



CONNECTING COMMUNITIES

# The Quarterly

*Our performance, Our story....*

January to March 20&1



## Office of the Chief Executive Officer

Office of the Chief Executive Officer

### People

Human Resources  
Work Health Safety  
Organisation Development

### Leadership

Communications  
Governance  
Strategy  
Environmental Strategy



## Chief Executive Officer's Quarterly Update January – March 2021



Welcome to the third quarter report for the 2020-21 financial year. The report summarises Council's highlights and achievements over the past three months.

Throughout the quarter we continued to provide essential services and support to our community, while responding to the impacts of COVID-19 restrictions and changes as they occurred. As an organisation, we implemented a number of strategies to ensure we are resilient and proactive in supporting our community and businesses to rebound and recover both socially and economically.

Our third quarter has seen significant progression across a number of projects and programs.

In February, Council endorsed the A2040 Community Strategic Plan. It has been a significant journey for both the organisation and the community, and paves the way for the rollout of a four-year delivery program towards a Liveable, Green and Connected Alexandrina. We received valuable feedback to help shape the plans and will continue this engagement through a series of Village Conversations and Village Innovation Plans moving forward.

In January, we announced our recipients of the 2021 Citizen of the Year Awards. The awards were presented at Australia Day ceremonies in Goolwa and Strathalbyn, and acknowledge the hard work and selfless contributions made by our deserving community members and groups.

March saw the completion of the Goolwa Jet Ski Park on Barrage Road. This is a great facility and is now a welcoming and accommodating space with new picnic areas, landscaping and solar WiFi smart benches.

We also announced the Alexandrina Innovation Challenge in March. The A2040 consultation process highlighted that our community is full of passionate people with bold dreams, big ideas, and great aspiration for their lives, for their communities and the world. This challenge, combined with services provided through our Business Alexandrina Hub, will encourage and support entrepreneurs and creative people to innovate and grow in our own region.

Other key projects that have continued through this quarter include significant progress of the Goolwa Oval Recreation Precinct; the Goolwa Wharf Precinct Revitalisation, including the renovation of the Goolwa Chart Room into a space usable for a number of 'pop-up' events and business applications; and the Strathalbyn Town Centre Revitalisation Project which includes the Strathalbyn Town Hall upgrade. With State Government grant funding of \$3.85 million secured in March for this multi-staged project, progress is on schedule, with all eight stages expected to be completed over the next two years.

We held the first Community Wellbeing Advisory Forum in February at the Strathalbyn Neighbourhood Centre. In attendance were 17 inaugural forum members engaged in a series of activities throughout the evening exploring wellbeing in Alexandrina through the lens of determination, creativity, energy and resilience. These ongoing forums will continue to explore key issues relating to wellbeing in Alexandrina to help inform the work of Council's Community Wellbeing Team.

Council's inaugural Climate Emergency Advisory Committee was also established in February, comprising five community representatives and one Independent Chairperson. The actions of this committee will be pivotal towards Council's planning and policy development, as well as to focus on climate change mitigation and adaption strategies. Please enjoy reading this Quarterly Report as we continue to progress ongoing projects and plan ahead for 2021-22.

I trust you will find this report interesting as we plan, progress and complete more valuable projects through 2021.

Glenn Rappensberg

Chief Executive Officer

**Department: Office of the CEO****Objective:****Alexandrina Connecting Communities 2014-2023 Aspiration Areas****1 Innovate throughout our Region****Service Area Reporting - Strategic Highlights****Office of the CEO****Deliver the professional operations of the Office of the Mayor and Chief Executive (CB)**

Mayor Parkes attended the ESCOSA Water Submissions Hearings at Mount Compass on 12 and 14 January.

On 14 January, Mayor Parkes attended the Goolwa Vintage Boat Club Committee meeting.

Bremerton Wines held the Official Opening of their new cellar door tasting room. Mayor Parkes and Mr Rappensberg attended on 21 January.

Mayor Parkes attended dinner with David Dridan, hosted by the Strathalbyn Rotary Club at Woodburn Homestead, Langhorne Creek on 23 January.

Alexandrina Council held Australia Day events at Strathalbyn and Goolwa on 26 January. Mr Rappensberg MC'd and Mayor Parkes conducted several citizenship ceremonies at both events.

Mr Rappensberg attended the Port Elliot Town and Foreshore Improvement Association meeting held on 27 January to provide an update to its members on projects and Council matters relating to Port Elliot.

Mayor Parkes attend the South Coast Regional Art Centre Exhibition launch on 30 January.

Mayor Parkes attend the Local Government House Opening and Awards Ceremony held in Adelaide on 4 February.

Mayor Parkes and Mr Rappensberg attended the Langhorne Creek Photography competition Awards on 5 February. That evening Mr Rappensberg presented at the Goolwa Neighbourhood Watch AGM and 30 Year Celebration Dinner held at the Goolwa Yacht Club.

The Lake Breeze Winery held the official opening of the Barrel Room, which Mayor Parkes and Mr Rappensberg attended on 10 February.

The Coorong Quays Boat Shed Inc. conducted the official opening of their new community shed on 13 February, which Mayor Parkes attended.

On 14 February, Mayor Parkes attended the Goolwa District Pony Club Gymkhana.

Mayor Parkes was a guest speaker at the Goolwa Ladies Probus Club Birthday luncheon on 15 February.

Mr Rappensberg attended the Strathalbyn Community Consultative Committee, Angus Zinc Mine Tour on 18 February.

Mayor Parkes attended the Cittaslow Goolwa AGM on 18 February and virtually joined the Cittaslow International Coordination Committee meeting held in Rome.

The Mayor attended the National Servicemen's Day at Port Elliot on 19 February.

On 21 February, Mayor Parkes attended a book launch held at the Goolwa Wharf to commemorate the 70th Anniversary of PS Renmark.

Mayor Parkes was an invited guest at the Harcourts South Coast Associate Night held at Hayborough on 24 February.

Mr Rappensberg attended the Middleton Town and Foreshore Association Meeting to provide an update on Council projects and matters pertaining to Middleton on 1 March.

On 2 March, the Strathalbyn Tourism Association launched the new town brochure and website, Mr Rappensberg attended this event.

Mayor Parkes attended the Goolwa Surf Life Saving Club/Masonic Charities presentation on 5 March where the Masonic Charities presented a cheque for \$27,000 to the Goolwa Surf Life Saving Club to purchase a new motor vehicle.

Senator McLachlan CSC conducted the official opening of the Woodchester Tennis Court Upgrade on 7 March. Mayor Parkes and Mr Rappensberg both attended this community event.

Mayor Parkes attended an evening with Nic Newling speaking about mental health and suicide prevention at Mount Compass on 10 March and at Milang on 11 March.

On 12 March, Mayor Parkes attend the Goolwa Surf Lifesaving Club Sponsor's Night.

On 13 March, Mayor Parkes attended the Willunga Farmers Market where Hon David Speirs MP announced the winner of the Willunga Farmers Market Scholarship in partnership with the Hills & Fleurieu Landscape Board. A new farming business based in the Alexandrina Council area was the successful recipient.

Mayor Parkes conducted the official opening and Mr Rappensberg attended the 2021 Goolwa Art and Photographic Exhibition held at Signal Point Gallery on 26 March.

Mayor Parkes conducted regular radio interviews during this time with local radio stations.

---

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

Mr Rappensberg, via videoconference, attended a meeting with the CEO's from Coorong District Council, Kingston District Council and Mid Murray Council regarding a Coorong Visitor Experience Master Plan on 8 January.

On 20 January, Mr Rappensberg attended a meeting with the Leadership of the Ngarrindjeri Aboriginal Corporation and the CEO's of 5 Councils (Murray Bridge, Coorong Council, Yankalilla, Victor Harbor and Alexandrina) to discuss the drafting of an engagement agreement.

Mr Rappensberg attended on 20 January a Murray Darling Association Region 6 Executive Meeting via videoconference and on 29 January and 26 March attended the Murray Darling Association Region 6 Symposium Working Group held via videoconference.

The LGA held a sector briefing on 'Tree Management' via video conference on 20 January, which Mr Rappensberg attended.

Mayor Parkes, Mr Rappensberg and the Executive staff attended the Langhorne Creek Trails Roundtable Stakeholder Meeting hosted by the Langhorne Creek Grape and Wine Association on 28 January.

On 1 February, Mr Rappensberg and Council's Environmental Strategy Officer, Dr Monika Rhodes, were invited to speak at the Australian Government public hearing about the Climate Change Bill via videoconference.

Also on 1 February, Mr Rappensberg met with Mr Bill Nehmy, Tourism Development Manager, Murray River, Lakes and Coorong.

On 5 February, Mr Rappensberg attended the Murray Darling Association Region 6 Executive Meeting, Annual General Meeting and Ordinary Meeting at the Coorong District Council.

Mayor Parkes and Mr Rappensberg both attended the Southern & Hills LGA Special Meeting via videoconference on 9 February.

On 12 February, Mayor Parkes and Mr Rappensberg met with Hon John Dawkins MLC. Mr Dawkins visit was part of a regional tour of the Fleurieu Peninsula.

Council held its first test session for its program of annual Village Conversations at Milang on 17 February, where Mayor Parkes and Mr Rappensberg both participated in the evening.

Alexandrina Council's first Audit Committee meeting for the year was held on 22 February, both Mayor Parkes and Mr Rappensberg attended.

On 24 February, Mr Rappensberg attended the Regional Development Adelaide Hills, Fleurieu & Kangaroo Island Board meeting.

With the Goolwa High School re-development underway, Mayor Parkes and Mr Rappensberg met with the newly appointed School Principal, Rebecca Moore who provided a progress update.

Mayor Parkes and Mr Rappensberg attended the Southern & Hills Local Government Association Board Meeting on Kangaroo Island on 26 February.

---

On 1 March, Mr Rappensberg held a teleconference with Hon. Claire Scriven – MLC and both Mayor Parkes and Mr Rappensberg attended via videoconference an LGA Planning and Development Code Briefing.

Mr Rappensberg attended the Ngarrindjeri Aboriginal Corporation and five (5) Councils (Murray Bridge, Coorong, Yankalilla, Victor Harbor and Alexandrina) meeting to progress the proposed Engagement Agreement on 4 March. Mr Rappensberg also attends on the same day, the Council of Inland Rivers Association meeting via teleconference with the Mid Murray and the Renmark Paringa CEOs.

On 5 March, Mayor Parkes participated in a Local Government Association of SA video shoot explaining how much Supplementary Road Funding Council receives and what it is used for.

Mayor Parkes, Mr Rappensberg and Executive Staff attended the launch of the Startup Adelaide Launch Event on 16 March. Alexandrina Council is partnering with Startup Adelaide to deliver an Innovation Challenge for the Alexandrina Community.

The Mid Murray Council Mayor and CEO hosted Mayor Parkes, Mr Rappensberg and Executive Staff for a site visit to the Mannum Wharf to view the wharf development in relation to the Goolwa Wharf Precinct Project.

On 17 March, Council's inaugural Climate Emergency Advisory Committee meeting was held. Mayor Parkes and Mr Rappensberg attended the meeting to meet and greet the Committee members.

Mr Rappensberg attended the LG Professionals SA Annual State Conference on 19 March providing an opportunity to network with fellow SA Council professionals.

Alexandrina Council has scheduled quarterly meetings with the Ngarrindjeri Aboriginal Corporation (NAC) to liaise and provide an update on upcoming Council projects and how best NAC and Council can work together.

Mr Rappensberg and the General Manager of Growth presented on Council's anticipated Sugars Beach project to the Project Coorong Meeting on 23 March which was held at the Alexandrina Council Chambers.

On 26 March, Mayor Parkes and Mr Rappensberg met with the Federal Member for Mayo, Rebekha Sharkie MP, which will be part of a regular meeting schedule.

Alexandrina Council held a successful International Women's Day event for staff on the 10 March at Centenary Hall. Mayor Parkes attended and Mr Rappensberg MC'd the event which included Community Member, Carol Gaston as guest speaker.

Mayor Parkes attended a Regional Freight Issues forum, held at Strathalbyn on 10 March.

During this time Mayor Parkes attended the SA Regional Organisation of Councils; LGA Board of Directors; LGA Audit & Risk Committee; LG Transport Advisory Panel; Southern & Hills LGA; SA Coastal Councils Alliance; Australian Coastal Councils Association and Coorong Partnership meetings.

---

**Department: Leadership**

**Objective:** To facilitate Council leadership and accountable decision-making in the interests of our community. Providing a strategic direction for Council's environmental actions and responsibilities.

**Alexandrina Connecting Communities 2014-2023 Aspiration Areas****1 Innovate throughout our Region****4 Thrive in 'Clean, Green' Futures****Service Area Reporting - Strategic Highlights****Environmental Strategy and Climate Change****Environmental Action Plan 2014-2018 (CB)**

Implement the Environmental Action Plan 2014-2018.

As at end of the quarter, progress has been made against:

- 96% of ongoing actions (of these 54% are implemented but require ongoing tasks);
- 94% of short-term actions (of these 69% are implemented);
- 83% of medium-term actions (of this 37% are implemented), and
- 61% of long-term action (of these 23% are implemented).

The Environmental Action Plan, endorsed by Council, ensures that Alexandrina Council continues its commitment to environmental sustainability and the protection of our natural environment across the four pillars: Protecting our water resources; Enhancing biodiversity; Progressively addressing climate change and Living local.

The Environmental Advisory Panel met in January 2021. Agenda and minutes are available on Council's website. One important role of the panel in the coming month is supporting Council with the review of the Environmental Action Plan.

Environmental Strategy continues to focus on climate change adaptation and mitigation, with the implementation of a Section 41 Committee as part of Council's Climate Emergency Declaration and the development of a Climate Emergency Action Plan, focussing on the reduction of corporate and community carbon emissions. The Committee met for the first time in March 2021. More information on the roles of this Committee, including agenda and minutes, are available on Council's website.

There will be a close relationship between the s41 Climate Emergency Advisory Committee and the Environmental Advisory Panel and a cross engagement between both is warranted and encouraged.

Council has finalised the community consultation on the Alexandrina Coastal Adaptation Study. Council engaged with members of the community about the findings of the study and to hear how the impacts of climate change might affect our coast into the future, and to learn about the possible adaptation options for Alexandrina's coastline. The outcomes of the final study, with the feedback received from the public, will help Council and affected stakeholders, such as private landholders and State Government, with the ongoing assessment and implementation of long-term adaptation options. Information on the Coastal Adaptation Study is available on Council's website under "Coastal Adaptation Study".

Review the Environmental Action Plan 2014-2018.

Following the adoption of Alexandrina 2040, the Environmental Advisory Panel will assist with a review of the Environmental Action Plan to align with the new vision and narrative of the Alexandrina 2040 Community Strategic Plan; and how we can achieve in this 20-year vision.

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

Advocate in support of a healthy, working Murray-Darling Basin.

Council continues to advocate strongly in water policy, to secure a "Freshwater Future" for the Lower Murray, Lakes and Coorong through ongoing membership and active participation in many governments and non-government groups, such as the Murray Darling Association (MDA) Region 6.

Council, together with a range of stakeholders under the leadership of the Federal Member for Mayo, Rebekah Sharkie MP, advocated for the successful announcement of an \$8 million research institute focussing on the health of the Murray Mouth, Lower Lakes and Coorong. The new 'Coorong, Lower Lakes and Murray Mouth Research Hub' will be overseen by the Goyder Institute, and its central office is expected to operate out of Goolwa.

### **Improve management of Council's environmental assets (CB)**

Work in partnership with Department of Environment and Water (DEW), Landscape South Australia & community stakeholders to protect & enhance local biodiversity.

Council continues to protect and manage Council's environmental assets, such as working in partnership with our local bush care groups, but also with DEWNR, and Landscape South Australia.

Work in partnership with other Divisions of Council to maximise & promote environmental outcomes.

Environmental Strategy continues to work in collaboration with other Divisions of Council to enhance environmental outcomes.

Environmental Strategy also provides vital input into the Alexandrina 2040 process to ensure that environmental outcomes, as outlined by the communities, are recognised.

Develop & implement policies, procedures & plans for the protection & management of Council's environmental assets.

Council continues to develop and implement policies, procedures and plans for the protection and management of Council's environmental assets. This includes looking at the governance of climate change risks on environmental assets.

---



**Department: People**

**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****Performance Planning and Development**

Performance Development and Planning (PDP) for 2021/22 is underway. This provides a mechanism for review of work performance and the ability to forward plan and set personal and role related goals. The information from the staff PDP process informs strategic workforce planning initiatives such as succession planning. It will also inform the ability to provide a targeted and relevant training and development plan to produce timely and cost effective training designed to meet corporate and personal objectives.

This process is part of the workforce planning philosophy of "right person with the right skills in the right role at the right time."

Included in this year's PDP process are prompts for staff involvement in projects relating to values engagement, Environmental Strategy initiatives and the A2040 projects and a new way of working.

**"Sensemaker Wellbeing Now" cultural Engagement Program**

The Sensemaker wellbeing program is a staff cultural engagement program. It will provide the organisation with an innovative way to engage staff on the culture of Alexandrina Council. Online engagement in various forms to promote a positive culture has been successful in a COVID environment.











The program was implemented in February with a leadership group including Executives, Managers, Employee Representatives and human resources and personal assistant staff. A high uptake has been achieved with the leadership group who will provide support and mentoring to the broader staff base when the program is rolled out in April.

Key actions to address themes via employee workshops, programs and quick fixes will be implemented as soon as data is analysed to ensure timely feedback to staff that their input to the system has real benefits to culture and workplace change.



**Employer of Choice strategies via Enterprise Agreements**

The People Department is leading the renewal process of two Enterprise Agreements covering the South Australian Municipal Salaried Officer Award and the Local Government Employees Award. Both agreements aim to implement innovative, employer of choice provisions designed to support existing staff in an ever changing sociological, economical and workplace context and provide attraction to new employees. The negotiation of the agreements also aims to balance the fiscal responsibilities of a local government entity with the appropriate reward and recognition balanced with economic context and sector trends. It is anticipated that both agreements will be sent to vote to staff by end of May 2021.







## 2020-21 Project Updates as at 31 March 2021

Project Name	Project Description	On Time	On Budget
<b>Goolwa Sporting Complex</b>	The Goolwa Oval Sporting Precinct complex seeks to deliver new, dedicated sporting grounds and facilities to cater for Goolwa Township's existing and future sporting, recreational and community needs.	 GREEN	 GREEN
Progress comment:	The Goolwa Oval Masterplan was endorsed by Council at its meeting of 21 October 2019. Grant funding has been awarded for the majority of the Masterplan and will now develop into a scope. Administration is working with oval stakeholders to develop a mutually agreed management model for implementation once the project is complete.		
<b>IN PROGRESS</b>	Phase 1 demolition has been complete with contractors undertaking major earthworks and excavation for the new buildings foundation and new main service lines.  Completion estimated for late October 2021.		
<b>Goolwa Jet Ski Recreational Facility</b>	Stage 1 - Construction of picnic table, shelter, commercial area, informal parking, signage, rubble footpath, irrigation and sandbags with tie points. Demolition of existing structure. Reed clearance. Landscaping. Upgrade of informal boat ramps.  Stage 2 - Contraction of garden bed, viewing platform, paving/seating. Installation of additional shelter.	 GREEN	 GREEN
Progress comment:	This project has been completed.		
<b>COMPLETED</b>			
<b>CWMS : Smart Water Project Capital Renewal</b>	Renewal of technically obsolete communications systems and infrastructure - Research and cost a solution for the integration of SCADA remote access and process visualisation. Final product should include the potential uptake and phasing timeline for building technical capability. Represents the key strategic delivery of long-term cost reduction, treatment quality, asset management and efficiency improvements via technical integration.	 AMBER	 GREEN
Progress comment:	Work on this project is progressing.		
<b>IN PROGRESS</b>			
<b>Process Analysis &amp; Laboratory Upgrades</b>	CWMS Laboratory Investigate the process validation and infrastructure expansion requirements for internal laboratory testing. Gap analysis on skills, equipment & building augmentations. Project represents the quality assurance layer and is integrated with processing monitoring improvements across all schemes. Technical Officer precursor to project initiation.	 GREEN	 GREEN
Progress comment:	Fitout of laboratory will be postponed until the appropriate appointment of a qualified Technical Officer.		
<b>IN PROGRESS</b>			
<b>Corporate Systems Review (CSR)</b>	The CSR project is the result of a review of the existing corporate systems software to ensure it could meet the Council's business needs. The current system has been used by Alexandrina Council for the past 18 years and does not effectively support the Council's business processes and outcomes. As a result Council will look to the market for a best practice software provider with a focus on the Customer Journey.	 GREEN	 GREEN
Progress comment:	The project remains on track to meet the Release 1 go-live milestone date of 1 July 2021. All Release 1 configuration design workshops have been completed, a total of 33 days of workshops. All Release 1 configuration design documents have been completed, reviewed and formally accepted, a total of 10 designs. All Release 1 Implementation Team Training workshops have been completed, a total of 50 days of workshops. Release 1 data migration development and testing remains on track.		
<b>IN PROGRESS</b>	User Acceptance Testing (UAT) has been scheduled to occur between 6 April 2021 to 25 May 2021 with detailed planning now in progress. End User Training (EUT) preparation will commence on 13 April 2021 with user training sessions scheduled to commence on 25 May 2021. Release 2 planning has commenced with a draft schedule prepared and sent to TechnologyOne for review.		















## 2020-21 Project Updates as at 31 March 2021

Project Name	Project Description	On Time	On Budget
<b>Coorong Quays Wastewater Acquisition &amp; Integration Project</b>	<p>This project involves the transfer of ownership of the Coorong Quays Community Wastewater Management Scheme (CWMS) to Alexandrina Council.</p> <p>Council will be responsible for managing and maintaining the system as well as operating the system which includes the collection, treatment and disposal of wastewater generated within the development. Connecting the Coorong Quays CWMS collection system into the Goolwa CWMS collection system will require a range of infrastructure upgrades in both the short term and the long term. Some of the upgrades are within Coorong Quays, while some are within the wider Goolwa CWMS network. Financial contributions will be required by both parties in order for these works to be undertaken.</p> <p>Works include but are not limited to;</p> <ul style="list-style-type: none"> <li>- Expansion of pressure networks.</li> <li>- Design and construction of new pumping facilities.</li> <li>- Wastewater treatment process upgrades.</li> <li>- Irrigation infrastructure expansion.</li> <li>- Augmentation of Coorong Quays entire collection network.</li> <li>- Integration of monitoring and regional communication technology.</li> </ul> <p>The anticipated ownership transition date is set for 19 June 2021.</p>	 GREEN	 GREEN
Progress comment:	<p>Integration engineering and project implementation is progressing according to plan.</p> <p>Summary of works includes but is not limited to;</p> <ul style="list-style-type: none"> <li>- The required completion of pressure network expansion within Goolwa and on Hindmarsh has been completed.</li> <li>- Civil &amp; mechanical pumpstation works are completed for the new Hindmarsh Island pump station.</li> <li>- Civil &amp; mechanical installation of solids separation infrastructure at the Goolwa WWTP.</li> <li>- The design and expansion of lateral pivot irrigation for sustainable water reuse. This has been fully constructed and commissioned.</li> <li>- Coorong Quays vacuum network augmentations are well under way with approximately 100 sites retrofitted to date.</li> <li>- Proof of concept monitoring devices installed and operational.</li> </ul> <p>Works will continue for the remainder of the financial year with electrical and automation infrastructure being a major focus. This will include the commissioning of new assets and processes.</p> <p>Coorong Quays network augmentations are tracking according to plan with another program of works to be released to the market shortly.</p>		
<b>IN PROGRESS</b>	<p>Budgets are tracking well but will need to be monitored closely with changes in market pricing across the term and with complexity of augmenting 250 sites.</p> <p>The team is continuing to work through a final transitioning plan to highlight the requirements to de-risk the operational handover.</p> <p>With regards to the vacuum station electrical upgrades, comprehensive progress continues for these project components with design and specification works well advanced with expertise being provided by Council's waste water engineers.</p> <p>Extensive time and effort has been placed in understanding the current Coorong Quays Wastewater Treatment Plant site for which limited engineering plans or specifications exist. Time has been invested within this design phase to understand the complexities of underground services within and surrounding the site. These existing constraints very much dictate design configurations and cost for these components.</p> <p>As service locations become clear the design for these components will be finalised and analysed in detail by the Community Wastewater Management System (CWMS) team – from both an infrastructure delivery and future operations perspective. Importantly, with design configuration known a proposed easement plan will be prepared to cover the existing services including electrical cabling, vacuum stations, pipe network, telecommunications and water services.</p>		
<b>R&amp;O: River Based Recreational Boating Facilities 20/21</b>	Program for the renewal of jetties, pontoons and other structural assets used for river based recreation.	 AMBER	 GREEN
Progress comment:	Engineers are looking to undertake condition audits over the coming months and present findings back to Council shortly after.		
<b>IN PROGRESS</b>			
<b>Main Office Energy Efficiency Project</b>	For the Goolwa main office and library, Sustainable Focus has identified that the most beneficial improvement opportunities are the replacement of office and library area lighting with more efficient LED products, and the replacement of the existing Building Management System (BMS) with a more advanced system to allow better control of the air conditioning system and the equipment responsible for causing the off-peak baseload demand at this site.	 GREEN	 GREEN
Progress comment:	This project has been completed.		
<b>COMPLETED</b>			





## 2020-21 Project Updates as at 31 March 2021




Project Name	Project Description	On Time	On Budget
Mount Compass WWTP Mixer Process Installation	<p>Mixing issues with the Mount Compass Sequence Batch Reactor (SBR). Non-compliant results and subsequent investigations have resulted in the need for improved mixing during the aeration treatment phase. This is causing issue with available oxygen and the propagation of poor settling micro-organisms.</p> <p>This is expansion project will look at the installation, automation and programming of a dedicated mixer installation.</p>	 GREEN	 GREEN
Progress comment:	Work on this project is progressing.		
IN PROGRESS			
Wastewater 30 year Infrastructure Masterplan	<p>Council are currently undertaking a major business planning review and reform process as part of the review and implementation of their Strategic Plan.</p> <p>The process requires the development/update of various business plans in order to support the Strategic Plan. These plans interrelate with each other and need to harmonise to support the strategic principles. Council are seeking to commence their Strategic Plan development in December 2020. The Asset Management Plan and the Long-Term Financial Plan are required to be updated prior to December 2020 to feed into the Strategic Plan review.</p> <p>These two plans require input from the wastewater masterplan. In order to ensure the Strategic Plan schedule is maintained this means that the CWMS 30 Year Masterplan needs to be developed to a final draft stage by July 2020.</p> <p>In conjunction the Council owned water utility has conducted a strategic focus for the immediate future. These areas of prioritisation will be recognised as foundation projects and initiatives to develop core capabilities for the effective management of the utility. The 30 year Masterplan is recognised as one of these keystone projects for the future stability, optimisation and sustainable growth of the utility. The Masterplan will compartmentalise the growth drivers and infrastructure demands in a segmented timeline, which includes;</p> <ul style="list-style-type: none"> <li>– 1-5 year immediate infrastructure needs</li> <li>– 5-10 year medium term projects</li> <li>– 10-20 input to next LTFP</li> <li>– 20 year long term projects</li> <li>– 30 year completion of the plan</li> </ul>	 GREEN	 GREEN
Progress comment:	<p>Progress on implementation is tracking to plan with completion of a number of key steps. Initial engineering modelling on existing and future capacity has been assessed. This critical analysis has identified a number of underlying infrastructure improvements that align with the Schemes risk reduction, digital and data transitions strategies.</p> <p>In addition, future demand forecasts (based on population growth) have been integrated into the above assessment to better understand regional impacts from long-term infrastructure expansion. As part of that process, the Scheme has developed some key adaptation principles to future proof against the predicted change implications of a '2050 world'.</p> <p>Focus has now turned to prioritising projects (step 4) for inclusion in the Council's LTFP process. This initial scope will look at delivering infrastructure augmentation to manage any identified risks to the organisation such as corrective actions necessary to resolve any existing compliance and capacity gaps within networks. Prioritisation will also include the development of an 'evidence base' (data) to ensure infrastructure investment decision making is sound.</p> <p>Following the identification of short-term infrastructure needs, the project will then move to strategic long-term regional planning over the next 30 years. This will utilise key findings through existing and future focused regional growth analysis to explore opportunities for regional and inter-regional infrastructure planning. The technical advisory team is currently developing an internal draft for review and to start a process of infrastructure and strategic refinement. This will need to work concurrently with other asset management advancement to ensure all modelling is considered holistically.</p> <p>The project is tracking adequately.</p>		
IN PROGRESS			
Sealing of Dry Plains Road	5.78km sealing of high-traffic rural collective roads.	 RED	 GREEN
Progress comment:	This project has been rescope to be a comprehensive resheet of the road including new stormwater, anticipated 21/22 FY.		
IN PROGRESS	Rename to re-sheeting of Dry Plains Road and included in Asset Management Plan.		

## 2020-21 Project Updates as at 31 March 2021

Project Name	Project Description	On Time	On Budget
<b>Strathalbyn Town Hall Renewal and Upgrade</b>	Development of facility including relocation and upgrade of kitchen, creation of a green and dressing room, refurbishment of the existing supper room, installation of stage A/V system and replacement of main hall lighting and ceiling fans with energy efficient products.	 GREEN	 GREEN
Progress comment:	Work on this project is progressing. Project completion estimated June 2021.		
IN PROGRESS			
<b>Milang Foreshore, Public Toilet Renewal</b>	Demolition of existing toilet block and replace with a new contemporary amenity with facilities that comply with current DDA standards, building codes and trends including accessible and ambulant toilets, baby change facilities and external shower wash area.	 GREEN	 GREEN
Progress comment:	Community consultation has been undertaken with a 'drop in' session and a survey through Councils MySay site. Feedback from the consultation has been included in the RFT documentation which was released on 3 December 2020 and closed on the 24 December 2020.		
IN PROGRESS	Works are underway with completion in June 2021.		
<b>Old Chart Room, Goolwa Renewal</b>	Renovate and upgrade existing building to create a usable contemporary multi-purpose space that will accommodate a variety of uses. Works to include replacement of access ramp to Australian building codes and DDA compliance, renewal works to existing superstructure components, internal fit out and upgrade of electrical items, installation of air conditioning system and construction of a new external hard stand.	 GREEN	 GREEN
Progress comment:	Onsite works have commenced with contractors completing demolition and commenced placement of external hardstand and installation of structural framework for new DDA access ramp.		
IN PROGRESS	Works to follow include replacement of internal staircase and damaged floorboards. Completion estimated June 2021.		
<b>Strathalbyn Streetscape Revitalisation</b>	A series of projects identified as an outcome from the Strathalbyn Town Centre - Traffic, Parking & Streetscape master plan. Works for 2019 / 2020 1. Rankine / Albyn / Sunter intersection upgrade and parking. 2. Sunter / St Andrews Church upgrade.	 GREEN	 GREEN
Progress comment:	Following the Grant success for the entire project detailed design has commenced with the works running to December 2022.		
IN PROGRESS			
<b>Gloria Jones Reserve Upgrade</b>	Renew revetment & upgrade carpark & reserve facilities. Identified in Clayton Bay Foreshore Master Plan.	 RED	 GREEN
Progress comment:	Public consultation has been completed with the need for a new retaining wall identified as required at this location.		
IN PROGRESS	A contractor has been engaged to provide a detailed design for the wall with tenders to go out for the works following receipt of the design. Work on the Reserve is expected to continue into FY2021/22.		
<b>Kurramin Court Road Sealing Port Elliot Dog Park</b>	Sealing of road providing access to Port Elliot Dog Park.	 GREEN	 GREEN
Progress comment:	Project complete.		
COMPLETED			
<b>Goolwa Beach Masterplan</b>	Alexandrina Council, Surf Life Saving SA and Goolwa Surf Life Saving Club (SLSC) have commenced works on the exciting transformation of the Goolwa Beach precinct, in the form of the new Goolwa SLSC facility and surrounds. In order to deliver the Goolwa Beach SLSC facility, significant changes are required within the Goolwa Beach environs.	 RED	 GREEN
Progress comment:	The Phase 2 of the project that comprises of Carpark and surrounding infrastructure upgrade and renewal, continues to be on hold pending Grant funding.		
IN PROGRESS			

## 2020-21 Project Updates as at 31 March 2021

Project Name	Project Description	On Time	On Budget
<b>CWMS Strathalbyn Lagoon and Wastewater Treatment plant Expansion</b>	Construction of the new 110 mega litre storage lagoon at Strathalbyn. Wastewater treatment infrastructure and process upgrades.	 <b>GREEN</b>	 <b>GREEN</b>
Progress comment:	Stage 1 - Construction of the new 110 mega litre storage lagoon and pipe infrastructure was completed in 2019. Stage 2: Wastewater treatment infrastructure and process upgrades. Final design and specifications have been developed and the project has gone through an open tender process and the contract awarded.		
<b>IN PROGRESS</b>	Automation programming is due to start April - May and will require significant internal resourcing to deliver a fully functional treatment process. Programming and commissioning works will continue into FY21/22.		
<b>Development of the Goolwa Waste Transfer Station</b>	Redevelopment of the Goolwa Waste and Recycling station. Final components include stormwater works and intersection upgrade.	 <b>AMBER</b>	 <b>GREEN</b>
Progress comment:	Works on the new entrance continues to be delayed due to stormwater design changes, issued to DPTI for final review.		
<b>IN PROGRESS</b>	A grant application is being written to meet the 'shovel ready' requirements.		

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

## Resources

### Finance Services

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

### Information Services

Information Technology  
Information Management

### Council Properties

Property Management

**Department: Business Services**

**Objective:** Ensure good governance principles for administering Council responsibilities, minimising risk while delivering cost effective outcome for the community.

**Alexandrina Connecting Communities 2014-2023 Aspiration Areas****1 Innovate throughout our Region****Service Area Reporting - Strategic Highlights****Council Properties****Management of Leases and Permits**

The Property Team administers Council's 270 Lease and License agreements, 30 of which are commercial in nature. The remainder comprises agreements with community groups and emergency departments to provide a range of services and points of interest throughout the district. In addition, approximately 900 Permits are issued annually. Permits include river access, pop up events, filming and outdoor dining activities, which along with Council's Lease and Licence agreements, contribute to places of interest and activation of public assets and open space for community benefit.

**Procurement & Contracting****Procurement and Contract Management**

The Procurement Team in conjunction with 'Business Alexandrina' launched a range of Local Procurement Drop in and Workshop Sessions across Goolwa and Strathalbyn in March 2021. The sessions provide opportunities for local contractors to 'do business with Council' through one on one interactive drop-in sessions for advice or per the group workshop sessions. The intent of the sessions is to improve the contractor's skills in completing and lodging submissions for work with Alexandrina Council. Fortnightly drop-in sessions for local contractors is available at the Goolwa Business Hub and the Strathalbyn Library. 12 drop-in sessions are on offer until 30 June 2021 with seven (7) of these sessions held to date. In addition, a series of 18 training workshops for Tendering, Request for Quotes (RFQ) and Contracts have commenced at the Goolwa Business Hub and the Strathalbyn Library and will run through to December 2021. Two workshops on Tendering have been held with an attendance of 20 businesses across the two locations. The next workshops are scheduled for late May and early June with a focus on RFQ's.



**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****Draft 2021/22 Budget and Interim Audit**

Budget Review and Annual Business Plan & Budget.

A number of budget briefings have been held with Elected Members to date in preparation for the draft 2021/22 budget and rating policy. It is expected Council will undertake community consultation on its draft Annual Business Plan and Budget 2021/22 during May and June 2021.

Council's third-quarter budget review for the period from January 2021 to March 2021 will be presented to Council meeting on 17 May 2021 in line with Council's Annual Budget and Budget Performance Policy.

Interim Audit.

Galpins Accountants, Auditors and Business Consultants, Council's new auditors, appointed in December 2020, undertook their interim audit in April 2021. The primary focus of the audit was to provide an overview of the Council's financial internal controls and risks. The auditors found that the Council has demonstrated a high level of compliance with the principles within the Better Practice Model Internal Financial Controls Framework.

**Treasury Management**

A review of the Council's treasury management was recently undertaken in conjunction with a support package offer from the Local Government Finance Authority (LGFA) and was presented at the Audit Committee meeting on 3 May 2021. The review recommends an application to LGFA for a discounted interest rate to an existing Cash Advance Debenture (CAD) facility for funds to be used in conjunction with the Local Government Infrastructure Partnership Program (LGIPP) grant funding for the Strathalbyn Town Centre Revitalisation project. This review concluded that Council's current treasury management is compliant with the requirements of Council's Treasury Management Policy.

**Department: Information Services**

**Objective:** Delivering flexible information technology solutions that support business operations by providing access to information and systems - anywhere, any time on any device.

**Alexandrina Connecting Communities 2014-2023 Aspiration Areas****1 Innovate throughout our Region****Service Area Reporting - Strategic Highlights****Information Technology****Information Technology**

The Information Technology team continue to upgrade firewall software and antivirus endpoints (PC's Laptops and virtual desktops), security and policies to minimise and reduce the risk from external threats.

Ensure that Microsoft security patches are up to date for 100 servers and approx. 200 desktops.

Upgrade to telephony and collaboration systems to ensure we have the best capability and quality to manage our call workflows. Work with multiple Council departments to setup and create workflows for the new E-Planning portal.

Maintained and continuously test our UPS (backup power systems) and power high availability to ensure the highest level of uptime for the business.

Implement a new ticketing solution to assist the organisation to promote and cater for events from a single platform that can be developed and grow with Councils needs and requirements.

Setup and assist CWMS team with new networks and connectivity for new monitoring software and solutions for Coorong Quays project as well as new SCADA solution.

## Environment

### Asset Planning & Design

Infrastructure Services  
Project Design

### Asset Management & Geographic Information Services

Asset Management  
Geographic Information Systems (GIS)

### Facilities & Council Properties

Building & Property Management

### Community Facilities & Open Space

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

### Field Services & Civil Assets

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

**Department: 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****Infrastructure Services**

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

Finalise & manage design documentation or Project delivery in accordance with Long Term Financial Plan. Design documentation has been prepared to meet the time frames of construction and the LTFP.

Additional projects have been added to this year's program due to successful funding grant applications. These projects contain tight timeframes for delivery of design and construction and these are being achieved.

---

## Department: Community Facilities & Open Space

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

### Alexandrina Connecting Communities 2014-2023 Aspiration Areas

**1 Innovate throughout our Region**

**2 Activate our Spaces**

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

### Service Area Reporting - Strategic Highlights

#### Community Facilities

##### Ensure Council owned community public convenience and facilities are serviced and well-maintained (CB)

Public convenience cleaning is managed through a contracted service provider. General maintenance is managed through local contractors and internal staff.

#### Environmental Assets

##### Protect, maintain & restore biodiversity within Council's land (CB)

Foster relationships with community groups to support local biodiversity:

- Supported community groups for the latest round of grants (Grass Roots) for works on Council land.
- Ongoing collaboration with the now Hills and Fleurieu Landscapes Board for selected fox and weed programs and ongoing Coastal Seascapes program.
- Working with Friends of Point Sturt and Clayton Bay Community and Environmental Group for on ground weed control works at both locations and the Friends of Ratalang/Basham Beach Conservation Park for planting at the site.

Manage and maintain assets in the Coastal and Riverfront areas:

- Planting is complete for all coastal locations and species lists submitted to the Community Nurseries for the 2021 winter planting program.
- Beach entrance path maintenance has begun for this season and the Capital Works fence replacement program has begun.
- Planning for rabbit control fumigation program is in progress.
- Fire control measures have begun in Ratalang/Basham Beach Conservation Reserve.

Manage and maintain urban and rural biodiversity reserves:

- Planting at all locations have been completed and species list for 2021 has been submitted to the growers
- Mapping of 10 roadside locations containing olives has recorded approximately 2800 olive trees.
- Roadside markers weed control maintenance program has begun and the Woody Weed Control Program has been allocated to contractors.
- The first round of fire preparations have been completed and continues until the grass has cured.

#### Recreation, Open Space and Reserves

##### Deliver efficient and effective recreation and open space reserves (CB)

Reserves and open spaces maintained to service levels through maintenance programs, proactive inspections and customer requests.

**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 (CB)**

Bridges and stormwater maintained to service levels through proactive inspections and customer requests. Environmental obligations for gross pollutant traps satisfied by contracted service providers procured annually.

---

**Depot Operations****Deliver effective and efficient Depot Operations (CB)**

Operations at both depot locations functioning at an acceptable standard.

---

**Engineering Services****Deliver effective and efficient Engineering Support Services (CB)**

Support services provided to Field Services are currently meeting their requirements.

---

**Footpaths & Cycle Tracks****Deliver effective and efficient Footpaths & Cycle Tracks (CB)**

Footpaths and cycle tracks are maintained to required service levels through proactive inspections and customer requests.

---

**Roads & Car Parks****Deliver effective and efficient Roads & Car Parks (CB)**

Roads and car parks maintained to service levels through pro-active inspections, customer requests and the pro-active unsealed grading program.

Annual clearance envelope tree pruning is undertaken by contract service providers.

---

**Review sealed and unsealed roads maintenance and renewal practices and procedures (CI)**

Continuous improvement opportunities are constantly under review. Rip and reform practices introduced into the unsealed grading methodology are producing positive outcomes.

New road repair materials using cold emulsions have been trialled on the sealed road network and have proved to provide a more flexible, longer-lasting repair.

---

## Community Wellbeing

### Community Wellbeing

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

### Health, Environment & Community Safety

Community Safety  
Environmental Health

### Library & Customer Service

Customer Services  
Libraries  
Alexandrina Visitor Services  
Event Management

### Sustainable Resource Management

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

## Department: Community Wellbeing

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

### Alexandrina Connecting Communities 2014-2023 Aspiration Areas

**1 Innovate throughout our Region**

**2 Activate our Spaces**

**3 Participate in Wellbeing**

### Service Area Reporting - Strategic Highlights

#### Arts & Culture

##### Support public art within the Alexandrina region (CB)

Two public art projects were endorsed for the 20/21 financial year. A mural on the Southern Fleurieu Historic Museum commemorating the agricultural history of the region has been completed and receiving positive feedback via social media and anecdotally from the community. A recreation of a mural from the 1960s by artist Helen Fuller commemorating with the importance of surf culture at Middleton is in progress and will be installed within the newly refurbished shelter, a 100 plus-year-old building, the last shell grit construction on the Southern Fleurieu. The mural will contain interactive software so visitors can interact using smartphone technology. The refurbishment and installation of the mural are due for completion in the first quarter of 2021.

#### Community Connect

##### Manage community recreation infrastructure (CB)

Council manages the operations of the Goolwa Sports Stadium and the management agreement for the Strathalbyn Swimming Pool. The Goolwa Sports Stadium floor was resurfaced in January 2021. The stadium has six (6) regular users. Ongoing discussion with Education Department on new Goolwa High School using the facility.

Strathalbyn Swimming Pool upgrades to female and male toilets and shower cubicles completed. Strathalbyn Swimming Pool extended season to 25 of April 2021.

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

Social support and transport services continue to be offered via the community connect program utilising COVID Safe practices. The provision of transport has provided challenges in the Strathalbyn region due to a shortage of transport volunteers and no Taxi companies servicing the region. In response the Community Connect Program has established an arrangement to broker Resthaven should we be unable to meet the transport needs of a consumer.

#### Community Development, Partnerships & Advisory Services

##### Develop management and funding models for key community recreation infrastructure and community centre (CB)

A report was presented to Council with Council endorsing Administration to develop a Council-operated model for the Goolwa Oval Sporting Precinct for a period of two years. During that time a longer-term model for precinct management will be developed with the stakeholders.

The benefits of this 'interim solution' for precinct management include:

- Setting the Precinct up for success with a period of active support by Council;
- Gathering information on actual income and operating costs in order to have better-informed discussion and consultation on a long term management model;
- Providing time for Oval Committee and user groups to understand the facility operating costs and how they will meet them;
- User groups can focus on developing their club/sport/activities during the 2 year period;
- Satisfying the additional government funding and reporting requirements;
- Covers the defects period of new community building;
- Covers major changes from the next stages of the Master Plan;
- Council can explore other uses and activation opportunities (eg when current groups not using new building); and
- Remain flexible and work collaboratively with the user groups on a longer-term management model.



This approach has the following implications for Council, Goolwa Recreation Ground Committee and the user groups:

- Council will appoint staff with the right skill set to provide facility coordination and management;
  - Council can gauge and forecast a budget for maintenance and operations. More work will be done on this in preparation for the 2021/22 draft budget;
  - New licence and hire agreements will be developed for user groups for the period, to replace lease and sub-lease agreements used in the current model; and
  - A profit share model for hospitality services (bar, canteen/ kitchen) will also be developed with input from the relevant Clubs. There is a range of profit-sharing models operating in other facilities that the Council can consider. It is recognised that this income is very important to sporting Club operations.
- 

### **Seek external grants and manage the delivery of Council's Community Grants Program (CB)**

The last of Council's COVID-19 Community Reactivation Grant funding was allocated on 24 March 2021. A variety of different project types were funded through the program, including COVID safety projects, facility improvements, equipment purchases, community reactivation activities and contributions towards utility payments. A total of \$36,500 was allocated across the program.

Applications for Round 2 of Council's Economic Development Recovery Grant opened on 19 January and closed on 15 February. 16 completed applications were received, 14 of which were deemed eligible and proceeded to assessment. The assessment panel met on Tuesday 23 March to consider and discuss the weighted assessment scores for each of the projects and the recommendations of the panel will go to Council for decision at its meeting on Monday 19 April.

---

### **Transition to a new Community Wellbeing team portfolio that will enable effective and efficient alignment with community needs and organisational priorities (CI)**

Summary of major projects.

Goolwa Sports Precinct – an extension till 29 October 2021 for the \$5m Community Development Grant (CDG) submission has been approved. This allows Council time to consider the implementation of a project management model, governance principles and the development of a brief document. The brief will form the basis of the detailed grant application to trigger the release of the grant funds and frame the development of the Project Implementation Plan.

Community Wellbeing Advisory Forum.

The first forum was run in February at the Strathalbyn Neighbourhood Centre and attended by 30 people. Outcomes of the forum were a shared understanding of wellbeing and what we value, and how we as individuals and communities can move our wellbeing aspirations forward using a strengths-based, solutions-focused approach. This discussion will be built upon with participants to inform the work of Alexandrina Council's Community Wellbeing Team.

Creative and Cultural Strategist Residency.

Trish Hansen has commenced an 18-month residency program with the arts and culture team. Trish will work closely with staff and the community, to understand the local context, identify and catalyse well informed, locally attuned approaches that captivate local leaders and the community – to proactively cultivate the conditions for greater resilience and support communities to face the disruptions and challenges that lay ahead.

It is anticipated that the outcomes will be tangible and intangible comprising a range of activities over 18 months such as the review of existing activity, research, mapping, master-classes, public forums, report writing as well as creative artefacts and the development of a succinct final report of recommendations intended to influence investment, policy, program and project planning. This will include reviewing, renewing and revitalising the JAW (Just Add Water) arts and culture program.

Community Transport.

Council has established that there is currently no Community Passenger Network (CPN) funding for a portion of the Alexandrina region including Milang, Langhorne Creek, Clayton Bay, Finniss and Ashbourne. Administration is currently advocating for a review of this with the Department of Human Services.

Currently, Council has been advised to:

- Apply for funding for a one-off grant for Milang to build capacity to deliver service; and
  - Submit a request to DHS for one-off funds to support transport service delivery in the areas highlighted at our meeting.
-

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

**Objective:** Providing best practice Environmental Health and Community Safety services for the community, through education, provision of professional advice and information, as well as compliance with relevant legislation and standards.

**Alexandrina Connecting Communities 2014-2023 Aspiration Areas****3 Participate in Wellbeing****Service Area Reporting - Strategic Highlights****Environmental Health****Deliver an effective and efficient operational environmental health service (CB)**

The roll-out of the new Planning and Design Code (Code) and online Plan SA Portal has had significant workload implications on the team. In some scenarios, the new Code may facilitate the overdevelopment of blocks leading to significant wastewater management concerns. We are currently working through this as a team and with the Development Assessment team to determine how best address these situations.

Currently, the state legislation means it is likely that Council will be required to issue Development Approval and then Council will have to issue a SA Public Health Act 2011 Compliance notice to stop work if they commence installation. While we need to comply with the legislation, we are endeavouring to identify the best process for the customer.

---

## 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 (CB)**

Over the January to March 2021 period, the Service Centre was presented with 10,543 phone calls. A total of 20,391 Council payments to the value of \$8.5 million were processed, 18% being over the phone and in-person with the remaining 82% paid via online means.

79% of calls received to Council were answered within 30 seconds, exceeding our target of 70% and the call abandonment rate was 3.70%.

A total of 499 Property Search requests were processed to the value of \$26,842, 40 more than the same period in 2020.

##### **Working collaboratively across Council to increase community awareness of facilities and services (CB)**

Council continues to support residents by selling compostable materials at a discounted rate encouraging everyone to recycle more and embrace the new fortnightly waste stream. Our two main offices in Goolwa and Strathalbyn also act as a collection point for old mobile phones and batteries which is well received within the community.

During this quarter, nine (9) Compost Bins, four (4) Worms Farms, 54 Kitchen Caddy's and 223 replacement bags were sold to residents. 66.5kg of batteries and 10kg of old mobiles were also disposed of in the correct manner.

#### Libraries

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

Our Library Service is starting to experience an increase in numbers, these numbers are still low in comparison to previous years but indicative of door count patterns across public libraries across the state. As more services start back up again and confidence increases amongst the community, we are hoping to continue seeing a rise in community accessing our Library Service.

This quarter, Alexandrina Libraries upgraded their public website, providing the community with a fresh modern accessible website with new mobile responsiveness functionality.

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

January 2021 was the first time within a 12 months period where Alexandrina Libraries were able to provide and have children attend a school holiday activity in our libraries. Close to 200 children attended the programs, with 57% of attendance at the Goolwa Library and 43% at Strathalbyn Library.

Both staff and families were delighted to be able to attend and return to face-to-face programs within our libraries.

The 2021 Adelaide Writers Week was held from 27 February to 4 March, as part of the Adelaide Festival and continues to increase in popularity with each year.

This year a total of 547 people attended over the four days with 28 sessions live-streamed at each venue with 424 people enjoying the event held within the Goolwa Council Chamber and 123 in the Strathalbyn Library Community Centre. In comparison to 2020, pre-COVID, a total of 457 people attended four (4) days of Adelaide Writers' Week with 304 people attending 21 sessions at Goolwa, while 153 people attended 28 sessions at Strathalbyn.

This event continues to bring conversation and engagement to our communities who are extremely grateful to Council and the Library Service for providing this wonderful program, avoiding the need to travel to the city.



## 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 (CB)

We've had 3 rising main breakages in the last reporting quarter which were promptly repaired by the team. This result is consistent with historical averages for the second-quarter period. Emergency works can be very disruptive to the community and the CWMS team. Reduction in reactive workloads is a very good indicator of improved operational performance. There has been significant improvement in this area over the last couple of years. Currently, the team has only repaired 6 pressure main breaks for the year. This is profoundly lower than historical averages.

The group also addressed a number of customer defect and corrective actions requests for the year with a 91% resolution rate currently for FY20/21.

During the last quarter, the team has had a total of 83 alarms from the network. Historical averages for system alarming for the third quarter are 144 events. This highlights a material improvement in reactive workloads. This figure includes 55 alarms occurring out of hours and requiring on-call personnel to attend.

Preventative maintenance schedules were lower than historical averages. A total of 82% compliance was recorded throughout the reporting year compared to a 95% historical average. This quality assurance metric continues to develop with more expectation and understanding of industry compliance. This result is not unwelcome and/or unexpected.

---

##### Develop wastewater 30 year Masterplan (CI)

This initial scope will look at delivering infrastructure augmentation to manage any identified risks to the organisation such as corrective actions necessary to resolve any existing compliance and capacity gaps within networks. Prioritisation will also include the development of an 'evidence base' (data) to ensure infrastructure investment decision making is sound.

The project is tracking adequately but will require significant internal resourcing to ensure it reaches a professional maturity prior to initial presentation with Elected Member regarding longer-term strategic planning outcomes beyond a 10-year timeframe. An early draft was reviewed by the Technical Team in March and feedback supplied. The team will now consult regarding any amendments before escalating to broader stakeholder groups for review.

---

## Manage the capacity & performance of our water recycling networks (CB)

Approximately 28 ML of stormwater has already been reused to date which is higher than the historical average (22 ML). 543 ML of treated wastewater has been beneficially used which is well above the historical averages of 482 ML from July to March. The main driver for this was the expansion of infrastructure works within the systems at Goolwa and Strathalbyn which has created increases in the use of recycled water.

Currently, the team is utilising manual options to manage storage capacities over the winter months. This will allow for additional time until a more permanent solution is realised.

## Waste Management

### Oversee operational delivery by Council's Regional Waste Authorities (CB)

Reducing the impact of the community on the environment is a specific goal of the FRWA Strategic plan 2020-2030.

- Goal to reduce the impact of the community on the environment through best practice waste management and diversion; and
- Strategy to develop and implement programs to increase the efficiency and effectiveness of kerbside waste collections.

The Fleurieu Peninsula Councils have always recognised that the summer period requires additional waste collections. In the early 2000's additional recycling collections were provided across Alexandrina, City of Victor Harbor and DC Yankalilla. Since the introduction of a fortnightly collection of kerbside waste, Councils has provided a weekly collection of Municipal Solid Waste (MSW) for residents for six (6) weeks between mid-December (the week before Christmas) and the end of January.

Analysis of the 2019/20 waste statistics from the three mainland Councils shows that during January when MSW bins are collected weekly, MSW waste increases by between 36% and 64%, Recycling increases by between 23% and 42% and Food and Garden Organics (FOGO) decreases in City of Victor Harbor and DC Yankalilla while increasing by 10% in Alexandrina Council. These figures have a dramatic impact on diversion rates, with diversion decreasing by 6% for each of the Councils during this time. If the community was using their bins appropriately diversion rates would not change and waste to landfill would not increase to this degree.

To promote better recycling the FRWA Board endorsed to trial, weekly collections of Recycling and FOGO and fortnightly collection of General Waste during the summer period in a section of McCracken, Hayborough and Chiton to test the community opinion of this service and if it is effective in reducing waste to landfill. The trial was held between 23rd December 2020 and 27th January 2021. The results of the trial were positive and FRWA will now undertake bin audits, community engagement, and surveys during 2021/22 Summer to assist in developing options for the future.

The following outcomes were achieved during the trial.

- 664 properties serviced
- 106% increase in recycling
- 60% increase in green waste
- 6% increase in general waste
- 74% waste diversion from landfill

### Visy Recycling Facility Fire.

Firefighters were called to the Visy recycling factory on Johansson Road at about 3:30 am after a smoke alarm was activated. At its peak, 23 units from the Metropolitan Fire Service (MFS) and Country Fire Service fought the blaze. The fire has caused significant damage to the facility and its processing capacity for waste.

It is important to understand Alexandrina Council's recyclables are not sent to this site. Our recyclable material is sent to the Northern Areas Waste Management Facility in Edinburgh so we should not be impacted. Notwithstanding that the State's recycling facilities are at capacity and there may be flow-on effects. FRWA & the LGA will continue to monitor the situation and provide any updates as they come to hand.

### Bin contamination letters to landowners.

Contamination of recycling and FOGO bins is a significant issue for the waste industry. To reduce contamination and ensure the community know which bin to put their material in, FRWA in partnership with the State Government has taken significant steps to increase waste education material available to the community with the promotion of the "Which Bin" website and publications including bin stickers, kerbside calendars and fridge magnets. FRWA is now following this strategy up by sending out letters to landowners that have had two or more contamination exceptions raised against the property they own in the last three months. These contamination exceptions are raised by our collection drivers and recorded in our Waste Track system.

The letters simply advise the landowner that we have noted the contamination and advise them on how to access information on what goes in which bin. We will continue to monitor and follow up on these reports to reduce the contamination of our waste streams.

## Kerbside Calendars

FRWA Administration reviews the Kerbside Collection calendars between January and March every year to ensure they are providing the community with the latest waste education information, and are allowing our collections to be efficient as possible.

In 2020/21 FRWA reformatted the mainland kerbside calendars to the format that is used by Councils across the state and is sponsored by Green Industries SA. This significantly reduced printing and distribution costs as well. FRWA did receive feedback in relation to the size of the font on the calendars and this will be addressed in this year's calendar. Several collection zones were also amalgamated to improve collection efficiencies.

In 2021/22 FRWA Administration has reviewed the collection calendars for both the mainland and Kangaroo Island. The review found that significant growth in Strathalbyn over the past 5 years means that this area (Thursday collection) requires additional resources to collect the kerbside waste. The rural areas that are collected on Friday have not grown to the extent that Strathalbyn has, so we are proposing that the Willyaroo and the rural area east of Strathalbyn that is collected on Thursdays be shifted to Fridays. This will balance the use of our resources and make the collection routes more effective.

These changes may require an additional collection of waste or recycling to ensure all collection cycles are synchronised in July. We will also undertake significant communications with residents including social media, bin stickers, temporary roadside signs and public notices.

These changes are similar to those undertaken in 2020 with no negative feedback or issues received from residents or Councils.

## WASTE STATISTICS

The highlights from the end of February stats are:

- Kerbside MSW has reduced to back to a normal level. This year we had record peaks of MSW collected over summer in Kangaroo Island and Yankalilla but lower than previous years in Alexandrina and Victor Harbor;
- As a region we are maintaining a kerbside diversion rate of 60%;
- Alexandrina Waste Recycling Depots (WRD) are receiving a significant amount of material with total volumes up 20% on last year, importantly waste diverted from landfill is up 25%; and
- Yankalilla WRD had a quieter month only receiving 105 tonnes compared to the average of 147 tonnes per month.

Customers and revenue at the Goolwa WRD and the number of additional services (kerbside bin collections) are trending positively with:

- Additional services growing by 45%
  - Customers at the GWRD up 14%
  - Revenue at the GWRD up 20%
-

# The Quarterly

*Our performance, Our story....*

## Growth

### Planning & Development

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

### Economic Development

Arts & Culture  
Tourism

## Department: Economic Development

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

## Alexandrina Connecting Communities 2014-2023 Aspiration Areas

### 1 Innovate throughout our Region

### 2 Activate our Spaces

## Service Area Reporting - Strategic Highlights

### Alexandrina Visitor Services

#### Manage and promote accessible tourism information services (CB)

Goolwa Visitor Information Centre (VIC) open hours were extended to 10 am – 4 pm, 7 days a week. Strathalbyn VIC maintained the open hours of 10 am – 2 pm and extended to 7 days per week, with the support of valuable volunteers.

With the Goolwa Visitor Information Centre and Goolwa Riverboat Centre volunteer programs temporarily placed on hold over this period contact was maintained with remaining volunteers for future planning.

The Visitor Services team supported the Just Add Water program by distributing the January – March quarter program and assisting customers with online bookings through the various platforms being used.

Alexandrina Visitor Services assisted 3,928 visitor enquiries in the January - March 2021 quarter. This consisted of 2,518 face-to-face enquiries at the Goolwa VIC and 213 enquiries over the phone, email and social media engagement. The Strathalbyn VIC supported and managed 1,175 face-to-face enquiries and 22 phone enquiries.

Alexandrina Visitor Services continued to support five (5) information outlets around the region by updating brochure materials. These information outlets are located at Port Elliot, Middleton, Langhorne Creek, Milang and Clayton Bay.

### Economic Development

#### Implement, monitor and review the Economic Development Strategy 2016-2022 (CB)

A new action plan has been drafted supporting the revised Economic Development Strategy and Council will be briefed on the proposed document in late May 2021 in preparation for engaging the broader community for feedback prior to finalisation of a new 'Economic Development Strategy 2021-2025'.

### Tourism

#### Manage Goolwa Wharf Precinct and all tourism boating assets (CB)

With COVID-19 causing the cancellation of the 2021 SA Wooden Boat Festival (SAWBF) reallocation of \$55k of the \$65K SA Wooden Boat Festival budget was used to develop a SAWBF 2023 Digital Marketing plan, Wooden Boat Strategy and Risk Assessment. Procurement was undertaken this quarter to secure experienced providers to progress the documents.

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

Fleurieu Peninsula Tourism (FPT) ran a Fleurieu Food event in February in McLaren Vale which included Alexandrina food and beverage companies. FPT organised television coverage with SATC for our region including the Today Show and Adelady. Outside of a formal funding agreement in place, an interim arrangement exists with the Murray River Lakes and Coorong Alliance to provide core funding whilst a review of the partnership arrangement is undertaken.

#### Work with tourism event industry stakeholders and local tourism associations to boost the economy in the region (CB)

The Goolwa Riverboat Centre remained closed during the January – March 2021 quarter due to a shortfall in volunteers.

Visitor Services staff continued to support the running of the PS Oscar W on cruising days by opening the ticket window and selling last minute tickets to optimise passenger numbers on each cruise.

Six public cruises took place between January – March 2021 and two additional Clayton Bay lunch cruises.



## Department: Strategic Development

**Objective:** Provides strategic development and building surveying services to Council and the community by ensuring responsive and relevant planning policy and safe and compliant buildings. This is achieved through timely and accurate decision making and informative customer service.

### Alexandrina Connecting Communities 2014-2023 Aspiration Areas

#### 1 Innovate throughout our Region

#### 2 Activate our Spaces

### Service Area Reporting - Strategic Highlights

#### Development Assessment - Building

#### **Undertake building rules assessment of development applications in accordance with the Development Act & Regulations and Building Code of Australia (CB)**

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

A meeting of the Alexandrina BFSC occurred on 15 February 2021 at which two inspections were carried out on a commercial property and a caravan park. The next meeting will be scheduled in the next reporting period.

District Council of Yankalilla – A meeting held for Yankalilla at which their first scheduled inspections were undertaken.

Provide Building Rules Advice and Assessment.

Council's building section has issued consents for 90 building rules applications out of a total of 250 building consents granted in the Council area for the period (including private certification). This equates to 36% of all building consents being assessed by Council building surveyors. From the consents issued, this included 104 new dwellings and 39 dwelling additions.

The total number of building rules consents issued was up by 9% compared to the same period last year. The number of new dwellings was up by 108% while dwelling additions were down by 36% compared to the same period last year. The new dwellings is a considerable jump and can be attributed to the funding stimulus that is currently available.

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

A total of 343 mandatory notifications were given with 26 inspections carried out, which included 13 structural frames, 10 mandatory swimming pools and 3 proactive swimming pool investigations.

This equates to 7.6% of all mandatory notifications being inspected, noting that not all mandatory inspections require inspection, and 100% of notified swimming pools. 91% of the notified structural frames were from a licensed builder and 9% were owner builders. 100% of the notified structural frames from the licensed builder.

The building department continued to service District Council of Yankalilla in accordance with the service agreement to undertake building inspections/building surveying services. However, given the resignation of the Senior Building Surveyor in December our service continued to be scaled back during January. We returned to our one day per week commitment during February and March. This arrangement ceased at the end of March and this together with the introduction of the new planning system has meant that we will need to reduce our service to fortnightly although we continue to be available for any emergencies or enquiries. Recruitment for another building officer occurred during March and they will be commencing in May, following which we will be able to return to our weekly service.

## Strategic Planning

### Planning, Development and Infrastructure Act Implementation (CI)

Planning, Development and Infrastructure Act 2016 (PDI Act) - Reform Update.

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

- The Planning and Land Use Services department of the Attorney-General's Department announced on 29 January 2021 that South Australia's new planning system would be implemented on 19 March 2021. This gave the planning and development team seven (7) weeks to become familiar with the new online planning portal and ensure that we would be ready;
- Our weekly Business Readiness meetings with State Government staff continued and this assisted in ensuring we had the necessary procedures, accreditations, accesses to the new system and other system and administrative processes in place by 19 March;
- Administration continued to attend specific training sessions to assist them in their familiarisation of the system which was organised through the state government and the LGA. These sessions will continue into April to ensure that the industry continues to be supported;
- The change to the new system has impacted our internal processes as well requiring a review of our phone workflows, fee payments and disbursements, handling any over the counter applications and property searches. This has required cross-department collaboration and cooperation to ensure that processes were in place by the 'go live' date. In addition, we undertook an update to Council's website and identified our new IT requirements; and
- It has been a great team effort with many additional hours put in to handle the influx of development applications that were lodged in the week prior to the 'go live' date and then managing the new applications that came in from day one of the new system.

### Provide sustainable growth of townships and rural areas through progressive and appropriate policy planning (CB)

The following has occurred during the reporting period:

Goolwa Growth Area Development Plan Amendment (DPA).

As advised last quarter a meeting was held in February with the Education Department, whose land now adjoins the growth area, to discuss their future plans and the possibilities in relation to shared facilities and interface solutions. Although there was an acknowledgment of the process going on the matter was to be referred to the Property Division of the Education Department to liaise with the land-owner. Now that these meetings have occurred a Council briefing will be undertaken on 27 April 2021 to update Elected Members.

Strathalbyn Deferred Urban Development Plan Amendment (DPA).

Council was advised by the Minister for Planning, Hon Vickie Chapman MP, on 2 February 2021 that the DPA was approved.

Given that this advice was prior to knowing when the new planning system was going live, the Minister advised that the Old Bull Creek Road land would likely transition to the Neighbourhood Zone and the Sandergrove Road land to the Master Planned Neighbourhood Zone within the new Planning and Design Code.

At the time we did query the appropriateness of the Master Planned Neighbourhood Zone given that all of the other residential zones within Strathalbyn were to be transitioned to the Neighbourhood Zone and that the intent of this zone would not be consistent for Strathalbyn. When the Code became live the Sandergrove Road land was put within a new zone called the Master Planned Township Zone. This policy is more consistent with the Neighbourhood Zone, however, it does allow for the entire site to be master planned and approved thereby enabling dwellings to be constructed without requiring another application, thereby making the process more streamlined. The key assessment work and parameters for development, therefore, needs to happen up front.

Heritage Advisory Committee.

One meeting of the Heritage Advisory Committee has been held during the reporting period.

The key item for discussion was the organisation of the 2021 Heritage Awards being planned for 27 May 2021 as part of the History Festival. This year the event will be held at the Tooperang Hall.

Nominations for awards will now be via an online nomination form open to the community as well as committee members. Details about the awards and the nominations will go live in April.

In 2020, Council was successful in receiving some Heritage SA funding to review and update the Conservation Management Plan for the old Currency Creek Bridge. Anaglypta Architects, Council's heritage advisory service, were engaged to undertake the project with specialist engineers and quantity surveyors being asked to contribute their expertise as well. The project was completed in March thereby providing sufficient documentation to apply for funding to undertake the necessary restoration works on the bridge.

Strathalbyn Traffic, Parking and Streetscape Strategy.

The wayfinding signs have now been completed and installed.

Yankalilla Service Agreement.

The service agreement with District Council of Yankalilla has continued to deliver building, strategic planning and Assessment Manager services during the reporting period.

Strategic planning has continued to assist with planning reform related matters and in particular has been supporting the Development Assessment team by preparing check sheets to assist in understanding the policy for each zone, what developments can occur and what the assessment pathway is likely to be.

