



CONNECTING COMMUNITIES

# The Quarterly

*Our performance, Our story....*

July to September 2016



## Chief Executive's Quarterly Update

July to September 2016

It is a pleasure to be presenting the first quarter update for 2016/17.

It is a time of change for Alexandrina Council with the resignation of Chief Executive Peter Dinning. We thank him for his service to the community and wish him well with future endeavours.

I will be undertaking the role of Interim Chief Executive until a new Chief Executive is appointed. Council has established a Section 41 Chief Executive Selection Panel Committee to guide the process.

The community did experience some major storm events during this quarter and significant staff hours, plant and materials have been deployed to maintain access, manage stormwater and make safe our community. This assistance and weather have impacted on normal operations and it is only now that normal activities are starting to occur.

I am very pleased to report our business performance is continuing well with construction of the Fleurieu Aquatic Centre at 79% completion and implementation of the fortnightly waste collection. Many people have taken up Council's subsidised sustainability products. Further information on the progress of the program will be provided next quarter.



Council also received a 'State High Commendation' in the National Heart Foundation Awards for 2016. This award recognises the strategies, programs and initiatives of Council that promote health and wellbeing in our communities. The application included our new play spaces at Forrest Reserve and Bristow Smith Reserve, the Port Elliot Dog Park, the Obesity Prevention and Lifestyle (OPAL) program and the Community Connect program.

Alexandrina Council also organised the successful visit of well-known gardening guru Costa Georgiadis to our region and is experiencing excellent take up of our Corporate Facebook site.

We look forward to continuing to present highlights to Council and community throughout the 2016/17 year.

**Victoria MacKirdy**  
Interim Chief Executive

## Update on Projects

<b>Major</b>		
<b>Construction of treated wastewater lagoon in Strathalbyn</b>	<b>On Time</b>	<b>On Budget</b>
Expansion of Community Waste Management Scheme (CWMS) Lagoons	Y	Y
<b>Progress Update:</b> Design for Strathalbyn Treated water storage lagoon underway.		
<b>Mundoo Boat Ramp, Public Toilet</b>	<b>On Time</b>	<b>On Budget</b>
Renewal of existing, utilised public toilet facility.	Y	Y
<b>Progress Update:</b> Project scope finalised, Request for Quote (RFQ) complete, funds committed. Works to commence in third & fourth quarter 16/17 financial year.		
<b>Port Elliot Institute</b>	<b>On Time</b>	<b>On Budget</b>
Internal Refurbishment Carpets, Repaint, Fixtures	Y	Y
<b>Progress Update:</b> Not commenced. Project scheduled to start in April 2017.		
<b>Strathalbyn Institute, High Street</b>	<b>On Time</b>	<b>On Budget</b>
Refurbishment of internal and external paint surfaces and related fixtures.	Y	Y
<b>Progress Update:</b> Not commenced. Project scheduled to start in 3rd Quarter 2016/17.		
<b>Commercial Street, Strathalbyn - Public Toilet Upgrade</b>	<b>On Time</b>	<b>On Budget</b>
Upgrade of existing toilet block at Soldiers Memorial Gardens Strathalbyn. Reconfigure existing toilet building to incorporate fully compliant disability units.	Y	Y
<b>Progress Update:</b> Project scope prepared via Architect, with Request for Tender (RFT) to follow. Works to commence in third quarter 16/17 financial year.		
<b>Mt Compass Car Parking</b>	<b>On Time</b>	<b>On Budget</b>
Construction of car park to service the Mount Compass commercial precinct and adjoining wetland. Project to include the provision of Long Vehicle (Truck) parking.	N	Y
<b>Progress Update:</b> Engineering Services will provide project and contract management for the delivery of this project on the ground. Currently the project is in the detailed design phase which is being managed by the Infrastructure and Assets workgroup. Engineering Services are programmed to be involved in the second and third quarter of 16/17 with works behind schedule due to bad weather.		

## Update on Projects

Complete sealing of Nine Mile Road	On Time	On Budget
Complete sealing of the full length of Nine Mile Road between Milang and Strathalbyn	Y	Y
<b>Progress Update:</b> Engineering Services will provide project and contract management for the delivery of this project on the ground. Currently the project is in the detailed design phase which is being managed by the Infrastructure and Assets workgroup. Design underway and are 75% Complete with expectation to be completed by the end of November 2016. Construction of road will be contracted out. Construction programmed for the last quarter of 16/17.		
Alexandrina Community Hub, Goolwa	On Time	On Budget
New building to replace the Alexandrina Centre for Positive Ageing and provide a community services coordination hub for the Alexandrina region. This will include the new Home Support Program, Fleurieu Families, Youth Development and OPAL.	Y	Y
<b>Progress Update:</b> Construction and fit out completed. Staff relocated to new building.		
Fleurieu Regional Aquatic Centre	On Time	On Budget
Project in progress. The construction of a regional indoor aquatic facility to be funded by the City of Victor Harbor and Alexandrina Council. The facility will incorporate a lap swimming pool, rehabilitation pool and wet play spaces.	Y	Y
<b>Progress Update:</b> "Construction works 79% complete (as per independent Quantity Surveyor Report), meeting with Federal Milestone funding requirements. Civil works – Commencement of second layer civil works including car park layout, topsoiling where required and kerb layouts throughout. The Berm has been formed and shaped accordingly, place "obvious" carpark layout preparation Substructure – All works completed, including pool concourses, and external works outside the building envelope Pools (Program Pool) – All shell works completed, main underground services completed, tiling to commence, Balance Tanks – Completed ready for commissioning (Filter Tanks to be filled with sand and commissioned) Roofing (& Cladding) – All Roof Cladding is completed, including gutters and downpipes and canopies"		

## Update on Projects

Frank Potts Reserve Camping Area, Langhorne Creek	On Time	On Budget
Upgrade of Frank Potts Reserve Camping Area to enhance tourism experience within Langhorne Creek wine region. Provision of improved sites, site management and aesthetics	Y	Y
<b>Progress Update:</b> Upgrade of Frank Potts Reserve Camping Area to enhance tourism experience within Langhorne Creek wine region. Provision of improved sites, site management and aesthetics. Project Design and Scope in Progress.		
Waste Management: Development of the Goolwa Transfer Station	On Time	On Budget
Project in progress. Redevelopment of the Goolwa Waste and Recycling station to cater for the closure of the inert cell and provide service to the Alexandrina and Victor Harbor Council areas as per agreement. City of Victor Harbor contribute 50% of operating costs of the site to Alexandrina.	N	Y
<b>Progress Update:</b> Awaiting authority to proceed based on preferred tenderer pricing.		
Sandergrove PLEC Scheme - Undergrounding of Powerlines	On Time	On Budget
Undergrounding of power along Sandergrove Road. Reconfiguration of existing stobie poles along Sandergrove Road. Separate capital project provides enhanced town entrance road network.	Y	Y
<b>Progress Update:</b> Council has agreed to proceed with Stage 1. SA Power Networks currently at tendering process prior to awarding lead contractor to undertake construction works. No start date advised by Power Line Environment Committee (PLEC) Project Manager as yet. Expected start date in early 2017.		

**Department: Office of the Chief Executive**

**Objective:**

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

### **1 Innovate throughout our Region**

#### **Service Area Reporting - Strategic Highlights**

##### **Office of the Chief Executive**

##### **Office of the Mayor and Chief Executive**

Mayor Parkes and the Chief Executive attended the National Aborigines and Islanders Day Observance Committee (NAIDOC) Week celebration at Strathalbyn early in July.

During August, Mayor Parkes attended and opened events in relation to the 2016 South Australian Living Artists (SALA) Festival.

Mayor Parkes joined His Excellency, the Governor of South Australia and guests to celebrate the 50th Anniversary of the South Lakes Golf Club in late August.

On 25 September, Mayor Parkes opened the Point Sturt Landcare Reserve, which celebrated the contribution made by the Coorong, Lower Lakes and Murray Mouth (CLLMM) Community Revegetation Project.

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

Mayor Parkes attended Board meetings of the SA Regional Organisation of Councils (SAROC) and Local Government Association (LGA) and the Mayors' and Chairpersons LGA Forum, together with the Southern and Hills Local Government Association (SHLGA) in Yankalilla. In his capacity as Chair of the Goolwa to Wellington Local Action Planning (GWLAP) Board, he presided over the Board meetings each month.

On 26 July the Mayor attended the Adelaide Hill and Fleurieu Regional In Focus Roadshow, hosted by Minister Brock.

On 16 August Mayor Parkes hosted a visit to Council by the President of the LGA of SA, Mayor Burgess and CEO Matt Pinnegar, who also met with elected members, and executive staff.

On 31 August Mayor Parkes attended a forum at Murray Bridge with other River Murray region Mayors and members of the Economic Development Board.

During September, Mayor Parkes had individual meetings with Isobel Redmond MP, Member for Heysen, Minister Hunter - Minister for the Environment and Deputy Premier Rau - Minister for Planning.

Mayor Parkes and the Acting Chief Executive attended the Essential Services Commission of South Australia (ESCOSA) Strategic Directions Forum at the Adelaide Town Hall on 14 September.

The Chief Executive attended meetings of the Regional Development Australia (RDA) Adelaide Hills, Fleurieu and Kangaroo Island (AHFKI), the Goolwa Wharf Precinct Board and Fleurieu Peninsula Tourism.

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CONNECTING COMMUNITIES

*Our performance, Our story....*

## Engineering & Environment

### Field Services & Civil Assets

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

### Sustainable Resource Management

Community Wastewater Management Systems & Water Recycling  
Waste Management Partnerships

### Community Facilities & Open Space

Community Facilities  
Environmental Assets  
Recreation, Open Space & Reserves

### Health, Environment & Community Safety

Community Safety  
Environmental Health  
Environmental Strategy



**Department: 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**

**Service Area Reporting - Strategic Highlights**

**Community Facilities**

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

Projects completed -

Commodore reserve, Port Elliot - Internal /External painting complete

Horseshoe Bay Car Park, Port Elliot - Extension of bench seat in ladies is complete

Barrage road car park, Goolwa - Replacement of skylight roofing sheets is complete.

Croquet reserve, Port Elliot - External Painting is complete

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**Department: Field Services & Civil Assets**

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

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

**1 Innovate throughout our Region**

**Service Area Reporting - Strategic Highlights**

**Engineering Services**

**Storm Event Support**

Engineering Services has between May 2016 and October 2016 supported the community and emergency services in severe and damaging storm event response and recovery. Significant staff hours, plant and materials have been deployed to maintain access, manage stormwater and make safe. This assistance and weather have impacted on normal operations and it is only now that normal activities are starting to occur.

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**Footpaths & Cycle Tracks**

**Completed footpath renewal projects**

The following footpaths have been completed -

The Strand, Pt. Elliot  
Clark Street, Pt. Elliot  
Daranda Terrace, Milang  
West Terrace, Strathalbyn

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**Roads & Car Parks**

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

Sealed road renewal projects completed -

Parker Avenue, Strathalbyn  
Fairfield Drive, Strathalbyn  
Davidson Court, Strathalbyn  
Blackwell Court, Strathalbyn  
Airport Road, Middleton  
Cotton Court, Strathalbyn  
Berrysmith Drive, Strathalbyn



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

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

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

**1 Innovate throughout our Region**

**3 Participate in Wellbeing**

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

**Service Area Reporting - Strategic Highlights**

**Community Safety**

**Environment Protection Authority (EPA) Air Quality Policy**

The introduction of the EPA Air Quality Policy 2016 has resulted in increased responsibility for Council. Following a full assessment of the implications of the legislation, a report will be provided.

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**Environmental Health**

**Food Safety Training**

Council achieved a milestone of 400 users of the I'M ALERT online food safety training program. Council subscribes to the I'M ALERT program to provide our food businesses with accessible food safety training at no cost to them.

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**Environmental Strategy**

**Community Environment Grant**

Council successfully ran the inaugural year of community environment grants worth \$24,975 with a focus on on-ground biodiversity works.

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**Climate Change Adaptation Plan**

The Resilient Hills and Coasts Climate Change Adaptation Plan was endorsed by Council on 19 September. The implementation phase has now commenced and will progress for 2016/17.

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**Management of Council's environmental assets**

Council endorsed the Roadside Vegetation Management Plan (RVMP)

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## Minor Project Reporting

### Regional Hills and Coast Climate Change Plan

**Status Update:** The Climate Change Adaptation Plan has now been adopted by all of the partner agencies and the implementation phase for the Climate Change Adaptation has commenced. Actions to commence implementation of the key priorities are being determined, with progress expected to begin in the following quarter.

**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**

Community Wastewater Management Systems (CWMS) Operations and maintenance management : Over the last 3 months our team has, responded to 241 CWMS & Stormwater Pump Station Alarms (140 of these after hours), we have had 6 CWMS rising main breaks and numerous power outages and storm events. The group has still managed to complete 89% of our Preventative Maintenance program and responded to 27 Customer Service Requests from the public.

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## Infrastructure & Assets

### Asset Planning & Design

Development Assessment - Engineering  
Infrastructure Services  
Project Design

### Asset Management & Geographic Information Services

Asset Management  
Geographic Information Systems (GIS)

### Facilities & Council Properties

Building & Property Management

### Information Technology Services

Information Technology Operations  
Information Management

### Planning & Development

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

**Department: Facilities & Council Properties**

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

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

**1 Innovate throughout our Region**

**Service Area Reporting - Strategic Highlights**

**Building & Property Management**

**Fleurieu Regional Aquatic Centre 1st Quarter update**

"Construction works 79% complete (as per independent Quantity Surveyor Report), meeting with Federal Milestone funding requirements. Civil works - Commencement of second layer civil works including car park layout, topsoiling where required and kerb layouts throughout. The Berm has been formed and shaped accordingly, place "obvious" carpark layout preparation Substructure - All works completed, including pool concourses, and external works outside the building envelope Pools (Program Pool) - All shell works completed, main underground services completed, tiling to commence, Balance Tanks - Completed ready for commissioning (Filter Tanks to be filled with sand and commissioned) Roofing (& Cladding) - All Roof Cladding is completed, including gutters and downpipes and canopies "

**Re-location of Strathalbyn Woodshed Building**

The development application for the woodshed construction has been approved by Council and we have moved into the construction phase of the project. Preliminary earthworks and tree clearing have been completed at the site along with stormwater remediation works. The foundation design is being reviewed in an effort to reduce costs and simplify construction with a planned construction commencement in December. Meetings have occurred with the Strathalbyn Scout Club and the Woodshed committee to discuss the landscaping and future collaborations between the two groups.

**Commercial Street, Strathalbyn - Public Toilet Upgrade**

The project scope has been finalised with the architect with a Request for Tender (RFT) currently being progressed. Works to commence in third quarter 16/17 financial year.



**Department: Information Technology 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 Operations**

**New Fibre Network**

Alexandrina Information Technology (IT) Services has recently constructed a fibre network for four Council buildings within the Goolwa township. The installation of the fibre network will reduce ongoing maintenance costs and provided improved connectivity. The project was able to utilise the civil works being undertaken as part of the Goolwa Terrace Upgrade to reduce construction costs.

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## Department: Planning & Development

**Objective:** Provides planning, building surveying and associated administrative services to Council and the community by facilitating appropriate, sustainable and safe development. Provides timely and accurate decision making and informative customer-service.

### Alexandrina Connecting Communities 2014-2023 Aspiration Areas

#### 1 Innovate throughout our Region

#### 2 Activate our Spaces

### 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 151 planning applications were approved with the median number of days taken to issue the approval being 10 days.

### Minor Project Reporting

#### World Heritage Bid

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



## Organisation & Culture

### Governance & Strategy

Communications  
Governance  
Business Improvement, Planning & Reporting  
Strategy

### Human Resources

Human Resources  
Payroll Services  
Work Health Safety

### Finance Services

Creditors Services  
Rates & Debtors Services  
Financial Management & Accounting

### Arts & Culture

Arts & Culture

### Tourism & Events

Alexandrina Visitor Services  
Event Management  
Tourism

### Library & Customer Service

Libraries Programs & Services  
Customer Services

### Community Wellbeing

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

**Department: Arts & Culture**

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

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

**2 Activate our Spaces**

**Service Area Reporting - Strategic Highlights**

**Arts & Culture**

**Arts and cultural facilities, experiences and services for residents and visitors**

At The Wharf events organised by Cittaslow food and wine group have become increasingly popular with support from Council staff and the use of Signal Point Gallery as a venue. A July event was trialled and achieved full capacity for the event.

The Connecting Communities through the Arts grants process has yielded two successful applications that will see a live projection event on the Goolwa Wharf on New Years Eve and a 'pop up' painted piano that will begin its life on the Goolwa Wharf for the Cittaslow National Assembly in May 2017.

Plans for the installation of sculptures at Milang and Strathalbyn are underway after successful commissioning by both communities following the successes of installations in Mt Compass and Langhorne Creek through a previous symposium.

This quarter 6 exhibitions have been held in Signal Point Gallery and South Coast Regional Art Centre receiving 6841 visitors. A record number of sales during August for the South Australian Living Artists Festival in Signal Point Gallery where over \$156,600 worth of art work was sold reflecting the growing reputation for excellence the galleries are attracting.

This exhibition featured David Dridan and David Hamilton and is the highest selling exhibition in the history of Council's art galleries. The Dridan/Hamilton exhibition alone attracted 3,321 visitors to Goolwa.

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**Embed arts and cultural programs in Alexandrina**

Centenary Hall has hosted a total of 50 activities during the July - September reporting period. The breadth of activities included: Twelve (12) Just Add Water (JAW) performances and workshops, one (1) Commercial Hire and 37 individual community events including annual fundraising concerts by the Goolwa Concert Band and the Goolwa Regatta Yacht Club as well as regular rehearsal usage. Development of the 2017 Just Add Water program has involved extensive consultation and engagement with commercial promoters, event management, artists, and prospective venue coordinators across the Council district.

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**Support public art within the Alexandrina region**

The BF Laurie Lane, Goolwa sculpture project completed this quarter included mentoring opportunities for skills development.

Nationally renowned artist Silvio Apponyi was contracted to make a site specific sculpture in Goolwa along with a mentee opportunity for two artists, a Goolwa local; Lars Heldmann and a Ngarrindjeri man; Robert Wuldi. The sculpture has been imbued with an Indigenous theme with the influence of mentee Robert Wuldi and is named 'Tumbewarrin Ninkowi' which translates from Ngarrindjeri to English as 'Care of the Mother'.

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## Department: Community Wellbeing

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

### Alexandrina Connecting Communities 2014-2023 Aspiration Areas

1 Innovate throughout our Region

2 Activate our Spaces

3 Participate in Wellbeing

### Service Area Reporting - Strategic Highlights

#### Community Connect

##### Community Hub - Goolwa

The new Community Hub was open for business in September and all Community Connect staff and programs have been successfully transferred to the new facility. The Governor will officially open the facility on 6 November 2016.

#### Community Development, Partnerships & Advisory Services

##### Headspace Project Strathalbyn

The Headspace Suicide prevention program was completed in this quarter with the final training for staff from the Eastern Fleurieu School and Tyndale School in Strathalbyn. This project was funded through the department of Premier and Cabinet with coordination and in-kind support from Council through the Community Wellbeing Department.

##### Community Grants Program

On 17 October 2016 Council presented community groups with grants to the value of \$164,238 for 44 projects. Additional contributions will be made to district wide Christmas events. Two new grants were included in the 2016/2017 round, a Community Development Grant and a Community Environment Grant and received good community uptake.

#### Community Health, Sport & Recreation Development

##### National Heart Foundation Award

In September 2016 Council received a State High Commendation in the National Heart Foundation Awards for 2016.

This award recognises the strategies, programs and initiatives of Council that promote health and wellbeing in our communities. The application included our new play spaces at Forrest Reserve and Bristow Smith Reserve, the Port Elliot Dog Park, the OPAL (Obesity Prevention and Lifestyle) program and the Community Connect program.



## Community Transport

### Strathalbyn Community Bus

Alexandrina Council have worked with Mount Barker District Council to use their new 12 seat community bus to provide community transport services to the Strathalbyn Neighbourhood Centre.

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**Department: Finance Services**

**Objective:** Planning and managing the monetary funds of Council to deliver the aspirations of our community - we account for our activities, act sustainably and disclose the results in a transparent manner.

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

**1 Innovate throughout our Region**

**Service Area Reporting - Strategic Highlights**

**Financial Management & Accounting**

**Annual Business Plan & Budget**

Council's Annual Business Plan and Budget 2016-17 and Fees & Charges 2016-17 were adopted by Council in July.

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**Loans to Community Groups**

Loan funds of \$120,000 provided to Goolwa Bowling Club for the upgrade of their bowling greens. Loan funds of \$270,000 were originally approved by Council, however the club was successful in securing \$150,000 of grant funding from the State Government.

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**Rates & Debtors Services**

**Rates Declaration 2016-17**

Council raised its rates for 2016-17 in accordance with the Local Government Act 1999, with an estimated 73% of Council's operating income generated from rates. Rates are Council's main source of income and are used to deliver an extensive range and level of services that meet community needs. Council continued the application of rate capping for 2016-17, capping rate increases for the principle place of residence at 10% and 50% upon application for all other rate categories. This practice provided \$17,500 of rate relief to the community. In addition, Council also provides mandatory and discretionary rebates to the community, for 2016-17 these rebates have provided \$360,000 of rate relief to the community.

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**Department: Governance & Strategy**

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

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

**1 Innovate throughout our Region**

**Service Area Reporting - Strategic Highlights**

**Communications**

**Effective communication, engagement & public relations**

Promotion of Council's achievements is continuing in local media, through our website, our publications and social media. During this period we have published new pages on our website for leases and licenses, as well as keeping our community aware of our news via our latest news listing on the home page of our website.

Facilitation of Council's corporate internal communication, engagement and public relations between Council and the community is continuing with Council holding community consultations for both the By-law review and the Climate Change Adaptation Plan. These were both hosted on My Say, as well as using traditional methods.

Council is continuing to improved communications capacity including production of rich online content and social media as Council's corporate Facebook page continues to grow.

During this period the region experienced extreme weather and flooding, which we communicated to the community primarily using Facebook and our latest news. Positive feedback was received about the high levels of communication during these extreme weather events. This shows excellent cross-department communication to ensure that our community is well-informed.

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**Strategy**

**Economic Development Strategy 2016-2022**

The Terms of Reference for an Economic Development Advisory Panel have been endorsed by Council. A separate report will be provided of progress against the Economic Development Strategy.

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**Department: Human Resources**

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

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

**1 Innovate throughout our Region**

**Service Area Reporting - Strategic Highlights**

**Human Resources**

**Human Resources Organisational Development Strategies**

Progress has been made in implementing workforce planning strategies in relation to youth employment, transition to retirement, development of future leaders and design of a new model of performance planning and measurement.

Two staff members are currently representing Alexandrina Council in the Local Government (LG) Professionals Emerging Leaders Program. Three staff are undertaking a Local Government Association Workers Compensation Scheme (LGAWCS) funded program in Safety leadership to attain a Certificate 4 in Work Health & Safety (WHS).

**Strategies to support values engagement and a positive workplace culture**

Staff have had access to fitness and nutrition programs, skin screenings and health checks via the services of Corporate Health Group who work in collaboration with the Local Government Association (LGA).

**Organisational Workforce Plan**

Three staff have been part of successful transition to retirement plans. The Performance Evaluation/Appraisal model has been redeveloped to work as workforce planning tool to assist progress of staff towards succession and career plans and required roles for the future.

Alexandrina Council has expressed interest to the Local Government Association (LGA) to access a new round of funding to increase youth employment via traineeships in 2017. Council now has 10 trainees employed all of which live in the Alexandrina region.

**Work Health Safety**

**Work, Health & Safety (WHS)**

Council has made further progress towards achieving high standards. This was recognised with a special distribution amount of \$95,000 from the Local Government Risk Services (LGRS). These funds will be used to implement further WHS and Risk initiatives towards continuous improvement.

To date, there have been no new workers compensation claims in 2016 and incidents for injuries are reducing showing that the WHS is becoming more mature and working to ensure safety at all levels of the organisation.



**Department: Library & Customer Service**

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

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

**1 Innovate throughout our Region**

**2 Activate our Spaces**

**3 Participate in Wellbeing**

**Service Area Reporting - Strategic Highlights**

**Customer Services**

**Customer Service**

During July to September 2016 the Service Centre was received 14,059 phone calls. A total of 32,999 council receipts were processed, 12,156 (37%) being over the phone and in person and the remaining 20,843 (63%) paid via online means. This is a 2% increase in online payments on same period last year.

A total of 528 Property Search requests were processed to the value of \$23,890, this is a 27% increase from the previous quarter (slightly lower than the same period last year- 554 searches valued at \$22,838)

The inclement weather throughout the quarter saw a 37% increase in the number of Customer Requests submitted by Customer Information Services compared to the same period last year (2016 - 681 requests vs 2015 - 426 requests). Key areas impacted by the storms accounted for this increase, with Flooding requests up by 91%, Stormwater up by 81%, Trees up by 61%, Roads up by 37% and Footpaths up by 23% for this period.

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**Customer Service support of fortnightly waste collection**

The Service Centre provided valuable support in the smooth implementation of Council's new fortnightly kerbside waste collection from 1 July 2016. Just under 1,200 enquiries were resolved by the Customer Information Services team and a further 108 enquiries referred to Fleurieu Regional Waste Authority (FRWA).

347 Exceptional Circumstances applications were processed and a total of 470 composting products were sold to Alexandrina residents from Council's Goolwa office and Strathalbyn Library.

Ongoing communication and engagement with customers via Facebook, Council's website and foyer displays located at both the Goolwa Office & Strathalbyn Library resulted in these types of enquiries diminishing consistently across the quarter.

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

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

Strathalbyn Library played host as a South Australian Living Artist (SALA) venue. A group of South Australian artists utilised and activated the library space in 7 distinct zones to create their exhibition 'Diverse'. The opening on 30 July saw Member of Parliament, Rebekha Sharkie in attendance along with almost 100 guests. This was the first time the library had been used in this way and it evoked collaboration, enthusiasm and discussion.

The Strathalbyn Library was also activated to host the 2017 Mayor's Short Story Challenge. This year the Mayors Short Story Challenge incorporated Alexandrina Council, City of Victor Harbor and District Council of Yankalilla demonstrating two very different activities could share the same space.

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#### **Alexandrina Library Services**

Alexandrina Libraries were fortunate to secure well known gardening guru Costa Georgiadis to visit our region for 2 days on Friday 30 September and Saturday 1st October.

Costa visited 3 schools on Friday 30 September where he inspired, delighted and engaged hundreds of students, teachers and parents from across the Alexandrina Council area with his passion for the environment, composting, recycling and produce food locally in a healthy sustainable way.

The schools included Port Elliot Primary - 90 students, Tyndale and Eastern Fleurieu Schools - 200 students & 60 parents and teachers. Tyndale also organised a busload of students from the Langhorne Creek campus of Eastern Fleurieu School to attend and Investigator College - 90 students. Articles on Costa's school visits featured in both the Victor Times and Southern Argus.

That evening Costa was the guest of honour at the Cittaslow Food and Wine Group's seasonal dinner at Bombora Café, Goolwa Beach which was attended by 40 guests. Costa gave an inspiring talk which acknowledged Cittaslow and the valuable role it plays in our community.

For the first time the District Council of Yankalilla joined the annual Mayor's Short Story Challenge alongside Alexandrina and City of Victor Harbor Councils. All councils received a record number of entries with Alexandrina receiving 474 entries, City of Victor Harbor 317 and District Council of Yankalilla 140. Alexandrina Council hosted the official awards ceremony at the Strathalbyn Library on Thursday 25th August with 180 people attending from across the Fleurieu.

For the period July to September, 54 volunteers in Alexandrina Libraries contributed 1,173 hours of service. 11 new applicants were interviewed with 9 applications being accepted.



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## Minor Project Reporting

### Review of Library Service Locations

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

**Department: Tourism & Events**

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

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

**2 Activate our Spaces**

**Service Area Reporting - Strategic Highlights**

**Alexandrina Visitor Services**

**Manage and promote accessible tourism information services**

Approximately 90 volunteers work across the 3 Alexandrina Visitor Services sites which operate 7 days per week (Goolwa Visitor Information Centre, Strathalbyn Visitor Information Centre and Goolwa Riverboat Centre). Visitors for the September quarter totalled 11,374 comprised of 6,179 at Goolwa and 5,195 at Strathalbyn. Alexandrina Visitor Services staff continue to network and promote local and regional tourism operators. Bookings of tours, cruises and accommodation consumed within the September quarter include 119 bookings selling \$24,517 of product in addition to cruise and charter income of \$4,136. The Alexandrina Visitor Services staff support the Centenary Hall Arts and Culture program by selling tickets to performances and managing the Box Office for the shows. During the September quarter staff attended Box Office at 5 performances. South Australian Box Office (SABO) ticket sales for September quarter include 910 tickets sold with a value of \$20,125.

**Event Management**

**Work with industry stakeholders to secure and promote events to boost the economy in the region**

The Events Coordinator and Manager Tourism have met with and assisted 28 event organisers with events conducted during this quarter or planned to be held within the Alexandrina Council region this year.

Alexandrina Council has hosted two sporting events this quarter through the partnership with Sports Marketing Australia, a golf event in Goolwa and a surf event in Port Elliot (Chiton Rocks).

There have been seven events confirmed for the year and two events are pending approval:

- Golf in Goolwa
- Cricket in Strathalbyn
- Tennis in Strathalbyn
- Surf events in Goolwa, Middleton and Port Elliot (4)
- Bowls on the South Coast
- Grapest 5km run in Langhorne Creek

A familiarisation day was held in Langhorne Creek for staff from the South Australian Tourism Commission in September with the Manager Tourism and Executive officer for Fleurieu Peninsula Tourism.

