

Annual Report

2007 - 2008

a year in review



CITY OF
CHARLES
STURT

Executive Summary



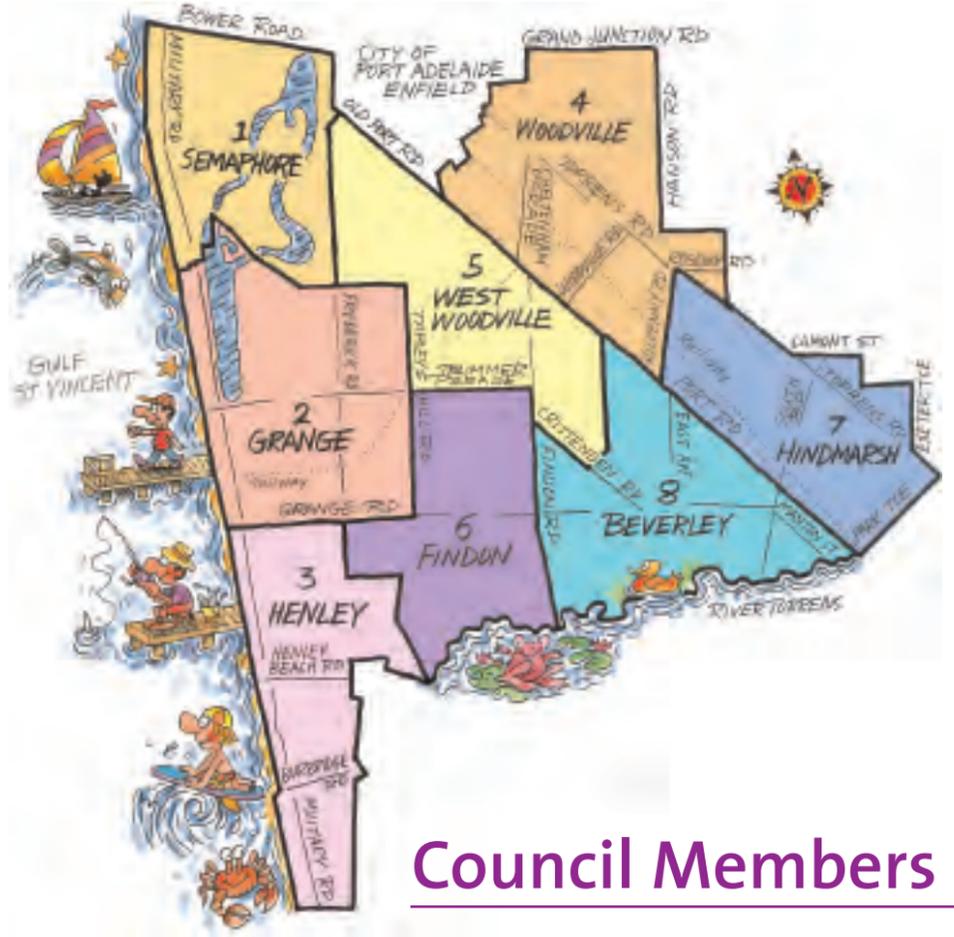
Harold Anderson AM, JP, Mayor



Mark Withers Chief Executive

The future of the City of Charles Sturt will be shaped by the unprecedented collaboration between Council and community that occurred in 2007 - 2008.

This year will mark a pivotal point in our history. Generations to come will benefit from the conversations for the Community Plan that created the vision 'Shaping the Western Suburbs' that will drive the direction of this City into the future.



Council Members

The Council of the City of Charles Sturt has 17 Members, comprising His Worship the Mayor and 16 Councillors – two from each of the eight wards shown on the map above.

Mayor

Harold Anderson AM, JP

Semaphore Park Ward

Cr Gerard Ferrao, JP
Cr Stuart Ghent

Grange Ward

Cr Tom Scheffler
Cr Paul Sykes, JP

Henley Ward

Cr Jim Fitzpatrick
Cr Anna Rau

Woodville Ward

Cr Brian Massey
Cr Robert Grant

West Woodville Ward

Cr Tolley Wasylenko
Cr Angela Keneally

Findon Ward

Cr John Pinto
Cr Raffaele Angelino

Beverley Ward

Cr Edgar Agius, OAM, JP
Cr Mick Harley, OAM

Hindmarsh Ward

Cr Christopher Wallis
Cr Camela Luscri

'Shaping the Western Suburbs 2027' reflects a City that is changing rapidly and a community that is proud of its diverse heritage and seeks to shape its future.

The Community Plan 'Shaping the Western Suburbs 2027' was developed following a thorough consultation process spanning six months and engaging with more than 2,000 residents, community groups, visitors, other levels of Government and businesses.

The Community Plan sought to consider the challenges facing the City now and into the future including an ageing population, urban consolidation and climate change. It was an opportunity to develop a clear understanding of the aspirations of our community and will ensure we position ourselves to respond either as a provider, partner or advocate to work towards providing a better future for generations to come.

We are confident that the plan reflects our community's aspiration for the future of the City that our people want to live, work and be a part of in 2027.

The four outcomes of the Community Plan that will contribute to the vision being realised are:

- > A safe and healthy City that supports vibrant community life
- > An economically prosperous, attractive and functional City

- > A City which values, protects and enhances the natural environment
- > A local organisation providing progressive leadership, accountable governance and quality services to the community

The Community Plan will guide Council business operations and capital works into the future. Each year we will report on achievements and review the Community Plan to ensure we are continuing to head in the right direction. As an organisation of committed staff and Council members, we look forward to working towards 'Shaping the Western Suburbs 2027'.

This abridged version of the City of Charles Sturt 2007 - 2008 Annual Report highlights some of the projects, programs, activities and services which have been delivered across the City.

At the time of printing, Council is awaiting confirmation of the audited financial statements. A summary of the key financials for 2007 - 2008 will be included in the next edition of City to the Sea.

Harold Anderson AM, JP, Mayor

Mark Withers, Chief Executive





Local Heritage Incentive Scheme

A Heritage Incentive Scheme has been introduced by Council to assist and encourage owners of identified Local Heritage Places to conserve and retain their properties.

The City of Charles Sturt contains many buildings and structures of substantial heritage value. These places provide important connections to our historic and cultural identity, and contribute to the character of our neighbourhoods.

The City of Charles Sturt Heritage Incentive Scheme for Local Heritage places provides a free advisory service, grant funding, and will allow for certain planning assessment fees to be waived for applications for conservation/restoration work.

The Local Heritage Incentive Scheme was endorsed by Council following consideration of a submission to the Draft Annual Business Plan Consultation by a Local Heritage listed property owner.

Janice Steen researched Local Heritage Incentive programs across Adelaide councils, and presented a thorough submission to Council urging the elected members to “consider the establishment of a Local Heritage Incentive Scheme to

promote conservation of our Local Heritage Places by subsidising a portion of the costs involved in the undertaking of essential preservation work.”

As an owner who had recently undertaken restoration work on her own home, Janice expressed some of the reasons why Council should introduce the scheme. These included encouraging restoration by owners who otherwise did not intend to undertake works, and to “encourage a partnership between owners and Council.”

Council has introduced a free Heritage Advisory Service to provide professional architectural advice to owners intending to lodge applications for development approval in relation to restoration/conservation work, such as stone restoration, reinstatement of original features, heritage colour schemes, fencing and roofing.

The Heritage Conservation Grants program will provide owners of buildings listed as Local Heritage Places with financial assistance to undertake conservation and restoration works to their properties in accordance within the guidelines for the scheme.

Work eligible for funding may include structural repairs or works to the building exterior that restore, conserve, enhance or reinstate identified heritage features or elements of the building including re-pointing or repair of stonework, removal of non-original paint and/or plaster and salt damp restoration.

Applicants may receive a grant of up to 50% of the cost of specified conservation work, to a maximum amount of \$2,000 per application.

Roger Andre’s home at Grange is an identified Local Heritage Place.

Designed by the innovative young architect F. Kenneth Milne and built in 1912, the home initially served as a holiday house for retailer Frederick George Scarfe.

This period of Milne’s work, when he also designed the Adelaide Oval scoreboard, has been described as “original, vigorous, unorthodox”.

The house survives as quite an impressive example of comfortable pre-war bungalows which were once a feature of the Adelaide coastline.

Roger says the house is “always in need of some work,” but that he has been pleasantly surprised at being able to source materials that match the originals.

Other achievements that provide services which support and respond to community need:

- > A theatre production was commissioned to educate young pet owners about the responsibilities of owning a cat. ‘Kit’s Cat’ was shown free to more than 1,000 local students.
- > The Youth Advisory Committee (YAC) model was reviewed to increase opportunities for young people to be involved in decision making and program development. Implementation resulted in an increase in the Youth Advisory Committee (YAC) membership from less than five to 20 members. The group was responsible for planning and delivering events for National Youth Week.
- > Local businesses participated in the WaterCare at Work stormwater pollution prevention site review and advice program with 12 achieving a ‘best practice’ rating for their environmental performance.



Road and Traffic Safety Solutions

More than \$5 million was spent on road reconstruction and repair in the City of Charles Sturt in 2007 - 2008.

Along with regular maintenance an unprecedented collaboration with the community took place to solve traffic problems and increase safety.

Running between Port and Grange Roads - Charles Road and William Street, Beverley, were roadways ill equipped to cope with the demands of the area's industrial traffic and causing increasing safety concern for local residents.

The challenge was to come up with a solution that balanced the needs of both residents and industrial users of the roads, taking into account the design constraints of the existing roadways.

Redesign options were presented to the road users at a community meeting and feedback was sought through a mail survey. The decision was made to redirect the roads to create a one-way loop.

Jan Cornish, Manger Engineering and Construction, says the



community should never underestimate their influence when presented with options, and commends the Council on the final decision.

"The comprehensive engagement process achieved an outcome that challenges the traditional approach of replacing assets like-with-like," she said.

At Beach Street, Grange, residents had long complained to Council about drivers driving at high speed on the wide stretch of road. While speeding and hoon driving is a police matter, it was identified that this road presented opportunities for modification to deter such behaviour.

The project, staged in sections over three years, included resident input into the design.

The redesign needed to balance the role of the street in the road network, to move traffic through to

access schools, churches and shopping facilities but to slow the speeds of that traffic.

Landscaped median strips were constructed to narrow the road and give the impression of it being a local street.

Local resident, Angela, says the changes have resulted in drivers modifying their behaviour, no longer treating the street like an arterial road.

"My children can now play outside safely," she said.

A parking control review project, coordinated by the compliance team, addressed issues of parking for staff, visitors and residents and local businesses around the vicinity of the Queen Elizabeth Hospital.

A working party of stakeholders was formed, and the group met regularly to discuss the project and feedback from the community.

The review recommended additional parking controls, which have been installed with a commitment to monitor the impact of the changes into the future.

Other achievements that improve the community's infrastructure:

- > \$1 million was spent to provide safer walking environments for elderly and people with disabilities through the footpath pram ramp replacement and footpath risk management programs.
- > The Athol Park Neighbourhood House was moved to Fawk Reserve.
- > The City Wide Water Review provided the base data to develop a strategy for reducing water use. Water used in irrigation has been reduced by 51% through a reduction in turfed areas and system upgrades including the installation of a centralised controller and weather station to ensure only the minimum amount of water required at the time is used at each site.
The City of Charles Sturt was awarded a commendation at the National Save Water Awards, 2008 for water reduction initiatives and achievements.



Shaping the Western Suburbs



The way we live in the western suburbs is changing. For Council, the way we look at development in the City needs to change too, so that we can protect what is valued about our City now and support change to create a vibrant, functional City for future generations.

In 2008, the City of Charles Sturt Development Plan was reviewed and a study to guide the future direction of industrial development in the City was also undertaken.

A review of the Development Plan was undertaken to assess which areas of policy in the plan need to be changed to meet community, infrastructure, environmental and economic needs as well as what areas need to be updated to reflect State Government policies.

These reviews and amendments proved to be timely for the City of Charles Sturt with announcements in the State Budget of an extension of the city tramline to the Entertainment Centre, electrification of the rail service through the City of Charles Sturt, and a new tramline to service Football Park and the West Lakes Centre.

The concept of Transit Oriented Development, where new housing is built close to major transport routes, is a key opportunity associated with the tramline project.

Increased demand for housing is putting pressure on industrial land across metropolitan Adelaide. The City of Charles Sturt has already completed an industrial land study as a precursor to a zoning review.

Mayor Anderson says the Charles Sturt Industrial Land Study finds a balance between residential demand and protecting the important economic contribution that industry makes to the City.

“High rezoning potential has been revealed in precincts where industrial use is now less appropriate than it once was,” he said.

“It also identifies opportunities to regenerate and enhance industrial land to encourage business investment to provide jobs for local people and export income for the region.”

The Charles Sturt Industrial Land Study and has been developed in alignment with the 20 year community vision ‘Shaping the Western Suburbs’.

One of the key objectives of the community vision for the City of Charles Sturt is to ‘achieve an economically prosperous, attractive and functional City through business investment in ‘appropriately located, attractive commercial and industrial precincts which complement adjoining land uses’.

Other achievements that adapt to population growth and demographic change:

- > The Kilkenny District Centre Plan Amendment Report was authorised by the Minister providing for the expansion of the existing shopping centre.
- > Diversity Policies (internal and external) have been developed and are in the process of being endorsed.

Alongside of the Development Plan review, the Better Development Plan amendment project took place. The purpose of this project was to change the layout of the information within the Development Plan to make it easier for applicants to find the design information they need to achieve with an application, and easier for applications to be processed and assessed.



Innovation at **Freshwater Lake**



Almost 40 years ago, the first soil was turned to create a lake, island, and a 'model housing community' on reclaimed swamp land extending from the Port River.

West Lakes, marketed by Delfin as a place to 'take a year round holiday at home', was an ambitious concept. The scheme introduced courtyard living catering for retirees and young families, offering 'not just a place to live, but a total lifestyle' by incorporating shopping precincts, sporting, and recreation facilities.

Some recall the Freshwater Lake, with its islands, rotundas and plantings to attract native birdlife, being hailed as 'the jewel in the crown' of the City.

More than \$1.6million has been spent to restore the lake to its former glory, and to ensure its safety and sustainability into the future.

More than a third of the four hectare reserve is covered by water (the capacity of the lakes is approximately 12 megalitres). In the first stage of the upgrade, the main

lake was drained and edging replaced. Since 1999, more than five tonnes of carp have been removed from the lakes. All lakes are currently free of carp, and are now stocked with native Murray Rainbowfish.

All lake edging and associated works and landscaping have been completed, and the lake is again open to the public.

Landscaping works included planting of 340 trees, 9,400 shrubs, groundcovers and strappy plants, and 5,400 aquatic plants.

The Freshwater Lake is one of the most popular sites in the city for outdoor weddings. No bookings were taken during the reconstruction period, much to the disappointment of many couples. In late 2007, however, a wedding went ahead, with our parks and arboriculture staff coming up with a very creative solution to beautify the landscape. A quick spray of green dye on the bare soil revived the construction site to look fresh for the ceremony and photos.

Such water features aren't common in South Australia, and therefore, suppliers of items such as prefabricated bridges are all located interstate. After quotes from bridge suppliers came in over budget, a saving of \$75,000 was made by using in-house expertise to design the five bridges, which were able to be manufactured locally. All bridges, and the full 1.6km of paths are now accessible for wheelchairs, gophers, prams and service maintenance vehicles.

Another innovative cost saving solution was found for the supply of more than one thousand cubic metres of mulch for the site. It was discovered that ETSA's line-clearing contractor had a problem with the cost of disposing of mulch generated from tree lopping. A mutually beneficial arrangement was made for the supply of mulch for the site, saving Council approximately \$25,000 and will continue for further projects in the City of Charles Sturt.

Other achievements that create high quality public places and spaces:

- > The Findon Library was reopened following an extensive refurbishment. The Library features integration with a café and increased access to technology, and facilities to host community programs such as the new arrival homework club and immunisation clinic.
- > Investigations commenced on the development of a Community Hub at West Lakes and Henley Beach.
- > To ensure participant safety standards are maintained while applying water reduction measures to sportsgrounds and playing surfaces, a clegg hammer has been purchased to enable hardness testing.



Young Business Leader of the year



The City of Charles Sturt is the proud employer of the Young Business Leader of the Year for 2007 - 2008.

Felicity VanDerHeul was awarded the title after participating in The Royal Society for the Blind (RSB) Young Business Leaders (YBL) program in 2007 - 2008, raising more than \$11,500 for the RSB, and achieving a Certificate IV in Business (Frontline Management) through training and completion of a Business Improvement Project for the Council.

Felicity works in the Open Space and Recreation team. In her role as Administration and Consultation Officer, Felicity is responsible for coordinating consultation with the community to notify and seek feedback on projects including reserve and sporting ground upgrades, and works including street tree planting.

Felicity identified that there was room for improvement in

the way that the City of Charles Sturt undertook consultations with the community. Residents were being 'overloaded and confused' when different business units within Council were consulting in the same area or with the same groups about unrelated issues. Added to this, the customer service centre often did not have adequate access to information to answer enquiries about consultations.

She worked in partnership with representatives from across Council, and met with residents to research the issues and identify a solution.

Felicity initiated a business improvement project to develop a public consultation register for the City of Charles Sturt. Her goal stated 'The public consultation register will provide Council staff and the Council community with an overview of the consultation activities currently being undertaken by Council.'

Felicity was challenged to step 'out of her comfort zone' and to use her newly learned leadership skills to ensure the success of the project. In her final report, Felicity reflected on her initial thought when entering the program, which was 'How can I lead when I am not in a position of management?'

"At the conclusion of this program I now know that leadership and succeeding is not confined to my position, title or previous experience. My thoughts were only confined by my lack of confidence."

The public consultation register is now in operation, enabling Council staff to view details of who is consulting where, and on what issues. In the future, this register will also be made available to the public through the City of Charles Sturt website.

A Community Engagement Model providing a guide to when, why and how the community should be engaged was also developed, with community input, and endorsed by Council.

Other achievements that provide a high standard of customer service:

- > A Marketing and Communication Plan for the City of Charles Sturt was developed and endorsed.
- > The system for booking of halls and reserves was upgraded and will be able to be accessed via the website.
- > Local community information was sourced and published on an online database www.infosearchweb.com for internal and public access.
- > Food handling training was given in languages other than English.
- > Business improvement changes for the Customer Service call centre included a partnering program with other business units and the ongoing development of the frequently asked questions database.



Community Pathways for

New Arrivals



Judith Robertson, Diversity Officer, says the project aims to help newly arrived people to understand and be involved in the community, becoming "active citizens".

"We will train people in understanding the culture of volunteering and their 'obligations' as members of the Australian community," she said.

A similar program will be introduced to match workers to local businesses. Training in cultural awareness and workplace safety will be provided to meet the needs of the business and new employee.

David Jock, Customer Service Officer at Centro Arndale, came to Australia from Sudan.

David links people with the services they need, from children's trolleys and shuttle buses to how to request a refund. David says that people have varying experience and understanding of the services that are available to them in a large shopping centre.

"If you just came here yesterday, how could you know?"

The shopping centre environment has given David exposure to and an understanding of the attitude and behaviours of many distinctive cultures. Training has helped his communication confidence.

He says a simple example is the way children ask him for a balloon, whether they be from African, Vietnamese, Indian, Aboriginal or other Australian cultural groups.

"I make myself neutral within the cultures. I try to link these kids to the Australian way of life . . . show them how to say please and thank you."

Judith says an important overall element of the Community Pathways program is the sharing of information and building of relationships between new arrivals and their neighbours, local organisations, and local businesses.

"It will include opportunities for new arrivals to share their own cultural values and customs," she said.

Other achievements in managing the corporation efficiently and effectively:

- > 12 participants, selected on basis of leadership potential, took part in the Future Leaders development and mentoring program.
- > A 20/20 score result for the Home and Community Care (HACC) National Services Standards Audit was achieved for the second consecutive year.
- > Awarded Public and Environmental Health Metropolitan Council of the Year by the SA Public and Environmental Health Council.
- > A system was introduced to proactively conduct inspections of asset damage following housing demolitions and construction to reduce cost of repairs.
- > Partnership with the neighbouring Cities of West Torrens and Port Adelaide Enfield to implement the Western Region Home Maintenance Program to provide home and garden maintenance support services for eligible clients.
- > Successful renewal of funding for Home and Community Care, National Respite for carers and Community Visitor Scheme.