

6.77 END OF QUARTER REPORT - APRIL TO JUNE 2021

TO: Council

FROM: General Manager Corporate Services - Donna Dunbar

DATE: 09 August 2021

Brief

To report on the activities of the City of Charles Sturt for the quarter April, May and June 2021 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

In our City no one gets left behind; everyone has access to quality resources, services, programs, information and social infrastructure to fully participate in their community. Charles Sturt is made up of strong and vibrant communities; we celebrate our identity; heritage and cultural diversity. People feel a sense of belonging, inclusion and social connectedness.

People embrace healthy living, physical activity and ageing well.

Charles Sturt is a place where people feel safe in their homes, neighbourhoods and public places; they are resilient and manage shocks and stresses to build a stronger community. People learn throughout their lives; they have the skills and abilities to achieve great outcomes for themselves, their families and the opportunity to become leaders in their communities.

Our Liveability - A liveable City of great places

A well-designed urban environment that is adaptive to a diverse and growing City.

City assets and infrastructure are developed and enhanced on a strategic and equitable basis in collaboration with local communities and other relevant parties, including industry and government.

Support diverse events and experiences that bring people together and contribute to the history, culture and vitality of our neighbourhoods.

Drive an integrated, responsive transport system and well-maintained network of roads and paths that facilitate safe, efficient and sustainable connections.

Enhance the diversity of open spaces to create innovative, accessible and flexible community spaces.

Our Environment - An environmentally responsible & sustainable City

Reduced waste production across our city, combined with the growth of our circular economy..

We advocate for the protection of our coastal areas and enhancing biodiversity along our coast.

Greenhouse gas emissions significantly reduce, and we adapt to our changing climate.

Our city is greener to reduce heat island effects and enhance our biodiversity.

Charles Sturt is recognised as a leading partner and educator pursuing a sustainable future with our community.

Our Economy - An economically thriving City

The Western Region economy is promoted through leadership and collaboration across all stakeholders and our community.

Local businesses and entrepreneurial activities flourish through the support, engagement and relationships that are developed and maintained.

Businesses and industry sectors continue to grow and diversify.

Our businesses and community have the skills for success to realise job opportunities.

Our Leadership - A leading & transformational Local Government organisation

Our values, leadership and collaborative approach are bold and courageous and enables us to deliver value for our Community and create a leading liveable City.

We provide excellence in customer experience by ensuring our customers are at the heart of everything we do.

We care about our people ensuring we support, develop and motivate our workforce to meet Community needs with capability and confidence.

The management of our city is progressive, responsive and sustainable to ensure a united and unique place for future generations.

Open and accountable governance.

Relevant Council policies are:

- Nil

Relevant statutory provisions are:

- Local Government Act 1999

Background

To report on the activities of the City of Charles Sturt for the quarter April, May and June 2021 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 2021 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 2020/21 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:

- The new West Lakes library and community centre – Ngutungka is nearing completion. A recent Kaurna cleansing ceremony was held in recognition of its new name. The facility is on track to open to the public in October. Further work with Kaurna elders and local first nations children is underway to ensure the facility recognises the history of the place and future learning opportunities and understanding for all who visit the facility and surrounds.
- As part of the Woodville Health Precinct Activation, the University of SA (UniSA) has secured an \$800,000, 5-year grant for a chronic disease research project. This is a collaboration between UniSA, The Queen Elizabeth Hospital (TQEH), Charles Sturt Council and the North-West Adelaide Health Study (NWAHS). This Program provides an innovative and inclusive community-based service for the health and well-being of people with chronic conditions living in the north and west of Adelaide. Council will play an important role through the Living Well Team) and Economic Development team (connecting the project to local service providers). The Program is being delivered by Allied Health students under the supervision of lecturing staff. Uni SA commenced service from the Woodville Civic Centre in March 2021 and the program was formally launched on 12 April 2021.
- In place of our Doggy Day on the Green event, we successfully delivered Doggy Festival, which was an online and in-person week-long festival celebrating dogs in our communities and promoting responsible dog ownership. The event, which was delivered in partnership with the City of Port Adelaide Enfield, included educational videos and in person training sessions. The festival also included a low-cost microchipping day where 82 dogs were microchipped at a cost of \$10 each.
- This quarter has seen the implementation of a significant change for community centres and community halls for the community with the introduction of SpacetoCo an online booking system. SpacetoCo provides a consolidated view of all our spaces available for hire in real time and streamlines the administrative process to deliver a better service to our customers.
- National Volunteer week was celebrated between 17 to 23 May 2021. Volunteers were recognised during this week at a morning tea at the Civic Centre or afternoon tea at the Brocas. Volunteers were presented with certificates in five-year blocks as well as those who would have received their certificate in 2020 had the event not been cancelled due to the pandemic. There were 139 volunteers and guests attending as well as staff and Mayor Angela Evans and CEO Paul Sutton.
- Waste Management: The optimisation of collection routes across the Cities of Charles Sturt and Port Adelaide Enfield and changeover to Cleanaway as the service provider for the residential 3 bin collection service on 1 May 2021 was extremely successful and smooth. The trial of an electric waste and recycling truck has commenced and the truck has been in use across our City on a regular basis.

- Woodville Hockey Club Redevelopment - Construction is underway at the Woodville Hockey Club with roof sheeting and structural steel installed recently. The remaining structural work is currently underway with the building forecast for completion in November 2021.
- West lakes Hub - The internal spaces are taking shape with footings, columns, precast internal walls, concrete floors and structural beams all completed. Internal services are currently in first fix stage with the project forecast for completion in October 2021.
- West Beach Surf Lifesaving Club Redevelopment - Design development is underway for the redevelopment of the West Beach SLSC. Surf Lifesaving SA are managing the design process. A high-level design is being developed and will be reviewed by Council Officers to ensure that building and cost efficiencies are realised. Onsite construction is earmarked for 2021/2022 financial year.
- Rowley Reserve additional play equipment - Installation of a new play structure and concrete edge extension completed in April 2021.
- Birkdale Reserve Upgrade - Installation of new playground including perimeter fencing, irrigation and landscaping completed in June 2021.
- The Military Road and Main Street Upgrade – The design is now complete and the design has been successful in receiving funding of over \$2.6 million, which will contribute toward the plaza and the streetscape upgrades.
- CCS 2021 Sports Awards – Held on 20 May 2021 and presented by Mike Smithson the inaugural CCS Sports Awards were a great success. 31 nominations were received across four award categories in 12 different sports including; AFL, athletics, baseball, cricket, croquet, cycle speedway, dog obedience, lawn bowls, netball, race running, tennis and surf lifesaving, reflecting a truly diverse range of sport and recreation activities across our City.
- Northern Sport and Recreation Network (NSRN) - The NSRN is made up of 5 active councils – including Cities of Charles Sturt, Salisbury, Playford, Tea Tree Gully and Port Adelaide Enfield and was recognised at the LGA Excellence awards in May 2021, winning the Excellence in Cross Council Collaboration award.
- Breakout Creek Redevelopment – The Breakout Creek Redevelopment was officially launched by the Minister for Environment and Water, David Speirs MP, on 30 June 2021. The design has been released to the public.
- Footpath defect repair program – 733 Level 5 defects have now been completed with only 32 remaining. Field Services are well ahead of the target to have these completed by the end of 2021.
- Net Zero – Achievements include: First public EV charging infrastructure installed within CCS on Port Road, Environmentally Sustainable Development guidelines and checklist for Council buildings developed, Solar PV installation project on 13 Council buildings reaching completion.
- CAWRA has been successful in receiving the following grants from the State and Commonwealth Government towards the construction of its new MRF: \$4.11m from the Recycling Modernisation Grants (mix of State and Commonwealth funding) and \$250,000 – from the Recycling Infrastructure Grants (State Government funding provided through Green Industries SA). The MRF shed has been constructed, and installation of plant and equipment within the shed is progressing well. The procurement and appointment of the operator is nearing completion.
- Kaleidoscope was delivered to over 57,000 properties within Charles Sturt.
- Over 161,000 visits to our website with over 367,000 page views and over 600 live chats.
- We held 17 Council/Committee Meetings and 5 Workshops over the quarter.
- We received 16 FOI applications – an increase over the same quarter last year.

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 Organisations Financial Performance has been reported via the regular quarterly financial report, presented to the Corporate Services Committee.

Appendices

#	Attachment
1	Appendix A - End of Quarter Appendix A - April, May and June 2021

APPENDIX A



**City of Charles Sturt End of Quarter Report
Q4 2020/21**

City of Charles Sturt – Final Quarter Report – June 2021

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 an estimated 120,000 and over 59,000 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.

Ove the 2020/21 year, the City has seen large new residential developments in Bowden, the West and Woodville West and is well advanced in delivering major capital works programs – Building for Tomorrow with the new St Clair Recreation Centre complete; the Port Road Drainage Project stage 3 (final stage) complete and the West Lakes Hub (Community Centre, Library) which have helped shape our City for the future.

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, **Fleet Management**, Consultation, Design, Construction and Maintenance of all community assets including:

- 774km of roadways
- 437 km of stormwater drains
- 1,257km of constructed footpaths
- 1,392km of kerb and water table
- 21 council operations buildings
- 91 independent living units
- 26 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, 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 2021.

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
West Lakes Ngutungka	<p>The new West Lakes library and community centre – Ngutungka is nearing completion. A recent Kurna cleansing ceremony was held in recognition of its new name. The facility is on track to open to the public in October. Further work with Kurna elders and local first nations children is underway to ensure the facility recognises the history of the place and future learning opportunities and understanding for all who visit the facility and surrounds.</p> <p>Community Conversations have been hosted reaching 398 people. Your Say online engagement continues. A presentation was given to the Western Business Leaders Breakfast about West Facility and opportunities for collaboration.</p>	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

	<p>Associated works to relocate Orion Tennis Club to Woodville Oval including:</p> <ul style="list-style-type: none"> • Artificial Bowling Green • Three Hard Surface Tennis Courts • Storage Facilities • Tennis Court Renewal at Smith Reserve. 	<p>Completed October 2018</p> <p>Completed 2018</p> <p>Completed October 2019</p> <p>Completed August 2018</p> <p>Completed June 2018</p>
Facilitating Live and Local, Shop Local and Creative Cities Grants	<p>In 2020/21 the place making funding stream was replaced with the Economic Support & Stimulus Package: Arts & Culture funding program to support the Arts & live music sector COVID-19 recovery. The funding was well received over the 20/21 financial year with 91 grants being provided. The program has been supported for a second year and will run through out 21/22 with similar funding levels.</p>	Ongoing
Henley Library and community centre	<p>Due to the failed trusses at the Henley Library, the upgrade of the Henley RSL and the allocation of \$800,000 of federal government grant funding the previously supported objective of combining the library and community centre on 1 side is under review. A further report outlining the context and pathway forward will be presented to Council in august.</p>	Commenced
Facilitating Place Making Grants	<p>In 2020/21 the place making funding stream has been replaced with the Economic Support & Stimulus Package: Arts & Culture funding program to support the Arts & live music sector COVID-19 recovery. Significant funding milestones have been realised, three of five of the funding programs have been fully committed, and approximately 91% of funding across the two remaining programs committed.</p>	On Hold

Key Priority	Outcome	Status
Woodville Town Hall	Continuing to deliver an excellent program of events, marketing campaign to increase hires and seeing results in hire enquiries.	Ongoing
Celebrating Citizenship at formal ceremonies	227 New Australians were conferred in January to March 2021 quarter.	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	The State Government has taken over the section North of Tennyson Conservation Park (Stage 1 - Third Avenue to Conservation Reserve). Design is being finalised in conjunction with the installation of the sand piping infrastructure. As a consequence, development approval is required, and detailed design is still being undertaken. Work is not likely to commence until late this year early next year.	Commencing
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

Key Priority	Outcome	Status
Woodville Road Revitalisation	Concept plan endorsed by Council in December 2019. Detailed design has progressed with a report being presented to Council in August 2021. Artists have been appointed and consideration will be given to also including Port Road Median works as part of the overall project. A report on the possible sale of 67-85 Woodville Road is scheduled for second meeting in August which could set the direction to complete the project.	Ongoing
Pedestrian and cyclist facility upgrades, including path widening and Disability Discrimination Act access	<p>Safe and accessible pedestrian and cycle facilities across the City including:</p> <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 • 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 	<p>Completed June 2017</p> <p>Completed June 2017 Completed June 2018 Completed June 2019</p> <p>Completed June 2017 Completed June 2018 Completed June 2019</p> <p>Completed June 2019</p> <p>Completed June 2019 Completed June 2019</p> <p>Completed June 2018 Completed June 2017</p> <p>Completed June 2019</p> <p>Completed August 2020</p>

	<ul style="list-style-type: none"> • Construction of pedestrian (zebra) crossing at the intersection of Marlborough Street/the Esplanade. • Hawker Street DDA improvements (in conjunction with Road Reconstruction) • New Emu School crossings at West Street Semaphore Park and Lawrie Street Henley Beach • Butler Avenue Pennington Wombat Crossing 	<p>Completed April 2020</p> <p>Completed February 2021</p> <p>Completed June 2021</p> <p>Completed June 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 completed in 2019/20</p> <p>Awaiting State Government Road Safety Strategy and outcomes of Council report in 2021</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 	<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 2021/22</p> <p>Completed June 2018</p>

	<ul style="list-style-type: none"> Outer Harbor Greenway Wayfinding. Grange Greenway – Tapleys Hill Road Shared Use Path Renewal of RTLP path between CCS/WTCC boundary and Findon Road Renewal of RTLP path and lighting at Breakout Creek 	<p>Completed June 2019</p> <p>Completed June 2020</p> <p>Completed May 2021</p> <p>Planned completion June 2022</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.	Completed December 2020
Implementation of AdaptWest	Regional Coordinator was appointed in early 2018 to ensure implementation of actions arising from the AdaptWest Regional Strategy. That position has now been in place for almost 3 years.	Completed April 2018
	3 Year Action Plan developed.	Completed August 2019
	3 Year 'AdaptWest in Action 2019-2022' Plan adopted by all 3 Councils and is now being implemented	Ongoing

Key Priority	Outcome	Status
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 - noting that a recent governance assessment undertaken through AdaptWest has also highlighted this as a priority for Council to ensure climate change is recognised across Council's strategic framework
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.	Completed 2021
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

Key Priority	Outcome	Status
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
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.</p> <p>An action plan was developed from the Visitor Sector round table (June 2020) and is being implemented to support visitor sector businesses to reposition and reach new customers. A review and update of the Regional Tourism Plan is underway. Quarterly Visitor Sector networking events continue to be hosted in the region.</p>	Ongoing
Implement the Economic Development Recovery Strategy 2020 -2022	<p>The Economic Development Recovery Strategy was endorsed in November 2020. The strategy identified a series of recovery actions to bring energy to the recovery along with Core Service actions under the five key focus areas to grow the local economy.</p> <p>Implementation has commenced on the high priority recovery actions including the very popular Business Support Grants. Council allocated all the grant funding in 2019/20 and in 2020/21. The new round of Business Support Grants have been released for 2021/22 and were launched at</p>	Implement the Economic Development Recovery Strategy 2020 – 2022

the West Lakes Western Business Leaders Breakfast event on 7 July 2021.		
Promote Charles Sturt as 'Open for Business'	<p>The Economic Stimulus Package – has proved highly successful in delivering value to business and demonstrating Council's commitment to support our local businesses as they deal with the impact of the COVID-19 outbreak. The cutting of outdoor dining and food inspection fees has reduced some red tape for business and encouraged a more positive approach to regulatory control and economic development with local traders in the food and hospitality industry.</p> <p>62 Small business grants were distributed during the 20/21 financial year with many of the grants focusing on their online digital capacity. Council has increased funding for this support in 21/22. Our Economic Development Recovery Strategy adopted by Council in November 2020 has identified increasing Council's sourcing from local suppliers plus ways to further reduce the impact of red tape on business as short term priorities. A Buy Local event is planned for 3 August 2021 to promote opportunities for local businesses to supply goods and services to government. We continue to share stories of businesses adapting and sharing success stories.</p>	Ongoing



OUR LEADERSHIP

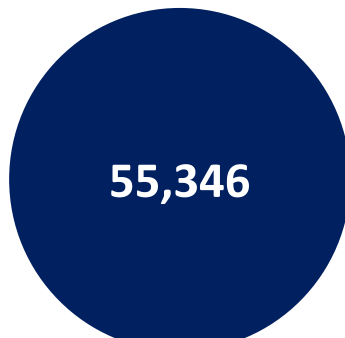
Key Priority	Key Priority	Key Priority
Developing the Smart Cities and e-commerce projects	Work has commenced on establishing long term integrated precinct plans that will enable further consideration of deployment of smart tech to improve quality of life. Participation continues with the LGA's smart cities forum.	Ongoing
Developing the organisation's ability to innovate	<p>Brand and Values The external brand rollout continues across the city with a good numbers of our field staff's heavy plant now looking refreshed with the new branding. PowerPoint templates for presentations have also been rolled out as has e-stationary. The new Port Rd Banners have been well received by our community!</p> <p>Effectiveness and Efficiency Staff have continued to be involved in a number of service improvement and efficiency initiatives with our partner councils (PAE & COM) to deliver community value. This has contributed toward the overall strong financial result of Council; this also being reflected in the just endorsed budget with total average rates for the coming year increasing by only 0.5% Initiatives include:</p>	<p>Ongoing</p> <p>Ongoing</p>

Developing the organisation's ability to innovate - <i>continued</i>	<ul style="list-style-type: none"> • Utilities management Work in this valuable area has continued with the LGA also considering the opportunities that this project may have for the broader Local Government sector with significant savings already being identified and captured across the 3 councils. A utilities management system is also being pursued. 	Ongoing
	<ul style="list-style-type: none"> • Fleet management Cross council shared fleet manager has now been appointed and is familiarising himself with the operations of the 3 fleet areas and identifying further improvement opportunities. 	Completed
	<ul style="list-style-type: none"> • MRF The Joint Materials Recycling Facility (PAE & CCS) via our regional subsidiary CAWRA is progressing strongly with the shed constructed and the processing plant now being received and commencing installation. We are at the final stages of appointing a plant operator. 	Ongoing
	<p>ICT Project delivery Work continues across a range of joint projects</p>	Ongoing
	<p>Strategic Procurement Continues to focus on local jobs and economic development at a time when many markets (construction and materials etc) are overheated. A range of steps have been put in place to respond to this. We are also managing an influx of grant funds across the country putting further pressure on the civil and built construction markets in particular.</p>	Ongoing

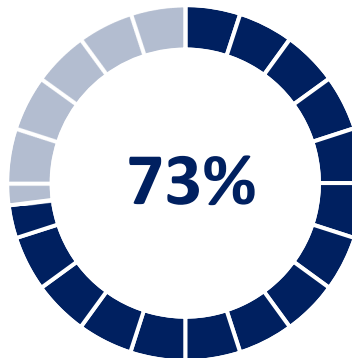
Improving mobile device technology	<p>New 2-in-1 mobile devices enabling seamless connectivity anywhere, anytime.</p> <p>Implementation of an automated work order processes and improved mobility for the Fleet team.</p> <p>Migration to Microsoft Office 365 and Exchange Online, enabling staff to work anywhere anytime.</p>	<p>3 year program due for completion June 2020 – Completed</p> <p>Completed – June 2019</p> <p>Completed – June 2019</p>
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.	<p>CX 5 year 'Roadmap' established in February 2020 and a new CX Strategy (2020-2025) developed. A CX Action Working Group has been established to commence its implementation across the organisation.</p> <p>The CX Strategy has been launched through the Quarter with attendance at Portfolio sessions to increase awareness and implementation into 2021/22 Portfolio Plans.</p>

Customer Interactions – City of Charles Sturt [Q4, 2021]

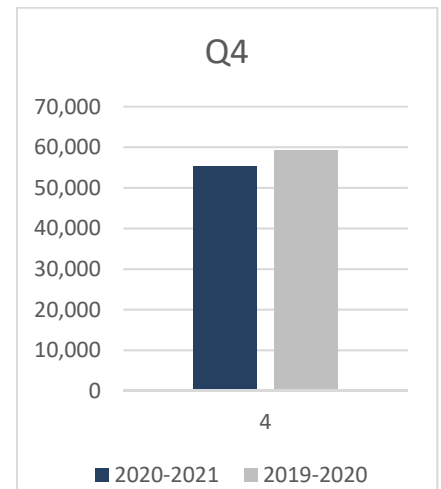
Interaction summary



**Total customer interactions
this quarter**



**We resolved these phone
calls at 1st contact**



**Customer interactions
Q4 19/20 vs Q4 20/21**

	Q1	Q2	Q3	Q4	YTD Total
Telephone calls	27,301	23,759	24,521	21,126	96,707
Written correspondence	30,235	28,003	27,501	26,768	112,507
Front counter interactions	6,886	4,792	5,195	3,871	20,744
Online chat	1,063	889	946	601	3,499
Facebook posts	176	162	355	344	1,037
Facebook responses	1,714	1,331	1,776	2,636	7,457
2020-2021	67,375	58,936	60,294	55,346	241,951
2019-2020	64,385	51,059	58,571	59,094	233,109
Year on year variation	↑4.6%	↑15.4%	↑2.9%	↓-6.3%	↑4%

Compliments, complaints, requests for new or increase to services



Compliments



Complaints



**Change/Increase
in service level**



**Requests for
new services**

	Q1	Q2	Q3	Q4	YTD
Compliments	84	69	92	69	314
Complaints	112	235	165	162	674
Change/Increase in service level	76	82	103	69	330
Requests for new service	18	23	19	20	80

Customer Interactions – City of Charles Sturt [Q4, 2021]

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 2020-21	6,828	7,972	9,032	6,931	30,763
Number of new CRM requests 2019-20	6,282	7,635	7,875	6,389	28,181
Year on year variation	(546) 9%↑	(337) 4%↑	(1,157) 15%↑	(542) 8%↑	(2,582) 9%↑

Top 5 requests for service by service type

Top 5 Customer Requests for the quarter	Q4, 2020-21 Number of requests	Q4, 19-20 Number of requests	% variation	YTD 2020-21 Number of requests	YTD 19-20 Number of requests	YTD% variation
Kitchen Caddy*	856	N/A	N/A	1,827	N/A	N/A
Tree Maintenance	529	541	-2.22%	2,456	2,146	14.45%
Illegal Dumping - Non Safety Risk	519	579	-10.36%	2,291	3,266	-29.85%
Vehicle Illegally Parked	475	389	22.11%	2,152	2,197	-2.05%
Wheelie Bin Requests New/Additional	331	732	-54.78%	2,634	2,281	15.48%

*N/A as was not in Top 5 Requests for Q4 2019-2021

Performance on requests for service

2020-21	Q1	Q2	Q3	Q4	YTD
Number of open requests	2,099	2,459	2,455	2,360	9,373
Number of open requests in time (%)	823 39.2%	639 26.0%	674 27.5%	551 23.3%	2,687 29%
Number of open requests out of time (%)	1276 60.7%	1820 74.0%	1781 72.5%	1809 76.7%	6,686 71%
Number of service requests completed.	5,892	6758	8,019	5,855	26,524
Number of service requests completed in time (%)	4,987 84.6%	5525 81.8%	6,583 82.1%	4,337 74.1%	21,432 81%



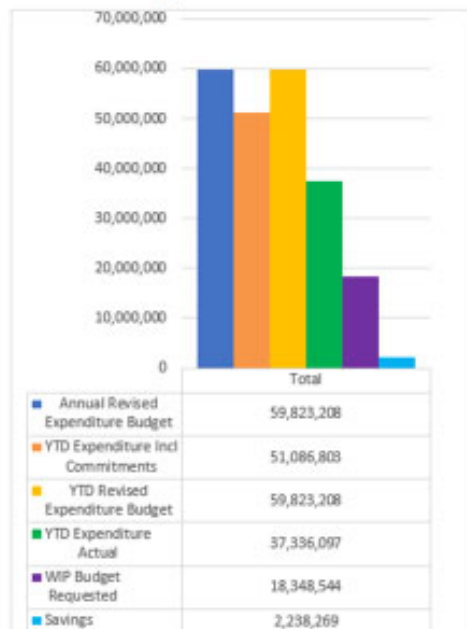
City of Charles Sturt - Quarter 4 Project Status

The charts below show the results and status of capital and operating projects, organisation wide, for the quarter.

Overall Project Dashboard



Annual Budget and Actuals - June 2021



Project Status

164	122 (74.4%)	39 (23.2%)	3 (1.8%)	0 (0%)	0 (0%)
NUMBER OF PROJECTS	PROJECTS COMPLETED	PROJECTS IN PROGRESS	PROJECTS NOT STARTED *	PROJECTS CANCELLED	PROJECTS DEFERRED

* Grant Funded Projects not scheduled to start by 30 June.

Financials

100%	62.40%	3.7%	30.7%	45 (27.4%)	62 (37.8%)	57 (34.8%)
YTD BUDGET	YTD ACTUALS	YTD SAVINGS	YTD WIP	ON TRACK	MONITOR**	REVIEW***

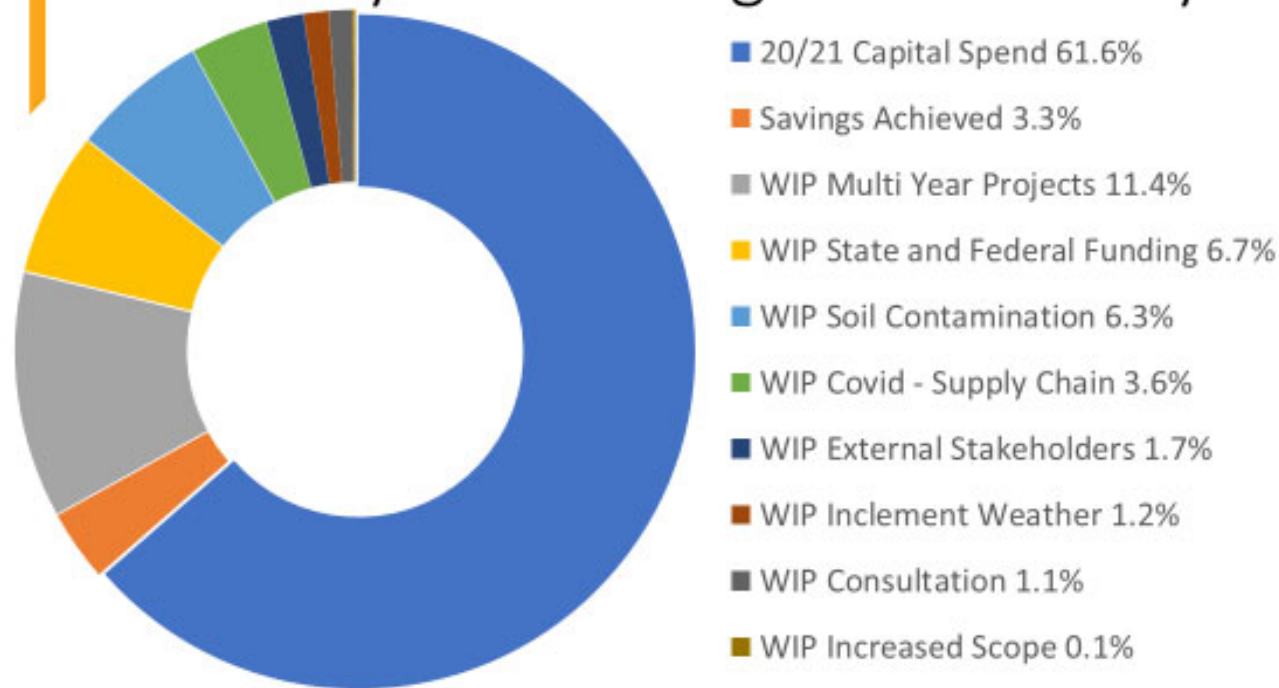
**38 Projects have savings

***34 Projects have savings, 23 are WIP projects

Milestones

126 (76.8%)	38 (23.2%)
PROJECTS ON TRACK	PROJECTS OFF TRACK

“ WIP Analysis and Program Summary



Breakdown by WIP Expense	WIP Requested
*WIP Multi Year Projects	\$6.5M
*WIP State and Federal Funding	\$3.8M
*WIP Soil Contamination	\$3.6M
WIP Covid - Supply Chain	\$2.1M

Breakdown by WIP Expense	WIP Requested
WIP External Stakeholders	\$1.0M
WIP Inclement Weather	\$0.7M
WIP Consultation	\$0.6M
WIP Increased Scope	\$0.1M



PROGRAM SUMMARY	
ITEM	AMOUNT
TOTAL CAPITAL BUDGET	\$ 57.3M
JUNE ACTUALS	\$ 35.3M
ACHIEVED SAVINGS	\$1.9M
JUNE ACTUALS % (RAW %) (AS AT 29 JULY 2021)	61.60%
JUNE % (MINUS PROJECTS BEYOND STAFF CONTROL)	92.85% ✓

*76.1% of WIP is concentrated in the top three WIP Categories

Organisational Key Actions and Project Outcomes

The following section identifies the service delivery activities and/or projects being delivered organisationally 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:

Foyer Fridays

- The three planned events were delivered across April
 - All booked out and received excellent feedback from audiences.
 - We had a great mix of people attend, ranging from ages 6 weeks to 90 years!
 - Series was curated by Emily Tulloch
 - We showcased drinks from Charles Sturt businesses and had one on site each week doing tastings and answering questions about their small business
 - Part of Adelaide Food Fringe
- 25% of April attendees completed our post-event survey which revealed that:
 - 100% rated their experience of the event as excellent or very good
 - 90% rated their experience of the booking process, venue facilities and bar as good, very good or excellent
 - 68% said they would promote the event to a friend or colleague
 - Just over 50% were residents of City of Charles Sturt
 - 25% had dinner in the Woodville area prior to the show
 - 84% would be willing to pay for Foyer Fridays in the future
- Some comments from survey responders included:
 - "I enjoyed the evening and think it's a great idea"
 - "Intimate musical experience... Amazing sound mix and had a great time. Artists were exceptional"
 - "I really appreciate the council effort to bring people together in practical way and providing many free entertainments"
 - "This was music that I haven't seen, and wouldn't know where to see, elsewhere in Adelaide. So that was great."
 - "The sound was great the venue appealing"
 - "Just a fabulous experience. Great to support local & live music in a really special setting....crew make everybody feel welcome. Love the venue. Excellent chilled way to end the working week. Thanks to all involved"
 - "Our first time there. A really lovely venue with good bar".



MONTHLY FRIDAY NIGHT DRINKS AT WOODVILLE TOWN HALL
Enjoy live music while catching up with friends!



9 April
5.30pm:
'Sabor a Cuba' –
Lazaro Numa, Juan
Muñoz & Ciro Jimenez
playing a mix of
Lazaro's originals and
Cuban classics
7pm:
Isabelle da Sylveira,
Mike Bevan &
Alain Valodze
music taken from
the traditions and
essence of the
Caribbean and Brazil



7 May
5.30pm:
The Fiddle Chicks
playing old and
new original songs
to help you forget
the crazy week
7pm: **Colanka**
an intoxicating
mix resonant with
klezmer, manouche,
Romanian and
Transylvanian folk,
improvisation and
a bit of urban grit



4 June
5.30pm:
Naomi Keyte
"has an instinct for
weaving stories that
are both intimate and
expansive" –Max Savage
7pm: **Nathan May**
captivates with
his unique way
of storytelling
through his songs.
Performing new
material from his
upcoming album




FOYER FRIDAYS

Woodville Town Hall Foyer, from 5pm
9 APRIL, 7 MAY & 4 JUNE

Curated by
Emily Tulloch

book via Humanitix
woodvilletownhall.com.au

FAMILY FRIENDLY / MUSIC / FOOD / DRINKS



Adelaide Food Fringe
7-10 MAY 2021
adelaidefoodfringe.com.au

Food & beverages available to purchase include local drinks by
Scull Kombucha (April showcase)
Bigshed Brewing Beer (May showcase)
Oddio (June showcase)
Needle & Pin (June showcase)

Access via Woodville Station (Grange & Outer Harbor lines), Outer Harbor Greenway (cyclists). Ample free parking available.



WOODVILLE TOWN HALL

 [@woodvilletownhall](https://www.instagram.com/woodvilletownhall)

 [WoodvilleTownHall](https://www.facebook.com/WoodvilleTownHall)

Woodville Town Hall is owned & operated by the City of Charles Sturt.

Events summary

- 22 Events were held in the Woodville Town Hall during April to June 2021 including:
 - Wedding Expo by Adelaide Weddings Chit Chat
 - City of Charles Sturt's Inaugural Sports Awards
 - 6 cultural events including Grand Eid Dinner, Sangamam, Bengali and Ugadi/Telug New Year Celebrations, and Eritrean & Ethiopian Youth Recognition Night
 - Live music events including "A night of feeling groovy on the peace train" by Top End Shows and Voice of Adelaide by Beats Adelaide
- Over 8200 people attended events at Woodville Town Hall this quarter

Marketing

- High visibility Advertising campaign delivered to assist with raising the profile of the venue across greater Adelaide.
- This included billboards, bus backs and advertising on SA-FM.
- Full results will be detailed in the annual marketing review which will be attached to the Annual Business Plan Review due to be delivered in August.

Customer Satisfaction

- Maintained a mix of new & return hirers
- Maintained 97% of responders were Satisfied or Very Satisfied with the facilities. (No one was dissatisfied)
- Maintained All responders indicated that customer service by the venue was good or excellent.

Business Development

- 101 Booking enquiries received this quarter (31 in April, 48 in May and 22 in June)
- So far 12 of those have been 'won' (converted into confirmed bookings), 71 have been 'lost', and 18 are still tentative
- Reasons for "lost" bookings are being investigated and will form part of marketing review

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

Building work is underway on the West Lakes Library and Community Centre located in the WEST development. Tandem Building Group were appointed as the leading contractor and construction of the outer shell has been completed to an adequate standard for the fit out works to have commenced. The internal spaces are taking shape with footings, columns, precast internal walls, concrete floors and structural beams all completed. Internal services are currently in first fix stage with the project forecast for completion in October 2021.

Flinders Park Football Club Changeroom Upgrade to Unisex

All Building work and perimeter landscaping are now complete for the new changerroom upgrade. The changerroom has been handed over to the club and is now in use.

Woodville Hockey Club Redevelopment

Construction is underway at the Woodville Hockey Club with roof sheeting and structural steel installed recently. The remaining structural work is currently underway with the building forecast for completion in November 2021.

West Beach Surf Lifesaving Club Redevelopment

Design development is underway for the redevelopment of the West Beach SLSC. Surf Lifesaving SA are managing the design process. A high-level design is being developed and will be reviewed by Council Officers to ensure that building and cost efficiencies are realised. Onsite construction is earmarked for 2021/2022 financial year.

Henley Library – Truss Remediation

Due to the age of the building truss repair work is necessary to provide a safe and fit for purpose facility for the community. Stage One of the works is complete which include ceiling demolition to expose the roof trusses for further engineering inspection. The existing roof trusses and support structure has been assessed by a structural engineer and designs are completed and the relevant planning and building approvals granted. Onsite work has commenced on the Henley Town Hall roof area. Timber supply issues due to COVID-19 have now impacted the project completion date and works to be finalised in August 2021. The Henley Library area will proceed when the future of the site is determined.

Don Klaebe Reserve Clubrooms – Access Toilet Facility

Construction has completed at Don Klaebe with the new DDA toilet and refurbished spaces, including the new airlock space, handed back to the club in June 2021.

Community Connections – Brocas carpark drainage and DDA upgrade

Construction of the carpark drainage infrastructure and DDA upgrade completed.

Sporting Club Changeroom Upgrade to Unisex – Woodville Oval Bowling Club and Tennis Club

Stage 1 of the Woodville Oval Bowling and Tennis Clubs has been completed with the contractor to rectify some minor defects. Stage 2 of the project is being prepared for the 21/22 financial year.

Sporting Club Changeroom Upgrade to Unisex – Fawk Reserve Football Club

Consultation is currently in final stages for the Fawk Reserve Football Club and concept designs have now been completed to include upgrading of existing changerooms and a new extension for unisex changerooms. Construction to commence 2021 and detail drawings are now underway. Development approval has been granted.

AMP Building Renewals

Collins Reserve clubrooms –Upgrade to wet areas, Kitchen and floor coverings – was completed mid – March.

Sexton Cottage – Completed in June 2021.

Rowley Reserve – Additional Play equipment

Installation of a new play structure and concrete edge extension completed in April 2021.

Upgrade of Port Road median opposite station place in Hindmarsh

Installation of GeoHex (turf stabilisation), turf rolls, landscaping, fencing and new driveway completed.

Construction of a new Dog Park at Semaphore Park Reserve

Construction of new dog park including perimeter fencing and installation of street & park furniture, concrete paths and lighting completed in June 2021. Soft landscaping works to follow.

Birkdale Reserve Upgrade

Installation of new playground including perimeter fencing, irrigation and landscaping completed in June 2021.

AMP Playground Renewals

Almond Reserve, Pennington Oval and Sparrow Reserve playgrounds completed in June 2021.

Harold & Cynthia Anderson Reserve play structure WIP due to resident concerns, stock availability and modifying design to suit raised market prices. Construction panel tender closed, anticipating commencement of works in August 2021.

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

Service activity/Project: School Holiday Sports (SHS) Program

Objective(s): To provide children with an opportunity to participate in a variety of new sports for FREE during the April and September/October school holiday periods. To help young people increase their physical activity, boost self-esteem and make new friends in a fun and safe environment. Provides local clubs and sport providers with an opportunity to increase participation and drive junior pathways into local clubs and different sports.

Target: Children aged 3-17 years in the City of Charles Sturt

Outcomes: The April 2021 SHS program (Friday, 9 April to Sunday 25 April) saw 1,234 participants register across 70 activities/sessions, delivered by 20 local clubs/sport providers. The next SHS program will run from Friday, 24 Sept 2021 to Sunday 10 October 2021. We anticipate SHS registrations for participants will open by Mid-August 2021.

Service activity/Project: Sporting Club - Professional Development – **2021 Sports Awards**

Objective: To celebrate and recognise our local sporting club volunteers with a sports awards event, while also recognising the role and value of external organisations that support our diverse sporting community, via sports award sponsorship opportunities.

Target: Local Sporting clubs.

Outcomes: In conjunction with National Volunteer Week, the inaugural 2021 Charles Sturt Sports awards event was held at the Woodville Town Hall on **Thursday night, 20 May 2021.**

Presented by Mike Smithson, 31 nominations were received across four award categories in 12 different sports including; AFL, athletics, baseball, cricket, croquet, cycle speedway, dog obedience, lawn bowls, netball, race running, tennis and surf lifesaving, reflecting a truly diverse range of sport and recreation activities across our City.

Winners were selected by an astute judging panel including; Inclusive Sport SA CEO, John Cranwell, Sport SA CEO, Leah Cassidy and Sunday Mail Sports Columnist and former Bradman Medallist, Ben Hook.

The event received fantastic support from local sponsors of each Award Category (noted below). An overall Sports Volunteer of the Year award winner was chosen from the four (4) key category winners, and the Mayor's award for Lifelong Contributions to Sport in Charles Sturt acknowledged the significant involvement of Findon Skid Kids stalwart, Allan Staunton.

See link for a full wrap of the inaugural 2021 Sports Awards event and all the winners

- ✓ **1) West Beach Parks** - Coach or Official of the Year
- ✓ **2) Westfield West Lakes** – Administrator of the Year
- ✓ **3) Adelaide United FC** - Club/Association of the Year
- ✓ **4) Active Inclusion** - Champion Award
- ✓ **Mayors** - Lifelong Contribution to Sport in Charles Sturt
- ✓ **Clean Life** - Sports Volunteer of The Year

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

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	2016/17	2017/18	2018/19	2019/20	2020/21 (Q1-Q4)
Participant contacts at Charles Sturt Community Centres	94,979	96,275	93,022	82,290	65,184
Volunteer hours at Charles Sturt Community Centres	16,798	16,188	14,681	12,587	13,771

Community Centres – April to June 2020						
	Volunteer Hours Apr to Jun 2021	Volunteer Hours Apr to Jun 2020	Participant Contacts Apr to Jun 2021	Participant Contacts Apr to Jun 2020	% Volunteer Hours Variance	% Participant Contact Variance
19 on Green*	177	34	3,067	467	511%	656%
Bower Cottages	536	120	2,204	275	377%	701%
Cheltenham	601	106	3,759	248	340%	1415%
Findon	513	172	3,743	548	256%	583%
Henley	1075	148	4,629	902	623%	413%
The Brocas	574	166	4,438	1,457	247%	204%
West Lakes	542	12	2,011	99	4408%	1931%
TOTAL	4,018	758	23,851	3,996	430%	722%

**19 on Green does not count private hire attendees as participant contacts.*

Community Development

With the guidelines around COVID-19 lessening, the community are feeling safer re-engaging in activities and programs which has resulted in a marked increase for program numbers and volunteer hours.

This quarter has seen the implementation of a significant change for community centres and the community with the introduction of SpacetoCo an online booking system. SpacetoCo provides a consolidated view of all our spaces for hire including our Community Centres and streamlines the process from an administrative perspective.

19 on Green Community Centre

Key achievements:

- A new benchmark in community contacts, reaching goal of 3000+ for the Quarter (excluding private hire).
- A new benchmark in program and hire income, averaging \$3000 per month and exceeding budget target by 56%.
- A new benchmark in volunteer hours and shifts, reflecting the expansion in centre led programming and activities.
- A new benchmark in Community Development activities, including number of centre led activities (99, + 41% of Q3) hours of activity (208, +49% on Q3) number of activity participants (770, +20% on Q3) and occasions of individual support (177, +316% on Q3).
- Successfully launched SpacetoCo space management system, transitioning 13 regular groups onto the system to date.

Enable People in the local area to contribute to a sustainable community:

- Launched a Hard to Recycle collection point and continue to work with the community on waste reduction initiatives.
- Partnered with Red Cross and Adapt West to deliver Climate Ready Community sessions to mobilise local community on climate change adaptation
- Improved the centre's own waste management practices including improved signage, user group education and recycling.

Enable people in the local area to fully participate in training and employment:

- Collaborated with Library Services to deliver the Be Connected Program and partnered with libraries to launch the centre's own One on One sessions, expanding our digital program.
- Record number of volunteer shifts (84) and hours (171) for the Quarter, providing opportunities for community members to develop new skills and contribute to the wellbeing on the community.
- Increased use of hot desk, public computer and administrative facilities.
- Continued support for small business operators including yoga, after school cooking programs and life coaching.

Enable people in the local area to access effective social and community services:

- 22 non-profit and community groups using the centre on a regular basis. Currently hosting 5 support groups.
- Gradual uptake in Justice of the Peace service, with drop in's increasing and discussions with Findon to take up any excess enquiries.
- A significant increase in information, advice and referral assistance for people enquiring about local social and community services.
- Successful delivery of a number of centre led community programs, including Grubbies on Green (full enrolment).

Enable people in the local area to develop and share their passions and interests:

- Commissioned Women's Woodworking in response to interest and requests from the community. Successful completion of the first four-week program.
- Delivered a record of 99 occasions of centre led activity either by staff, volunteers or contractors, reflecting the increase in digital and interest-based programming.
- Launched three exhibitions with Hindmarsh Archiving, Bowden Brompton Future group and Living Arts to showcase local photography, history and artwork.

Findon Community Centre

This quarter has resulted in the Centre returning to its usual vibrancy and participation by the local and broader community.

School Holiday Program

- A program created by Active Education enabled children to work in teams encouraging each other to build a small Solar Car. When all cars were completed a car race was set up outside in the front garden where much urging on to win came into play.

Events

- Australia's Biggest Morning Tea: Afternoon Tea with entertainment, raffles and silent auction attracted 60 participants. Afternoon tea home baked by members of the Findon Volunteer Event Team Volunteer Team was served individually and looked very inviting. Together a total of \$2,340.00 was raised for research, prevention and support services for the Cancer Council.

Private Hire

- Regained momentum during this quarter in line with changing COVID Plans
A total of 7 private hirers during this period. Bookings included Children's Birthday Parties and an engagement party. Other bookings were Seventh Day Adventist Church and the Chinese Association Education for Children, both on a casual basis due to their regular facilities being unavailable.
- Findon Playgroup
Has welcomed back families with an average weekly attendance of 18 Parents & Children participating in socialisation, music, and games according appropriate for babies and toddlers. Irene & Robin, two registered volunteers of the City of Charles Sturt assists the program facilitator from Playgroup SA.
- Findon Al Mio Mallee Club
A socialisation program for older members of the Italian Community, recently celebrated Volunteer Week and honoured their volunteers during their regular weekly program held on a Wednesday.
- Western Community Connections Forum
Hosted quarterly by Findon Community Centre in partnership with Uniting Care Wesley Bowden and Anglicare with 23 agencies attending. Guest Speakers in May were Dr Greg Ogle, Senior Policy and Research Analyst at SACOSS and Heather Merran, Coordinator ConnectEd Program at UCWB. Greg spoke about his waged poverty research and telecommunications. Heather spoke about community education for client groups and for community.

Cheltenham Community Centre

Children and Families at Cheltenham

- The Centre is keen to provide a wide range of programs for everyone but in recent times it has placed a heavy focus on trying to increase activities for young people. As a part of that plan, a relationship has been developed with the Pennington Children's Centre which has provided advice and support in our endeavours. As a result, we have seen improvements in Playgroup numbers and the introduction of regular Sing and Grow sessions, conducted by the Department of Child Protection. These sessions use music as a vehicle to help bring families together and have proven to be a great success throughout the first half of 2021.
- Dance for Pre-schoolers is another excellent program which has emerged during the quarter encouraging another energetic group to exercise, dress up and learn some of the basics of dance and movement in the presence of accomplished volunteer teacher Bridgett.
- The Centre is also planning another garden-based school holiday program, in July, which will focus on a new bird bath decorated by the children with mosaic artwork. Fun and education is a focus for children visiting our constantly developing community garden, with Maija, our gardening volunteer taking the lead. Maija has also been advising the local Guardian Child Care Centre at St Clair on appropriate plantings to help them in their quest to increase butterfly numbers in the area.

Volunteers

- Cheltenham Community Centre continues to be very well served by a small but quality group of volunteers, in both reception and program facilitation roles. They continue to make everything possible in our Centre and their recognition in National Volunteer week during the quarter was much deserved.

Centre Hire

- Cheltenham Community Centre continues to offer room hire to the community, seven days a week, for a variety of activities. Whilst most regular hirers were quick to return to the Centre following COVID-19 lockdowns in 2020, casual hirers are now taking up opportunities to meet and to celebrate all-manner of occasions. Weekend activities are now back to their pre-Covid popularity, typically providing higher attendances than weekday programs. It is envisaged that the new, online booking system, SpacetoCo, will provide even greater exposure for the Centre, and a subsequent and more consistent filling of rooms.

West Lakes Community Centre

The second quarter of 2021 was a busy time at West Lakes Community Centre as we began the process of having conversations with current user groups regarding the impending closure of the centre. The aim of the conversations is to make sure that all the current user groups are supported through the coming changes of the old centre closing and the new West Lakes Facility opening, and to transition user groups to the best fit facility within the council area.

Bower Cottages Community Centre

The Second quarter for 2021 was a busy time at Bower Cottages transitioning all user groups to SpacetoCo and new fees and charges, majority requiring support in technology and financial literacy.

Key achievements:

- Transitioning all user groups and hirers to SpacetoCo
- Introducing new programs: Adult Art Classes, Pilates Classes, Mums and Bubs Fitness Classes and Home school student Art Classes
- Collaborating with Port Environment Centre for a Soils and Natural Fertilisers Workshop
- Working with and welcoming the following groups transition from West Lakes Community Centre: Technology Workshop and Drop In, Active Aging Fitness Classes, Nifty Nine Quilting Group and possibly Parkinson Support Group.
- Recruited four addition volunteers to support reception, the community garden and centre led programming.
- Increased regular social media presence resulting in increased reach of 80%.

Henley & Grange Community Centre

Key achievements:

- EFTPOS was installed in the community café giving people the option to pay for goods via cash or card
- New classes introduced in the centre this quarter include Zumba, salsa and bachata
- All regular hirers were successfully transitioned onto the new booking system - SpacetoCo

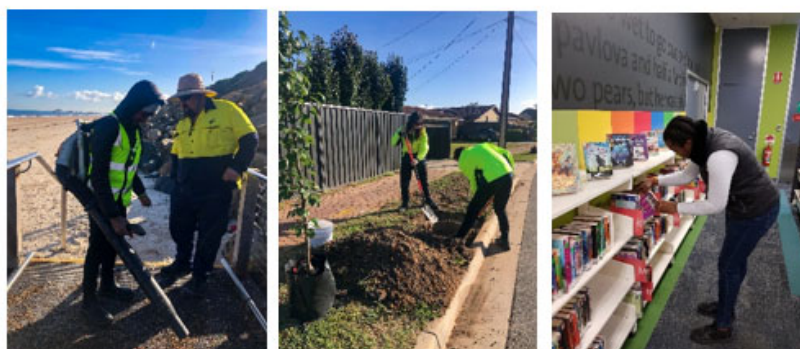
Service activity/Project: The Brocas - Youth Services

Objective: Young People are Connected, Safe, Healthy and Engaged.

Target: Young people between the age of 12 and 25 years.

Outcomes:

- Pillars for Success project, funded through Dept Human Services and LGA, has been completed successfully with 34 students participating in a work ready and work experience program across 28 different teams within Council with 85% of students indicating that they were satisfied with the project and 92% stating they have increased knowledge about Council.



Pillars for Success project

- Refugee Week event held as a collaboration between The Brocas and Multicultural Communities Council of SA featuring guest speaker Bior a refugee from Sudan. Approximately 80 people listened with awe as Bior spoke of his experiences and then kept the audience rapt with Slam Poetry.
- The Brocas school holiday program continues to draw good numbers with D&D being a favourite leading into ongoing weekly programs with young people stepping up to become Dungeon Masters and leading groups. In addition, a senior D&D group has started on a Wednesday afternoon with young people 16-18yrs.

- A Youth Band night was held in collaboration with Findon High School and Urban Movement Entertainment with 15 young people performing and 90 people attending the evening.
- Study support is continuing to grow and now running at Brocas and Findon Community Centre and we have increased the number of volunteers supporting this program.
- The significant increase in statistics for this quarter compared to the same quarter last year can in part be attributed to COVID-19.

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:

5 Year Progression	2016/17	2017/18	2018/19	2019/20	2020/21 (Q1-Q4)
Library visits	503,849	496,445	469,532	409,697	323,548
Active Library members	34,032	34,709	35,351	34,746	33,284
New Library members	5,130	4,679	4,818	2,952	4,006
% of Charles Sturt residents that are library members	34.5%	30.2%	30.2%	31%	31%
No of program types delivered	128	146	187	163	165
No of sessions delivered	-	583	658	947	1,102
No. of Literacy & Learning program participants	34,994	32,148	32,057	31,351	16,252
Total Number of Loans - Print	947,881	937,010	861,719	720,972	694,330
Total Number of Loans – Digital	38,499	47,848	112,671	420,869	574,565*

*Digital resources accessed include those provided by the OneCard Consortia and locally purchased resources; music streamed and downloaded, eBooks, eAudiobooks, movie streaming, magazine issues and articles accessed.

Collections & Resources

- Last financial year we had 669 Library Purchase Suggestion Requests and we were able to satisfy 298 of these requests.
- Some of the comments we received back from customers when we let them know we were going to purchase the items they requested include:

“thank you once again Charles Sturt council after all ..the council offers more than we think.”
“well done library”

“Thanks, great news re the three purchases Thank you so much! With buckets of gratitude and kindness”

“Thank you so much for letting me know. I can't wait to get it. Thank you to you and all the other librarians for making it happen, that is greatly appreciated.”

Service activity/Project: Antique Roadshow Event for History Month 2021 – Civic Library

Objective: For the Libraries to work closely with community and provide an opportunity for learning about and sharing community objects in an event setting. To provide the opportunity for community to share and learn more about their historical objects with an antique expert and gain more detailed understanding of the history and value behind many interesting objects which were brought forward.

Target: The target audience was adult community members with an interest in historical items and antique collections.

Outcomes: This event, along with many other History events scheduled during May were well attending across the Libraries.



Civic Library – Antique Roadshow Event for SA History Month, May 2021.

Service activity/Project: Digital literacy and learning events that provide digital skills for community at introductory and intermediate levels for all ages. Although our digital programs predominantly focus on seniors, Geek School is a technology based program for school aimed at children 8-12 years, delivered at the Digital Hub, Woodville. This term's focus involved students programming a buggy from scratch without any instructions and programming a second microbit to function as a remote control.

Objective: To support 21st C skills and encouraging invention, digital skills and collaborative learning is a key focus for children in the Libraries.

Target: Children aged 8-12 years accessing the library after school.

Outcome: Children were able to connect with each other and contribute as part of group learning using technology and 21st C skills to achieve a shared result.



Digital Hub – Digital Programming sessions after-school in the Civic Library.

Service activity/Project: In April the Libraries have created and released a new YouTube early literacy program for children in the City of Charles Sturt, called 'Read Sing Play with Lizzie.' City This is an exciting new online program which is designed to support early literacy for children in the west. Local children's centres and kindergartens are also connecting with this as a way to link children with the libraries and with Lizzie our reading mascot for City of Charles Sturt area.

Objective: To support community literacy in the early foundation years and engage families and carers in a shared love of reading.

Target: Children aged 0-6 years and their families, and with local early childhood educators and groups.

Outcome: Providing online access to a specialised early literacy program, gives children and their carers the opportunity to connect with Lizzie and the reading messages from home, or kindy, at a time that best suits them. It also enables children unable to attend programs in person, to still access Lizzie and literacy and learning activities that support early literacy.



Katrina Germein – Local children’s author, with Lizzie the Literacy Lizard feature in Read, Sing Play with Lizzie, a new YouTube program for children in the City of Charles Sturt.

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: In our city no one gets left behind: everyone has access to quality resources, services, programs information and social infrastructure to fully participate in their community

Customer Engagement	Apr-June 2020	Apr-June 2021	20/21 (Q1-Q4)	Trend
Student Work Placement Hours	0	0	0	
Internal Engagement	44	33	430	↑
External Engagement	2	6	27,424**	↑
Total Customer Participants	1,214	1,676	34,502**	↑

*No work placements due to the Four Pillars program

**Increase due to including stats from The Senior SA digital magazine

- This quarter we are extending our external engagement by subscribing to The Senior SA digital magazine to showcase our Charles Sturt libraries Digital & physical programs and collections. Our mobile and home delivery service through our Connect, Discover and Inspire with our Libraries Campaign.
- Our reach in The Senior magazine is connecting business and service providers and our ageing population to feel connected, supported and to connect further with our portfolio. By making sure no one is left behind. Our digital readership is of 27,410 reach to every senior card holder.
- Total Honey sales for the year 286 with an impressive 601 jars of honey sales since their arrival in 2018. We continue to support the local hives by selling local honey to the community and promoting the importance of bees in the community. Here is a compliment that came through from one of our customers. *“Compliment to the Library and support team re the brilliant local honey for sale It is great, delicious and good value too. Deservedly very popular”*.

5 Year Progression	Year Total 2017/18	Year Total 2018/19	Year Total 2019/20	Year Total 2020/21
Facebook	75	239	493	452
Squiz & Evanced	375	430	579	1,089
Port Road Banner	4	3	6	6
Internal Design (TV, enews, website, facebook)	142	60	140	233
External Design Promotion (Senior, cafes)	1	6	3	11
E-News	n/a	7	8	16

- Customers can now join our Enewsletters via a tablet stand in all Libraries, we currently have 2108 on the subscription list. Enewsletters go out at the beginning of each month.

Outreach / Volunteer Statistics	Q1	Q2	Q3	Q4	YTD
Outreach Volunteer Hours	0	0	0	0	0
Other - JP's, Children's Programs	238.1	205	258	200	901.1
Home Service Library Officer Visits	204	252	281	303	1,040
Mobile Library Door Count	2,016	1,512	2,291	2,363	8,182
Outreach Aged Care participation	68	68	124	169	429

5 Year Progression	2016/17	2017/18	2018/19	2019/20	2020/21 (Q1+Q2+Q3+Q4)
Outreach Volunteer Hours	69.23	108.75	81.25	0	0
Other - JP's, Children's Programs	1,883.5	2,107.48	1,583.33	968.3	901.1
Outreach Visits					
Home Service Library Officer Visits	637	641	696	711	1040
Mobile Library Door Count	-	-	4,368	7,090	8182
Outreach Aged Care	-	-	117	413	429



Social media posts from this quarter

Charles Sturt Library Service
Published by Falcon.io · May 6 ·

What could be better than working in a Library? Wearing a Library on your feet of course!

This is Tina, one of our many cherished team members here at the Charles Sturt Libraries. Tina's shoes are based on the Mortlock Wing of the State Library and showcase all her favourite authors. From J. R. R. Tolkien to Emma Viskic and Ann Cleeves, these shoes were hand painted by her friend and artist Lisa Conolly.

Tina is very passionate about her job and these shoes are an ode to ... See More

1,311 People Reached 348 Engagements Boost Unavailable

80 Likes 16 Comments 5 Shares


Like Comment Share

View 11 more comments Oldest ▾

Charles Sturt Library Service
Published by Falcon.io · June 1 at 5:28 PM ·

This is exciting! 🤩

Enjoy a quick sneak peek of how our new West Lakes Facility is shaping up with our very own Manager, Jacqui! ... See More



577 People Reached 132 Engagements Boost Unavailable

You and 45 others 5 Comments 1 Share

Like Comment Share

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: Building inspections have been conducted on thirteen 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:

At this time all commercial and residential premises owned by Council are fully occupied under current lease or licence and fully compliant with both legislation and Council Policy.

One community consultation is underway to ensure a timely renewal prior to the incumbent tenant's scheduled September 2021 renewal date.

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:

Aged Care Budgets for Annual General Meetings are now being prepared.

Renewal works to unit 4 Rose Villas has now been completed and respective residents are now being shown through. It is anticipated that the unit will be sold within the next 3 months. Unit 1 Cudmore Village has now been vacated and quotations are being sourced for the renewal work.

A vacancy at Casuarina Lodge has now been filled.

Service activity/Project: Ageing Well functions

Objective: To deliver the funded Commonwealth Home Support Program (CHSP) and support our residents to age well.

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

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

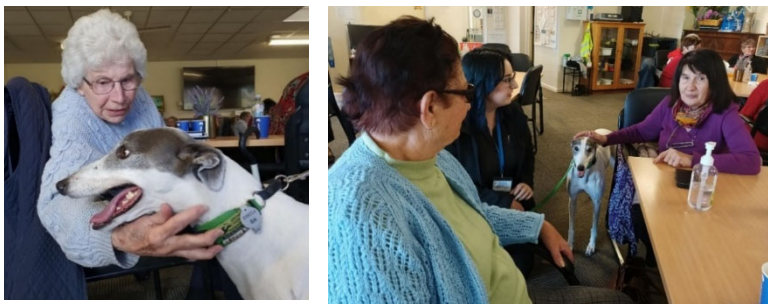
Quarterly Highlights and Outcomes

- The lessening of restrictions has seen a lot of our social and respite programs continue to offer residents the increasing opportunity to participate in Social Groups, return to their exercise groups and maintain their wellbeing.

- The 5 Councils who operate “Fish Feeders” brought the participants together to share fish and chips and a laugh- the day was a great success!



- Team Leader – Ageing Well has been accepted along with her peer from Onkaparinga Council to attend and present an abstract on “Fish Feeders” at the National Australian Gerontology Association Conference to be held on the Gold Coast in November later this year.
- Volunteer Recognition Week was celebrated, and many volunteers attended Council’s planned events with staff and other volunteers.
- Commonwealth Home Support Program providers are required to collate and report soon to the Commonwealth all staff and Volunteers who have had the COVID19 shot – this has been requested to be a weekly report which will be very labour and administrative intensive.
- Commencement of new program is imminent “All Together at Arch” - this program is unique and will support families and carers to share supported meaningful activities.



Sages participants enjoyed a visit from Adopt a Greyhound

- **Men on the Move** has been reinstated in a larger Bus to allow for social distancing when travelling – this program has a significant impact on the wellbeing of isolated men and they enjoy the opportunity to share a meal and a meaningful activity.
- Tables at **Social Groups** have also been set to allow for distancing and residents have been very pleased to be together again.



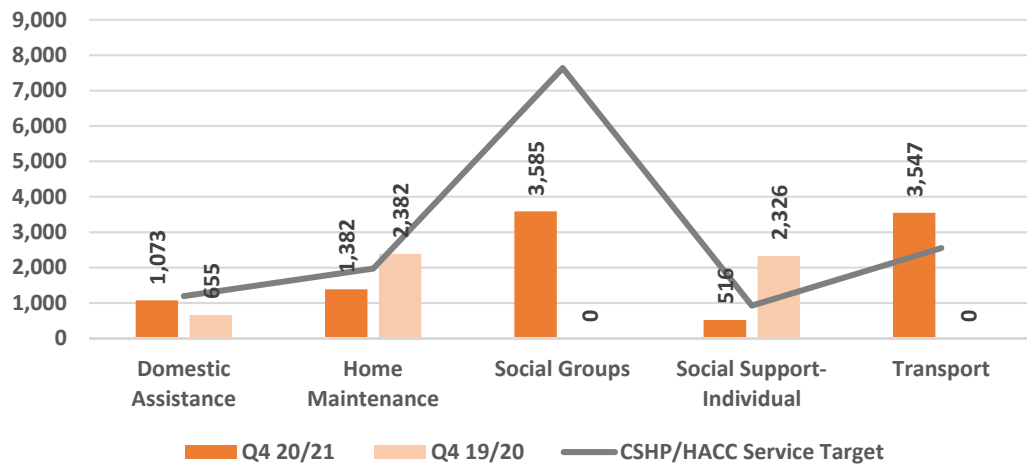
- **Fish Feeders** – Despite the cooler days the program had 67 participants for the quarter and Cosi the superhero saving one of the participants' hat!
- **Meaningful Workshops** – the Ageing Well team have continued to deliver workshops to the community following a small grant received from the Office of Ageing Well – these have been well coordinated by Robyn Janssan and we have seen increased engagement with very positive comments.
- **Estate Planning (in collaboration with Catalyst)** Held on the 28th April at 19 on Green with 20 attendees. Feedback: "Well organised and information very clear"
"Excellent presentation and information"
"So appreciated and easy to understand"
- **Understanding Aged Care Costs (in collaboration with Catalyst)** Held on the 27th May at Civic Centre with 28 attendees Feedback: "Great help"
"Well talked about – as confusing topic"
"Very thorough and good examples given – up to date info"
"A very complex area with pitfalls to be aware of"



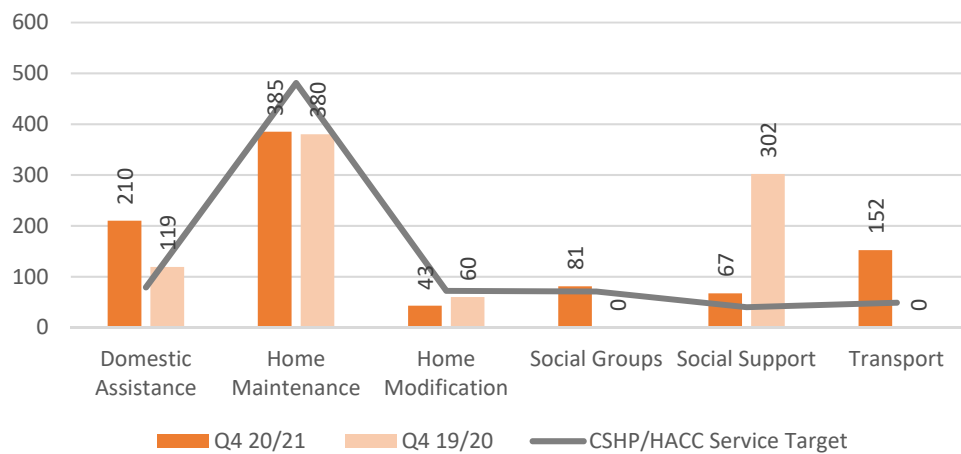
- **Companion Animal Project** has also seen an increase in Volunteers and residents needing support. Recently Archie was unable to walk very well due to a patella issue which is intermittent, so to minimise his walking/jumping till he can have surgery, his dedicated walker has been taking him out for some daily fresh air in a doggie pram.



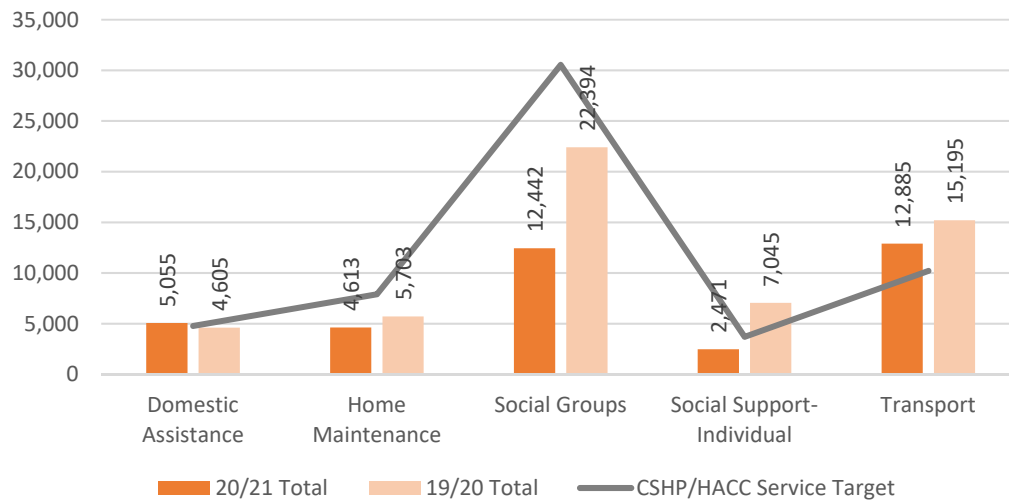
CHSP/HACC Quarterly Hours Trips of Service



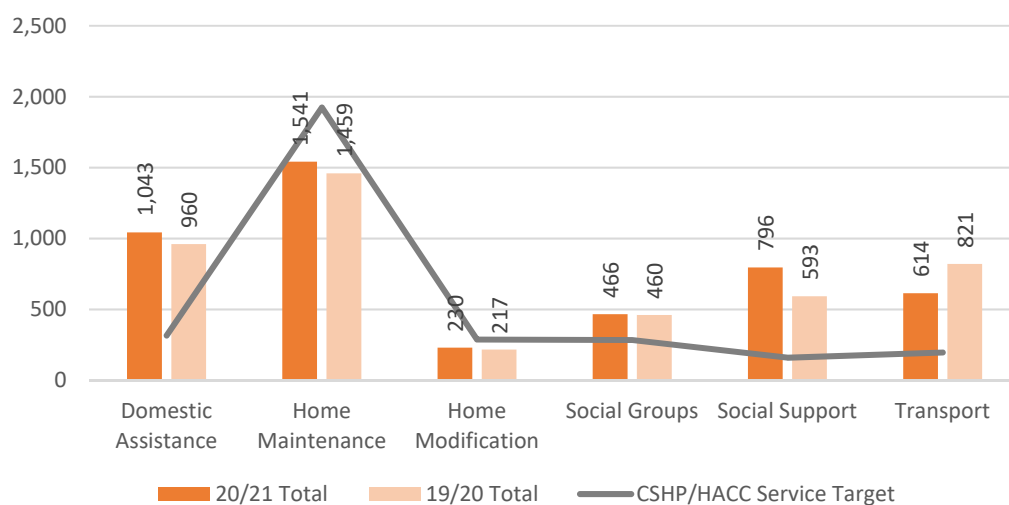
CHSP/HACC Quarterly Client Numbers



CHSP/HACC 19/20 Total Hours Trips of Service



CHSP/HACC 19/20 Total Client Numbers



Volunteer Graffiti Removal

Community Care Volunteer Graffiti Removal	Q4 20/21	Q4 19/20	% Variance
Square Metres Removed	1,271	0	
Tags Removed	1,070	0	
Volunteer Hours	421	0	
Jobs	212	0	

Community Care Volunteer Graffiti Removal	20/21 Total	19/20 Total	% Variance
Square Metres Removed	4,189	4,649	-9.9%
Tags Removed	3,968	4,291	-7.5%
Volunteer Hours	1,319	1,444	-8.7%
Jobs	770	770	0%

- The Volunteer Program was impacted by COVID and social Distancing requirements. Since the lifting of restrictions, the team of volunteers has been building up and they are now working 5 mornings a week across the city, keeping it clean and safe.

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 club.

The sub licence for SSLSC and Coastal skydive has now being finalised.

A new licence for Findon Skid Kids has now been finalised.



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

Strategy: Actively support volunteering

Service activity/Project: Volunteer services contribution as reported in the table below shows activities of our volunteers for quarter 4.

5 Year Progression	2020/21 (Q4)	2019/20	2018/19	2017/18	2016/17	Trend
Volunteer Hours	6,736	1,011	7,997	8,330	9,035	↓
Volunteer Applications Received	45	17	34	20	36	↓
Volunteers interviewed	12	1	1	12	9	↑
Volunteers Inducted Group	2	0	11	10	10	↓
One-on-one inductions	0	0	0	0	0	↓
Online inductions	18	9	1	0	1	↑

There are currently 290 registered volunteers with the City of Charles Sturt. This figure is less compared with the same reporting period in the previous year in which we had 315 registered volunteers. This is largely due to a lower than usual interest in volunteering since COVID 19, where volunteer rates have dropped off across the board. A thorough audit was also conducted over the last few months with a number of volunteers identified and removed from the database who had ceased volunteering since the pandemic.

Volunteer Celebrations/Recognition

- National Volunteer week was celebrated during this reporting period, 17 to 23 May 2021.
- Volunteers were recognised during this week at a morning tea at the Civic Centre or afternoon tea at the Brocas. Volunteers were presented with certificates in five-year blocks as well as those who would have received their certificate in 2020 had the event not been cancelled due to the pandemic.
- There were 139 volunteers and guests attending as well as staff and Mayor Angela Evans and CEO Paul Sutton.

Volunteer Recruitment

- *Volunteer Recruitment*
- In this reporting period 55 potential volunteer expressions of interest have been received, with 12 volunteers being assigned and matched into roles.

Volunteer Training

- During this period, nine volunteers attended First Aid Training facilitated by Surf Life Saving.
- 20 volunteers have successfully completed their online and group volunteer induction in this reporting period.



Volunteer recognition event

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

Service activity/Project: Karrawirra Pari / Breakout Creek Stage 3 Redevelopment.

Objective: Breakout Creek Stage 3 of the Karrawirra Pari / River Torrens, is a point of shared connection to Kurna.

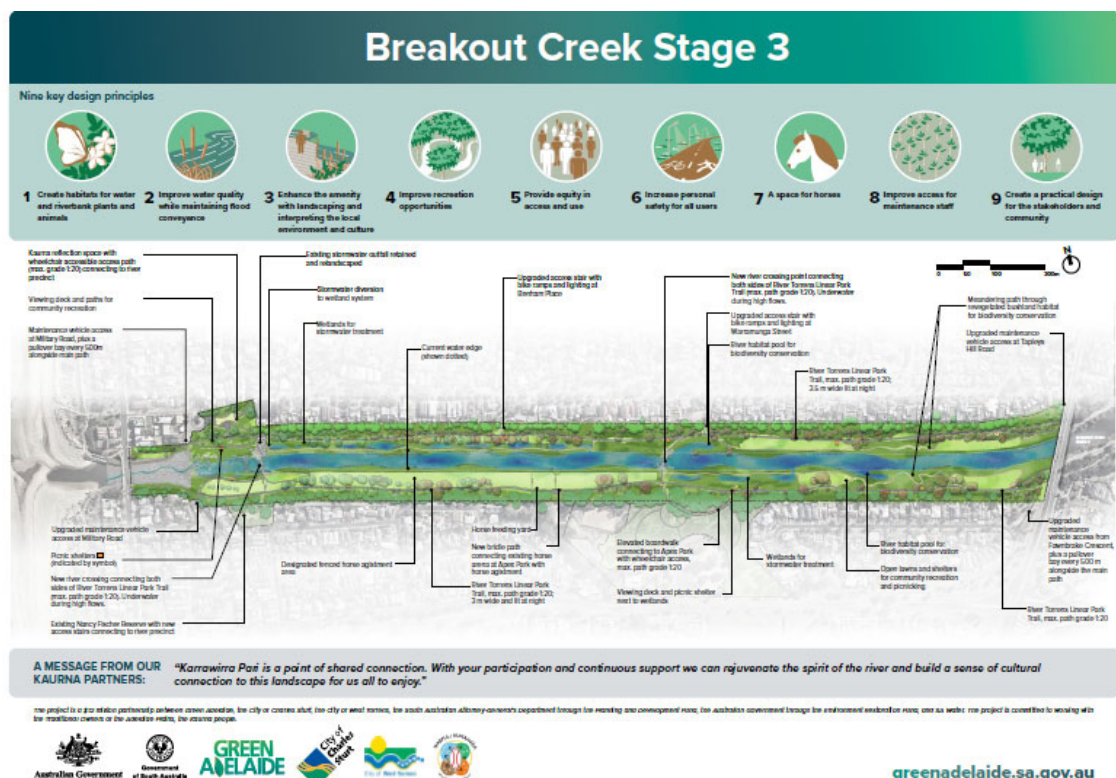
Target: Working with Kurna to create a place of shared connection.

Outcomes: Kurna-led Design Features of Breakout Creek Stage 3 Redevelopment.

The project is a \$12 million partnership between Green Adelaide, the City of Charles Sturt, the City of West Torrens, the South Australian Attorney-General's Department through the Planning and Development Fund, the Australian Government through the Environment Restoration Fund, and SA Water. The project is committed to working with the Traditional Owners of the Adelaide Plains, the Kurna people.

The Kurna partners to the project have keenly promoted that "Karrawirra Pari is a point of shared connection and with continuous support we can rejuvenate the spirit of the river and build a sense of cultural connection to this landscape for us all to enjoy."

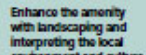
The design of Breakout Creek Stage 3 Redevelopment has been released to the public and includes a Kurna-designed reflection and gathering space and will incorporate a wodli structure (a traditional shelter) and a major Kurna art installation and minor Kurna marker.



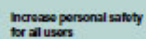
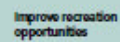
The emphasis of the design for Breakout Creek Stage 3 Redevelopment is on habitat creation and supporting continuity from Breakout Creek stages 1 and 2.

has nine key design principles developed with the community in 2015

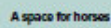
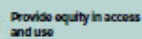
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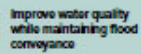
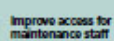
improve recreation opportunities



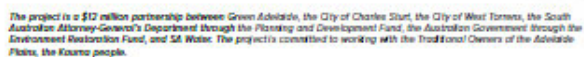
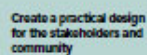
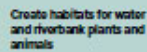
Provide equity in access and use



improve access for
maintenance staff



Create habitats for water and riverbank plants and animals



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AELAIDE**

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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.



Total number
of projects



Total number
of unique online visitors



Total number
of community responses

Community Engagement completed in the April to June 2021 Quarter			
No	Project Name	Project Scale • City-wide • Large • Localised	Community Responses Received (e.g. completed surveys, written submissions, attendees at event)
Transport and Engineering Projects			
1.	Let's Reimagine Chief Street, Brompton	Large	297 responses (269 survey responses, 23 at Open Day, 5 written submissions)
2.	May Street, Albert Park Streetscape Upgrade	Localised	28 responses (25 responses, 3 at Open Day)
3.	Bridgman Road – Road Reconstruction and Traffic Safety Improvements	Localised	64 responses
4.	Fairford Terrace Traffic Improvements (including Stage 2 Bartley Tce)	Large	61 responses (57 survey responses, 4 written submissions)
Open Space, Recreation and Property Projects			
5.	Kevin Taylor Reserve – Reinstatement of BBQ	Localised	30 responses
6.	Shade at the Square, Henley Beach	Large	149 responses
7.	Playground Renewals 2021 - 2022	Large	187 responses
8.	AdaptWest 2021 – Community Survey (in-depth 15 minute survey)	City-wide	448 responses
Corporate Services			
9.	Annual Business Plan 2021-22	City-wide	302 responses (39 via Your Say, 226 via email/post, 3 petitions, 8 at Community Drop-In, 26 deputations)

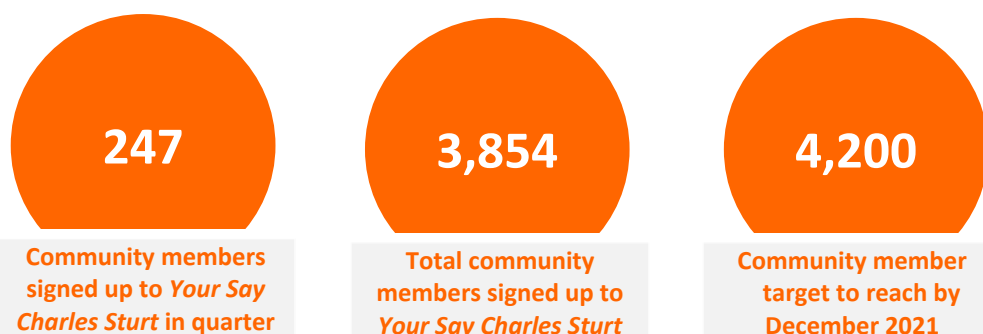
10.	By-law Review 2021 for By-law No. 3 – Local Government Land and By-law No.5 Dogs and Cats	City-wide	10 submissions (7 via Your Say, 3 via email or post)
11.	Temporary Road and Footpath Closure Proposals – Plane Way, Brompton	Localised	1 response
12.	Representative Review: Stage Two Community Consultation	City-wide	2 responses
Urban Projects			
13.	Your Neighbourhood Plan – Albert Park and Hendon – engagement with Champions	Localised	20 responses (at 2 workshops)
Community Connections			
14.	West Facility Community Conversations	Large	398 responses (364 conversations, 34 via Your Say)
15.	West Facility Portfolio Conversations (staff)	Large	98 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: 4,200 community members signed up to *Your Say Charles Sturt* by December 2021.

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 we saw 5,935 unique visitors to the *Your Say Charles Sturt* site.
- During the quarter 247 new members signed up to *Your Say Charles Sturt*.
- With a total membership of 3,854, we are on target to achieve 4,200 members by December 2021.
- The software platforms enable our community to “follow” progress on a project if they wish to. New followers in the quarter equalled 207.
- A new statistic we will start to monitor is the number of returning members which was 75 for this quarter.
- The projects that attracted the highest level of interest were:
 - AdaptWest 2021 – Community Survey
 - West Facility Community Conversations
 - Annual Business Plan 2021-22
 - Let’s Reimagine Chief Street
 - Shade at the Square
- During the quarter we referred the AdaptWest survey to our E-Panel.

Strategy: Upskill sporting and community groups to build sustainability.

Service activity/Project: Sporting Club - Professional Development – **Active Inclusion Training**

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

Target: Local Sporting clubs.

Outcomes: Charles Sturt commenced an exciting partnership with Active Inclusion in December 2020, to deliver a comprehensive training program for local sporting clubs in 2021. Four (4) of the five (5) free training modules have now been undertaken (March-June) to help build club capacity across specific areas of inclusion and diversity, digital marketing and stakeholder engagement. This resulted in 73 participants involved across the first 4 workshops. This will greatly assist participating clubs to create more welcoming environments, grow member numbers and strengthen club offerings to a wider and more diverse community. The final session will be held on Wednesday, 25 August at the St Clair Recreation Centre, forming part of the Northern Sport & Recreation Network (NSRN) a collaboration between the Cities of Charles Sturt, Playford, Tea Tree Gully, Salisbury, and Port Adelaide Enfield.

Service activity/Project: Sporting Club - Professional Development – **Northern Sport and Recreation Network (NSRN)**

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

Target: Local Sporting clubs.

Outcomes: The NSRN is made up of 5 active councils – including Cities of Charles Sturt, Salisbury, Playford, Tea Tree Gully and Port Adelaide Enfield – providing timely support and assistance to local sporting clubs across the region.

The network continues to develop and deliver a range of mutually beneficial training opportunities for local clubs, including a **Club Governance** Workshop on 24 May at The Lights Community & Sports Centre, which saw 120 volunteers engaged across the 5 councils.

The network has additional workshops scheduled for the new financial year, including a Community Coaches Workshop on 3 July, Creating Positive Club Culture on 26 July, Active Inclusion (Your Club is a Village) in August, and Strategic Planning in November 2021.

The NSRN was recognised at the LGA Excellence awards in May 2021, winning the Excellence in Cross Council Collaboration award: [NSRN - Excellence in Cross Council Collaboration](#)

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 deep sense of community, important social connections and generally improving their local environment through a range of greening and gardening activities:

- **Coronavirus**

COVID-19, continues to impact our Community Gardens and Gardening Groups, from a positive perspective, the demand for participation in both Community Gardens and Community Gardening groups and patches continues to increase.

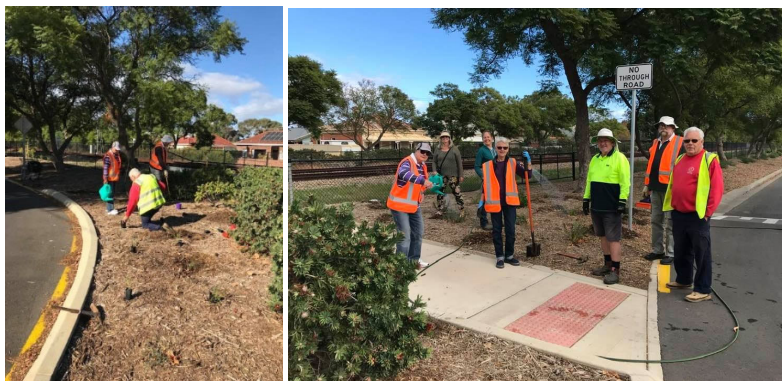
Unfortunately, the Bunnings Sausage Sizzles, which are a significant avenue for fund raising for Community Gardens, while they have recommenced, with strict rules around food handling, social distancing, money handling etc and on weekends only, they provide a very limited opportunity for some financial relief for many of our Community Gardens.

- **Woodville Greening Group**

Woodville Greening Group continue to increase in membership, enthusiasm, and commitment. Their new logo (below) has been hand painted by a local artist, who, while physically unable to work with the group, has contributed significantly. The painting will be used as an A Frame sign when the group are working on site. The groups notice board is updated regularly for passers by and commuters.



While the group have been focused on a number of sections of garden along Russell and Belmore Terraces:

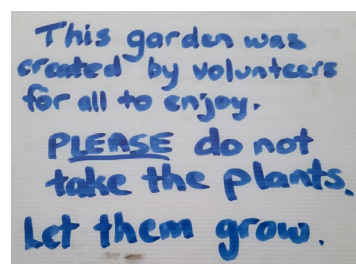


They are now spilling over to St Clair:



And have recently initiated a collaborative project between Woodville Greening, Woodville High School, through their Citizenship programme and Charles Sturt. Year 7 and 8 students will adopt, design, develop and maintain an area of undeveloped garden on Council Property. Students have begun fund raising for this project, raising \$300 from their bake sale.

The group continue to grapple with ongoing theft of plants, many of which they have propagated. The group have been using signs such as the sign below and Council designed signs are currently being printed.



- **Ovingham Greening (Formerly Gilbert Street Bee and Butterfly Garden)**

The Ovingham Greening Group have now had three working Bees and their first garden on Gilbert Street is establishing well. The group plan to hold monthly working bees and to install a seat and native bee hotel at the site.



Before



First Working Bee



Third Working Bee

Members have begun creating mosaics for the stobie poles around their garden under guidance from Hindmarsh Greening.



- **Porter Crescent**

Residents of Porter Crescent Fulham Gardens have adopted the road closure at the end of their street, planting a variety of plants, painting and insatalling stepping stones, the group will continue to water and maintain this site.



Before



After

- **Ellen Street Garden**

Residents of Ellen Street and Bedford Street have also adopted their local road closure. In late May the group planted a range of tubestock and mulched the site. They will hold regular working bees and maintain and water their garden on an ongoing basis.



Before



After

- **Frederick Miller Community Garden**

Construction for the Frederick Miller Community Garden is now complete and the group are keen to commence work on the site. A number of governance matters must be finalised prior to them commencing on ground works, such as Incorporation, Insurance and a licence over the site.

The garden will be open and unlocked, allowing local residents to continue to use the site as they had previously. The garden was designed with the assistance of a co-design group with JFA Purple Orange with the aim of the garden being as accessible and inclusive as possible. Further works will be required into the future as the garden evolves such as paths or surfaces around garden beds.





- **Woodville West Community Garden**

Woodville West Community Garden have welcomed two new chickens “Laverne and Shirley” much to the delight of both garden members and the local children who delight in visiting the chickens on a regular basis. Modifications to the chicken coop fence have ensured that they are still able to be seen and heard, but are not able to be physically accessed by the public, removing the possibility of any repeat of past incidents.

A recent Bunnings Sausage Sizzle has lifted spirits in the garden, despite last minute issues with filling shifts, the group cleared \$1100.

Members remain bemused that their garden is being held up as a key selling point for real estate sales in the area.

- **JFA Purple Orange**

Purple Orange are a social profit organisation on a mission to create a world where people who live with disability have a fair go at what life has to offer. <https://www.purpleorange.org.au/who-we-are/who-we-are>

The “Dig In” Co-Design team successfully brought Community Gardens into the homes of people living with disability and unable to access Community Gardens.



Purple Orange were also generous in hosting a Co-Design group for our new Frederick Miller Community Garden at Semaphore Park. We have much to learn and change and a great deal of enthusiasm, in relation to accessibility and inclusion and our Community Gardening programmes. Purple Orange also invited Councils Community Planner Open Space to their pilot, Disability Inclusion Training to provide feedback. The training has been developed, and is delivered, by people living with disability and was excellent, informative and engaging. Following this pilot, they offered to provide training for a group at Council free of charge. A combination of key staff and community members attended the training which was well received and covered:

- The Social Model of Disability and Universal Design
- Attitudes and Unconscious Bias
- Language and Communication
- Diversity, Identity and Culture
- Collaborating with Community

With the aims of the session being to:

- Normalise disability
- Build confidence
- Confront unconscious bias
- Create a safe place to learn
- Improve awareness

- **Verges Alive**

The Verges Alive event was held on Sunday 23 May. Following publicity from various ABC Radio presenters, last minute changes were made to the event and \$10 for 10 Verge Packs were made available for sale on the day. A number of community members assisted with information stalls along with Adelaide Hills Veggie Gardens, On the Verge SA and Gardening Australia's Sophie Thompson.



Planter Boxes in Verges has proven popular with 29 boxes being installed in the street environment to date.

- **Spring Garden Competition**

The Spring Garden Competition presentation evening was held on April 22 following its cancellation in November due to COVID-19.

As always, the evening was well received by all participants, with around 100 in attendance.





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.

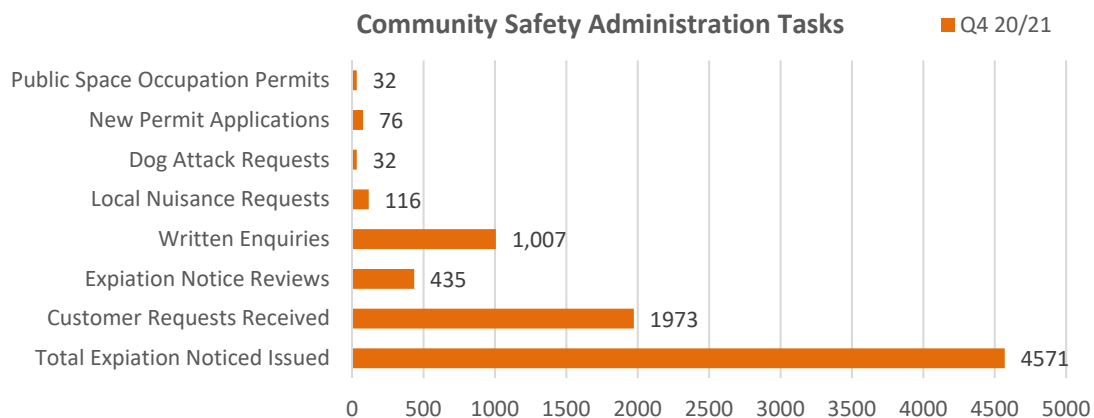
Outcomes: Transport Strategy and Assets, Community Safety and Marketing and Communications teams have developed an improved traffic and parking safety flyer to replace the previous parking flyer. The flyer was delivered to all schools at the beginning of term 1.

Service activity/Project: Community Safety requests

Objective: Respond responsibly to customer requests.

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

Outcomes: The team responded to a high number of customer requests, including 476 requests regarding illegally parked vehicles and 128 requests for parking control zones. Both concerns around vehicles illegally parked and requests for parking controls are growth areas. We have seen a 13% increase in requests relating to vehicles illegally parked throughout the year, with the total number for the year 2,152 compared to 1,863 the previous year. Requests for new or amendments to parking controls have also increased by about 14%, with the total number of requests this year at 491, up from 424 in the previous year. Interestingly, while the number of dog attacks reported has remained the same, the number of reports of dogs wandering at large has decreased by 27%, with 566 reports compared to 716 last year.



Service activity/Project: Delivery of Council's Animal Management Plan (AMP) 2021 -2025

Objective: To support pet owners, to create an environment where people and pets integrate safely and harmoniously.

Target: To implement the new Animal Management Plan 2021 - 2025 in line with the requirements of the Dog and Cat Management Act 1995 to proactively address issues related to dogs and cats within the City of Charles Sturt.

Outcomes: The new Animal Management Plan 2021-2025 is now operational with a range of actions and strategies deliverable over the next 5 years.

During the period of April to June 2021, and in place of our Doggy Day on the Green event, we successfully delivered Doggy Festival, which was an online and in-person week-long festival celebrating dogs in our communities and promoting responsible dog ownership. The event, which was delivered in partnership with the City of Port Adelaide Enfield, included educational videos and in person training sessions. These activities targeted responsible behaviours we want to encourage in dogs, as well as providing our community with important information to assist them to make positive choices in relation to pet ownership. In addition, the festival also included a low-cost microchipping day, where dog owners from both councils could get their dogs microchipped for only \$10. A total of 82 dogs were microchipped on the day. The event was positively received by the community, with both councils receiving customer praise and gratitude for the event.

The festival was linked with the following AMP 2021 – 2021 objectives;

- 1.3.3 Explore ways to reduce the instances of dog attacks/ harassments.
- 2.3.1 Promote RSCPA encouraged 'Force - Free' dog training methods.
- 2.3.5 Continue to deliver the City of Charles Sturt's annual Doggy Day at the Beach and Doggy Day on the Green community events to further promote responsible and ethical dog ownership.

The Pets of Charles Sturt Facebook platform has continued to be a valuable medium to update our community on the latest regulatory and educational pet related messages, to continue to promote responsible dog ownership. In addition, Council's Dog Blog hosted on the City of Charles Sturt main website, providing articles on best practice dog ownership, continues to be expanded. 2 New articles have been added to the Dog Blog as a result of questions and feedback received during the Doggy Festival, which include:

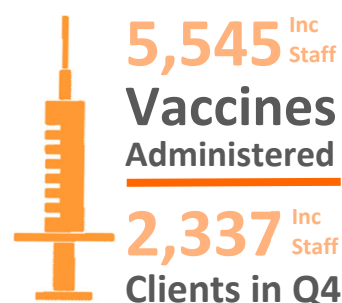
- 7 reasons to take some yummy food on your walks with your dog; and
- Top tips for a safe and enjoyable dog park experience.

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

Objective: Provide safe, appropriate and effective immunisation to the community to mitigate the incidence 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: A total of 2,337 clients received 5,545 vaccines throughout the quarter. 60% of these vaccines were delivered via the public St Clair Immunisation Clinic, with the remainder being delivered as part of the School Based Immunisation Program, Staff Flu Program and corporate worksite visits.



COVID-19 was a major factor influencing attendance numbers for all programs, with a 19% difference between clients receiving vaccinations between 2019/20 and 2020/21 (9,055 and 7,454 respectively).

38	1,264	2,524	9	1073	2,032
Public Clinics	Public Vaccine Clients	Public Vaccines Administered	School Clinics	School Vaccine Clients	School Vaccines Administered

*The NARI program concluded on 30 June 2019.

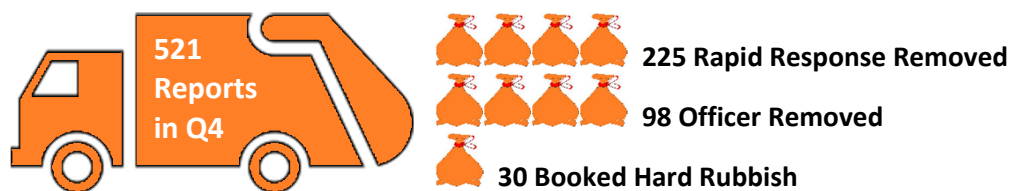
5 Year Progression	2016/17	2017/18	2018/19	2019/20	YTD 2020/21
Public Clinic vaccines administered	6,755	6,845	9,696	9,627	7,574
School vaccines administered	6,381	4,901	5,395	5,781	6,152
Worksite vaccines administered	825	588	873	689	749
Staff vaccines administered	464	286	293	339	344
NARI vaccines administered	588	445	243	0	0
No. of clients receiving vaccination	9,406	8,295	9,209	9,055	7,454
Total no. of vaccines administered	15,013	13,065	16,500	16,624	15,247

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: 521 requests for illegally dumped rubbish were received in the quarter, of which 30 were booked hard rubbish collections and 322 were removed by the Council (either by Rapid Response or Community Safety) and 45 resulted in resident take-back.



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 116 new reports in relation to local nuisance in the quarter. The cooler months have seen an increase in the number of requests relating to nuisance smoke.



116 total local nuisance requests in Q4
28 relating to noise complaints
27 relating to amenity
14 relating to smoke

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 476 customer requests reporting instances of vehicles illegally parked, bringing the total for the year to 2,152. During the quarter 3,722 expiation notices were issued under the Australian Road Rules and 198 notice issued under the Private Parking Areas Act.

Service activity/Project: Mitigate Fire Danger Associated with Overgrown Properties

Objective: Reduce the fire danger season risks within the City associated with overgrown vegetation on private property

Target: Educate, encourage and enforce through advice to residents, inspections and follow up on non-compliance through the Fire and Emergency Services Act as required.

Outcomes: Officers investigated a total of 500 customer requests this year with 171 resulting in a Fire and Emergency Services Act Notice being issued in the 2020/21 year. This is a significant increase of Notices issued in the current financial year in comparison to the previous year where 97 Notices were issued.

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 follow up continued throughout the quarter as well as promotion of legislative responsibilities surrounding dog registration. This quarter concentrated on following up incomplete dog records and updating Dog and Cats Online in preparation for the end of financial year and the dog and cat renewal period.

The financial year ended with a total of 16,632 registered dogs recorded in the State-wide Dogs and Cats Online (DACO) specific to the City of Charles Sturt.

The following is a breakdown of the number of dogs which are desexed and microchipped as well as the number of cats recorded in DACO for the financial year.

Number of Dogs Desexed	Number of Dogs Microchipped	Number of dogs both microchipped and desexed	Total number of cats recorded in DACO
12,596	15,987	12,633	2,741

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.

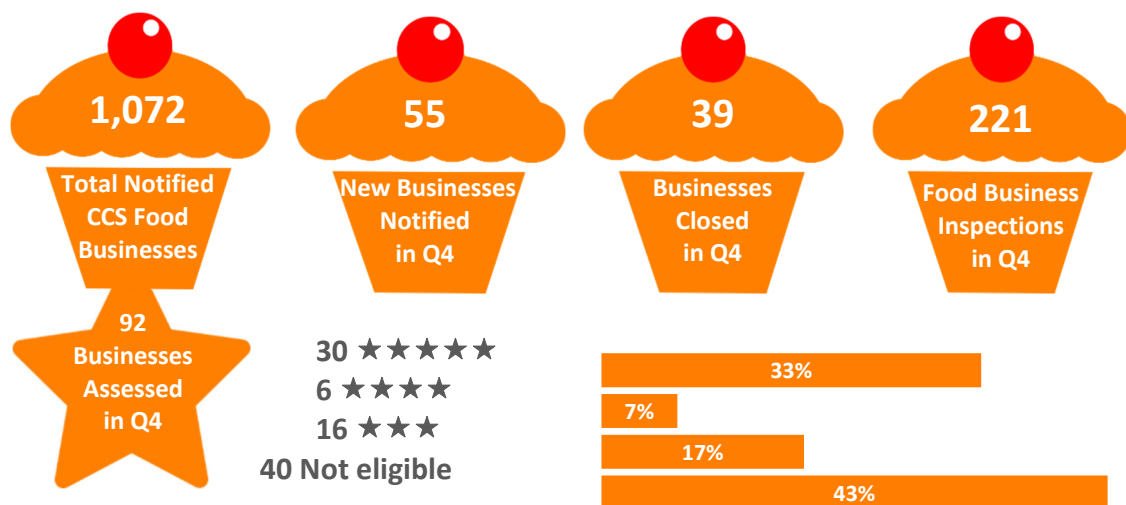
Objective: Undertake a regulatory regime of all food businesses within the City to fulfil Council's legal obligations and provide a proactive approach to supporting positive health and safety outcomes.

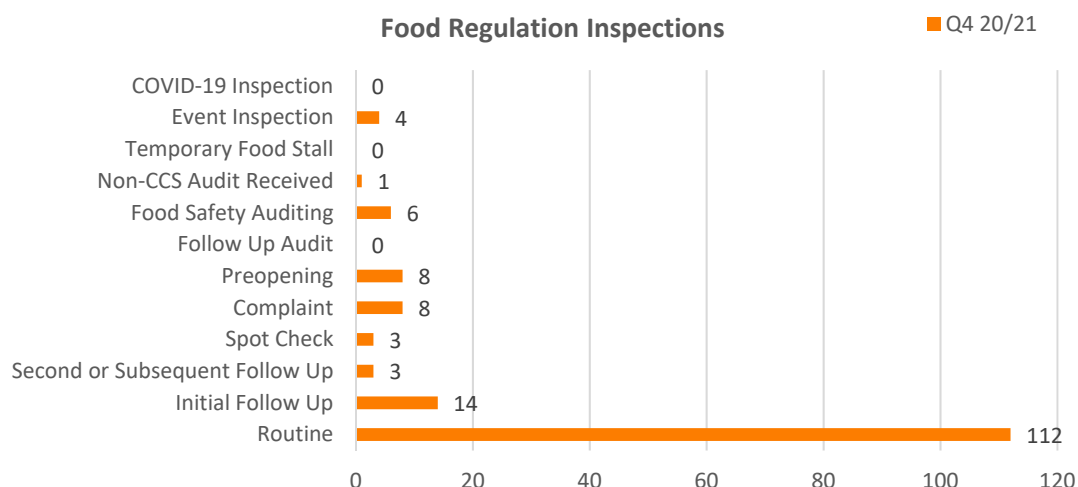
Target: Routine inspections undertaken within the quarter they are due. Investigate and appropriately action all customer requests in accordance with the service standards.

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 South Australia'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 requests (CRMs) in accordance with service standards.

Outcomes:



* COVID-19 Requests were a new request type created in 2020 to record the number COVID-19 concerns received from residents.

Other Premises - inspections include routine, follow up, complaint	No. of Premises	Total Inspections				YTD Total
		Q1	Q2	Q3	Q4	
Public Swimming Pools & Spas	18 (27 pools/spas)	13**	4	12	5	34
High Risk Manufactured Water Systems	25 (48 systems)	13**	0	21	5	39
Skin Penetration Premises	24	3	2	6	6	17
Supported Residential Facilities	4	2	2	1	2	7
Hairdressers/Beauty Salon*	172	0	6	3	2	10

*Only inspected when complaints are received

** Inspection per system/pool

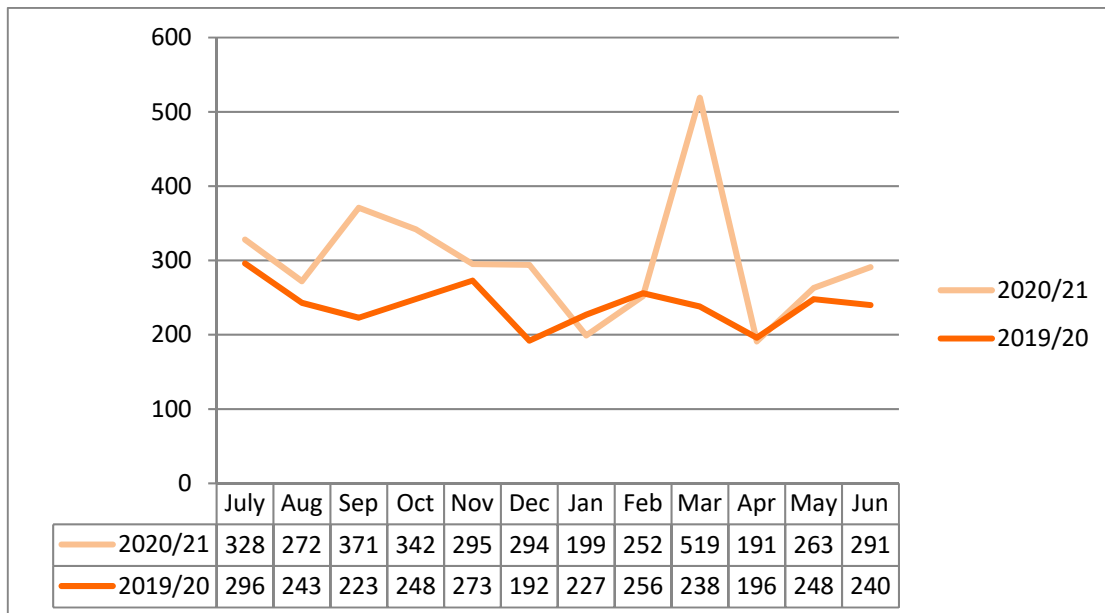
Service activity/Project: Planning and Development Applications (Lodgements, Types of lodgement).

Outcomes: A total of 745 applications were lodged from 1 April 2021 until 30 June 2021 under the Planning, Development and Infrastructure Act. This represents an increase of 8.92% compared to the same quarter in 2019/2020 where 684 applications were lodged.

The total estimated development cost for applications lodged for the quarter was \$281.72 million. This is a significant increase compared to \$74.14 million for the same quarter in 2019/20.

The Development Assessment Unit (DAU) process was used to consider 3 applications for the quarter down from 8 applications for the same quarter in 2020. No applications were “called in” for consideration by the CAP.

Lodgements	Q1	Q2	Q3	Q4	YTD Total
Applications Lodged	971	931	970	745	3,617
Estimated Construction Cost (ex fit-out)	\$112,515,474	\$128,971,112	\$145,037,633	\$281,720,000	\$668,244,219

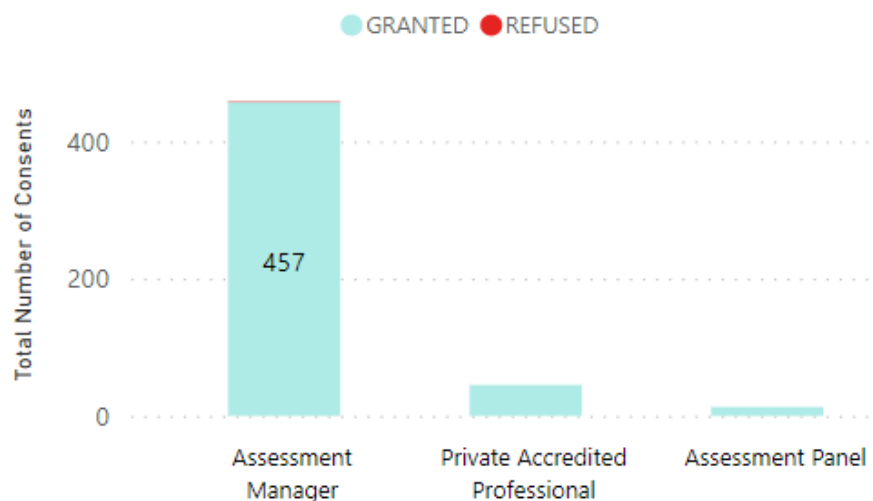


Planning Consents Decisions by Relevant Authority

The Assessment Manager and Council Assessment Panel have issued decisions on approximately 91% of planning applications lodged for the quarter. The Assessment Manager issued 458 planning consent decisions and the Assessment Panel issued 13 planning consent decisions under delegation to staff. This represents a total of 471 planning consent decisions for the quarter.

Decision RA Assessor Rule	GRANTED		REFUSED	
	Total Consents	Percent	Total Consents	Percent
Assessment Manager	457	88.57%	1	0.19%
Assessment Panel	13	2.52%	0	0.00%
Private Accredited Professional	45	8.72%	0	0.00%
Total	515	99.81%	1	0.19%

Planning consents decision by relevant authority

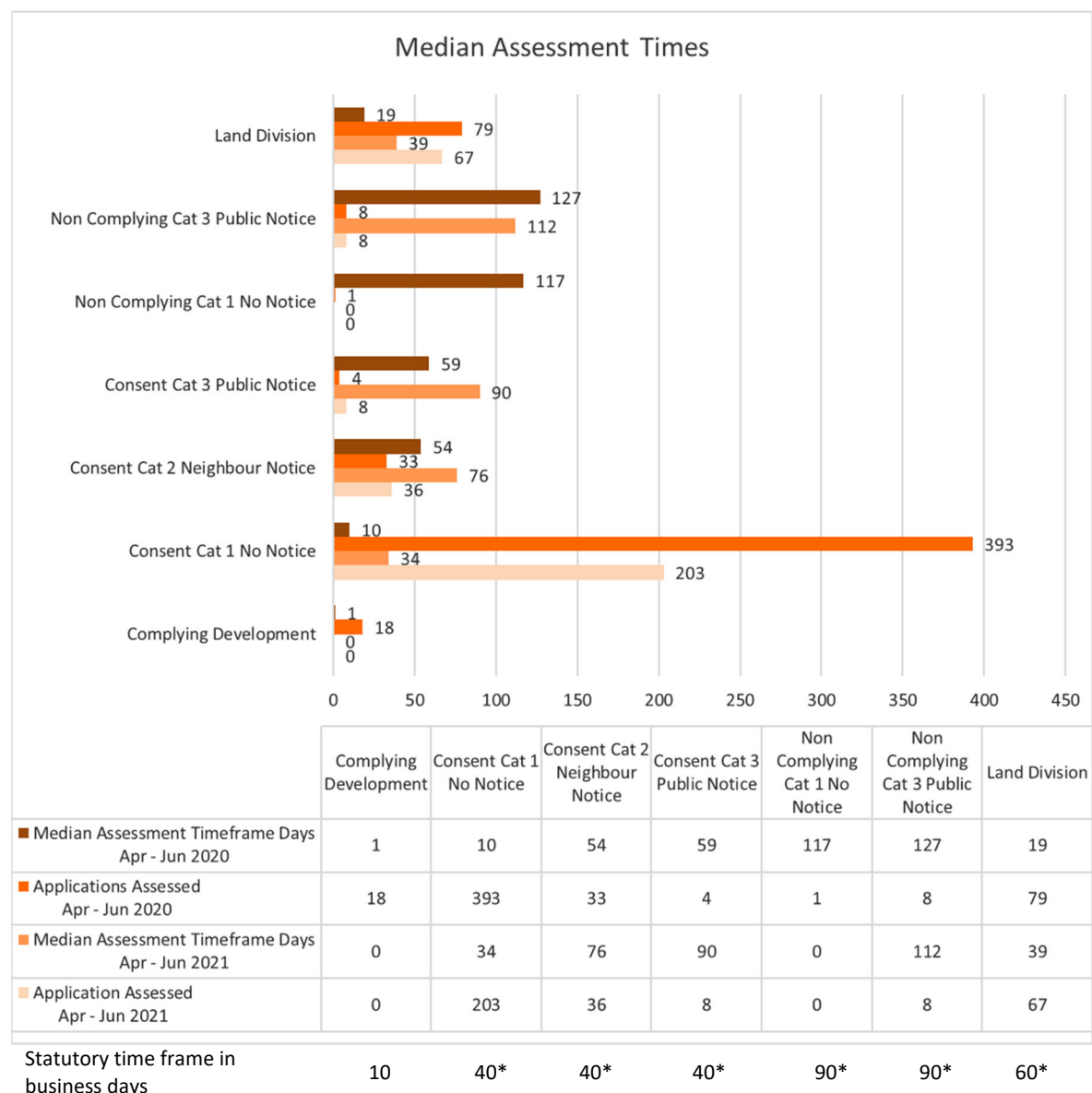


The following table outlines Planning Consents (Granted or Refused) by Development Category, including Average Days and Median Days for the quarter for all applications assessed by relevant authorities within the City of Charles Sturt. These figures do not include transitional applications initially assessed under the Development Act and completed under the PDI Act and thus do not correlate with the number of consents outlined above.

Decision Development Category	GRANTED			REFUSED		
	Total Consents	Average days	Median days	Total Consents	Average days	Median days
Accepted	0			0		
Deemed to Satisfy	38	3.71	2	0		
Dev Category not assigned	2	14.50	15	0		
Exempt	0			0		
Other	0			0		
Performance Assessed	191	10.59	8	1	13.00	13
Total	231	9.49	7	1	13.00	13

Median Turnaround Times for Planning Applications under Development Act

- 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 for applications assessed under the Development Act. The median timeframe increased significantly due to the fact that we received approximately 300 applications in five days prior to the implementation of the PDI Act. This resulted in over 600 applications being assessed at that time.



*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 were as follows;

There was one new planning appeal for the quarter in relation to the Panel's decision to refuse DA 252/2497/19 - 7 Whitney Street, Cheltenham.

252/2497/19 - 7 Whitney Street, Cheltenham - Demolition of existing dwelling and construction of four two storey dwellings and associated driveway and landscaping - Stage 1 dwellings 2-4, the common driveway and landscaping, Stage 2 dwelling 1. The appellant has advised he will be submitting amended plans in an attempt to reach a compromise.

There were no ongoing matters before the Environment, Resources and Development Court for the April to June 2021 quarter.

Service activity/Project: Building Inspections

Outcomes: For applications approved under the Development Act, the first table below demonstrates our level of compliance with the state government's inspection policy. The second table identifies additional inspections undertaken for additional stages of construction and multiple visits for one site.

Table 1: Class 1 – 9

Category	Policy Standard	Commencements	Inspections on applications - duplicates excluded	% of Inspections on applications	Inspections Required
Class 1	Policy Standard - Minimum 66% of building work commenced in the relevant reporting year	394	292	74.11%	260
Class 2-9	Policy Standard - Minimum 90% of building work commenced in the relevant reporting year	17	9	52.94%	15

Table 2: Class 1 – 9

Category	Total Inspections Undertaken	% of Total Inspections undertaken	Total Instructions Issued	% of Instructions Issued
Class 1	543	137.82%	99	18.23%
Class 2-9	19	111.76%	3	15.79%

For swimming pools approved under the Development Act, the first table below demonstrates our level of compliance with the state government's inspection policy. The second table identifies the number of instructions issued and how many applications were inspected within 10 days of notification.

Table 1: Swimming Pools

Category	Policy Standard	Safety Barriers Notification Received	Total Inspections Undertaken	% of Total Inspections	Inspections Required
Swimming Pools	Policy Standard - Councils must inspect 100% of swimming pools and swimming pool safety features constructed over the course of the relevant reporting year within 10 business days of the council being notified	43	37	86.04%	43

Table 2: Swimming Pools

Category	Total Instructions Issued	% of Instructions Issued	Total Inspections Within 10 Days	% of Inspections within 10 days
Swimming Pools	31	79.49%	36	92.31%

At this point in time there have been insufficient notifications in the DAP portal to provide any meaningful statistics out of the new system around inspections.

Service activity/Project: Building Fire Safety Committee

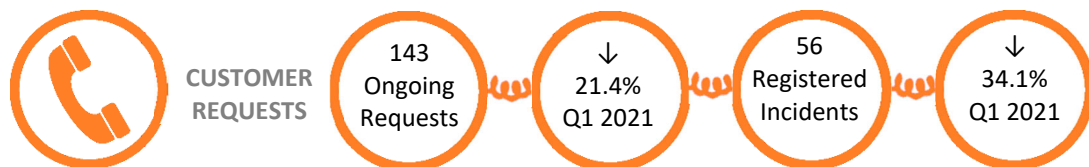
Outcomes: Due to staff illness, the Committee did not meet this quarter. During the quarter the Building Surveying team continued to manage 16 properties as part of ongoing BFSC action.

Service activity/Project: Planning Compliance - Customer Requests

Outcomes: Council's two Planning Compliance Officers managed ongoing customer requests with 121 outstanding incidents (a decrease of 11.7%), compared with the same period last year where there were 137 matters ongoing. There were 53 requests registered during the quarter (a decrease of 20.9%). There were 67 incidents registered for the same period last year.

There are currently 22 outstanding building compliance incidents managed by the Building Team (a decrease of 51.1%), compared with the same period last year where there were 45 matters ongoing. There were 3 new matters reported for the quarter, (a decrease of 83.3%). There were 18 matters registered for the same period last year.

Total number of planning and building compliance ongoing requests were 143, with 56 registered for the quarter.



Service activity/Project: Planning Compliance – Appeals

Outcomes: There are five (5) ongoing planning compliance appeals as follows;

- 25 Selth Street, Albert Park – Breach of Development Approval
- 24 Cedar Avenue, West Croydon – Development without Consent
- 361 Grange Road, Findon – Development without Consent
- 20A & 20B Kingsley Avenue, West Croydon – Development without Consent
- 1/280-288 Grand Junction Road, Athol Park – Development without Consent

The following planning compliance appeal has now been finalised;

- 3 Holland Street, Findon – 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	74	71	58	41	203
Underground Service	31	35	36	38	102
Stormwater Connection	4	6	19	16	29
Footpath Encroachment	2	41	1	0	44
Heavy Vehicle Clearances	19	18	39	38	114
Damage to Roads Orders	15	8	2		25
Planning Referrals	84	87	75	84	246
Total	229	266	191		686

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	11	13	8	9	41
Memorial Requests	4	3	7	7	21
Verge Reinstatement/ maintenance requests completed	11	14	7		32
Documents reviewed	3	7	11		21
Planning Referrals	11	13	12		36
Total	40	50	45	16	151



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) / Code Amendments (CA)

Objective: Provide advice to Council on proposed policy amendments to South Australian Planning and Design Code

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:

While DPA investigations have progressed for the Albert Park Mixed Use DPA (Part Privately Funded), the remainder of the process will now need to be finalised as a Code Amendment to the Planning and Design Code (Code). The Minister approved the Code Initiation in May 2021. Progress on the Code Amendment has been stalled pending receipt of Interim Audit Advice on 24-30 Murray Street, Albert Park, which is part of the subject land.

The final endorsed Kilkenny Mixed Use DPA was submitted to Planning and Land Use Services (PLUS) in May 2021. Council officers are currently liaising with PLUS staff to finalise the DPA policy conversion into the Planning and Design Code format prior to its submission to the Minister for her approval.

The Kidman Park Mixed Use DPA (former METCASH site) must now be completed as a Code Amendment. The site has changed ownership and the new owners have agreed to a privately funded Code Amendment. A Code Initiation was endorsed by Council in July 2021 and submitted to the Minister for agreement.

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	Review of submissions underway and/or additional investigations	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)								

Code Amendments (All) Progress Q4	Code Amendment Initiation endorsed by Council	Code Amendment Initiation approved by the Minister	Code Amendment investigations complete	Draft Code Amendment prepared and endorsed for the purposes of consultation.	Statutory Consultant on draft Code Amendment	Review of submissions underway and/or additional investigations	Final draft endorsed by Council	Submitted to Minister for approval	Approved by Minister for Planning
Albert Park Mixed Use Code Amendment (Part Privately Funded)									
Findon Road, Kidman Park Mixed Use (Metcash) Code Amendment (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 in Stage 3 reserve are complete, with practical completion achieved and a 12 month defects a liability period under way.

Stage 3B townhouses and laneway plans are currently being reviewed, and this stage is expected to start construction in the coming months.

Ray Street Development, Findon (the Gateway Development)

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.

A section of 450 diameter drain was removed to construct the apartment buildings. This will need to be reinstalled. Bonding will be arranged prior to works starting.

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 involved the construction of a 270m³ underground detention tank.

Stage 1b is now complete, with practical completion achieved and a 12 month defects a liability period under way.

Construction for stages 2, 3 and 4 are now complete. PC has been awarded to Stages 2 and 3 with stage 4 awaiting footpath installation and lighting to be energised.

Hammond Estate Development/ Bridgeman Road

Construction works on the Bridgeman Road Development in the Hammond Estate commenced in late October 2019. Works in stage 2 are complete and practical completion has been awarded with a 12 month defects a liability period under way. The development includes construction of major drainage infrastructure, public lighting, paths, kerb and gutter and road pavement. Builders have moved in and roads are still closed to public.

Sunningdale Road/Henley Place Development

Construction of this development is complete and practical completion has been awarded with a 12 month defects a liability period under way. The development includes construction of major drainage infrastructure including a detention basin in Sunningdale Reserve, public lighting, kerb and gutter and road pavement.

WEST Development, West Lakes

Construction of the stages adjacent Turner Drive and West Lakes Boulevard are in progress.

Stage 6C-1 is now complete, with practical completion achieved and a 12 month defects a liability period under way. The development includes construction of stormwater infrastructure, public lighting, kerb and gutter and road pavement. As per previous stages footpaths to be constructed at a later date once builders are off site.

Stages 5, 8B and 6D-1 are now under construction and are expected to be completed by September for the opening of the new Library.

The sale of Brebner drive has gone through and will make way for future stages of development.

Lines Street Subdivision, Grange

Construction works are now complete and practical completion has been achieved with a 12 month defects a liability period under way. Works include stormwater drainage, kerb and gutter and road pavement.

Holthouse Road, Fulham Gardens

Construction works are now complete and awaiting to award practical completion. Works include kerb and gutter and road pavement.

Ovingham Level Crossing Removal Project

Demolition underway and temporary traffic controls have been implemented to allow for construction. This will remain in place until the superstructure is open to traffic mid-2022. Construction is anticipated to be complete mid - 2023

- Early investigation works – complete
- Concept design and consultation – complete
- Council endorsement of concept design and assets – complete
- Service relocations and early works – complete
- Temporary traffic management – ongoing – second quarter 2021 – second quarter 2022
- Construction of piling works – second quarter 2021
- Offline construction of bridge structure – third quarter 2021
- Install bridge structure – first quarter 2022
- Reconfiguration of Torrens road and Churchill Road intersection – first quarter 2022
- Opening of bridge to traffic – mid 2022
- Construction of local roads and plaza – mid 2022
- Landscaping – mid 2022
- Community activation and public artwork – late 2022
- Project completion – expected early 2023

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

Development	Stage	Current Status	Practical Completion	Final Completion
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 complete	August 2020	N/A
WEST Development, West Lakes	Stage 4B	Construction complete	August 2020	N/A
WEST Development, West Lakes	Stage 4C	Asset handover in progress	June 2021	N/A
WEST Development, West Lakes	Stage 6C-1	Construction in progress	March 2021	N/A
WEST Development, West Lakes	Stage 8	Construction in progress	May 2021	N/A
The Square, Woodville West	Stage 4	Asset handover in progress	March 2020	March 2021
Mary Street, Pennington Development	Stage 1A	Complete	N/A	N/A
Mary Street, Pennington Development	Stage 1B	Asset handover in progress	April 2020	N/A
Mary Street, Pennington Development	Stage 2 & 3	Asset handover in progress	March 2021	N/A
Mary Street, Pennington Development	Stage 4	Construction in progress	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
Lines Street Subdivision, Grange	Stage 1	Construction complete	September 2020	N/A
Holthouse Road, Fulham Gardens	Stage 1	Construction complete	December 2020	N/A
WEST Development, West Lakes	Stage 6D-1	Construction in progress		
WEST Development, West Lakes	Stage 5	Construction in progress		
WEST Development, West Lakes	Stage 8B	Construction in progress		

Development	Stage	Current Status	Practical Completion	Final Completion
WEST Development, West Lakes	Stage 7	Plan submitted for review		
OLXRP	N/A	Construction in progress		

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
- Norton Avenue Cul De Sac Extension Development
- Old Port Road/Hero Way Development
- 102-98 Woodville Road Woodville



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.

Outcomes: The Local Government Act 1999, requires Council to review its Asset Management 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	21/09/2020
Public Lighting Asset Management Plan											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 major revision of both the Water Infrastructure Asset Management Plan and the Lighting Asset Management Plan was completed in November 2020 and the draft AMP's were presented to Council's Asset Management Committee in November 2020 and approved for public consultation. This effectively satisfied the legislative requirement under The Local Government Act 1999 which requires Council to review its Asset Management Plans within 2 years of a general election.

Consultation on the above Asset Management Plans commenced in June 2021. At the completion of a 4 week consultation period the Asset Management Plans will be updated as required with consultation results and submitted to Council for final endorsement of the current draft versions.

The next review cycle for Asset Management Plans is about to commence with the Transport AMP to undergo minor revision to include updated Kerb & Gutter condition information and audits of open space assets currently underway to trigger a major revision of the OSR AMP.

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:

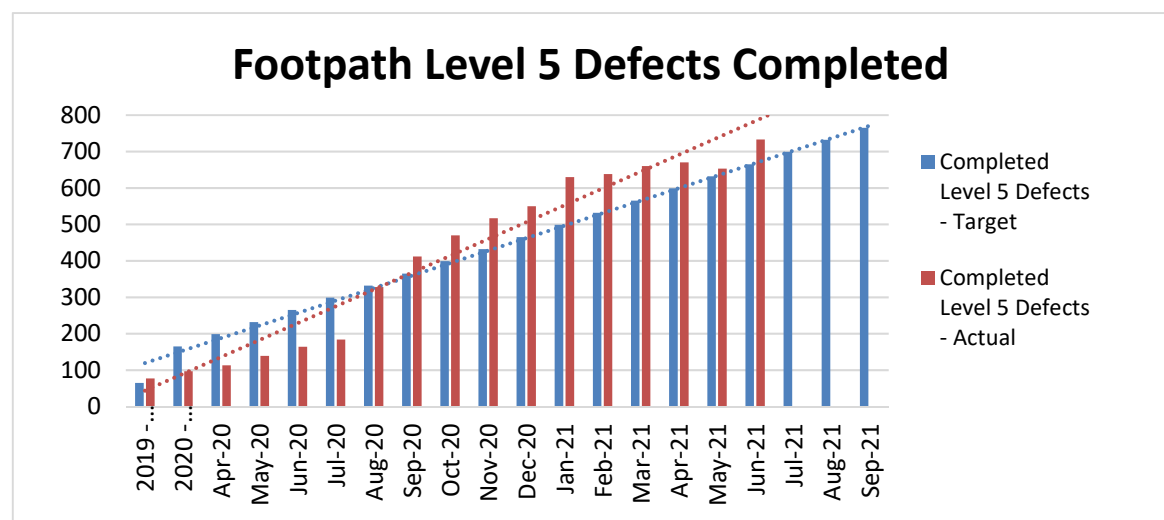
Footpaths: An asset management strategy has now been implemented, with crews focussing on audited footpath defects and new rated 5 and 4 customer requests as they are received. Upon completion of the 5 defects, the same strategy will be adopted for the level 4 defects.

- 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 - 733

Number of conditions 5 defects outstanding - 32

Currently ahead of our forecast defect target by - 68



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 pedestrian and bus facilities.

Outcomes: The Military Road and Main Street Upgrade and public plaza design is now complete. The design has been successful in receiving funding of over \$2.6 million, which will contribute toward the plaza and the streetscape upgrades. Tender negotiations for the construction contract are in progress. PLEC funding has been formally secured for the undergrounding of power infrastructure.

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 continuing with final designs and revised costs estimates to be presented to Council in July/August 2021. Undergrounding of powerlines has commenced with water main relocation works to follow and be completed in late 2021.

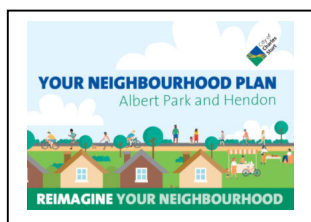
Service activity/Project: Place Making Activities – Central

Outcomes: 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.



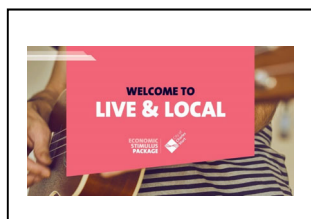
Woodville Road Streetscape Upgrade

Further to the meeting held on 11 March with the Mayor, Ward Councillors and Council staff, investigations have taken place to engage Kurna representatives to help incorporate Kurna culture into the landscape designs. Workshops have commenced that will review both landscape design and public art treatments.



Albert Park Your Neighbourhood Plan

A volunteer 'champions' meeting was held on Tuesday 4 May at the Molfetta Club. Community guest speakers from Hindmarsh & Rosetta Street greening groups, Kilkenny gorilla art group and Brompton and surrounds residents' group to provide the champions group with an insight into the set up and management of local community projects.



Live and Local program

Place Leader – Central is the project lead for the Live and Local program as part of the Economic Support & Stimulus Package. The Live and Local program aims to support local musicians, live music venues and small business affected by COVID-19 restrictions by providing live music to encourage residents and attract new customers to attend live events at local businesses.



Program highlights this quarter include:

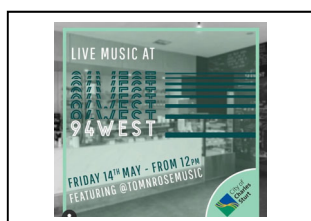
Mollydoker and Nataleigh - Belmore Hub Event – Woodville Park – 25 April 2021

Local music performed by 'Mollydoker' and 'Nataleigh' at the Belmore Hub market event on Sunday 25 April 2021.



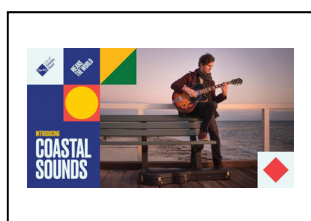
The Beach Bums – CIBO – Henley Beach – 25 April 2021

2-hour live performance at CIBO Henley on Sunday 25 April.



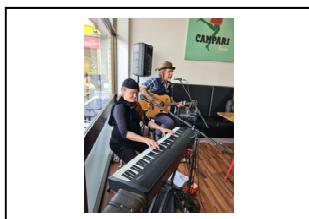
Tom N Rose - 94 West – Findon – April to June 2021

Live performances held every Friday fortnight from 12-2pm for 5 weeks starting 30 April.



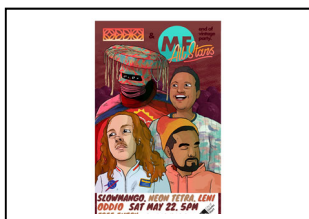
Coastal Sounds Event – Coast Park from Grange to Henley – 2 May 2021

An afternoon of music along Coast Park at 6 locations from 3-5pm featuring Swing Time; Frank Toloza; Thien Doen; Protocol Band; Rob from Rocket Entertainment and Jamie Chivers.



Glenn Skuthorpe – Live performance at Little Italy Delicatessen – Welland – 7 May 2021

Patrons enjoyed a live performance by Glenn Skuthorpe and guest at Little Italy Delicatessen to coincide with their 'spit Friday' events.



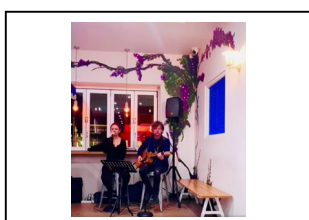
Melt Frank Music – Oddio Winery, Brompton – 22 May 2021

A day of live music in collaboration with Oddio Winery to embrace the end of vintage traditional celebrations and showcasing bands such as Slow Mango; Leni and Neon Tetra.



On the Flip Side Events – The Gov – Hindmarsh – 23 May 2021

Psyched Festival presented by On the Flip Side events featuring bands Attonbitus; Somnium; PELVIS; Mums Favourite and Witch Hunt Band held at The Gov Hotel.



Tom N Rose – Cheeky Greek, Henley Beach – May & June 2021

Fu 5 live performances throughout May and June at Cheeky Greek Restaurant, Henley Beach.



Glenn Skuthorpe – Live performance at the Lady Daly Hotel - Hindmarsh – 22 June 2021

Free live performance by Glenn Skuthorpe and band at the Lady Daly Hotel in Hindmarsh.

Two events that have been approved are still to take place:

- Endless Pop up event as part of Music SA's Umbrella festival to be held at Oddio on Friday 6 and Saturday 7 August.
- Kate Bush tribute show to be held at Holden Street Theatres on 9 October 2021.

Service activity/Project: Place Making Activities – Inner West & Creative Cities Program: Economic Support & Stimulus Package

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 Inner West precinct.

Target: Implement the Hindmarsh Placemaking masterplan & coordinate integrated place activation within capital works projects.

Outcomes:



Umbrella Festival – supporting local events

16 July to 8 August 2021

To activate venues during the 2021 Umbrella Festival, an open access live music festival, City of Charles Sturt have partnered with the festival to waive the registration fees for events in our City, as well as, hosting a feature event of the program, DRUMBRELLA, on July 24 at Woodville Town Hall. Drumbrella is a fun, family friendly event, that brings a collection of Adelaide drummers together to showcase their talent, run workshops and curate a 'rhythm heavy' set of local musicians. <https://umbrellafestival.com.au/program/drumbrella/>

SALA

SALA – registration fee subsidy for CCS based exhibitions

August 2021

To continue City of Charles Sturt dedication to creating and supporting opportunities for visual artists and attracting customers to local businesses and venues, we have partnered with the South Australia Living Artist Festival to offer a registration subsidy for exhibitions within our city. A total of \$2,385 was provided across eleven locations. Visit <https://www.salafestival.com/artfuel/program> for program of activities.

Objective:

The Place Leader- Inner West is the project lead for the Creative Cities Program. The Creative Cities program aims to support local artists and arts organisations affected by COVID-19 restrictions to develop initiatives, projects and artwork that connect and engage local audiences in new and different ways. The flexible and adaptive program targets timely activities that aid community recovery and enhance community wellbeing after a significant disruption to our cultural life.

Target: Support local business to access the funding program to bring energy to the COVID-19 Recovery and allocation of \$60,000 Creative Cities funding in 2020/2021 financial year.

Outcomes: 16 Creative Cities initiatives have been funded in 9 suburbs across our City in 2020/2021, with all funding being committed. The program funded a range of creative outcomes, including, theatre productions, art classes, murals, art installations and a markers market.

Creative Cities Program highlights this quarter include:



Colourful life workshop series– 30 March to 20 April 2021

Local artist and art tutor Michelle Stratton together with professional photographer and end-of-life guide Helen Roberts, offered a free four-week program at Henley and Grange Arts Society for people to come together and celebrate their life journey.



Mural – Midcourse Reserve, West Lakes

Local Kurna artist Tjimari Sanderson-Milera from Kumarninthe, created a piece of street art that represents the water of West Lakes and meeting places along the lake that is featured on the Midcourse Reserve toilet block.

Service activity/Project: Place Making Activities – Coastal

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:



#shop local we are back in business

Place Leader – Coastal is the project lead for the #Shop Local program as part of the Economic Support & Stimulus Package. The program aims to support small business affected by COVID-19 restrictions by providing funding that assists in the activation of the business and attraction of local residents and customers to attend events at local businesses or run by local businesses. Activities held this quarter

Pottering Around Workshops

Pottering Around is a pottery centre and café in Semaphore Park. They ran two sets of workshops. Firstly, a series of mindfulness craft workshops focussing on clay making which is a sensory and relaxing creative outlet. The second set of workshops was designed for kids aged 18 months to 5 years.

The funding enabled Pottering Around to subsidise the cost of the classes.

Darlin Dal Workshops

Darlin Dal is a shop on Grange Road in Fulham. They sell organic produce and specialise in Dhal.

The workshops included a guest speaker, films and cooking demonstrations and a light meal. The four workshops were very successful, and all sold out. The funding enabled Darlin Dal to fund the guest speakers and catering.

Naomi Schwartz Design and Henley Beach Business Association

The Henley Beach Businesses participate in SALA each year. This year they have expanded on the event and have secured a City Mag Feature that will feature 20 participating businesses and the participating SALA artist that is exhibiting in their business. This feature will appear in City Mag in August. The funding has been matched by a contribution of \$85 from each business.



Commissioner for Children and Young People Grant

The Place Leader – Coastal has been successful in receiving a \$2000 grant from the Commissioner for Children and Young People to assist in the development of some community engagement tools that better include and involve children and young people. This is a project that involves people from multiple areas across Council. The project will involve testing a variety of ideas as part of current community engagement projects.



Events and Festivals Sponsorship

Four events sponsored by Council were successfully held in the last quarter:

- Elizabeth O’Grady Kindergarten 70th Birthday Celebrations
- Sangamam
- Composer’s Day Festival
- Fringedigenous

Event reports and acquittals are currently being compiled and the following events have submitted their event reports and acquittals.

Elizabeth O’Grady Kindergarten 70th Birthday Celebrations

The event was attended by 300 people. The event took place both in the Kindergarten and a portion of the road in front of the Kindergarten. The organisers said the event had a wonderful sense of community. The event started with a Welcome to Country and a smoking ceremony and followed with a range of children’s activities and a celebration of the history of the Kindergarten with photo displays.

The total event cost \$3,827 and Council provided the event with \$1,585.

Sangamam

Sangamam was held in the Woodville Town Hall on the 17 April 2021. The event was attended by 500 people. Organisers said that the event was attended by a mix of different cultures. Entertainment included performers from community groups, Katie Wright’s juggling for kids, Online singing from Playback singer Mr. Srinivas and Live band. The online singing from India was the highlight. In the future the Adelaide Tamil Association is considering how they can involve international artists in the event dependent on the Covid situation.

The total event cost \$10,626 and Council provided the event with \$6,650.

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: \$8,000 of committed grants from the 2020/21 financial year has been carried over to the 2021/22 financial year. To date, \$8,500 in heritage grants has been committed in 2021/22.

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:

Six (6) new markers have been confirmed by landowners for manufacture in 2021/22. Development approval for the heritage markers has also been completed. Quotes were sought from two manufacturers to produce and fit the six markers and a preferred tender has been selected.



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

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. Construction works are complete with great uptake in the area from the local community.

Service activity/Project: Welland Avenue Welland – Road Humps.

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

Target: Incorporate the construction of traffic control devices in the planned road reconstruction project.

Outcomes: Road humps will be installed in Welland Avenue, Welland to control speeds of vehicles utilising the street and deter cut-through traffic. Construction of the road humps are complete, and they are in operation.

Service activity/Project: Butler Avenue Pennington – Wombat Crossing.

Objective: Improve pedestrian safety for school students within Butler Avenue, Pennington.

Target: Incorporate the construction of the wombat crossing in a planned road rehabilitation and path renewal construction project.

Outcomes: Construction for the wombat crossing is completed and in operation.

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 presented to Council in July 2020. Currently awaiting the progress and outcomes of the State Government's Road Safety Strategy for SA.

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 – Frederick Road to Military Road Project.

Objective: To develop concept designs for a missing section of the cycling and walking network along the Grange railway line to improve walking, cycling and public transport use.

Target: A walking and cycling link between Frederick Road and Military Road, that generally follows the Grange Railway Line.

Outcomes: Concept design are complete, and notification of supported route was completed in June.

Service activity/Project: Bicycle links through road closures – Coglein Street / Third Street, Third Street / Kersley Court, Esplanade / Third Avenue Semaphore Park & Murray Street Albert Park.

Objective: Provide cycle access through existing traffic road closures.

Target: New bicycle links.

Outcomes: Construction of link in Murray Street, Albert Park was completed in May 2021 and construction of Third Street / Kersley Court, Brompton was completed in June 2021. Design of Coglein / Third and Esplanade / Third was completed in June 2021.

Service activity/Project: Upgrade of bus stops to meet the requirements of the Disability Discrimination Act (DDA).

Objective: To upgrade all bus stops to meet the requirements under the DDA by 2022.

Target: Upgrade all stops by 2022.

Outcomes: Construction of the 2020/21 program is complete (12 stops upgraded, and 77 stops had tactile added to bring them up to compliance). Designs for 21/22 works are now closed out ready for construction in 2021/22.

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 DIT in February 2020 and follow up request sent in September 2020. Discussions are occurring around improving the road asset and streetscape to improve DDA access.



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

- Port Road Median landscaping (opposite Bunnings)
- Birkdale Reserve Upgrade – landscape component
- Belmore Terrace raised intersections - swale landscaping
- Thistle Avenue Rain Garden
- Whole Street Planting (728 trees)

To date; this financial year, the Landscape Construction Team has planted a total of 909 trees and 4,686 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 Sam Johnson Oval No.2, Renown Park; which is mown fortnightly).

Outcomes:

- Mowing completed at all ovals as per service level requirements
- Minor topdressing (13 tonne) at selected ovals as part of general maintenance
- 2,002 lineal metres of water table maintenance (gutter surround oval)
- 13,550 kilograms of fertiliser spread as part of winter fertilising program for all ovals
- 64 litres of line marking paint used at Woodville Oval and Woodville Croquet

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 of 97.5% this quarter compared to 98.3% for the same period in 2019/20. Wet weather and staff leave has impacted on our ability to achieve 100% this quarter. Work Order target varies alternate months due to a 3-weekly frequency for Port Road Median. Whilst the average for this quarter was less than the same period last financial year, the overall average achieved for 2020/21 was 95.3% compared to 94.4% in 2019/20.



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.

Service activity/Project: New Pedestrian crossings at schools – Sustainable Transport Infrastructure project.

Objective: To design and consult on a new Emu crossing on West Street Semaphore Park, new Emu crossing on Lawrie Street Henley Beach and new Wombat crossing on Cudmore Terrace Henley Beach.

Target: Improve pedestrian access and safety at schools.

Outcomes: Construction of the Emu crossings was completed in the April 2021 school holidays. Design for the Cudmore Terrace Wombat crossing is being closed out ready for construction in the 2021/2022 financial year.



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: Climate emergency declaration – response.

Contract period: From December 2019 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:

Develop and formalise Council's climate emergency response.

Outcomes: 'Net Zero: Our map to net zero corporate emissions 2020-2025' establishes Strategic Working Groups to progress action to reduce council's carbon emissions to Net Zero. These groups are:

- Buildings, Lighting and Open Space
- Transport
- Renewable Energy Procurement
- Not Waste
- Carbon Offsets
- Staff Led Initiatives

Strategic Working Groups hold regular meetings with key staff from across the organisation, lead by senior

members of council's Leadership Team as Chairs of each group. Progress from each group is reported quarterly via council reports.

The Net Zero actions are being progressed and the below provides some highlights that have been achieved:

- First public EV charging infrastructure installed within CCS on Port Road.
- Additional hybrid vehicles purchased and further on order.
- Environmentally Sustainable Development guidelines and checklist for Council buildings received from Dsquared consultant.
- Sustainable development requirements workshop held with key Council staff.
- Solar PV installation project on 13 Council buildings reaching completion.
- The group of Councils (including City of Charles Sturt) is continuing to work with LGA Procurement (LGAP) on a shared approach to renewable electricity procurement, for the next contract period (which will commence from late 2022).

Service activity/Project: Regional climate change adaptation program - AdaptWest in Action



2019-22.

Objective: Implement the regional AdaptWest in Action Plan 2019-2022 strategy with our partner councils, Cities of Port Adelaide Enfield and West Torrens.

Target: To prepare and build resilience of Western Adelaide's councils and communities for the impacts of climate change.

Outcomes: Regional projects delivered throughout 2020/21 include:

- The completion of a climate change risk and governance assessment – City of Charles Sturt performed in the top tier of council's nationally for its response, and has a clear pathway for improvement
- Hosted the Red Cross *Climate Ready Communities* program in the AdaptWest region
- Undertook a survey (448 surveys completed across the region) of community values around climate change which will be used to inform the AdaptWest program.
- Successfully attracted Disaster Risk Reduction Grant funding via SAFECOM to run a major public community event in the region – AdaptNow! This capacity building event will be based on a hypothetical of a 3-week heatwave, bush fire smoke impact, power outage and a flood event, to enable participants to explore their adaptation options and reflect and share their personal experiences with any or all of these scenarios.

The workshops are being pitched towards the Western Adelaide business community and CALD (Culturally and Linguistically Diverse) communities with a focus on preparing and adapting to more extreme climate conditions.

Scoping for the event has occurred in this quarter and key partners secured to assist with event delivery.

Briefing / workshop / event dates are as follows:

- **Tuesday 27th July** - 7am – 9.30am (event 7.30 – 9am) - Business breakfast briefing workshop 1 – held at Charles Sturt Civic Centre (CC1)
- **Wednesday 28th July** - 1pm – 4pm - Community workshop 1 – at The Parks community centre – Community Room 2
- **Monday 16th August** – 1pm – 4pm – Community workshop 2 – at The Parks community centre – Community Room 2
- **Tuesday 17th August** – 5.30pm – 8.30pm – Business workshop 2 - Charles Sturt Civic Centre (CC1)
- **Wednesday 27th October** – 6pm – 9pm AdaptNow Event at Woodville Town Hall

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 and landscaping completed in early August 2020.

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 biodiversity by providing subsidised locally indigenous native plants to our community of residents, schools and businesses and raise environmental awareness across the Charles Sturt region.

Target: Enhance the state of the City's environment and add to the biodiversity value of the region.

Outcomes: The *10 plants for \$10 program*, now its 12th year, was established in 2010 to engage the community in partnering with Council to increase plant diversity within the area, providing habitat for wildlife and improving the natural environment.

Residents redeem plants via a pre-paid voucher system and can pick plant species to suit their specific environment and property conditions with the benefit of being able to gain horticultural advice directly from the grower at the time of redemption. This allows for the purchaser to be educated about and provided those species that are most appropriate to their needs and best likely to succeed in their final location.

This approach has been adopted by a number of Councils in metropolitan Adelaide, including the City of Tea Tree Gully, the City of Playford and the City of Salisbury, once again demonstrating the City of Charles Sturt's innovation and leadership and ability to create initiatives that benefit our community and the sector as a whole.

The 300 vouchers sold out in record time this year, with the community keenly anticipating its offering. The demand for this promotion is strong and warmly received by purchasers of the vouchers.

In this year alone, 3000 locally indigenous plants have been distributed and planted with more than 30,000 plants provided over the life of the program. The program delivery is of a modest cost to Council and generates significant goodwill amongst our community as well as the inherent environmental benefits.



Plants being selected by community members for the popular 10 plants for \$10 promotion.

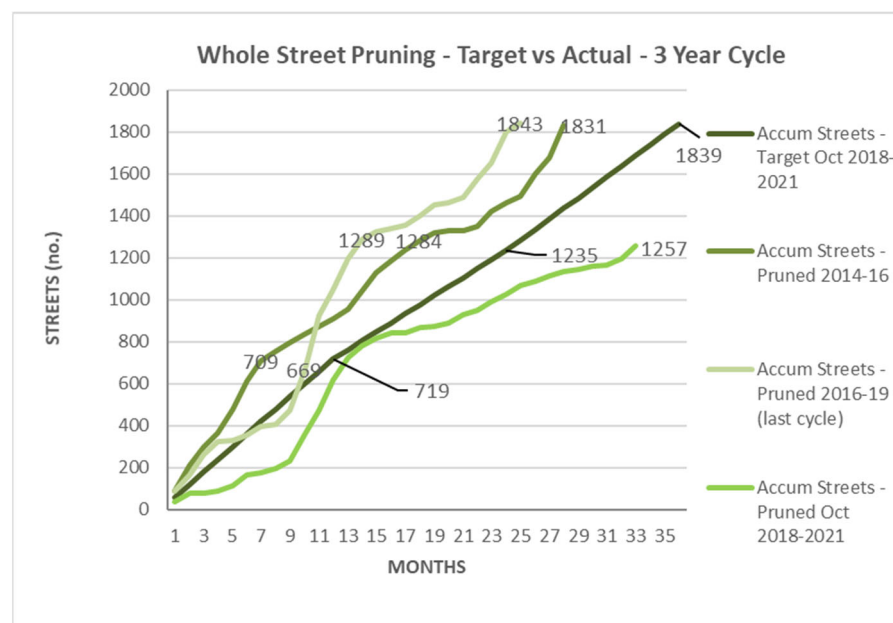
Strategy: Develop, manage and maintain green infrastructure; and protect and enhance our urban tree canopy.

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).

Outcome: 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, Year 2 99% complete and Year 3 5% complete. Progress for this 3 year cycle is 9 months behind due to resources being diverted to storm damage clean up in late 2018, extreme heat temperatures early 2019 and early 2020, and staff being deployed to Kingston and Kangaroo Island to assist with bushfire clean-up (3 weeks in total). Social distancing requirements and an increase in reactive tree maintenance requests as a result of COVID-19 in 2020 has also impacted heavily on this program.

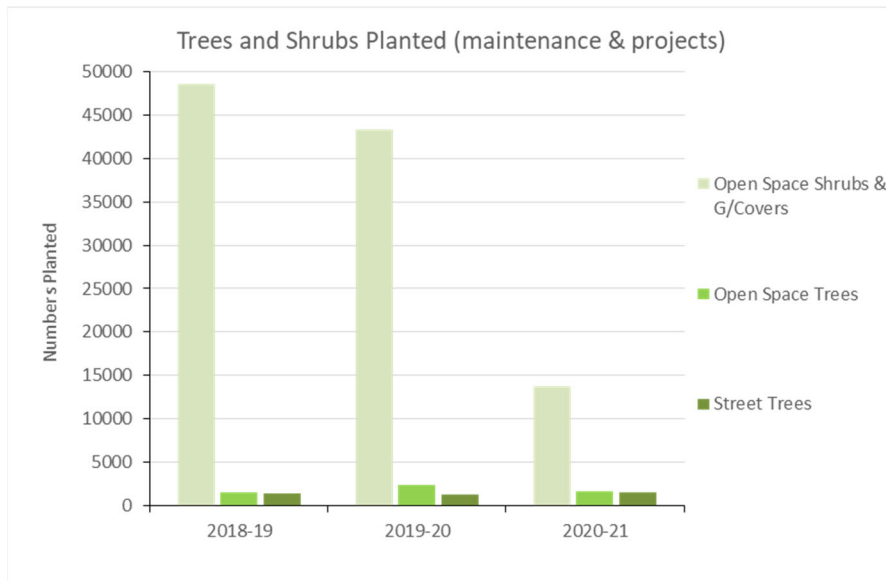


Service activity/Project: Tree and shrub planting.

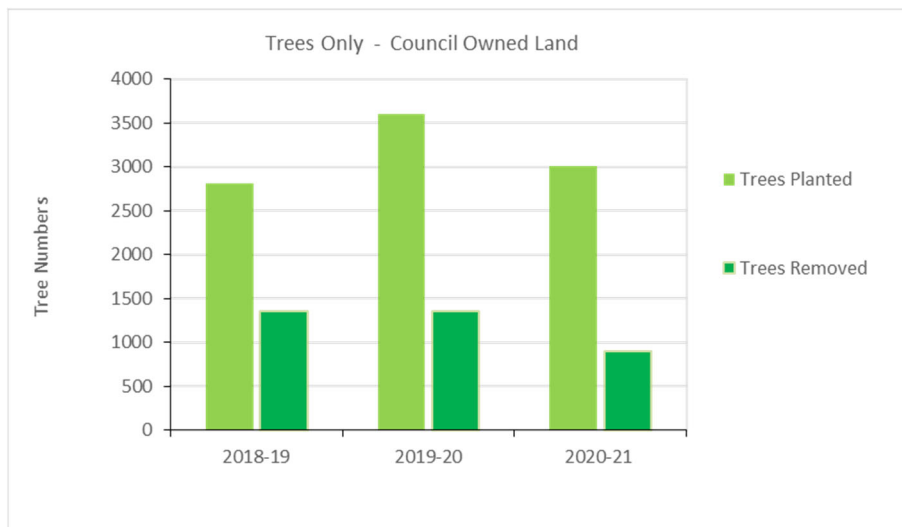
Objective: To maintain and increase tree and shrub vegetation levels in Council Reserves and Streetscapes – 404.3 Hectares of reserves and streetscapes.

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

Outcomes: A total of 3,010 trees and 13,758 shrubs have been planted in parks and streetscapes as part of both maintenance and Capital Works project activities. Included in the graph below are 694 street trees planted as part of our Reactive Tree Planting program. Shrub planting numbers are currently lower than the previous 2 years due to a reduction in major reserve upgrades e.g. Port Road Drainage planting now complete.



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	2019-20				2020-21			
Type	Apr	May	June	YTD	Apr	May	June	YTD
Removed – Dead, dying, diseased, damaged	90	55	28	669	36	37	48	599
Removed - High Risk to personal or public safety	22	20	14	206	8	18	9	156
Removed - High Risk to property	2	1	0	12	0	2	1	9
Related to crossover installation	7	11	14	109	10	19	10	135
Trees assessed to be retained	22	14	20	174	15	14	13	159
Sub-total	143	101	76	1170	69	90	81	1058
Regulated Trees	2019-20				2020-21			
Type	Apr	May	June	YTD	Apr	May	June	YTD
Recommended for removal (DA lodged)	0	0	0	7	0	1 Note 1	0	7
Assessed for regular monitoring	0	0	0	15	6	8	7	23
General maintenance pruning	5	1	1	20	0	1	0	10
No action required	0	0	0	8	0	2	0	12
Sub-total	5	1	1	50	6	12	8	46
TOTAL	148	102	77	1220	75	102	89	1104

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.

Service activity/Project: Tree Canopy Improvement Strategy

Objective: To protect, maintain and increase tree canopy across the City on Council and private land.

Target: Achieve 25% Canopy cover across the City by 2045

Outcomes: A draft Tree Canopy Improvement Strategy has been developed to provide a strategic framework and approach to arrest the decline in canopy levels across the City.

The strategy has been prepared in consultation with key staff from the organisation to ensure it is fit for purpose and provides for the needs of the business requirements while demonstrating a progressive approach to urban greening by Council.

The Tree Canopy Improvement Strategy builds upon the significant achievements and efforts undertaken by our organisation over many decades and provides a framework to deliver long-term, sustainable, and significant gains to our urban forest.

Our urban forest canopy covers about 14% of the City (2020 measure) and has declined over the years due to urban development.

The scale and pace of this decline is not immediately apparent, being spread throughout the suburbs, often in backyards and away from view, yet has long-term implications on our liveability and resilience.

The reduction in canopy can be described as the 'slow emergency' as the incremental decline is diffuse in nature and not acutely visible yet has intergenerational impacts over multiple decades

The strategy aims to arrest this decline and generate a new mandate for tree planting, tree protection and resourcing directed to trees to improve the amount of tree canopy city wide for the benefit of our community and environment in the face of a changing climate.

The draft strategy and community engagement approach have been unanimously endorsed by Committee and Council. Community consultation to receive feedback on the strategy will commence in July.



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

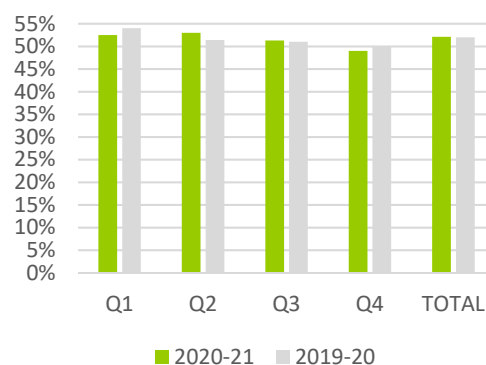
Objective: Provide a 3-bin kerbside waste and recycling service to every residential property and encourage recycling to reduce our reliance on landfill.

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

Outcomes:

- 11,017 tonnes of waste collected (1.2% decrease over same period last year).
- 49% of the waste collected diverted from landfill (0.9% decrease over the same period last year).
- The chart shows the diversion rate achieved each quarter compared to 2019-2020 diversion rates.

Waste diversion rate



	Q1	Q2	Q3	Q4	YTD Total
Tonnes of general waste - kerbside collection	6,098	6,293	6,016	5,613	24,020
Tonnes of recycling - kerbside collection	2,378	2,547	2,415	2,212	9,552
Tonnes of Green Waste - kerbside collection	4,388	4,555	3,936	3,192	16,071
Total tonnes of waste - kerbside collection	12,864	13,395	12,367	11,017	49,643
2019/2020 total tonnes of waste (kerbside collection)	13,066	12,595	12,113	12,632	50,406
% change in tonnage 2019/20 compared to 2020/21	1.5% ↓	6.3% ↑	2.1% ↑	1.2% ↓	1.5% ↓
% diversion rate (kerbside collection)	52.5%	53%	51.3%	49%	51%
2019/2020 % diversion rate - kerbside collection	54%	52.4%	51.1%	50%	52%
% Change in diversion tonnage 2019/20	1.5% ↓	0.6% ↑	0.2% ↓	1% ↓	1% ↓

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:

Cleanaway commenced as our new collection contract on the 1 May 2021. Under the new contract optimised collection routes were introduced which has reduced truck hours and carbon emissions from the collection trucks as a result.

The trial of an electric waste and recycling truck has commenced, and the truck has been in use across our City on a regular basis.

The Cleanaway education officer has delivered 4 community presentation and talks to a range of CCS community groups on how to maximise recycling and use the three-bin system correctly.

A number of key communication messages have been developed by Cleanaway for use by council via social media platforms including 'Plastic Free July' messaging and education around hazards of household batteries in bins.



***Waste truck signage for new Cleanaway waste and recycling trucks**
– commencing in City of Charles Sturt from 1 May 2021*

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: 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:

Construction is now well under way at the new MRF, with all Development Approvals (including building rules consents) now in place.

The MRF shed has been constructed, and installation of plant and equipment within the shed is well-progressed.

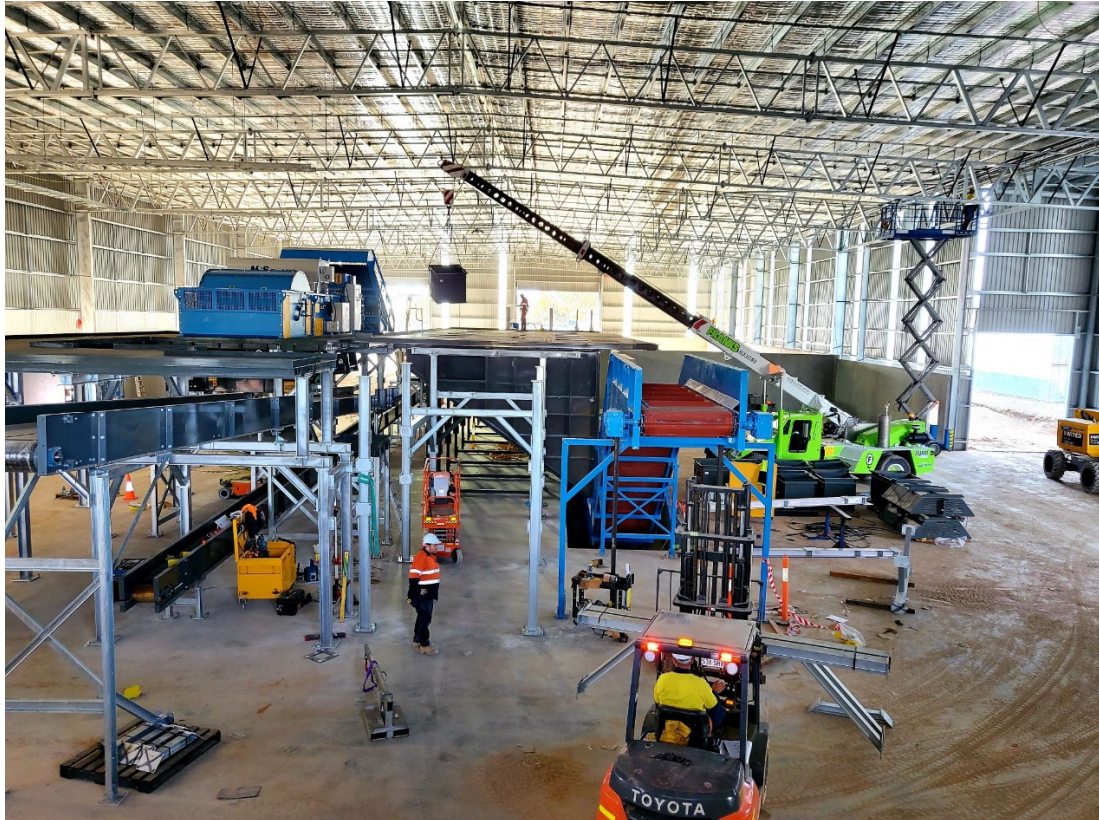
Construction of the administration and education building is also progressing rapidly, with the main structure in place and cladding currently underway.

CAWRA has been successful in receiving the following grants from the State and Commonwealth Government towards the construction of its new MRF:

- \$4.11m – from the Recycling Modernisation Grants (mix of State and Commonwealth funding)
- \$250,000 – from the Recycling Infrastructure Grants (State Government funding provided through Green Industries SA)

Procurement of the future operator for CAWRA's MRF is nearing completion, with contract negotiations now advanced to final stages. It is anticipated that a public announcement on the successful operator will be made in early August.

At time of writing, the anticipated date for Practical Completion of the MRF is mid September. This will be followed by a period during which the plant and equipment is being commissioned, with the MRF expected to be in full operation in September/October.





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

Service activity/Project: Get Your Garden On 2021 (April 10 and June 19)

Objective: Get Your Garden On is a collection of events focussed around engaging our community in understanding and appreciating the natural environment.

Target: The community is educated and empowered to take meaningful action on a local (and often domestic) scale that protects and enhances the natural environment.

Outcomes: OSR&P, in partnership with the library Literacy and Learning unit, delivered two full days of events in April and June tied to the 10 plants for \$10 collection days.

In April we offered a composting workshop, a talk about why tree hollows are important, a session to build and take home your own fauna box and in June the day focussed on bees. It included a talk (with Q&A) about bee friendly gardening, featuring Sophie Thomson of ABC TV and Radio. The talk provided 10 easy steps which you can follow to make your backyard a bee friendly garden and support bees. It was followed by launch of the Observation Beehive in the library and concluded with a beeswax wrap making workshop.



These events lead to significant improvements in the science literacy of our participants which then are applied in practical means (such as bee friendly gardening or building a fauna box) to understand and solve environmental challenges.

The reach of these events is significant in terms of both in-person participation and subsequent promotion and marketing leverage afforded by the presenters. After the event, a post about the Charles Sturt proactive approach to bees on Facebook by presenter Sophie Thomson received more than 700 positive reactions and had been shared almost 70 times. This generates significant reputational benefits for Council in addition to environmental awareness.



Sophie Thomson

19 Jun · 🌐

Delighted to be at the official launch of possibly Australia's first library with a [#beehive](#) inside! Go Woodville Library [City Of Charles Sturt](#) for having an amazing observation hive with [#honeybees](#) able to be observed from inside the library while the bees fly in and out through a special see-through tube. This was inspired by the [South Australian Museum #observationhove](#) which has been going for 30+ years. I did a talk on [#beefreindlygardening](#) and then after the official launch, the queen bee was named 'Phoebee' and given her own library card. 😊 Love it that the librarians can add 'bee custodians' to their long list of vital roles, from education to community engagement. [#cityofcharlessturt](#) has been a trailblazer when it comes to being proactive with bees, and amongst their own projects they initiated the [#nativebee](#) BnB project, partnering with 8 different locals councils to install [#nativebeehotels](#) along the River Torrens. Being patron of [Beekeepers' Society of South Australia](#) I am totally biased, but I think this is AWESOME! Go [Adelaide Bee Sanctuary](#) for continuing to do such a great job on community bee education and supplying and maintaining the hive. Check it out if you are down that way. [#mypatch](#) [#SophiesPatch](#) Costa Georgiadis Official



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55 comments 66 shares



Love



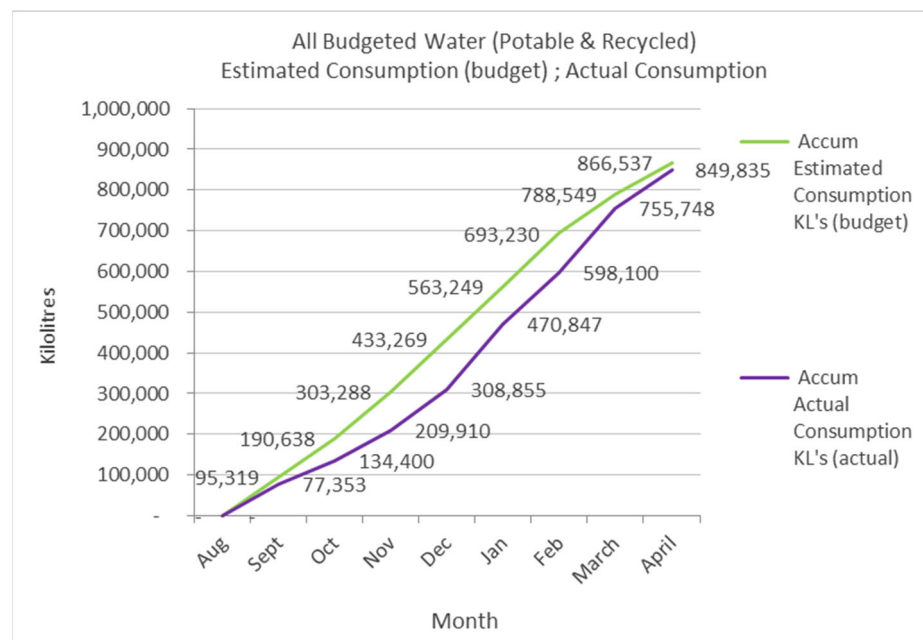
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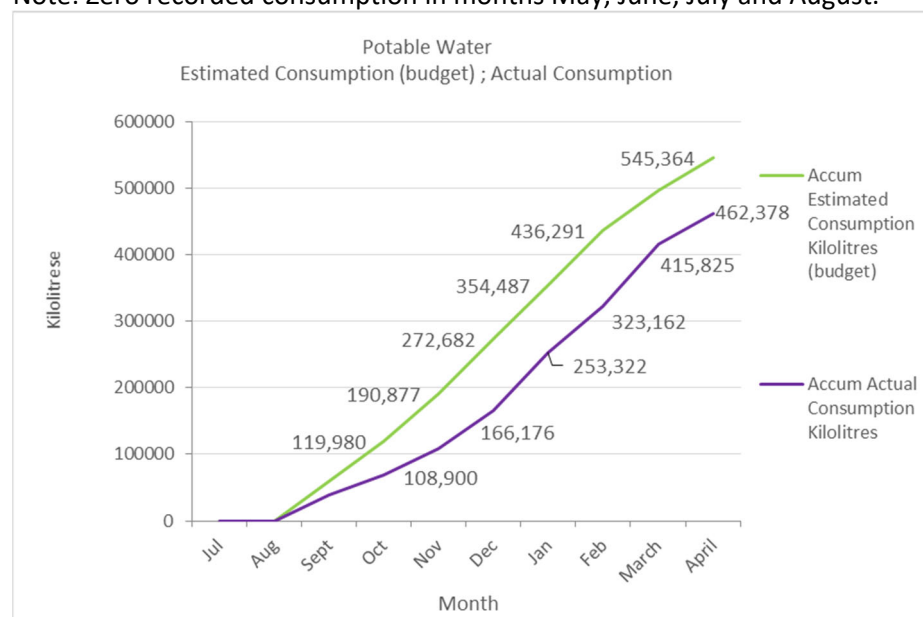
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Strategy: Implement sustainable solutions that improve the efficiency of water use on public open space.

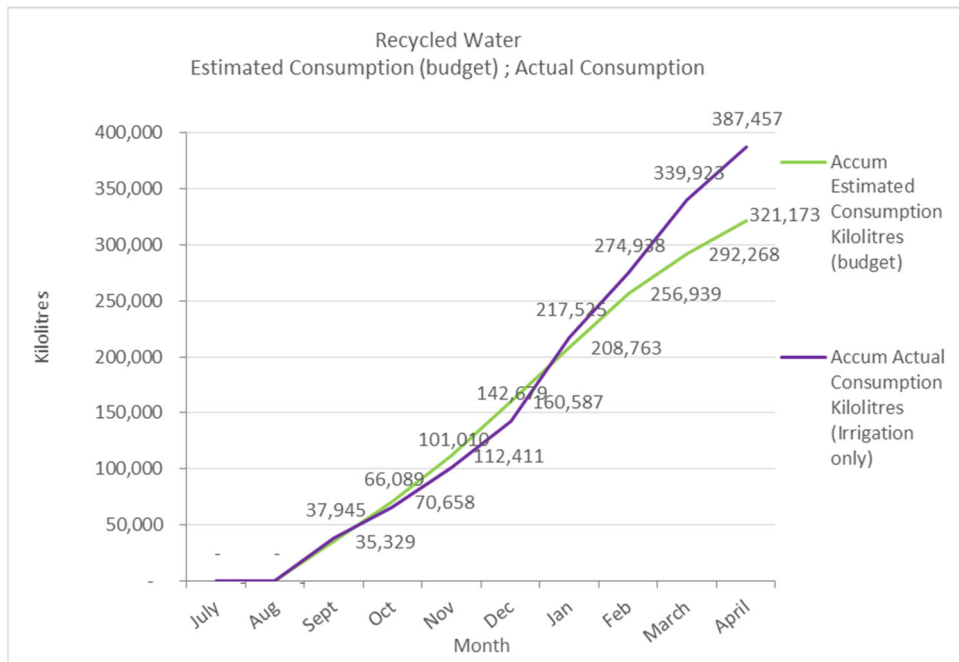
Actual consumption of total budgeted water use (potable and recycled) was slightly below estimated usage. Recycled water consumption was above estimated usage due to increased irrigation for turf establishment in Stage 3 of the Port Road Median Drainage Upgrade project and three reserves being converted from potable to recycled water. Potable water consumption actual usage was less than estimated due to St Clair Oval No 3, Greenfield Reserve and Maramba East Reserve being converted to recycled water.



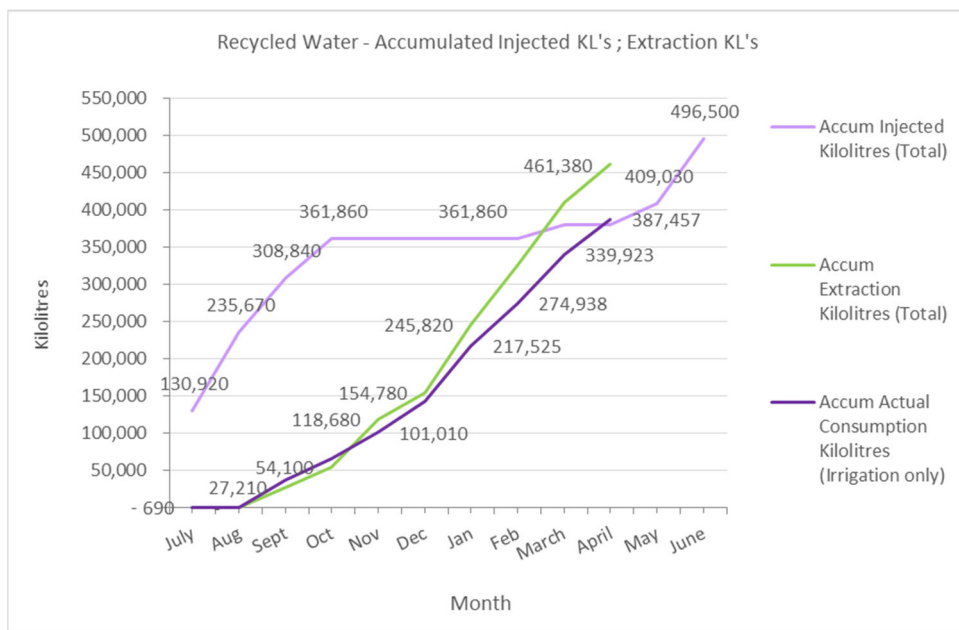
Note: Zero recorded consumption in months May, June, July and August.



Note: Zero recorded consumption in months May, June, July and August.



Note: Zero recorded consumption in months May, June, July and August.



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.

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 streetlights 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 streetlights 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 Stages 1 and 2 of the bulk rollouts of LED streetlights on council owned streets in conjunction with SAPN. In addition to SAPN owned streetlights, Council also owns approx. 750 streetlights across the city and has also completed a LED rollout of these streetlights. In total approximately 9,500 streets lights have now been converted to LED.

Council have entered into agreement and procured all materials with SAPN to undertake the final phase (stage 3) of the bulk LED rollout (Approx. 417 unique lights and other lights) in 2021/2022. Stage 3 of the rollout is scheduled to be undertaken prior to December 2021.



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: Local business events have continued during the last quarter with Western Business Leader branding. A Marketing and Communications Strategy has been created to increase WBL membership and a marketing campaign has commenced using brand ambassadors from our current WBL members.



Business History and Innovation Tour

This inaugural event was attended by over 25 business owners and entrepreneurs over the day which included a bus tour of innovative local businesses including Visy Glass, Detpak, Detmold Medical and Adelaide Pressed Metal. Attendees were impressed by the level of local innovation and commitment to the local supply chain.



Back of the Napkin Lunch – A History of Entrepreneurship

45 business owners and entrepreneurs attended this event where attendees enjoyed several presentations and learnt about the History of Entrepreneurship in Adelaide.

Networking Event – History of the Happy Hour

45 business owners and entrepreneurs attended a networking event and information session where details of upcoming grants and opportunities for small businesses were provided.



Capturing Customer Testimonials

60 startups and business owner attended this event held in partnership with Switch Start Scale. Attendees learnt how to capture video testimonials to showcase on their websites.

Planning is well underway for the next Western Business Leaders Breakfast – What's Happening at West Lakes at the Mosaic Hotel on 7 July 2021, an update on the vision and developments at West Lakes, the new aged care retirement living of Uniting SA and the new Community Hub.

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 of coordinated projects to support and grow Western Adelaide businesses.

Outcome: A new draft action plan has been prepared incorporating the outcomes 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, WBL Taskforce and Visitor Sector Round Table. The Building Western Adelaide Regional Economic Development Strategy and Action Plan was presented to the City Services Committee in July 2021 for consideration.

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: Building on the success of the 2019 Western Adelaide Care Workforce Development Project in which educational, job or traineeship outcome for 72 of the 100 participants (i.e. 72%) a State-wide funding submission has been lodged with State Government for 170 jobs, utilising our workforce development model. Council is a partner to the project focused on supporting its implementation in Western Adelaide. Application pending.

As part of the Woodville Health Precinct Activation, the University of SA (UniSA) has secured an \$800,000, 5-year grant for a chronic disease research project. This is a collaboration between UniSA, The Queen Elizabeth Hospital (TQEH), Charles Sturt Council and the North-West Adelaide Health Study (NWAHS). This Program provides an innovative and inclusive community-based service for the health and well-being of people with chronic conditions living in the north and west of Adelaide. Council will play an important role through the Living Well Team (connecting and servicing the customers) and Economic Development team (connecting the project to local service providers).

The Program is being delivered by Allied Health students under the supervision of lecturing staff. Uni SA commenced service from the Woodville Civic Centre in March 2021 and the program was formally launched on 12 April 2021.

A forum for health and wellbeing is being planned for September 2021.

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 content has been created for the Adelaide Beaches website. Quarterly Western Regional Visitor Sector network events continue to be held, the recent Food Tourism in the West event was held on 25 June 2021 and was attended by over 35 people.



Planning for the next Western Regional Visitor Sector Event hosted by Charles Sturt in spring is underway. A review and update of the Western Regional Tourism Plan is currently underway.



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.

Outcome: Promotion of the support for entrepreneurs and small businesses has been ongoing. Participants in the current SAYES and Encore program continue to be supported. The Cities of Charles Sturt and Port Adelaide Enfield continued the Business Support Helpline in conjunction with the Adelaide Business Hub to support business impacted by the pandemic. This service continued through to 30 June 2021.



Jack McKay and the SAYES Program

This 12-month government-funded program has helped Jack Mackay turn his idea into a reality

Jack has just started his business and launched his website for Adelaide Wall Repairs.



Henley High School – Business Innovation June 2021

Several of our well-know, respected business owners joined 20 students at Henley High School for their Year 12 Business Innovation Entrepreneur Roundtable. Our entrepreneurs were thrilled to be part of the program and enjoyed the opportunity to help the students take that next step on their entrepreneurial journey.



Switch Start Scale Awards June 2021

In June we sponsored the award for Problem vs Solution at the inaugural Switch Start Scale Awards which focused on entrepreneurial behaviours this award went to Marco Di Maio from IMPRESA.

Two of our local business owners were successful in winning awards

- Jessica James, founder and owner of Cook n Create for Pitch and Presentation
- Agtech company Optomni, for 'Product, Prototype, Experience or Service Validation'.



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:

- Ongoing development and review of processes for assessing development applications in the new DAP system in the State Government portal.
- Development of processes for Building Notifications and Inspections in the DAP system.
- Implementing processes for public notification in the DAP system.
- Rework of Consistency Checking process for development approval in the DAP system to include a triaging system.
- Constant review and rework of all DAP system process.
- Updating of all proforma templates required under the PDI Act.
- Staff training and support as required.
- Regular meetings with various State Government Working Parties for the DAP system.

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 21,126 calls throughout the quarter. First Point of Contact resolution averaged at 73% with an average Abandonment Rate of 9%.

The last quarter of 2020/21 identified overall customer transactions (phones, front counter, email, online chat & social media), decrease by 17% compared to the previous quarter. This follows similar trends for the fourth quarter of 2019/20.

Enquiries relating to *Community Safety, Rates and Planning & Development* represented the most popular enquiries across phones, while issues relating to *Wheelie Bins, Rates & Road Repairs* ranked highest on online chat and social media channels, and requests for *Kitchen Caddies* and *replacement rolls* were the most popular at the Front Counter.

Over the April to June 2021 period, the team handled 21,126 calls which is a 7% decrease compared to the same period last year. The First Point of Contact Resolution average for the period was 73%. This is an increase of 3% 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 45% compared with 68% for the same period last year. A vacancy in the team and unplanned leave have contributed to not meeting this target.

The average call abandonment rate for the quarter was 9%, which is above our KPI of <4% and an increase of 6% for the same period last year. The factors cited above have attributed to this increase.

During the quarter 601 chats were handled which represents a decrease of 45% for the same period last year. Survey results for the quarter indicate that 79% of chats were resolved at the first point of contact and 96% of customers were satisfied with the level of information provided. Customer feedback cites the convenience of chatting with us while at work and responsiveness of Online Chat as being major factors which contribute to the growing popularity of this channel.

Throughout the quarter, 36 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 fourth quarter totalled 693, which is a 5% increase for the same period last year.

Over the last period 4,096 Customer Requests were raised by the Customer Contact Team, compared to 4,567 for the same period in 2020. This represents 10% decrease.

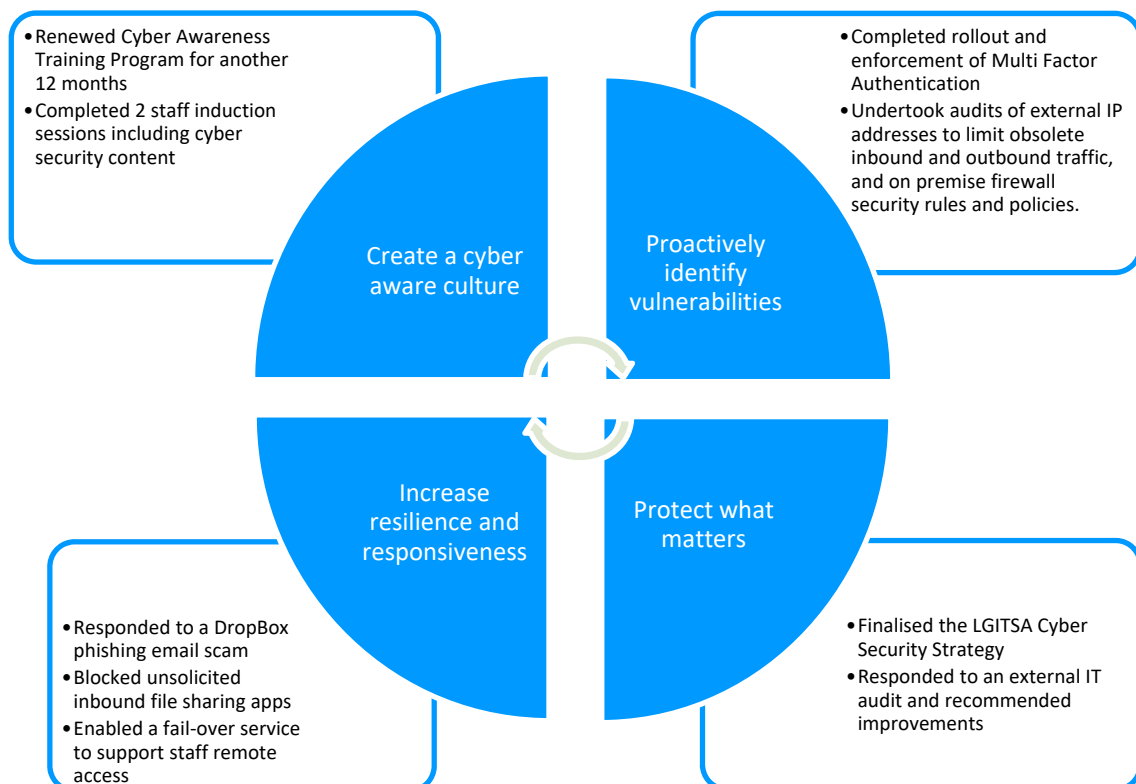
Front Counter traffic for the May - June 2021 quarter dropped 4% compared for the same period last year. Payments for rates, permits and infringements were the most popular payments processed during the quarter.

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:



Strategy: Lead through business excellence and exceptional customer service.

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

Objective: Rapid Response (now known as our City Clean Team) 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 858 tasks during the quarter from April - June 2021. Tree maintenance requests continue to be consistent this quarter with the rapid response team assisting the arb team with the smaller less technical requests.

Rapid Response Tasks	April	May	June	Total
Asbestos	1	0	3	4
Bin Maintenance	16	3	3	22
Bollard Maintenance	4	9	3	16
Deceased Animal	15	17	15	47
E-Waste Infirm Assist	0	1	1	2
Hazardous Substance Removal	34	37	38	109
Illegal Dumping	88	100	70	258
Loose Rubbish	34	31	45	110
Property Maintenance	1	0	1	2
Sign Maintenance	1	0	3	4
Special Event Bins	5	3	1	9
Stormwater	39	38	54	131
Syringe	9	3	7	19
Tree Maintenance	37	33	28	98
Verge	4	5	5	14
Other	6	4	3	13
Grand Total	294	284	280	858



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

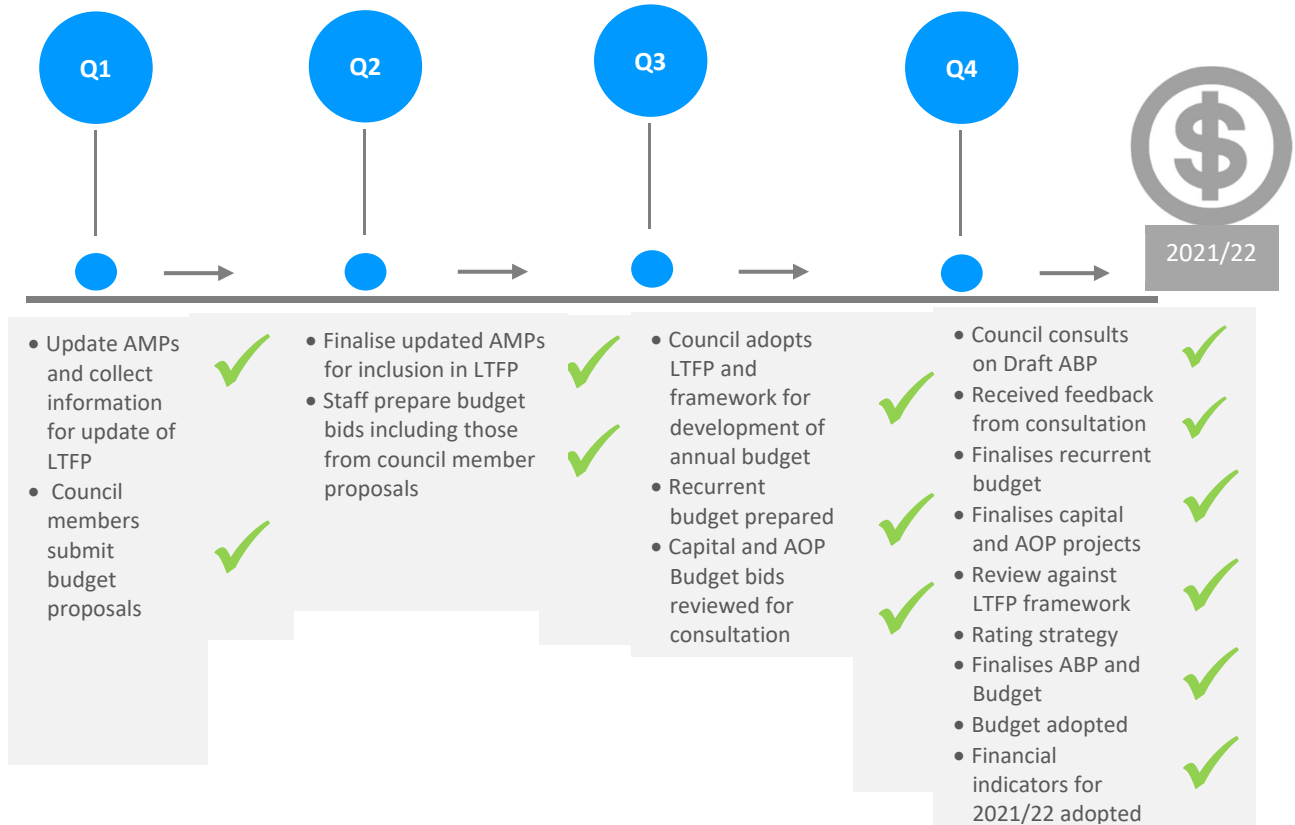
Strategy: Review and regularly update the Long-Term Financial Plan to ensure financial sustainability into the future.

Service activity/Project: Development of the 2021/22 annual budget

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

Target: The annual budget 2021/22 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: The Draft Annual Business plan was consulted on over April. Feedback from the consultation was used to refine the final list of capital and annual operating projects. Council reviewed options in development of the Rating strategy including an automatic rebate for the commercial and industrial sector due to the impact of the Revaluation Initiative completed by the Valuer General. A review was completed of the recurrent budget for the cost of maintaining core service levels, noting \$2m in savings was found to offset the impact of increases in services levels and external influences on the budget. The final budget was adopted on 28 June 2021 for an overall average rate rise of 0.5%.



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 2019/20 of \$2.422m.

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	6,071	7,416	5,605	5,334
Number of inhouse rates in arrears notices issued	Not issued due to COVID-19	Not issued due to COVID-19	1,841	894
Number of arrears placed in external debt collection	Nil due to COVID-19	Nil due to COVID-19	382	222
\$ value referred to debt collection	N/A	N/A	\$808,514	\$261,557
Recovery rate %	N/A	N/A	96%	86%
Arrears from previous year	\$2,422,168	\$2,009,379	\$1,668,022	\$1,319,157
% reduction in arrears	N/A	17.042%	31.13%	45.5%

Total rates outstanding for quarter ending 30 June 2021 is \$2.313m or 2.07% of rates levied for the year (2019/2020 \$3.243m or 2.95% of total rates) of which \$1.319m is from rates overdue from the previous year compared to the June quarter 2019/20 of \$1.010m.

In response to COVID19, from 1 April 2020 to 31 October there was a waiver of fines and interest and a hold on all debt collection. Our Collection agency (Credit Clear) issued recommence recovery action letters to all accounts that were placed on hold in December 2020 and then from start of January 2021 debt collection action recommenced.

Council issued 1,120 in house letters for arrears not already with our external debt collection agency. Should these accounts remain unpaid or an arrangement not entered they will then be referred to debt collection for greater than \$800.00 in arrears.

Those impacted directly by COVID and who meet the criteria can access the COVID hardship policy where the first quarterly instalment up to a maximum capping is waived if they agree to pay the remaining instalments by 30 June 2021 with a tailored payment plan. The application process was extended to allow ratepayers until 30 April 2021 to apply.

As at 30 June 2021 we had received 99 Applications of which 53 met the criteria and hence \$31,762.15 has been waived of the first instalment.

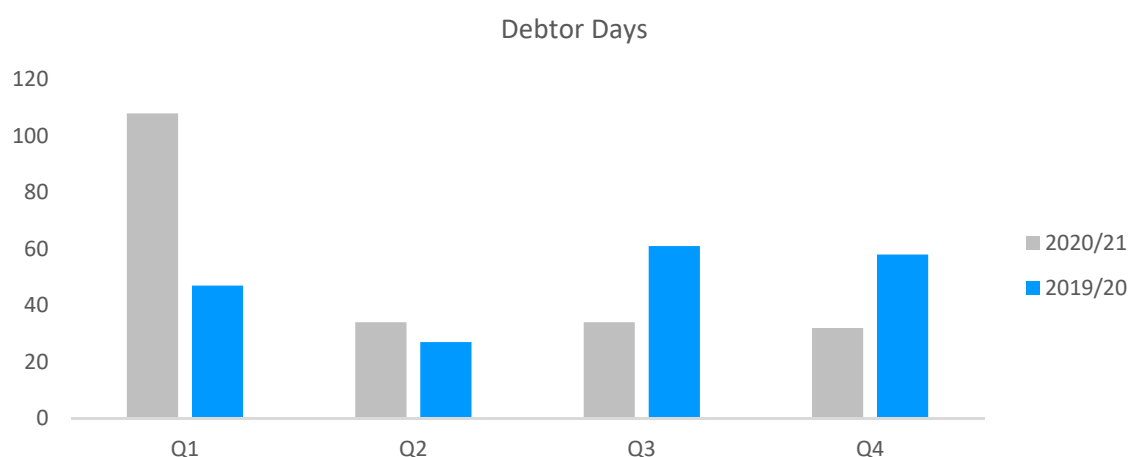
Service activity/Project: Sundry debtors collection

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: Over June quarter there was a decline from 34 days in March to 32 days in June 2021.

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. There has been a review by all debtor officers leading into June year-end to ensure all amounts are collectable. The peak in May was due to debtors raised for CAWRA and Military and Main street road capital funding but since received. However, the year finished with 32 days outstanding, reflecting timely follow up of debtors for year end.



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 30% over 2020/21.

Outcomes: We continue to have good take up with the move to electronic notices and encouraging our ratepayers to take advantage of the service which is more cost effective and better for environment and exceeded our target of a 30% increase over the year.

MONTH	Number of ratepayers using electronic notices	Percentage increase
September 2020	6,516	12%
December 2020	7,489	29%
March 2021	7,877	36%
June 2021	7,966	37%

Strategy: Vigorously pursue grant and co-funding opportunities.

Service activity/Project: Roads to Recovery Funding.

Objective: Funding towards Road Reconstruction Projects in Welland Av, Welland and Glengarry St, Woodville South.

Outcomes: Federal funding to assist with Road Reconstruction

The City of Charles Sturt receives \$1,215,182 annually from Roads to Recovery. The distribution of funding in 2020/21 is as follows:

- \$715,182 towards Welland Av road reconstruction, and
- \$500,000 towards Glengarry St road reconstruction.



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:

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:

Ensuring our people are able to positively contribute to our organisational culture by living our values enables us to deliver valued outcomes for our Community.

In this quarter:

- We continued our organisation-led approach to launching our refreshed values of Passionate, Courageous, Caring and Progressive. This included:
 - the launch of a new Values video
 - the facilitation of our Leading in 2021 – Leading Our New Values Workshop for all leaders
 - the launch of our new Careers page on our external website which includes our new Values video
 - the embedding of our refreshed values into our Employee Induction Day
- We continued to see positive results from our Teamgage Pulse Survey employee feedback during this period.
- In April we implemented our new online recruitment system, MyRecruitment +, which will deliver internal time efficiencies in relation to administrative processing as well as enhance the people experience for candidates.
- In May we refreshed our network of Respectful Workplace Partners across the organisation and provided them with the relevant training to assist our employees with any concerns they may have in relation to harassment, discrimination and bullying issues.

- In this period, our leaders participated in two other Leading in 2021 sessions, the first Leading Wellbeing facilitated by Nicola Lipscombe was designed to inspire greater awareness, commitment and confidence in self-care activities and empowerment to transfer their learnings and experiences to their own teams. The second being the Leading in 2021 – Close Out Session which provided our leaders with the opportunity to reflect on their leadership growth over the past six months and courageously share these reflections with their colleagues.
- The Working Flexibly Group continued to support the re-purposing of existing workplace accommodation and facilities at the Civic Centre and Beverley Centre.

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 Behavioural Risk Training, Mapping against WHS Standards - PSSI (Performance Standards for Self-Insurers), Skytrust review Training module – add email notification for outstanding training, Adding Internal Audits to Skytrust, Skytrust – Adding registers – ladders, confined space risk assessments and Review of i-Responda TNA (responding to Community emergency at a local or state level).

Progress for this program, which spans across the calendar year, is as follows:

PLANNED ACTIONS	3	8	4	3	3	5
PROGRAM STREAM	Behavioural Risk Training	Mapping against WHS Standards - PSSI (Performance Standards for Self Insurers)	Skytrust review Training module - add email notifications for outstanding training	Adding Internal Audits to Skytrust	Skytrust – Adding registers – ladders, confined space risk assessments	Review of i-Responda TNA (responding to Community emergency at a local or state level)
ACTIONS COMPLETED	3	5	3	1	2	4



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, 17 Council/Committee meeting where 127 items were considered, and 102 resolutions made.

6	830	62	102
Council meetings	Minutes spent in meeting	Items considered	Resolutions made

11	837	65	78
Committee meetings	Minutes spent in Committee	Items considered	Recommendations made

Council and committee items:	
12	considered in confidence
10	remaining in confidence
5	released

Council continues to ensure its commitment to limited use of the confidential orders. 2 new items were considered in confidence. Council now has 10 items in confidence (in relation to 7 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.

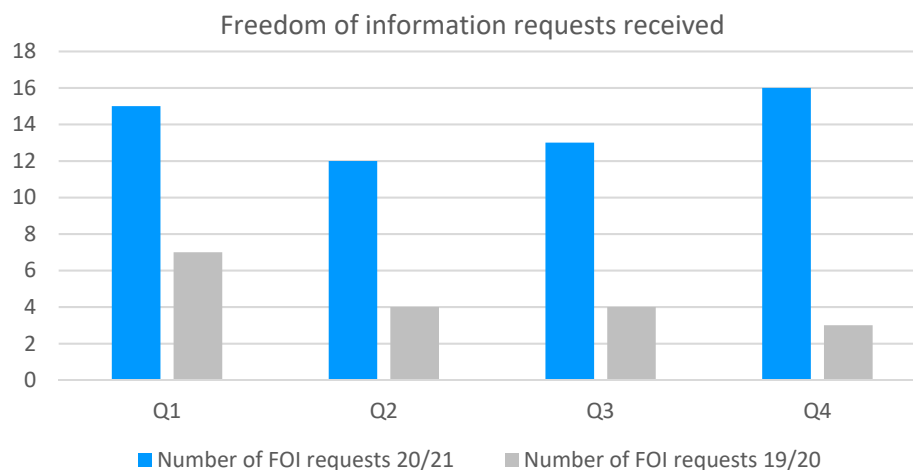
Objective: To promote openness and accountability and to facilitate more effective public participation in the making and administration of laws and policies.

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

Outcomes: 16 FOI applications, including 2 internal review applications were received during this quarter. 12 original applications were determined including 2 applications from the previous reporting period, with a further 2 applications to be determined outside of this current reporting period. 2 applications were withdrawn/cancelled, and 1 application was refused. Two internal review applications were processed making a total of 11 applications determined between April and June.

The FOI applications cancelled during this reporting period were done so due to non-payment of relevant application fees.

The below chart shows the comparative figures for FOI requests for the quarter compared to that of the previous year.



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

Service activity/Project: Kaleidoscope articles focused on State and Federal Government funding announcements to support and drive our projects in 2021/22.

Objective: To inform our community on the support from, and partnerships with, State and Federal Governments on our capital works projects.

Outcomes: Publication of articles in the June edition of Kaleidoscope that focus on informing our community of our upcoming projects and the significant funding contributions that have been received to help deliver these projects.

Funding Boosts to Our Projects informs our community of the upcoming projects to reinvent our streetscapes and local sporting facilities. We have been successful in receiving a raft of grants across State and Federal Governments that will help to fulfil delivery of these projects, reinventing some of our streetscapes and further developing and enhancing our local sporting clubs and facilities. Communicating the grants received gives assurance to our community that we are able to deliver the full scope of projects by seeking external funding grants in addition to ratepayer contributions. It also strengthens our partnerships with State and Federal Governments in our pursuit to continue to make our City a great place to live, work and play.

Projects include Military Road and Main Street Upgrade in Henley Beach, Hindmarsh Precinct Streetscape Upgrade, May Street Streetscape in Albert Park, our sport and rec clubs and facilities; Woodville West Torrens Sporting Club, Henley RSL, Aquatic Reserve Paddle SA Clubrooms in West Lakes, Henley South Tennis Club Upgrade, Fawk Reserve Clubroom in Woodville North and the Woodville Rechabites Cricket Club in Findon.

We also published about the significant funding received by the Central Adelaide Waste and Recycling Authority (CAWRA) for the Materials Recovery Facility (MRF). This funding announcement informs our community of the financial support and partnerships from State and Federal Governments, backing the build of the MRF to enable a strong recycling sector within the state. This important update gives confidence to our community that the future of recycling is a key priority and we are collaborating and working together with the City of Port Adelaide Enfield for the benefit of our communities - now and into the future.

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.

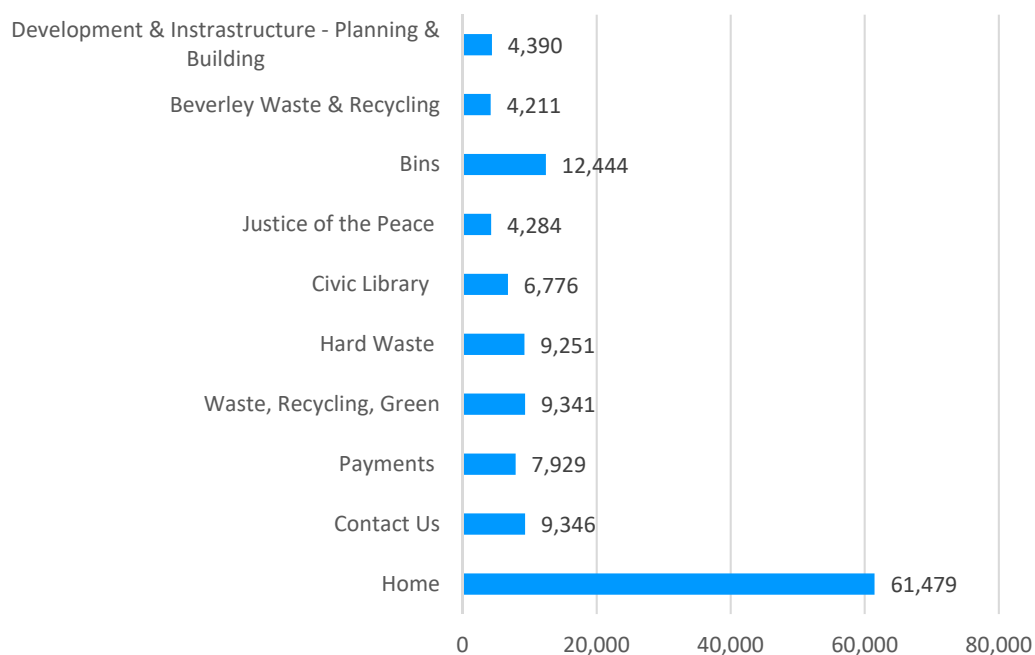
Target: To consistently increase the number of connections with community members via our communications platforms, specifically the website and social media platforms.

Outcomes: This quarter saw a small decrease in total page views however total users increased, indicating a wider audience reach. Mobile views continue to trend upwards while average session time remained steady. The migration to our new MyRecruitment careers platform would affect website metrics, therefore these largely stable figures can be viewed positively.

Connecting via our website



Top 10 Page Views, Q4 20/21



Connecting via Social Media



Unique Connections	Quarter 1, 20/21	Quarter 2, 20/21	Quarter 3, 20/21	Quarter 4, 20/21
Campaigns	175	162	185	***
Content Posts	309	341	294	344
Messages Received	1,714	1,331	2,207	2,636
FB Engagement	37,034	25,888	54,614	**
Followers	20,164	20,810	19,439	22,229

**** Note:** In November 2021 we moved to a new social media platform Falcon.io. We also focussed on supporting content on other social media platforms such as Instagram which has experienced additional engagement and growth, over and above the content we share on Facebook.

***** Due to the changes in social reporting with Falcon.io, we have moved to a new set of indicators as digital best practise. To explain some of the new indicators:**

Reach – the total number of people who saw our content

Impressions – the number of times our content is displayed

Engagement – the number of people who liked, shared or commented on a post (clicks are not included)

The increase in reach and impressions over this time was due to paid advertising campaigns, in particular for the new Means the World brand campaign.