN PROGRESS			
Strath Pool Plant and Equipment Renewal	The purpose of this project is to approach the market to procure plant replacement items for the Strath Pool with current model available at the time.	 GREEN	 GREEN
Progress comment:	Pool heating system with indirect boiler replaced		
COMPLETE			



2019-20 Project Updates as at 31 December 2019

Project Name	Project Description	On Time	On Budget
CWMS : Smart Water Project Capital Renewal	This is a data project aimed at transforming the CWMS into a digital utility managed through data driven decision-making. The purpose of this project is to strategically drive the organisation into a sustainable, customer centric future based on data driven decisions and technology derived efficiencies.	 GREEN	 GREEN
Progress comment:	<p>This project will incorporate digital communications systems, Internet technologies, advanced sensor technologies and data management systems to provide real-time plant monitoring and control from a central control room and via mobile field devices. The data management systems will give intelligent insight for business decisions, fault prevention, service improvement and asset management.</p> <p>The Smart Water Project continues to gain momentum with;</p> <ul style="list-style-type: none"> • The completion of the internal technical capability and industry reviews. • The development of the Strategic Data & Project Plan. • Remote monitoring of the Wolf Avenue pump station proof-of-concept (POC) has been implemented and connected to the corporate network. This provides real time and historical information on the pump station operations including pressure, flow and sump level data which is available at the operator's desktop terminal. It is also a test of the Telstra data connection to determine its capacity and reliability for this role. • The field tablet trial for the pump maintenance data collection is now ready for implementation after many hours of work to cleanse and update the asset data in the asset management system. The tablet will be used to trial 3 systems in the field – pump maintenance data collection, Dekho access for asset location and remote access to the Wolf Avenue pump station monitor. • Project planning documentation has been completed and lodged with the IT department. A requirements document for a Proof of Concept project phase is being finalised along with the procurement plan in consultation with Council's Contracts Manager. The Proof of Concept will be implemented for the Mount Compass CWMS which will test all aspects of the proposed systems prior to roll-out across the region. • Market research has been ongoing with demonstrations and meetings with major vendors in the SCADA market. I also visited the Barossa Council to see their SCADA implementation. 		
IN PROGRESS			
Process Analysis & Laboratory Upgrades	<p>CWMS Laboratory</p> <p>Investigate the process validation and infrastructure expansion requirements for internal laboratory testing.</p> <p>Gap analysis on skills, equipment & building augmentations. Project represents the quality assurance layer and is integrated with processing monitoring improvements across all schemes.</p> <p>Technical Officer precursor to project initiation.</p>	 GREEN	 GREEN
Progress comment:	<p>Timelines will be largely determined by other projects and resourcing.</p> <p>This work will be postponed until the appropriate appointment of a qualified Technical Officer and is expected to be implemented in 2019-2020 due to capital resource diversion to major projects.</p>		
IN PROGRESS			
Capital Upgrade - CWMS: Goolwa Capital Infrastructure	Goolwa Beach CWMS Pump station development as part of Goolwa Beach Master Plan Project	 GREEN	 GREEN
Progress comment:	<p>Being managed as part of Goolwa Beach Master Plan project.</p> <p>All infrastructure has been installed including Council electrical and automation assets. The site has been commissioned and is ready for the acceptance of effluent from the new facilities.</p>		
COMPLETE			



2019-20 Project Updates as at 31 December 2019

Project Name	Project Description	On Time	On Budget
Coorong Quays - Vercoe Terrace to Goolwa WWTP, 280mm Pump Main Duplication	<p>Located within Vercoe Terrace, Glendale Grove to Kessell Rd Goolwa, an existing 225mm diameter pumping main currently services the Goolwa North residential zone via a dedicated Vacuum Sewer Station located upon Byrnes Road. In addition, this 225mm pumping main also services a component of existing Hindmarsh Island properties. The addition of wastewater flows from within the Coorong Quays residential zone will result in this existing pumping main exceeding its design capacity.</p> <p>To ensure future proofing of the wastewater network, the new pumping main scope shall be;</p> <ul style="list-style-type: none"> •DN 280mm (diameter), PN16 HDPE (material) •Connect to the existing DN225mm rising main on Vercoe Tce via installation of new isolation valves •Be constructed within Vercoe Terrace, Glendale Grove Road and the unmade road reserve (un-named) adjacent to the Goolwa WWTP •Connect to the existing wastewater manifold pit on Kessell Road, via existing manifold flanges •Provide clear labelling of all air valves, scour valves and/or isolation valves along the route for both the existing DN225mm main and the new DN280mm main •Pumping mains shall be labelled "Goolwa North Rising Main" for new main and "Hindmarsh Island Rising Main" for existing main •Removal of any redundant equipment from site •Provision of any ancillary plumbing work and electrical work •Reinstatement of surfaces affected by the new service installation works •Any required traffic management •Provision of 'as constructed' survey and drawings 		
Progress comment:	<p>Project Component 1 Vercoe Terrace to Goolwa Wastewater Treatment Plant (WWTP), Pump Main Duplication</p> <p>The delivery of this 1.6km long pumping main marks the completion of the first of the Coorong Quays project components and forms a critical portion of network that will ultimately deliver waste water from Hindmarsh Island (Coorong Quay) to the Goolwa WWTP.</p>		
COMPLETE	<p>Work was successfully tested and commissioned in recent weeks, with the new system now "live". The desired result has been achieved with waste water flows from both Goolwa North and Hindmarsh Island now being managed more efficiently. This system change has resulted in immediate benefits being realized at a number of pump stations located within the system.</p>		



2019-20 Project Updates as at 31 December 2019

Project Name	Project Description	On Time	On Budget
Coorong Quays WWTP to O'Connell Ave Pump Station, 180mm Transfer Main	<p>To facilitate ultimate waste water flows from Coorong Quays residential development, a number of Alexandrina Council wastewater network components require expansion, or construction.</p> <p>Alexandrina Council currently owns and operates a wastewater pump station located within an undeveloped residential parcel of land on O'Connell Avenue, Hindmarsh Island. This existing pump station services a portion of Hindmarsh Island residents located upon O'Connell Avenue and Sturt Parade, Hindmarsh Island. Waste water is then transferred via an existing pumping main over the Hindmarsh Island Bridge before discharging into the Vercoe Terrace DN225mm pumping main, and ultimately, the Goolwa WWTP.</p> <p>The new pumping main scope shall be;</p> <ul style="list-style-type: none"> •DN 180mm (diameter), PN16 HDPE (material) •Connect to the existing Coorong Quays WWTP land parcel (for connection to future pump station) •Connect to the existing pump station located within Allotment 500 in D114939 on O'Connell Avenue, Hindmarsh Island •Be installed within Randell Road road corridor, and then within statutory easements located upon Allotment 500 in D114939 •Provide clear labelling of all air valves, scour valves and/or isolation valves along the route •Pumping mains shall be labelled "Hindmarsh Island Rising Main" •Removal of any redundant equipment from site •Provision of any ancillary plumbing work and electrical work •Reinstatement of surfaces affected by the new service installation works •Any required traffic management •Provision of 'as constructed' survey and drawings 	 GREEN	 GREEN
Progress comment:	<p>Project Component 2</p> <p>Following a detailed design phase and an Open Tender process, a highly experienced contractor has been engaged to perform these works – commencing end of January 2020. As a benefit to the community and visitors to the region, works have been scheduled to start immediately following the January school holidays as to avoid inconvenience for all.</p>		
IN PROGRESS	<p>Construction works will be performed along Randell Road & O'Connell Ave with crews installing the appropriate traffic control measures to ensure safety. Works are scheduled to take approx. 5 weeks and will be delivered efficiently. Construction works will occur from Monday 3 February 2020 and will occur over a 4 week period. Site compound will be on the Williamson Land (where the O'Connell Pump Station is).</p>		



2019-20 Project Updates as at 31 December 2019

Project Name	Project Description	On Time	On Budget
Coorong Quays WWTP Transfer Pump Station	<p>Coorong Quays currently owns and operates a wastewater treatment plant (WWTP) upon Tolarno Drive, Hindmarsh Island. The WWTP comprises of pipework, vacuum stations, splitter tanks, reactor tanks, storage ponds and irrigation outlets. In accordance with the Coorong Quays Infrastructure Agreement, this WWTP shall be partly decommissioned, with only pipe work and vacuum stations remaining.</p> <p>In accordance with the Coorong Quays Infrastructure Agreement, a new dedicated pump station is required to cater for wastewater flows arriving at the vacuum stations. These existing wastewater flows are required to be pumped via a new transfer pump station, into the new DN180mm pump main located within Randell Road, Hindmarsh Island.</p> <p>The new transfer pump station scope shall be;</p> <ul style="list-style-type: none"> •Works to be undertaken upon portion of Allotment 2038 in DP72639, CT 5982/850 within Coorong Quays WWTP lands (as per Coorong Quays Agreement) •Securing of all statutory easements over agreed portion of Allotment 2038 in DP72639, CT 5982/850 to facilitate works (as per Coorong Quays Agreement) •New dedicated package pump station, including pipework, chamber, valve pits, pumps, floats, electrical cabinet & plinth, electrical control componentry (PLC Board) and all other ancillaries required •Connect to the existing Coorong Quays WWTP vacuum station pipe work •Removal of any redundant equipment from site •Provision of any ancillary plumbing work and electrical work •Reinstatement of surfaces affected by the new service installation works •Any required traffic management •Provision of 'as constructed' survey and drawings 	 AMBER	 GREEN
Progress comment:	<p>Detailed design and specification works are well advanced for this project. This Pump Station will deliver a key / critical piece of Community Wastewater Management System (CWMS) infrastructure which will service the entire Coorong Quays residential development; both now and at full development capacity.</p> <p>As such, this detailed design phase will include high levels of operational scrutiny and involve all members of the CWMS team. It is anticipated that design works will be completed within the first quarter of 2020 with tender and construction to follow during 2020. This timeline is in accordance with the Agreement held between Council and current owners.</p>		
IN PROGRESS	<p>First cut of design feedback sent to engineering consultant. Design scheduled to be completed by March 2020, tender April 2020 and deliver civil components from May – August 2020.</p>		





2019-20 Project Updates as at 31 December 2019

Project Name	Project Description	On Time	On Budget
Coorong Quays WWTP Vacuum Station Electrical Upgrades	<p>The Vacuum Station Electrical Upgrade scope shall include;</p> <ul style="list-style-type: none"> •Full electrical review of Vacuum Station 1, 2 & 3 electrical systems, both dedicated & ancillary •Scoping and identification of all electrical upgrade opportunities •Design development of best practice electrical upgrade opportunities identified •Testing, delivery & implementation of electrical upgrade outcomes identified •Provision of 'as constructed' survey and drawings <p>Special Conditions</p> <p>As a Council owned & operated wastewater network, Council requires that a number of Special Conditions apply to these works;</p> <ul style="list-style-type: none"> •Council's wastewater Electrical Engineer will be instrumental in identifying and delivering best practice electrical upgrade outcomes •Council's wastewater Electrical Engineer will be instrumental in identifying, designing, testing & commissioning, in conjunction with the successful contractor, any electrical upgrade outcomes. •The scope includes connection to existing electrical power supply to service the new wastewater pump station. Prior to installation, the proposed power supply (size, capability) shall be checked and approved by Council's wastewater Electrical Engineer. 	 AMBER	 GREEN
Progress comment:	<p>Comprehensive progress continues for these project components with design and specification works well advanced with expertise being provided by Council's waste water engineers.</p> <p>Extensive time and effort has been placed in understanding the current Coorong Quays Wastewater Treatment Plant site for which limited engineering plans or specifications exist. Time has been invested within this design phase to understand the complexities of underground services within and surrounding the site. These existing constraints very much dictate design configurations and cost for these components.</p>		
IN PROGRESS	<p>As service locations become clear the design for these components will be finalised and analysed in detail by the Community Wastewater Management System (CWMS) team – from both an infrastructure delivery and future operations perspective. Importantly, with design configuration known a proposed easement plan will be prepared to cover the existing services including electrical cabling, vacuum stations, pipe network, telecommunications and water services.</p>		





2019-20 Project Updates as at 31 December 2019

Project Name	Project Description	On Time	On Budget
Goolwa WWTP Mechanical Screen	<p>Coorong Quays currently owns and operates a wastewater treatment plant (WWTP) upon Tolarno Drive, Hindmarsh Island. The WWTP comprises of pipework, vacuum stations, splitter tanks, reactor tanks, storage ponds and irrigation outlets. In accordance with the Coorong Quays Infrastructure Agreement, this WWTP shall be partly decommissioned, with only pipe work and vacuum stations remaining. All wastewater flows will be re-routed to the Goolwa WWTP for processing.</p> <p>The new mechanical screen scope shall be;</p> <ul style="list-style-type: none"> •New dedicated package mechanical screen, including conveyor (or similar) mechanical screen, pipework, valve pits, electrical control componentry and all other ancillaries required •Connection to the existing Goolwa WWTP pipe work •Removal of any redundant equipment from site •Provision of any ancillary plumbing work and electrical work •Reinstatement of surfaces affected by the new service installation works •Provision of 'as constructed' survey and drawings <p>As a Council owned & operated wastewater network, Council requires that a number of Special Conditions apply to these works;</p> <ul style="list-style-type: none"> •Council's wastewater Electrical Engineer will build, supply and install the new wastewater pump station Programmable Logic Controller (PLC) unit; •Council's wastewater Electrical Engineer will test & commission, in conjunction with the successful contractor, the new wastewater pump station and all associated works; •The scope includes connection to existing electrical power supply to service the new wastewater pump station. Prior to installation, the proposed power supply (size, capability) shall be checked and approved by Council's wastewater Electrical Engineer. 	 GREEN	 GREEN
Progress comment:	<p>Detailed design and specification works are well advanced for this project.</p> <p>First cut of design feedback sent to engineering consultant. Plan is to complete design by end February 2020, tender March 2020 and deliver civil components from April – August 2020.</p>		
IN PROGRESS			







2019-20 Project Updates as at 31 December 2019

Project Name	Project Description	On Time	On Budget
Coorong Quays Residential Valve Chamber Upgrade	<p>Coorong Quays currently operates a dedicated pipe and pit network throughout their residential and commercial areas. The network services the Coorong Quays street system via a system of underground pipes, wastewater chambers and pits that control effluent flows.</p> <p>As a vacuum system, the existing wastewater chambers contain both effluent (received via house connections) and the switching equipment (valves) that control flows through the chambers back to the vacuum stations. As an old system, the chambers do not separate effluent water and the valves that control flows. To ensure best practice WH&S outcome / compliance the valve pits need to be separated from the waste water chambers.</p> <p>In accordance with the Coorong Quays Infrastructure Agreement, a comprehensive upgrade & replacement program of all valve pits within the Coorong Quays development is required. The existing system can continue to operate utilising the current configuration however, for the longer term, WH&S practices dictates that some 230 valve pits will need to be installed during the next 24 month time frame.</p> <p>The new valve pit scope shall be;</p> <ul style="list-style-type: none"> •New dedicated valve pit installation adjacent to all existing wastewater chambers located within Coorong Quays network •Connection of the house gravity pipe, into the existing waste water chamber with connection into the new vacuum valve pits •Removal of any redundant equipment from site •Provision of ancillary plumbing work as required •Reinstatement of surfaces affected by the new service installation works •Provision of 'as constructed' survey and drawings 	 GREEN	 GREEN
Progress comment:	Vacuum bollard design and specification works now complete. Testing of design also complete, with success. Request for quote underway between 9 January 2020 and 24 January 2020 for the bollard materials with suppliers, local and Adelaide based.		
IN PROGRESS	In Feb / March 2020 some pit retrofits will commence. This will provide labour costs, to assist with future forecasting of works overall.		
Goolwa WWTP Irrigation Upgrade	<p>Alexandrina Council currently owns and operates a Goolwa WWTP. B-Class wastewater is then pumped, via a transfer main, to a holding lagoon located on Boettcher Road Goolwa.</p> <p>The increases in waste water flows from Hindmarsh Island are intended to match, in some capacity, the outflows of wastewater provided to the turf operations. A water-balance model will define water resources available.</p> <p>The new WWTP Irrigation Upgrade scope shall be;</p> <ul style="list-style-type: none"> •Water balance model, to define water volumes generated upon Hindmarsh Island and usage demand via increased turf farming operations •Reconfiguring of existing centre-pivot irrigation infrastructure •Purchase, if required, of new irrigation infrastructure •Reconfiguring of existing electrical & mechanical control systems •Removal of any redundant equipment from site •Provision of any ancillary plumbing work and electrical work •Reinstatement of surfaces affected by the new service installation works •Any required traffic management •Provision of 'as constructed' survey and drawings 	 GREEN	 GREEN
Progress comment:	Design & specification are being undertaken.		
IN PROGRESS	Now working through a series of issues.		


2019-20 Project Updates as at 31 December 2019

Project Name	Project Description	On Time	On Budget
O'Connell Ave Pump Station, Pump Duty	<p>To facilitate ultimate waste water flows from Coorong Quays residential development, a number of Alexandrina Council wastewater network components require expansion, or construction.</p> <p>Alexandrina Council currently owns and operates a wastewater pump station located within an undeveloped residential parcel of land on O'Connell Avenue, Hindmarsh Island. This existing pump station services a portion of Hindmarsh Island residents located upon O'Connell Avenue and Sturt Parade, Hindmarsh Island. Waste water is then transferred via an existing pumping main over the Hindmarsh Island Bridge before discharging into the Vercoe Terrace DN225mm pumping main, and ultimately, the Goolwa WWTP.</p> <p>In accordance with the Coorong Quays Infrastructure Agreement, the existing pumps that service this pumping station require a performance upgrade. Limited works associated with the pump upgrades are required.</p>	 GREEN	 GREEN
Progress comment:	Comprehensive progress continues for these project components with design and specification works well advanced with expertise being provided by Council's waste water engineers. Extensive time and effort has been placed in understanding the current Coorong Quays Wastewater Treatment Plant site for which limited engineering plans or specifications exist. Time has been invested within this design phase to understand the complexities of underground services within and surrounding the site. These existing constraints very much dictate design configurations and cost for these components.		
IN PROGRESS	As service locations become clear the design for these components will be finalised and analysed in detail by the Community Wastewater Management System(CWMS) team – from both an infrastructure delivery and future operations perspective. Importantly, with design configuration known a proposed easement plan will be prepared to cover the existing services including electrical cabling, vacuum stations, pipe network, telecommunications and water services. The proposed easement plan will then be presented to Coorong Quays Directors for discussion and approval, in accordance with the terms documented within the existing Coorong Quays Infrastructure Agreement.		
O'Connell Avenue to Vercoe Terrace, 180mm Pump Main Duplication	<p>To facilitate ultimate waste water flows from Coorong Quays residential development, a number of Alexandrina Council wastewater network components require expansion, or construction.</p> <p>The existing Goolwa side wastewater network junctions with the Hindmarsh Island wastewater network at a manhole located at the Hindmarsh Island Bridge. At present, an existing 180mm diameter pumping main is located within Curson Place and Chrystal Street and transfers flows into the Vercoe Terrace pipe system.</p> <p>In accordance with the Coorong Quays Infrastructure Agreement this pumping main requires duplication. The duplicated pumping main will run parallel to the existing pipe alignment for a total length of 750m before joining the Vercoe Terrace network.</p>	 GREEN	 GREEN
Progress comment:	Comprehensive progress continues for these project components with design and specification works well advanced with expertise being provided by Council's waste water engineers. Extensive time and effort has been placed in understanding the current Coorong Quays Wastewater Treatment Plant site for which limited engineering plans or specifications exist. Time has been invested within this design phase to understand the complexities of underground services within and surrounding the site. These existing constraints very much dictate design configurations and cost for these components.		
IN PROGRESS	As service locations become clear the design for these components will be finalised and analysed in detail by the Community Wastewater Management System (CWMS) team – from both an infrastructure delivery and future operations perspective. Importantly, with design configuration known a proposed easement plan will be prepared to cover the existing services including electrical cabling, vacuum stations, pipe network, telecommunications and water services. The proposed easement plan will then be presented to Coorong Quays Directors for discussion and approval, in accordance with the terms documented within the existing Coorong Quays Infrastructure Agreement.		











2019-20 Project Updates as at 31 December 2019

Project Name	Project Description	On Time	On Budget
Mount Compass WWTP Mixer Process Installation	Installation of tank mixer into SBR at Mount Compass WWTP. To run in conjunction with Aerator to improve aeration and mixing of solids.	 AMBER	 GREEN
Progress comment:	Mixing issues with the Mount Compass Sequence Batch Reactor (SBR). Non-compliant results and subsequent investigations have resulted in the need for improved mixing during the aeration treatment phase. This is causing issue with available oxygen and the propagation of poor settling micro-organisms.		
IN PROGRESS	This is expansion project will look at the installation, automation and programming of a dedicated mixer installation. Project is currently in the assessment phase to understand timing and levels of resourcing.		
CWMS : Lakala Rising Main Renewal	<p>The Lakala Reserve pumping main pipework was originally constructed in 1969 with its alignment running from the CWMS pumping shed located at Lakala Reserve (Young street), under North Terrace and along Tottenham Court Road. Pipe work then runs under Elliot Street and terminates at the Port Elliot Waste Water Treatment Plant (WWTP) via a dedicated manifold.</p> <p>The Lakala Reserve pumping main has suffered high levels of failures in recent years. During this period the CWMS team has been working in partnership with Wallbridge Gilbert Aztec (WGA) (as Council's waste water engineer) to identify network challenges and identify the root cause of the failures. Simply, old pipe materials & joints are not strong enough to resist the internal pressures applied by the current demand. A number of steps have been taken throughout the investigation phase to resolve pressure within the network, however due to the age of pipe infrastructure these steps have not been successful.</p>	 GREEN	 GREEN
Progress comment:	<p>The new Lakala Reserve waste water pumping main works are now complete.</p> <p>Works commenced in mid-November 2019 and committed multiple work teams to deliver these works prior to Christmas and the peak Summer period. The vast majority of works were undertaken using a specialized drilling machine as to limit trenching works and disruption to the local community.</p> <p>The new pipe work was successfully tested and commissioned. The new system is now "live" and the old system now redundant. The new pipework has resulted in immediate benefit, with the Lakala Reserve pump station experiencing a large reduction in operating pressures.</p> <p>Performing these works so quickly has ensured that Port Elliot residents and Summer visitors to our region will not experience any interruption to critical waste water services. As the CWMS team prides itself on providing customers with an efficient and reliable network, the completion of these works is very much considered a positive.</p>		
COMPLETE			
CWMS : Biosolids Automation Renewal	Systematic and regular failures of electrical infrastructure at the Biosolids plant has created a requirement to assess and renew automation infrastructure. Scope and cost will need to be part of the assessment phase, with reallocation and endorsement via the Q2 budget review.	 GREEN	 GREEN
Progress comment:	<p>Flagged for design assessment.</p> <p>Project scope and cost estimates to be included as part of assessment phase.</p> <p>This will be reallocated from capital renewal costs as a priority.</p>		
IN PROGRESS			





2019-20 Project Updates as at 31 December 2019




Project Name	Project Description	On Time	On Budget
CWMS : Pump Station Valve Pits	Installation of pump station valve pits. Legacy infrastructure lacks appropriate access for maintenance and operation staff. Works will also allow for the installation of contemporary sensory and monitoring infrastructure.	 AMBER	 GREEN
Progress comment:	CWMS Staff are prioritising installation based on availability of available resources. A number of valve pit installation have already occurred across the district at key wastewater pump station sites.		
IN PROGRESS	This project implementation is schedule to be flexible to ensure more critical functions of the utility are maintain.		
CWMS : Gravity Network defects	Installation and repair of identified asset defects in the regional gravity networks. Budgeted as general for reallocation based on scheme and job prioritisation.	 AMBER	 GREEN
Progress comment:	Holding this allocation for expected costs associated with Fenchurch Odour capital requirements.		
IN PROGRESS			
CWMS Strathalbyn Lagoon and Wastewater Treatment plant Expansion	Construction of the new 110 megalitre storage lagoon at Strathalbyn Wastewater treatment infrastructure and process upgrades.	 AMBER	 GREEN
Progress comment:	Capital Expansion of Community Wastewater Management System(CWMS) Infrastructure - Strathalbyn WastewaterTreatment Plant (WWTP) Expansion Stage 1 Construction of the new 110 megalitre storage lagoon at Strathalbyn is complete. Stage 2: Wastewater treatment infrastructure and process upgrades. There have been delays to the implementation to this stage due to, resource prioritisation to other critical project/s, the limited tenderers that submitted and exceeding assigned budgets. This is not unusual for water process engineering and infrastructure works due to the required specialised capability and complexity. This is particularly relevant for this project as the \$2.75M budget was allocated before the process engineering governing legislation had been developed and implemented by the state regulator. This has added significant change in the overall scope and complexity of the project. Despite the variation setback the team has been working with our engineering consultants to augment the design in an attempt to reduce costs while maintaining treatment process functionality.		
IN PROGRESS	With indicative savings from the design changes it is estimated variations of approximately 15% over the entire project. If the independent pricing of the WWTP works is consistent with the tendered pricing then the CWMS team will work to absorb the capital increase into the CWMS LTFP and via Council approval. This will be essential for the project to continue as a matter of priority and meet the limited implementation window. The LTFP capital cost changes will not impact the CWMS financial sustainability or CWMS customers. The team has engaged our end-use customers due to the challenges of augmenting the disinfection processes while still maintaining treatment operations. This has established a construction timeline that must occur over the Autumn & Winter months. Based on these changes it is assumed that this project will not be fully commissioned until the end of 2020.		
Strategic Land Purchase	Annual Provision for Strategic Land Purchases.	 AMBER	 GREEN
Progress comment:	No strategic land purchases have been identified at this stage.		
IN PROGRESS			

2019-20 Project Updates as at 31 December 2019

Project Name	Project Description	On Time	On Budget
Main Office Energy Efficiency Project	For the Goolwa main office and library, Sustainable Focus has identified that the most beneficial improvement opportunities are the replacement of office and library area lighting with more efficient LED products, and the replacement of the existing Building Management System (BMS) with a more advanced system to allow better control of the air conditioning system and the equipment responsible for causing the off-peak baseload demand at this site.	 RED	 GREEN
Progress comment:	Request for Quote for Consultants report for Technical Specifications of the LED lights and the BMS completed.		
IN PROGRESS			
Main Office Solar Panel Project	The installation of a 90 kW system, installed across the North-facing rooftops of the site. At this time the system has been sized below the 100kW large generator threshold to allow for upfront STC deductions which reduces the council's capital investment cost, while supplying a large portion of the site's daytime power consumption. Implementing the energy efficiency opportunities identified to reduce the site load before then analysing the remaining load via the new BMS and then fine-tuning the sizing of the solar power system suggested before the system is installed. A battery power system was modelled and deemed not cost effective for the size of the system required.	 RED	 GREEN
Progress comment:	Procurement process started for the Solar Panel Project in January 2020		
IN PROGRESS			
Smart Cities Project	Provision of public Wi-Fi within the Alexandrina district. The Public Wi-Fi will facilitate equitable access to council services and greater engagement for residents, while also meeting the digital needs of tourists.	 GREEN	 GREEN
Progress comment:	The new splash page for Free WiFi has been completed along with the procurement of WiFi access points. The rollout of the WiFi access points is in progress with a number of sites already going live. Trial Smart Benches have been installed at Bristow Smith Reserve, Goolwa and also in Commodore Reserve, Port Elliot. Communication and signs currently in progress to assist with launch of new service.		
IN PROGRESS			
IT Equipment Capital Program	Acquisition and installation of new office and operational computer, network infrastructure, server and unified communications equipment according to the requirement of the Council and community to enable Council operations and service to the Community at an acceptable service level.	 GREEN	 GREEN
Progress comment:	IT Equipment audit has been undertaken to confirm requirements for the replacement of existing Windows 7 based devices. The replacement of equipment on track.		
IN PROGRESS			
Corporate Systems Review (CSR)	The CSR project is the result of a review of the existing corporate systems software to ensure it could meet the Council's business needs. The current system has been used by Alexandrina Council for the past 18 years and does not effectively support the Council's business processes and outcomes. As a result Council will look to the market for a best practice software provider with a focus on the Customer Journey.	 AMBER	 GREEN
Progress comment:	Open tender process is in progress with an expected decision on the preferred tenderer by the end of February 2020.		
IN PROGRESS			

2019-20 Project Updates as at 31 December 2019

Project Name	Project Description	On Time	On Budget
Plant Replacement Program	The purpose of this project is to approach the market to procure major plant replacement items identified in the plant renewal program with current model available at the time. Replacement plant items are to comply in all respects with the requirements of all current applicable legislation, including but not limited to, WHS, South Australian Road Traffic Act and Regulations.	 GREEN	 GREEN
Progress comment:	Eight administration vehicles have been identified for procurement. Vehicles are scheduled for procurement in the third quarter (Jan to Mar 2020) delivery in the fourth quarter (Apr to Jun 2020). Eleven depot vehicles have been identified for procurement. Vehicles procurement has been deferred to the third quarter (Jan to Mar 2020) delivery to be completed in the fourth quarter (Apr to Jun 2020). Eight major plant items have been identified for procurement. Two ride-on mowers have been ordered with delivery in February.		
IN PROGRESS	Two special build trucks and a compact track loader tenders are currently being assessed. Three remaining trucks scheduled for procurement in the third quarter (Jan to Mar 2020) expected delivery in the fourth quarter (Apr to June 2020).		
Capital Upgrade - Buildings: Business Hub	Establishment of a Business Enterprise Centre in the Centenary Hall Building on Cadell Street Goolwa	 AMBER	 GREEN
Progress comment:	Project received Council approval on 21 October 2019. Detailed scoping and project implementation plan to be during October and November 2019. Detail design commencing January 2020		
IN PROGRESS			

Key	
 GREEN	Within budget / timeframe estimates
 AMBER	Potential to move outside budget / timeframe estimates
 RED	Outside budget / timeframe estimates

Resources

Finance Services

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

Information Services

Information Technology
Information Management

Council Properties

Property Management

Department: Business Services

Objective:

Alexandrina Connecting Communities 2014-2023 Aspiration Areas

1 Innovate throughout our Region

Service Area Reporting - Strategic Highlights

Procurement & Contracting

2019-20 Plant Replacement Program

Due to reduced trade in prices as a result of the COVID-19 pandemic, Council has placed its fleet replacement program on hold until the market normalises. Replacements of fleet with associated risk elements will be assessed on a case by case basis.

Procurement Procedure Review

A working group of key stakeholders continues to review the current procurement procedure with the intent to integrate the new policy. Workshop meetings have been held over the past quarter to investigate how to enact the 15% non-priced criteria for environmental sustainability, local economic development, indigenous business and social enterprises.

Further, the group is refining simple easy to use flowchart processes for each type of procurement with links to the appropriate documents, checklist, templates and guidance material for purchasing officers to use.

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

Lease and Licence Policy

Following a review of lease and licensing procedures, a Lease and Licence Policy was endorsed at the February 2020 Council meeting. The Policy commenced 1 March 2020 and will ensure leasing and licensing of Council facilities and open spaces will be consistently implemented across the district.

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

Creditors Services

Local Supplier Payment Terms

Alexandrina Council is committed to supporting its community during the COVID-19 pandemic and endorsed the Alexandrina Business Support Package in April to provide a wide range of financial support to local businesses in these challenging times. This support package includes reduced Council payment terms of 14 days for all local suppliers. This support aims to provide more cash flow efficiency to our local suppliers to sustain their changing cash flow requirements.

Rates & Debtors Services

Rates and COVID-19

In addition to the Business Support Package, Council also endorsed a rates relief strategy to support its ratepayers in addition to its existing financial hardship options. This rates relief provides eligible rate payers who suffer significant financial hardship as a result of COVID-19 the option to postpone their rates until December 2020 with fines and interest to be remitted.

To ensure ratepayers are supported in this challenging time, Council has promoted its flexible payment methods for rates via a flyer with the last quarter rates notice. Council is proud to provide efficient and innovative payment methods including BPay, Post Billpay and credit card payment via Council's website and phone, further Council supports flexible payment terms with ratepayers encouraged to pay fortnightly, monthly or quarterly depending on their circumstances.

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

Information Technology Projects

Smart Cities and Suburbs - Connecting Communities project is complete. A new back haul data network has been installed and the majority of sites transitioned to the new network. Free WiFi hotspots have been set up, including via smart benches, with a user friendly portal for visitors to join and use the WiFi. Scheduled reports have been set up to capture usage and statistics for public Wi-fi hotspots to evaluate the project.

Domain migration - After 2 years of planning and working through various phases the significant task of migrating over 400 accounts to the new platform, with 341GB of user data migrated as part of the process. In total, 404 Mailboxes were migrated with 205GB of data and 12.2 million messages archived in our message archiving solution, available for instant retrieval. The new platform paves the way for implementation of a new corporate system for the organisation, enhancing usability for end users, streamlining back end processes and gaining efficiencies.

Information Technology COVID-19 Response

With the advent of COVID-19, Information Technology has been critical to assist the organisation in transitioning to a new way of working. Previous technology development and solid groundwork laid a pathway for an agile transition for the majority of staff to work remotely in a short timeframe.

The organisations previously installed video conferencing software and meeting room setups have been critical to support staff in continued service delivery and have facilitated the first of Council's online Council Meetings and Briefings.

To aid with new ways of working, significant work has gone into the preparation of support documentation and new knowledge articles, in room guides and training assistance.

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

The Quarterly

Our performance, Our story....

January to March 2020 Quarterly Report

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

Manage Council assets in accordance with the adopted Infrastructure & Asset Management Plan

Renewal programs provided, approved and completed as per IAMP.



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

Administration of road-related matters

Processing and administration of temporary road closures, B-double and oversize vehicle permits including requests for street lighting amendments.

Provide engineering assessment for land divisions and large scale development applications where appropriate

Provide engineering advice including timely and accurate development assessment.

The assessment of DA's and land divisions are conducted as a priority in order to successfully meet the designated time frames of response. The relevant standards associated with developments and land divisions being accurately checked and applied.

Project Design

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

In accordance with Long Term Financial Plan, design documentation has been successfully delivered for projects identified in the Capital Works program and LTFP.

Key projects for this quarter are; Strathalbyn Township (Sunter St and Albyn Tce), design for the sealing of Dry Plains Road, and the Strathalbyn Gasworks Stormwater project.

Delivery of capital & renewal building projects in accordance with adopted Long Term Financial Plan & Annual Business Plan



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Delivery of capital and renewal building projects-Current projects in progress include:

Strathalbyn Senior Citizens Clubrooms Redevelopment
Strathalbyn Town Hall Upgrade
Currency Creek Hall Repairs
Old Chart Room Development
Mt Compass Old Playground Demolition.

Manage major service contracts relating to statutory compliance and building function report no issues with current contracts

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

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

The Public Convenience Cleaning Contract are currently meeting their requirements.

Implement Bashams Beach Regional Park priority projects and goals

Implement Bashams Beach Regional Park priority projects and goals - Signage upgrade 75% Complete. Management Plan for Crockery Bay, the Path Link and Wetland Development is waiting design.

Boardwalk upgrade is waiting for the completion of the Coastal Adaptation Study to determine it's viability in the future.

Environmental Assets

Protect, maintain & restore biodiversity within Council's land

Manage and maintain urban and rural biodiversity reserves-

Yearly contract road side marker weed control program near completion.

Preparation for planting sites has begun.

In house declared plant treatment/removal programs have seen 700 olives treated, 55 Box thorns treated and 348 small pine trees removed from roadsides that consist of high value vegetation.

Woody weed programs on managed reserve sites is now complete.

Recreation, Open Space and Reserves

Deliver efficient and effective recreation and open space reserves

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.

Asset renewals completed:

- New irrigation system installed at Port Elliot Dog Park.
- Irrigation System renewal completed for Pt Elliot Soldiers Memorial Gardens.
- Swing set replaced at Amelia Park.
- New memorial seat installed at Horseshoe Bay.
- Boundary fence at Bristow Smith Reserve has been renewed.
- Richard Ballard irrigation river pump has been replaced.

Strathalbyn, Milang, Langhorne Creek and Clayton Bay-Ongoing programmed maintenance of all parks, reserves, and garden beds.

Asset Renewals Completed:

- Irrigation renewal Milang Foreshore Reserve
 - Irrigation renewal Strathalbyn Railway Park.
 - Remaining 700 metres of the Milang CPC asbestos pipeline replaced with high density poly pipe.
 - Irrigation renewal completed for Lions Park.
 - New post and rail fence installed along Avenue Road reserve to stop vehicles entering illegally and causing damage to the reserve.
-

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 bridges - Maintenance of bridges undertaken through pro-active inspections and customer requests.

Maintenance of kerbing and storm water drainage-Maintenance of kerbing and storm water 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 involves monthly inspections to ensure WHS compliance and general maintenance outcomes.

A recent WHS audit of the Goolwa depot by the LGRS resulted in a positive assessment of the facility.

Engineering Services

Deliver effective and efficient Engineering Support Services

Engineering administration support continues to meet requirements.

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.

Develop a maintenance plan for footpaths and cycle tracks

Ongoing development of a program relating to the maintenance, renewal & expansion of footpaths, including cycling tracks & traffic management devices, in accordance with asset management plans and Australian Standards & Practice.

Roads & Car Parks

Deliver Effective & Efficient Roads & Car parks

Delivery of Council Wide Road Asset Contracts

Line marking - Line marking program complete.

Street sweeping - ongoing program. No issues. New Contract executed 1/11/2019.

Sealed Road Renewals - Asphalt: program complete. Spray Seal: Program 90% complete, interrupted due to COVID-19. Remainder of program due for completion by the end of April 2020.

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

Maintenance of Unsealed Road Network - Maintenance of road network undertaken in accordance with service standards through pro-active programs and reactive defect remediation. Renewal program 82% complete.

Undertake Roadside Tree Trimming Program - Program 66% Complete.

Community Wellbeing

Community Wellbeing

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

Health, Environment & Community Safety

Community Safety
Environmental Health

Library & Customer Service

Customer Services
Libraries
Alexandrina Visitor Services
Event Management

Sustainable Resource Management

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

Department: Community Wellbeing

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

Alexandrina Connecting Communities 2014-2023 Aspiration Areas

3 Participate in Wellbeing

Service Area Reporting - Strategic Highlights

Community Connect

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

Community Connect Program Statistics for over 65 as at 31 March 2020 were 471 consumers. For SAHACC under 65 as at 31 March 2020 there were 46 consumers. The Community Connect Team continues to work on documentation in order to ensure that the service meets the new Aged Care Standards. As a result of the Covid-19 pandemic all community connect services were suspended from the 18th March 2020. Subsequently 488 consumers have received a key information letter and covid-19 fact sheet. In order to continue to provide social support a check-in service has been implemented with 159 consumers contacted as at 8/4/20.

Review CHSP, HACC and NDIS Funding Programs, prepare a report on Council's role and action transition process

A confidential report was presented to Council in December 2019 on the future of the Commonwealth Home Support Program, Home and Community Care Program and the National Disability Insurance Program. Due to Covid-19, there will be a delay in releasing the Council report from in-confidence.

Community Development, Partnerships & Advisory Services

Manage Fleurieu Regional Community Services Advisory Committee (FRCSAC) Programs and Services

Fleurieu Families continue to support 11 families in the Alexandrina Council region. The Star Club field officer coordinated three skate park events over the January school holidays - with over 50 children attending the workshops. The regional youth officer has relocated the Wet Paint program to Victor Harbor.

Seek external grants and manage the delivery of Council's Community Grants Program

The main focus during this period was following up on outstanding grant documentation and arranging for payments to be processed. Notification was also received during this period that an application to the Fay Fuller Foundation for the "Our Town" proposal (building the capacity of the Strathalbyn region to build initiatives and strategies for positive mental health) was unsuccessful. Alexandrina is still awaiting notification of the outcome of our applications for Information Linkages and Capacity building; Activate Alexandrina - an inclusive sport and recreation community project; Age Friendly SA Grant.

Work commenced in February 2020 on the Community Grants Program Review. Activities undertaken so far are a Community Survey, discussions with internal stakeholders, other Councils and the current Community Grants Review. An EM Workshop was planned for 23 March but due to COVID-19 restrictions, the Review is currently on hold

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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.

A final staff structure has been determined in order to support a number of transition processes that will occur over the next 18 months. A Social and Infrastructure Planning Coordinator role has been approved with recruitment to commence in April. The role will include overseeing these projects: Goolwa Sports Precinct Management and Operations Model, Community Centre Review and Co-location of Community and Library Services. Two new roles have been created in the Community Connect team, as this team transitions to a new management methodology. A transition out program is continuing with the City of Victor Harbor for all of the shared regional programs.

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

There were 467 dog registration payments made this quarter. These were either new registrations or registration renewals for the 2019-2020 registration year. There are a total of 7360 dogs currently registered with Council. Over the past quarter, a total of 17 dogs were found wandering outside of their registered property. 10 of these dogs were able to be returned to their owner after being impounded by Council and 7 were returned directly to their owner without the need for transporting them to Council's secure impounding facility. There were 22 expiations issued under the Dog and Cat Management Act for dog specific offences, largely for the keeping of an unregistered dog, for dogs found to be wandering at large and for dog attack/harass offences Council's Community Safety team worked through 21 dog attack/harassment investigations and 22 barking dog investigations over the past quarter. The team had cause to issue two Control Orders under the Dog and Cat Management Act as a result of these investigations.

Rural Roadside Slashing was completed during this reporting period. Unfortunately due to the issues experienced with the initial contractor, two additional contractors were engaged to complete the works under emergency provisions. The initial contractor was directed to cease works from mid- January 2020 and the remainder of the works were completed by 18 February 2020. The Fire Danger Season is due to end on 30 April for both the Mount Lofty Ranges and Murraylands. Council's Fire Prevention Officers continued to undertake block inspections on a case by case basis. During this reporting period there were 13 complaints received in relation to overgrown vegetation on private land. All of these complaints were investigated and majority deemed not to be a fire risk. 138 private land owners had previously been issued 105F(5) legal notices and had previously been put on notice leading up to this fire danger season to ensure that their properties were prepared prior to our inspections. There were 95 expiations issued to private land owners who did not have their properties prepared prior to inspections being undertaken.

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 about our towns are adequately prepared for bushfire. There were seven abandoned vehicles reported to Council during this reporting period. All of these vehicles were removed prior to Council having to tow them. Over this reporting period, Council's Community Safety team received 23 customer complaints in relation to illegally dumped rubbish. These reports were investigated by Authorised Officers who took action as appropriate in line with the Local Nuisance and Litter Control Act, as well as Council's enforcement policy to deter future offending. Council's Community Safety team utilises the Local Nuisance and Litter Control Act (the Act) to manage nuisance complaints. There were 11 nuisance complaints received during this reporting period and they consisted of, nuisance bees, noise from roosters, member of the community feeding Ibis birds, Nuisance noise coming from fixed machinery and Nuisance

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Our performance, Our story....

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caused by Dust from building site. Nuisance create by domesticated Cats continues to be an issue.

Since Council's endorsement of the 'soft' implementation of the Moveable Signs component of the Sign, Banner and Flag policy there was only one complaint in relation to moveable signs. It was determined that the sign was illegally placed and the owner of the sign was requested to remove it, which they did.

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. The community safety team also received 17 complaints in relation to illegal or inappropriate parking over the quarter. Parking enforcement activities have led to the issuing of 63 parking related expiation notices over this reporting period. New technology was introduced during the reporting period that now has the Community Safety team officers now equipped with Body Motion cameras. These cameras have audio and visual recording capabilities and have been utilised in undertaking parking patrols. It has been identified that there is an issue with the connectivity of the device and sending of data to our Synergy Soft system. This has resulted in less parking offences being dealt with in the first instance as we have had to revert back to the manual raising of expiations, undertaking ezy reg searches before issuing expiations and registering all correspondence manually. 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, which are identified as lone/isolated workers in the undertaking of certain duties.

Environmental Health

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Our performance, Our story....

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Deliver an effective and efficient operational environmental health service



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Our performance, Our story....

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Council's Environmental Health team continues to work closely with contractors to ensure that desludging is undertaken in accordance with Council's schedule, which ensures that effluent receives adequate primary treatment and septic tanks remain functional for the householder. Over the past quarter Council staff have continued to undertake audits for the contractors of Goolwa and Port Elliot, and Strathalbyn and Milang, as per the contract requirements. The contract incorporates several auditing mechanisms to ensure compliance with the requirements. Maintain register of High Risk Manufactured Water Systems and ensure audits are undertaken in line with legislation and relevant investigations as required. Council continues to maintain a register of High Risk Manufactured Water Systems (HRMWS), as required by legislation and Environmental Health Officers ensure that audits of these systems are undertaken as scheduled. In the past quarter there have been two requests made for re-registration and audit of High Risk Manufactured Water Systems, in particular Cooling Towers with one registration and compliant audit already being returned and the other still waiting as the date is not due yet. The Environmental Health team have approved 97 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 regulation requirements. Additionally, the team have undertaken 123 inspections of approved systems (this includes 38 final inspections whereby the Environmental Health team inspect onsite systems approved 2 years previously) 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, 87 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 were investigated, with action taken as appropriate to meet legislative requirements that are in place to protect public health. As a result of these investigations, 2 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. We received and investigated 1 complaint relating to a swimming pool the last quarter, and undertook 3 routine inspections of swimming pools. One inspection of a hair dressing premise was undertaken in response to the self-audit form not being completed and returned to Council in the required time frame. Undertake investigations into complaints under the Food Act 2001-The environmental health team have received 6 food recalls over this reporting period. All food recalls are followed up as required and as directed by SA Health. There is a focus by SA Health on food products with undeclared allergens due to the potential for this to be life threatening. Additionally 2 complaints were received in relation to suspected food poisoning this quarter and were investigated by an Authorised Officer. There were three complaints of breaches of food legislation which were all followed up as required. Undertake routine inspections of food businesses in line with the new SA Health Risk Classification tool-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. Over the past quarter, no Improvement Notices were issued. Council also supports the ongoing learning of local food handlers by maintaining a subscription to I'M ALERT, an online food safety and food handler training program which is available free of charge through Council's website.

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

Monthly Goolwa and Strathalbyn Visitor Information Centre team meetings are held for volunteers with presentations from local tourism operators scheduled at some of our meetings. Alexandrina Visitor Services staff team meetings occur fortnightly with a focus on task prioritisation and completion by specific deadlines.

Due to the closure of the Goolwa and Strathalbyn Visitor Information Centres from Monday 23 March 2020, the volunteer program has been temporarily placed on hold. Alexandrina Tourism Volunteers (ATV) have recently introduced a special Facebook page named ATV's in Isolation. It's been quite successful, with 35 members so far. The group are sharing recipes, food photos and what they have been doing to keep busy with photos from walks and gardening. The feedback has been overwhelmingly one of gratitude for keeping in touch. Support was provided to Goolwa Tourism 5214 to host a CFS Bush Fire Ready workshop in the Council Chambers - Goolwa, on Tuesday 10 March 2020. This workshop focused on developing a strategy for Business continuity during a crisis.

Team training this quarter included: 3 AVS staff attended mandatory Manual Handling training in the Alexandrina Council Chambers, Goolwa in February and 3 AVS staff and 3 volunteers attended the CFS Bush Fire Ready workshop held in March within the Alexandrina Council Chambers, Goolwa. The AVS Coordinator attended several meetings including the monthly PS Oscar Charter and cruise review with President of the Friends of PS Oscar W Committee and Alexandrina Councils Internal Audit Group bi-monthly meetings. The AVS Coordinator continues to support and advocate for accredited Visitor Information Centres at a state level as an elected member of the SA Accredited Visitor Information Centre Network Group working party.

The following training and networking events were attended in March 2020 quarter:

- 9 January attended the SA Visitor Information Centre Network Group meeting at the Gawler VIC
- 30 January AVS Coordinator attended Internal Audit Group meetings and reported on General Journal entries for the December 2019 quarter
- 6 February attended mandatory staff training: Manual Handling in the Alexandrina Council Chambers, Goolwa
- 12 February attended the Goolwa Tourism 5214 meeting at River Dolls of Goolwa
- 13 February met with Business Enterprise Centre project manager to discuss Centenary Hall Box Office requirements
- 10 March coordinated / hosted the CFS Bush Fire Ready workshop in Alexandrina Council Chambers, Goolwa

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- 12 March attended the All Staff Meeting in Centenary Hall • 12 March attended the SAVIC Network Group meeting via Zoom
- 19 March watched Australian Regional Tourism webinar: COVID-19: The impacts on Tourism
- 26 March participated in the Fleurieu Peninsula Tourism VIC COVID-19 update zoom meeting

In February 2020 the Goolwa and Strathalbyn VICs participated in the bi-annual South Australian VIC Network visitor survey. This is an opportunity for all accredited VICs in South Australia to collect data from visitors and compare how their VIC is tracking against the rest of SA. The VIC team supported the Just Add Water program by promoting and selling tickets for events, workshops and exhibitions. All ticket sales ceased on Wednesday 18 March 2020 due to COVID-19 restrictions being introduced. AVS staff attended the Centenary Hall Box Office for 9 performances; sold 1,203 tickets prior to suspension of our 2020 JAW program on 19 March 2020. To date 15 ticketed events have been with 239 tickets refunded totalling \$7,902. After refunds were completed actual ticket sales were 964 to the gross value of \$22,633 resulting in commission on ticket sales of \$3,168 and booking transaction fees \$437. Ticket sales are static for the March 2020 quarter compared to the same time last year. Bookings of tours, cruises and accommodation travelled in the March 2020 quarter resulted in a gross turnover of \$26,499 and \$2,515 in commission. This is a significant 44% decrease on the gross accommodation and tour bookings consumed at the same period in 2019. In January 2020 bush fires across the country restricted many people travelling with travel warnings being communicated across Australia reducing the number of overseas travellers resulting a reduction of the number of visitors during our peak season. With the impact COVID-19 has had on the country, and to protect our community, we have had to cancel several accommodation and tour bookings whilst the travel restrictions are in place. The gross retail sales this quarter for both the Goolwa and Strathalbyn VIC's was \$12,081; with Goolwa VIC sales generating \$8,125 and Strathalbyn VIC \$3,956. This is an 8% increase on the gross retail sales for the same period in 2019 with a shorter trading month in March due to the closure of both centres. 2,957 visitor enquiries were received at the Goolwa VIC in the January - March 2020 quarter. Visitor enquiries decreased by 36% this quarter compared to the same time last year. Overall visitors to the Goolwa VIC were 44% intrastate, 42% interstate and 14% from overseas. 2,924 visitor enquiries were received at the Strathalbyn VIC in the January - March 2020 quarter. Visitor enquiries decreased by 20% this quarter compared to the same time last year. Overall visitors to the Strathalbyn VIC were 56% intrastate, 30% interstate and 14% from overseas. Alexandrina Visitor Services continued to support 6 information outlets around the region. These information outlets are located at: Port Elliot, Middleton, Langhorne Creek, Milang, Clayton Bay and Mount Compass with essential travellers being encouraged to contact us on 1300 466 592 or visit www.visitalexandrina.com. Alexandrina Visitor Services participated in the SA Regional Digital Capability Program that has been funded by Fleurieu Peninsula Tourism and Building Better Regions Fund. Our Digital Engagement Health Check has been completed Jan/Feb 2020 with our detailed written report received at the beginning of March 2020. Google Analytics January - March 2020 Quarter Website Analytics 10,369 users 27,530 page views Session duration average 1.35 minutes (overall) Where our website visitors are from: 68% Adelaide 9% Goolwa / Victor Harbor 6% Melbourne 3% Sydney Traffic to visitalexandrina.com arrives through the following channels: 59% Organic search 25% Direct 10% Referral (fleurieupeninsula.com.au, alexandrina.sa.gov.au, southaustralia.com, adelaidefringe.com.au) 5% Social Alexandrina Visitor Services participated in the SA Regional Digital Capability Program that has been funded by Fleurieu Peninsula Tourism and Building Better Regions Fund. Our Digital Engagement Health Check has been completed Jan/Feb 2020 with our detailed written report received at the beginning of March 2020.

Customer Services



Deliver excellence in customer service

Over the January to March 2020 period, the Service Centre was presented with 9,964 phone calls. A total of 24,126 council payments to the value of \$11.1M were processed, 24% being over the phone and in person with the remaining 76% paid via online means. 84% of calls received to council were answered within 30 seconds, exceeding our target of 70% and the call abandonment rate was 2.56%. A total of 459 Property Search requests were processed to the value of \$27,455.00, 51 more than the same period in 2019. Service Centre Targets achieved this quarter consisted of: • Average speed of answer - 16 seconds (target within 30 sec) • Call abandonment rate - 2.56% (target under 5%) • Average call handling time - 2.33 min (target within 3 min) • Grade of Service - 84% (target 70% of calls answered within 30 sec)

The following staff development activities occurred during this quarter:

- Mandatory Public Interest Disclosure & Code of Conduct training sessions completed
- Knowledge Base training for all team members so they are aware of their roles and responsibilities in ensuring information in the system is current
- Mandatory Manual Handling Training for all team members
- 2 additional team members were trained in Section 7 Searches
- Customer Experience Coordinator undertook Microsoft Sharepoint Service 2016 training to assist in the progression and day-to-day management of the new Customer Experience team site

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

The Customer Experience team continued to work in collaboration with other business units to support "Alexandrina 2040: Shaping our Future". Along with displays at both the Goolwa and Strathalbyn offices, the Manager and Co-ordinator took part in the consultation process by engaging with the community through Village Conversations and surveys at Mount Compass. In addition, there were 84 new requests for the display of Community Information received for the quarter. 16 Professional On-hold Messages were updated during the quarter supporting the promotion of major projects, council events and community engagement opportunities. A further 12 generic council service related messages played consistently throughout the quarter. With respect to Cemeteries there was 1 new interment right at Currency Creek, 3 at Port Elliot, 1 at Milang and 4 at Strathalbyn. Currency Creek had 1 interment of ashes, Milang 2, and Port Elliot and Strathalbyn 3 each. 2 burials were conducted at Strathalbyn and 1 at Milang. Compared to the same time in 2019/20, there was 1 more New Interment Right, 3 more Interment of Ashes, and 6 less burials across the region. In readiness for the Cemeteries Review, Senior Customer Liaison Officer - Cemeteries has been focussing on bringing all our cemeteries records up to date and has commenced the development of a Memorial Registrar required under the Burial and Cremation Act 2013. Training on general cemetery matters and frequent customer queries for other Customer Experience staff is being prepared for next quarter. The Co-ordinator continued working in conjunction with the Procurement Department on reviewing the grave digging contracts. An internal service review for Cemeteries is to commence in May 2020.

The Service Centre continues to support the Community Safety team with the Dogs and Cats Online (DACO) state-wide registration system now into its second year. The Coordinator, Customer Experience commenced on the Expiation Review Panel as an independent member to assist with the review of expiation's within the Community Safety business unit.

The Service Centre also continues to support FRWA in the administration of Exceptional Circumstances (EC) bins. A total of 25 new EC applications were received during this quarter. Planning will commence next quarter to support the renewal process of approximately 916 EC Bins for the 2020/21 financial year.

Council continues to assist our residents by selling compostable materials at a discounted rate, encouraging everyone to recycle more. This quarter 11 Compost Bins, 7 Worm Farms, 52 Kitchen Caddies

and 149 rolls of replacement bags were sold (a total of \$1,156), slightly up compared to the same time last year. 60kg of old batteries and 11kg of mobiles were sent off for recycling this quarter.

Following the implementation of a more streamlined process to manage the information on the Knowledge Base, training of the team and relevant stakeholders was undertaken in January and February. A review of the new process will be done in December 2020.

Room Bookings/Venue Hire - Customer Experience supported a total of 92 room bookings for external community groups at the Goolwa office and 31 bookings for the Port Elliot RSL (Totalling \$244). There were a total of 100 bookings by external community groups for the Strathalbyn Library meeting rooms and Community Centre (Totalling \$2,109). Note: From the 19 March 2020 all external bookings/venue hire were cancelled due to the COVID-19 event.

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

The Visitor Services Coordinator and Friends of the PS Oscar W Committee President continue to meet on the 1st Wednesday of each month to coordinate the annual cruise schedule and monthly charter bookings ensuring adequate crew numbers are confirmed for each charter and tax invoices are issued in a timely manner. The Visitor Services staff are supported by a team of dedicated and passionate volunteers to open and run the day to day operations at the Goolwa Riverboat Centre. Despite having to close the Riverboat Centre from 23 March due to COVID-19 restrictions, we have still seen retail sales of \$8,184 this quarter, being a 27% increase compared to the same time last year. Summary of the visitation and income for PS Oscar W and the Goolwa Riverboat Centre this quarter consisted of:

- 1 private charters this quarter with a gross income of \$1,305
- Cruises \$5,640 (payment only taken at GRC on day of cruise)
- 9 public cruising days (8 x 1 hour cruise days and 1 lunch cruise day)
- Goolwa Riverboat Centre: 7,456 visitors through the door
- Due to COVID-19 restrictions, 1 public lunch cruise and 2 private charters on-board PS Oscar W were cancelled and 2 one hour public cruises cancelled due to bad weather this quarter.

Council's tourism services, facilities and activities were promoted by the Events Coordinator during communication with perspective and up and coming event organisers including Council's Festivals and Events funding and Community Donations programs, Charity Bridge Swing, Adelaide Rally and Coastrek. The information provided to event organisers was diverse and comprised of general local knowledge and tourism information, accessing Council's tourism website, accommodation guides, various providers, local attractions and experiences. The monthly events listing Events Alexandrina was produced, edited and distributed via email and post to hundreds of businesses and accommodation, media and Visitor Information Centres. The publication features forthcoming events, Alexandrina Visitor Information Centres and Galleries contact details and the Fleurieu Heritage Experience and PS Oscar W cruise schedule. Council's tourism activities were also promoted on the Events Alexandrina Facebook page and various tourism and community publications. The request for large private functions, for example wedding receptions and birthday parties at Council parks increased noticeably during this quarter.

Event Management

Promote and support local Council funded festivals and events

Three events sponsored through Council's Festivals and Events Grant Funding took place during this quarter with the following information being provided by the event organisers both verbally and written.

- Goolwa Regatta Week at Goolwa, Hindmarsh Island and Milang - January

The week's activities were well attended and enjoyed by the participants. The finale of the Regatta Week, the Milang-Goolwa Freshwater Classic, had over 100 entries that contested the race in favourable weather. The event was a success for the Yacht Club and attracted many participants and spectators to the region, in particular on the weekend of the Freshwater Classic. Yesterday's Power Rally, Milang continues to maintain its ability to attract visitors to the event and the Milang Township. The weekend was successful and the organisers are continuing to try different marketing opportunities and activities to broaden their audience.

- Mount Compass Famerama - February

During 2019, the community based Committee made the decision to move away from the cow race reputation and component of the former Compass Cup. Realising the opportunities that hosting an event in Mount Compass bring, the Committee has reinvented to the Mount Compass Farmerama. The new event will bring an exciting program of activities to further complement the region's reputation for quality produce and country lifestyle. Notwithstanding extensive planning and effort, the Committee elected to delay from the planned date in February and will now hold the inaugural Mount Compass Famerama event in 2021. The Events Coordinator worked closely with the Council sponsored Aquafest and Vogalonga events to be held in April in regards to sponsorship, permissions and approvals, promotion, site planning and general event operations.

The Events Coordinator assisted over eight events with Event Permit and temporary road closure applications, promotions, site planning, permissions and general event operations. These events included; Mount Moon Rock Festival Mount Compass, Masters Cycling Time Trials Langhorne Creek, Atlantis Masters Swim at Horseshoe Bay, Beat The Blues/Black Dog Ride at Strathalbyn and Goolwa Rotary Australia Day BBQ. These events continue to attract visitors to the Alexandrina region for day trips and extended stays. The events also offer opportunity for community participation as many volunteers are broadly involved in the organisation and delivery of the events and they invite friends and family to join them in attending. Ongoing support was provided for existing and potential events, involving ANZAC Day commemorations, risk management, site planning, road closures, creating maps, waste management planning, infrastructure hire, event operations administration and compliance. In response to COVID - 19 global pandemic and the measures in place for public gatherings has resulted in 26 events being cancelled or postponed. The Events Coordinator communicated with all effected event organisers and discussed government regulation, process, funding, messaging, publicity and event future planning. The events effected and are currently on hold that Council has sponsored and supported including; Aquafest Goolwa, Southern Surf Festival Middleton, Bowls SA Seniors Competition Strathalbyn, Nature Play Forest Festival Kuitpo, ANZAC Day services x 8 towns, Vogalonga Down Unda Goolwa, NAIDOC Strathalbyn and Goolwa Event Permit and Event Temporary Road Closure applications on hold or cancelled include; Muscle Car Run Goolwa, Bridge Swing Goolwa, Beers, Bikes and BBQ Strathalbyn and Send n Slash Jet Ski Goolwa. The Events Coordinator continued to provide support to the South Australian Wooden Boat Festival Committee by attending planning meetings, document review and updates, maintaining databases, website and social media management and responding to Festival enquiries via telephone and email.

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

The Events Coordinator continued working with the Tour Down Under event team in regards to the race route that passed through the region 25 and 26 January 2020 providing assistance that consisted of coordinating the temporary no parking zones on East Terrace Strathalbyn and Crow's Nest Road Port Elliot. The Events Coordinator assisted Onkaparinga Council by arranging approval road closure and use of Council reserves associated with the Onkaparinga Council's 2020 Tour Down Under stage finish. A section of the Willunga Hill area located within Alexandrina was used to support Onkaparinga Council's hosting of Stage 6 of the Tour. Events Coordinator in collaboration with Council's Arts and Cultural Development Officer successfully delivered the Fringe Caravan event at Jaralde Park at Goolwa. The Events Coordinator maintained communication with the Sporting Car Club's Classic Adelaide Rally organiser in regards to a proposed stage for the 2020 event in the Strathalbyn area. The Rally is run over four days and attracts over 500 vehicles that participate in 32 Stages through multiple Council areas. Communication has continued with the Bridge Swing event at Goolwa. The organisers have postponed the event and a future date is yet to be confirmed. Due to the COVID-19 pandemic all major events are on hold or cancelled with the exception of Coastrek and Adelaide Rally that have continued on with planning in the hope that the restrictions in place because of the virus would be no longer necessary.

Libraries

Manage library operations to deliver quality library services

As a result of COVID-19 our Library Service Depots at Milang, Port Elliot and Mt Compass Library were closed and a Click and Collect Service introduced at the Goolwa and Strathalbyn. Soon after however, a decision was made to close public library access and we were unable to safely offer members of the public access to services that required physical collection.

The library is continuing to make an increased effort to promote our digital resource collection to the community. These resources include eBooks, audiobooks, digital magazines, online learning videos and now, Ancestry.com - library edition. It is anticipated that there will be an increase in online usage of our digital resources as well as an increase in members of the community signing up to the library for digital memberships during these difficult times. The tools, data and reports that can be generated from CollectionHQ assist Alexandrina to improve the management and development of our collection. As an example, The Green Living collection has been very popular at the Goolwa Library with the collection having the highest turnover of any non-fiction collection. This particular collection had a turnover of 8.1 in 18/19, meaning each item within the green living collection went out on loan on average 8.1 times within the year. Due to this success, the library is sourcing resources for a green living collection to be set up at the Strathalbyn library.

To keep the library up-to-date with what books that are popular within our community, our collection is always being updated and improved. The library is also taking advantage of Bestseller selection lists circulated by Public Library Services (PLS), as well as popular customer requests ensuring the library's collection meets community demand and current trends. Since our launch of the Mount Compass Library Kiosk, within the Mount Compass Post Office in September 2019, activity has increased. We have seen 15 new members join and a consistent increase in items being borrowed with 75 being delivered for the month of March 2020. Returns have also increased, peaking in January with 72 items returned to Mt Compass, 56 - 59 items were returned in the two months that followed.

The Coordinator, Library Services attended the Public Libraries of SA Network meeting at the Port Adelaide Enfield Library in Angle Park. Part of the focus of the day, aside from updates from relevant Public Library Service staff, were reports from other library services around Resilience & Responding to Major Events. Interesting presentations were provided by the Adelaide Hills Council regarding an update and lessons learnt after the region suffered through the most recent horrific Bushfire season and also from the City of

Onkaparinga who were victims of a Cyber Attack the effects of which were still being felt some 68 days later. Both presentations highlighted the need for robust planning for combating disasters and working for, and within, our communities in times of crisis. Particularly relevant again now as we face the COVID-19 pandemic, continuing testing our region, and its communities, resilience more than ever.

The Alexandrina Libraries 2020 'weeding' program is well underway. Removing books from the collection which are outdated, worn or are not being borrowed ensures that the collection remains fresh and appealing to the public without shelves becoming overcrowded. Collections to be weeded in the next quarter include adult fiction, children's books, and biographies, large print and home/garden books. All books determined no longer required in this process are offered for sale at our library book sale at Goolwa (or in our 'for sale shelves' at the Strathalbyn library) in the first instance.

Local history and genealogy enquiries arrive at the library through a variety of ways and are on the rise. Alexandrina Libraries are getting a better understanding of local history/genealogy enquiries being handled by staff and/or volunteers through collecting statistics to recognise the areas of growth and any staff training that may be required to support our customers. Upskilling of our library team to cover leave and continuity of quality services continues and staff are being trained in processes that keep our libraries consistently inviting and enjoyable places in which our community and its visitors spend time.

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

We have seen a significant number of customers coming into the library to print documents from their smart phones, tablets and laptops. Printing this way can cause frustration for customers and take considerable staff time, so we will be implementing Wi-Fi printing enabling customers to print directly from their mobile device.

Library Services recognised the celebration for International Women's Day 2020 in March with a display of books that were specifically written by women, about women that have shaped our world or issues that women face across the globe. The staff display was also transferred to the library in Goolwa and our customers were invited to comment and participate in pledging ways to make a gender equal world. The Library Services Coordinator enjoyed speaking with a group of local primary school students visiting the library on a student free day about boys and girls being equal, one girl agreed, reminding the group that the Australian Women's Cricket team had just won the World Cup

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

As with so many other Council activities, the library programs and events leading up to the end of the third quarter were affected by COVID-19 resulting in the cancellation of all adults & children's events, programs and sessions scheduled to run in March. Successful programs and events that were held this quarter consisted of. Create your own indoor jungle - Thursday 14 February Our Goolwa Library was transformed into a living green space for the 'Create your own indoor jungle' workshop facilitated by local green thumb Kristy from Charlie & Jack Indoor Plants and Homewares. Over 60 attendees learned how to keep their indoor plants healthy, happy and alive. Choosing the best plants for the home, watering dos and don'ts and creative plant design were just some of the topics covered. This workshop also provided an opportunity to showcase the Green Living collection to the audience. The workshop attracted attendees across a broad age range including many aged in their 20s. Very positive feedback was received from attendees who asked if "we could do it again".

Adelaide Writers' Week - Monday 2nd, Tuesday 3rd, Wednesday 4th & Thursday 5th March. A total of 457

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people attended 4 days of Adelaide Writers' Week live streamed to the Goolwa Council Chamber and the Strathalbyn Library Community Centre. 304 people attended 21 sessions at Goolwa, while 153 people attended 28 sessions at Strathalbyn. Those who attended were extremely positive about the experience and in particular the opportunity to be a part of Writers' Week without the effort involved of travelling to the city. A number of guests had been regular attendees at Writers' Week over many years but were now restricted due to mobility issues, ageing, increased frailty etc. They were very grateful that they did not miss out.

The Workshop 'Sustainable Travel' scheduled at Strathalbyn Library on Thursday 2nd April was cancelled due to COVID-19.

The volunteer facilitated 'Make and Sew' program was launched in the Goolwa Library in July 2019. The group has continued to meet weekly on Tuesdays from 1.30-4.30 with an extended break over the summer holiday period. Our two enthusiastic volunteers have taught participants how to sew, mend, upcycle and repurpose clothes, old material and other fabric items. In January 2020, they initiated a new project to invite people to make sensory fidget rugs for dementia residents of local aged care facilities. Unfortunately this program was suspended shortly after it started due to COVID-19 but we look forward to supporting this when the library reopens.

The School Holiday Program saw a total of 206 children (Goolwa - 101 attendees Strathalbyn - 105 attendees) join us for a variety of programs during the January holidays. We offered 12 programs including Mini Woven Wall Hanging, Nature Craft, Intro to Theatre Workshop, Clay Leaf Bowls, DIY Moon Lamp, Giant Summer Pinwheels, Miniature Artist, Bug Hotel and Get Your Craft On. Popular baby bounce, story time and craft sessions run for our community, were reduced by 5 sessions this quarter (due to COVID-19). However the sessions we did offer saw 68 people attend in Goolwa and 89 in Strathalbyn over 14 sessions. The Fringe comes to Goolwa Library - 'Best Foot Forward' Workshop for Kids was held on Saturday 7 March where 20 children participated in this collaborative workshop with Arts & Culture as part of the Just Add Water Goolwa Fringe program. The courtyard in front of the council office on Cadell Street was transformed with children getting creative and painting their shoes with a range of colourful designs, activating the main street for all to see on a busy Saturday morning. The Youth Writing group was established in late 2018 by the Community Wellbeing Department's Youth Development Officer at Strathalbyn. Since then, approximately 10 enthusiastic young writers aged 11-16 years have been meeting fortnightly at 5pm on Thursdays throughout school terms. The group has been facilitated by a volunteer and supported by the Youth Development Officer. At the beginning of Term 1 2020, responsibility for the group was transitioned to the Alexandrina Libraries. The group continued to be supported by the volunteer while a member of the Library team is now supporting the group. Unfortunately the group has been temporarily suspended due to COVID-19. Volunteers - The Alexandria Libraries depend on our volunteers to work alongside staff to provide high quality services and community engagement opportunities for customers and volunteers alike. During this third quarter, 57 volunteers worked a total of 1117 hours. We had 2 new applications to join our volunteer cohort, 1 retirement and 1 resignation. New volunteers: 8 Book sales volunteers were transitioned from Friends of the Goolwa Library. The Friends of Goolwa Library (FOGL) ceased to operate as an incorporated body in late 2019. The previous members who operated the Book Sales have since registered as volunteers with Alexandrina Council and this small but dedicated group continue to contribute to our library service with funds from the book sales going back into the collection. We will re-engage with our passionate volunteers once our Libraries re-open.

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

A total of 8 rising main breakages occurred in the current reporting year. This is considerably lower than historical figures. 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. Schedule operational and maintenance plan performance has been lower than expected with a 83% average completion rate to date. This is to be expected with the current challenges of adjusting to managing business as usual, during the COVID restrictions. The group continues to monitor and manage actions on a daily basis to ensure the highest priorities are attended to immediately. During this period the group also addressed a number of customer defect and corrective actions requests with a 95% resolution rate. These figures do not include the extensive customer service and investigation requirements associated with the team's pre-development enquiry and development application responsibilities. This area has witnessed a downturn in development with uncertainty during COVID sanctions. This is already impacting on the CWMS growth predictions and impacting budgets accordingly. A total of 324 alarms have been received from critical infrastructure throughout the reporting period which is consistent with historical averages. This included 167 occurring out of business hours requiring on-call personnel to attend. The figures are significantly higher than historical CWMS averages. The 'call-out' KPI will continue to act as a major strategic indicator for transitioning the group from reactive workloads to more planned operational tasks. The KPI is extremely sensitive to annual and seasonal issues which can create abnormalities in the data. With over 20 live projects the small team is adapting and managing well to the enforced change. As an essential service we consider our role as vitally important, not only to maintain service reliability but to realise infrastructure projects within the regional, that will inject economic stimulus into the region. Project, Operational and Management teams have been isolated from each other to protect the essential service field staff. This is to ensure that the entire team is not exposed universally. This would render the department ineffective and unable to deliver this critical service.

Develop wastewater network process monitoring system

With currently \$60M in wastewater assets across five regional towns within our Council, smarter policy driven by data has a significant impact on future regional planning considerations and ultimately the regions' liveability. The team remains committed to utilise existing capital budgets to implement a remote monitoring and control solution within the utility. Last financial year, the CWMS team initiated the Smart Water Project with the appointment of an ICT project officer to plan and implement a monitoring and management system for all CWMS operational plant. This includes our 5 Wastewater Treatment Plants, 73 pump stations, 22 vacuum pits and the wastewater collection system at Coorong Quays which are dispersed across our Council district. This project will incorporate digital communications systems, Internet technologies, advanced sensor technologies and data management systems to provide real-time plant monitoring and control from a central control room and via mobile field devices. The data management systems will give intelligent insight for business decisions, fault prevention, service improvement and asset management. The Smart Water Project continues to gain momentum with; the completion of the internal technical capability and industry reviews and the development of the Strategic Data & Project Plan. Remote monitoring of the Wolf Avenue pump station proof-of-concept (POC) has been implemented and connected to the corporate network. The field tablet POC trial for the pump maintenance data collection has commenced. Project planning documentation has been completed and lodged with the IT department. Market research has been ongoing with demonstrations and meetings with major vendors in the SCADA market. Engagement with the LGA Procurement for the creation of specialised wastewater procurement panel is also underway as is the draft development of specifications for approach to market for system roll-out.

Develop wastewater 30 year Masterplan

Manage the capacity & performance of our water recycling networks

Waste Management

Oversee operational delivery by Council's Regional Waste Authorities

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FRWA is working heavily on Business Continuity Planning for Council to ensure continued services to the community as part of their COVID response measures. FRWA has undertaken a risk assessment of its activities and has implemented changes to reduce the risk to its employees. If the situation within the community increases and we have a number of staff unable to attend work they will prioritise activities to ensure continuation of core services. Staff and/or contractors can undertake a variety of roles across the organisation as a measure of adaptability. Our priority will be to maintain our services of: • Kerbside Collections • Waste and Recycling Depots • Core Administration functions. If the situation escalates or changes, levels of service will be discussed with the board and constituent Councils. FRWA continues to monitor the situation and the impact it may have on our business and keep you up to date of any issues. Regional waste statistics continue to improve. Results are excellent so far and demonstrate that the community is continuing to divert waste from landfill. • 7% reduction in waste to landfill YTD for the region. • 12% reduction in kerbside waste to landfill. • Overall increase in waste volumes remain static with only a 39 tonne increase in total waste generated in the region. • All councils recorded a reduction in kerbside waste to landfill. • All councils recorded an increase in kerbside green waste (the FOGO message is getting through to the public). • WRD waste volumes were down at all sites with no change in waste to landfill at Goolwa, Strathalbyn & Yankalilla. • All Waste Recycling Depot's recorded a decrease in diversion. • Kerbside diversion rates ranged from 48% - 61% (Alexandrina 58%). • Overall diversion rates ranged from 44% - 74% (Alexandrina).

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Growth

Planning & Development

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

Economic Development

Arts & Culture
Tourism

Department: Development Assessment

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

Service Area Reporting - Strategic Highlights

Development Assessment - Planning

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

During the reporting period 236 planning consents were issued with the median number of days for a merit (Category 1) application to be approved being 17 days. This represents a downturn of approximately 15% from the same period last year.

The Council Assessment Panel (CAP) met on one (1) occasion and issued one (1) approval and no refusals. The approval was for an application for a dwelling in the District Centre Zone in Goolwa.

No appeals were lodged during the reporting period.

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

Co-ordinate arts and cultural facilities, and experiences and services across the region as part of the JAW program

Excellent visitation over the summer period, please see KPI numbers.

February 1 was the launch of Annabelle Collett Creator and Catalyst retrospective and book launch. The launch attracted 200 people and the exhibition was featured in The Adelaide review, Fleurieu Living Magazine and The Adelaide Advertiser. The exhibition attracted very high visitation at 3,632 between 1 Feb and 22 March 2020.

Thirteen events were presented at Centenary Hall and Port Elliot during this quarter; 8 were part of the 'Just Add Water' (JAW) program. Events included; three family films screened during the January school holidays, an international award winning contemporary dance performance and the highlight of the Goolwa Fringe weekend was George Kapiniaris' 'Zorba The Freak'

Embed arts and cultural programs in Alexandrina

Co-ordinate arts and cultural facilities, and experiences and services across the region as part of the JAW program

Exhibitions in the Signal Point Gallery and the South Coast Regional Art Centre included Braggadocio featuring three young emerging artists, Portrait of kangaroo no 4 + 1, Michael Chorney solo, Found, a mixed exhibition of local artists and Margi Nolan solo exhibition.

Fringe in Goolwa weekend attracted great numbers with approximately 1500 people on the Goolwa Wharf throughout the day for the Caravan and AT THE WHARF events.

JAW programmed events included; three family films screened during the January school holidays, the popular highly 'Summer Swell Outdoor Cinema' on the foreshore of Horseshoe Bay at Port Elliot, a 'hosted' screening of the feature film 'Rivers of Australia - A Journey Along The Murray', an international award winning contemporary dance performance titled 'Not Today's Yesterday' and one of the highlights of the Goolwa Fringe weekend, George Kapiniaris' starring in 'Zorba The Freak'. Other activities include regular users and community usage plus Council activities.

One community event was a film presented by Cittaslow Goolwa and three Council events including the Australia Day Citizenship Ceremonies, a screening of the film '2040' and a staff general meeting. Regular users also utilised CH on 34 occasions during the reporting period.

Support public art within the Alexandrina region

Coordinate and advocate for public art in the region

Expressions of Interest were called for a Port Elliot based artist to be commissioned by Council to design fabricate and install an art work for the township of Port Elliot. Chris De Rosa and Gerry Wedd won the commission and a sculpture named Neptune's Pearls based on an historic figure Jessica Louisa Hussey will be installed in Continental park in the first quarter of 2020.

As part of the Alexandria Councils Arts Advisory Committees strategic planning sessions consideration toward the next public art work has begun, three projects are to be costed involving local artists and a recommendation will be made to Council

Tourism

Manage Goolwa Wharf Precinct and all tourism boating assets

The Brigand has been shifted from Goolwa Slipway to the Goolwa Regatta Yacht Club, enabling Armfield Wooden Boat Association easier access to care and maintain the vessel.

A meeting took place with the Friends of the Oscar W to discuss the future of the Barge Dart. Council direction is sought on its desire restoration and if so, the need to follow up grants opportunities.

Work continued on the PS Oscar W Strategic Review which considers WHS, operations and maintenance, wood yard practices, vessel management and volunteer training. The Tourism Coordinator met with Mid Murray Council WHS Officer to obtain and share operational procedures, WHS requirements for Paddlesteamer operations and associated volunteer's roles.

The Tourism Coordinator and SAWBF Committee member have started to research options for increasing temporary mooring capacity during Wooden Boat Festivals.

Develop and implement an Alexandrina Tourism Plan

Develop Alexandrina tourism plan including signature events.

To be reviewed with the Manager Economic Development.

The 2021 SA Wooden Boat Festival Committee has commenced meetings and has applied for funding over a three (3) year period for two (2) festivals of \$60,000 from Events SA. Subcommittees have been formed for sponsorship, marketing and advertising, on-water and off-water with all groups actively pursuing associated tasks.

The SA Jazz Festival Committee has commenced meetings supported by Council Officers for the two (2) day festival in October. Goolwa Tourism 5214 has been encouraged to become a part of the planning and help with community and business engagement.

Sports Marketing events Bowls and Surfing Festival have been postponed due to the Covid-19 crisis.

Implement a strategic review of tourism services.

The review is on hold until the new Economic Development Manager commences.

Promote local food and wine experiences

Support is ongoing for local food and wine groups via promotion through the Alexandrina Council and Fleurieu Peninsula websites and social media sites. Any events run within the Alexandrina Council region organisers are encouraged to use and promote local products.

Support foreshore and lake front tourism

Active engagement continues with Goolwa Wharf precinct tourism operators / stakeholders to gauge visitation, viability of business and what support can be offered that fits within Council's Strategic plans.

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

Build and support stronger tourism brands for Fleurieu Peninsula and Murray River, Lakes and Coorong (in partnership with each board)

Staff attended Fleurieu Peninsula Tourism Manager meetings as the group work collaboratively to deliver a strong collective message to support and promote tourism operators across the Fleurieu Peninsula. Staff attended meetings and supported local tourism associations and other operators.

Department: Strategic Development & Building

Objective:

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 3 premises were inspected by the full Committee. Progress on fire safety upgrades are monitored closely. The next meeting is to be advised.

Provide Building Rules advice and assessment

Councils building section has issued consents for 129 building rules applications out of a total of 229 building consents granted in the Council area for the period (including private certification). This equates to 56% of all building consents being assessed by Council building surveyors. The 229 consents included 52 new dwellings and 16 dwelling additions. The total number of building rules consents issued was up by 7% comparable to the same period last year. The number of new dwellings was down by 14% and dwelling additions were up by 45% comparable to the same period last year.

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

For the period a total of 272 mandatory notifications were given with 43 inspections carried out, which included 31 structural frames, 6 mandatory swimming pool and 6 other inspections. This equates to the following; All mandatory notifications - 16% of all mandatory notifications have been inspected (not all mandatory notifications require inspections). Notified structural frames - 43% licensed builder and 41% owner builders Notified swimming pool - 100%. The requirements of the swimming pool inspection policy have been satisfied. However structural frame inspections have not been met due to staffing levels. 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.

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: - The Planning Minister announced that the implementation of the Planning and Design Code is to be delayed until September 2020 for Phase 3 councils, which includes Alexandrina, and July 2020 for Phase 2 councils. Staff completed and received Council endorsement of the submission prepared on the Planning and Design Code, including further amendments to the Heritage and Character Statements, which was submitted by the closing date of 28 February 2020. DPTI released a 'What We Have Heard' report on the Building Inspection Practice Direction. DPTI released the final Building Inspection Practice Directions. DPTI released the 'What We Have Heard' report on the Phase 2 consultation outcomes of the Planning and Design Code. Staff continued to 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.

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

Goolwa Growth Area Development Plan Amendment (DPA)

One of the land owners presented their vision for the development of their land to the 10 February 2020 Council briefing which will assist with the development of the policies in the DPA. The appointed consultants, Ekistics, have continued with the necessary investigation work and commenced the writing of the DPA. Various discussions have continued to occur with the land owners and service providers to assist in informing this process.

Strathalbyn Deferred Urban Development Plan Amendment (DPA)

Work has continued on gathering the necessary infrastructure information required to inform the investigations part of the Development Plan Amendment (DPA) process.

Heritage Advisory Committee

The committee met on two occasions during the reporting period with the key topics being preparations for the upcoming Heritage Talk and annual Heritage Awards. Unfortunately due to COVID-19 both of these events have been cancelled and meetings suspended for the time being. However the committee is currently exploring options with respect to still presenting the Heritage Awards given the growing recognition of this event and to provide a positive story during these times of social distancing.

Alexandrina Sustainable Agricultural Round Table (ASART)

A meeting of ASART occurred in February with the key topic being the preparation of the Primary Production Community Survey. As well as being an adjunct to the A2040 engagement the survey is also seeking input from the primary production sector as to how they would like Council to continue engaging with them. The survey will be available on My Say and circulated via usual networks in April.

Strathalbyn Traffic, Parking and Streetscape Strategy

Having been successful in obtaining Places for People funding tenders were called for consultancies to design and construct Stage 1 of the streetscape plan. Jensen Plus was successful in securing the wayfinding component of the project while Outer Space will undertake the streetscape upgrade component.

Both consultancies have commenced their components of the work with onsite meetings and general project familiarisation occurring.

Yankalilla Service Agreement

The service agreement with Yankalilla Council has continued to deliver building, strategic planning and Assessment Manager Services during the reporting period. Of note was the preparation of the Council's submission on the Planning and Design Code and both Councils agreeing on the membership of the Fleurieu Regional Assessment Panel. Ministerial approval was then sought with a response received at the end of March. The response is seeking for the Minister to constitute the Panel by making provision for the selection criteria and processes for appointment, as opposed to appointing the recommended members directly as we have done. This process will enable Council to make the appointments without seeking the Minister's endorsement in the future. The Minister has also sought our advice regarding liability and insurance arrangements for the Panel. These matters will now be addressed and will be further reported to Council as matters are resolved.
