



CONNECTING COMMUNITIES

# The Quarterly

*Our performance, Our story....*

January to March 2017



## Chief Executive's Quarterly Update

January to March 2017

The quarter January to March 2017 has seen a number of highlights.

Detailed assessment of storm damaged assets is now complete, with a funding application being lodged for State Treasury appraisal and assessment. Storm damaged assets represent approximately \$900,000 damaged road assets (with 50% funding sought) and approximately \$1.2 million damaged culverts / bridges / stormwater assets (with 50% funding sought).

Delivery of the new Mundoo Public Toilet facility is 90% complete. This new facility will provide new public amenities to Mundoo Boat Ramp users, Sugars Beach visitors and Hindmarsh Island tourists alike.

Our Environmental Action Plan has experienced 82% completion of ongoing tasks and work continues on the Local Action Plans for the Resilient Hills and Coast Climate Change Adaptation Project.



Alexandrina Council is supporting public amenity in a digital world with free Public WiFi now being installed at Centenary Hall, Goolwa Wharf and Goolwa Visitor Information Centre, with the installation of WiFi in the Strathalbyn Library underway.

The Fringe came to Alexandrina when the Adelaide Fringe Caravan rolled down south with a wonderful array of free Fringe acts on Sunday 12 March 2017, presenting to around 1,200 residents and visitors. This event also included partnering with Cittaslow Goolwa's 10th birthday, seeing a full day of free activities available and enjoyed by many.

Delivering on part of Council's Economic Development Strategy, the first Tourism and Visitor Strategy 2017-22 was endorsed by Council on 6 March 2017. This will be a guiding document for Council's support of a major industry in Alexandrina over the coming years.

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	N	N
<b>Progress Update:</b> Design for Strathalbyn treated water storage lagoon 50% complete with construction expected to start in 2017/18 financial year. Scope of works is expected to increase from original concept.		
<b>Mundoo Boat Ramp, Public Toilet</b>	<b>On Time</b>	<b>On Budget</b>
Renewal of existing, utilised public toilet facility.	N	Y
<b>Progress Update:</b> Project scope finalised, Request for Quotation complete and contract awarded. Construction works commenced March 2017, completion prior to Easter. Onsite works in progress.		
<b>Port Elliot Institute</b>	<b>On Time</b>	<b>On Budget</b>
Internal Refurbishment Carpets, Repaint, Fixtures	Y	Y
<b>Progress Update:</b> Project Scope complete . Project scheduled to be undertaken in April and May 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.	N	Y
<b>Progress Update:</b> Works will be deferred to coincide with the Strathalbyn Old Corporation Building project currently timed in 2018/19.		
<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.	N	Y
<b>Progress Update:</b> Drawings and specifications being prepared via engaged Architect, with Request for Tender to follow. Onsite works to commence May 2017.		

## Update on Projects

Mt Compass Car Parking	On Time	On Budget
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> Being undertaken as part of IGA development. Car park and Sam Court construction complete. Stakeholder consultation being undertaken for design of landscaping features.		
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> Design completed in November 2016 and the tender is currently being finalised. Contractor currently committed to complete project before end of financial year.		
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 and staff relocated to the new building. Scope of fit out amended to enhance functionality, offset by funds from the Alexandrina Centre for Positive Ageing Support Committee Reserve.		
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> Certificate of Occupancy issued 17th March, 2017, and the facility is now operational. Total claimed to date \$17,608,716. It is considered that this is approximately 98% of total claim. Some finishing works are still underway, around the allotment perimeter, including bike track and semi-circle swale. These should be complete by early April.		
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> Planning complete with construction of road and fences programmed for the 4th Quarter 2016/17.		

## Update on Projects

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	N
<b>Progress Update:</b> Buildings tenders awarded to contractor, with detailed design occurring. Civil work being retendered due to rise in costs from preferred contractor.		
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 have awarded Stage 1 Works to Noone Nominees PTY LTD with works scheduled during April to June 2017. Contractors on site in preparation for undertaking construction activities.		

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

In January, Mayor Parkes attended the celebration to recognise the South Lakes Golf Club's 50 year anniversary.

On 21 January, Mayor Parkes opened the 44th Compass Cup event and the following day attended the Milang to Goolwa Freshwater Classic.

Mayor Parkes and Interim Chief Executive, Victoria MacKirdy officiated at Australia Day celebrations at Strathalbyn and Goolwa, where Citizenships Ceremonies were conducted and Australia Day Awards were presented to community members.

Mayor Parkes attended Cittaslow events during the summer, including the 10th Anniversary celebration on 12 March. Local community group meetings which were attended by the Mayor included the Goolwa Ratepayers and Residents Association; The Marina Hindmarsh Island Boating and Tourism group; Goolwa Returned and Services League (RSL) and the Strathalbyn Community Action Planning group.

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

On 16 January Council was advised of the closure of the Kalimna Hostel in Strathalbyn. Mayor Parkes and Council's administration continue to advocate for community needs with State and Federal Governments.

On 31 January, the Interim Chief Executive attended the Regional Development (RDA) Adelaide Hills, Fleurieu and Kangaroo Island Economic Development Forum in Strathalbyn.

On 6 March, the Interim Chief Executive attended an RDA Murraylands and Riverland Cluster Development workshop in Murray Bridge.

Mayor Parkes and the Interim Chief Executive attended a Department of Environment, Water and Natural Resources (DEWNR) and Murray-Darling Basin Authority (MDBA) key stakeholders workshop in Goolwa on 22 March.

On Saturday 25 March, the Fleurieu Aquatic Centre opened its doors to the public following decades of investigations, planning and a 21-month construction period. The \$21 million project was a joint initiative of the Alexandrina Council and City of Victor Harbor, with funding support from the Australian Government and State Government's Community, Recreation and Sport Facilities Program; and a generous land donation from Beyond Today. The two councils worked tirelessly together with community and key stakeholders to deliver this high-quality facility on time and on budget. The official opening of the centre took place the following week on Sunday 2 April 2017.

During this period Mayor Parkes attended the Southern and Hills Local Government Association (S&HLGA) Board Meeting at Penneshaw, Kangaroo Island; SA Regional Organisation of Councils (SAROC) and Local Government Association (LGA) Board Meetings in Adelaide; an Alexandrina Sustainable Agriculture Round Table meeting and a meeting of the Goolwa Wharf Precinct Board.

The Interim Chief Executive attended board meetings of Country Arts SA, Local Government (LG) Professionals SA and Local Government (LG) Professionals National.

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## Engineering & Environment

### Field Services & Civil Assets

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

### Sustainable Resource Management

Community Wastewater Management Systems & Water Recycling  
Waste Management Partnerships

### Community Facilities & Open Space

Community Facilities  
Environmental Assets  
Recreation, Open Space & Reserves

### Health, Environment & Community Safety

Community Safety  
Environmental Health  
Environmental Strategy





**Department: Field Services & Civil Assets**

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

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

**1 Innovate throughout our Region**

**Service Area Reporting - Strategic Highlights**

**Bridges and Stormwater Management**

**Deliver effective and efficient Bridges and Stormwater Management**

Stormwater renewal and upgrade program has been put on hold pending assessment of storm related damage.

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**Engineering Services**

**Deliver effective and efficient Engineering Support Services**

Engineering Services has continued to support the community and emergency services in severe and damaging storm event response and recovery, with heavy rain and damaging winds being experienced.

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

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**Footpaths & Cycle Tracks**

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

Footpath upgrade, renewal and expansion program is on target for completion.

The following footpaths have been completed this quarter

Bridge Road, Langhorne Creek  
School Road, Mount Compass  
North Parade, Strathalbyn  
Shore Court, Goolwa South  
Crawford Street, Goolwa

Maintenance of these assets is ongoing.

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## **Roads & Car Parks**

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

Sealed roads upgrade and renewal program is underway. With asphalt concrete work at the following locations this quarter -  
Flagstaff Hill Road

Unsealed roads upgrade and renewal program is complete as part of a reduced Resheeting Program. The program was reduced due to storm damage impacts.  
The following roads have been resheeted -

Braeside Road, Finnis  
Brookman Connor Road, Kuitpo  
Dings Road, Currency Creek  
Finniss Park Road, Currency Creek  
Frome Road, Currency Creek  
Liptrott Lane, Port Elliot  
Old Bull Creek Road, Paris Creek  
The Brook Drive, Currency Creek  
Tucker Road, Sandergrrove  
Valmai Terrace, Hindmarsh Island  
Captain Sturt car park, Hindmarsh Island  
Barrage Road car park  
Hunts Road, Tooperang  
Ness Road, Tooperang  
Barn Hill, Finnis

Maintenance of sealed and unsealed roads is ongoing, but now limited to emergency repairs only due to budget impacts from the storm events last year.

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### **Review sealed and unsealed roads maintenance and renewal practices and procedures**

The Unsealed Roads Maintenance Plan is about to undergo a review.

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

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

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

**1 Innovate throughout our Region**

**3 Participate in Wellbeing**

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

**Service Area Reporting - Strategic Highlights**

**Community Safety**

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

In this reporting period there were a total of 46 dogs impounded. Twenty six were returned to their owner via the pound, 17 were returned directly to their owners, 3 were transferred to Council's Pound Contractor. Over this reporting period there were 7 feral cats trapped.

Over the upcoming quarter, development of the new Animal Management Plan will be a priority. This will involve community engagement, public consultation and for the plan to be endorsed by Council.

Roadside slashing program was completed early in the past quarter, this was slightly behind schedule due to extreme weather early in the season. Inspections and follow up of private properties in regards to fire prevention actions has occurred throughout the quarter.

In February the Fleurieu Bushfire Management Committee moved that the Bushfire Management Plan go out to public consultation. The consultation is running for 6 weeks ending in mid-April 2017.

The past quarter has seen a decrease in reports of abandoned vehicles. There have been 8 reports of abandoned vehicles for this quarter in which 3 have required removal by Council.

The Local Nuisance and Litter Control Act 2016 is being implemented in 2 stages. Litter control requirements came into effect this reporting period, while the Nuisance aspect will come into effect in July 2017. The roll out of this legislation has seen some section of the Local Government Act repelled.

**Environmental Health**

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

Council continues to engage the services of the City of Onkaparinga to deliver immunisation services to the community. Over the last quarter the Meningococcal B vaccination study has commenced which will continue over the next 2 years.

In preparation for current septic tank de-sludging contract expiry in 2017/18 the Environmental Health team continue to work with the Sustainable Resources team to review the process and identify the most effective and efficient method of managing desludging of both private septic tanks connected to Septic Tank Effluent Disposal Scheme (STEDS) and Council infrastructure.

## **Environmental Strategy**

### **Environmental Action Plan 2014-2018**

As of the end of the quarter progress has been made against

- 82% of ongoing actions
- 75% of short-term actions
- 54% of medium-term actions

Implementation priorities for remaining 18-month life of Environmental Action Plan have been determined. Outstanding actions will be considered during the Environmental Action Plan review in the second half of 2018.

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### **Develop and implement progressive approach to climate change**

The Resilient Hills and Coasts action plan implementation phase has now commenced and will progress for most of the 2016/17 year. The project partners will have Local Action Plans developed by June 2016.

Regional Sector Agreement is to be signed in the next quarter.

Planning has commenced for Resilient Hills and Coast Solar Battery Bulk Buy project.

In accordance with the Council resolution a letter was sent to Minister Frydenberg in support of future funding for National Climate Change Adaptation Research Facility(NCCARF).

Council inventories finalised for 2012-2016 subject to final review of data integrity. Automatic capture of energy data through Balance Carbon Trellis platform is now occurring. The next steps are to set mitigation targets & develop business case for top priority mitigation project.

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### **Develop and deliver program for protection of water resources**

Work continues on a comprehensive mains water reporting system across the organisation. This project will continue throughout this financial year. It is anticipated that once implemented, this system will form the basis of decision making towards reduction targets and efficiency measures. The next step in this project is to develop internal data capture and reporting of recycled and licensed water use.

All new or upgraded facilities are afforded water saving technologies. Examples include Mundoo Boat Ramp Public Toilets in which water saving services are to be employed with rainwater tank supply. Designs for Soldiers Memorial Gardens Strathalbyn Public toilet refurbishment are well advanced, again employing water saving services technologies.

Council made a submission to the Northern Basin Review in February 2017 this project continues to be monitored. Council has also liaised with Department of Environment, Water and Natural Resources (DEWNR) regarding the amendment to boundaries of Coorong & Lakes Ramsar Listing.

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### **Improve management of Council's environmental assets**

Actions during the past quarter to work in partnership with Department of Environment, Water and Natural Resources (DEWNR), Natural Resources Management (NRM) and community stakeholders to protect and enhance local biodiversity on land have included:

- Dialog with stakeholders regarding Long-nosed fur seals in the Coorong and Lower Lakes
- On-going involvement in the Resilient Hills and Coast Climate Change Adaptation planning implementation process

Plans/policies/projects currently under development in regards to Council managed reserves and roadsides include:

- Ratalang (Basham Beach) Master Plan,
- Tree Management Procedure,
- RMS Criteria Review & Survey

Council has endorsed and the process has commenced to place a Heritage Agreement over Borrett Road Lagoon.

Annual review of Goolwa Dunes & Tokuremoar Environmental Action Plan (EAP) has been undertaken with The Goolwa to Wellington Local Action Planning Association (GWLAP), Natural Resources Adelaide and

Mount Lofty Ranges (AMLR) and National Parks SA.

A mobile app being developed in collaboration with Council Geographic Information System (GIS) division to collect detailed data regarding third party biodiversity works occurring on Council land.

Work has been undertaken in collaboration with Obesity Prevention and Lifestyle (OPAL) to develop Sustainable & Healthy Catering Guidelines & to integrate more edible fruit trees in Council parks & gardens.

Work has commenced on Climate Change & Tree Risk project in response to direction from Local Government Risk Services.

Autumn 2017 edition of Clean Green Newsletter released.

A pilot project is currently underway with Fleurieu Regional Waste Authority (FRWA) to trial implementation of public place recycling in Goolwa.

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## Minor Project Reporting

### Regional Hills and Coast Climate Change Plan

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

### Department: Sustainable Resource Management

**Objective:** To support awareness, provide integrated waste management and sustainable resource management, including stormwater for our community.

## Alexandrina Connecting Communities 2014-2023 Aspiration Areas

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

## Service Area Reporting - Strategic Highlights

## **Community Wastewater Management Systems (CWMS) & Water Recycling**

### **Provide effective and innovative community wastewater management**

Capital Expansion of Community Wastewater Management Systems (CWMS) Infrastructure Strathalbyn Lagoon Expansion project is still going through the design and process engineering stage with the aim to separate the civil works from the Mechanical and Electrical. This will expedite the Lagoon construction and diversion of flows from the Swamp Road lagoons. Budgeted capital has been reallocated to Financial Year 2017-18 to suit the changes in construction timelines.

Recent changes to Department of Health process monitoring have also been included into this project to ensure compliance and cost optimisation.

The budgetary impacts on these changes are yet to be realised as we will need to ascertain costs once we have tendered for the Mechanical and Electrical works.

Hydroplan is currently working on design for surface irrigation at Port Elliot Oval. The renewal will have to be worked through Infrastructure division and a Council approval process based on these initial evaluations.

Recent changes to process monitoring requirements at Waste water Treatment Plant (WWTP) from the Dept of Health will require systematic rollout throughout all our schemes. Mount Compass WWTP will be the first to be implemented to achieve the required levels for Defence Housing Australia (DHA) approval.

The Jubilee Estate Rising Main upgrade stage 2 has been awarded and will be completed in April. This pressure line has experienced years of poor performance due to blockages and unknown obstruction. Work will continue until the root cause is identified and eliminated.

Have installed pump renewals at Lady Emma Crt and Mark Lane Pump stations..

Numerous electrical maintenance and capital works are being implemented including, cabinet pressurisation fans, WWTP Hydrostatic level sensor conversion, Capital renewal of the Wolf Avenue pumping station, and Lakala Reserve soft starter panel construction.

We have identified an issue with the Gardiner St (Seachange) pumping main which runs through the Seachange Retirement Village. Engineering assessments have been completed for diversion of this line to the Jubilee Estate pumping main. We are hoping this will be completed by the end of the financial year.

Pt. Elliot Flushing Program is due to start as of next week. This will run for the remaining of this Financial Year. Letters have been sent out to residents and have already started receiving calls requiring further information. Another busy 3 months regarding CWMS Pump Station Alarms. We have responded to 160 Alarms, with 78 coming after hours during the third quarter. Have also been kept busy with 8 Rising main breakages during Jan-Feb alone. Have been experiencing some major issues on our Stormwater Reuse main. Have been concentrating on closing out a lot of our Maintenance Work Requests before our resources shift to our Flushing Program. We have closed out approx. 160 requests in the last 3 months and are down to only 32 requests outstanding. (down from 100+ during January)



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## Infrastructure & Assets

### Asset Planning & Design

Development Assessment - Engineering  
Infrastructure Services  
Project Design

### Asset Management & Geographic Information Services

Asset Management  
Geographic Information Systems (GIS)

### Facilities & Council Properties

Building & Property Management

### Information Technology Services

Information Technology Operations  
Information Management

### Planning & Development

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



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

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

## Alexandrina Connecting Communities 2014-2023 Aspiration Areas

### 1 Innovate throughout our Region

#### Service Area Reporting - Strategic Highlights

#### Asset Management

##### 2016/17 Storm Damage

Detailed assessment of storm damaged assets is now complete, with Council performing the initial asset assessment of damaged infrastructure. A funding opportunity was identified through State Treasury Department for Disaster Recovery Funding which required additional independent assessment of damaged assets. This independent assessment is now complete and a funding application has been lodged for State Treasury appraisal and assessment.

Storm damaged assets represent approximately \$900,000 of damaged road assets (50% funding sought) and approximately \$1.2 million of damaged culverts / bridges / stormwater assets (50% funding sought). Capital expansion and renewal programs have been substantially revised across the majority of asset classes to reflect, and accommodate, substantial resource and financial commitment required to deliver storm damage works during 2017/18 & 2018/19 as required.

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**Department: Asset Planning & Design**

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

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

**1 Innovate throughout our Region**

**Service Area Reporting - Strategic Highlights**

**Project Design**

**Project Updates**

The Delivery of capital and renewal capital projects is progressing in accordance with Long Term Financial Plan and Annual Business Plan.

2016/17 sealed and sheeted road renewal programs are 90% complete, with final works occurring in 4th quarter. 2016/17 footpath expansion & renewal program is approaching 95% complete, with final works occurring in 4th quarter.

The Nine Mile Road, Strathalbyn road project has now commenced with the contract awarded in April 2017 and works delivery committed to by 30 June 2017. This project represents a substantial design & specification commitment by Infrastructure & Assets Department, representing 5.8 km of design work and contract value approaching \$1.5 million. Department of Planning Transport & Infrastructure have made available a \$900,000.

Special Local Roads Funding contribution to Council, to realise this project.

Sandergrove Road, Strathalbyn Power Line Environment Committee (PLEC) Stage 1 project to underground street lighting is now underway following a substantial design commitment from the Infrastructure & Assets Department. PLEC Stage 1 works represent a \$1.2 million contract value (50% funded). Council support for PLEC Stage 2 has been secured with PLEC Stage 2 design & specification works now substantially commenced, for works roll-out in late 2017.

The Mount Compass Streetscape Project (at IGA frontage) has now commenced and is due for completion by the end June 2017.

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**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**

**Facilities & Building Project Update**

Delivery of the new Mundoo Public Toilet facility is 90% complete, this new facility will provide new public amenities to Mundoo Boat Ramp users, Sugars Beach visitors and Hindmarsh Island tourists alike. The works are expected to be complete by end of May 2017 with on-ground works having required substantial project management due to sensitive surrounding environment and many State Government agencies having provided referral advice.

Design and specification works associated with Commercial Road, Strathalbyn Public Toilet renewal project is substantially underway, with architectural and services plans 95% complete. The works contract will be called during May 2017, with works to commence during Winter 2017 to minimise public disruption.

A full structural assessment of Goolwa Wharf is being undertaken and is expected to be completed by the end of May 2017. The structural report will inform priority works as Infrastructure & Assets look to commence substantial Wharf renewal works in the 2017/18 financial year.

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**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**

**Public WiFi installed**

Free Public WiFi is being trialled in Centenary Hall, Goolwa Wharf and Goolwa Visitor Information Centre with WiFi in the Strathalbyn Library underway.

## Department: Planning & Development

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

### Alexandrina Connecting Communities 2014-2023 Aspiration Areas

1 Innovate throughout our Region

2 Activate our Spaces

3 Participate in Wellbeing

### Service Area Reporting - Strategic Highlights

#### Development Assessment - Building

##### Building Rules Assessment

###### Building Inspections

For the period a total of 106 inspections were carried out, including 77 structural frames (includes 15 follow up inspections) and 24 swimming pools (includes 11 follow up inspections)

There are many difficulties in achieving the required level of inspection for swimming pools, including the need to conduct investigations where no notification has been made. Swimming pool safety barriers are almost always constructed by the owners and Council often received limited documentation.

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

###### Building Fire Safety Committee

For the period 8 premises were inspected with 5 of those being inspected by the full Committee.

Progress on fire safety upgrades is monitored closely with the next meeting scheduled for 9 June 2017.

###### Building Rules Advice and Assessment

Councils building section has issued consents for 145 building rules applications out of a total of 222 building consents granted in the Council area for the period (including private certification). This equates to 65% of all building consents being assessed by Council building surveyors. The consents included 46 new dwellings and 13 dwelling additions.

The total number of building rules consents issued was down by 1% when compared with the same period last year. The development applications for this period involved a higher percentage of minor class 10 buildings (verandah/carport/garage etc.) when compared to the number of new dwellings and dwelling additions. New dwellings were down by 39% and dwelling additions were down by 23% when compared to the same period last year.

#### Development Assessment - Compliance

##### Undertake Development Assessment - Compliance in accordance with the Development Act and Regulations

Investigate and respond to development activity complaints/queries -Issued 6 Notices pursuant to Sect.84

No Sect.85 Notices issued

Complaints relating to DA's - 16

Complaints relating to unapproved development - 24

#### Development Assessment - Planning

##### Policy Planning



#### Strathalbyn Township and Environs Development Plan Amendment - Update

Following the Minister's approval of the Statement of Intent for the Strathalbyn Township and Environs Development Plan Amendment in December 2016, work has commenced on the required investigations for the Development Plan Amendment (DPA). To date the following has occurred:

- Preparation of project scope, tender process, appointment and commencement of the Strathalbyn District Centre Traffic, Car Parking and Streetscape Plan. A very successful consultation was undertaken over 2 and half days with the community and targeted stakeholders including the traders. Further details on the consultation will be presented at the meeting.

Armed with this information the consultants will now develop traffic management and car parking reports, detailed concept plans and draft streetscape designs. This will be completed in May following which further consultation will occur before a final report is presented by the end of June.

- Preparation of the project scope and tender process for Lot 10 Langhorne Creek Road Master Plan. Applications close on 11 April 2017 with the project commencing shortly thereafter.

#### Goolwa Growth Area - Enquiry By Design

Following endorsement of the Enquiry By Design Outcomes Report at the 21 November 2016 policy committee meeting and subsequent endorsement by Council in December 2016, two community information days were held on 16 December 2016 and 11 January 2017, to inform the community about the outcomes of the report. The two days were well attended with approximately 100 people dropping in. Overall the feedback was very positive about the future plans for Goolwa.

Meetings have also been held with the land owners to discuss next steps which have subsequently resulted in two meetings occurring with the Department of Planning, Transport and Infrastructure (DPTI). With the partial introduction of the Planning, Development and Infrastructure Act (PDI Act) on 1 April 2017 advice from DPTI has been to not progress any new Development Plan Amendment processes under the Development Act as they want Councils to start transitioning to the new Planning and Design Code (Code). Knowing that the background work has been done and the key land owners are on board with the project DPTI are assisting Council in commencing the development of the rezoning in line with the new Code format. We are currently awaiting further information from DPTI in order to commence this.

#### Planning, Development and Infrastructure Act - Update

Parts of the Planning, Development and Infrastructure Act (PDI Act) came into effect on 1 April 2017. The key elements that have been introduced are as follows:

- Appointment of the State Planning Commission
- Establishment of Joint Planning Boards - there was a recent announcement from the Department of Planning (DPTI) of grant funding being offered to councils to establish Joint Planning Boards. As a result of this contact was made with Victor Harbor, Yankalilla, Mount Barker and Onkaparinga Councils to see if there was any interest in discussing this however at this point the general feeling is to take a watching brief, however all are willing to discuss further as things unfold with the Act implementation. There has been no indication that Councils will be forced into this and it is understood that the focus for the pilot project funding is for the areas outside of the Greater Adelaide Region such as the Riverland and the South East where regional Development Assessment Panels are already in existence and where a State Regional Plan does not exist like the 30 Year Plan for Greater Adelaide.
- Commencement of the Environment and Food Production Area - DPTI is sending out a letter to all affected land owners and will be having a community information session at Mount Barker.
- Creation of the Community Engagement Charter and the SA Planning Website
- Infrastructure Schemes

- Various ancillary or administrative parts that will allow for delegations, advisory committees, professional standards etc to be established.
- The relevant regulations to allow these things to occur have also been released.

In summary, the portions of the PDI Act that commenced on 1 April 2017 are intended to allow the “back bone” of the new planning system to form. The new State Planning Commission will be formally established and will be able to commence its work on developing the new Community Engagement Charter, State Planning Policies and the Planning and Design Code. Joint Planning Boards and Essential Infrastructure Schemes will be able to be tested and established, whilst the SA Planning Portal can evolve.

Recent correspondence from the Local Government Association (LGA) has advised that DPTI is seeking within the 2017/18 financial year a contribution from Councils to establish the Planning Portal which is in accordance with the provisions of the PDI Act. As Council's annual value of development is between \$50 and \$100 million our contribution has been calculated at \$28,000. It is expected that more information will be forthcoming shortly from DPTI of which the LGA will keep Councils informed.

Development Plans, development assessment and enforcement will continue to be governed by the Development Act. Those portions of the PDI Act concerning the new Planning and Design Code, development assessment and enforcement have not yet been proclaimed.

With respect to the Planning and Design Code, meetings with DPTI have indicated that their intention is to have the code completed by the end of 2018. This is going to require Councils to undertake some transition planning to determine how our current Development Plans will translate into the new code format. This will then identify any gaps or where additional work is required. DPTI have indicated that they intend to allocate a specific staff member to assist each Council with this process.

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### Electronic Assessments

With the resolution of applying electronic signatures the department have been able to successfully assess and issue decision notification forms for all land division applications fully electronically. The workflow for this is functioning really well and as a result we are currently working with a private certifier company to commence processing privately certified applications electronically as well.

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### Minor Project Reporting

#### World Heritage Bid

**Status Update:** The project team were successful in completing the national nomination documentation in time to submit by 17 February 2017. Prior to submitting the nomination, Rebekah Sharkie hosted an event in Canberra where the project team were able to showcase the bid to key personnel. It is expected that a decision as to whether the nomination will be put on the shortlist for assessment by the end of June 2017.



CONNECTING COMMUNITIES

*Our performance, Our story....*

## 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**

**Fringe in Goolwa**

Adelaide Fringe caravan rolled down south with a wonderful array of free Fringe acts on Sunday 12 March 2017, presenting to around 1200 residents and visitors. Partnering with Cittaslow Goolwa's 10th birthday, a full day of free activities were available and enjoyed by many.

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**Arts & Cultural Programs**

Centenary Hall has hosted a total of 32 individual activities during the period January to March 2017. These included three Just Add Water (JAW) performances & events and 25 individual community usage/ activities.

Centenary Hall registered for the first time as an Adelaide Fringe Venue during March with Promise Adelaide taking up the opportunity to utilise the venue and present a show called the 60 Four, a four piece band from Adelaide. The performance proved popular with audiences from both locally and Adelaide with all tickets sold.

The Summer Swell Cinema held in Port Elliot in January again attracted a capacity crowd with over 300 residents and visitors enjoying the free screening of Back to the Future.

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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 Development, Partnerships & Advisory Services

#### NBN On Track

6 March 2017 was the official switch on of nbn™ fixed line services in Goolwa, with over 4,000 homes and businesses within Goolwa, Goolwa Beach, Goolwa South and Middleton now able to order an nbn™ service. The remaining 3,000+ premises in Goolwa are due to go live in mid-April. Further plans are in place for additional fixed wireless towers within our district.

#### New Strathalbyn Woodshed

The Woodshed has now progressed to the construction stage with the earthworks completed and the main contractors selected for the services. Construction will commence on 6 April 2017 with the drilling of the piers for the shed columns.

### Community Health, Sport & Recreation Development

#### Port Elliot Bowling Club recognised

Following a consultation and report prepared by the STARCLUB Field Officer, Port Elliot Bowling Club has achieved STARCLUB recognition. This is a fantastic achievement for the club and provides recognition for the hard work the club has done off the green. The STARCLUB Field Officer presented the club with its STARCLUB Recognition banner and certificate at a special meeting of the club on 3 March 2017. The club has been recognised state-wide with an article on the SA Office for Recreation and Sports website.

#### Bristow Smith Reserve Nature Play Community Event

Bristow Smith Reserve Nature Play Community Event: Over 1,200 people attended this amazing event on the 24th January 2017! The aim of this event was to encourage our community outside and to participate in physical activity. This event was run by Nature Play SA and supported by Council's Obesity Prevention and Lifestyle (OPAL) Program. Families and children enjoyed a range of activities including kite flying, cubby making and playing in the mud kitchen. This event attracted not only local attendees but also many people from the metropolitan region. These community events continue to attract extremely high numbers, with only a very minimal cash outlay. Due to the overwhelming success of this event, Nature Play SA and OPAL are scheduling a final OPAL event for Kuitpo Forest in April.

### Family & Youth Services

#### Strathalbyn Youth Week

Council have received a \$4,000 Youth Week Grant to hold a Pop-up Cinema Event in Strathalbyn. The event will be held on Friday 7 April at the Strathalbyn Oval from 4.30-10.30pm. Council has worked in collaboration with the Strath Neighbourhood Centre and Growing Life Connections in planning this event.





**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**

**Asset Management**

New unit rates for Kerbs & Footpaths have been calculated resulting in an average costs increase of 15% for the replacement of these assets. Updated condition ratings have also been collected for these asset classes with useful lives for Footpaths unchanged. Kerbs have been extended from 70 to 80 years.

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**Financial Management**

Council's budget was reviewed twice in the third quarter, on 16 January and 20 February 2017.

2 sessions have been held with Elected Members to date in preparation of the draft 2017-18 Annual Business Plan and Budget. This work has included allocating all departmental budgets into Core and Value Add. Managers presented this information to Elected Members on 27 March 2017.

The Draft Annual Business Plan & Budget 2017-18 will be reviewed by the Audit Committee on 1 May 2017.

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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**

**Communication, engagement & public relations**

New pages have been published on our website, including a searchable Parks and Gardens register that residents and visitors can use to find parks and gardens in our Council district. Each park lists and can be searched via its specific features or by township.

In the last 3 months, Council has held community consultations for Hindmarsh Island Landcare Group Inc. Draft Lease and Licence, Goolwa Skate Park, Re-naming of Basham Beach Regional Park, Proposed Suburb Realignment and Name Change for Hayborough, Draft Signs, Banners and Flags Policy and Amending a By-Law.

Council's corporate Facebook page continues to grow. We now sit at over 2,200 likes on our page and this is constantly growing. Our engagement levels for posts far exceed our 'likes'.

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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**

**Workforce Planning**

Council is committed to future skills development and has recently engaged two local trainees in the areas of Work Health Safety and Community Wastewater Management Systems (CWMS). These positions are partly funded by Round 2 of the Regional Youth Traineeship Program 2017.

Research is being undertaken to develop a Diversity Inclusion strategy to address needs gender, disability and cultural employment.

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**Work Health Safety**

**Work, Health & Safety**

Council achieved industry recognition for its innovative Work Health & Safety (WHS) practices by winning the Local Government Professionals Excellence Award in Risk and WHS in a collaborative project with Council's compliance team.

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## Department: Library & Customer Service

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

### Alexandrina Connecting Communities 2014-2023 Aspiration Areas

1 Innovate throughout our Region

2 Activate our Spaces

3 Participate in Wellbeing

### Service Area Reporting - Strategic Highlights

#### Customer Services

##### Deliver excellence in customer service

During the January to March 2017 period the Service Centre was received 11,644 phone calls. A total of 5,358 council payments were processed, 80% being over the phone and in person and the remaining 20% paid via online means.

82% of calls received to council were answered within 30 seconds, achieving our target of 70% of calls presented to council answered within 30 seconds.

The call abandonment rate for the quarter was 2.68%, well under industry standard of 4% and the average call talk time being 2 min 14 seconds, consistent with previous quarter.

A total of 519 Property Search requests were processed, an increase of 6% from the previous quarter.

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

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#### Creating a Culture of Customer Service Excellence

Council has embarked on an organisation wide Customer Service training program to foster and enhance a culture of Customer Service Excellence. This program will be delivered during April and May 2017.

Two new community support services were introduced and training delivered to staff in February. The National Relay Service (NRS) is an Australian Government initiative that enables people who are deaf, or who have a hearing or speech impairment, to make phone calls using a wide range of communication devices.

TIS - Telephone Interpreting Service is also a Government initiative to assist members of the community who may have a language barrier and require assistance when interacting with council staff.

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## **Supporting Fortnightly Waste Collection**

The Customer Service team continues to provide valuable support to our residents as they embrace recent changes with the implementation of councils fortnightly kerbside waste collection.

64 Exceptional Circumstances applications were processed compared to 78 in the previous quarter and a total of 233 composting products were sold to Alexandrina residents from Council's Goolwa office and Strathalbyn Library.

Since implementation of the Fortnightly kerbside waste effective 1 July 2016, Council has supported residents to embrace these changes by approving 816 Exceptional Circumstances applications. At the same time we commenced the sale of compostable materials, to date we have sold 342 Compost Bins, 270 Worm Farms, 477 Kitchen Caddy's and 348 replacement bags.

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

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## **Libraries - Programs and Services**

### **Alexandrina Libraries**

Alexandrina Libraries ran a Stop-Motion competition for young members of the community between the ages of 8 to 16. Some of the positive outcomes around the competition were that it created an opportunity for parents to create something with their children, it allowed these young people to demonstrate their skills and creativity and it involved early teens, particularly boys, who are otherwise quite disengaged from the Library. Tutorial classes were offered to interested entrants. 4 entries were submitted and the recipient won an iPad to continue their creative pursuits.

The Library team are investigating the use of the GoChip Beam, a device that allows users to borrow a portable Wi-Fi hotspot that contains up to five movies on it. The trial is provided free from Public Library Services with loanable devices to fully test its capabilities and viability in this environment and community.

8 new digital resources have been added to history room computers to assist genealogy researchers. 716 images are now available for the public access through our Snapshots in Time Project with volunteers providing much of the time to upload the images and data.

1704 items were added to the collection in this quarter, of which 359 were Adult Fiction, 309 DVDs, 262 Adult Non-fiction, 256 Children's books, 96 magazines (plus 26 local history magazines), 85 Large Print books, 58 CDs, 52 Audiobooks, 41 Teen books, and 17 Local and Family History books and databases.

New face out shelving was installed in the Children's area at Goolwa late last year and has proved to be a worthwhile investment. In the three months prior to the new shelves approximately 107 items circulated, as selected from the pre-existing spine out shelving. In the three months since the new face out shelving was installed 412 items circulated. That is an increase of over 300 items, an increase of 285%, we will investigate other ways we can face out our stock to promote more effectively.

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### **Innovative use of Library spaces**

Alexandrina Libraries continue to utilise available space in different ways to provide a variety of activities for the community to be involved with and use the space.

The 'Grow Free' market place expo style event transformed the Community Centre at Strathalbyn Library into a vibrant community trading hall, with activities happening off to the side in the smaller rooms. 'Living Without Fingerprints' at Goolwa utilise the tried method of moving aside the audio visual, youth, and children's shelving to create an event space.

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### **Library Programs - Strathalbyn Community Market Place**

The Strathalbyn Library Community Centre was transformed into a 'market place' on Saturday 4 March from 10am-1.30pm. An estimated 200-250 people passed through the doors throughout the 3.5 hour period.

This was an unbookable event and involved working closely with a loose-knit and predominantly online community group. The result was a colourful, happy & vibrant event, attended by a very enthusiastic and passionate group of people from diverse backgrounds. A large number of young families and children were present and many came from as far as Adelaide, Victor Harbor, Mount Barker and Murray Bridge.

The event included tables of giveaway produce (fruit, herbs, vegetables, flowers, seedlings), a display of library books available for loan and a kids' corner. A table featuring seed-bomb making was set up outside the building which was adorned with welcoming colourful flags.

Four gardening talks were held in the Angas Room with 50-55 guests attending each talk. While the talks took place, people flowed in and out of the Community Centre for the entire 3.5 hour period and engaged with the 'Grow Free' members who were positioned at each market table. We heard many reports of people meeting each other for the first time and making new connections and friendships.

Positive comments were received and circulated on social media. An amateur photographer who attended posted pictures on the Grow Free Facebook page which has 3000 members.

Supporting Councils Community Strategic Plan Priorities - Grow, Eat, Share. Grow locally, Eat Regionally and Share Globally

Supporting Councils Community Strategic Plan Aspiration - Participate in Wellbeing, Collaborative Community Ventures, providing partnership opportunities across our region.

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### **Minor Project Reporting**

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

**Status Update:** Council has commenced a Library Service Review including the accessibility of Alexandrina Libraries through opening hours and depots. As part of this the Community were asked to complete a data gathering survey which was available on the MySay website and in hardcopy at our Library locations and various community points. Preliminary discussions have been held with Elected Members with further investigations to take place.

**Department: Tourism & Events**

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

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

**2 Activate our Spaces**

**Service Area Reporting - Strategic Highlights**

**Alexandrina Visitor Services**

**Alexandrina Visitor Services (AVS)**

Alexandrina Visitor Services staff networked with tourism operators new and ongoing to ensure their details were current and correct for online content in the lead up to the busy Easter period.

During the March quarter:

AVS assisted with 3 performances at Centenary Hall selling 708 tickets with a value of \$26,776.

AVS took bookings for 282 tours and cruises and 47 accommodation bookings with a combined value of \$55,932.

Gross retail sales at the Visitor Information Centres (VIC) for the March quarter were

- Goolwa VIC: \$4985.26
- Strathalbyn VIC: \$2823.70

There were a total of 14,125 visitors for March quarter:

- Goolwa VIC: 7,958 comprised of 51% intrastate, 33% interstate, 16% overseas  
These figures are down 23% compared to same quarter in 15/16.
- Strathalbyn VIC: 6,167 comprised of 50% intrastate, 32% interstate, 18% overseas  
These figures are down 7% compared to same quarter 15/16

AVS staff continues to updating our tourism website, social media, supporting volunteers, Cittaslow, South Australian Wooden Boat Festival and Oscar W community groups and Centenary Hall Arts and Culture program.

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**Event Management**

**Event Support**

During the last 3 months, Council has worked with and supported the organisers of Compass Cup, Goolwa Regatta Week, Yesterday's Power Rally, Cittaslow At the Wharf events and SA Wooden Boat Festival. Assistance included road closures, approvals / permits, waste collection, risk management plans, business and food notification, promotion, sponsorship agreements.

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## Tourism

### PS Oscar W

The PS Oscar W have had two general cruising days this quarter taking approximately 270 passengers.

During this quarter 14 private charters were also undertaken.

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### Alexandrina Tourism & Visitor Strategy

Council's first Tourism and Visitor Strategy 2017 - 2022 was endorsed by Council on 6 March 2017. This will be a guiding document to Council over the coming years.

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