

6.71 END OF QUARTER REPORT - APRIL TO JUNE 2020

TO: Council

FROM: General Manager Corporate Services - Donna Dunbar

DATE: 10 August 2020

Brief

To report on the activities of the City of Charles Sturt for the quarter April, May and June 2020 towards achieving the priorities and strategies set out in the Corporate Plan 2016-2020.

Recommendation

That the report (refer Appendix A) be received and noted.

Status

This report relates to or impacts upon the following Community Plan Objectives 2016-2027.

Our Community - A strong and connected community

Provide accessible social infrastructure and services that engage our diverse community
Capitalise on partnerships, build community resilience and sense of belonging
Create opportunities for community leadership and civic participation
Educate and regulate to enable a safe and healthy environment

Our Liveability - A liveable City of great places

An urban environment that is adaptive to a changing and growing City
City assets and infrastructure are developed and well maintained on a strategic and equitable basis
Create valued urban places that bring people together and reflect local character and identity
Drive an integrated, responsive transport system and network
Enhance the quality and diversity of open and public spaces

Our Environment - An environmentally responsible & sustainable City

Continue to implement climate change mitigation and adaptation solutions
Enhance the state of the City's environment and biodiversity
Lead and educate to reduce the City's impact on the environment and build resilience

Our Economy - An economically thriving City

Lead regional collaboration to promote the Western Adelaide economy
Support and enable local business prosperity and growth
Facilitate an environment for a diversity of business and industry types

Our Leadership - A leading & transformational Local Government organisation

Practise transparent and accountable governance
Be bold and innovative in our practices, leadership and decision making
Adaptive and sustainable management of the City's finances
A collaborative, agile and high performing work place

Relevant Council policies are:

- Nil

Relevant statutory provisions are:

- Nil

Background

To report on the activities of the City of Charles Sturt for the quarter April, May and June 2020 towards achieving the priorities and strategies set out in the Corporate Plan 2016-2020.

Report

The report in **Appendix A** provides an overview of the key activities and performance indicators of the City of Charles Sturt for April, May and June 2020 quarter in line with the objectives of the Corporate Plan 2016-2020. The Corporate Plan can be accessed by clicking on this link [Corporate Plan 2016 - 2020](#).

The final quarter of the 2019/20 Financial Year has focussed on the delivery of day to day operations and project delivery towards achieving the key objectives of the Corporate Plan 2016-2020.

Key highlights for the quarter include:

- During the quarter, 1,094 chats were handled, which represents a significant increase of 151% in comparison to the same period last year. Survey results for the quarter indicate that 71% of chats were resolved at the first point of contact and 96% of customers were satisfied with the level of information provided.
- COVID-19 Requests were a new request type created in the quarter, to record the number of COVID-19 concerns received from residents. Throughout this period, 29 COVID-19 requests were received and investigated by Council's Environmental Health Officers.
- A total of 684 planning applications were lodged for the quarter. This represents a slight increase of .0029% compared to the same quarter in 2018/2019 where 682 applications were lodged.
- Economic Stimulus Package Business support grants were successfully launched within 8 days of the Council resolution. Most of the business support grants have now been allocated to businesses. The #shoplocal and Live and Local grants continue to be rolled out and funds allocated.
- Our weekly children's literacy programs were delivered online and have been popular with the community with 4,691 online participants.
- Promoting the new Digital Storytime on Facebook had a reach of 8,600; 109 likes, 47 comments and 47 shares.
- Many capital and annual operating projects were completed in the last quarter of the year with the main WIP projects being multi-year projects including the West Lakes Hub; Coast Park; Port Road Drainage Project (Landscaping component); West Beach

Rock Wall; South Road Shared-use Path Bridge Underpass.

- The Skate Park at St Clair was completed this quarter marking the completion of the Recreation Precinct works. The Recreation Precinct has proven to be very popular with people of all ages skating; playing on the play equipment; tennis and futsal court and half court basketball. A report will be presented to Council in September relating to the public toilets and servery at St Clair Oval 3.
- The Central Adelaide Waste & Recycling Authority Board commenced meeting in the last quarter of 19/20 adopting its Three Year Business Plan; Annual Budget for 20/21 and considering numerous reports as part of its start-up. It is expected to appoint a contractor to commence construction of the MRF by late July.
- With the declaration of a Climate Emergency by Council in late 2019, staff have been working on a 'Draft - Net Zero Strategy' for Corporate emissions to be considered by Council in August.
- The 40kph Technical and Community Engagement Reviews were completed with two workshops held via Zoom to present the results prior to Council consideration of the item in July 2020.
- 46 sporting clubs within the City shared \$23K to directly support their local sporting club as part of the Recovering Clubs in COVID-19 Program component of the Economic Stimulus Package.
- Our community gardens have gone from strength to strength since restrictions relating to Covid19 have been eased, providing opportunity for social connection during these challenging times.
- Urban Development Activity requiring permit approvals and assessment of contributed assets / infrastructure from new developments has remained fairly consistent throughout Covid19.
- Field Services have continued to deliver on their maintenance and construction programs.
- 2,324 trees have been planted in parks and streets across the City along with 43,330 shrubs.
- 7,600 street lights have been replaced with 750 Council owned lights planned for the next financial year.
- An increase in kerbside waste and recycling.
- Kaleidoscope was delivered to over 57,000 properties within Charles Sturt.
- Over 128,000 visits to our website with over 332,000 page views and 57,800 social media hits.
- Rating financial assistance policy developed for those in our community effected by Covid.
- A new Teamgage Pulse survey released to enable us to take the "pulse" of our organisation in real time.

Financial and Resource Implications

The Organisations Financial Performance is reported to the Corporate Services Committee via the regular quarterly financial report.

Customer Service and Community Implications

There are no customer service or community implications.

Environmental Implications

There are no environmental implications.

Community Engagement/Consultation (including with community, Council members and staff)

There is no requirement for community engagement or consultation.

Risk Management/Legislative Implications

There are no risk management or legislative implications.

Conclusion

The City of Charles Sturt End of Quarter Report for the final quarter of 2019/20 shows the key activities of the business for the period against the Corporate Plan objectives for Council's consideration.

Appendices

#	Attachment	Type
1	Appendix A - End of Quarter - April, May and June 2020	PDF File

APPENDIX A



City of Charles Sturt End of Quarter Report Q4 2019/20

City of Charles Sturt - 4th Quarter Report – June 2020

Introduction

The City of Charles Sturt is one of South Australia's largest metropolitan council areas. The City spans approximately 5,500 hectares, has a population of over 117,000 and almost 58,000 rateable properties. Charles Sturt has developed a reputation for being as diverse as it is large, with the city providing a wide range of opportunities for housing, business, sport and leisure.

People choose to live in the City because it is close to the beach, the City (of Adelaide), the Port, the airport and regional shopping facilities. The City of Charles Sturt has long been considered the sporting and entertainment hub of Adelaide with national basketball and soccer stadiums, three privately owned golf courses, an international rowing course, the River Torrens Linear Park, the Coast and numerous highly regarded local sporting venues. The City is also well catered for in terms of schools, medical services, local sporting and community facilities including libraries and community centres.

The City is undergoing change including new residential developments in Bowden, the West and Woodville West and is well advanced in delivering a major capital works program – Building for Tomorrow with the new St Clair Recreation Centre complete; the Port Road Drainage Project Stage 3 and 4 underway and the West Lakes Hub (Community Centre, Library) about to commence to name a few.

The City has three Divisions reporting to the Chief Executive Officer. Each Division has responsibilities for delivering or supporting the delivery of services to the community in line with the Local Government Act 1999, the [Community Plan 2016-2027 Charles Sturt a Leading and Liveable City](#) and the [Corporate Plan 2016-2020](#). Each Division has the following broad responsibilities:

City Services

The City Services Division is primarily focussed on providing external service delivery to meet the needs of our large and diverse community and is comprised of the following portfolio's and primary functions:

- Urban Projects - Policy Planning, Placemaking, Community Engagement, Economic Development and Woodville Town Hall
- Planning and Development - Development Assessment, Building Assessment and Regulatory Compliance
- Public Health and Safety - Community Safety, Environmental Health, Immunisation and Customer Contact
- Community Connections - 5 Libraries and 6 Community Centres, Community Development, Aging Well and Youth Development.

Asset Management Services

The Asset Management Services Division is located across various sites including the Civic Centre, Beverley Centre, Horticultural Centre and Recycling and Waste Centre and is responsible for the following functions:

Strategic Planning, Asset Management Planning, Policy, Lease and Licencing, Consultation, Design, Construction and Maintenance of all community assets including:

- 774km of roadways
- 437 km of stormwater drains
- 1257km of constructed footpaths
- 1392km of kerb and water table
- 20 council operations buildings
- 91 independent living units
- 25 commercial buildings
- 40 sports clubroom buildings
- 57.3ha of sportsgrounds
- 283ha of reserves
- 22ha of tree screens
- 9ha of Council owned Properties (gardens)
- 2.7ha of West Lakes beaches
- 59.5ha of coastal reserves along 11.5km of coast
- 19ha of wetlands
- Over 50,000 street trees.

In addition, the Division is responsible for Strategic Environmental Management along with Climate Change Adaptation across the organisation.

Corporate Services


The Corporate Services Division predominantly works in partnership with all Business Units across the organisation providing support and advice to enable services to be delivered to our community. The Division is comprised of the following portfolio's and primary functions:

- Financial Services – Financial Management, Rates, Debtors and Creditors
- Governance and Operational Support – Governance, Elected Member Support, Contracted Services, Fleet Management, WHS, Insurance, Risk and Audit
- Procurement – Business Support
- Information Services – IT Support, Business Analysis, Project Management
- People and Culture – HR and Business Support, Learning and Development
- Media Marketing and Communications – Media Relations, Marketing, Communications including social media and Information Management.

This end of quarter report is a compilation of all activities of each of the Divisions as they relate to the implementation of the Community and Corporate Plan for the June Quarter 2020.

Corporate Plan Key Priorities

The following section identifies the key priorities from the 2016-2020 Corporate Plan for which the organisation is responsible. Progress and completion status for each priority is stated.

 OUR COMMUNITY		
Key Priority	Outcome	Status
Creating West Lakes Hub	Contracts have been executed and detailed design meetings have commenced. Construction commencement scheduled for early August 2020.	Ongoing
Redeveloping the St Clair Recreation Precinct	New multi-purpose 6 court Recreation Centre with function centre; carparking and landscaping.	Completed November 2018
	New Outdoor Recreation area for Youth including skate and half court facility.	Completed June 2020
	New Landscaped Regional Playspace.	Completed December 2019
	6 outdoor joint use courts; Brocas carpark; paths; lighting and commemorative space to compliment the regional facilities.	Completed March 2020
	Associated works to relocate Orion Tennis Club to Woodville Oval including:	Completed October 2018
	<ul style="list-style-type: none"> Artificial Bowling Green Three Hard Surface Tennis Courts Storage Facilities Tennis Court Renewal at Smith Reserve. 	Completed 2018 Completed October 2019 Completed August 2018 Completed June 2018

Key Priority	Outcome	Status
Facilitating Place Making Grants	The projects that were funded in round one and round 2 are underway, A further “quick grants” program round 3 was endorsed in June and is also being delivered. The team readjusted existing and proposed budgets for 20/21 in response to COVID-19. The Creative Cities, Live and Local and Open for Business programs were launched in June and have been receiving a strong response from our community.	Round 3 has commenced.
Woodville Town Hall	With an endorsed business plan and numerous events held, the WTH had achieved much of its objectives. COVID-19 has been a huge disruption but with the on-line Foyer Fridays taking off in May in creating partnerships with The Gov, the Lady Daly and the Woodville Hotel, significant profile of WTH and Council while supporting music and hotels under enormous financial pressure has been a significant achievement.	Ongoing
Celebrating Citizenship at formal ceremonies	145 New Australians were conferred in April – June 2020 quarter via online ceremonies due to COVID-19 restrictions.	Ongoing
Implementing the Local Nuisance and Litter Control Act	Implementation of the Local Nuisance and Litter Control Act, which became fully effective from 1 July 2017, completed.	Completed June 2018



OUR LIVEABILITY

Key Priority	Outcome	Status
Completing Coast Park	Formal mediation in the Supreme Court has commenced on the Public Consultation Policy which is in part linked to progressing Coast Park. The State Government has taken over the project and consulted on the northern Section with the community expressing overwhelming support for it to be constructed, at 88% of submissions. Council made its submission supporting the path design and alignment.	On hold
Upgrading Pt Malcolm Reserve and MJ McInerney Reserve	New Regional Playspace created at Pt Malcolm Reserve. New Regional Playspace created at MJ McInerney Reserve.	Completed July 2017 Completed July 2019
Woodville Road Revitalisation	Concept plan endorsed by Council in December 2019. Design progressing on streetscape, concept for library and civic chamber and EOI for land sale with further reports to be brought back to council at agreed milestones.	Ongoing
Pedestrian and cyclist facility upgrades, including path widening and Disability Discrimination Act access	Safe and accessible pedestrian and cycle facilities across the City including: <ul style="list-style-type: none"> Corcoran Drive Wombat Crossing Bus Stop Upgrades to meet DDA Standards <ul style="list-style-type: none"> 16/17 - 41 stops completed 17/18 - 47 stops completed 18/19 - 50 stops completed Kerb Ramps Upgraded to meet DDA Compliance <ul style="list-style-type: none"> 16/17 - 258 completed 17/18 - 171 completed 18/19 - 170 completed Burleigh Avenue Integrated Streetscape including Shared Use Path West Beach Road Integrated Streetscape Project including Shared Use Path 	Completed June 2017 Completed June 2017 Completed June 2018 Completed June 2019 Completed June 2017 Completed June 2018 Completed June 2019 Completed June 2019 Completed June 2019

	<ul style="list-style-type: none"> • Albemarle Street Emu Crossing • Humphries Terrace Wombat Crossing • Alma Terrace Shared Use Path • On-road bicycle lanes installed on Cudmore Terrace from Grange Road to Atkins Street • Bike racks installed at various train stations. • Improvements to Bicycle link at Belmore Terrace and David Terrace • Construction of pedestrian (zebra) crossing at the intersection of Marlborough Street/the Esplanade. • Hawker Street DDA improvements (in conjunction with Road Reconstruction) 	<p>Completed June 2019</p> <p>Completed June 2019</p> <p>Completed June 2018</p> <p>Completed June 2017</p> <p>Completed June 2019</p> <p>Planned Completion July/August 2020</p> <p>Completed April 2020</p> <p>Planned Completion February 2021</p>
Implementation of 40km/hr zones City wide.	<p>Reduce speed limits in residential streets across the City including implementation in:</p> <p>Bowden, Brompton, Ridleyton, Ovingham, Renown Park, Kilkenny, Croydon, West Croydon, Woodville Park, Woodville, St Clair, Woodville West, Seaton (part of), Woodville South, Beverley, Findon, Flinders Park, Allenby Gardens, West Hindmarsh, Welland, Hindmarsh, Grange, West Lakes (part of), Tennyson (part of), Henley Beach (part of), Henley Beach South (part of).</p> <p>53% approx. of total city.</p>	<p>Completed June 2019</p> <p>Review in progress in 2019/20 and 2020/21</p>

Upgrading River Torrens Linear Park, Outer Harbour Greenway and Grange Lakes corridor	<p>Safe and accessible on and off-road cycling facilities across the City in line with the Walking and Cycling Strategy including:</p> <ul style="list-style-type: none"> • Port Road Underpass Renewal RTLP • Park Terrace Underpass OHG • South Road Overpass OHG • Grange Lakes Corridor Shared Use Path Stages 5 and 6 • Grange Lakes Corridor Shared Use Path Stage 4A • South Road Underpass Renewal & Hindmarsh Cemetery path Upgrade • New LED lighting St Clair OHG • Outer Harbor Greenway Wayfinding. • Grange Greenway – Tapleys Hill Road Shared Use Path • Renewal of RTLP path between CCS/WTCC boundary and Findon Road 	<p>Completed June 2017 (Decking Renewal only – Full renewal planned for 2022/23)</p> <p>Completed June 2019</p> <p>Completed June 2019</p> <p>Completed June 2018</p> <p>Completed June 2020</p> <p>Planned Completion December 2020</p> <p>Completed June 2018</p> <p>Completed June 2019</p> <p>Completed June 2020</p> <p>Planned competition December 2020</p>
Supporting the completion of major developments, including WEST, St Clair, Bowden, Seaton and ROSAS (Renewing Our Streets and Suburbs)	Council staff regularly meet and discuss the progress of these developments with the relevant developers and government agencies.	Ongoing



OUR ENVIRONMENT

Key priority	Outcome	Status
Completing the Port Road Drainage project	Port Road Drainage Project Stage 2 Flood Mitigation and Median Landscaping Project.	Completed February 2019
	Port Road Drainage Project Stage 3 / 4 Flood Mitigation and Median Landscaping Project.	Planned Completion December 2020
Implementation of AdaptWest	Regional Coordinator Appointed to commence the implementation of actions arising from the AdaptWest Regional Strategy.	Completed April 2018
	3 Year Action Plan developed.	Completed August 2019
	3 Year Action Plan Implementation.	Ongoing
Integration of climate change considerations into Asset Management Plans and projects	Climate change considerations are incorporated into Asset Management Plans & projects where relevant as they are reviewed.	Ongoing - upcoming governance project through AdaptWest will assist in highlighting any gaps and opportunities in Council's strategic documents and approach.
Undertaking the i-Tree Canopy benchmark assessment	The assessment will drive the tree canopy regional improvement strategy which is being developed in consideration with adjoining Councils.	Completed 2016
	Tree Canopy Improvement Strategy to be developed.	Planned completion 2020
Implementing the Biodiversity Action Plan	Biodiversity Action Plan adopted by Council.	Completed August 2018
	Biodiversity baseline data collection undertaken.	Completed August 2019
Completing the Urban Island Heat project	Urban Heat Island Project Adopted by Council.	Completed August 2019

Management strategy for West Beach developed and implemented	Advocate to Coast Protection Board to investigate Options for Sand Management at West Beach.	Commenced June 2016. State Government announced \$48.4m funding for sand management. Securing our Coast program sand replenishment Phase 1 completed December 2019; Phase 2 completed March 2020.
	West Beach Coastal Processes Modelling – Assessment of Coastal Management Options by Danish Hydraulics Institute (DHI).	Completed March 2019
Redevelopment of the Beverley Recycling and Waste Centre	Beverley Recycling and Waste Centre upgraded to comply with EPA Guidelines; improve facility safety; improve opportunity for recycling.	Completed June 2018



OUR ECONOMY

Key Priority	Outcome	Status
Support the Australia China Aged Care Consortium	<p>This group has now been superseded by the Ageing Well International (AWI) which Council continues to support. This Association represents 250 business representatives. Funding has been secured from the State Government to fund a market development program for aged care and disability service providers/ product suppliers in 2020. Program has commenced with coaching well underway for 10 businesses. Contract negotiations continue in relation to various projects in China and Malaysia, but timeframes have slipped due to COVID-19 outbreak. President of AWI, Luke Westenberg, continues to represent the State Government's Health and Medical Industries Ministerial Advisory Panel.</p>	Ongoing
Implement the Western Adelaide Tourism Destination Action Plan	<p>Ongoing updates to the content on the regional visitor website www.adelaidebeaches.com.au to promote visitor experiences and actions to encourage businesses to list on the website. Western Regional Visitor Sector Round Table held at the end of June to identify how to best support businesses as they pivot and reposition in response to the pandemic.</p>	Ongoing

Implement the Economic Development Strategy 2017 – 2020	Implementation of the strategy is progressing well and into the final stages. Most projects are either completed or substantially progressed.	Implement the Economic Development Strategy 2017 – 2020
	<p>A short term action plan has been developed to assist and support businesses to navigate the challenges of the COVID-19 crisis including the very popular Business Support Grants.</p> <p>Council has already exhausted the money it allocated both in 19/20 and in 20/21 and as such the program has been closed for future applications pending a review by Council and a further allocation of resources if warranted. This review is scheduled to occur over the coming months allowing some time to enable a clear understanding of the benefits of the program.</p>	
	<p>A medium-term Economic Development Strategy and Action Plan with an 18 month time frame is being formulated. The plan will have a focus on bringing energy to the recovery and is scheduled to be brought before City Services in September.</p>	

Promote Charles Sturt as 'Open for Business'	Continue to promote CCS at all business events as a professional, responsive and forward-thinking organisation. In excess of 40 events held over 2019/20. Several events postponed given COVID-19 outbreak. Our focus since the outbreak has been in promoting relevant webinars – especially those funded by the Western Alliance of Councils and delivered by the Adelaide Business Hub. We hope to increase the number of face to face professional development & networking events over the coming months as restrictions are reduced. We now have 1,300 business registered with Western Business Leaders. A weekly newsletter has been initiated in response to COVID-19 keeping members up to date on council support, government funding, resources and events. We have now defaulted back to a monthly newsletter. Council's website has been updated giving greater emphasis to the Economic Stimulus Package. We have also launched a Facebook page specifically for business.	Ongoing
--	---	---------



OUR LEADERSHIP

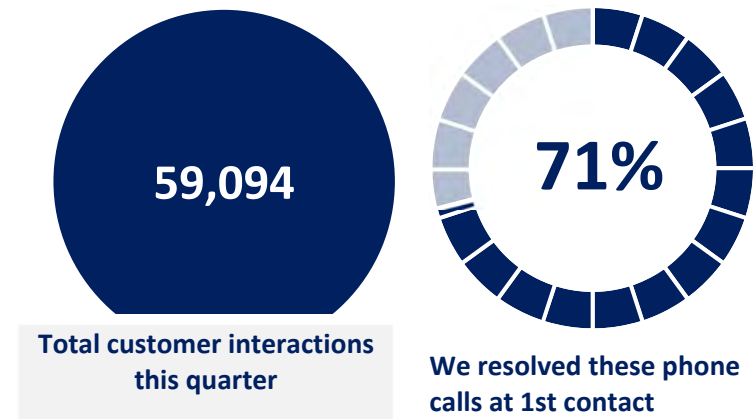
Key Priority	Outcome	Status
Developing the Smart Cities and e-commerce projects	Work has commenced on establishing long term integrated precinct plans that will enable further consideration of deployment of smart tech to improve quality of life. Participation continues with the LGA's smart cities forum.	Ongoing
Developing the organisation's ability to innovate	Staff across multiple areas of the business have participated in collaboration opportunities with other councils to identify and implement improvement opportunities that provide community value.	Ongoing
	<p>Staff from across the organisation have continued to be involved in a range of service improvement and efficiency initiatives with our partner councils (PAE & COM). Initiatives include:</p> <ul style="list-style-type: none"> • ICT Project delivery Some project delivery was slowed as IS resources were redeployed to support 185 staff to work from home/mobile. • Strategic Procurement A range of procurements have occurred jointly between Marion and CCS. In addition, staff resources have been applied flexibly between the 2 councils to provide cover for peaks and troughs and staff leave absences. This has added significant resilience to this critical function. 	Ongoing

<p>Developing the organisation's ability to innovate - <i>continued</i></p>	<ul style="list-style-type: none"> • Utilities management (shared staff recruited) The project lead for this joint initiative commenced during the period and recruitment of the 2nd person was finalised. They will work across the 3 councils on a cost recovery basis with City of Marion acting as the host employer. • Fleet management A joint fleet procurement occurred for Field utes across the 3 councils with a whole of life cost saving in the order of 20% achieved. • Joint Materials Recycling Facility development (PAE & CCS) The project continues steadily with Planning approval granted, the D&C tender has now closed, and tender responses are under evaluation. The CEOs continue to pursue external grant funding as per Council's resolution <p>The Productivity Commissioner made a presentation to Local Government General Managers facilitated by LG Professionals and hosted at City of Charles Sturt where he presented on the PC's work and final report. Again, highlighting the 3 Councils on the approach and sophistication of their collaboration work undertaken.</p>	
---	--	--

Workplace of the Future project (<i>formerly Workplace 2025 Project</i>)	Digital Workplace Program implemented and 2-in-1 mobile device roll out completed June 2019.	Due for completion December 2025
	Implemented a cloud based external file transfer solution to share large files in a secure, auditable and effective way.	Due for final completion December 2025
Improving mobile device technology	New 2-in-1 mobile devices enabling seamless connectivity anywhere, anytime.	3 year program due for completion June 2020 – Completed
	Implementation of an automated work order processes and improved mobility for the Fleet team.	Completed – June 2019
	Migration to Microsoft Office 365 and Exchange Online, enabling staff to work anywhere anytime.	Completed – June 2019
Improving mobile device technology	Continuation of Digital Workplace Program and 2-1 mobile device rollout.	3 year program - Completed June 2020
Precinct Planning	Work has commenced on identifying a pilot area, project technical working group and steering group aimed at integrating infrastructure and growth, Local and State Government agencies and Non-Government Organisations.	Ongoing but a planned presentation to City Services Committee in March 2020
Customer Experience Program	The Customer Experience Program evolved to Council's 'Customers Experience Strategy 2018-2020'. A range of actions, in accordance with the Strategy, have been implemented and work has commenced to develop a revised Strategy beyond 2019.	CX 5 year 'Roadmap' established in February 2020 and draft CX Strategy developed for engagement with Leadership Team and all staff.

Customer Interactions – City of Charles Sturt [Q4, 2019-2020]

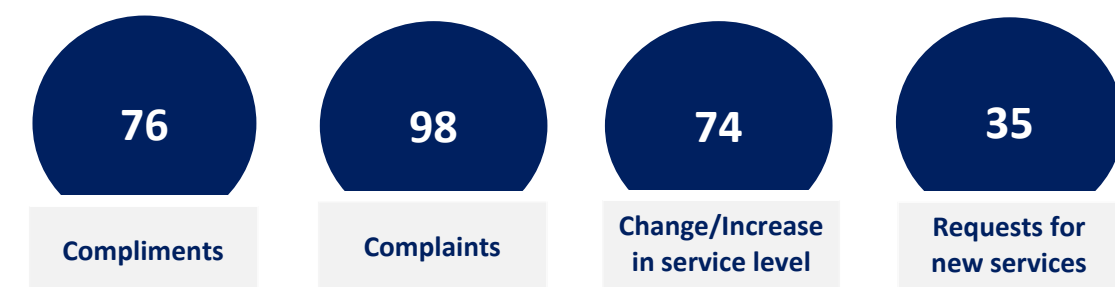
Interaction summary



	Q1	Q2	Q3	Q4	YTD Total
Telephone calls	29,213	24,540	26,309	22,821	102,883
Written correspondence	22,464	17,686	22,043	28,782	90,975
Front counter interactions	9,109	5,792	6,286	4,015	25,202
Online chat	682	717	987	1,094	3,480
Facebook posts	238	153	232	175	798
Facebook responses	2,679	2,171	2,714	2,207	9,771
Total organisation wide	64,385	51,059	58,571	59,094	233,109

*In third quarter phones diverted to afterhours for 7 days due to technical difficulties

Compliments, complaints, requests for new or increase to services



	Q1	Q2	Q3	Q4	YTD
Compliments	100	83	76	76	335
Complaints	152	112	133	98	495
Change/Increase in service level	113	114	80	74	381
Requests for new service	9	18	21	35	83

Customer Interactions – City of Charles Sturt [Q4, 2019-2020]

Requests for Service



Category	Q1 Number of requests	Q2 Number of requests	Q3 Number of requests	Q4 Number of requests	YTD Number of requests
Number of new CRM requests 2019-20	6,282	7635	7,875	6,389	28,181
Number of new CRM requests 2018-19	5,642	7,299	7,080	5,915	25,936
Year on year variation	(640) 11%↑	(336) 4.6%↑	(795) 10.6%↑	(474) 7.7%↑	(2,245) 8.2%↑

Top 5 requests for service by service type

Top 5 Customer Requests for the quarter	Q4 19-20	Q4 18-19	% variation	YTD 2019-20	YTD% variation
Wheelie Bin Requests New/Additional	732	536	36.57%	3267	32.54%
Illegal Dumping - Non Safety Risk	579	470	23.19%	2261	28.17%
Tree Maintenance	541	381	41.99%	2013	9.46%
Vehicle Illegally Parked	389	487	-20.12%	1867	-8.84%
Footpath Maintenance*	289	N/A	N/A	908	N/A

*N/A as Footpath Maintenance was not in the Top 5 requests for 2018-19

Performance on requests for service

	Q1	Q2	Q3	Q4	YTD
Number of open requests	1467	1717	1927	1774	6,885
Number of open requests in time (%)	869 (59.2%)	1161 (67.6%)	566 (29.4%)	577 (32.5%)	3,173
Number of open requests out of time (%)	598 (40.7%)	556 (32.4%)	1361 (70.6%)	1197 (67.5%)	3,712
Number of service requests completed.	5,832	7091	7,263	5,528	25,714
Number of service requests completed in time (%)	4,809 (82.4%)	5886 (83.0%)	5,983 (82.4%)	4,724 (85.5%)	21,402



City of Charles Sturt - Quarter 4 Project Status

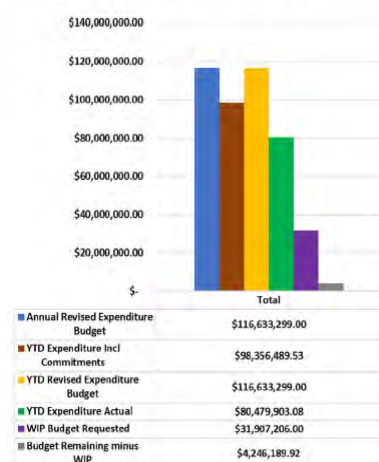
The charts below show the results and status of capital and operating projects, organisation wide, for the quarter. The Organisations Financial Performance will be reported via the regular quarterly financial report directly to Council in August 2020.



Overall Project Dashboard



Combined Capital and Annual
Operating Budget
Interim June 2020 Results



Project Status

148	114 (77%)	30 (20.3%)	2 (1.3%)	2 (1.3%)	0 (0%)
NUMBER OF PROJECTS	PROJECTS COMPLETED	PROJECTS IN PROGRESS	PROJECTS NOT STARTED	PROJECTS CANCELLED *	PROJECTS DEFERRED

(* ePlanning Portal)

Milestones

118 (83.6%)	30 (16.4%)
PROJECTS ON TRACK	PROJECTS OFF TRACK

Financials

100%	74.46%	49 (36.7)	51 (33%)	48 (30%)
YTD BUDGET	YTD ACTUALS	ON TRACK	MONITOR	REVIEW**



Organisational Key Actions and Project Outcomes

The following section identifies the service delivery activities and/or projects being delivered organisational wide. Each service delivery activity or project is aligned to a Corporate Plan Theme, Objective and Strategy.



OUR COMMUNITY - Provide accessible social infrastructure and services that engage our diverse community.

Strategy: Leverage, reposition and align Council's social infrastructure to maximise resources and diversify service offerings to the community.

Service activity/Project: Woodville Town Hall

Objective: Activate the venue to build its reputation and use.

Target: Grow the utilisation, attendance, and reputation of Woodville Town Hall

Outcomes:

Venue Capital Upgrades

- New lighting bars & intelligent lighting for stage completed
- All venue capital upgrades and asset handover completed
- Bar upgraded (part of asset-management plan, delivered by Property team)

Foyer Fridays

- The new regular local live music series was launched as a live-stream event due to COVID-19
- The first series (May 2020) was curated by local musician Adam Page:
 - Adam Page & Julian Ferraretto – 1 May
 - Aaron Thomas & band – 15 May
 - Fleur Green – 29 May
- Outcomes included:
 - Over 300 people tuned in live to watch the performances
 - More than 100 people signed up for Woodville Town Hall's e-newsletter (largest ever sign-up from one campaign or event)
 - More than 100 people signed up for Artist's e-newsletters (a bonus provided to the artists, well received especially during these difficult times)
 - Created paid work for arts industry during COVID-19
 - Provided space for entertainment and connection for community during COVID-19
 - Hundreds of positive comments during live-stream and feedback on social media and via email including:

"Thanks for a good night guys and to City of Charles Sturt for paying them."

"Fantastic! Thanks so much. Missing live music. Such a great idea"

"Thanks Woodville Town Hall, it's such a valuable community thing you are doing here"

"Hey Woodville Town Hall - thank you for supporting our local artists. We appreciate it."

"Hey Woodville town hall- who do we call to say you're doing a good job? This initiative is awesome!"

"Looking forward to this wonderful event. Thank you for organising this for all of us"

"Great set up and great venue! And front row seats! Love it!"

"Thanks Woodville Town Hall for the win! Thanks so much for putting this on and paying the artists for us. Flippin awesome."

"Woohoo! Good one Woodville Town Hall - so good that you're supporting artists in this way"

"Great initiative to keep our live music alive!!!"

"Inspiring work Woodville Town Hall. Thanks!!"

"Can't get our 7-year old to bed as she's having too much fun dancing and playing with you guys"

"Amazing talents"

"What a great mix of musicians for May."

"Many thanks for a wonderful show, we'll be back for more"

"Thanks Adam and Julian! And thanks Woodville Town Hall and everyone behind the scenes who made this happen"

"A great show thanks guys and thanks to Woodville Town Hall and everyone involved"

"Beautiful sounds, great sound quality. Thank you!"

- In response to COVID-19, we added a second series (June 2020) and opened up applications to all Musicians who live in City of Charles Sturt and had been affected by COVID-19.
- 4 artists were selected by a panel (including Adam Page) to perform:
 - Tom n Rose – 12 June
 - Bortier Okoe – 12 June
 - Sarah Straschko & 1 workin' class man feat. Sam Moody – 26 June
 - The Borderers – 26 June
- Extensive media coverage has been received including:
 - **Channel 7** – live cross x 2 on Friday 15 May 2nd event – **Audience of 48,000**
 - **Radio Adelaide Interview** with Adam Page on "Festival City" program
http://radioadelaide.org.au/audio-player/?title=On%20Demand&ondemand&type=audio%2Fm4a&src=https%3A%2F%2Fondemand.nucleusstreaming.com%2F5uv%2Ffestival-city%2F202004241300%2Faac_mid.m4a&time=5216
 - **Adelaide ABC Interview** with Adam Page on "Drive" program
http://radioadelaide.org.au/audio-player/?title=On%20Demand&ondemand&type=audio%2Fm4a&src=https%3A%2F%2Fondemand.nucleusstreaming.com%2F5uv%2Ffestival-city%2F202004241300%2Faac_mid.m4a&time=5216
 - **InDaily Article** <https://citymag.indaily.com.au/special-report/foyer-fridays-its-a-gig-but-not-as-you-know-it/>

- **West Beaches Messenger Article**
<https://www.adelaidenow.com.au/messenger/west-beaches/woodville-town-hall-to-stage-friday-evening-music-concerts-during-coronavirus-pandemic/news-story/4f3032dce85641a8ca4399920450510e?btr=414354bc524dd76747ddce7197126832>
- **Event Adelaide Article** <https://eventalade.com/music/woodville-town-hall-news/>
- **SceneStr Article** <https://scenstr.com.au/music/foyer-fridays-adam-page-presents-live-stream-concerts-from-adelaide-s-woodville-town-hall-20200420>
- **Included in CityMag Article** <https://citymag.indaily.com.au/special-report/how-to-stay-sane-and-entertained-during-covid-19/>
- **Adelaide Review Event Listing**
- **Chalking It Up Podcast Interview** with Adam Page
- **Included in InDaily Article** <https://indaily.com.au/arts-and-culture/2020/05/01/a-virtual-smorgasbord-of-art-and-entertainment/>
- Planning is underway for the next series to take place in July to September 2020
- These will include a live audience (up to 30 people seated at cabaret tables in line with COVID-19 restrictions) and will be simultaneously live-streamed to enable a broader reach



The Advertiser

Search 
[HOME](#)
[CORONAVIRUS](#)
[NEWS](#)
[AFL](#)
[SPORT](#)
[ENTERTAINMENT](#)
[BUSINESS](#)
[LIFESTYLE](#)

THE MESSENGER

WEST & BEACHES



Musician Adam Page at the Woodville Town Hall. Picture: AAP/Keryn Stevens

Woodville Town Hall to stage Friday evening music concerts during coronavirus pandemic

Caleb Bond, The Messenger
April 24, 2020 8:22am




Scenestr.
 42 mins · 

Adam Page to present Foyer Fridays (live-stream concerts) from Woodville Town Hall in Adelaide.



SCENESTR.COM.AU
Foyer Fridays: Adam Page Presents Live-Stream Concerts From Adelaide's Woodville Town Hall

NEW LISTINGS



FOYER FRIDAYS WITH ADAM PAGE

"From all the planning, it's going to be quite a slick-looking performance with multi-camera angles and high-definition sound, so I think it is something we will be really proud of and which people can enjoy on an aesthetic level as well," musician Adam Page tells *CityMag* of his series of his free live-streamed music performances from Woodville Town Hall.

The experimental creative, who has a penchant for pedals and loops, had to pivot online after COVID-19 measures prevented live gigs, but the first show on 1 May, from 7:30pm-8:30pm, will prove he can still be creative even in isolation.

The first performance will feature sounds from local jazz violinist and composer Julian Ferrarotto and will focus on improvisation and looping, and an eclectic collection of instruments including keyboards, bass guitar, flute, percussion, violin, mandolin and even a musical saw.

Next in the Foyer Fridays lineup will be singer-songwriter Aaron Thomas (15 May) and classically trained pianist, violinist, percussionist and singer-songwriter Fleur Green (29 May). Both will play 100 per cent original music.

"They're both very different to me and what I do and very different to each other, and that's another thing I wanted to get out of this particular series — to expose audiences to some of the amazing talent we have in this city and not just within one genre and style," Adam says.

Grant Received

- A successful application resulted in a \$10,000 grant as received from the SA Department for Innovation's Music Development Office to assist with continuing Foyer Fridays in the new financial year and moving it to a live-event as restrictions ease.

Re-opening post COVID-19

- The Woodville Town Hall announced in June that it would re-open in line with State government guidelines
- A COVID-Safe plan has been created and all hirers will need to review & agree to adhere to it
- Clear instructions have been created for venue staff to ensure COVID-Safe plan is implemented and adhered to.

Service activity/Project: Several Capital Projects which enhance social infrastructure offerings to the community

Objective: To provide quality, inclusive facilities that meet the community expectation and needs.

Target: Deliver projects that align with council corporate objectives and strategic asset management plans.

Outcomes:

West Lakes Hub Community Centre and Library

A contractor has been appointed and detailed design work has now commenced on the base building and the fit out. Development Consent has now been granted with works schedule to commence mid-August 2020.

St Clair Precinct

The St Clair Precinct Development has been completed including the following, a new regional skate park with various elements including a mini Bondi bowl, grinding rails, ramps, open skating areas, a basketball ring and lighting for extended daily use of the area. The regional play space, Tennis Courts including a futsal court, a commemorative space and open space areas with seating and BBQ's is also complete. These facilities compliment the St Clair Recreation Centre and the entire precinct. Brocas Avenue has also been upgraded to accommodate the additional parking requirements for the area.

Flinders Park Football Club Changeroom Upgrade to Unisex

A Contractor has been appointed to undertake the completion of the design documentation and the construction of the new changeroom. Planning consent and building rules consent is currently being obtained. Onsite construction is due to commence in August 2020. A completion date is scheduled for December 2020.

West Lakes Football Club Changeroom Upgrade to Unisex

All construction work is now completed and the changeroom upgrade incorporates separate changing spaces for multiple unisex teams at any one time.

Strategy: Provide a range of inclusive and accessible programmes that build skills, capacities, confidence and networks.

Service activity/Project: Community Centres (19 On Green, Bower Cottages, Cheltenham, Findon, Henley, West Lakes)

Objective: To provide a range of inclusive and accessible programs, partner with service providers, community members and stakeholders to improve the quality of life for the Charles Sturt community.

Target: Diverse Local Community

Outcomes:

5 Year Progression	2015/16	2016/17	2017/18	2018/19	2019/20 (Q1-Q4)
Participant contacts at Charles Sturt Community Centres	98,753	94,979	96,275	93,022	82,290
Volunteer hours at Charles Sturt Community Centres	16,437	16,798	16,188	14,681	12,587

Community Centres – April to June 2020						
	Volunteer Hours Apr – June 2020	Volunteer Hours Apr - June 2019	Participant Contacts Apr – Jun 2020	Participant Contacts Apr - June 2019	% Volunteer Hours Variance	% Participant Contact Variance
19 on Green	34	45	437	1650	-24%	-74%
Bower Cottages	119.50	614	275	4250	-80.5%	-94%
Cheltenham	105.75	490.25	248	4221	-78.4%	-94%
Findon	172.25	679.95	548	6478	-74.7%	-92%
Henley	148	1226.5	902	4684	-87.9%	-81%
The Brocas	165.95	574.50	1457	2255	-71.1%	-35%
West Lakes	12	339.5	99	3457	-3.0%	-97%
TOTAL	757.45	3969.7	3966	26995	-80.9%	-85.3%

Community Development

Due to the COVID pandemic all Community Centres and the Brocas were closed for over 7 weeks. Centres reopened on 11 May 2020 with a range of operational restrictions in place. Groups and volunteers have been slowly returning as the restrictions have eased.

To maintain the community's connection with the Centres, and to reduce isolation Community Development Officers maintained contact with volunteers, group leaders and vulnerable community members via phone, email, Zoom and WhatsApp chat. Over 800 phone calls were made during the closure.

COVID has also presented an opportunity to adjust Community Centre schedules. Timetables have been adjusted to enable the introduction of some new activities and programs with a focus on inclusion and diversity.

19 on Green Community Centre Projects

- Developed virtual programming capacity and supported online workshops include *Making Sour Dough* with Deb Opie, *Art Inspiration & Exchange* and *Creative Inks & Paints* with Sarah K Reece, *Cooking with Food Scraps* with Caroline Rowe, with positive community support and feedback.



- Activated the Community Shed, with over 20 hours of program time and 20+ members achieved since opening. Successful appointment of Shed Supervisor and exploring how to expand hours and activity.
- Collaborated with Open Space to design and build a nature playgroup for *Grubbies on Green* and to support future family friendly activities.
- Successfully deliver *Grubbies at Home* play packs for two months, supporting 10 families, before transitioning back to *Grubbies on Green* in June.



- Installed four public use computers.
- Continue to provide a valued space to six support groups as part of the centres strategy to enable people in the local area to access effective social and community supports.



Partnerships:

- Ongoing partnerships with Oz Harvest and Unity. 19 on Green has supported Oz Harvest during Q4 to prepare emergency food relief in which time they have prepared over 2000 meals.
- New partnership with Library Services to deliver Business Launchpad and Children's Reading Program, to start in Q1 2020/21.

Community engagement undertaken:

- Worked with members of the community to install an electronic recycling collection point at 19 on Green, provided by Electronic Recycling Australia. Further work to be done to establish 19 on Green as a collection point for Hard to Recycle items.

Cheltenham Community Centre

- **Maltese Aged Care Association of South Australia** who lease part of the Cheltenham Community Centre received additional funding to increase the number of meals delivered to community members each day. To achieve this, they have been using the centre's hall to store and pack food.

- **Needlecraft's charitable work** continued throughout the Community Centres shutdown period, despite not being able to come into the Centre. The group knitted lamb jumpers, penguin jackets, hats, scarves and beanies for homeless people, dolls for children and teddies for emergency patients, beanies, bonnets and blankets for premature babies, dolls and Easter chickens for cancer patients and jackets and blankets for rescued dogs and cats.



West Lakes Community Centre

- Natty Knitters kept themselves busy during the centre closure and knitted beanies that were donated to the Women's and Children's Hospital for premature babies.
- Ukulele Kats N Jammers Group kept their Facebook Page very active with performances, and songbooks being posted regularly from participants, keeping people connected to the group during a difficult time.
- Centre volunteers had regular contact with each other and the Community Development Officer during the closure.

Findon Community Centre

- **Volunteer Week – 18-24 May** - Findon's Volunteer Receptionists & Volunteer Events Team were celebrated and acknowledged on our Facebook page with photos and insight to why they are so valued.



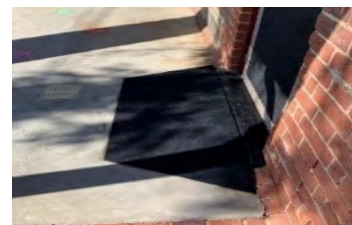
Volunteer Receptionists Angela & Evelyn Red Bows – National Volunteering Week

- **Welcome Back** In preparation for the recommencement of some programs, signage was put into place to let our community know how much we have missed them. Writing Walls have been created to encourage the community to express how they have coped and what they have been doing during lockdown.



Bower Cottages Community Centre Centre Improvements

- New safety ramps were installed at all the front entrances, which will enable greater access to the centre for community members.



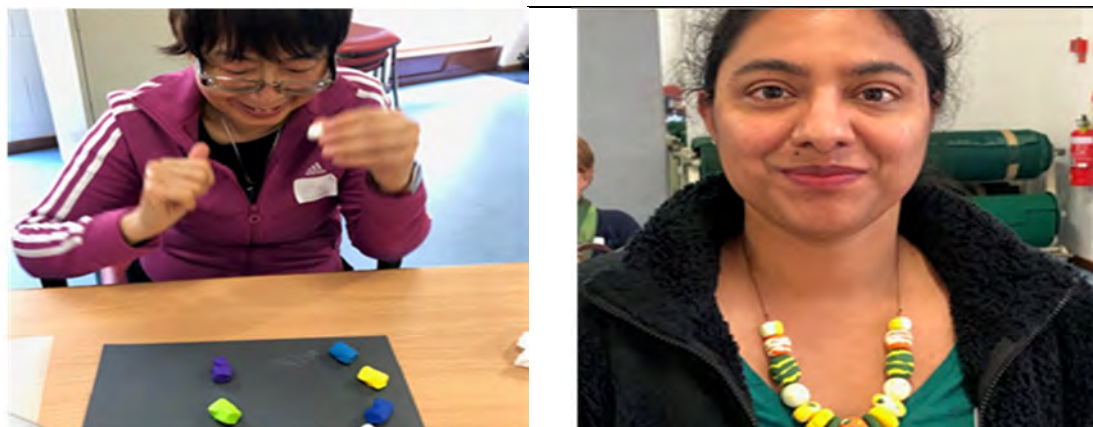
Projects

Several online sessions were delivered using Zoom and Facebook over the shutdown period, these included:

- **Little Buggers:** the monthly little bugger sessions and April school holiday programs occurred over Facebook live with supporting activity packs. Bugs n Slugs led a scientific discovery on Facebook and introduced different insects, chickens and other bugs.
- **Laughter Club Online:** Laughter club sessions were delivered weekly using zoom. The sessions shared how laughter can lift spirits, significantly strengthen your immune system and reduce the stress through laughter yoga; which is a combination of laughter exercises with yogic breathing.

Henley & Grange Community Centre

- Online Sourdough Workshop occurred in collaboration with 19 on Green and the community were invited to purchase sourdough starter kits from the Centre to complement the online tutorial.
- Mark Your Memory Event was live streamed in Henley & Grange Community Centre allowing residents to share their memories and watch the illustrator draw them live on screen
- Hand Made Bead Workshop sold out and lots of fun was had making lanyards, keyrings and necklaces out of handmade beads



Community engagement undertaken:

- Worked with several local artists to design and plan future art and craft workshops to be delivered in the community centre for both children and adults.

Service activity/Project: Social Inclusion

Objective: A socially inclusive community is one where all people feel valued, their differences are respected, and their basic needs are met. It is a community where people can live in dignity and participate as they choose to, in line with their rights as a full and equal member of society, free from discrimination and disadvantage.

Target: Diverse and socially isolated community

Outcomes:

- Formation of DAIP Steering Group and DAIP Working Group to begin community and staff engagement for a Disability Access and Inclusion Plan for Charles Sturt.
- Australia recognises National Reconciliation Week between 27 May and 3 June each year as an opportunity to respect and celebrate the unique culture and history of Aboriginal and Torres Strait Islander people. In partnership with the City of Port Adelaide Enfield, we created and screened two Aboriginal stories on social media and our webpage for celebration of Reconciliation Week.

Service activity/Project: Library Services

Target: The Library Service continues to support strong connections to our community by providing access to a large variety of programs, events, digital resources and traditional print resources. Services are provided across our five physical branch locations, mobile library service and outreach services, reaching over 8000 people every week.

Outcomes

New children's online resources have been added to our catalogue to help support the move to home schooling. These new resources are Australian:

- Storybox is an educational website created for children to view stories by local authors and illustrators that are read aloud by fantastic, predominantly Australian and New Zealand, storytellers.'
- In2Era is from South Australian Era publications. 'This online library specialises in levelled readers for junior and primary school children. Access also includes interactive books, games, language and activities for junior and primary school children.'

5 Year Progression	2015/16	2016/17	2017/18	2018/19	2019/20 (Q1 -Q4)
Library visits	522,686	503,849	496,445	469,532	409,697
Active Library members	52,578	34,032	34,709	35,351	34,746
New Library members	-	5130	4679	4,818	2,952
% of Charles Sturt residents that are library members	-	34.5%	30.2%	30.2%	31%
No of program types delivered	93	128	146	187	163
No of sessions delivered	-	-	583	658	947
No. of Literacy & Learning program participants	32,501	34,994	32,148	32,057	31,351
Total Number of Loans - Print	977,543	947,881	937,010	861,719	720,972
Total Number of Loans – Digital*	32,180	38,499	47,848	112,671	420,869
On-line Catalogue Views via website**	1,593,734	1,645,409	1,850,381	1,852,038	982,488

* The significant increase this year compared to the same time last year is partly as a consequence of a new reporting system Pressreader which now collects the number of downloads for magazines, newspapers, articles read and also customer engagements in discussions. The other factor being the increased online access due to COVID-19 and the library closures during this period.

**Stats unavailable for catalogue views via the Library App

Customer Experience

Libraries have continued to adapt and modify our service delivery to ensure the continuation of our services while complying social distancing requirements. With easing of restrictions in May, the library branches reopened their doors while continuing to offer the popular 'Call and Collect' service for those residents seeking a contact free service.

Customers were waiting at our doors and cheered when the doors opened. Regular changes to restrictions have seen limits to the capacity of our branches start at 10 customers, then 20, then 70 and now the capacity is based on the density of each facility.

The roll out of new upgraded PCs as well as a new PC Reservation program were introduced in time for customers to return to accessing PCs in our branches. The community has continued to celebrate access to library collections and services with regular positive feedback received that the books and other resources are a vital support while being isolated at home.

Literacy & Learning

Libraries modified and adapted literacy and learning programs to be available free and online for the community during the period of closure. Our weekly children's literacy programs were delivered online and have been popular with the community. From April to June the Libraries online children's literacy programs recorded 4,691 online participants.

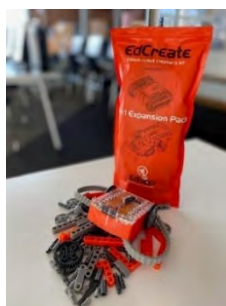
Digital Literacy programs were more challenging to move into an online format as many customers who access these programs face-to-face, fall within the most digitally disadvantaged demographic of our community. For this reason, online service provision or communication about services is not a method that is suited for this customer group. This has highlighted the community need and challenges regarding ways we can better support digital inclusion in the community where face to face service delivery isn't an option.

Service activity/Project: Libraries -National Simultaneous Storytime – Online Literacy Event

Objective: To support a national literacy event aimed at local preschool and primary school aged children.

Target: This event was redesigned by the Literacy and Learning team so it could be delivered in an online format and therefore continue as an event available for preschool and school age children.

Outcomes: Local preschools were able to access and participate in the session from their own learning sites. 50 local children, educators, and parents participated in this free event.



Pictured (above) Lizzie the Literacy Lizard appears at National Simultaneous Storytime at Local preschools Via Zoom in May 2020. Pictured (right) One of the Robotics kits which was made available for free loan to community as part of Geek School Program, a free digital literacy program for children, which was adapted to be delivered via Zoom to families during this quarter.

Service activity/Project: Engaging the Charles Sturt community

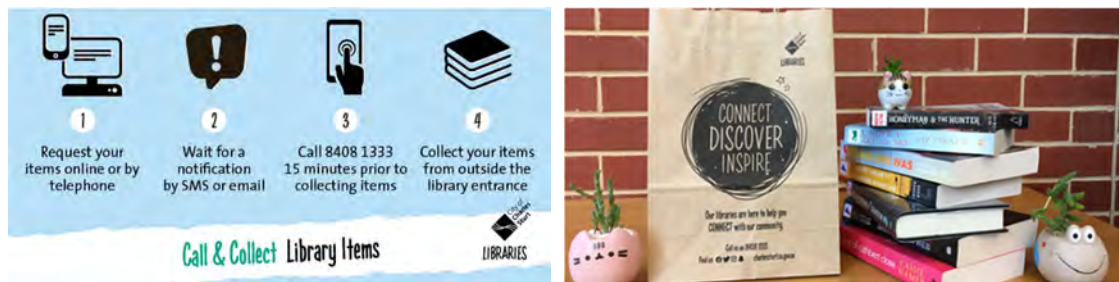
Objective: Utilise innovative communication techniques to promote our City and bring people together

Target: Engage with new and past users

Outcomes: Increase awareness of our altered service offerings throughout COVID-19

Customer Engagement	April-June 2019	April-June 2020	19/20 (Q1-Q4)	Trend
Student Work Placement Hours	25	0	216	-
Internal Engagement	44	33	136	↑
External Engagement	2	6	22	↑
Total Customer Participants	1003	3883	6910	↑

5 Year Progression	2015/16	2016/17	2017/18	2018/19	2019/20 (Q1-Q4)	Trend
Facebook	-	-	75	239	493	↑
Squiz & Evanced	-	-	375	430	579	↑
Port Road Banner	n/a	n/a	4	3	6	↑
Internal Design (TV, enews, website, facebook)	n/a	n/a	142	60	140	↑
External Design Promotion (Senior, cafes)	n/a	n/a	1	6	3	↓
E-News	n/a	n/a	n/a	7	8	↑

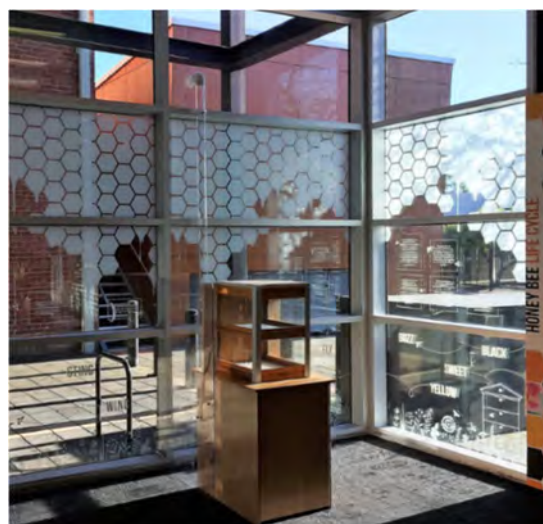


Connect Discover Inspire campaign diverted its messaging to a call & collect option, digital programs and extended Outreach Services to promote our Home Library Service.

Promoting the new Digital Storytime on Facebook had a reach of 8,600; 109 likes, 47 comments and 47 shares. Facebook has been the primary source of engagement during this quarter, with Council YouTube also being accessed with the children's programs.



Library Facebook Post of our new Digital



The See Hive Installed at Civic Library Program offerings



Promotional merchandise including, library bags, book club bags, Call & Collect bags. Staff lanyards, bamboo cups and library cards were designed, supporting the new Library branding. The bamboo cup features our own 'Crawford Lane', artwork by Sarah Boese.



The Library featured in 'The Advertiser', 'Channel Nine News- Weather report' and 'Talkback - 5AA' where a customer shared positive feedback about our Library Service. Student Work Placement were cancelled and suspended during this quarter. Although we were unable to sell any of the SA Bee Sanctuary Honey this quarter, we have seen the install of the 'See Hive' in the Library.

Outreach / Volunteer Statistics	Q1	Q2	Q3	Q4	YTD	Trend
Outreach Volunteer Hours	6	3	2	0	9	↓
Other - JP's, Children's Programs	213.4	291.75	267	0	772.15	↓
Outreach Visits						
Home Service Library Officer Visits	230	222	259	327	711	↑
Mobile Library Door Count	2935	2003	2020	132	7090	↑
Outreach Aged Care participation	95	94	125	99	413	↑

5 Year Progression	2015/16	2016/17	2017/18	2018/19	2019/20 (Q1-Q4)	Trend
Outreach Volunteer Hours	177	68	63	39	11	↓
Other - JP's, Children's Programs	1793	1805	1652	1412	772.15	↓
Outreach Visits						
Home Service Library Officer Visits	497	637	641	696	711	↑
Mobile Library Door Count	-	-	-	4,368	7090	↑
Outreach Aged Care	-	-	-	117	413	↑

*Numbers are varied in this quarter due to COVID-19. Volunteer Program across Libraries were suspended for this quarter.

The Mobile Library suspended regular service and instead contributed to the Home Service Delivery. Educational facilities were unable to access deliveries due to strict onsite visitation regulations. The new Mobile Library has arrived and will resume full service as of 21 July 2020. The new Mobile Library features, wheelchair access, public, wifi, coffee machine, GPS, pull out awning, charging stations, solar panels & recycled wood.



Service activity/Project: Sporting Club Development

Objective: To provide sporting clubs with targeted webinar support

Target: Local sporting clubs struggling with the impacts of COVID-19

Outcomes: In collaboration with Charles Sturt, Port Adelaide Enfield, Salisbury, Playford and Tea Tree Gully Councils pooled resources to facilitate a FREE six (6) part webinar series, to support clubs across these 5 councils, in the midst of social distancing limitations.

The first of these webinars was conducted by SA Sports Medicine Association, 'Well-being: Looking after yourself and your club during uncertainty' followed by 5 other topics facilitated by Sports Community, including The Secrets of Successful Clubs, Achieving goals by creating a culture of volunteering, Financially managing your club through these challenging times, Sports Club Fundraising, and Amazing social media strategies for sports clubs. Most of these sessions were also recorded and made available to participating clubs; such as the example in the link below;

https://vimeo.com/427916181/219026f0ed?inf_contact_key=5a84210ffda7fe65a7eca1de153061c3680f8914173f9191b1c0223e68310bb1

Strategy: Support community and sporting groups to be viable and grow by providing high quality, accessible facilities.

Service activity/Project: Council Owned Building Inspections.

Objective: To undertake annual building inspections of all Council owned buildings to ensure Council and licence holders are fulfilling requirements of the lease/licence.

Target: All Council owned leased/licence buildings inspected annually.

Outcomes: As a result of the COVID -19 situation sporting club building inspections were put on hold for this quarter. Since January, inspections have been conducted on nine out of forty sporting clubs and three of ten commercial buildings. Follow up inspections will be carried out after two months to check that the non-compliant items have been rectified by the occupants to comply with the lease/licence agreement.

Service activity/Project: Leases Licences of Council Owned Property.

Objective: To renew leases and licenses in a timely manner to assist lease/licence holders to provide services to the community.

Target: All Council owned leased/licence buildings renewed in a timely matter

Outcomes: Council renewed two leases in the recent quarter, those for the Semaphore Park Coastal Tourist Railway and the RSL (Henley & Grange sub-branch) at 138 North Street. There are three more leases to be finalised in the 2020 calendar year and negotiations are well under way.

Strategy: Develop digital technology to support inclusion and accessibility.

Service activity/Project: Libraries - *Children's Digital Literacy Program – Geek School*

Objective: To provide access and skills to children in digital technology to support inclusion and accessibility. Geek School teaches children new technologies and supports STEM skill development and is supported by digital program equipment which was also made available for free loan from the library.

Target: The program's target audience are children 8-14years, and the measure of success was to see participation continue, following the change in method of program delivery to online.

Outcome: Children were able to participate in the learning activities online, and were able to use loaned robotics equipment to connect their online experience with hands on learning. 12 children participated in this free program.

Strategy: Support citizens to age in place and continue to participate in community life.

Service activity/Project: Management and Maintenance of Independent Living Units.

Objective: To provide fit for purpose Independent Living Units at 5 existing locations across the City.

Target: At the time a unit is vacated a building assessment is conducted and reviewed in conjunction with the Asset Management Plan – Buildings and renewals undertaken.

Outcomes:

Unit 9 - Cudmore Court

The unit has been vacated and is currently being re marketed. The unit has recently been upgraded to include new flooring, painting, and kitchen appliances.

Unit 4 – Rose Villas

The unit has been vacated and is currently being re marketed. The unit has recently been upgraded to include new flooring, painting, and kitchen appliances/benchtops.

Unit 15 – Palm Grove

A Retirement Village Contract has been entered with a new party who will be paying a Non-Refundable Entry Contribution Fee (\$80k) to Council. The unit is currently being refurbished to include new painting, flooring, kitchen, blinds and air conditioning. Contract commencement date proposed is mid-August 2020.

Service activity/Project: Ageing Well functions

Objective: To deliver the funded Commonwealth Home Support Program (CHSP) and SA Home Community Care Programs.

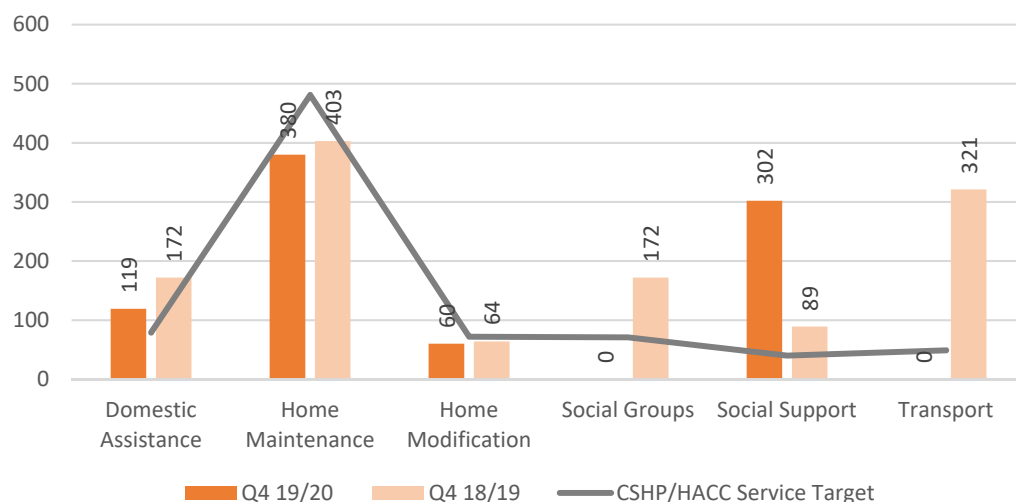
Target: Ageing and persons living with a disability and socially isolated.

Outcome: To allow community to age in place and remain connected to their community.

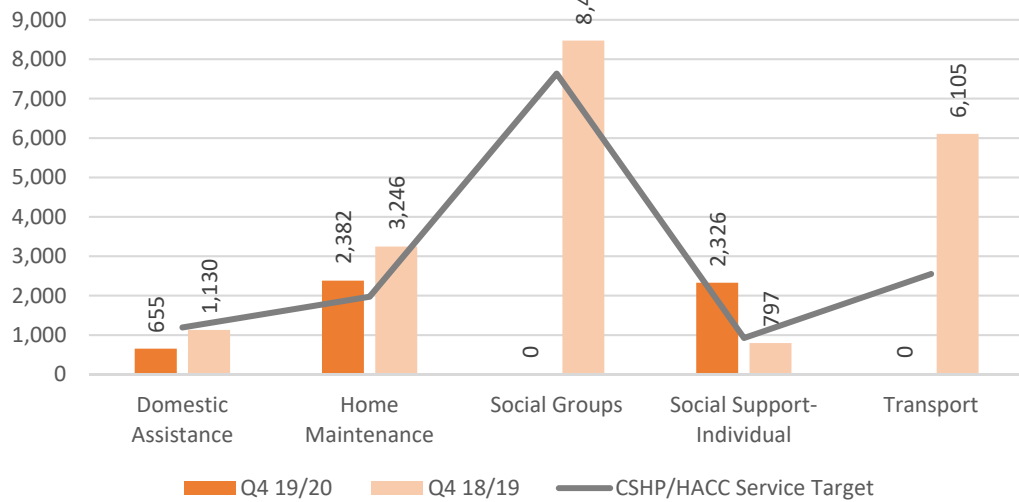
Annual Highlights

- Wellbeing Workshops –Presented workshops in collaboration with City of Port Adelaide Enfield presenting the SAHMRI Wellbeing Model based on PERMA. 16 participants in total.
- Fish Feeders – Collaborative project with Cities of Onkaparinga, Holdfast Bay, Marion and Port Adelaide Enfield aided by a grant from Office for Ageing Well. City of Charles Sturt Fish Feeders meets each Tuesday at Henley Beach Jetty and has approximately 16 participants of all ages and abilities.
- Aged Care Standards Mailout – July 2019 saw the introduction of a Single Charter of Aged Care Rights for all older Australians receiving Government funded services. A mailout went to 6000 Ageing Well clients and we were responsible for ensuring our residents understood their rights under the new Charter and to provide support to those that required additional support to understand the charter and what it meant for their services as they age well.
- Successful applications to the Office for Ageing Well will support the creation and delivery of Meaningful Workshops to our Community and a LG group – incorporating City of Port Adelaide/Enfield, Charles Sturt, Salisbury and Playford to deliver Mindset for Life to residents nearing or considering retirement.
- The change of name for Business unit to Ageing Well supporting a new focus on assisting residents to remain independent and to support their wellbeing through more than just passive service delivery.

CHSP/HACC Quarterly Client Numbers

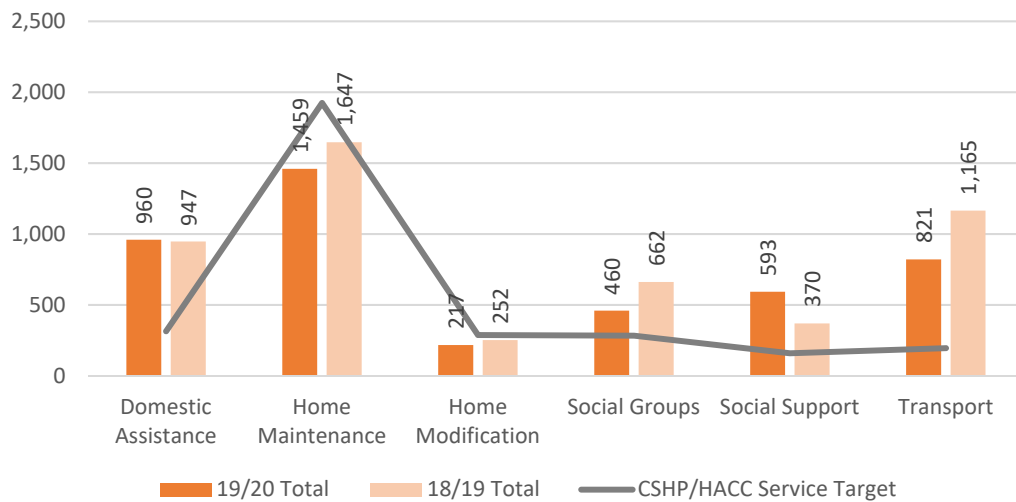


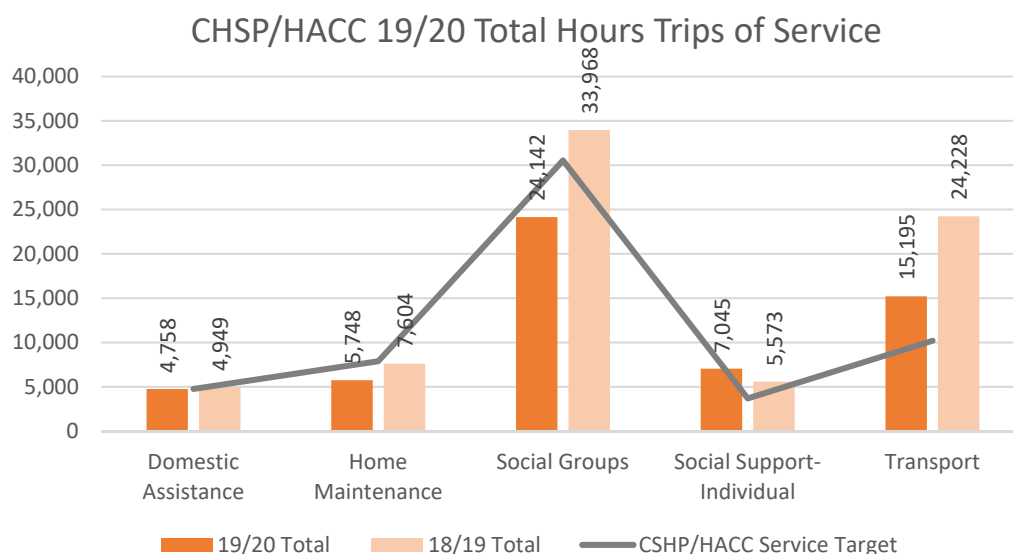
CHSP/HACC Quarterly Hours Trips of Service



- Impacts due to SA Health Department restrictions and social distancing through COVID-19 are very evident this last quarter in Social Groups delivery and the Volunteer Community Bus program.

CHSP/HACC 19/20 Total Client Numbers





COVID-19 IMPACT

Staff have worked extremely hard though this period adapting to new ways of working. Many programs were temporarily suspended, and this resulted in quick changes to ensure that residents who were most vulnerable remained connected. Successful ideas included Phone Conferencing Bingo, delivery of Activity Packs and the creation of Exercise and Tai Chi DVDs so that residents could continue to remain active at home.



Staff made over 3600 phone calls to check on people's welfare

- During COVID-19 and program closure, all clients were offered 'wellbeing phone calls' weekly for an average of 15 minutes and these have been conducted by a multitude of Ageing Well team members to continue social security, interaction and wellbeing.

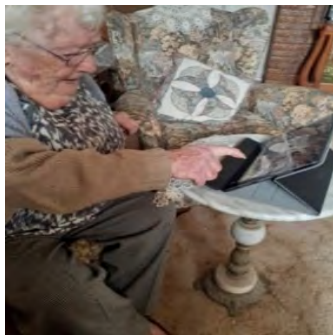


Staff hand delivered 1500 packs to community

- Holistic activity packs delivered fortnightly containing different resources, activities and connection points for client health and wellbeing. Average of 240 delivered fortnightly for 6 editions, totally approximately 1500 deliveries.



- Invitation and inclusion of clients to contribute to activity packs adding their own success navigating COVID-19 pandemic. These inputs were featured in activity packs.
- Loaning data loaded iPad to social support staff to connect in adaptive ways with community clients.



Here is 98-Year-old Lorna learning to use iPad with staff support

Staff also supported many residents with a shopping list service due to residents not feeling safe when leaving the home and due to the community bus services being temporarily suspended. This involved all staff members assisting as needed to ensure residents were safe and well.



Charles Sturt staff member Jacqui Middleton was featured in article in the Advertiser.

Community Care Volunteer Graffiti Removal	Q4 19/20	Q4 18/19	% Variance
Square Metres Removed	0	1247	-100%
Tags Removed	0	1059	-100%
Volunteer Hours	0	331	-100%
Jobs	22(Contractor)	455	-95%

Community Care Volunteer Graffiti Removal	Annual 19/20	Annual 18/19	% Variance
Square Metres Removed	4649	5210	-20.4%
Tags Removed	4291	5389	-10.8%
Volunteer Hours	1444	1503	-3.9%
Jobs	770	929	-17.1%

- As with many Volunteer supported programs, the graffiti program was temporarily suspended due to COVID19, which has impacted outputs.
- Where required we utilised Contractors and provided information to residents regarding their access to product and free paint vouchers.

Strategy: Provide opportunities for formal and informal recreation and leisure experiences.

Service activity/Project: Leases/Licences of Council Owned Sporting Facilities.

Objective: To provide suitable facilities for Community Clubs to participate in sporting activities.

Target: All 56 sports facilities within the City to be occupied with current leases/licences.

Outcomes: New Licence Agreements entered into with the following clubs:

Woodville Bowling Club –Woodville Oval - 5 year term commencing 1 May 2020 (executed)

Woodville Croquet Club – Woodville Oval - 5 year term commencing 1 May 2020 (executed)



OUR COMMUNITY - Capitalise on partnerships, build community resilience and sense of belonging.

Strategy: Actively support volunteering

Service activity/Project: Volunteer Services

Outcomes: Volunteer services contribution as reported in the table below shows activities of our volunteers for quarter 4.

5 Year Progression	2019/20 (Q4)	2018/19	2017/18	2016/17	2015/16	Trend
Volunteer Hours	987	7997	8330	9035	9155	↓
Volunteer Applications Received	17	34	20	36	29	↓
Volunteers interviewed	1	12	9	20	26	↓
Volunteers Inducted – Group	0	11	10	10	0	↓
One-on-one inductions	0	0	0	0	0	↓
Online inductions	9	0	0	1	7	↑

There are currently 315 registered volunteers with the City of Charles Sturt. This figure is a little less compared with the same reporting period in the previous year in which we had 325 registered volunteers. This is largely due to the temporary suspension of volunteer recruitment due to COVID-19.

Volunteer Celebrations/Recognition

- National Volunteer week was celebrated during this reporting period, 18 to 24 May 2020.
- Normally volunteers would be recognised with a morning or afternoon tea however this year given we were unable to come together so we celebrated differently.
- Each volunteer was hand delivered a thank you gift consisting of a thank you card, Charles Sturt Keep Cup, 3 coffee sachets, 4 tea bags and a hot chocolate sachet.



- The message in the cards was signed by Mayor Angela Evans, and CEO Paul Sutton and said:

Happy National Volunteer Week.

The theme for 2020 National Volunteer Week is “Changing Communities. Changing lives.”

As we enter the second month of COVID-19 and social distancing measures within Australia, it has become even more evident the significant impact your volunteering has on our community in Charles Sturt. Your dedication and commitment to volunteering your time to our volunteer programs is very much appreciated by not only our community, but by our staff at Charles Sturt as well.

Unfortunately, we can't come together this year to recognise your contributions, however we would still like to say thank you in the form of a cup of tea or coffee on us.

We wish you and your loved ones all the best, please stay safe and we look forward to having you back on board as soon as possible.

- Volunteering SA & NT ran an online campaign #colouryourcommunityred. The City of Charles Sturt joined in by turning the lights red at Henley Square, The Woodville Town Hall and St Clair Skate Park. Highlighted below is the post from the City of Charles Sturt's Facebook page.



Volunteer Recruitment

- In this reporting period 17 potential volunteer expressions of interest have been received, with no volunteers being assigned and matched into roles.
- Volunteer recruitment has been suspended due to COVID-19.

Volunteer Training

- During this reporting period, working with the WHS team, the online training functionality in Skytrust has been completed.
- 11 volunteers have successfully completed their online volunteer induction in this reporting period.

Strategy: Develop mutually beneficial partnerships with key stakeholders that effectively respond to and support community needs.

Service activity/Project: Woodville Oval Community Stakeholder Group

Objective: To foster and develop partnerships between 6 significant local sporting clubs located at the Woodville Oval community complex.

Target: All clubs attending and actively contributing to quarterly stakeholder group meetings onsite, to support and respond effectively to local sporting club/volunteer needs.

Outcomes: This stakeholder group did not meet last quarter due to Covid-19 restrictions, but we are in regular contact and continue to work closely with all parties. The next quarterly meeting is scheduled for Thursday, 27 August@12 noon.

Strategy: Strengthen the ability and skills of residents to adapt to changing circumstances and adversity.

Service activity/Project: Recovering clubs from Covid-19

Objective: To support local sporting clubs return to training and competition, through the delivery of the Recovering Clubs in COVID-19 program.

Target: All eligible sporting clubs within the City of Charles Sturt to assist with their most pressing club development, training and resource needs.

Outcomes: As part of Councils wider COVID-19 Economic Support and Stimulus Package, Round 1 of the Recovering Clubs in COVID-19 program was delivered. Eligible not-for-profit sporting clubs within the City of Charles Sturt were able to apply for funding up to a maximum of \$500 (plus GST) to help subsidise specified costs associated with their return to sport. This enabled 46 clubs to share in \$23K to directly support their local sporting club. Further funding and support for clubs is currently being developed for Round 2, along with other possible Council facilitated training & development options.

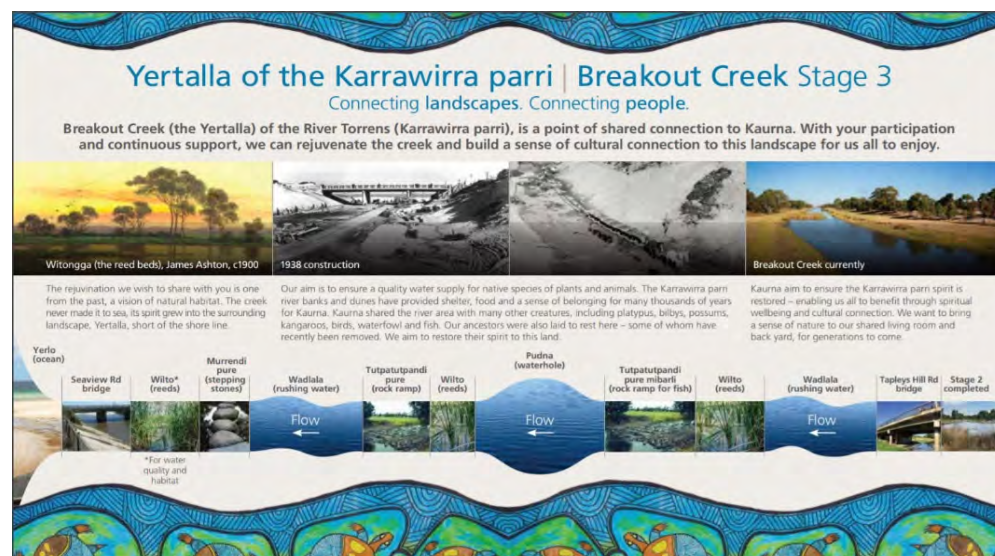
Strategy: Work with the traditional owners to identify, promote and protect locations of significance to Kurna heritage and culture.

Service activity/Project: Yertalla of the Karrawirra Parri / Breakout Creek Stage 3 Redevelopment.

Objective: Breakout Creek (the Yertalla) of the River Torrens (Karrawirra Parri), is a point of shared connection to Kurna.

Target: Recognition of Kurna environmental and cultural values within the project area.

Outcomes: In 2015 the community was engaged to help create a concept plan for Stage 3 of the Breakout Creek redevelopment. Nine key design principles were created relating to flood mitigation, watercourse condition, access, recreation, amenity and future management. These principles were used to inform the development of a concept plan. Ongoing engagement with the Kurna Nation has provided additional input into the concept design and will inform detailed design. A key project commitment is to work with Kurna on many different levels, throughout the life of the project.



Strategy: Utilise innovative communications techniques to promote our City and bring people together.

Service activity/Project: River Torrens Recovery Project Video

Objective: Showcase the River Torrens/ Karrawirra Parri, the on-ground achievements of environmental restoration along the waterway, and the importance of multiple Councils working together towards a shared goal.

Target: Promote the excellent achievements that have improved the River Torrens from the foothills to the sea to the Charles Sturt community, by showing and sharing the story of this ongoing improvement in a way that strongly resonates with viewers.

Outcomes: A visually compelling, high-quality, and well-produced video was created by the Cities of Charles Sturt, Port Adelaide Enfield, West Torrens, Tea Tree Gully, Norwood Payneham and St Peters, Adelaide City Council, Natural Resources Adelaide and Mt Lofty Ranges, Campbelltown City Council, Town of Walkerville, SA Water, and the Government of South of Australia.

This video allows our community to see and connect to the river in a new way through a different lens, as well as understand the cultural and environmental significance of this asset within the City of Charles Sturt. The video can be seen at https://www.charlessturt.sa.gov.au/environment/around-the-city/river-torrens-linear_park





OUR COMMUNITY - Create opportunities for community leadership and civic participation.

Strategy: Support and facilitate citizens to be engaged in their community and actively contribute to life in Charles Sturt.

Service activity/Project: Consultation projects – organisation wide.

Objective: Deliver effective community engagement to understand community views and aspirations, share knowledge, build partnerships and foster a connected community.

Target: Achieve effective community participation opportunities for our community.

Outcomes: Our community members are participating in active citizenship, and Council is making informed and responsible decisions in the interests of its community.

18

Total number
of projects

4,754

Total number
of unique online visitors

375

Total number
of community responses

Community Engagement for the April to June 2020 Quarter			
No	Project Name	Project Scale <ul style="list-style-type: none"> • City-wide • Large • Localised 	Community Responses Received (e.g. completed surveys, written submissions)
Urban Projects			
1.	Kilkenny Mixed Use DPA – Rezoning Proposal	Localised	76 written submissions and 12 verbal submissions
2.	Memories and Stories of Henley Beach	Localised	15 memories, pictures, photos and stories shared 10 community responses and 8 attendees at Mark your Memory Illustration Session
Transport and Engineering Projects			
3.	St Clair Smart Lighting Trial	City Wide	3 written responses
4.	Military Road with North and South Street Intersection Treatments	Localised	73 online responses
5.	Butler Avenue – Wombat Crossing, Pennington	Localised	0 responses
6.	Transport AMP	City Wide	46 online responses
7.	Intersection of Banks, Torres and Tasman Avenue, Flinders Park	Localised	5 responses

Open Space, Recreation and Property Projects			
8.	Alienation of Community Land – Semaphore Coastal Tourist Railway	Localised	3 responses
9.	Henley & Grange RSL – Extension of Lease	Localised	9 responses
10.	West Lakes Cruises Licence Agreement	Localised	2 responses
11.	Playground Renewals 2020-21	Large	50 responses
Public Health and Safety Projects			
12.	Permit for Public Space Occupation – Sunningdale Road, Fulham Gardens	Localised	0 responses
13.	Permit for Public Space Occupation – Gibson Street, Bowden	Localised	0 responses
14.	Permit for Public Space Occupation – Tennyson Heights Court, Tennyson	Localised	2 responses
Corporate Services			
15.	Fleet Services AMP	City Wide	0 responses
16.	Annual Business Plan	City Wide	30 responses
Community Connections Projects			
17.	Findon High School Youth Engagement on Mural	Localised	25 student responses and 1 community response
18.	St Clair SK8 Park – youth engagement on safety	Large	23 responses

Service activity/Project: Consultation involving our online community

Objective: Promote our convenient and interactive online engagement hub, *Your Say Charles Sturt*, and grow our online community.

Target: 3,500 community members signed up to *Your Say Charles Sturt* by December 2020.

Outcomes: *Your Say Charles Sturt* promotes both face to face and online community engagement opportunities in an innovative and engaging manner and enables our community to participate at a time and place convenient to them.



- Our online interactive community engagement website *Your Say Charles Sturt* is working well and continues to attract community interest.
- During the quarter 154 new members signed up to *Your Say Charles Sturt*.
- We are on target to reach and potentially exceed 3,500 members by December 2020.
- The new software platforms enable our community to “follow” progress on a project if they wish to. We now have 263 community members following the progress of one or more of our projects.
- The projects that attracted the highest level of interest during the quarter included the Kilkenny Mixed Use DPA and Military Road with North and South Street Intersection Treatments.
- During the quarter we surveyed our E-Panel on one occasion which related to our Transport AMP and 14 members contributed during the quarter.

Strategy: Upskill sporting and community groups to build sustainability.

Service activity/Project: Sporting Club - Professional Development

Objective: To facilitate sporting club development & training opportunities to build capacity and sustainability.

Target: Local Sporting clubs

Outcomes: Unfortunately, many of the planned Professional Development opportunities for Sporting Clubs (in this period) did not go ahead due to COVID-19. Notably, online Sporting Club Professional Development outcomes were still undertaken, and these have been captured under another earlier Strategy heading: eg. Provide a range of inclusive and accessible programmes that build skills, capacities, confidence and networks. NOTE: whilst this information has been recorded in another strategy area it is equally applicable to this section.

Strategy: Promote local ownership and encourage residents to become actively involved in shaping our City.

- **Service activity/Project:** Community Gardens and Local Amenity Groups.
- **Objective:** To improve the general amenity of the City, create, strengthen and foster community pride and connection through the shared experience of gardening in community spaces through community engagement and collaboration.
- **Target:** The establishment of Community Gardens and Community Gardening opportunities that service the needs of our Community.
- **Outcomes:** Demand for opportunities to participate in Community Gardens and Community Gardening programmes continues to increase. There are a number of very active and committed groups across the City who are creating a wonderful sense of community, important social connections and generally improving their local environment including:

• COVID-19

COVID-19, as with every part of our lives, has fundamentally changed the day to day activities of our Community Gardens and Gardening Groups. For the more socially isolated members of these groups, our Community Gardens and Gardening Groups were the only remaining activity and social opportunity, after programmes were cancelled in our Community Centres. The opportunity to spend some time outdoors, take advantage of sunny days and connect with others has been the topic of many discussions and those impacted in this way have been extremely grateful for this connection.

There has been a surge of interest in all forms of Community Gardening as a result of COVID-9, with a number of new groups/projects emerging.

Community Gardens rely on Bunnings Sausage Sizzles as their main avenue for fund raising, a weekend stall can raise as much as \$1,600 after costs, meaning a loss of up to \$6,000 for some groups. The more established groups such as Brompton and Henley Community Gardens had savings that they have been able to use, however, the more recent gardens are not so fortunate and have required some additional assistance. Groups are looking forward to the return of Sausage Sizzles in August.

To ensure that our Community Gardeners remained connected and motivated, and our groups involved with proposed gardens at Frederick Miller Reserve and St Clair can start networking and planning their gardens a few initiatives have proved successful:

Fortnightly Zoom sessions with Sophie Thompson have now finished, but were a popular event. Sophie spoke to topic and was then available to answer any questions that our gardeners wished to ask. Topics covered:

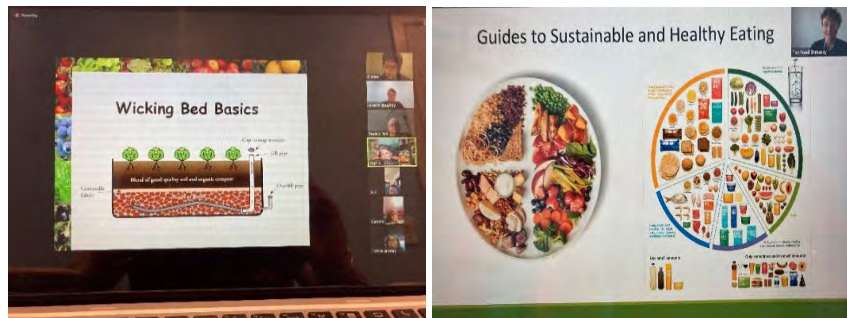
- Compost and Soils
- Wicking Beds
- Jobs to do in the garden in winter in preparation for spring
- When and how to prune, feed and fertilise
- Start up, tips for Community Gardens
- Design - your philosophy, bed layout etc
- What are the best veggies for new gardeners to grow?
- Does Companion Planting really work?
- Crop rotation. Eg what to plant in the bed after tomatoes finished, and what do we do to prepare the bed in between.

These sessions were recorded and will be made available to the broader community via the Community Gardens page on Councils website.

A Wicking Bed Workshop by Mark Smith from Adelaide Hills Veggie Gardens was held at Woodville West Community Garden, this workshop was also recorded and will be made available on our Community Gardens web page as a resource for all gardeners.

Food Matters Taster – A one hour webinar, discussing why we need a more sustainable food system, making sustainable food choices while eating a healthy diet, taking action as individuals and communities – Timely given C19, i.e buy local. The webinar was free to participants and jointly funded by AMLR NRM board and Charles Sturt.





- Royal Park Community Garden:**

The Royal Park Community Garden Group has been sorely affected by COVID-19, the group had planned their official launch for Saturday April 4, 2020 this has now been postponed to Saturday September 19, 2020 removing the ability to increase their membership from their small start up group and delays in the processing Incorporated Association documentation has meant that the group cannot open bank accounts, fund raise, pursue insurance or apply for grants.

To the groups credit, they have been attending their small garden on a regular basis and steadily making improvements such as their Minion and the “Chook Hilton” for the chickens arriving early July.



To assist the group to move quickly forward after September, a contractor was engaged to assist the group in the construction of a three linear garden beds providing opportunity for eight additional plots, the group will contribute their membership fees to purchase materials for these wicking beds.



- **Semaphore Park Community Garden:**

Semaphore Park Community Garden enjoyed their first Working Bee in four months in June and as with all gardening groups have welcomed a number of new members, again, the lack of fund raising makes it difficult for the more recent gardens to create new members beds when funding is scarce.

The group also applied for their first DWA grant recently, enabling a lockable storage bay to be constructed to store materials for garden beds.



- **Flinders Park Community Garden**

Flinders Park Community Garden, an open Community Garden, located on Tedder Reserve, is proving to be very successful, their "Grow Free Cart - Take what you need, Give what you can, is proving extremely popular within the community, with produce moving both ways constantly.

A half size Bee Hotel has also been constructed adjacent the garden, the local community will begin to populate this hotel over the school holidays.



- **Woodville West Community Garden**

Woodville West Community Garden have recently constructed seven new Wicking Beds through DWA to accommodate new members and will be the first of our gardens to trial the “Water Ups” wicking system which will remove the need for gravel or scoria and reduce the likelihood of punctured liners or leaks.



- **Henley Community Garden**

Henley Community Garden also ran their first working bee in many months in June. Over the past months they have completed their new “Grow Free Cart” and a new fence has been constructed.



- **Rosetta Street Greening**

Rosetta Street Greening have remained very active during COVID-19, maintaining their working bees and extending their “realm”. They have now adopted the section of Euston Terrace between Rosetta Street and Jane Street, including installation of irrigation and planting with Council supplying materials for the main line and some in line drip, additional irrigation materials were supplied by TORO, a local business, in response to a grant submission made by the group to complete the project.



New and upcoming Activities:

- Public Consultation commenced for the proposed Frederick Miller and St Clair Community Gardens
- A group of residents have “adopted” the section of railway screen between Second and Third Avenues, Cheltenham. Irrigation has been extended, the site has been prepared for planting and community planting has commenced
- Kilkenny Community Members were successful in applying for a Love the Westside Grant to develop verges to complement the Verges Alive project (2020/21) and design and on the ground works have commenced in Wilpena Terrace.
- A new group has adopted the section of Day Terrace between M J McInerney Reserve and Duncan Street and are keen to commence understorey planting to complement the tree planting completed more recently. This will see the length of Day Terrace between M J McInerney Reserve and Rosetta Street planted and maintained entirely by Community. There is also growing interest from local residents to adopt the sections of this screen as far as Croydon Playground (Queen Street)
- Planter Boxes have been purchased for Sunnyside Grove, Semaphore Park and the Community planting will be underway over the next quarter
- The 2020 Spring Garden Competition is open for entry
- **“In Art We Trust”** is a collaborative project between the Open Space Community Planner and the Placemaking group to engage and generate some pride within the local community.

The project consists of:

Community Paint by Numbers Paste Up

This giant community paint by numbers paste up activity is a first in the world as far as we can work out. This paste up artwork will be created from 90 individual contributions.

Working with Westport Primary School, 90 students were given an A3 piece of the artwork to colour in with wax crayons.

Students didn't know what the final artwork would look like. The artwork will be pieced together over several days for a big reveal in July 2020 and will be pasted onto the changeroom wall that directly faces the school.

Mandala Artwork

This artwork was painted by local artist Peter Grigoriadis. He painted this mandala onto the changeroom wall that faces the community garden. This artwork provides the inspiration for the 2nd community artwork – a community mandala paste up. Time Lapse Cameras captured the creation of the mandala, this recording will be used to market both paste up projects.

Community Mandala Paste Up

Peter has provided 5 mandala templates. Up to 100 templates (16 of each design) will be given to members of the local community to colour in and they will be pasted up on the changeroom block at Trust Reserve.

The Mandalas will be pasted up at the “Party in the Park” on Sunday 11 October 2020.

Poetry Project

We are investigating whether we can collaborate with a poet and local residents to create poems. These would be displayed as paste ups around the park.

Party in the Park – Sunday 11 October

An open day at Trust Reserve with the following activities subject to COVID-19 restrictions:

- Mandala paste ups
- Community Garden activity
- Poetry project
- Tree planting





OUR COMMUNITY - Educate and regulate to enable a safe and healthy environment

Strategy: Support community safety and positive health outcomes through prevention, education and encouragement.

Service activity/Project: Traffic and Parking Safety around Schools.

Objective: To improve traffic and parking safety around schools through better education of parents.

Target: Develop a flyer to be emailed to all schools for the start of the school year.

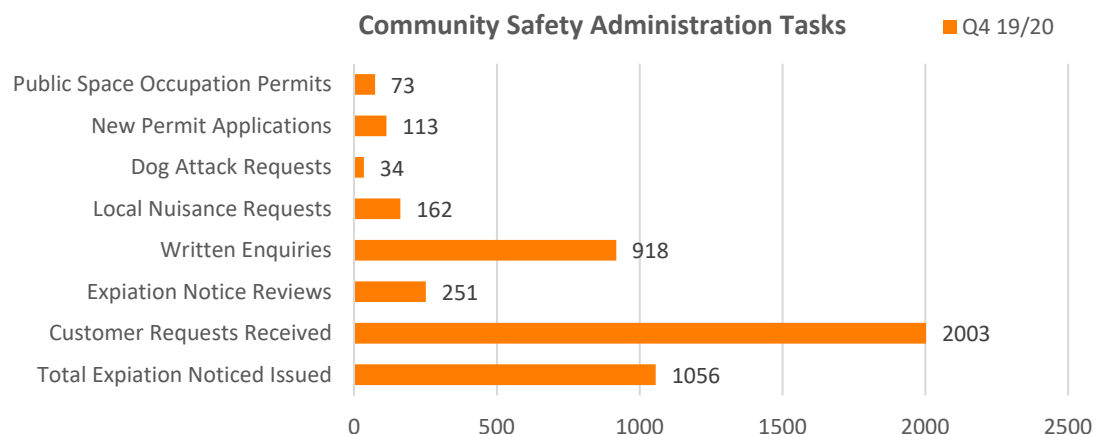
Outcomes: Transport Strategy and Assets, Community Safety and Marketing and Communications teams have developed an improved traffic and parking safety flyer to replace the previous parking flyer. The flyer was delivered to all schools at the beginning of term 1.

Service activity/Project: Community Safety requests

Objective: Respond responsibly to customer requests.

Target: Customers are acknowledged, and requests investigated, within defined time frames

Outcomes: With many people being at home due to COVID-19 physical distancing requirements, there was an increase in many customer request categories over the quarter such as backyard burning, local nuisance matters and requests to refill dog waste dispensers. The Community Safety team also responded to 24 requests from the community for patrols to ensure COVID-19 guidelines were being followed in the public realm, in addition to the proactive patrols completed.



Service activity/Project: Delivery of Council's Urban Animal Management Plan (UAMP) 2016 - 2020

Objective: The UAMP identifies three strategic themes outlining responsibilities of pet owners and the importance of a collaborative approach between the community and Council to ensure effective urban animal management.

Target: To achieve the actions in accordance with the nominated timeframes committed within the UAMP.

Outcomes: Due to the COVID-19 social distancing requirements, the Doggy Day on the Green event scheduled for the 4 April 2020 had to be postponed. The Pets of Charles Sturt Facebook platform has been actively utilised to promote various responsible dog ownership messages including our applicable By-Laws and latest announcements. The Beach Education Officer role has now concluded with the end of daylight savings. The patrols promoted the on-leash requirements during daylight savings on the beach.

5 Year Progression	2015/16	2016/17	2017/18	2018/19	2019/20 YTD
Dogs registered	14,847	15,017	14,521	15,788	15,483
Dogs unregistered	94	7	68	0	44
Dog revenue rcvd (\$K)	\$686,406*	\$763,021*	\$783,448*	\$782,886*	\$787,321.00*

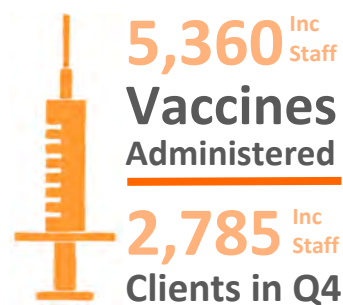
(*includes the 24% payable to the Dog and Cat Management Board of \$189,504.24 for 2019/20)

Service activity/Project: Delivery of a comprehensive community-based immunisation Program

Objective: Provide safe, appropriate and effective immunisation to the community to mitigate the incidents of vaccine preventable diseases.

Target: Deliver our immunisation program in accordance with our committed schedule to deliver vaccines in line with the National Immunisation Schedule.

Outcomes: 2,785 Clients received 5,360 vaccines, with 70% of this being delivered at the public St Clair Immunisation Clinic, and the others being delivered as part of the School Based Immunisation Program or corporate flu program. Due to COVID-19, influenza supplies were significantly disrupted, resulting in less vaccines being administered in the quarter.



39	1,996	3118	7	789	1,523
Public Clinics	Public Vaccine Clients	Public Vaccines Administered	School Clinics	School Vaccine Clients	School Vaccines Administered

5 Year Progression	2015/16	2016/17	2017/18	2018/19	2019/20 YTD
Public Clinic vaccines administered	6909	6755	6845	9696	9627
School vaccines administered	4594	6381	4901	5395	5781
Worksite vaccines administered	1314	825	588	873	689
Staff vaccines administered	256	464	286	293	339
NARI vaccines administered	461	588	445	243	0
No. of clients receiving vaccination	5085	9406	8295	9209	9055
Total no. of vaccines administered	13,534	15,013	13,065	16,500	16,624

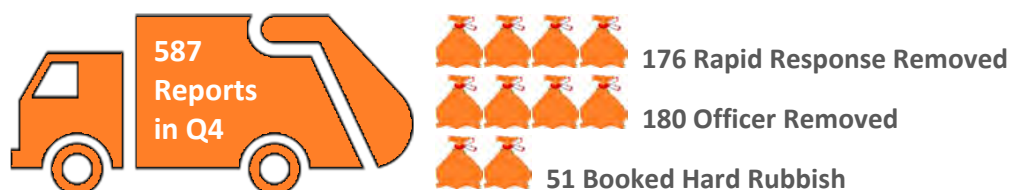
**The NARI program concluded on 30 June 2019.*

Strategy: Administer and enforce delegated legislation and by-laws.

Service activity/Project: Administer Council's Illegal Dumping Strategy

Objective: Educate, prevent, enforce, evaluate, advocate.

Outcomes: 587 requests for illegally dumped rubbish were received in the quarter, which is an increase from the same quarter in the previous year where 455 were received. 59 requests were removed by the resident and 51 confirmed as hard rubbish bookings.



Service activity/Project: Effective administration of the Local Nuisance and Litter Control Act

Objective: The Local Nuisance and Litter Control Act 2016 was developed to support and enhance local amenity and involves concerns associated with environmental noise, dust, smoke, excess vegetation, and amenity conditions.

Target: Reports are investigated in accordance with defined timeframes.

Outcomes: Attended to 162 reports in relation to local nuisance in the quarter, including some complex investigations including a bird feeding activity on private property which was causing concerns to a number of neighbouring residents.



Service activity/Project: Regulation of the Australian Road Rules

Objective: Undertake proactive and reactive patrols to secure compliance with the Australian Road Rules.

Target: Customer requests regarding illegal parking are attended to on the same day where possible; school and bicycle lane patrols completed; expiation notices issued in relation to illegal parking.

Outcomes: Officers responded to 390 customer requests reporting instances of vehicles illegally parked. During the quarter 1,056 expiation notices were issued under the Australian Road Rules. With many members of the community working from home, and closures of businesses, Officers focused more on responding to parking complaints and safety related offences in the quarter, rather than proactively patrolling the areas that would normally be high demand time limit zones.

Service activity/Project: Administration of the Dog and Cat Management Act

Objective: Meet statutory obligations in accordance with the Act, implementing our education, encouragement and enforcement philosophy.

Target: All dogs are registered; dogs and cats are microchipped; dogs and cats born after 1 July 2018 are desexed by 6 months of age; all reported instances of dog attacks and dogs wandering at large are investigated.

Outcomes: Dog registration rate continues to increase with a total of 15,355 registered by the end of June. The following is a breakdown of the number of dogs which are desexed and microchipped as well as the number of cats currently recorded in DACO.

Number of Dogs Desexed	Number of Dogs Microchipped	Number of dogs both microchipped and desexed	Total number of cats recorded in DACO
2,925	49	12,381	2261

Desexing, microchipping as well as general legislative requirements have been actively promoted via our Pets of Charles Sturt Facebook page which continues to gain an increased engagement and following.

Service activity/Project: Effective administration of the Food Act

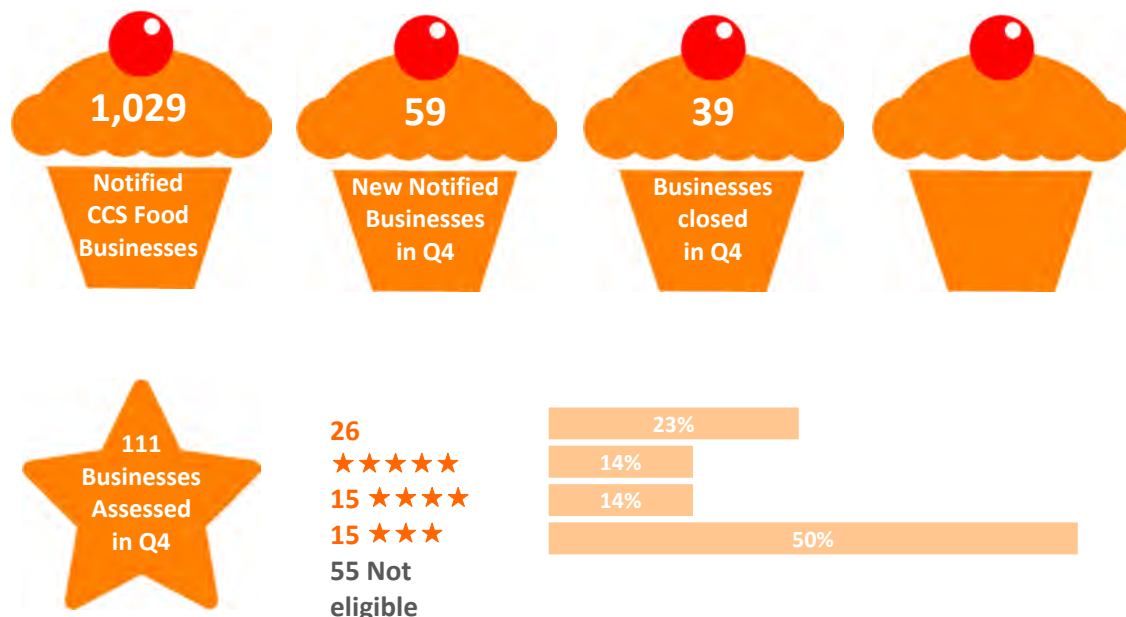
Objective: Undertake a regulatory regime of all food businesses within the City to fulfil Council's legal obligations and provide a proactive approach to supporting positive health and safety outcomes.

Target: Routine inspections undertaken within the quarter they are due. Investigate and appropriately action all customer requests in accordance with the service standards.

Outcomes:

Food Safety Rating Scheme (FSRS)

FSRS is a state-wide initiative to help customers make informed choices about where they eat based upon compliance with the State's food laws. It should be recognised that not all food businesses are eligible for assessment under the State's FSRS.

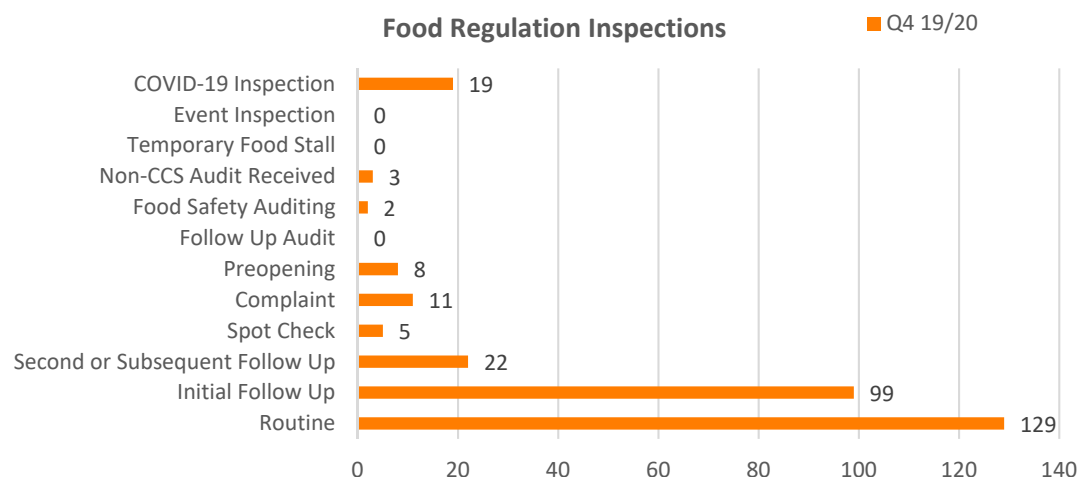


Service activity/Project: Effective administration of public health legislation.

Objective: Respond to all public health requests in a timely manner and undertake a regulatory regime of all public swimming pools, manufactured water systems, skin penetration businesses and supported residential facilities within the City to fulfil Council's legal obligations and provide a proactive approach to support positive health and safety outcomes.

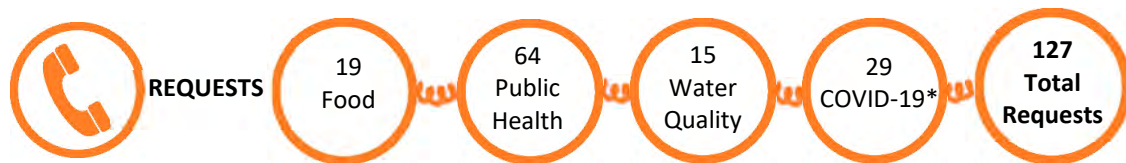
Target: Routine inspections undertaken within the quarter they are due. Investigate and appropriately action all complaints (CRMs) in accordance with service standards.

Outcomes:



* COVID-19 inspections relate to the number of food premises attended by the Environmental Health Officers throughout the quarter to assess compliance with the COVID-19 physical distancing and non-essential operation requirements declared by the South Australian Police Commissioner.

* COVID-19 Requests were a new request type created in the quarter to record the number were received and investigated by Council's Environmental Health Officers.



Other Premises - inspections include routine, follow up, complaint	No. of Premises	Total Inspections*				YTD Total
		Q1	Q2	Q3	Q4	
Public Swimming Pools & Spas	17 (26 pools/spas)	7	9	16	0**	32
High Risk Manufactured Water Systems	25 (49 systems)	8	18	19	2	47
Skin Penetration Premises	22	2	6	6	0**	14
Supported Residential Facilities	4	5	4	1	0**	10
Hairdressers/Beauty Salon*	168	0	0	1	8***	9

*only inspected on complaint basis

**As per the South Australian Police Commissioner's declaration (under the *Emergency Management Act 2004*), skin penetration premises and public pools were closed therefore could not be inspected for the majority of Q4. As per the *South Australian COVID Emergency Response Act 2020*, Environmental Health Officers were not able to perform routine audits of Supported Residential Facilities.

***These were COVID-19 inspections. These premises attended by the Environmental Health Officers throughout the quarter to assess compliance with the COVID-19 physical distancing and non-essential operation requirements declared by the South Australian Police Commissioner. Normally Hairdressers/Beauty Salons are only inspected if complaints are received.

Service activity/Project: Planning and Development Applications (Lodgements, Types of lodgement).

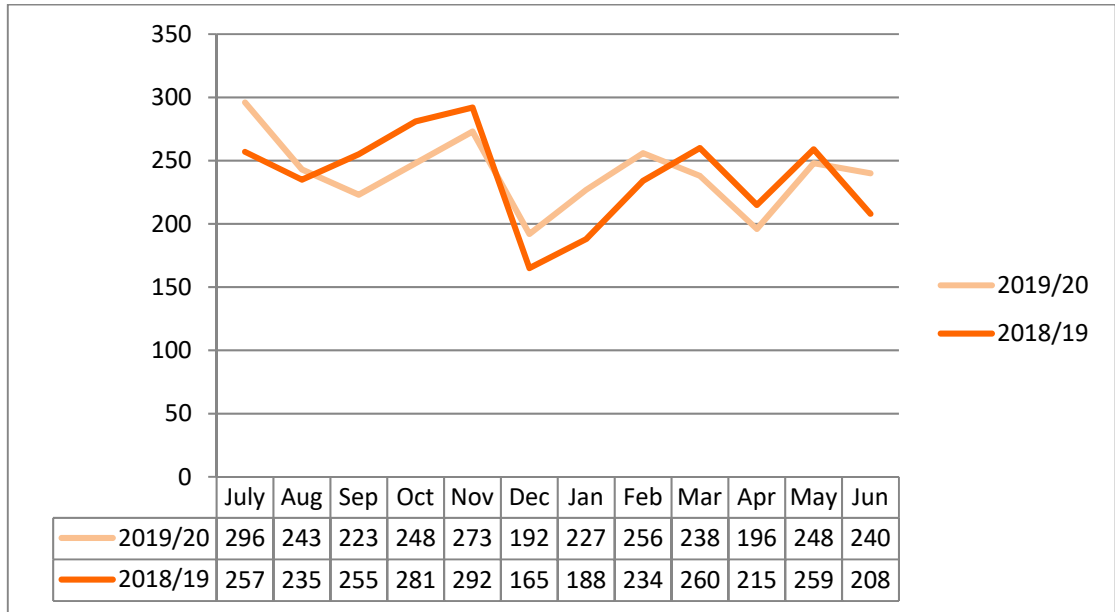
Outcomes: A total of 684 applications were lodged for the quarter. This represents an increase of .29% compared to the same quarter in 2018/2019 where 682 applications were lodged.

The total estimated construction cost (excluding fit-out cost) of development for the quarter was \$74.1 million compared to \$89.6 million for the same quarter in 2018/19.

The Development Assessment Unit (DAU) process was used to consider 8 applications for the quarter equal to 8 applications for the same quarter in 2018/19. No applications were "called in" for consideration by the CAP.

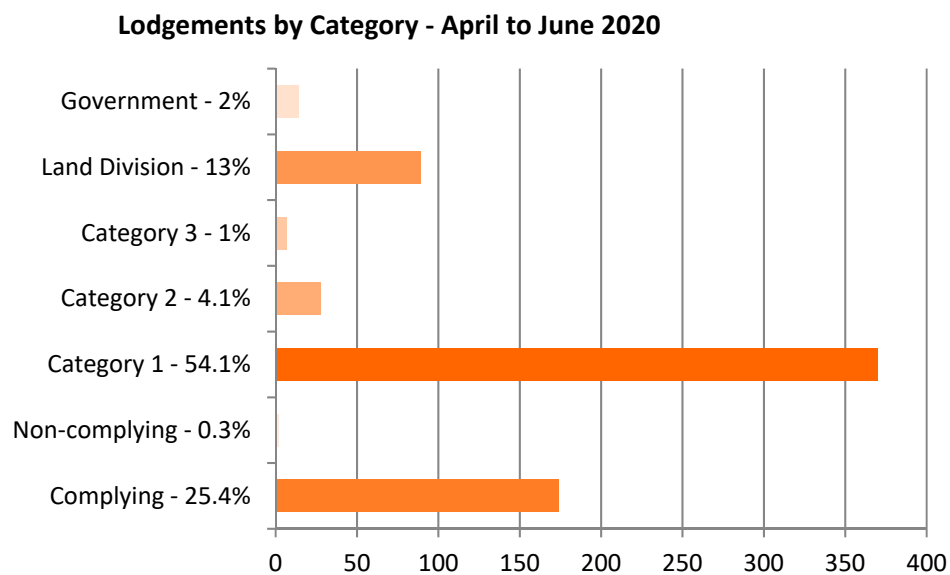
Lodgements	Q1	Q2	Q3	Q4	YTD Total
Applications Lodged	762	713	721	684	2880
	\$122,486,838	\$274,954,484	\$93,725,512	\$74,144,502	\$565,311,336

Estimated Construction Cost (ex fit-out)					
--	--	--	--	--	--



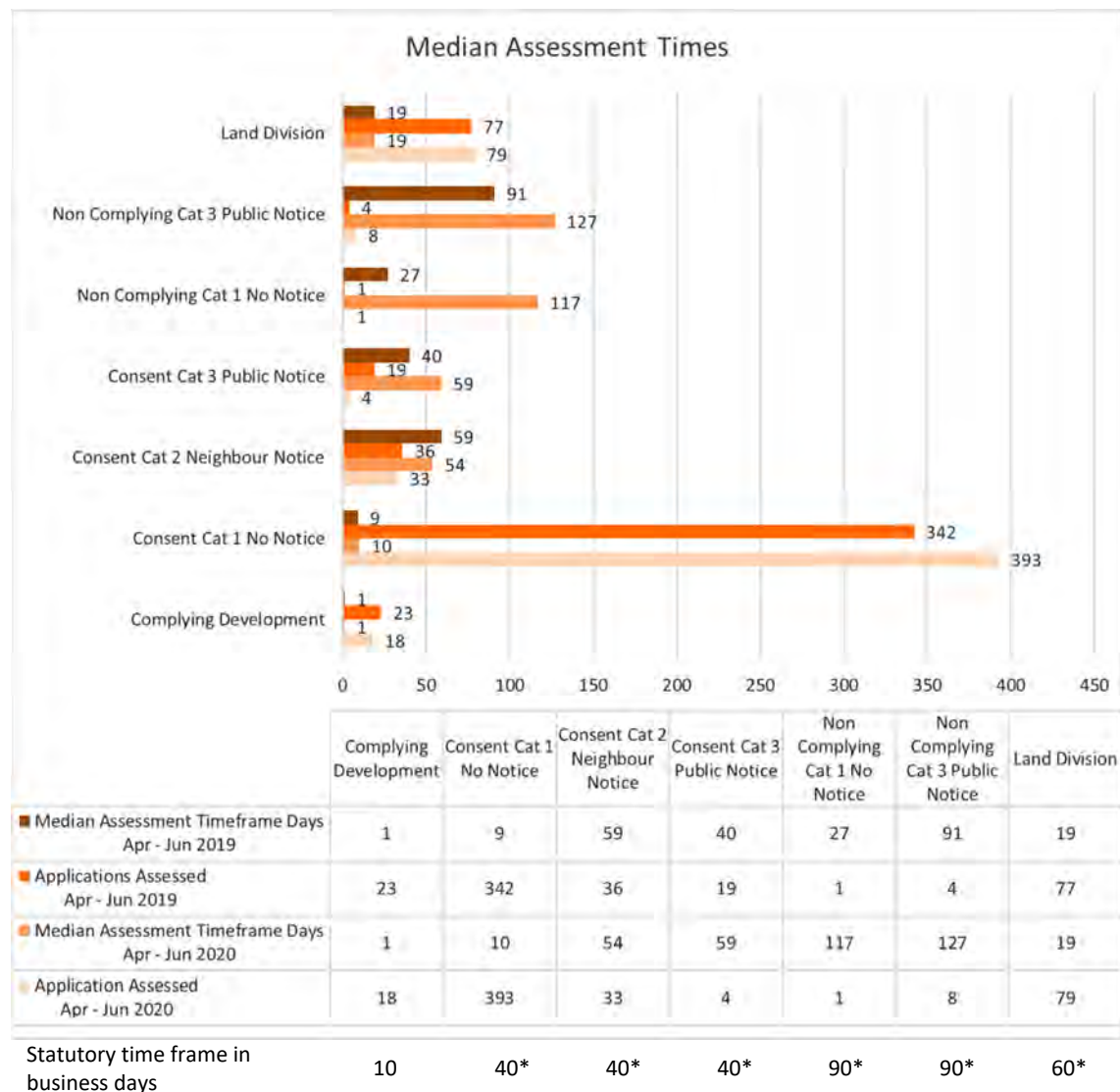
Types of Development Applications Lodged

- Applications that do not require consultation (Complying and Category 1) with neighbouring property owners represent the greatest number of applications within Council at 92.5%.
- 5.1% of Applications required notification (Category 2 and Category 3) and 0.3% non-complying applications were considered in the quarter. While not large in number, they are time intensive due to the administrative processes and negotiation associated with these applications. These applications also often trigger the need for a report to CAP or DAU.



Median Turnaround Times for Planning Applications

- Median turnaround times provide a simple indicator of performance in terms of time taken to process development applications. The following table shows the total number of applications and median time taken for assessment for each category of development for the quarter compared with that of the same quarter last year.



*The statutory time frame will be longer where a referral to a government agency is required and this is not factored into the number provided

Service activity/Project: Planning and Development Appeals

Outcomes: Planning appeals for the quarter included three (3) new appeals at;

- 252/0610/19 – 20 Percy Street, Cheltenham – third party appeal against approval for two dwellings to the rear of a house – adjourned until 5 August 2020.
- 252/0259/20 – 11 Laver Crescent, West Lakes Shore – third party judicial review to the processing for a two-storey detached dwelling – preliminary conference listed for 27 July 2020.
- 252/0257/19 – 69 East Terrace, Brompton – applicant appeal against a refusal for five dwellings – adjourned until 11 September 2020 with possible compromise pending.

There are no ongoing appeals for the April to June 2020 quarter.

There was one (1) appeal finalised for the period;

- 252/1284/19 – Henley Oval, Atkins Street, Henley Beach – Applicant appeal and compromise reached on 28 April 2020.

Service activity/Project: Building Inspections

Outcomes: The Building Team inspected many sites during construction totalling 324 for the quarter compared to 407 sites during construction in the same quarter of the 2018/2019 financial year. Of those inspected for the quarter, 114 required follow up inspections to address deficiencies in the work.

Building inspections undertaken for the quarter measured against Council's Building Inspection Policy were as follows:

Building Inspections – April to June 2020					
	Policy standard	Count of approvals/ notifications	Number of Inspections required	Number of Inspections undertaken	Instructions Issued
Roof framing involved with builder appointed	66%	209	138	137 = 99%	38 = 28%
Roof framing involved with owner builder	90%	173	156	106 = 68%	43 = 41%
Work affecting Swimming pool safety	100%	29	29	32 = 110%	14 = 44%
Other forms of development	-	151	0	21 = 14%	4 = 19%
Class 3-9 buildings prior to issue of Certificate of Occupation	100%	17	17	8 = 47%	7 = 88%
Class 3-9 buildings during stages of construction	10%	44	4	20 = 455%	8 = 40%
Total		623	344	324	114

Service activity/Project: Building Fire Safety Committee

Outcomes: The Committee met twice during the quarter. No sites were inspected due to COVID-19, however the Committee worked through updates for all outstanding fire safety matters. During the quarter the Building Surveying team did continue to manage 22 properties as part of ongoing BFSC action and reported on these to the Committee. Five of these have now been resolved.

Service activity/Project: Planning Compliance - Customer Requests

Outcomes: Council's two Planning Compliance Officers managed a high level of ongoing customer requests with 137 outstanding incidents (an increase of 23.4%) compared with the same period last year where there were 111 matters ongoing. There were 67 requests registered during the quarter (a decrease of 2.9%). There were 69 incidents registered for the same period last year.

There are currently 45 outstanding building compliance incidents managed by the Building Team and 18 new matters were reported for the quarter.

Total number of planning and building compliance ongoing requests were 182, with 85 registered for the quarter.



Service activity/Project: Planning Compliance – Appeals

Outcomes: There are seven (7) ongoing planning compliance appeals including two (2) new appeals as follows;

- 6-8 Millicent Street Athol Park – Development without Consent
- 19 Lavinia Street Athol Park – Breach of Development Approval
- 249 Seaview Road Henley Beach – Development without Consent
- 25 Selth Street Albert Park – Breach of Development Approval
- 24 Cedar Avenue West Croydon – Development without Consent
- 36 Chief Street Brompton – Development without consent
- 361 Grange Road Findon – Development without approval

The following two (2) planning compliance appeals have now been finalised;

- 7 Hawaii Court West Lakes – Development without Consent
- 280-288 Grand Junction Road Athol Park – Development without Consent

Service activity/Project: Permits, Clearances and Planning Referrals.

Objective: To ensure assets created on public land are located and constructed to minimise impact on public infrastructure and not create public hazards.

Target: All advice is provided in line with policy, procedure and legislative framework.

Outcomes: The table below shows the permits issued for works on public roads, orders to repair damage, heavy vehicle clearances and urban planning referrals.

Permit Type	1st Quarter Total	2nd Quarter Total	3rd Quarter Total	4th Quarter Total	End of Year Total
Driveway Crossover	73	59	62	47	241
Underground Service	38	35	33	32	138
Stormwater Connection	7	10	2	7	26
Footpath Encroachment	1	2	5	6	14
Heavy Vehicle Clearances	19	53	32	21	125
Damage to Roads Orders	14	38	37	15	104
Planning Referrals	33	21	27	64	145
Total	185	218	198	192	793

The table below shows the number of enquiries received in relation to a range of customer service requests and planning referrals associated with new Development Assessments and other external documents where review from members of the Urban Design Team is required.

Activity per Financial year	1 st Quarter (Jul-Sept)	2 nd Quarter (Oct-Dec)	3 rd Quarter (Jan-Mar)	4 th Quarter (Apr-Jun)	Total
Vehicles on Reserves Permit	18	28	29	6	81
Memorial Requests	3	5	5	2	15
Verge Reinstatement/ maintenance requests completed	19	5	14	3	41
Documents reviewed	9	2	3	7	21
Planning Referrals	18	15	11	21	65
Total	67	55	62	39	223



OUR LIVEABILITY - An urban environment that is adaptive to a changing and growing City.

Strategy: Influence the design of urban renewal projects through master planning, policy and assessment.

Service activity/Project: Development Plan Amendment (DPA)

Objective: Provide advice to Council on proposed policy amendments to the Charles Sturt Development Plan.

Target: Investigate and prepare policy amendments that align with the Government's State Strategic directions and the strategic directions for the City of Charles Sturt.

Outcomes: DPA investigations progressed in April 2020 for St Clair Residential DPA (Privately Funded) and the Albert Park Mixed Use DPA (Part Privately Funded).

Council endorsed on 22 June 2020, the St Clair Residential Draft DPA for the purposes of statutory consultation.

Council endorsed on 22 June 2020, the initiation of a Residential Streetscape Character Code Amendment, pending the implementation of the Government's Planning and Design Code in the City of Charles Sturt.

The public consultation process for the Kilkenny Mixed Use (Residential and Commercial) draft DPA (Privately Funded) closed on 14 April 2020. A public Meeting was also held on 18 May 2020 to hear verbal submissions. Seventy-six written and 12 verbal submissions were received and are currently being reviewed.

In 2019 Council provided a submission on the Devon Park Residential Ministerial DPA involving land contained in the City of Port Adelaide Enfield. On 25 April 2020, Council received correspondence from the Minister for Planning advising of his authorisation of the DPA.

Council's submission on the State Planning Commission's Draft Planning and Design Code was submitted on 26 February 2020 to the Commission. Council staff are continuing to liaise with DPTI to monitor the progress of the Commission's review of submissions and the pending implementation of the Government's Planning and Design Code.

On 17 June 2020, the Commission released its **"What We Have Heard Report – Phase Three (Urban Areas) Code"**. A copy of the link to the document can be found at:
https://www.saplanningportal.sa.gov.au/__data/assets/pdf_file/0003/672033/Planning_and_Design_Code_Phase_Three_Urban_Areas_-_What_We_Have_Heard_Report.pdf

The Commission's report summarises the feedback received during the public consultation process from 1 October 2019 to 28 February 2020. The Commission has indicated that it is continuing to work towards its implementation timeframes of late 2020 for the Phase Three (Urban Areas) Code and a precise date will be advised following consideration of submissions received.

Council staff in June 2020, attended a workshop with DPTI where an overview of the key themes that have emerged from the consultation period were presented. Some of the key topics identified in the workshop included:

- *flooding, and how the Code can create a consistent approach to managing flood hazards across council areas*
- *the suite of neighbourhood zones, and additional zones proposed to respond to feedback from councils and other stakeholders*
- *employment zones, and the role they play in facilitating business and economic opportunities and the types of land uses envisioned within each zone*
- *activity centre and retail development, in particular the role of local centres and non-residential development in neighbourhood zones.*

On 23 June 2020, the Commission also released an invitation to Elected Members for a briefing to show Members' how the online Code works in the new planning portal. The Commission's invite was forwarded by staff to Elected Members.

The Commission also released on 30 June 2020, the ability to access the Code for Phases 1 and 2 for community and councils to familiarise themselves with the new planning system. A copy of this information was also forwarded by staff to Elected Members.

DPA (All) Progress Q4	SOI endorsed by Council and the Minister	DPA investigations underway and Draft DPA being prepared	Draft DPA endorsed for the purposes of consultation	Statutory Consultant on draft DPA	Final Draft endorsed by Council	Submitted to Minister for Planning (awaiting approval)	Approved by Minister for Planning
Kilkenny Mixed Use DPA (Privately Funded)							
St Clair Residential DPA (Privately Funded)							
Albert Park Mixed Use DPA (Part Privately Funded)							
Findon Road, Kidman Park Mixed Use (Metcash) DPA (Privately Funded)							

Strategy: Influence the design of urban renewal projects through master planning, policy and assessment,

And

Strategy: Ensure new developments complement and enhance the desired character and liveability of our city.

Service activity/Project: Urban Development Activities.

Objective: To ensure contributed assets are consistent with Council specification.

Target: Contributed assets are designed and constructed to meet expected asset life.

Outcomes: The Asset Management Services Division plays a key role in ensuring contributed assets from developers (i.e. roads, drainage, parks, paths, lighting etc) are consistent with Council specifications and that contributed assets are handed over for ongoing maintenance and management and are entered into the asset register and included in updated Asset Management Plans.

The construction of contributed assets from developers currently in progress in the Council area are continuing as follows;

Bowden Urban Village

Works for the next stages of Bowden Urban Village Development are now complete and asset handover is nearing completion.

An additional project was added to Stages 3 and 6 in late 2019, this is the Bowden Walkways Project. This project will allow the construction of DDA compliant plaza walkways between the existing Railway over passes through to the Bowden development. The walkways are complete, and the handover process has commenced.

Works for construction for the Stage 3 reserve are due to commence shortly.

Ray Street Development, Findon

Ray Street Development is in its final stages and a small section of Rondo Avenue between Timms Street and Balfort Street is still outstanding (drainage infrastructure is complete). This road is expected to be complete when a sewer issue is resolved between the developer and SA Water.

Pennington Primary School Development

The Pennington Primary School Development involves the urban renewal of the old primary school site in Mary Street at Pennington. The development involves construction of new housing and a new childcare centre. The development includes construction of major drainage infrastructure, public lighting, paths, kerb and gutter and road pavement. A new cul-de-sac will be constructed with entrance from Northgate Street.

The construction of major drainage infrastructure associated with stage 1A works is in now complete. This involves the construction of a 270m³ underground detention tank.

Stage 1b is now complete.

Hammond Estate Development/ Bridgeman Road

Construction works on the Bridgeman Road Development in the Hammond Estate commenced in late October 2019. Works are complete and asset handover is due to commence shortly. The development includes construction of major drainage infrastructure, public lighting, paths, kerb and gutter and road pavement.

Sunningdale Road/Henley Place Development

Construction of this new development has commenced.

WEST Development, West Lakes

Construction of the next stages of Troubridge Drive is in progress. Future stages adjacent Turner Drive and West Lakes Boulevard will then follow.

Below is a table of the urban development activities from the last 12 months in the Council area and their status:

Development	Stage	Current Status	Practical Completion	Final Completion
Bowden Urban Village	Stage 3	Asset Handover in progress	June 2019	N/A
Bowden Urban Village	Stage 6	Asset Handover in progress	June 2019	N/A
Ray Street Development, Findon	Stages 3 & 4	Construction in progress	N/A	N/A
St Clair Avenue Road Extension, St Clair	N/A	Asset Handover in progress	March 2019	N/A
Trimmer Parade Development	N/A	Complete	September 2018	October 2019
WEST Development, West Lakes	Stage 2B	Complete	March 2019	N/A
WEST Development, West Lakes	Stage 2C	Complete	March 2019	N/A
WEST Development, West Lakes	Stage 4A	Construction in progress	N/A	N/A
WEST Development, West Lakes	Stage 4B	Construction in progress	N/A	N/A
WEST Development, West Lakes	Stage 4C	Construction in progress	N/A	N/A
WEST Development, West Lakes	Stage 8A	Construction in progress	N/A	N/A
Buccleuch Avenue, Findon	N/A	Complete	March 2019	May 2020
Marelle Place Drain Extension, Henley Beach	N/A	Complete	January 2019	N/A

Development	Stage	Current Status	Practical Completion	Final Completion
The Square, Woodville West	Stage 3B	Asset Handover in progress	June 2019	June 2020
The Square, Woodville West	Stage 4	Asset handover in progress	March 2020	N/A
Mary Street, Pennington Development	Stage 1A	Construction complete	N/A	N/A
Mary Street, Pennington Development	Stage 1B	Construction complete	N/A	N/A
Norton Street Cul De Sac extension	N/A	Drawings submitted for Council review	N/A	N/A
Hammond Estate Development/ Bridgman Road	Stage 2	Construction complete	June 2020	N/A

There are multiple sites currently in development in the Council area or have had Engineering Approval ready for construction. The following sites are expected to commence construction in the future:

- Brownlow Apartment Site, Henley Beach
- Bowden Urban Village Stage 4
- Bowden Urban Village Stage 5
- WEST Development Stage 5
- Mary Street Pennington Development Stage 2
- Mary Street Pennington Development Stage 3
- Mary Street Pennington Development Stage 4
- Norton Avenue Cul De Sac Extension Development
- Old Port Road/Hero Way Development
- 102-98 Woodville Road Woodville
- Lines Street Grange Development



OUR LIVEABILITY – City assets and infrastructure are developed and well maintained on a strategic and equitable basis.

Strategy: Implement asset improvements and maintenance via Asset Management Plans to ensure they are fit for purpose and meet changing demands.

Service activity/Project: Asset Management Planning.

Objective: Review Asset Management Plans as required under the Local Government Act 1999.

Target: All Asset Management Plans reviewed and adopted by November 2020.

Plans within 2 years of a general election. The following table provides a status update of the review schedule:

Asset Management Plan	Key AMP Activities										Expected Completion Date	Actual Completion Date
	Condition Audit	Valuation	Data Verification	Data System Upload	Data Analysis	Upload to NAMS or SAM	Draft AMP	Present to Committee	Consultation	Final to Committee		
Council Buildings Asset Management Plan											11/2019	23/03/2020
Open Space & Recreation Asset Management Plan												24/06/2019
Transport Assets Asset Management Plan *											02/2020	
Public Lighting Asset Management Plan (Draft)											11/2020	
Water Infrastructure Asset Management Plan											11/2020	
Fleet Services Asset Management Plan											02/2020	25/05/2020
Information Technology Asset Management Plan												22/07/2019

	Completed
	Underway
	Future

***Transport Assets AMP (includes road assets, path, bus stop & bridge assets)**

The draft Transport Asset Management Plan (AMP) is complete and was presented to the Asset Management Committee in February 2020. The Asset Management Committee endorsed the AMP in draft format for a 4-week consultation period. Consultation was undertaken in April / May 2020 and the results are currently being reviewed, the final version of the AMP will be presented to the Asset Management Committee for endorsement in late 2020.

Strategy: Manage maintenance service levels and asset lifecycles to optimise design life and achieve service efficiency in line with community needs and diverse urban densities.

Service activity/Project: Concrete Footpath / Kerb and Gutter Renewal Works.

Objective: Maintain and renew damaged sections of Council's Footpath, Kerb and Gutter network.

Target: Complete Level 5 Footpath Defects by end of Q4 2021. Make safe kerb and gutter defects.

Service Level:

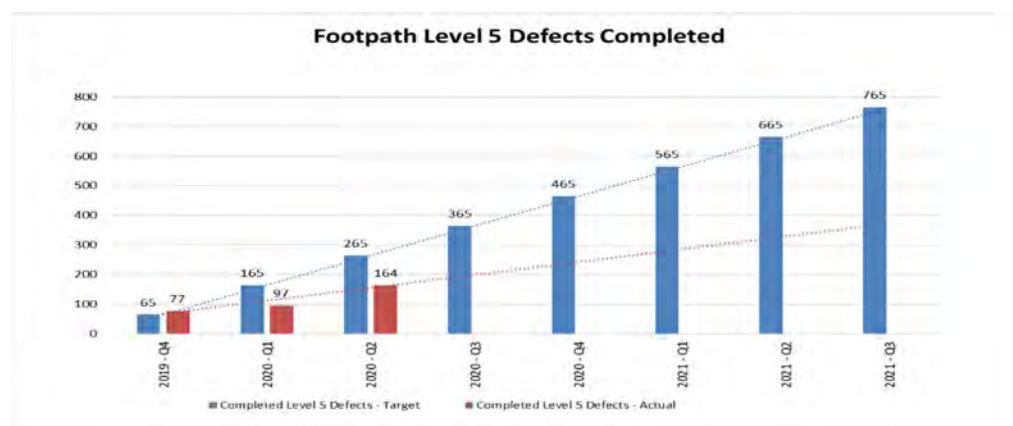
Footpaths: An asset management strategy has now been implemented, with crews focussing on audited footpath defects and new rated 5 and 4 customer requests as they are received. Upon completion of the 5 defects, the same strategy will be adopted for the level 4 defects.

- All level 5 defects to be actioned as a priority across all 49 maps of the city within 2 years (End of 2021).
- Defects identified by a CRM to be programmed into the relevant zone. If works need to be done to make safe, this will happen within 3 months.
- Any footpath CRM's assessed to have a condition rating below that of a 4 or 5 will not be undertaken and the customer will be notified through CCX that the footpath request does not meet intervention levels.

Kerb & Gutter: There is currently a City-wide audit of the kerb and gutter being undertaken.

- Any new Kerb & Gutter requests will be assessed and if deemed to be a risk of damaging vehicles or a risk to the resident or public will be made safe or replaced. CCX responses will be sent to the requestor to inform of progress of the CRM.
- On completion of the Kerb & Gutter audit, the Manager Field Services and Coordinator Engineering works to meet with Asset Manager to determine the kerb and gutter strategy to be adopted including budgeted funding.

Outcomes:



Number of conditions 5 defects completed - 164

Number of conditions 5 defects outstanding - 601

Currently behind our forecast defect target by – 101

COVID 19 and wet weather has slowed the progress of addressing condition 5 defects. The team will monitor and work to get back on or above the forecast level in the next quarter.



OUR LIVEABILITY - Create valued urban places that bring people together and reflect local character and identity.

Strategy: Implement a coordinated approach to the creation of main streets and key place making precincts in collaboration with key stakeholders.

Service activity/Project: Military Road and Main Street Precinct - Henley Beach Streetscape.

Objective: Detailed design of Military Road and Main Street Precinct, to renew the road asset while improve walking, cycling and public transport use, and to convert Main Street (western end) into a pedestrian plaza.

Target: To provide a pedestrianised plaza within Main Street, Henley Beach. To improve the streetscape of Military Road including a narrowed roadway, widened paths and improved bus facilities.

Outcomes: The final scope of the project has now been confirmed following some additional consultation and investigations in relation to the intersections of Military Road with North Street and South Street and discussions with adjoining businesses regarding private property access. PLEC funding has also been formally secured for the undergrounding of power infrastructure and detailed design is currently in progress. Discussions have been held with local businesses regarding outdoor dining areas on Main Street. Discussions with SA Water about coordinating the water main renewal are in progress.

Service activity/Project: Woodville Road Streetscape Upgrade.

Objective: Design and construction of Woodville Road Woodville, to renew the road asset while improve walking, cycling and public transport use, and to activate Woodville Road ready for future pedestrian plazas and future development

Target: To improve the streetscape of Woodville Road including a widened central median, improved DDA compliant paths, improved bus facilities and enhanced landscaping along the street. To provide activate Woodville road ready for a future pedestrianised plaza adjacent the Council chambers/Civic centre and future development site.

Outcomes: Detailed design is currently underway. Discussions with SA Water, SAPN and DPTI are ongoing throughout the detailed design. Road alignment is now complete and service alteration designs are progressing.

Service activity/Project: Place Making Activities – Central

Objective: Collaborate, support and connect with key stakeholders to provide the opportunity to rejuvenate public places that bring people together and reflect local character and history within the Central precinct.

Outcomes:

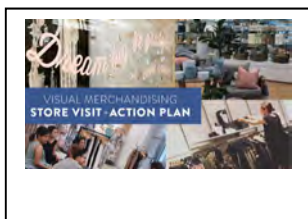


Woodville Road Streetscape Upgrade

Woodville Road, Woodville

EOI for artist closed. Working with preferred artist on contract negotiations focusing on concepts for the 4 sites and construction of 2 consistent with Stage 1 of Streetscape implementation.

Working with the Community Engagement Officer – Engineering to look at alternative ways to communicate with our community and business owners during the construction phase. A proposal to use an engagement app called Site Podium (currently used by DPTI for the R2P project) has been approved.



Visual Merchandising Consultant

6 out of the 13 businesses identified received their free Visual Merchandising Consultation and Action Plan with consultant Sarah Davies. The rest of the businesses identified will receive their consultation in July.

Those businesses that have received their consultation were very impressed with Sarah's expertise, and a few businesses have already implementing some easy wins recommended by Sarah.

Service activity/Project: Place Making Activities – Inner West

Objective: Implement Hindmarsh Place Making Masterplan

Target: This financial year key targets included projects that support a pedestrian oriented and well-connected neighbourhood, as well as, a thriving local economy & celebrate Hindmarsh as a cultural & creative hub.

Outcomes:



Pedestrian oriented and well-connected neighbourhood

Illuminating Hindmarsh Project:

Installed final stage tree up-lighting in Port Road median, Hindmarsh. 48 tree up-lights in total.

Installed 5 clusters of bespoke seating in Port Road Median, Hindmarsh (concrete footing for median seating pictured left).

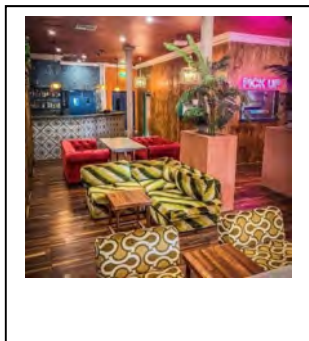
Project partially funded by DPTI Places for People Grant.

Crawford Lane:

A pedestrian and cycle friendly connection to discover between Port Road and Manton Street Hindmarsh. Laneway filled with Art, festoon lighting, bespoke seating & landscaping.

Tram corridor landscaping:

In partnership with CCS Open Space & DPTI the fence at the Entertainment Centre Tram stop was moved to enable dense planting along the roadway to enhance the visual amenity upon entry to Hindmarsh.



Place Revitalisation to support a thriving local economy & celebrate Hindmarsh as a cultural & creative hub

Business Attraction & Improvement Fund:

Four businesses received funding to support new businesses fit out & façade improvements to contribute to the precinct's creative identity. The last project for the financial year supported a new restaurant, 'Couch Potato Co' at 199 Port Road Hindmarsh (pictured left), an exciting venue to eat at, socialise and to host events.

Hidden Hindmarsh website:

A business led initiative to promote local events and brands, has been established, with further developments planned for 2020/21. <https://hiddenhindmarsh.com.au/>

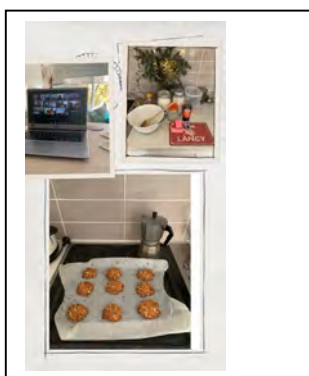
Hidden Hindmarsh Live music event:

Established a strategic events partnership with Adelaide Festival Centre to trial a progressive guitar festival event across 11 businesses to attract visitation and celebrate the precincts strengths as a destination for premier entertainment events. After a successful pilot the Adelaide Festival Centre and City of Charles Sturt will partner again to deliver a live music event on 14 February 2021.

Service activity/Project: Place Making Activities – Coastal and Central

Objective: Collaborate, support and connect with key stakeholders to provide the opportunity to rejuvenate public places that bring people together and reflect local character and history within the coastal and central precincts.

Outcomes:



ANZAC Biscuit Baking live on Zoom – online meeting

To celebrate ANZAC Day, an online ANZAC baking tutorial was held led by Caroline Rowe from the Just4Me Bake Club series on Channel 44. The event was developed in response to the cancellation of other ANZAC events being cancelled due to COVID-19.

The event saw participants tune in from interstate and across Adelaide cooking along and sharing stories about the history of ANZAC biscuits.



In Art we Trust

Trust Reserve, Semaphore Park

The Place Leader – Coastal is collaborating with the Open Space Community Planner to install a series of art projects in collaboration with the community. The first art project is a Mandala mural by Peter Grigoriadis and this will be complemented by a series of community mandala paste ups that will be created by the community.

Also underway is a giant paint by numbers paste up in collaboration with students from Westport Primary School. The students are colouring in sections of the artwork but don't know what the final artwork is yet. The artwork will be installed in July and it will be revealed to students the first day back of term 3.



Mark Your Memory

Online as part of the Military and Main Upgrade Project

One of the consultation outcomes of the Military and Main upgrade is to integrate public art into the streetscape. To inspire the public art, the Place Leader Coastal partnered with illustrator Gabriel Cunnett, to capture local resident's memories in one big illustration as part of a live story-telling and illustration event.

Council's landscape architect is now exploring ways in which these illustrations can be incorporated into elements of the streetscape.

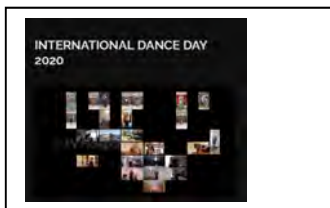
Service activity/Project: Place Making Grants – Round 3 (COVID-19 Response)

Objective: This round of grants was targeted at providing an avenue for our community to bring creative energy and project ideas to help connect in a time where COVID-19 social distancing and gathering restrictions in public spaces are in place.

Target: Allocate \$12,000 of grant funding to endorsed applicants.

Outcomes: Support our community adapt, recover and come together in creative ways during social distancing and Government COVID-19 restrictions. Applications closed on 17 May 2020. 28 applications received. 6 applications were recommended and approved for funding.

Projects endorsed by Council in Round Two were put on hold due to COVID-19, all bar one as listed below:



Celebration of Dance - Flash Mob – International Dance Day- 29 April 2020

Due to COVID-19 this event was not held in its desired format but provided online for people to participate in.

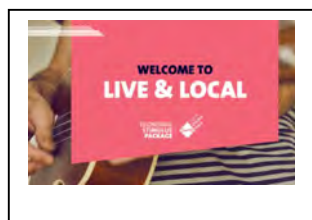
<https://finsart.com.au/2020/05/16/international-dance-day-virtual-flash-mob-in-covid19/>

Service activity/Project: Live and Local pilot program as part of the Economic Support and Stimulus Package

Objective: Support local musicians, live music venues and small business.

Target: \$30,000

Outcomes: 12 live-stream gigs across 3 venues during May and June 2020



Live and Local pilot program

Place Leader – Central and Woodville Town Hall Venue
Coordinator worked with The Gov, Lady Daly and Woodville Hotels to live-stream gigs over a three-week period to support local musicians, small business and community connection as restrictions begin to ease during COVID-19.

Live & Local delivered 12 events across 3 venues with 45 performers involved and over 36,000 views.

Lots of positive comments during live-stream and feedback on social media and via email:

“ it was really helpful in getting us activated again, I think we’d got into a bit of a flat spot and it was just what we needed to get us going...as a result of this program we are going to buy a camera and continue with our ukulele streaming and also stream the shows for our disability groups unable to attend at the moment” *Melissa Tonkin, Governor Hindmarsh Hotel*

Strategy: Develop destinations that cultivate art, culture, place making and recognise heritage principles.

Service activity/Project: Heritage Conservation Grant Program

Objective: To assist and encourage owners of Local Heritage Places and Contributory Items to conserve and retain these places of local significance.

Target: Heritage Advisory Service, Development Application lodgement fee concessions and grants for the maintenance of Local Heritage Places and Contributory Items and for the maintenance of regulated and significant trees.

Outcomes: \$25,369 in grants paid out and \$14,530 committed. Council also endorsed on 22 June 2020 amendments to the Heritage Conservation Grant Guidelines to align with the Government’s Planning and Design Code. The amended Guidelines will come into effect when the Code is implemented by the Government.

Service activity/Project: Heritage Recognition Markers Program

Objective: To recognise and promote the built heritage of Charles Sturt and educate the community and visitors of its value.

Target: Installation of further Heritage Recognition Markers for the City’s listed Heritage Places.

Outcomes: An additional 9 Heritage Recognition Markers were confirmed in 2019/20 involving identification, land owner approval and development approval. The manufacture and installation of these will occur in 2020/21.



OUR LIVEABILITY – Drive an integrated, responsive transport system and network.

Strategy: Continue to implement improvements to our transport network to improve road safety.

Service activity/Project: Intersection Safety Improvements – Belmore Terrace, Woodville Park.

Objective: To improve safety for road users of Belmore Terrace through redesign of the existing intersection treatments.

Target: Renewal of intersection treatments in line with Australian Standards while balancing the needs of local businesses and residents.

Outcomes: Intersection treatments have been designed to retain as much area for local community gardens as possible as well as providing outdoor dining opportunities and convenient vehicle and bicycle parking for local businesses. Final construction works in progress for final intersection treatment at Dale Street. Final intersection treatment anticipated to be complete by late-July/Early August.

Service activity/Project: Traffic Safety Improvements - Blanford Street, West Croydon and Frederick Street, Welland.

Objective: Reduce speeds and improve traffic safety within known 'cut-through' routes in West Croydon and Welland.

Target: Installation of traffic control devices.

Outcomes: Road humps were installed in Blanford Street, West Croydon and Frederick Street, Welland to control speeds of vehicles utilising the street and deter cut-through traffic.

Service activity/Project: Intersection Treatments – Arlington Terrace, Welland.

Objective: Reduce speeds and improve traffic safety within Arlington Terrace, Welland.

Target: Incorporate the construction of intersection treatments in a planned road reconstruction project.

Outcomes: Design finalised for raised intersection treatments at two intersections within Arlington Terrace. The construction of these traffic control devices undertaken in conjunction with a road reconstruction and completed in June 2020.

Service activity/Project: 40 km/h Area Speed Limit Review.

Objective: Review the effectiveness of the new 40 km/h Area Speed limits within the City of Charles Sturt.

Target: To determine whether the initiative has resulted in reduced driver speeds and crashes, and how the community feels about the 40km/h Areas

Outcomes: Technical review completed. Consultation completed. Technical and consultation results workshopped and presented to Council in June 2020. Final report and recommendations to be presented to Council on 27 July 2020.

Service activity/Project: Foord Avenue Henley Beach Road Safety Improvements.

Objective: To improve safety of Star of the Sea school children accessing the church car park and road users and residents of Foord Avenue.

Target: Implement traffic calming measures as part of the road reconstruction of Foord Avenue.

Outcomes: Foord Avenue is a narrow laneway which is shared by drivers and pedestrians. The street has been printed with a textured surface, a 10km/h Shared Zone implemented on the north-east section and two speed humps installed on the east-west section (to replace the hump that was there previously).

Strategy: Invest in upgrades to the whole transport network to promote a balanced distribution of residents walking, cycling, using public transport and driving.

Service activity/Project: Grange Greenway – Tapleys Hill Road Path Project.

Objective: To construct a new section of the cycling and walking network to improve walking, cycling and public transport use.

Target: Shared path, improved bus facilities, crossing points, upgraded lighting and new trees.

Outcomes: Construction completed in June 2020 of re-aligned shared use path and associated assets.

Service activity/Project: Outer Harbor Greenway Wayfinding.

Objective: To improve wayfinding along the Outer Harbor Greenway cycling network.

Target: Improved / updated signs to highlight the Greenway Route and assists riders to navigate.

Outcomes: Site scoping complete. New signs installed in June 2020.

Strategy: Advocate and improve access to and investment in public transport options, including light rail, across the city.

Service activity/Project: Upgrade of bus stops along Seaview Road which have steep verges to meet the requirements of the Disability Discrimination Act (DDA).

Objective: To seek assistance from the Department of Planning Transport and Infrastructure (DPTI) to upgrade bus stops along Seaview Road or provide an alternative service to meet the requirements under the DDA

Target: To reach an agreement with DPTI for the delivery of DDA bus stops or an alternative service provision for these stops.

Outcomes: Letter has been sent to DPTI.

Service activity/Project: Bus Stop Removals within the City of Charles Sturt.

Objective: To require the Department of Planning Transport and Infrastructure (DPTI) to provide the City of Charles Sturt with justification and benefits of removing bus stops / bus routes, including the provision of alternative services prior to their removal.

Target: To ensure that our community is adequately served by public transport.

Outcomes: Letter has been sent to DPTI.



OUR LIVEABILITY – Enhance the quality and diversity of open and public spaces.

Strategy: Create public and open spaces that are engaging, safe and connected, and meet diverse community needs.

Service activity/Project: Landscape Development.

Objective: Undertake landscape projects within approved budget program.

Target: Complete Landscape Projects on time and on budget.

Outcomes: Projects completed this quarter

- Rowing Course Reserves – Inlet Reserve - landscaping and seeding turf areas
- Port Road Woodville – landscape renewal
- Arlington Terrace garden bed renewal (integrated project)
- Exeter Terrace Reserve – landscape remediation
- Grange Greenway Corridor – landscape component (integrated project)
- Roundabout Upgrades in Seaton – Hallville Street, Green Avenue and Golfers Avenue
- 19 on Green – new nature play area
- Whole Street Planting – selected streets

To date; this financial year, the Landscape Construction Team has planted a total of 271 trees and 19,750 shrubs as part of Capital and Operating Projects.

Strategy: Manage open spaces to facilitate sustainable and diverse community needs.

Service activity/Project: Sportsground maintenance.

Objective: Maintain sporting ovals on a weekly basis as per service level agreement and renovation programs.

Target/Service Level: Each oval is mown weekly (except for 2 ovals mown fortnightly during winter).

Outcomes:

- Mowing completed at all ovals as per service level requirements
- 9,980 kilograms of fertiliser spread as part of the winter fertilising program
- 68 tonne topdressing at selected ovals as part of general maintenance
- 292 sqm of turf replaced at 8 Ovals as part of renovation works
- 29 litres of line marking paint used at Woodville Oval and Woodville Croquet
- 2,000 lineal metres of water table maintenance

Service activity/Project: Reserve mowing.

Objective: To maintain reserves in a condition which enables and attracts community use.

Target: Mow every reserve once every 4 weeks (329 assets to mow).

Outcomes: Achieved an average 98.3% for this quarter compared to the overall average of 94.4% for the 2019/20 financial year. Inclement weather, staff leave and social distancing requirements as a result of COVID-19 virus have impacted on our ability to achieve 100% this quarter. Work Order target is higher than the previous quarter due to additional work orders created for each individual section of Port Road Median.



Strategy: Enhance provision of and access to recreation facilities by collaborating with schools and clubs.

Service activity/Project: Wombat Crossing – Kingston Avenue, Royal Park.

Objective: Improve pedestrian safety and connectivity between Carnegie North and Carnegie South reserves.

Target: Construction of a raised pedestrian crossing (wombat crossing) across Kingston Avenue, Royal Park to provide road priority to and increase visibility of pedestrians in this area.

Outcomes: Construction of this wombat crossing is now complete.



OUR ENVIRONMENT – Continue to implement climate change mitigation and adaptation solutions.

Strategy: Identify priority areas and adaptation options to develop key actions and responsibilities associated with climate change mitigation and adaptation.

Service activity/Project: AdaptWest in Action – climate change governance project

Contract period: to be delivered April to August 2020

Objective: Undertake a review of governance mechanisms that address climate change at all 3 Councils. Identify and address any gaps.

Target: To ensure Western Adelaide's Councils address climate change in a comprehensive manner throughout their strategic frameworks.

Outcomes: Work on this project is now well underway, with workshops completed for City of Charles Sturt teams and soon to be completed for all 3 participating Councils. Workshop outcomes and project learnings are anticipated to be available for consideration in early August. More information on findings will be made available in the next quarterly report.

Service activity/Project: Climate emergency declaration - response

Contract period: from January 2020 and ongoing

Objective: To clarify Council's program to address greenhouse gas emissions, in the context of its climate emergency declaration in December 2019.

Target:

Climate emergency discussion paper – circulated internally by end May 2020

Community engagement approach agreed by Council – by end June 2020

Community engagement undertaken – July to September 2020 (subject to COVID restrictions)

Climate Emergency plan adopted by Council – by end 2020

Outcomes:

A draft plan to reduce Council's net corporate greenhouse gas emissions has been prepared and will be available for consideration by Council shortly. Feedback from staff has been incorporated and consideration is currently being given to the nature of community engagement. It is anticipated that a report will be put forward for Council consideration in August 2020.

Strategy: Manage stormwater to mitigate the impacts of flood and climate change.

Service activity/Project: Port Road stormwater upgrade project.

Objective: Flood mitigation in the Port Road Stormwater catchment.

Target: Performance standard of underground stormwater network to be able to cope with minor and moderate rain events (i.e. up to five-year Average recurrence interval – ARI) and minimise chances of flooding.

Outcomes:

Stage 1 works in Old Port Road completed between 2010 and 2014 saw major wetlands created and active stormwater detention capacity of 10 Megalitres.

Stage 2 works in Port Road from Old Port Road to Park Street South completed in 2018. Works included upgrading of pipes and installation of water sensitive vegetated stormwater swales in the car parks in the Port Road median.

Stage 3 (final stage) flood mitigation works completed with landscaping and King Street Carpark to be finalised.

Strategy: Effectively manage and operate recycled water systems to provide alternative water sources for parks reserves and other open space environments (including schools).

Service activity/Project: Recycled water main and irrigation of open space and road reserve.

Objective: Improve amenity and reduce reliance on potable water.

Target: Progressively increase the use of recycled stormwater in reserves and road reserves to improve amenity and reduce reliance on potable water.

Outcomes: Recycled stormwater distribution main originally constructed between 2012 and 2014 as part of Water Proofing the West Stage One project has been extended along Port Road central median up to King Street, West Croydon. Extension of the main has enabled significant improvement of streetscape amenity along Port Road.

Strategy: Influence key stakeholders and agencies to develop and implement strategies to protect our coast.

Service activity/Project: Securing the Metropolitan Adelaide Coastline.

Objective: Sustainable Sand Management along the Charles Sturt Coastline.

Target: Support the State Government in delivering the Securing the Metropolitan Adelaide Coastline Project.

Outcomes: Participation in Community Reference Group Workshops.

Participation on the Securing the Adelaide Metropolitan Coastline Management Group.



OUR ENVIRONMENT – Enhance the state of the City's environment and biodiversity.

Strategy: Enhance and protect biodiversity across the City.

Service activity/Project: 10 plants for \$10 program

Objective: Boost the number of locally indigenous plants that are growing in our City and increase appreciation of the importance of local flora.

Target: 3000 plants are planted by our community in the City each year.

Outcomes: The program is now in its eleventh year, and our community has come to keenly expect its' offering each year. Restrictions arising from COVID-19 prevented the normal conduct of the two plant collection days at the Civic centre. Alternate arrangements were offered to voucher holders to collect their plants from the supplying nursery.

In recognition of this change, vouchers holders were given 11 plants at no additional cost to Council or the purchaser, which was warmly received with the program once again selling out. The successful delivery of this program relies on strong internal partnerships with Customer Contact and Community Connections business units.



Strategy: Develop, manage and maintain green infrastructure; and protect and enhance our urban tree canopy.

Service activity/Project: Whole Street Pruning Program.

Objective: To manage and maintain a healthy stock of street trees.

Target/Service Level: Each street within the City is pruned on a 3-year cycle (50,000 + trees).

Outcomes: The last cycle of Whole Street Pruning programme was completed in 25 months; 11 months ahead of the 3-year target. The next cycle for Whole Street Pruning commenced in October 2018, with Year 1 complete. Progress to date for Year 2 is slightly below target due to resources being diverted to storm damage clean up in late 2018, extreme heat temperatures early 2019 and early 2020, staff being deployed to Kingston and Kangaroo Island to assist with bushfire clean-up (3 weeks in total) and more recently social distancing requirements as a result of COVID-19 virus in March 2020.



Service activity/Project: Tree and shrub planting.

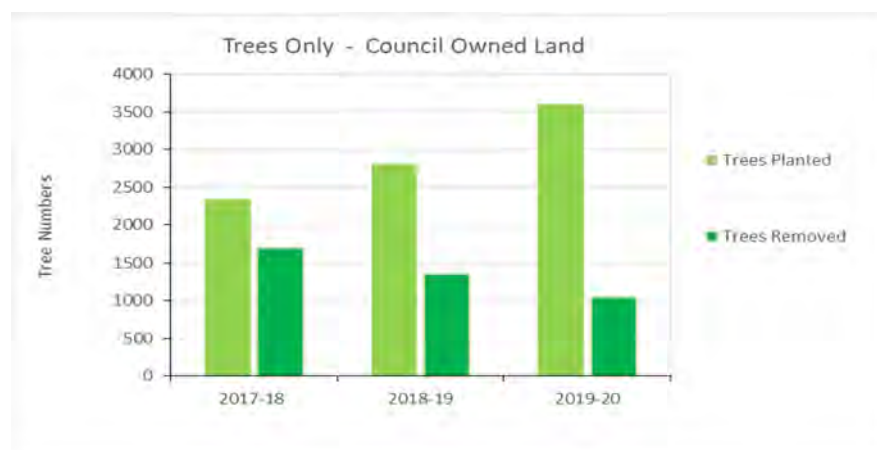
Objective: To maintain and increase tree and shrub vegetation levels in Council Reserves and Streetscapes – 404.3 Hectares of reserves and streetscapes.

Target: Plant a minimum of 1,500 trees and 10,000 understorey shrubs on Council Reserves and Streetscapes.

Outcomes: A total of 2,324 trees (35% increase compared to 2018-19) and 43,332 shrubs have been planted in parks and streetscapes as part of both maintenance and Capital Works project activities. Included in the graph below are 1,281 street trees planted as part of our Whole Street and Reactive Tree Planting programs.



The following graph relates to **trees only**, representing the total number of trees planted versus trees removed by Financial Year. The tree numbers include outcomes from both capital and/or operating projects and maintenance works.



Service activity/Project: Tree Assessments.

Objective: To assess the condition of street trees in order to maintain a healthy tree stock.

Outcomes: The following table is a summary of all tree assessments undertaken this quarter compared to the same quarter last Financial Year, including year to date totals and trees assessed to be retained.

Non-Regulated Trees					2018-19				2019-20			
Type	Apr	May	June	YTD	Apr	May	June	YTD	Apr	May	June	YTD
Removed – Dead, dying, diseased, damaged	49	50	41	696	90	55	28	669				
Removed - High Risk to personal or public safety	8	16	8	304	22	20	14	206				
Removed - High Risk to property	6	0	0	12	2	1	0	12				
Related to crossover installation	7	12	7	103	7	11	14	109				
Trees assessed to be retained	35	5	8	176	22	14	20	174				
Sub-total	105	83	64	1291	143	101	76	1170				
Regulated Trees					2018-19				2019-20			
Type	Apr	May	June	YTD	Apr	May	June	YTD	Apr	May	June	YTD
Recommended for removal (DA lodged)	0	1 Note 1	2 Note 1	15	0	0	0	7				
Assessed for regular monitoring	0	0	0	8	0	0	0	15				
General maintenance pruning	1	2	0	16	5	1	1	20				
No action required	1	0	1	4	0	0	0	8				
Sub-total	2	3	3	44	5	1	1	50				
TOTAL	107	86	67	1335	148	102	77	1220				

Note 1: The urgent removal of the regulated tree was undertaken under Section 54(a) of the Development Act 1993 and retrospective Development Application was lodged.

The former significant tree legislation within the Development Act 1993 was amended on 17 November 2011 and trees that meet the new regulations are now classified as being regulated.



OUR ENVIRONMENT – Lead and educate to reduce the City's impact on the Environment and build resilience.

Strategy: Promote sound waste management practices to reduce our City's amount of waste to landfill.

Contract period: May 2011 – April 2021

Rateable properties serviced: 55,942

Objective: Provide a 3-bin kerbside waste and recycling service to every residential property and encourage recycling to reduce our reliance on landfill.

Target: To continually reduce our City's amount of waste to landfill.

Outcomes:

- 12,706 tonnes of waste collected (9.2% increase over same period last year).
- 50% of the waste collected diverted from landfill (0.9% increase over the same period last year).
- The chart shows the diversion rate achieved each quarter compared to 2018-2019 diversion rates.

Waste diversion rate



	Q1	Q2	Q3	Q4	YTD Total
Tonnes of general waste - kerbside collection	6,007	6,033	6,068	6,362	24,470
Tonnes of recycling - kerbside collection	2,365	2,503	2,501	2,550	9,919
Tonnes of Green Waste - kerbside collection	4,694	4,079	3,826	3,794	16,393
Total tonnes of waste - kerbside collection	13,066	12,615	12,395	12,706	50,782
2018/2019 total tonnes of waste (kerbside collection)	12,069	12,916	11,662	11,580	48,228
% change in tonnage 2018/19 compared to 2019/20	7% ↑	2% ↓	5.9% ↑	9.2% ↑	5.2% ↑
% diversion rate (kerbside collection)	54%	52%	51%	50%	52%
2018/2019 % diversion rate - kerbside collection	51%	51.4%	49.5%	49.1%	50.4%
% Change in diversion tonnage 2018/19	3% ↑	0.6% ↑	1.5% ↑	0.9% ↑	1.6% ↑

Service activity/Project: Progress implementation of new waste and recycling contracts

Objective: Facilitate a smooth transition to new contracts

Target: New contracts commence 1 May 2021

Outcomes: All major waste/recycling contracts have been executed (with the exception of street litter bin contract, which remains under consideration/negotiation). Transition to new waste disposal pricing negotiated for implementation from 1 July 2020 Signage/livery for new waste and recycling vehicles designed and agreed by all 4 Councils.

Participation in working group to ensure smooth delivery of new waste and recycling collection and disposal services by 1 May 2021.

Working Group (across the 4 participating Councils) is considering some proposed changes to the approach for introduction of electric waste/recycling vehicles into the fleet. Timely resolution of this question by the Councils will be required to allow ordering, signwriting and commissioning of new waste and recycling vehicles in time for commencement within City of Charles Sturt on 1 May 2021.





Waste truck signage for new Cleanaway waste and recycling trucks
– commencing in City of Charles Sturt from 1 May 2020

Strategy: Promote and implement sustainable business practices to minimise our impact on the environment.

And

Strategy: Incorporate sustainable design principles in development of public realm infrastructure.

Service activity/Project: LGA Circular Procurement Pilot Project

Objective: Monitor and increase Council's purchasing of recycled materials

Target:

Train key staff and commence recording tonnes/types of procurement of recycled materials by Council by June 2020

Meet interim targets for increased procurement of recycled plastics – by June 2020 (if achievable)

Set and meet targets for increased procurement of recycled materials – from July 2020

Outcomes:

Council staff have received training on the appropriate recording of recycled products, and reporting has commenced. Follow up with responsible staff is occurring to maximise the scope of materials recorded and tracked through this process. A 'Circular Economy Expo' has also been established through a partnership between the Waste Management and Resource Recovery Association of Australia and Green Industries SA, with the event to be held at the Adelaide Convention Centre in October 2020. It is understood that entry to the event will be free of charge for both attendees and exhibitors. City of Charles Sturt staff involved in the routine purchase of goods will be encouraged to attend, as a means to gain exposure to the full range of recycled products currently available.



Service activity/Project: Materials Recovery Facility implementation

Objective: Establish new Regional Subsidiary (CAWRA) and new Materials Recovery Facility (MRF) in Kilburn

Target:

Establish CAWRA (Central Adelaide Waste and Recycling Authority) CAWRA Materials Recovery Facility to be operational by mid-2021 Improved sustainability and transparency of recycling process for yellow bin contents Procurement processes undertaken and contractors engaged (MRF design/construction and operation) Communications with funding bodies/stakeholders as required to support the above.

Outcomes: CAWRA Charter approved by both Councils late 2019, approved by Minister for Local Government early January 2020 and gazetted late January 2020.

EOI process (MRF plant and equipment) – opened late 2019, closed January 2020 – multiple EOIs received. RFP process (MRF design and construct) – opened April 2020, closed June 2020. Assessment of Proposals received is nearing completion.

MRF Development application submitted early January 2020, planning approval granted early April 2020.

Funding applications to Commonwealth and State Governments prepared and submitted February and March 2020.



CAWRA's new Materials Recovery Facility (MRF) at Kilburn – artist's impression (included with Development Application submitted in January 2020 – planning approval was granted early April 2020).

Strategy: Develop understanding and appreciation of our environment and support citizen science.

Service activity/Project: 'Bite-size Bees': interactive webinars about honey bees

Objective: To engage our community in a deeper understanding about honey bees, their history, behaviours, and the important role they play in our environment, our food systems and our economy.

Target: Successful delivery of 4 short (hence the title 'bite-size') interactive webinars

Outcomes: Originally intended to be delivered as a public talk with a question and answer session, restrictions on public gatherings due to COVID-19 led to the creation of this alternative offering that focused on the history of bees.

The series of 4 webinars was created in collaboration with Adelaide Bee Sanctuary and broadcast from the home of staff member working from home using Zoom. A benefit to this delivery format was the ability to record the sessions for later broadcast, meaning a wider audience could be reached than those attending 'live'.

The series started on World Bee Day on Wednesday 20 June 2020 and was promoted by The Government of the Republic of Slovenia, the initiators of the proposal for the United Nations to declare 20 May as World Bee Day.

The sessions were programmed into 4 parts:

- Session 1 - the evolution of honey bees, their sensory world and wax making powers,
- Session 2- discover how Mother Nature spread bees across the globe, the meaning of 'swarming,' and the scout bee
- Session 3 - explore bees by sea and sky, the 'navigator' and the dance floor
- Session 4 - dive into brilliant beehives and the history of when and how SA began to keep bees.

Bees and other pollinating insects have been under increasing threat worldwide due to pesticides and diseases. Without them, both crops and other parts of our biological world cannot thrive.

The videos can be viewed on the City of Charles Sturt YouTube channel

https://www.youtube.com/results?search_query=bite+size+bees



Strategy: Implement sustainable solutions that improve the efficiency of water use on public open space.

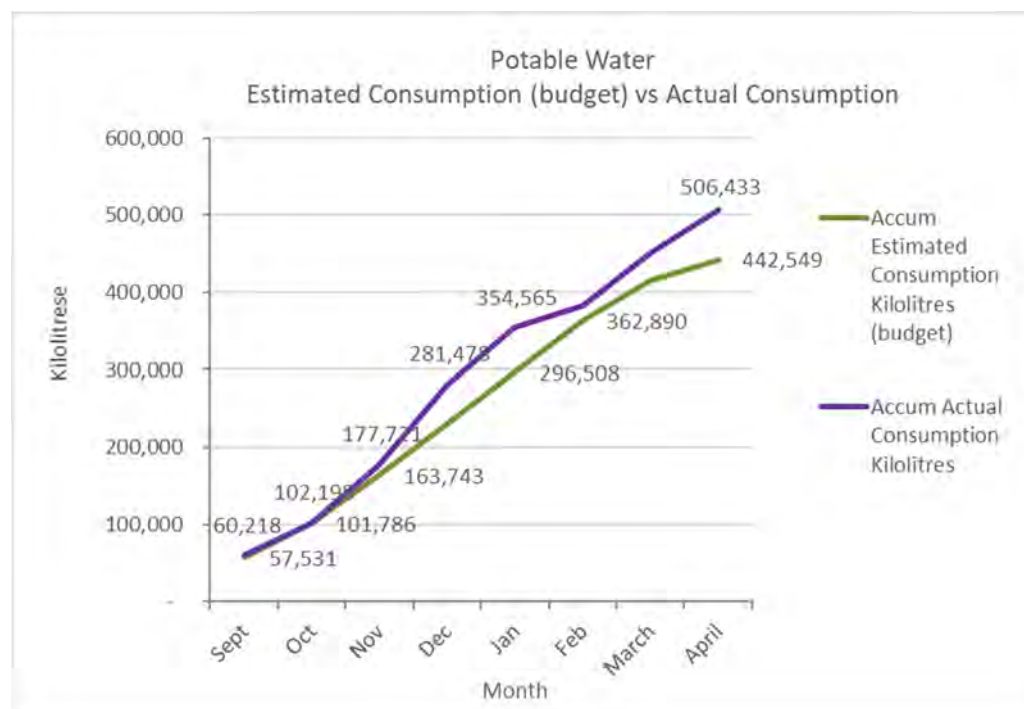
Service activity/Project: Water Usage Tracking.

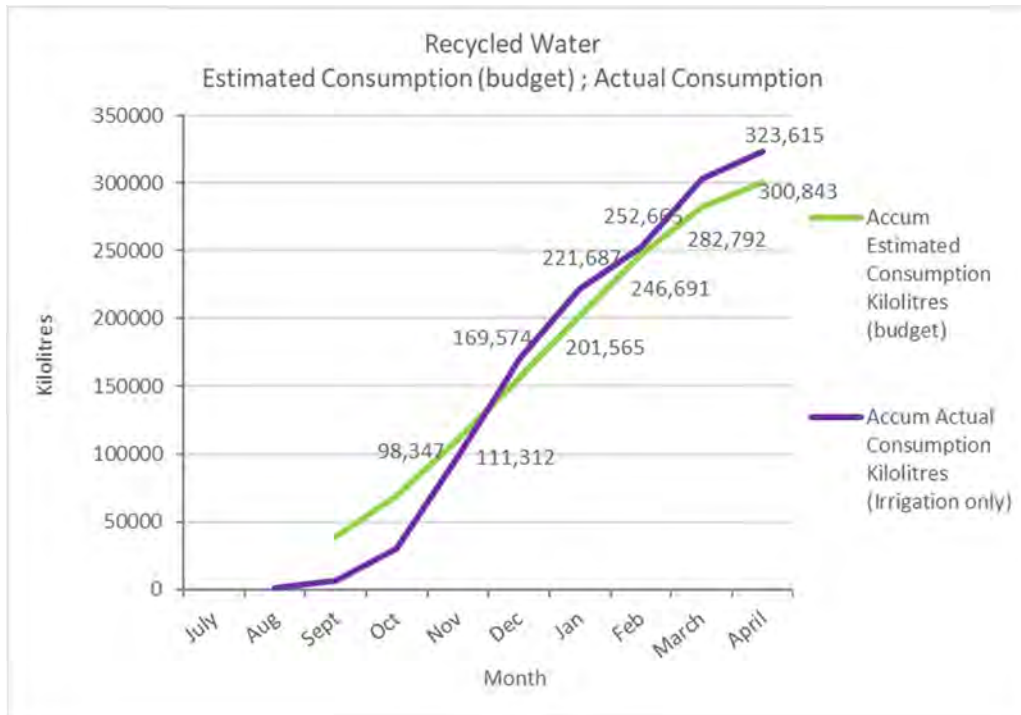
Objective: Track monthly water usage in public open space.

Target: Read and monitor 668 water meters to track actual kilolitres vs estimated consumption (budgeted).

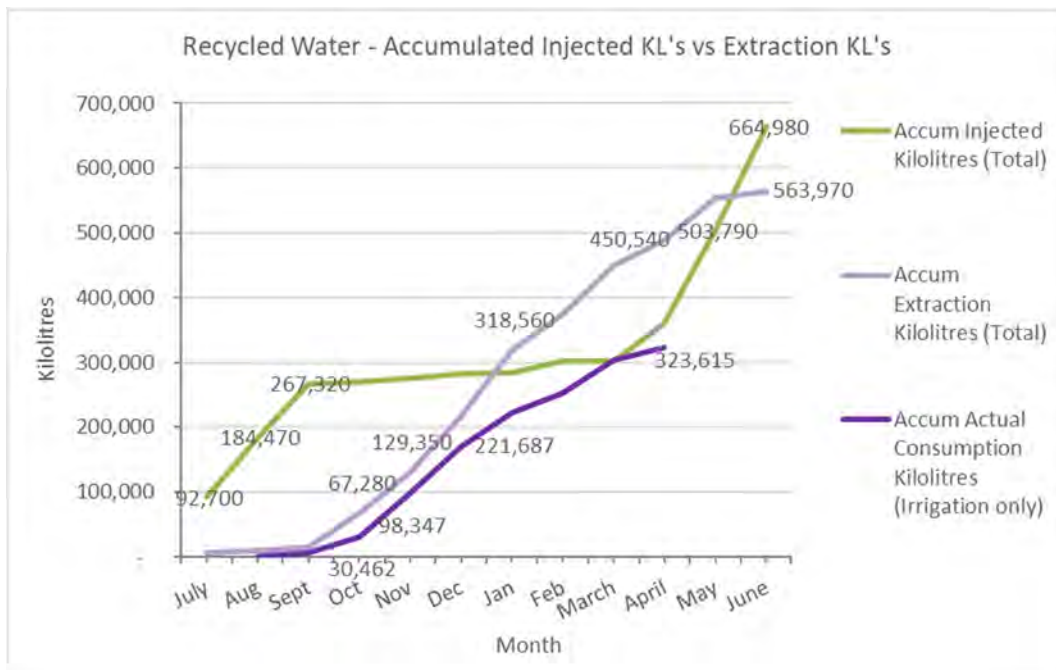
Outcomes:

Actual consumption for potable and recycled water is currently higher than estimated consumption budget due to extreme heat conditions in December 2019 and January 2020. Irrigation systems were temporarily shut down during minor rain events in February and late March which has assisted in reducing the gap between estimated and actual budget consumption. The graph below reflects water used during watering season only.





The graph above reflects water used during watering season only.



Note: The accumulated injected kilolitres of stormwater and River Torrens water which has been harvested and treated in our wetlands and injected into the Central Adelaide Plains T2 aquifer through 13 Aquifer Storage and Recovery wells. The total extraction kilolitres include both internal and external customers.

Strategy: Actively advocate and partner with relevant stakeholders to implement LED street lighting conversions.

Service activity/Project: Bulk LED Street Lighting Rollout Program.

Objective: Transition of some 7,600 street lights from old Sodium, Compact Fluoro and Mercury Vapour technology to new LED technology which is more efficient and environmentally friendly.

Target: Complete changeover of all street lights to LED technology by the end of 19/20 financial year with the exception of a small number of unique lights that will be transitioned to LED over the 20/21 financial year.

Outcomes: Council has completed the bulk rollout of LED street lights on council owned streets in conjunction with SAPN. This involved the removal of approx. 7600 old and inefficient Mercury, Sodium and compact fluoro lights being replaced with new and highly energy efficient LED lights.

In addition to SAPN owned street lights, Council also owns approx. 750 street lights across the City and we are currently replacing these lights with new LEDs. The bulk of these lights are in St Clair, West Lakes Shore, Semaphore Park, Woodville West and Hindmarsh. St Clair and Woodville West have been completed with over 200 new LEDs replacing old compact fluoro lights. Replacement of LED's in Semaphore Park have commenced and the remainder of street lights due for changeover in Hindmarsh are also due for changeover by August 2020.

Unique lights and other lights not associated with the SAPN rollout have also been procured for replacement in 2020/21 financial year.



OUR ECONOMY - Lead regional collaboration to promote the western Adelaide economy.

Strategy: Develop Strategic Alliances to develop economic growth and resource sharing.

Service activity/Project: Western Business Leaders (WBL)

Objective: Engage business leaders from a cross section of key sectors in Western Adelaide to identify key issues of importance and promote Western Adelaide as a great place to do business.

Target: WBL has been expanded to have broader representation from businesses in key sectors in the four Western Regional Councils. Increase WBL's membership.

Outcome: In excess of 40 events held over 2019/20. Several events postponed given COVID-19 outbreak. Our focus since the outbreak has been in promoting relevant webinars – especially those funded by the Western Alliance of Councils and delivered by the Adelaide Business Hub. Formation of WBL Business Taskforce with 13 representatives from across the Region and key sectors in response to COVID-19 outbreak to identify short term priority issues and challenges that can be actioned by the Western Alliance. The taskforce met 3 times from late April to late May 2020. Short Term Action Plan has been finalised. Development of Longer Term Action Plan has commenced in partnership with WBL Executive and Western Alliance of Councils.

Service activity/Project: Building Western Adelaide

Objective: Collaborate with the other three Western Region Councils to deliver projects to grow local businesses and increase tourism opportunities.

Target: Work with the Western Business Leaders and Western Councils to deliver a broader range and coordinated projects to support and grow Western Adelaide businesses.

Outcome: A new draft action plan is being prepared incorporating the outcome of the WBL Taskforce. The Western Region Councils have been collaborating closely to provide a coordinated response to assisting businesses in response to the COVID-19 crisis including the establishment of a regional business helpline and WBL Taskforce.

Strategy: Engage with business and key markets to encourage and support export orientated initiatives.

Service activity/Project: China Engagement, Ageing Well International (AWI)

Objective: Build export and inbound investment opportunities for local businesses across the ageing and wellbeing value chain.

Target: Grow the AWI network, connect local businesses with business opportunities, grow network capability.

Outcome: Comprehensive program of events delivered, 2020 work plan prepared, funding secured from State Government for market development program which commenced March 2020, ongoing support for various business opportunities in Malaysia and China.

Strategy: Develop strategic alliances to grow defence, advanced manufacturing and health sectors in Western Adelaide.

Service activity/Project: Health, Ageing Well & Disability

Objective: Support the development of the local market place that delivers quality care and wellbeing outcomes for our community.

Target: Increase the care workforce in Western Adelaide, facilitate precinct development, promote and support product and service innovation, contribute to capability development and sustainability of the sector.

Outcome: Delivered an educational, job or traineeship outcome for 80 of the 100 participants (i.e. 80%) in the Western Adelaide Workforce Development Project. This project was a finalist in the 2020 Local Government Professionals Australia, SA Leadership Excellence Awards. Contact is being made with local employers to ascertain interest in further care workforce development project. Further funding being negotiated with Regional stakeholders to support development of the Woodville Health Precinct Activation, including mapping of key assets, SWOT and recommendations for future activation. Evaluation of the Local Market Place Framework and Workforce Development Project have been completed. Regional Roundtable postponed and to be rescheduled.

Strategy: Maximise tourism investment to increase visitation and expenditure.

Service activity/Project: Visitor Economy

Objective: Grow the visitor sector and collaborate with Western Region to increase visitation.

Target: Increase the output and jobs in the visitor economy and increase the number of businesses listed on the Adelaide Beaches visitor website.

Outcomes: Updated draft content created for Adelaide Beaches website. Planning for the next Western Regional Visitor Sector Event in April was undertaken but had to be postponed due to COVID-19 restrictions. A Western Regional Visitor Sector Round Table was held in late June 2020 and attended by over 20 representatives to identify how to best support the sector. An action plan is currently being developed.



OUR ECONOMY - Support and enable local business prosperity and growth.

Strategy: Build capabilities to support entrepreneurialism, social enterprise, and grassroots business start-ups.

Service activity/Project: Entrepreneurship and Small Business

Objective: Support local entrepreneurs and small business to grow and increase employment.

Target: Facilitate business coaching and advice to small business, support participation in business start-up seminars and business growth programs. Provide scholarships to local participants in the SAYES, ENCORE and Export Ready Programs.

Outcome: A scholarship was awarded in early April 2020 for a participant in the Encore (Entrepreneur) Program. The delivery of the Visual Merchandising Program to assist retailers in key precincts was undertaken with assistance from the Place Leading Team. One on one coaching was delivered to selected businesses. The Western Alliance of Councils established a COVID-19 Helpline and webinar series in conjunction with the Adelaide Business Hub.

Strategy: Support businesses impacted by the Covid-19 outbreak

Service activity/Project: Support businesses impacted by the Covid-19 outbreak- Economic Stimulus Package – Business Support

Objective:

1. To focus on keeping local businesses running during the pandemic
2. To play a critical role and bring energy to the recovery of businesses

Target:

Deliver a range of business support and #shoplocal grants programs targeted at affected businesses with a total value of \$176,500 over the latter part of 19/20 and 20/21 years.

Outcome:

Grants successfully launched within 8 days of Council resolution. Most of business support grants now allocated to businesses. #shoplocal continues to be rolled out and funds allocated.



OUR LEADERSHIP – Be bold and innovative in our practices, leadership and decision making.

Strategy: Review traditional ways of delivering services and solutions to cut red tape and improve efficiency.

Service activity/Project: Planning & Development: Business Improvement Projects included:

- Developing processes for assessing development applications in the new DAP system in the State Government portal.
- Ongoing development of a system for Building Inspection under the PDI Act.
- New electronic process for processing fees including an online electronic form for customers to provide credit card details.
- New process implemented for structural engineering checks.
- User acceptance testing for Cloud project for Property and Rating migration.
- User acceptance testing for new service desk – Freshservice.

Strategy: Continue to drive innovation and efficiency through collaboration with other councils and external agencies.

Service activity/Project: Collaborative ICT Strategy and Project Delivery

Objective: To establish a cross-council ICT Strategy and Project Delivery function to:

- Improve the value generated from ICT projects through business cases and evaluations and avoid inadvertent overinvestment.
- Develop frameworks once and together, reducing cost and effort to implement and increasing quality of frameworks through collective thinking.
- Increase the strategic alignment of ICT across the Cities of Charles Sturt, Marion, and Port Adelaide Enfield, delivering platforms to enable collaborative business functions.

Target:

- That the project management framework (PMF) is being consistently applied, including requirements specification, solution selection and sign off based on assessment against requirements.
- Budget bids are fully costed (including recurrent costs) and business cases are prepared for projects as defined in the PMF.
- ICT strategies are progressively being developed and aligned, along with the required enterprise architectures.
- Transparency of ICT project investment and decision-making has improved.

Outcomes:

- Launched a common ICT Solution Delivery Framework to use for managing 2020/21 projects.
- Successfully completed the first collaborative ICT project to implement a common Service Desk solution.
- Prepared a draft ICT alignment plan to identify future initiatives for collaboration.

Strategy: Lead through business excellence and exceptional customer service.

Service activity/Project: Deliver an exceptional customer experience that's delivered with care and exceeds our customers' expectations.

Objective: Respond positively to enquiries and requests for service.

Target: Enquiries and requests are responded to and managed within defined timeframes.

Outcome: Responded to 22,821 calls. First point of contact resolution was 71% with an abandonment rate of 3.7%.

Traditionally April – June is one of the busiest quarters of the financial year, with the final instalment of property rates due at the end of June. However, COVID-19 restrictions across the State and business closures across many sectors impacted significantly with steep declines in front counter and phone traffic compared to the same period last year. Many of our residents opted to enter into rate payment plans and the intensive marketing campaign to pay rates online saw traffic move from phones and front counter to online payments. However, online chat proved to be a popular channel of communication, particularly in light of COVID-19 restrictions.

Enquiries relating to Community Safety, Rates and Immunisation rated as the most popular enquiries across the phones, with issues relating to new and damaged bins ranked highest on online chat and social media channels and requests for kitchen caddies were most popular at front counter.

The team handled 22,821 calls which is an 8% decrease for the same period last year. The First Point of Contact Resolution average for the period was 71%. This is the identical for the same period last year and is slightly under our KPI of 80%.

The Grade of Service (GOS) key performance indicator measures the team's ability to answer incoming phone calls within three rings. For the quarter, the average GOS was 68% compared with 74% for the same period last year. Vacancies, unplanned leave and a surge in online chat traffic throughout the quarter have contributed to not meeting this target.

The average call abandonment rate for the quarter was 3.7%, which is below our KPI of <4% and an increase of 0.9% for the same period last year.

During the quarter 1,094 chats were handled, which represents a significant increase of 151% for the same period last year. Survey results for the quarter indicate that 71% of chats were resolved at the first point of contact and 96% of customers were satisfied with the level of information provided.

Throughout the quarter 43 Facebook posts were received and actioned by the Customer Contact Team, most of which resulted in a customer request being raised and assigned to the appropriate business unit to action.

Requests and enquiries received via email and the online submission form for the April to June quarter totalled 661, which is a 9% decrease for the same period last year. Over the period a 13% increase in the number of customer requests raised was observed (4,567), compared to the same period last year.

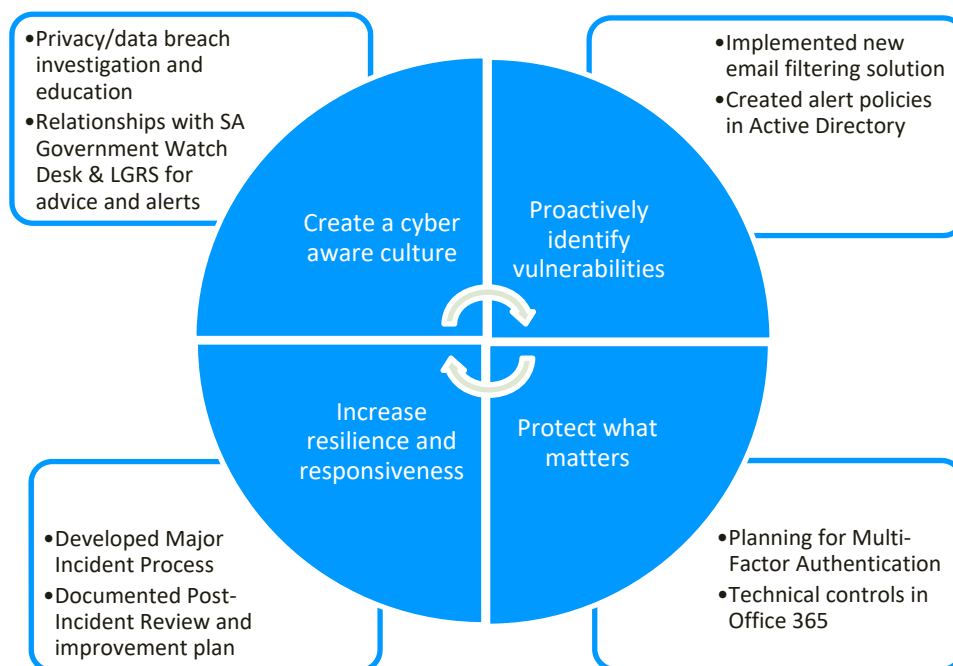
We responded to the COVID-19 pandemic at a State and local level by temporarily suspending services and programs across the organisation and promoting online & click and collect services. This impacted face-to-face traffic significantly with a 38% reduction in front counter transactions compared to the same period last year.

Service activity/Project: Information (Cyber) Security Program

Objective: Undertake a high-level information security review and develop a plan to support continuous improvement and promote cyber security awareness. This includes:

- Promote cyber security awareness through fit for purpose governance and an ongoing and engaging training program.
- Tighten our monitoring and testing regimes for early identification of cybersecurity threats
- Strengthen our ability to respond and recover from cybersecurity threats and incidents
- Formalise and implement business driven and risk-based processes and procedures for protection

Target and Outcomes:



Service activity/Project: Rapid Response and After-Hours Activities.

Objective: Rapid Response and After-Hours teams attend and make safe urgent or high-risk customer requests during and outside of normal work hours.

Target: Service provided 24 hours per day 7 days a week with urgent request to be actioned within 4 hours.

Outcomes: Rapid Response Team completed 604 tasks during the quarter from January – March 2020. We have seen consistent number of requests on the previous quarter.

Rapid Response Tasks	April	May	June	Total
Asbestos	3	1	3	7
Bin Maintenance	2	10	13	15
Bollard Maintenance	5	8	7	20
Dead Animal	5	6	5	16
E-Waste Infirm Assist	1	5	4	10
Fencing	3	3	0	6
Footpath	41	24	60	125
Foreshore	0	0	0	0
Hazardous Materials - Illegally dumped	27	7	19	53
Non-Hazardous - Illegally dumped	42	39	16	97
Kerb & Gutter	0	1	2	3
Loose Rubbish (New)	3	6	1	11
Pothole	0	0	0	0
Property Maintenance	0	0	0	0
Rubbish Removal	59	51	61	171
Sign Maintenance	4	5	4	13
Special Event Bins	0	0	1	1
Stormwater	4	5	4	13
Syringe	9	4	10	23
Tree Maintenance	1	0	0	1
Verge	6	6	7	19
Grand Total	215	181	217	604



OUR LEADERSHIP – Adaptive and sustainable management of the City's finances.

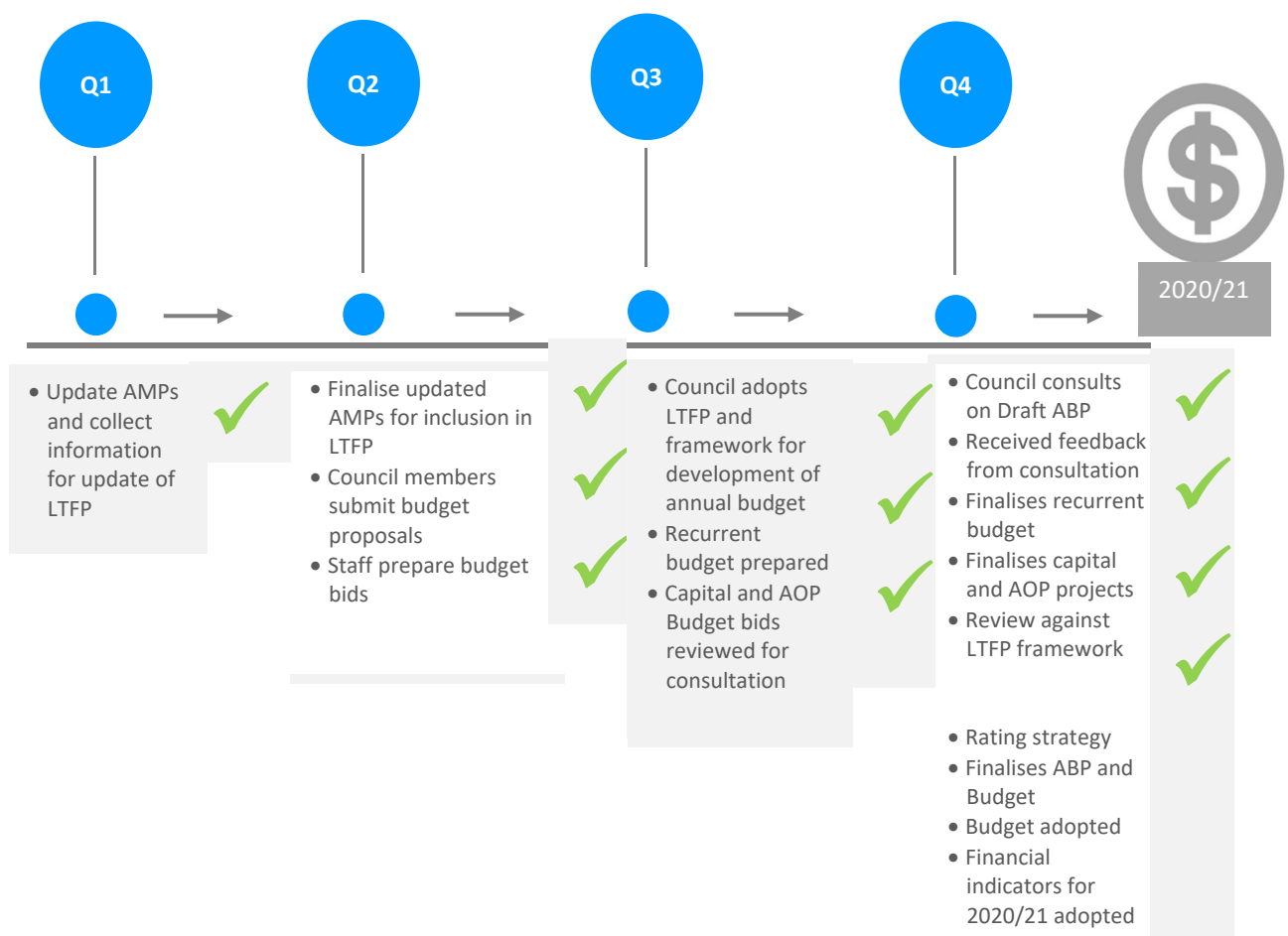
Strategy: Review and regularly update the Long-Term Financial Plan to ensure financial sustainability into the future.

Service activity/Project: Development of the 2020/21 annual budget

Objective: Adaptive and sustainable management of the City's finances

Target: The annual budget 2020/21 is developed within the framework of the adopted Long Term Financial Plan, meets all legislative requirements and all financial indicators are within endorsed benchmarks to support sustainability.

Outcomes: Development of the 2020/21 budget is well underway and completion of the community consultation on the Draft Annual Business Plan with progress is shown in the table below. With the impact of the COVID-19 health crisis further workshops and meetings were required in July to explore options to address financial hardship and determine the final rating strategy and distribution of rates. Budget adoption 2020/21 is expected at Council meeting 10 August 2020 with the final elements of the budget reviewed and given in principle support over July 2020.



Service activity/Project: Rates debt collection

Objective: Rates are collected efficiently and effectively per legislated time frames.

Target: Collection rate of 60% on arrears outstanding from 2018/19 of \$2.306m.

Outcomes: The table below shows the volume and values of debt collection activities being carried out both inhouse and by our external debt collector to ensure collection of overdue rates.

	Q1	Q2	Q3	Q4
Number of overdue notices issued	5,616	6,361	5,366	4,851
Number of inhouse rates in arrears notices issued	1,185	1,201	1,209	Not issued due to COVID19
Number of arrears placed in external debt collection	319	425	125	Nil due to COVID19
\$ value referred to debt collection	\$262,021	\$544,492	\$189,602	N/A
Recovery rate %	83%	85%	70%	N/A
Arrears from previous year	1,729	1,431	1,269	1,010
% reduction in arrears	25%	38%	45%	56%

Total rates outstanding for quarter ending 30 June 2020 is \$3.243m or 2.95% of rates levied for the year (2018/2019 \$2.29m or 2.16%) of which \$1.010m is from rates overdue from the previous year (2018/19 \$960k). This compares with \$2.306m which was overdue a 30 June 2019, a reduction of \$259k over the quarter and \$1,296k YTD.

As a result of COVID19 all external debt collection and associated legal action has been put on hold temporarily until 31 October 2020. All fines and interest is also being waived for arrears outstanding until 31 October 2020 to allow all ratepayers time to put in a tailored payment arrangement suited to their circumstances and avoid any penalties for non-payment by due dates. Consequently, there was only a reduction in arrears of 56% over the financial year as opposed to the 60% target.

However, 372 targeted letters for a total arrears of \$1.966m were sent to those with legal action on hold or who are not put in payment arrangements encouraging ratepayers to pay or put in an arrangement and take advantage of the temporary suspension of fines and legal action. To date we have received \$42k in payments.

For the 2020/21 Budget a targeted COVID 19 hardship application form and policy will be put in place to waive the first quarterly instalment up to a maximum capping for those who meet the criteria and pay the remaining instalments by 30 June 2021 with a tailored payment plan.

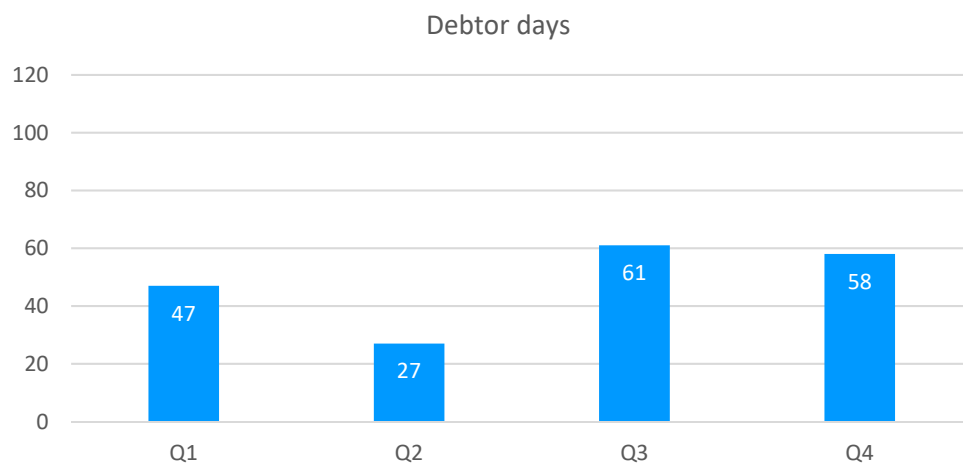
Service activity/Project: Sundry debtors collection

Objective: Other sundry Debtors (excluding rates) are collected efficiently and effectively in line with policy objectives.

Target: Debtor days (excluding expiations Fine Payments Unit, FPU) is less than 90 days

Outcomes: There was a reduction in days outstanding over the quarter from 61 days as at March quarter to 58 days as at June 2020 and well within our target 90 days. The peak in April was a result of delays in expected grant funding for the Port Road Drainage project which has not been received. It should be noted sporting clubs and commercial properties who have licences with Council, have been able to apply for a waive or deferral of rent/licence fees having regard to their circumstances being affected by the COVID 19 restrictions. To date licence/rental fees waived from April to June 2020 have cost Council \$106.2k in lost revenue, with \$15.6k in rents being deferred.

Reports on arrears continue to be sent to responsible officers monthly with a review quarterly to ensure debtors are being collected on a timely basis and proactive measures are put in place to address debtors outstanding.



Service Activity/project: Distribution of rates notices

Objective: To reduce paper and postage costs for rates notices by increasing use of electronic rates notices.

Target: Increase usage of electronic rate notices by 25%.

Outcomes: A competition from September to December was advertised to encourage increased take up of electronic rate notices with Ezybill. 50 winners were drawn who received a \$50 reduction on rates for their March quarter instalment. 1,146 ratepayers chose to take up the Ezybill option over the duration of the competition.

Since January we have continued to promote electronic options including targeted real estate agents. All change of address applications that are actioned include promotion and encouragement of ratepayers to sign up to Ezybill. As a result, we have more than doubled our target of 25% to increase usage of electronic notices by 55% over the financial year 2019/20.

MONTH	Number of ratepayers using electronic notices	Percentage increase
June 2019	3,984	NA
September	4,299	8%
December	5,532	39%
March 2020	5,836	47%
June	6,186	55%

Strategy: Vigorously pursue grant and co-funding opportunities.

Service activity/Project: Breakout Creek Stage 3 – successful application for \$2 million funding.

Objective: Delivery of the co-funded \$12 million Breakout Creek Stage 3 Redevelopment.

Outcomes: Breakout Creek Stage 3 redevelopment plans were given a significant step forward in 2019, with the announcement of \$2 million from the Australian Government's Environment Restoration Fund. This federal funding is for the purpose of constructing habitat to improve the condition of threatened ecological communities.

The City of Charles Sturt has committed \$2 million to the project and secured a further \$2 million matched funding from a successful application the DPTI Open Spaces People for Places Grants Program.

Council assisted the City of West Torrens to also successfully apply for \$2 million from the same grants program. This helped drive the CWT to overturn an earlier decision to not fund the project.

The former NRM board (now Green Adelaide) is funding the concept plan development and will fund the detailed design, as well as part funding the project team to progress this development to construction and completion.

Stage 3 will mark the final step of the Breakout Creek project which will provide a boost to the economy through a host of local job opportunities.

The Breakout Creek Stage 3 Redevelopment demonstrates our organisations commitment to working with Local, State, and Federal Governments to achieve the realisation of the restoration of our iconic urban waterway, and delivery of open space assets for our community without bearing the cost alone.

Strategy: Influence State legislation to minimise the impact of cost shifting.

Service activity/Project: City of Charles Sturt's submission to the recent public consultation on the *Landscape South Australia (General) Regulations 2020* (the General regulations), the *Landscape South Australia (Water Management) Regulations 2020* and the *Landscape South Australia (Fees) Notice 2020*, which will support the operation of the *Landscape South Australia Act 2019* (the Act).

Objective: To influence change in the proposed legislation arising from the NRM reform process that protects the interests of Council and Local Government as a sector.

Outcomes: Over 30 submissions were received to this consultation exercise, including from peak bodies, State Government agencies, local government, Department for Environment and Water (DEW) staff, and members of the public

Councils submission pertained to a number of matters and have influenced the Department's view regarding:

- the development of draft regulations for landscape board elections
- the operation of the Act, that specifically section 51(5)(b), could be enhanced by including a regulatory requirement for councils to be consulted on prescribed levy proposals
- a need for some clear guidance to be provided by DEW setting out, along with examples, the costs that may claimed by councils. DEW staff will therefore work with the local government sector and landscape boards in order to produce guidance on this matter
- potential confusion in the community about the landscape levy, and that officers from Landscape Services in DEW worked with the Local Government Association to develop material to help landscape boards and councils communicate with levy payers, explaining the purpose of the landscape levy and providing contact details of landscape boards for levy payers to pursue any queries or further information.



OUR LEADERSHIP – A collaborative, agile and high performing work place.

Strategy: Continue to develop a constructive organisational culture with accountable leadership and performance.

Service activity/Project: Organisational Culture and Leadership
Outcomes:

Our culture is a key part of delivering outcomes for our community, providing excellent customer service and meaningful, challenging and rewarding careers at the City of Charles Sturt. We recognise our employees in a way that supports our values of Innovation, Encouragement, Enjoyment and specifically Achievement; where we celebrate success and accomplishments both individually and through great teamwork.

The Leadership and People & Culture Teams have continued to work in partnership during this quarter, however, due to the pandemic the majority of employees were required to undertake a different way of working and for most at a different location. Our focus has needed to be on providing support to both our leaders and our employees during this challenging time.

In June, we launched our new Teamgage employee pulse survey tool to complement the work we do with our Culture Survey (OCI) every two years. The pulse surveys enable us to take the pulse of our organisation and get feedback in real time.

The benefits of a pulse survey include:

1. **Quicker completion times means higher response rates** and provides **almost instant feedback** and **results** and a **more accurate view** of what you and your teams are feeling.
2. **Confidential** platform for our employees to have their say. Ensures anonymity, where team results are only available where 4 or more employees complete the pulse survey.
3. **Improved engagement** because we are able to provide our employees with a channel to provide their feedback on a regular basis.
4. **Enable incremental change.** Pulse surveys can offer insights into ways small improvements can be made weekly or monthly at both an organisational and team level.

Leaders are able to access their team results via the Teamgage Team Dashboard in real time, supporting teams to identify areas for improvement and also has the facility to record actions.

Service activity/Project: Organisational Culture and Leadership

Objective: To implement the cultural roadmap 2018-21 across the organisation including Working on 'We', Living Blue Cultural Program and alignment with the Customer Experience strategy.

Target: To build a high performing organisation for our culture and employees and our customers and community.

Outcomes for Quarter:



Our Senior People & Culture Advisors have facilitated the implementation of our employee pulse survey tool, working with leaders to understand their results and utilise the team dashboard.

The People & Culture Team have continued to support the organisation as teams have found new ways of working to deliver services to our community. This has included:

- Development and implementation of a new Supplementary Leave Policy and the Payroll processes to support its use.
- Introduction of a Working From Home Allowance for employees
- Development of online resources for leaders and employees
- Development of tools, processes and forms to support employees returning to the workplace

Service activity/Project: Work Health Safety and Return to Work Program (note this project runs from October 2018 to September 2019).

Objective: Council's WHS and Return to Work systems is continuously improving and complies with the Return to Work Act 2014 including the Self-Insured Performance Standards and Code of Conduct set out by Return to Work SA.

Outcomes:

An annual program is developed that ensures that the implementation and effectiveness of Council's WHS and Return to Work systems focus on continuous improvement. The current program has 4 streams consisting of the Wellbeing program, the WHS External Training Program, Reducing Claims and Expansion of WHS (Skytrust) Reporting System. Progress for this program, which spans across the calendar year, is as follows:

PLANNED ACTIONS	7	6	13	21
PROGRAM STREAM	Wellbeing Program	WHS External Training Program	Reducing Claims	WHS (Skytrust) Reporting System Expansion
ACTIONS COMPLETED	7	6	13	21



OUR LEADERSHIP – Practise transparent and accountable governance.

Strategy: Actively and effectively communicate Council decisions.

Service activity: Council and Committee Meetings

Council and Committee scope: Council, 4 committees

Objective: To meet our legislative requirements and ensure Council decisions are well informed transparent and made for the betterment of all of our community.

Target: Meeting held as per legislative requirements and all decisions that are made are well informed, transparent and for community benefit.

Outcomes: During this quarter 5 workshops, 16 Council/Committee meeting where 88 items were considered, and 69 resolutions made.

6	743	36	69
Council meetings	Minutes spent in meeting	Items considered	Resolutions made

10	784	52	72
Committee meetings	Minutes spent in Committee	Items considered	Recommendations made

Council and committee items:	
3	considered in confidence
15	remaining in confidence
2	released

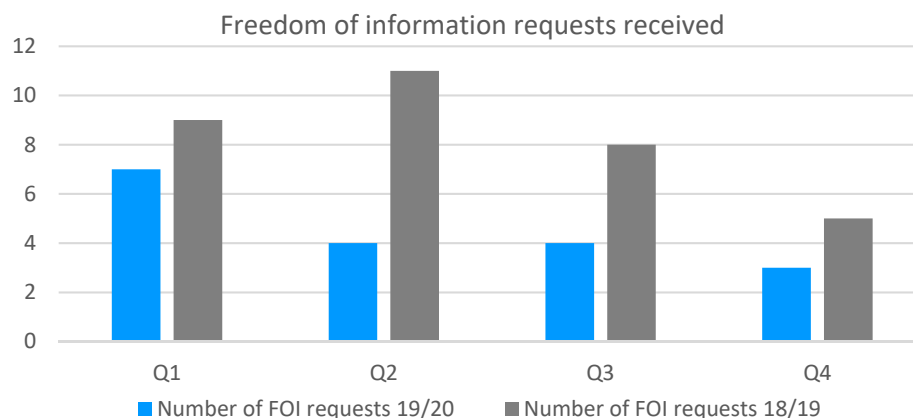
Council continues to ensure its commitment to limited use of the confidential orders. 3 new items were considered in confidence. Council now has 15 items in confidence (in relation to 9 topics). Council continues to review these orders on a quarterly basis to ensure that the orders remain in place only as long as necessary.

Service activity/Project: Freedom of Information (FOI) and review of Council’s internal decisions.

Objective: To promote openness and accountability and to facilitate more effective public participation in the making and administration of laws and policies.

Target: All FOI applications and Section 270 requests are determined within the legislated timeframe.

Outcomes: 3 FOI applications were received during this quarter, with 2 determined and 1 due to be determined outside of this reporting period. Two applications subject to extensions of time in the last quarter were also determined during this time, making a total of 4 applications determined between April and June. The chart shows comparative figures for FOI requests for the quarter compared to the previous 2 years.



Service activity/Project: Kaleidoscope articles our response to the COVID-19 pandemic and our support for the community.

Objective: To demonstrate our support for businesses and residents in our community during the COVID-19 pandemic and for the recovery period ahead.

Outcomes: Publication of articles focussing on the current issues and response related to the global COVID-19 pandemic (articles include Mayor and CEO Message, Introducing the Economic Stimulus Package, Rate Relief for Residents, and Supporting our Community). Communicating our support demonstrates that we are there for our community and businesses within Charles Sturt and are taking the impacts of this pandemic in our City seriously both now and into the future. The intention is to ensure City-wide awareness of the support available, resulting in residents and business who have been directly impacted by the pandemic to access the relevant support needed.

Service activity/Project: Connecting with our Community via the City of Charles Sturt website.

Objective: Actively and effectively communicate Council’s decisions and implement marketing and communication strategies to support and promote Council projects.

Target: To consistently increase the number of connections with community members via our communications platforms, specifically the website and social media platforms.

Outcomes: This quarter saw a small decrease in total page views and total users of our website, as well as decrease in social media platforms – most likely due more views during the summer period. We continued to communicate with our community via Kaleidoscope with the June edition distributed to 57,000 households.

Connecting via our website

Unique Connections	Quarter 1, 19/20	Quarter 2, 19/20	Quarter 3, 19/20	Quarter 4, 19/20
Campaigns	170	180	150	185
Content Posts	238	231	232	294
Messages Received	2,679	2,268	2,714	2,207
FB Engagement	45,778	52,611	42,827	54,614
Followers	14,271	14,703	18,618	19,439



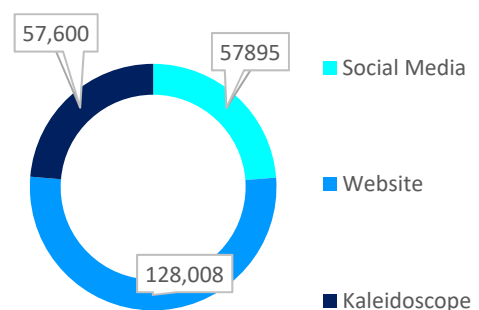
Connecting via Social Media



Top 10 Page Views, Q4 19/20



Connecting with Community Quarter 4 - 19/20



Strategy: Implement marketing and communication strategies to support and promote Council projects and initiatives.

Service activity/Project: Kaleidoscope articles and social media stories promoting Breakout Creek Stage 3 Redevelopment funding and project, the fauna box program and progress on the new observation beehive in the Civic Library.

Objective: To increase awareness, appreciation and cultivate a deeper understanding in our community of sustainability matters, and the Council projects that will restore and enhance our environment.

Outcomes: Publication of articles in the June edition of Kaleidoscope and on social media platforms that highlight current environmental projects either underway or completed. The three stories each focus on current issues pertaining to biodiversity and the environment.

Publicising the long-anticipated Breakout Creek Stage 3 Redevelopment demonstrates our commitment to working with Local, State, and Federal Governments to achieve the realisation of the restoration of our iconic urban waterway. An important achievement to highlight is delivery of open space assets for our community without Council bearing the cost alone.

The story about the fauna box program promotes this initiative that provides habitat for hollow-dependant species with 95 installed boxes and ties to promoting the co-benefits of the Port Road drainage project where a further 100 boxes will be installed.

The article regarding Councils' glass observation hive builds on the existing beehive hosting program and introduces the community to the glass indoor beehive that has been installed in the Civic library which features extensive window graphics designed in-house.

The large format graphics have been printed onto a film adhering to the window glass adjacent the beehive, and provide a unique, eye-catching, immersive experience for visitors to the Civic library. The display includes bee-related interpretive educational information and further positions the Civic library as a desirable destination.

While other observation hives exist, this hive is unique to Council, having a very high-quality bespoke construction, finish and site-specific installation. It is the only one of its kind in local government in Australia, possibly globally, positioning Council once again as a leader.

The bees will be installed in late August 2020, when weather conditions are warmer, and therefore more conducive to supporting bee health and welfare, and hive viability.

