

**6.47 END OF QUARTER REPORT - JANUARY TO MARCH 2021**

**TO:** Council

**FROM:** General Manager Corporate Services - Donna Dunbar

**DATE:** 10 May 2021

**Brief**

To report on the activities of the City of Charles Sturt for the quarter January, February and March 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:**

Nil

**Background**

To report on the activities of the City of Charles Sturt for the quarter January, February and March 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 (on the delivery of day to day operations and project delivery) of the City of Charles Sturt for the third quarter of the 2020/21 financial year (January, February and March 2021) in line with the objectives of Council's Corporate Plan 2016-2020. The corporate plan can be accessed by clicking on this link [Corporate Plan 2016 - 2020](#).

Key highlights for the Quarter include:

- Over the last period 5,733 Customer Requests were raised within the Customer Contact Team, compared to 5,174 for the same period in 2020. This represents an 11% increase.
- This quarter saw extensive interest in our new Dog Scentsory Garden which was purpose built to promote dogs sniffing and enjoying a calming space. The garden is the first of its type in South Australia and the concept is supported by the latest research in dog wellbeing. Media posts about the garden resulted in engagement from over 25,000 people and was also featured on a number of online blogs, The Sunday Mail and on 107.1FM radio station.
- Since the start of our battery collection program across our 5 library branches in April 2020, we have saved 320kg of batteries going into landfill. The program has now been extended to include community centres where residents now also drop unwanted and used batteries.
- Our Enewsletter now has over 2000 subscriptions with over 200 new people signing up over this last quarter period.
- The next series of Foyer Fridays is to be held from April to June 2021, the first event was sold out within 24 hours. We were able to invite the waiting list to book tickets after COVID-19 restrictions were eased, allowing an increased capacity to 75% in the Woodville Town Hall.
- A total of 906 applications were lodged from 1 January 2021 until 18 March 2021 under the Development Act. This represents an increase of 25.66% compared to the same quarter in 2019/2020 where 721 applications were lodged. A further 64 applications were lodged in the PlanSA DAP system from 19 March 2021 to 31 March 2021 making a total of 970 applications lodged for the quarter.
- 371 building sites were inspected for the quarter compared to 341 sites for the same period last year. Of those inspected for the quarter, 117 required follow up inspections to address deficiencies in the work were required.
- CAWRA: MRF construction has started with site preparation and earthworks completed and the first concrete poured for the building's foundations. Funding applications to the Commonwealth and State Governments were prepared and submitted in February and March 2020. Updated application through the Green Industries SA 'Recycling Modernisation Grants' program is currently being finalised.
- Waste Management: Optimisation of collection routes across the Cities of Charles Sturt and Port Adelaide Enfield is being analysed by Cleanaway currently to deliver significant savings to Council, with minor changes to routing anticipated from 1 May 2021.
- Woodville Hockey Club Redevelopment - Building Rules Consent has been approved. Builders have mobilised & will commence demolition 3rd week of April.
- Rowley Reserve additional play equipment - Earthworks, concrete edging, irrigation modifications and play equipment has been installed. Finishing surrounds to be completed start of April.
- Demand for opportunities to participate in Community Gardens and Community Gardening programmes continues to increase. There are a number of very active and committed groups across the City who are creating a wonderful sense of community, important social connections and generally improving their local environment. These are generating great recognition from media such as Gardening Australia and Channel 44.
- Field Services have continued to deliver on their maintenance and construction programs. 660 Level 5 footpath defect repairs have now been completed, with 130 still to be completed (however, this is 95 ahead of schedule).
- A total of 1,378 trees and 8,673 shrubs have been planted in parks and streetscapes as part of both maintenance and Capital Works project activities. 838 trees have been assessed by the Council arborists in the quarter.
- Kaleidoscope was delivered to over 57,000 properties within Charles Sturt.
- Over 157,000 visits to our website with over 381,000 page views and over 25,800 social media hits.
- We held 15 Council/Committee Meetings and 5 Workshops over the quarter.
- We received 13 FOI applications – an increase over the same quarter last year.

**Financial and Resource Implications**

The Organisations Financial Performance has been reported via the regular quarterly financial report, presented to the Corporate Services Committee at its meeting on **4 May 2020 (refer CoS 04/05/20, Item 3.14)**.

**Customer Service and Community Implications**

There are no customer service or community implications.

**Environmental Implications**

There are no environmental implications.

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

There is no requirement for Community engagement or consultation.

**Risk Management/Legislative Implications**

There are no risk management or legislative implications.

**Conclusion**

The City of Charles Sturt End of Quarter Report for Quarter 3 2020/21 shows the key activities of the business for the period against the Corporate Plan objectives for Council's consideration.

**Appendices**

#	Attachment
1	6.47 Appendix A - End of Quarter - January, February and March

# APPENDIX A





**City of Charles Sturt End of Quarter Report  
Q3 2020/21**

## City of Charles Sturt – 3rd Quarter Report – March 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 over 117,000 and almost 58,000 rateable properties. Charles Sturt has developed a reputation for being as diverse as it is large, with the city providing a wide range of opportunities for housing, business, sport and leisure.

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

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

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

### City Services

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

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

### **Asset Management Services**

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

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

- 774km of roadways
- 437 km of stormwater drains
- 1,257km of constructed footpaths
- 1,392km of kerb and water table
- 20 council operations buildings
- 91 independent living units
- 25 commercial buildings
- 40 sports clubroom buildings
- 57.3ha of sportsgrounds
- 283ha of reserves
- 22ha of tree screens
- 9ha of Council owned Properties (gardens)
- 2.7ha of West Lakes beaches
- 59.5ha of coastal reserves along 11.5km of coast
- 19ha of wetlands
- Over 50,000 street trees.

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

### **Corporate Services**


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

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

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

 <b>OUR COMMUNITY</b>		
Key Priority	Outcome	Status
Creating West Lakes Hub	Construction is well underway on the base build, with concrete slabs poured and walls/roofing being completed. Windows to be installed in the next couple of weeks. 3 milestone payments have been made and we have settled on the land securing our interests. Anticipated completion of the project is October 2021.	Ongoing
Redeveloping the St Clair Recreation Precinct	New multi-purpose 6 court Recreation Centre with function centre; carparking and landscaping.	Completed November 2018
	New Outdoor Recreation area for Youth including skate and half court facility.	Completed June 2020
	New Landscaped Regional Playspace.	Completed December 2019
	6 outdoor joint use courts; Brocas carpark; paths; lighting and commemorative space to compliment the regional facilities.	Completed March 2020
	Associated works to relocate Orion Tennis Club to Woodville Oval including: <ul style="list-style-type: none"> <li>Artificial Bowling Green</li> <li>Three Hard Surface Tennis Courts</li> <li>Storage Facilities</li> <li>Tennis Court Renewal at Smith Reserve.</li> </ul>	Completed October 2018 Completed 2018 Completed October 2019 Completed August 2018 Completed June 2018

Key Priority	Outcome	Status
Facilitating Place Making Grants	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.	On Hold
Woodville Town Hall	Woodville Town Hall is progressing its vision despite the disruption and challenges caused by COVID-19. Booking enquiries are increasing and we had a fantastic Fringe Season with external hirers putting on a variety of shows. Our next Foyer Fridays event to be held in April booked out within 48 hours of being announced.	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. Work is due to commence in February/March. Council is expecting to make a contribution towards the cost once DIT submit a detailed cost plan. A further report will be presented to Council at this time. Council has settled with CEPG on all matters relating to its Public Consultation Policy.	Commencing
Upgrading Pt Malcolm Reserve and MJ McNerney Reserve	New Regional Playspace created at Pt Malcolm Reserve. New Regional Playspace created at MJ McNerney Reserve.	Completed July 2017 Completed July 2019
Woodville Road Revitalisation	Concept plan endorsed by Council in December 2019. Design progressing on streetscape and EOI for land sale with further reports to be brought back to council at agreed milestones. The undergrounding of power has commenced /completed with the relocation of the water main scheduled for May 2021.	Ongoing
Pedestrian and cyclist facility upgrades, including path widening and Disability Discrimination Act access	Safe and accessible pedestrian and cycle facilities across the City including: <ul style="list-style-type: none"> <li>Corcoran Drive Wombat Crossing</li> <li>Bus Stop Upgrades to meet DDA Standards <ul style="list-style-type: none"> <li>16/17 - 41 stops completed</li> <li>17/18 – 47 stops completed</li> <li>18/19 - 50 stops completed</li> </ul> </li> <li>Kerb Ramps Upgraded to meet DDA Compliance <ul style="list-style-type: none"> <li>16/17 – 258 completed</li> <li>17/18 – 171 completed</li> <li>18/19 – 170 completed</li> </ul> </li> <li>Burleigh Avenue Integrated Streetscape including Shared Use Path</li> </ul>	Completed June 2017  Completed June 2017 Completed June 2018 Completed June 2019  Completed June 2017 Completed June 2018 Completed June 2019 Completed June 2019

	<ul style="list-style-type: none"> <li>• West Beach Road Integrated Streetscape Project including Shared Use Path</li> <li>• Albemarle Street Emu Crossing</li> <li>• Humphries Terrace Wombat Crossing</li> <li>• Alma Terrace Shared Use Path</li> <li>• On-road bicycle lanes installed on Cudmore Terrace from Grange Road to Atkins Street</li> <li>• Bike racks installed at various train stations.</li> <li>• Improvements to Bicycle link at Belmore Terrace and David Terrace</li> <li>• Construction of pedestrian (zebra) crossing at the intersection of Marlborough Street/the Esplanade.</li> <li>• Hawker Street DDA improvements (in conjunction with Road Reconstruction)</li> <li>• Butler Avenue Pennington Wombat Crossing</li> </ul>	<p>Completed June 2019</p> <p>Completed June 2019</p> <p>Completed June 2019</p> <p>Completed June 2018</p> <p>Completed June 2017</p> <p>Completed June 2019</p> <p>Completed August 2020</p> <p>Completed April 2020</p> <p>Planned completion February 2021</p> <p>Planned completion 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 in 2020/21</p>

Upgrading River Torrens Linear Park, Outer Harbour Greenway and Grange Lakes corridor	Safe and accessible on and off-road cycling facilities across the City in line with the Walking and Cycling Strategy including:	
	• Port Road Underpass Renewal RTLP	Completed June 2017 (Decking Renewal only – Full renewal planned for 2022/23)
	• Park Terrace Underpass OHG	Completed June 2019
	• South Road Overpass OHG	Completed June 2019
	• Grange Lakes Corridor Shared Use Path Stages 5 and 6	Completed June 2018
	• Grange Lakes Corridor Shared Use Path Stage 4A	Completed June 2020
	• South Road Underpass Renewal & Hindmarsh Cemetery path Upgrade	Planned Completion February 2021
	• New LED lighting St Clair OHG	Completed June 2018
	• Outer Harbor Greenway Wayfinding.	Completed June 2019
	• Grange Greenway – Tapleys Hill Road Shared Use Path	Completed June 2020
Supporting the completion of major developments, including WEST, St Clair, Bowden, Seaton and ROSAS (Renewing Our Streets and Suburbs)	• Renewal of RTLP path between CCS/WTCC boundary and Findon Road	Planned completion May 2021
	• Renewal of RTLP path and lighting at Breakout Creek	Planned completion June 2022
	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
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.	Planned completion March 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
Redevelopment of the Beverley Recycling and Waste Centre	Beverley Recycling and Waste Centre upgraded to comply with EPA Guidelines; improve facility safety; improve opportunity for recycling.	Completed June 2018



## OUR ECONOMY

Key Priority	Outcome	Status
Support the Australia China Aged Care Consortium	<p>This group has now been superseded by the Ageing Well International (AWI) which Council continues to support. This Association represents 250 business representatives. AWI Market Development Program funded by Department Trade &amp; Investment involving webinars and coaching of 10 businesses completed, report submitted and accepted by DTI. Ongoing negotiations with various projects in China and Malaysia. AWI has been advised that they have been selected as the preferred supplier for the Malaysia Health Care Group precinct development. President of AWI, Luke Westenberg, continues to represent AWI on the State Government's Health and Medical Industries Ministerial Advisory Panel. This has led to the release of Growth Plan for the Health &amp; Medical Industries which emphasises ageing well as a focus and the industry leadership of AWI. Finalising rebranding and a new website. Planning conference and launch of new brand in planning phase. Workshop on market update with DTI and AusTrade scheduled for the end of April.</p>	Ongoing
Implement the Western Adelaide Tourism Destination Action Plan	<p>Ongoing updates to the content on the regional visitor website <a href="http://www.adelaidebeaches.com.au">www.adelaidebeaches.com.au</a> to promote visitor experiences and actions to encourage businesses to list on the website.</p> <p>Western Regional Visitor Sector Round Table held at the end of June 2020. An action plan was developed from the round table and is being implemented to support visitor sector businesses to reposition and</p>	Ongoing

	reach new customers. A review and update of the Regional Tourism Plan is underway.	
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 and 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 has already exhausted the money it allocated both in 19/20 and in 20/21 and the program has been closed for new applications pending a review by Council on the program outcomes and consideration of continuing the grants in the new financial year.</p>	Implement the Economic Development Recovery Strategy 2020 – 2022
Promote Charles Sturt as 'Open for Business'	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. Going forward our Economic Development 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. Continue to share stories of businesses continuing to adapt, sharing of experiences at the WBL Breakfast in February 21.	Ongoing



## OUR LEADERSHIP

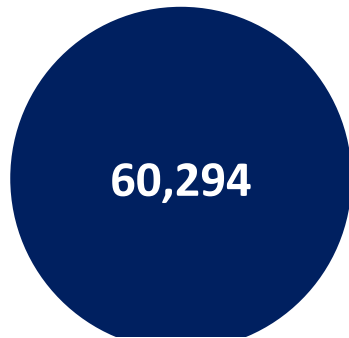
Key Priority	Key Priority	Key Priority
Developing the Smart Cities and e-commerce projects	Work has commenced on establishing long term integrated precinct plans that will enable further consideration of deployment of smart tech to improve quality of life. Participation continues with the LGA's smart cities forum.	Ongoing
Developing the organisation's ability to innovate	<p><b>Brand and Values</b> The external brand refresh is being implemented across the city with a steady approach being undertaken replacing various branding assets as their end of life occurs. Port Road banners have been refreshed over recent weeks with other signage also beginning to occur.</p> <p><b>Effectiveness and Efficiency</b> Staff have continued to be involved in a number of service improvement and efficiency initiatives with our partner councils (PAE &amp; COM) to deliver community value. 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"> <li>• <b>Utilities management</b> 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.</li> </ul>	Ongoing
	<ul style="list-style-type: none"> <li>• <b>Fleet management</b> Work is being explored to consider shared fleet operations including leadership with a cross council shared fleet manager now being recruited.</li> </ul>	Ongoing
	<ul style="list-style-type: none"> <li>• <b>MRF</b> The Joint Materials Recycling Facility (PAE &amp; CCS) via our regional subsidiary CAWRA is progressing strongly with our builders and construction company now having poured the footings and Councils agreeing on the land purchase.</li> </ul>	Ongoing
	<p><b>ICT Project delivery</b> Work continues across a range of joint projects. Collaborative budget bids and supporting business cases for 2021/22 ICT project delivery have been developed</p>	Ongoing
	<p><b>Strategic Procurement</b> Collaborative work in this area is continuing and in particular with a focus on local jobs and economic development together with supporting the circular economy.</p>	Ongoing
	<ul style="list-style-type: none"> <li>• <b>Waste Collection</b> Investigation is being conducted into route optimisation between PAE and Charles Sturt following our joint waste collection Tender earlier in the year. The tender identified a significant savings opportunity if routes could be adjusted to take further advantage of the adjoining</li> </ul>	Ongoing

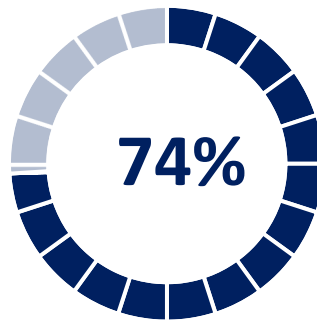
	<p>boundary between the 2 council areas.</p> <p>Work has occurred since the fire at the Visy MRF with alternate arrangements being put in place to ensure recyclables collection and processing was maintained to our community unaffected.</p>	
Workplace of the Future project ( <i>formerly Workplace 2025 Project</i> )	Implemented interim telephone solutions to support customer experience excellence and flexible work arrangements.	Due for final completion December 2025
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.	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.

## Customer Interactions – City of Charles Sturt [Q3, 2021]

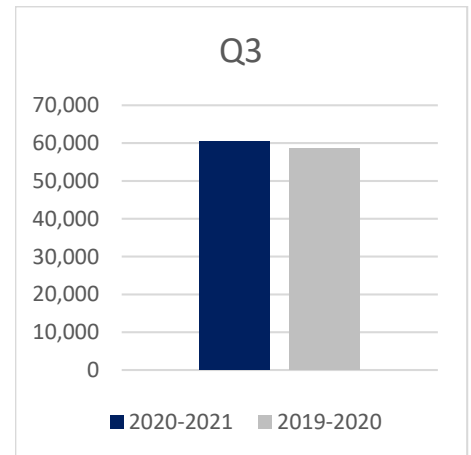
### Interaction summary



**Total customer interactions  
this quarter**



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



**Customer interactions  
Q3 19/20 vs Q3 20/21**

	Q1	Q2	Q3	Q4	YTD Total
Telephone calls	27,301	23,759	24,521		75,581
Written correspondence	30,235	28,003	27,501		85,739
Front counter interactions	6,886	4,792	5,195		16,873
Online chat	1,063	889	946		2,898
Facebook posts	176	162	355		693
Facebook responses	1,714	1,331	1,776		4,821
<b>Total Organisation Wide 2020-2021</b>	<b>67,375</b>	<b>58,936</b>	<b>60,294</b>		<b>186,605</b>
2019-2020	64,385	51,059	58,571		174,015
Year on year variation	4.6%↑	15.4%↑	2.9%↑		

### 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		245
Complaints	112	235	165		512
Change/Increase in service level	76	82	103		261
Requests for new service	18	23	19		60



## Customer Interactions – City of Charles Sturt [Q3, 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		23,800
Number of new CRM requests 2019-20	6,282	7,635	7,875		21,792
Year on year variation	(546) 9%↑	(337) 4%↑	(1,157) 15%↑		N/A

### Top 5 requests for service by service type

Top 5 Customer Requests for the quarter	Q3, 2020-21 Number of requests	Q3, 19-20 Number of requests	% variation	YTD 2020-21 Number of requests	YTD 19-20 Number of requests	YTD% variation
Kitchen Caddy	954	N/A	N/A	1,313	N/A	N/A
Tree Maintenance	842	662	27%	2,060	1,605	28%
Wheelie Bin Requests New/Additional	789	1,113	-29%	2,447	2,687	-9%
Illegal Dumping - Non Safety Risk	648	757	-14%	1,875	1,808	4%
Vehicle Illegally Parked	599	530	13%	1,773	1,549	14%

\*N/A as was not in Top 5 Requests for Q3 2019-2020

### Performance on requests for service

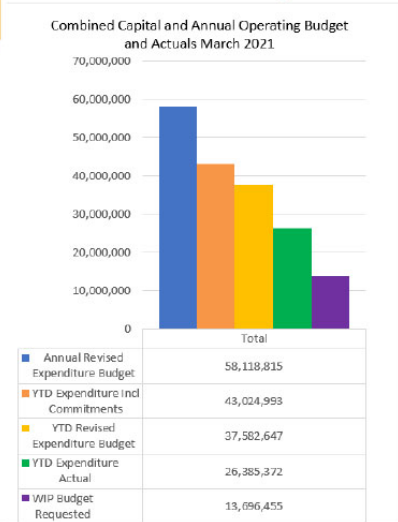
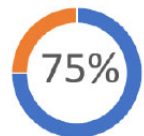
2020-21	Q1	Q2	Q3	Q4	YTD
Number of open requests	2,099	2,459	2,455		7,013
Number of open requests in time (%)	823 39.2%	639 26.0%	674 27.5%		2,136
Number of open requests out of time (%)	1,276 60.8%	1,820 74.0%	1,781 72.5%		4,877
Number of service requests completed	5,892	6,758	8,019		20,669
Number of service requests completed in time (%)	4,987 84.6%	5,525 81.8%	6,583 82.1%		17,095



## City of Charles Sturt - Quarter 3 Project Status

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

### Overall Project Dashboard



#### Project Status

162	35 (21.6%)	122 (75.3%)	5 (3.1%)	0 (0%)	0 (0%)
NUMBER OF PROJECTS	PROJECTS COMPLETED	PROJECTS IN PROGRESS	PROJECTS NOT STARTED *	PROJECTS CANCELLED	PROJECTS DEFERRED

\*2 projects not yet scheduled to commence, 2 commenced in April.

#### Financials

64.67%	45.40%	74.03%	32 (19.8%)	34 (21.0%)	96 (59.3%)
YTD BUDGET	YTD ACTUALS	YTD ACTUALS AND COMMITMENTS	ON TRACK	MONITOR**	REVIEW**

\*\*12 projects ahead of YTD budget > \$15k  
\*\*53 projects behind YTD budget > \$15k

#### Milestones

87 (53.7%)	75 (46.3%)
PROJECTS ON TRACK	PROJECTS OFF TRACK

## Organisational Key Actions and Project Outcomes

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



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

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

**Service activity/Project:** Woodville Town Hall

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

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

#### **Outcomes:**

##### **Foyer Fridays**

- The next series to be held in April to June 2021 was announced the Tuesday after Fringe Festival finished.
- The first event was sold out within 24 hours. We were able to invite the waiting list to book tickets after COVID-19 restrictions were eased, allowing an increased capacity to 75%

##### **Events during Quarter 3 (January – March 2021)**

- 17 Events were held in the Woodville Town Hall during January to March 2021.
- As part of the Adelaide Fringe Festival we had:
  - UNSUNG by Amelia Ryan and Libby O'Donovan (over 300 people in audience)
  - Woodville Concert Band's Fringe Concert
  - Ignition Point 2020 by No Strings Attached (Disability Theatre Company)
- Other hirer events included:
  - ESP Business Breakfast and Citizenship Ceremonies
  - 2 Weddings and an Engagement Party
  - Cultural Events including the Nigerian Association SA's Annual Celebration (returning hirer) and Somali Cultural Night (new hirer)
  - Live music, theatre and comedy organised by Radio Italia Uno, Italian Choral and Arts Society, and Greek Orthodox Community SA

##### **Marketing**

- New Website Launched including 360° Virtual Tour
  - This has resulted in an increase of online venue hire enquiries
- The Communications Strategy created last year included the following aims:
  - Increase our Database from by 15-20% from 600 to 720 by 30 June 2021
    - We have already exceeded this and now have 774 subscribers to our monthly e-newsletter.
  - Increase Instagram followers to 597 by 30 June 2021.
    - We are up to 600 already.
  - Increase Facebook followers to 1557 by 30 June 2021.
    - We are up to 1500.

**Customer Satisfaction**

- 46% of all post-hire survey responders were new hirers
- Almost 40% hire multiple times a year
- 97% of responders were Satisfied or Very Satisfied with the facilities. (No one was dissatisfied)
- All responders indicated that customer service by the venue was good or excellent.

**Business Improvement**

- Better tracking of all enquiries (via phone, email and website) and how many of these convert into actual hires. Once a baseline has been established this will be used to set KPIs moving forward.

**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**

Work has progressed significantly with first 3 payments made and the land has settled securing Councils interest. Further 4 stages will be realised in coming months as the opening date for October 2021 is still on track.

**Henley Hub Community centre and Library**

A concept plan has been developed and funding is being sought from the State Governments Local Government Community Infrastructure Partnership scheme. The application was unsuccessful, however it is now intended to undertake broad community engagement regarding the proposed concept plan for creation of the new Henley Hub, which also creates the opportunity to seek further State or Federal Government funding, with a proposed budget bid to be submitted for Council's consideration in the 2022/23 financial year.

**Flinders Park Football Club Changeroom Upgrade to Unisex**

All Building work is now complete for the new changeroom upgrade. The project included perimeter landscaping around the building. The changeroom has been handed over to the club and is now in use.

**Woodville Hockey Club Redevelopment**

Building Rules Consent has been approved. Builders have mobilised & will commence demolition 3<sup>rd</sup> week of April.

### **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 which will be completed by June 30, 2021. The Henley Library area will proceed when the future of the site is determined.

### **Don Klaebe Reserve Clubrooms – Access Toilet Facility**

An amended Development approval was approved and this project was awarded to Liedig Building Group, construction commenced in February 2021, with The DDA toilet in its final stages of construction, the airlock has now been finalised with the removal of the internal doors and new compliant “cat and kitten” door installed with security screen too be fitted week ending 30 April 2021.

### **Shade Structure at Parkway Reserve**

Shade Form have finalised this Project with the successful installation of the Shade Structure at Parkway Reserve.

### **Community Connections – Brocas carpark drainage and DDA upgrade**

State Heritage approval has been received, with building rules consent in the final stages, the DDA drive way will be completed mid-May.

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

The Project has been awarded to Mykra and construction commenced 12 April 2021 with an expected completion date mid-June, this Project is to be staged with the Males toilets in both clubs to be completed first and then the female toilets to bring this Project to completion.

### **Sporting Club Changeroom Upgrade to Unisex – Fawk Reserve Football Club**

In consultation with SANFL and the club on final layout and design, concept designs have now been completed to include upgrading of existing changerooms and a new extension for unisex changerooms. Construction to commence 2021. Detail drawings are now underway.

### **AMP Building Renewals**

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

Sexton Cottage –Tenders received; contractor awarded.

### **56 Woodville Rd – Brick pointing**

Work completed December 2020.

### **Rowley Reserve – Additional Play equipment**

Earthworks, concrete edging, irrigation modifications and play equipment has been installed. Finishing surrounds to be completed start of April.

### **Upgrade of Port Road median opposite station place in Hindmarsh**

Unexpected works by DIT to be completed end April. City of Charles Sturt Irrigation team are currently installing the water supply from the median car park (across Drayton Street). Engineering to commence civil works. Landscape contractors to be awarded start of May.

### **Construction of a new Dog Park at Woodville West Reserve**

All works completed in 2020.

### **Construction of a new Dog Park at Semaphore Park Reserve**

Final concept plan sent to nearby residents. Contractors appointed. Construction onsite commenced.

### **Birkdale Reserve Upgrade**

Construction contract awarded. Construction onsite commenced.

### **Rowley Reserve Tennis Court Renewal**

Rowley Reserve Tennis court renewal has been practically completed with Asset handover to follow.

### **AMP Playground Renewals**

Final concept plans sent to nearby residents. Contractors appointed. Sparrow Reserve and Pennington Oval playground renewal works have commenced. Almond Reserve playground renewal works to commence early April.

Harold and Cynthia Anderson Reserve play structure tender documents in progress. Shade structure planning Development Assessment delayed until next financial year.

**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/Oct 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 offer a valuable community service, while also helping to increase participation and enable junior pathways to 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 2021 to Sunday, 25 April 2021**) is currently underway, with 20 sports providers offering 70 activity sessions across the City. Results will be updated in the next quarter reporting.

**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:** Staff continue to work on this volunteer recognition event for sporting clubs in Charles Sturt, to be run at the Woodville Town Hall on Thursday night, 20 May 2021 (to coincide with National Volunteer Week). Our confirmed sports awards host for 2021 will be 7 News Presenter, Mike Smithson, and the Sports Awards Event is now fully sponsored across the following four (4) award categories as below;

1. Active Inclusion – Inclusion Champion Award
2. Adelaide United FC - Club/Association of the Year
3. West Beach Parks – Coach/Official of the Year
4. Westfield West Lakes – Administrator of the Year

An overall winner: **Clean Life – 2021 Sports Volunteer of the Year**, will also be chosen from one of winners of the 4 award categories above. Nominations close 5pm **Monday, 19 April 2021**.

Our astute awards **judging panel** has also now been confirmed;

- ✓ John Cranwell (Inclusive Sport SA, CEO)
- ✓ Leah Cassidy (Sport SA, CEO)
- ✓ Ben Hook (Sunday Mail, Sports Columnist)

**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

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.

**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:**

- Friday Night fortnightly BBQs started to make connections with young people accessing skatepark – numbers are continuing to increase and as a result of these connections young people requested a specific scooter riding workshop which was held with great success.
- Worked extensively with students from Nazareth Catholic College to plan, design and participate in the mural project for Holbrooks Road underpass.
- Successfully engaging with all portfolios across council to support young people in accessing work experience opportunities through Pillars for Success project.
- Developed partnership with One Culture Football who will be using our venue for their youth leadership program.

**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-Q3)
Library visits	503,849	496,445	469,532	409,697	239,933
Active Library members	34,032	34,709	35,351	34,746	34,278
New Library members	5,130	4,679	4,818	2,952	2,112
% 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	704
No. of Literacy & Learning program participants	34,994	32,148	32,057	31,351	11,403
Total Number of Loans - Print	947,881	937,010	861,719	720,972	525,976
Total Number of Loans – Digital	38,499	47,848	112,671	420,869	406,360*
On-line Catalogue Views via website	1,645,409	1,850,381	1,852,038	982,488	385,407

\*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

- Our Children's Collection Librarian has been joining the Mobile Library on outings to local schools for an opportunity to chat with children about what they love to read and want to see more of in our libraries. It has been a valuable experience and we're keen to head out on the mobile again soon to chat to more of our community out and about.
- The new Community Languages Magazine titles have been well received by the community. Titles added include: Globus (Croatian), Pani (Polish), Gente (Italian), Ellinis (Greek), Hello (Serbian) and Glamour (Russian). Serbian Hello Magazine has had 37 loans in this quarter alone.



**Service activity/Project:** two weekend SA Author Events held at Civic Library, Tricia Stringer and Victoria Purman

**Objective:** For the Libraries to work closely with popular authors, publishers and a local bookseller to provide high-quality author events for community.

To provide local readers with an opportunity to meet their favourite authors at their local library, and learn more about the background process and stories behind their work, with the added provision of setting up the option for readers to purchase and have books signed if they wished.

**Target:** The target audience was predominantly aimed at readers of adult fiction, with an interest in genres of historical and family saga fiction, and community keen to support local authors.

**Outcomes:** Both events were well attended and received positively by community.



In-person Meet the Author events have been attracting local readers to Civic Library

**Service activity/Project:** Digital literacy and learning events that provide digital skills for community at introductory and intermediate levels Two sessions featured in this report include an internet safety session delivered by local media presenter, Richard Pascoe at the West Lakes Library, and a session designed to teach small business owners how to create successful short clips for social media which was presented by a local videographer at 19 on Green.

**Objective:** To provide literacy and learning events which support community internet safety and digital skill development.

**Target:** Australians over 50 have been identified as needing much greater support and access to digital learning and digital exclusion is making older people much more vulnerable to internet scams and security breaches. The measure of success was to see participants gaining new skills in an enjoyable and familiar venue where the community could learn.

The community around the Brompton area includes local small business owners and creative start-ups, and this session provided skills to local community to enhance their online business skills.

**Outcome:** It was a positive outcome to see both sessions well attended by community and to see the participation and learning being gained by the intended target groups.



**Service activity/Project:** Children's literacy and learning events that support a love of reading are again being delivered in person in our libraries. The attendance numbers are steadily growing as families appreciate being able to be connecting again in the library spaces.

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

**Target:** Children aged 0-12 and their families, connecting in person again through literacy programs at the libraries.

**Outcome:** We have seen an increase in attendance in person to children's programs in this quarter with programs being provided each day across the service.



Children's Literacy and learning events for community held at Civic and West Lakes Libraries.

**Service activity/Project:** Engaging the Charles Sturt community

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

**Target:** Engage with new and past users.

**Outcomes:** Increase visitation and awareness of our library services and offerings through digital and printed material.

Customer Engagement	Jan-Mar 2019	Jan- Mar 2020	20/21 (Q1+Q2+Q3)	Trend
Student Work Placement Hours	40	0	0	
Internal Engagement	33	179	368	↑
External Engagement	5	2	11	↑
Total Customer Participants	1,214	1,676	3,564	↑

\*No work placements due to COVID-19

- Since the start of our battery collection program across the 5 library branches in April 2020, we have saved 320kg of batteries going into landfill. We have now assisted community centres to join the program where our community now have more locations to drop unwanted and used batteries.
- All 5 branches are now selling our local honey. In this quarter there were over 160 purchases of honey made across facilities.
- Connect Discover Inspire merchandise is offered for new customers. Over 1000 people joined our libraries this quarter and given a branded merchandise gift. Merchandise is also proving to be a popular sales item with over 60 separate sales made for these popular items of seeds for bees, library bags and reusable bamboo coffee cup.



Battery recycling



Sanctuary Honey for sale in libraries

5 Year Progression	Year Total 2017/18	Year Total 2018/19	Year Total 2019/20	Year Total 2020/21	(Q1+Q2+Q3) 2019/20	(Q1+Q2+Q3) 2020/21
Facebook	75	239	493	198	402	328
Squiz & Evanced	375	430	579	640	463	860
Port Road Banner	4	3	6	0	5	5
Internal Design (TV, enews, website, facebook)	142	60	140	106	85	176
External Design Promotion (Senior, cafes)	1	6	3	6	3	8
E-News	n/a	7	8	10	7	13

- Our Enewsletter now has over 2000 subscriptions. We ran a giveaway campaign with our community to increase subscription. We had over 200 people join over this period. Join the library enews via the public website: <https://www.charlessturt.sa.gov.au/library>
- Television screens have now been rolled out to Community Centres. This inhouse advertising is moving to a more sustainable way to promote inhouse, taking away the need to provide printed material.

Outreach / Volunteer Statistics	Q1	Q2	Q3	Q4	YTD
Outreach Volunteer Hours	0	0	0		0
Other - JP's, Children's Programs	238.1	205	258		701.1
Home Service Library Officer Visits	204	252	281		737
Mobile Library Door Count	2016	1512	2,291		5,819
Outreach Aged Care participation	68	68	124		260

5 Year Progression	2016/17	2017/18	2018/19	2019/20	2020/21 (Q1+Q2+Q3)
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	707
<b>Outreach Visits</b>					
Home Service Library Officer Visits	637	641	696	711	737
Mobile Library Door Count	-	-	4,368	7,090	5,819
Outreach Aged Care	-	-	117	413	260

- Digital 1-1 outreach sessions have now commenced to build confidence in those needing digital support in low digital literacy areas.
- The Mobile Library visited Henley High for a special joint collaboration with Emma from the Collections team and Danielle from the Brocas. All 800 Yr 8 students visited with an outcome to join those who don't have a membership, seek guidance to enhance the youth collection and support Youth Services.



Lovely feedback from one of our Outreach customers:

*"I am writing to express my thanks for the Charles Sturt Council Home Library Service. In 2020 I had a car accident which left me unable to drive for several months plus I have a number of medical issues that make it difficult to access external services. Consequently, as I am an avid reader the Home Library Service has been a very significant contributor to maintaining my wellbeing during a difficult period and I look forward to on-going involvement."*

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

**Service activity/Project:** Council Owned Building Inspections.

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

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

**Outcomes:** As a result of the COVID-19 situation in 2020 sporting club and commercial building inspections were put on hold for this quarter. Since January 2021, inspections have been conducted on twelve of forty sporting clubs and one 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:** A new tenancy agreement is being negotiated for Sinclair Square hall following approval of the tenant by Council in February 2021. An additional tenancy agreement is being negotiated for Albert Greenshields reserve hall to maximise occupation. The residential premises at 43 Aberfeldy Ave Woodville and commercial premises at 63 Woodville Rd Woodville are each approaching end of current lease and will be re-tenanted before the end of financial year.

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.



**Strategy: Develop digital technology to support inclusion and accessibility.**

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

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

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

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

**Outcomes:**

Unit 9 - Cudmore Court

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

Unit 4 – Rose Villas

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

**Service activity/Project:** Ageing Well functions

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

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

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

### **Quarterly Highlights and Outcomes**

- A lot of time and energy has been put into the transition of SA Home and Community Care recipients (those aged under 65) as the program funding is ceasing as of 31 March 2021. We have transitioned out approx. 80 residents and they are being connected to other suitable services, NDIS, My Aged Care and the new program called “Community Connections” that is expected to start in May 2021.
- The Aged Care Royal Commission recommendations will have an impact on the services delivered by Council through the CHSP funding. A forum has been convened for the CHSP Sector where ACSA will deliver the RC’s key findings focusing on the implications and challenges for the CHSP sector. Team Leaders will be attending on Wednesday, 31 March 2021.  
CHSP providers will be able to:
  - Look at their individual circumstances.
  - Begin to focus on their current business model and skill sets.
  - Begin to think about how the key findings will affect their current model of services.
  - Consider likely changes for their organisation.
  - Consider the impact on their current future workforce.
- The Collaboration with University SA has commenced and is running from the Civic Library at Woodville. The first group of students’ have enjoyed a small bus tour of the City and the Official Launch for the program will be on 12 April 2021.



City of Charles Sturt  
4,609 followers  
4mo •

As part of the Woodville Health Precinct Activation, the [University of South Australia](#) has secured an \$800,000, 5-year grant for a chronic disease research project. A collaboration between the University of South Australia (UniSA), The Queen Elizabeth Hospital (TQEH), the City of Charles Sturt and the North-West Adelaide Health Study (NWAHS), the program will provide an innovative and inclusive community-based service for the health and wellbeing of people with chronic conditions living in the north and west of Adelaide.

Through our Ageing Well and Economic Development teams, we look forward to supporting our customers and building connections with our local service providers. For further information, contact Deb Whetstone, Team Leader Ageing Well at City of Charles Sturt on 8408 1373 or [dwhetstone@charlessturt.sa.gov.au](mailto:dwhetstone@charlessturt.sa.gov.au).

Uni SA's Professor Susan Hillier with City of Charles Sturt CEO, Paul Sutton.



### *Service Highlight – COVID-19 - Delivering our Services Social Programs at Arch Paterson Community Centre - Sages*

- Jan: New volunteer –on a Friday
- Jan: 2 New clients
- Feb: Staff completed Senior Fist Aid training
- Feb: Held guest speaking seminars for both groups RE: COTA SA – maximising independence
- Feb: Held guest entertainment/shopping opportunity – new provider – mobile gifts for all occasions for both SAGES group.
- March: The new look Men on The Move and they enjoyed a trip to the Big Shed Brewery where they were provided a tour and tasting, and members also enjoyed a lunch. An extra staff member is now accompanying this group to support volunteers.



- March: Engaged with new entertainment – very well-known duo Graham and Jo McGrath for clients.



- March: Engaged with Woodville High – commenced new intergenerational performance opportunities. Performing arts – musical program performed at SAGES.



- March: collaboration with Carers SA to strengthen new program launching in May 2021. This new look program will support Carers and the person they are caring for to attend an activity together and share a meal whilst also providing an informal chance for carers to connect and share their stories. It is hoped that the program will help to create positive memories.

### Special Birthdays

- Henley Group also have sent a birthday wish to our oldest member at 104 years of age who was unwell as he celebrated his special day. Ken is still actively involved in our Social groups and exercise classes and puts many younger members to shame. The friendships and connections formed really highlight the importance of these social groups and how they support wellbeing and a sense of belonging.

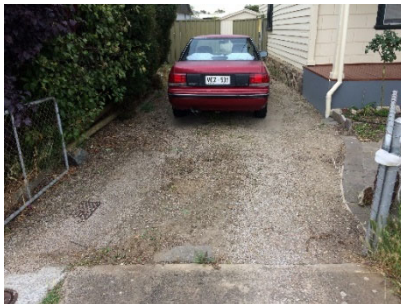


## Easy Gardens

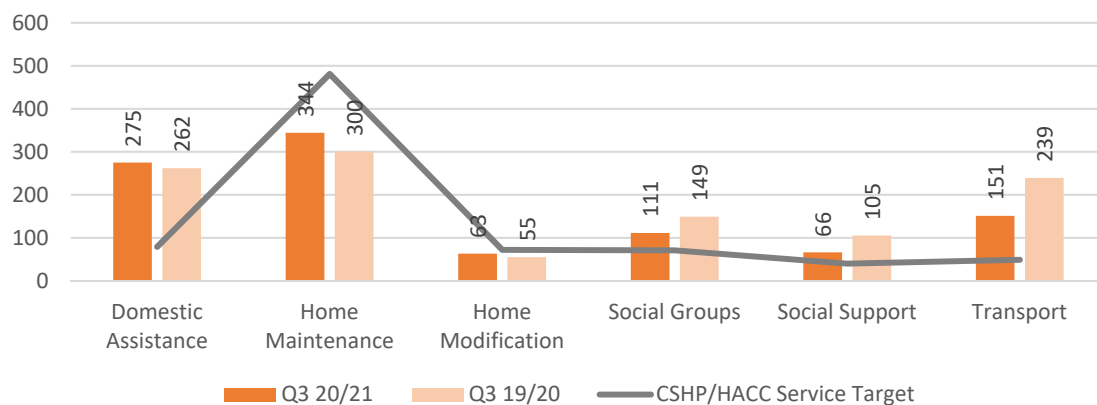
- There has been an influx of requests for support to have garden makeovers that allow easy maintenance and safer conditions around the home as people age in place.



- Example - Client was overwhelmed by the help and changes we made with concrete drive and side garden through to the rear with a double Vegepod, gravel works and bins pad with pathway. Also had very large trees cut back pruned and some removed, roof downpipe, stormwater pipe repairs/ replacement and drive double gate repairs.

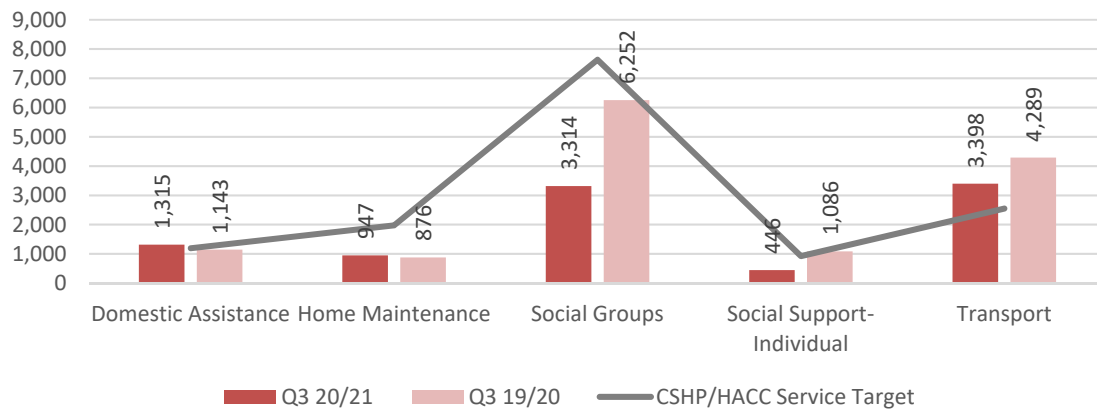


CHSP/HACC Quarterly Client Numbers





### CHSP/HACC Quarterly Hours Trips of Service



Community Care Volunteer Graffiti Removal	Q3 20/21	Q3 19/20	% Variance
Square Metres Removed	499	1270	-60.7%
Tags Removed	521	1059	-50.8%
Volunteer Hours	320	455	-29.7%
Jobs	180	234	-23.1%

#### *The Importance of Volunteering in the Ageing Well Team*

- During the month of February, we could not get our Volunteers in because of the hot weather. We used World's Best Cleaning service, who were great and stepped in to help us when we needed them. During this period WBC removed 107 Square Metres of illegal graffiti from our rate payers' properties. The cost of this to Council was \$2,981.00 and a great service was provided. We were able to get our Volunteers back 3 days a week during March. In this period, they were able to remove 521 Graffiti tags and the total of Square meters was 499. The only cost to this was our normal running costs, fuel, paint and chemicals. This small summary shows the great value of having our wonderful smiling Volunteers



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

### Strategy: Actively support volunteering

**Service activity/Project:** Volunteer Services

**Outcomes:** Volunteer services contribution as reported in the table below shows activities of our volunteers for quarter 3.

5 Year Progression	2020/21 (Q3)	2019/20	2018/19	2017/18	2016/17	Trend
Volunteer Hours	4,523	5,944	7,001	6,903	7,818	↓
Volunteer Applications Received	31	40	32	35	37	↓
Volunteers interviewed	19	9	9	21	25	↓
Volunteers Inducted Group	0	0	0	13	0	↓
One-on-one inductions	0	0	0	0	0	↓
Online inductions	10	0	0	0	1	↑

- There are currently 291 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 323 registered volunteers. This is largely due to natural attrition after the temporary suspension of volunteering during COVID-19.

#### *Volunteer Celebrations*

- There were no volunteer celebrations in this reporting period.

#### *Volunteer Recruitment*

- In this reporting period 31 potential volunteer applications have been received, with 19 volunteers being assigned and matched into roles.
- During this period there were larger than normal volunteer enquiries since the COVID-19 shut down.
- Positions advertised were; Social Support & Kitchen Hand, and Community Visitors, Digital Literacy, Study Support, Program Facilitators, Literacy & Learning Program Support, and English Language & Literacy.
- In total there were 23 positions, 19 have been filled.

#### *Volunteer Training*

- Ten volunteers have successfully completed their online volunteer induction in this reporting period.

**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:** A Cultural Heritage Management Plan (CHMP) for Breakout Creek Stage 3 of Karrawirra Pari.

The CHMP is designed to assist the Project Partners and contractors in the management of any previously unrecorded sites, objects or remains that may exist within the Project Area.

The CHMP procedures are designed to meet relevant legal obligations under State and Commonwealth legislation and reasonable expectations of the wider community, including what is generally considered best-practice heritage management.

The CHMP implements where practicable the recommendations made by representatives of KNCHA during the Aboriginal cultural heritage surveys.

In addition to the cultural heritage survey outcomes, the proposed civil works requirements were considered to assist the management tools that are incorporated into this plan.

The SA *Aboriginal Heritage Act 1988* (AHA) is administered by the Department of Premier and Cabinet – Aboriginal Affairs and Reconciliation (DPC-AAR). Any Aboriginal site, object or remains, whether previously recorded or not, is covered under the blanket protection of the AHA.

It is an offence under the AHA to damage, disturb or interfere with an Aboriginal site, object or remains unless written authorisation from the Minister for Aboriginal Affairs and Reconciliation has been obtained.

Implementation of the plan allows that primary stakeholders can go forward minimising impacts to the cultural heritage environment to responsibly manage the cultural and natural values of the wider Project Area.



## 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 January to March 2021 Quarter			
No	Project Name	Project Scale • City-wide • Large • Localised	Community Responses Received (e.g. completed surveys, written submissions, attendees at event)
<b>Transport and Engineering Projects</b>			
1.	New Paths 2021/22	City-wide	20 responses
2.	Traffic Safety Improvements Stanley Street, Woodville	Localised	57 responses
3.	CLMP – Mirani Court Reserve, West Lakes Shore	Localised	41 responses
4.	Corcoran Reserve, West Lakes – Proposed Basketball Half Court	Localised	109 responses
5.	CLMPs – Various Locations	City-wide	7 responses
6.	Legislative By-Laws Review 2021	City-wide	18 submissions and 1 petition
7.	Your Neighbourhood Plan – Albert Park and Hendon – Neighbourhood Watch and Champion Workshop	Large	20 attendees
8.	Disability Access and Inclusion Plan	City-wide	24 submissions and 140 at drop-in events
9.	Disability Access and Inclusion Plan – E-Panel Survey	City-wide	69 survey 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 6,187 unique visitors to our *Your Say Charles Sturt* site.
- During the quarter 164 new members signed up to *Your Say Charles Sturt*.
- With a total membership of 3,608, 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 149.
- A new statistic we will start to monitor is the number of returning members which was 53 for this quarter.
- The projects that attracted the highest level of interest in terms of visits to *Your Say Charles Sturt* included:
  - Military Road and Main Street Upgrade, Henley Beach
  - Disability Access and Inclusion Plan
  - Playground Renewals 2021-2022
  - AdaptWest 2021 – Community Survey
  - Legislative By-Law Review.
- During the quarter we referred one survey to our E-Panel. This related to our Disability Access and Inclusion Plan. A total of 69 people completed this survey.

**Strategy: Upskill sporting and community groups to build sustainability.**

**Service activity/Project:** Sporting Club - Professional Development - Social Media Training.

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

**Target:** Local Sporting clubs.

**Outcomes:** The impact of COVID-19 exposed the need for more clubs to be social media savvy with their online presence, how they promote themselves, and to maintain key networks and partners. This resulted in the development of a 2-part workshop series Social Media Training for Sporting Clubs. The first of these sessions was run at the Civic centre on Wednesday, 28<sup>th</sup> October 2020, and saw 18 registrations across the 15 local clubs represented.

Session 2 was run on Tuesday, 9 February 2021, and built on session 1 to cover Facebook Ads, Boosting Posts, Memberships Drives, online tools and tracking engagement. The session resulted in 15 registrations & 12 different clubs represented.

**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:** In December 2020, Charles Sturt commenced an exciting new partnership with Active Inclusion (a business arm of Inclusive Sport SA) to deliver a comprehensive training program for local sporting clubs in 2021. Clubs registering for the program (March-May 2021) will undertake five free training modules to help build club capacity across specific areas of inclusion and diversity practices, digital marketing techniques and stakeholder engagement strategies. The first of these sessions – Activating Inclusion was run on Monday, 1 March 2021 and saw 21 people registered across 15 different clubs. Workshop 2 – Inclusive Language was completed on Monday, 29 March with 26 registrations in total. A further update of the remaining 3 sessions; 19 April, 3 and 10 May 2021 will be provided next quarter.

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

**Service activity/Project:** Community Gardens and Local Amenity Groups.

**Objective:** To improve the general amenity of the City, create, strengthen and foster community pride and connection through the shared experience of gardening in community spaces through community engagement and collaboration.

**Target:** The establishment of Community Gardens and Community Gardening opportunities that service the needs of our Community.

**Outcomes:** Demand for opportunities to participate in Community Gardens and Community Gardening programmes continues to increase. There are a number of very active and committed groups across the City who are creating a wonderful sense of community, important social connections and generally improving their local environment through a range of greening and gardening activities:

- **COVID-19**

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

As people have slowed down, worked from home, moved more within their more local neighbourhood and community they have been noticing the amount of activity in public spaces and asking how they can contribute, as a result, there has been a surge of interest in all forms of Community Gardening with many new groups/projects emerging.

Bunnings Sausage Sizzles, which are a significant avenue for fund raising for Community Gardens, have now recommenced with strict rules around food handling, social distancing, money handling etc and on weekends only, providing some financial relief for gardens.

- **Plant-About**

The Plant-About Community garden is a small garden is located at the intersection of Frobisher and Sturdee Streets and Collingwood Avenue, Flinders Park. The garden has shared garden beds and fruit trees where organic food is grown for the local community. The garden has recently had a change of leadership and new garden beds have been installed and interest in the garden continues to increase.



**Woodville West Community Garden**

After the disturbing attack on the chickens at Woodville West Community Garden, fencing has been changed to spearhead fencing panels and wire has been transferred to this new fence to ensure that the coop is also foxproof, ensuring these much loved chickens are secure and children can still visit them from outside the garden.



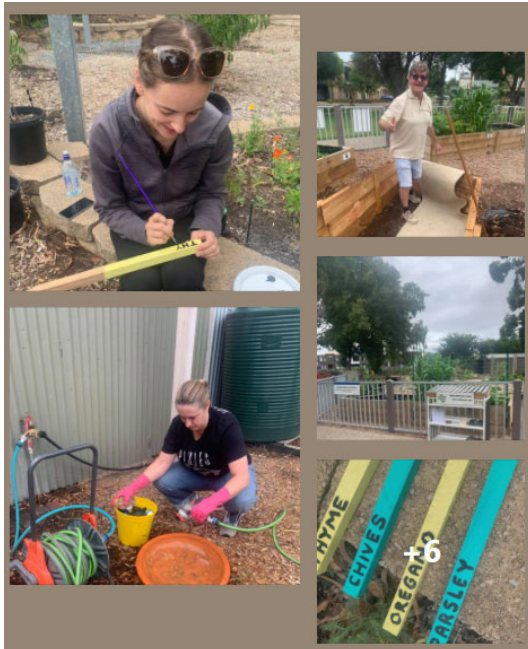




The garden has successfully held their monthly working bees with new wicking beds being constructed to accommodate a growing membership. The small orchard has produced some beautiful fruit this summer, potatoes have been a huge success and the resident family of Magpies brings much joy to garden members.



Excess PVC pipe has been creatively repurposed as Strawberry planters and the gardens composting programme (including foodscraps that locals leave in a bin outside the garden for this purpose) is thriving.....and finally, a Bunnings Sausage Sizzle provided some much needed financial relief.





- **Woodville Greening Group**

The Woodville Greening Group have held a number of working bees over the past 3 months adding to their initial plantings at Belmore Terrace/Park Street North, Dale Street/Belmore Terrace and Hughes St/Belmore Terrace, Woodville Park.

General maintenance, replanting, irrigation repairs and remulching was completed at Russell Terrace/Park Street South and small, consistent plantings have been completed in a number of locations along both Belmore and Russell Terrace. Where plantings cannot be automatically irrigated, the group has a manual watering roster and a water meter will be installed in April (in response to the work this group is doing in the area) near the Belmore/Dale Street plantings to service the length of Belmore Terrace, between David Terrace and Woodville Park Railway Station. The full section of verge in front of the RDNS offices has been dug out in readiness for further planting once decent rainfall has arrived.

The group invited Mayor Angela Evans, Cr Oanh Nguyen and Cr Charlotte Watson to join them in a brief tour of their work and discuss a number of local issues and initiatives in February.



Storage for the groups hose and associated items, which can be relocated at a later date, has been installed nearby the garden beds, along with a noticeboard to keep the local community informed of any upcoming activities and contact details and the group have begun to propagate plants for new projects in the area.



- **JFA Purple Orange**

JFA Purple Orange invited Councils Community Planner Open Space to participate in a Co Design team for a six-month pilot project that has recently been completed with North Brighton Community Garden with great success. JFA Purple Orange and the City of Charles Sturt have submitted a grant funding application to run a substantial programme in Charles Sturt. If successful, the programme will involve bringing Community Gardens to people living with disability and isolation, training and assessment for Community Garden members and assessment of existing Community Gardens with a view to completing some projects to improve inclusivity and accessibility.

This relationship with JFA Purple Orange is also guiding the design of new gardens into the future, with the Purple Orange Group funding a Co Design Group in March for the design of the new Frederick Miller Community Garden, which was attended by Councils Community Planner Open Space, Coordinator Open Space Planning Policy and Assets, one of Councils Landscape Architects and 3 Community Garden members, working toward our Community Gardens being inclusive and accessible.

<https://www.purpleorange.org.au/>





- **Henley Community Garden**

Henley Community Garden's footprint has been altered, increasing the area of land under licence to them by 500 m2, this has removed the opportunity for a variety of undesirable behaviour at the rear of the garden and enabled the garden to extend its membership and improve the use of the land. To accommodate this increase, additional fencing has been constructed, the old garden shipping container has been given a facelift and relocated to the garden as additional storage space.



The group has also held very successful social activity days in February and March, along with their first Bunnings Sausage sizzle in over a year.



- **Gilbert Street Bee and Butterfly Garden**

Local community members have requested permission to start a Bee and Butterfly garden in the Railway Reserve in Gilbert St, Ovingham. Site/soil preparation and irrigation has been completed and some planting has commenced with community planting and mulching to follow. Residents continue to propagate plants suitable for the planting a working Bee will be held in April with more substantial plantings and mulching.



- **Kilkenny Railcare Group**

Mayor Angela Evans and Councils Community Planner Open Space were invited to join the Kilkenny Railcare group on a cold and wet Saturday morning, true to their usual form, the group did not let the poor weather slow them down and as they have done for the past 15 years, each month, they set about their planting and maintenance work with great enthusiasm.

In recent years, the group has received great support from the DPTI Railcare Group and Council. Sadly, they are deeply concerned that the Railcare programme which has been contracted out to Kelois Downer, they may not receive the support they have enjoyed in the past. Councils Community Planner Open Space is currently in discussion with DIT to try and allay their concerns.



- **Royal Park Community Garden**

RPCG are steadily building on their garden and their membership and after reeling from a tragedy at Christmas which has seen one of the key families withdraw from the group, they have regrouped and have been busy creating new wicking beds and producing an abundance of vegetables. Firm friendships have been established and the garden is growing well.





- **Ozone Avenue Community Garden**

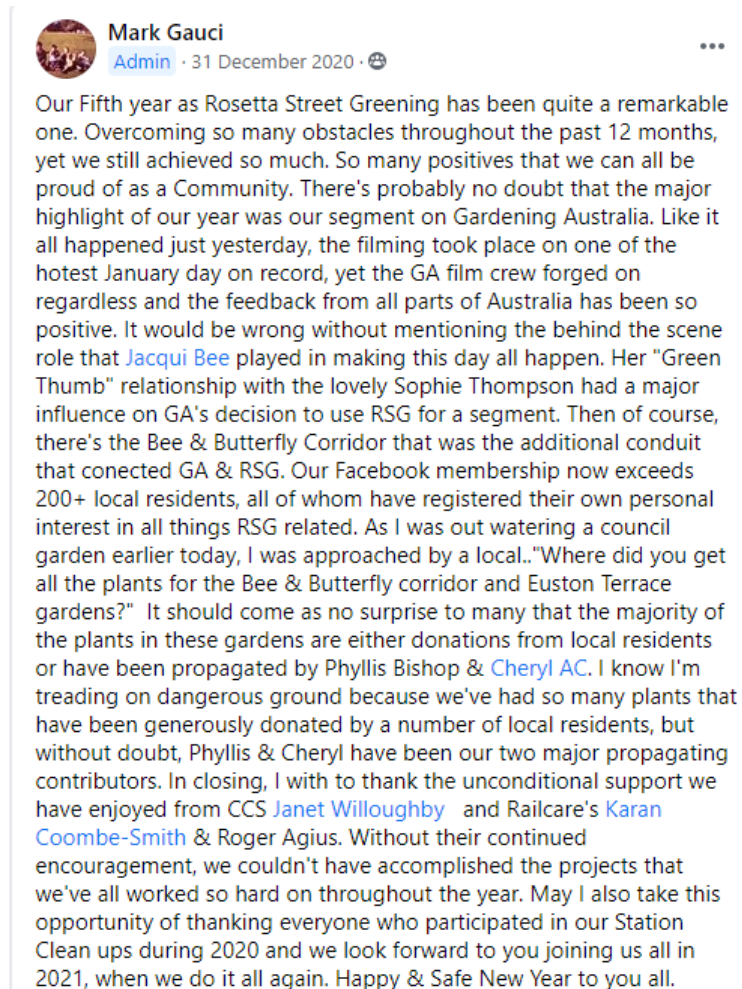
What began as Sunnyside Grove Community Garden became Ozone Ave Community Garden (Semaphore Park) and the past 3 months have seen this project finally come to fruition. 11 planter boxes have been placed in the verges of Ozone Avenue with the local community embracing the project and the benefits of working together as a community. Ozone Community garden is one of the stars of the Verges Alive Project and a short video created by our Media and Communications group has captured the project beautifully.

<https://www.dropbox.com/s/y3whc95eeubbrni/Verges%20Alive%20FINAL.mp4?dl=0>



- **Rosetta Street Greening**

A picture says a thousand words, the final facebook post for 2020 by Mark Gauci of RSG:





The groups monthly maintenance working bees were held in January, February and March, along with smaller weekly cleanups, graffiti maintenance and rubbish collection. An irrigation system was installed in January to those garden areas that have been hand watered over the past 7 years, saving much time during the warmer months and providing more efficient water use.







Chanel 44 Interviewed Mark Gauci about the Rosetta Street Greening activities and their Railcare activities which was aired in January.



<https://vimeo.com/505014519?1&ref=fb-share&fbclid=IwAR2Q7uKKpRzoyYu-GKbEcCnOdIloVCyYFMCYMA0bIYbD1Hm-3VyIFuuHyFI>

Yesterday and Today....In case you don't recognise this location, its the stretch of land along Euston Terrace, between Rosetta & Jane Street. With much thanks to the generosity of City of Charles Sturt, SA Water, Torro Australia, Rocla Quarry and the hundreds of plants and volunteer hours given by so many local residents, the attached photos provide us all with a gentle reminder of what can be acheived when a community comes together as one. These are photos taken from a similar location, the first in November 2019 and the second February 2021. Quite the transformation in just 16 months.



Along with all their good work, the RSG members also banded together to assist Daniel and Cheryl Cooper with their Open Garden weekend in March and propagated hundreds of plants that were sold over the weekend to support RSG projects.



## 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:** The Community Safety team worked with schools to implement the annual School Safety Program. As a part of this program, parking safety flyers were sent to educate schools and parents followed by high visibility patrols conducted on foot with no enforcement but the provision of education. Officers then undertook regular patrols later in the term implementing the enforcement aspect for schools where education had not resolved the illegal parking and safety concerns.

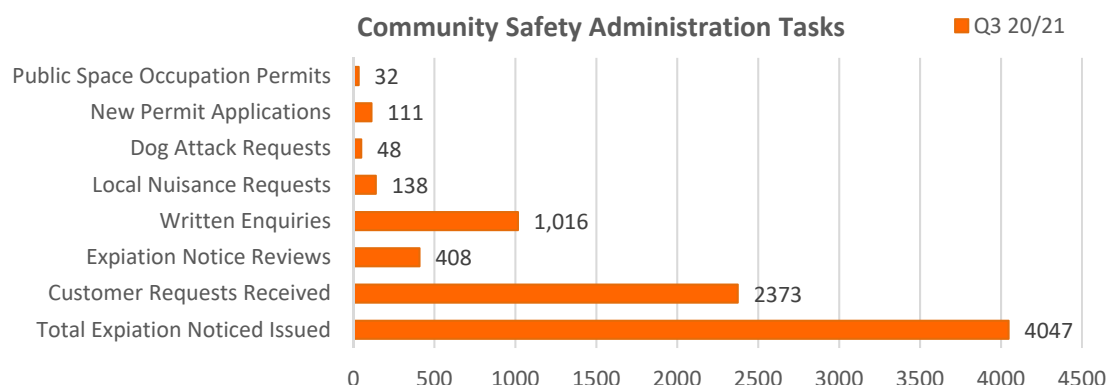
Transport Strategy and Assets, Community Safety and Marketing and Communications teams have developed an improved traffic and parking safety flyer to replace the previous parking flyer. The flyer was delivered to all schools at the beginning of term 1.

**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 600 requests regarding illegally parked vehicles and 137 requests for parking control zones. With summer holidays and warmer weather, there was an increase in many customer requests categories such as camping, illegal fishing and jet skis, which also required ongoing regular patrols to ensure compliance with the by-laws.



**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 January to March 2021, we successfully delivered 4 dog park etiquette sessions, both on weekends and after hours, in 2 of our Cities major dog parks being Pooch Park and Doggie Land. The sessions aimed to increase safety within dog parks and dog owner understanding of appropriate dog behaviour within the parks. The sessions, facilitated by a qualified Force Free dog trainer, offered advice to dog owners on safe and appropriate dog play interactions, understanding dog behaviour and avoiding potential dog conflicts. The sessions were very well received with over 30 dog owners attending. As a result of the sessions other councils have approached Council asking for us to deliver the same sessions within their areas.

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. This quarter we gained extensive interest in our new Dog Scentsory Garden which was purpose built to promote dogs sniffing and enjoying a calming space. The garden is the first of its type in South Australia and the concept is supported by latest research in dog wellbeing. The post about the garden resulted in engagement from over 25,000 people and was also featured on a number of online blogs, The Sunday Mail and on the 107.1FM radio station.

The Beach Education Officer role continued in partnership with the City of Port Adelaide Enfield to enable a greater presence and consistency along the foreshore across the two council areas. Two dedicated officers who cover both Council areas to educate, encourage and enforce dog on-leash requirements during daylight savings on the beach and general dog safety along the foreshore, have been very well received by the community with positive community feedback about the program and specifically due to the increase and consistent presence across the two council areas.

The following table outlines the statistics relating to the Beach Patrol program for the daylight savings period (Oct 2020 - Mar 2021) specific to the City of Charles Sturt;

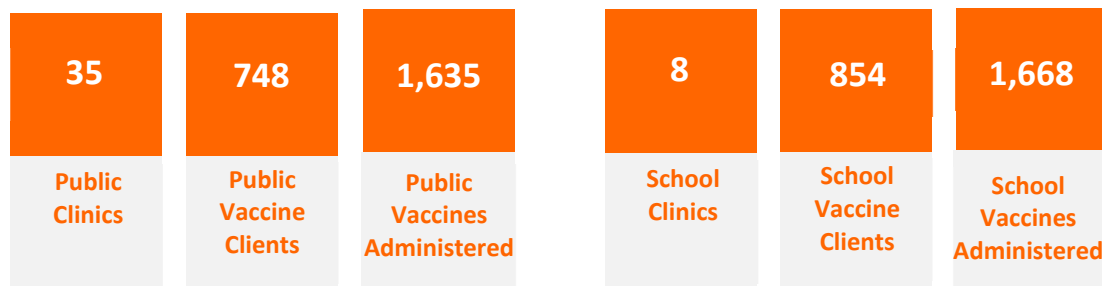
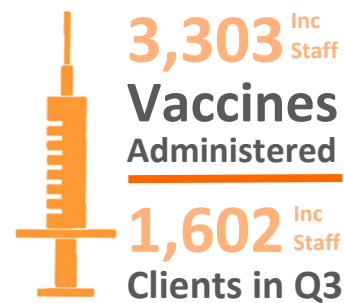
Patrol Statistics	Total
Number of Patrols completed in the City of Charles Sturt	114
Number of hours completed in the City of Charles Sturt	223
Number of people spoken to	1,245
Number of dogs sighted	5,346
Total number of dogs off lead between 10am and 8pm	516
Number of Cautions/ Expiations issued	111
Number of Educational contacts	682
Number of Giveaways / Thank you for complying with the on lead and behavioural requirements	436

**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 1,602 clients received 3,303 vaccines throughout the quarter. 50% 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 and corporate worksite visits.



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

5 Year Progression	2016/17	2017/18	2018/19	2019/20	2020/21 (Q1-Q3)
Public Clinic vaccines administered	6,755	6,845	9,696	9,627	4,945
School vaccines administered	6,381	4,901	5,395	5,781	4,120
Worksite vaccines administered	825	588	873	689	103
Staff vaccines administered	464	286	293	339	1
NARI vaccines administered	588	445	243	0	0
No. of clients receiving vaccination	9,406	8,295	9,209	9,055	5,108
Total no. of vaccines administered	15,013	13,065	16,500	16,624	9,169



**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:** 670 requests for illegally dumped rubbish were received in the quarter, of which 66 were booked hard rubbish collections and 366 were removed by the Council (either by Rapid Response or Community Safety) and 91 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 138 reports in relation to local nuisance in the quarter. Customer Requests in the category of amenity increased in the quarter and continues to generate the second largest number of requests after concerns relating to noise.



**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 600 customer requests reporting instances of vehicles illegally parked. During the quarter 3,309 expiation notices were issued under the Australian Road Rules and 139 notice issued under the Private Parking 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 further 49 new requests from the community and issued 27 Fire and Emergency Services 105F Notices, bringing the total Notices issued to 171 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. There is currently a total of 15,825 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 currently recorded in DACO.

Number of Dogs Desexed	Number of Dogs Microchipped	Number of dogs both microchipped and desexed	Total number of cats recorded in DACO
12,619	15,606	12,580	2,232

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.

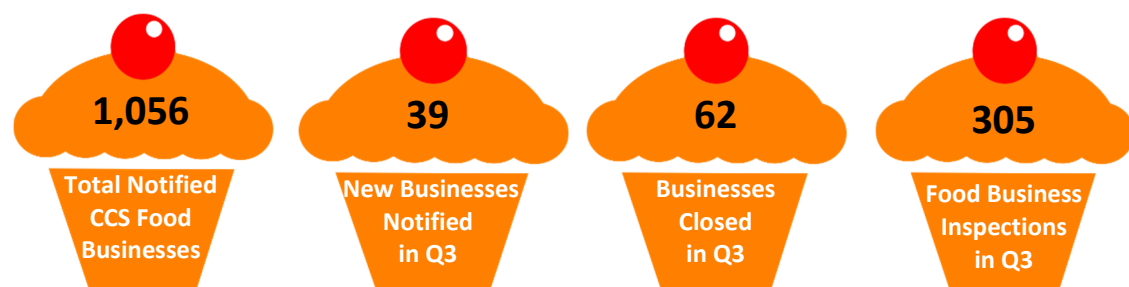
**Objective:** Undertake a regulatory regime of all food businesses within the City to fulfil Council's legal obligations and provide a proactive approach to supporting positive health and safety outcomes.

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

**Outcomes:**

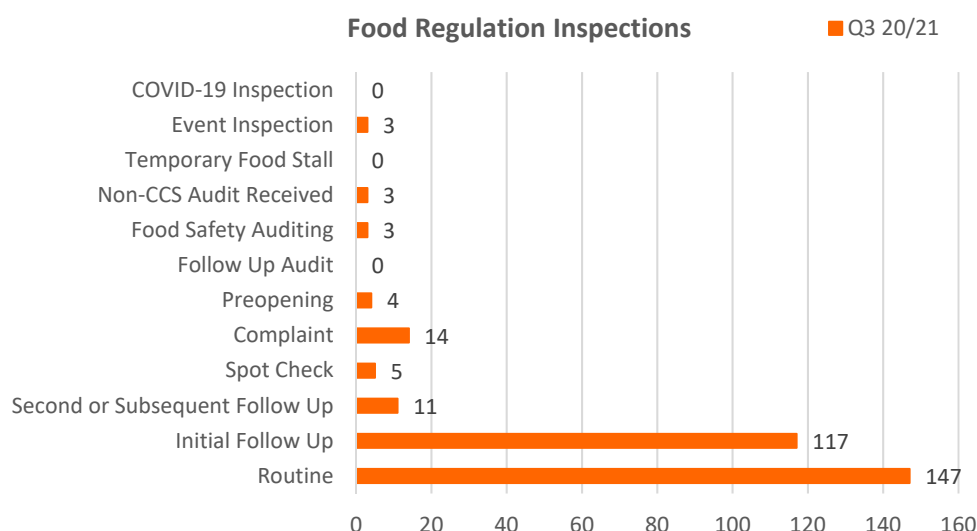
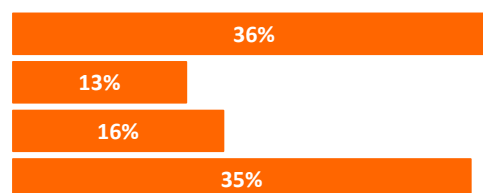
#### **Food Safety Rating Scheme (FSRS)**

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.





39 ★★★★★  
14 ★★★★  
17 ★★★  
37 Not eligible



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

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

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

**Outcomes:**



\* COVID-19 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		29
High Risk Manufactured Water Systems	25 (48 systems)	13**	0	21		13
Skin Penetration Premises	24	3	2	6		5
Supported Residential Facilities	4	2	2	1		4
Hairdressers/Beauty Salon*	172	0	6	3		0

\*Only inspected when complaints are received

\*\* Inspection per system/pool



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

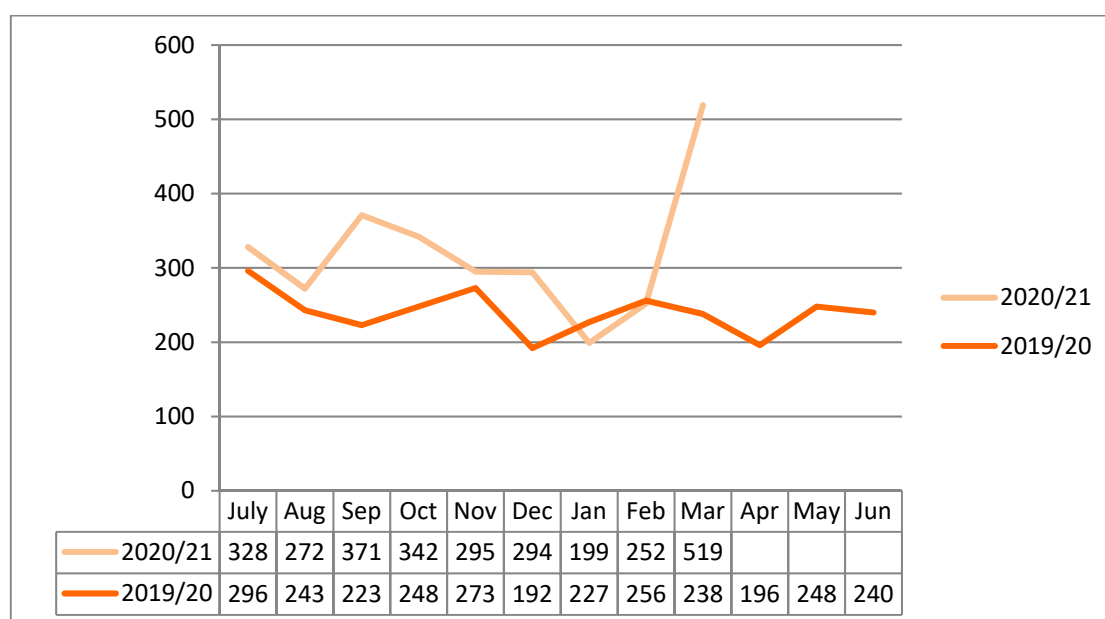
**Outcomes:** A total of 906 applications were lodged from 1 January 2021 until 18 March 2021 under the Development Act. This represents an increase of 25.66% compared to the same quarter in 2019/2020 where 721 applications were lodged. A further 64 applications were lodged in the PlanSA DAP system from 19 March 2021 to 31 March 2021. A total of 970 applications were lodged for the quarter.

The total estimated construction cost (excluding fit-out cost) of development for the quarter up until 18 March 2021 was \$133.3 million and a further \$11.7 million in the DAP system. The combined amount of \$145 million is a significant increase compared to \$93.7 million for the same quarter in 2019/20.

Council received 307 applications between the 12 March 2021 and end of 18 March 2021 ahead of the assessment system under the Development Act concluding.

The Development Assessment Unit (DAU) process was used to consider 5 applications for the quarter down from 10 applications for the same quarter in 2020. No applications were “called in” for consideration by the CAP.

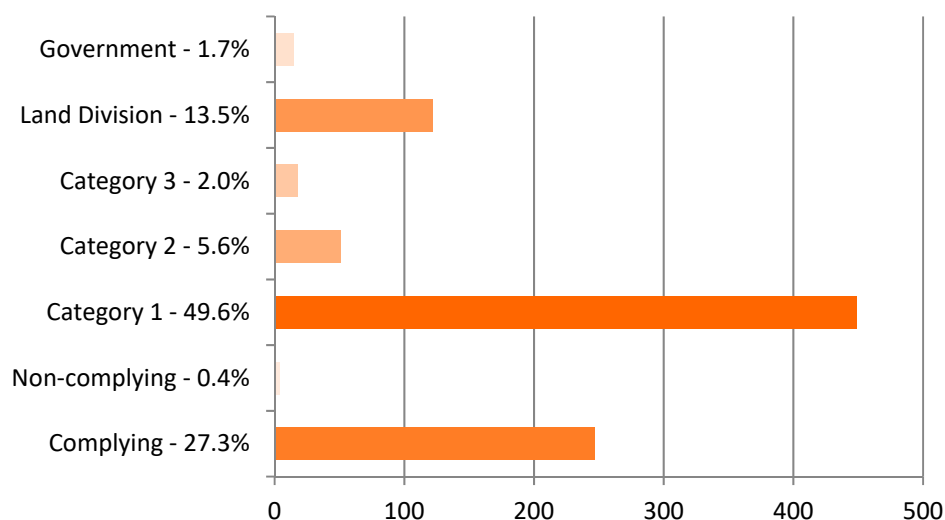
Lodgements	Q1	Q2	Q3	Q4	YTD Total
Applications Lodged	971	931	970		2872
Estimated Construction Cost (ex fit-out)	\$112,515,474	\$128,971,112	\$145,037,633		\$386,524,219



### Types of Development Applications Lodged

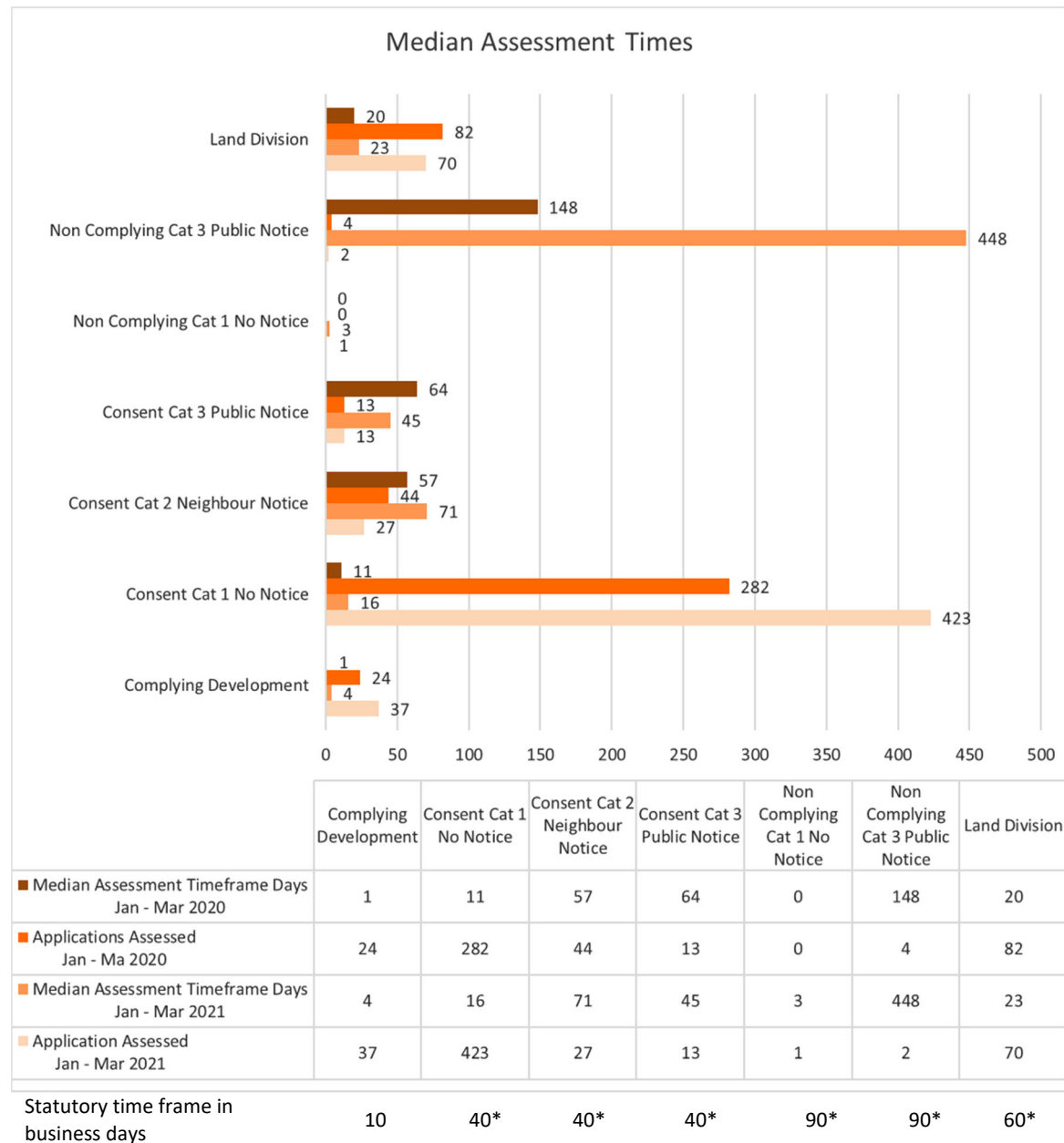
- Applications that do not require consultation (Complying and Category 1), with neighbouring property owners represent the greatest number of applications within Council at 90.3%.
- 7.6% of Applications required notification (Category 2 and Category 3) and 0.4% non-complying applications were considered in the quarter. One application lodged in the PlanSA DAP system from 19 March 2021 required public notification. While not large in number, they are time intensive due to the administrative processes and negotiation associated with these applications. These applications also often trigger the need for a report to CAP or DAU.

**Lodgements by Category - 1 January to 18 March 2021**



## Median Turnaround Times for Planning Applications

- Median turnaround times provide a simple indicator of performance in terms of time taken to process development applications. The following table shows the total number of applications and median time taken for assessment for each category of development for the quarter up until 18 March 2021, compared with that of the same quarter last year.



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

There is insufficient data associated with applications in the PlanSA system from 19 March 2021 to 31 March 2021 for reporting purposes in relation to lodgements by category and decisions.

**Service activity/Project:** Planning and Development Appeals

**Outcomes:** Planning appeals for the quarter were as follows;

There were no new planning appeals for the quarter.

There were two ongoing matters before the Environment, Resources and Development Court for the January to March 2021 quarter which were finalised within that period;

- 252/1286/20 81-83 Findon Road, Woodville South - Construction of two single storey residential flat buildings (one comprising four and one comprising two), with associated carparking, fencing and landscaping – six additional dwellings – Conciliation Conference held. A compromise position was endorsed by CAP and placed before the Court for decision late March.
- 252/3061/20 101 Esplanade - Variation of Development Application 252/2684/19 - Land Division – 252/D315/19 - Creating three allotments from two and construction of three, two storey row dwellings with associated garaging and swimming pool to dwelling 2 and spa to dwelling 3 – Staged application – Stage 1 – Land division; Stage 2 – Construction of Swimming pool for dwelling 2, cellar for dwelling 1, Earth works and Main Slab; Stage 3 - Building structure, retaining and fencing; Stage 4 – remainder of development for Three dwellings. Variation comprises the construction of upper level roof deck to the dwellings. Preliminary Conferences scheduled for 29/01/21. Application for Review considered by the Court and a Notice of Discontinuance was filed on 25/2/21.

**Service activity/Project:** Building Inspections

**Outcomes:** The Building Team inspected many sites during construction totalling 371 for the quarter, compared with inspecting 341 sites during construction in the same quarter of the 2019/2020 financial year. Of those inspected for the quarter, 117 required follow up inspections to address deficiencies in the work.

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

Building Inspections – January to March 2021					
	Policy standard	Count of approvals/ notifications	Number of Inspections required	Number of Inspections undertaken	Instructions Issued
Roof framing involved with builder appointed	66%	243	160	194 = 121%	64 = 33%
Roof framing involved with owner builder	90%	205	185	120 = 65%	32 = 27%
Work affecting Swimming pool safety	100%	34	34	18 = 53%	5 = 28%
Other forms of development	-	158	0	17 = 11%	3 = 18%
Class 3-9 buildings prior to issue of Certificate of Occupation	100%	10	10	7 = 70%	6 = 86%
Class 3-9 buildings during stages of construction	10%	35	4	15 = 429%	7 = 47%
Total		685	392	371	117

**Service activity/Project:** Building Fire Safety Committee

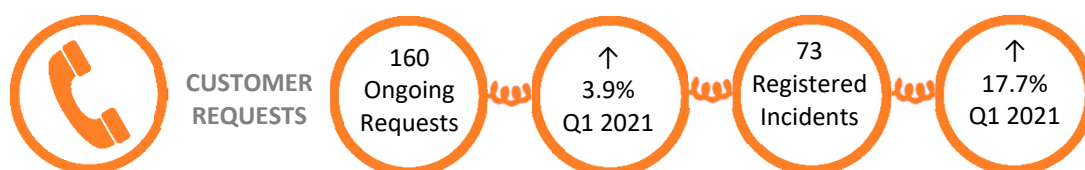
**Outcomes:** The Committee met once during the quarter. Two sites were inspected, and the Committee worked through updates for all outstanding fire safety matters. During the quarter the Building Surveying team did continue to manage 17 properties as part of ongoing BFSC action and reported on these to the Committee. One of these has now been resolved.

**Service activity/Project:** Planning Compliance - Customer Requests

**Outcomes:** Council's two Planning Compliance Officers managed ongoing customer requests with 133 outstanding incidents (an increase of 13.7%), compared with the same period last year where there were 117 matters ongoing. There were 62 requests registered during the quarter (an increase of 19.2%). There were 52 incidents registered for the same period last year.

There are currently 27 outstanding building compliance incidents managed by the Building Team (a decrease of 27%), compared with the same period last year where there were 37 matters ongoing. There were 11 new matters reported for the quarter, (an increase of 10%). There were 10 matters registered for the same period last year.

Total number of planning and building compliance ongoing requests were 160, with 73 registered for the quarter.



**Service activity/Project:** Planning Compliance – Appeals

**Outcomes:** There are four (4) 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
- 3 Holland Street, Findon – Development with Consent

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

- 36 Chief Street, Brompton – Development without Consent
- 19 Lavinia Street, Athol Park – Breach of Development Approval

**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		203
Underground Service	31	35	36		102
Stormwater Connection	4	6	19		29
Footpath Encroachment	2	41	1		44
Heavy Vehicle Clearances	19	18	39		37
Damage to Roads Orders	15	8	2		25
Planning Referrals	84	87	75		246
<b>Total</b>	<b>229</b>	<b>266</b>	<b>191</b>		<b>686</b>

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 <sup>st</sup> Quarter (Jul-Sept)	2 <sup>nd</sup> Quarter (Oct-Dec)	3 <sup>rd</sup> Quarter (Jan-Mar)	4 <sup>th</sup> Quarter (Apr-Jun)	Total
Vehicles on Reserves Permit	11	13	8		32
Memorial Requests	4	3	7		14
Verge Reinstatement/ maintenance requests completed	11	14	7		32
Documents reviewed	3	7	11		21
Planning Referrals	11	13	12		36
<b>Total</b>	<b>40</b>	<b>50</b>	<b>45</b>		<b>40</b>



## 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:**

Following statutory consultation of the St Clair Residential Draft DPA, a final draft DPA was considered and endorsed by Council in November 2020. The DPA was subsequently submitted to the Minister for Planning in November 2020 to seek authorisation. The DPA was authorised by the Minister in January 2021.

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). A report was presented to Committee and approved by Council in March 2021 to seek the Minister's approval to commence a Code Amendment initiation process to finalise the rezoning.

The review of submissions received for the Kilkenny Mixed Use Draft DPA is being finalised. A final draft DPA is anticipated to be presented back to Council's City Services Committee in early 2021 for consideration.

Following the release of the Commission's revised draft Code in November 2020, a draft submission was presented to and endorsed by Council in December 2020 and forwarded to the Commission. The Minister for Planning and Local Government subsequently approved the Code for metropolitan Adelaide on 19 March 2021. The Code is the State's single planning rule book for assessing all future development applications, effectively replacing all Council Development Plans.

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)								

<b>DPA (All) Progress Q4</b>	<b>SOI endorsed by Council and the Minister</b>	<b>DPA investigations underway and Draft DPA being prepared</b>	<b>Draft DPA endorsed for the purposes of consultation</b>	<b>Statutory Consultant on draft DPA</b>	<b>Review of submissions underway and/or additional investigations</b>	<b>Final Draft endorsed by Council</b>	<b>Submitted to Minister for Planning (awaiting approval)</b>	<b>Approved by Minister for Planning</b>
Albert Park Mixed Use DPA (Part Privately Funded)								
Findon Road, Kidman Park Mixed Use (Metcash) DPA (Privately Funded)								

<b>Code Amendments (All) Progress Q4</b>	<b>Code Amendment Initiation endorsed by Council</b>	<b>Code Amendment Initiation approved by the Minister</b>	<b>Code Amendment investigations complete</b>	<b>Draft Code Amendment prepared and endorsed for the purposes of consultation.</b>	<b>Statutory Consultant on draft Code Amendment</b>	<b>Review of submissions underway and/or additional investigations</b>	<b>Final draft endorsed by Council</b>	<b>Submitted to Minister for approval</b>	<b>Approved by Minister for Planning</b>
Albert Park Mixed Use Code Amendment									



**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.

#### Ray Street Development, Findon

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

#### Pennington Primary School Development

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

The construction of major drainage infrastructure associated with stage 1A works is in now complete. This involved the construction of a 270m<sup>3</sup> underground detention tank.

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

Construction is continuing for stages 2, 3 and 4, with fortnightly meetings to ensure program is on track. The development includes construction of drainage infrastructure, public lighting, paths, kerb and gutter and road pavement.

#### 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 6C1 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 to be packaged up to be constructed by one contractor. Stage 8B is awaiting final approval from Council.

#### 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.

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

Development	Stage	Current Status	Practical Completion	Final Completion
St Clair Avenue Road Extension, St Clair	N/A	Asset Handover in progress	March 2019	N/A
Trimmer Parade Development	N/A	Complete	September 2018	October 2019
WEST Development, West Lakes	Stage 2B	Complete	March 2019	N/A
WEST Development, West Lakes	Stage 2C	Complete	March 2019	N/A
WEST Development, West Lakes	Stage 4A	Construction complete	August 2020	N/A
WEST Development, West Lakes	Stage 4B	Construction complete	August 2020	N/A
WEST Development, West Lakes	Stage 4C	Construction in progress	N/A	N/A
WEST Development, West Lakes	Stage 6C	Construction in progress	March 2021	N/A
WEST Development, West Lakes	Stage 8A	Construction in progress	N/A	N/A
The Square, Woodville West	Stage 4	Asset handover in progress	March 2020	N/A
Mary Street, Pennington Development	Stage 1A	Construction complete	N/A	N/A
Mary Street, Pennington Development	Stage 1B	Construction complete	April 2020	N/A
Mary Street, Pennington Development	Stage 2 & 3	Construction in progress	N/A	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

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

- Brownlow Apartment Site, Henley Beach
- Bowden Urban Village Stage 4
- Bowden Urban Village Stage 5
- WEST Development Stage 5
- WEST Development Stage 6D-1
- WEST Development Stage 8B
- Mary Street Pennington Development Stage 4
- 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.

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:**

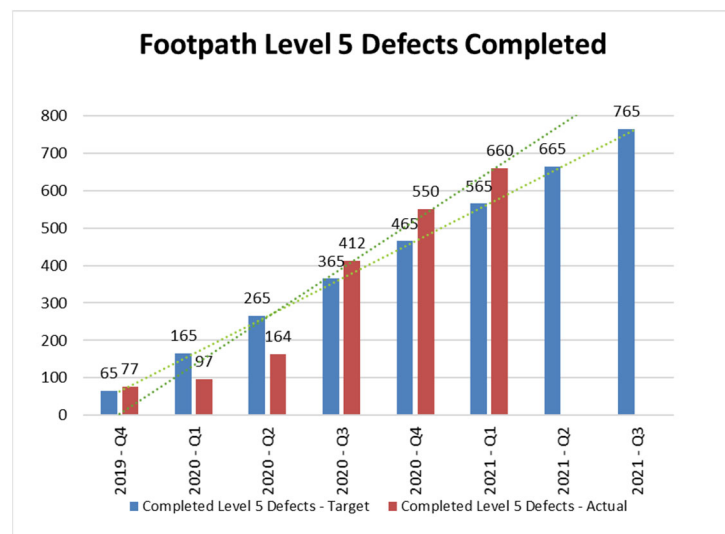
**Footpaths:** An asset management strategy has now been implemented, with crews focussing on audited footpath defects and new rated 5 and 4 customer requests as they are received. Upon completion of the 5 defects, the same strategy will be adopted for the level 4 defects.

- 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 - 660

Number of conditions 5 defects outstanding - 130

Currently ahead of our forecast defect target by - 95



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

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

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

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

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

**Outcomes:** The Main Street plaza design has progressed and is now complete. The design will progress to community consultation and a grant application submitted for funding. The design for the streetscapes is complete and the 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 the first half of the 2021 calendar year. Undergrounding of powerlines has commenced with water main relocation works to follow and be completed by June 2021.

**Service activity/Project:** Place Making Activities – Central

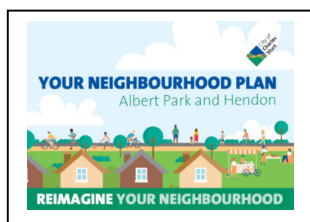
**Outcomes:** Collaborate, support and connect with key stakeholders to provide the opportunity to rejuvenate public places that bring people together and reflect local character and history within the Central precinct.



### **Woodville Road Streetscape Upgrade**

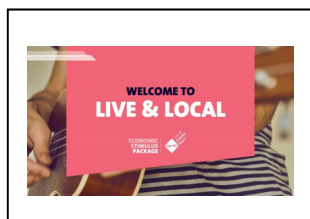
A meeting was held on 11 March with Ward Councillors, the Mayor, Council staff and Quentin Gore to share the public art concept designs. Outcome of the meeting has been identified to involve Kaurna representation to help make the artwork more celebratory of cultural history.





### **Albert Park Your Neighbourhood Plan**

Face to face survey was conducted by an Independent Market Research Company to 403 residents. 47 residents gave their contact details to become a volunteer neighbourhood champion. The first volunteer 'champions' meeting was held on Tuesday, 30 March with 8 residents attending.



### **Live and Local program**

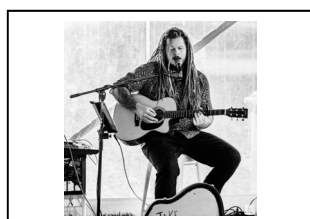
Place Leader – Central is the project lead for the Live and Local program as part of the Economic Support & Stimulus Package. The Live and Local program aims to support local musicians, live music venues and small business affected by COVID-19 restrictions by providing live music to encourage residents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

Program highlights this quarter include:



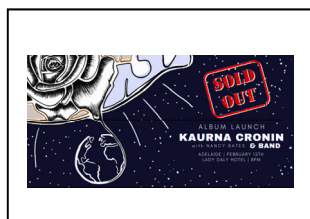
### **Erin Moller aka Baby Mo - Queen Street Café – Croydon – January 2021**

Live performance by Erin Moller from 11am-1pm outside Queen Street Café on Saturday, 16 and Saturday, 30 January 2021.



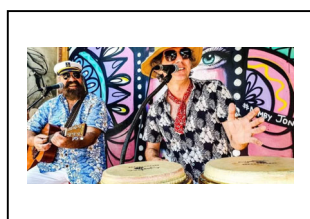
### **Jake Daulby - Queen Street Café – Croydon – January 2021**

Live performance by Jake Daulby from 11am-1pm outside Queen Street Café on Saturday, 9 and Saturday, 23 January 2021.



### **Kaurina Cronin launch of new album – Lady Daly Hotel, Hindmarsh – 12 February 2021**

Album release launch event including live performance in the garden at the Lady Daly Hotel on 12 February 2021.



### **The Beach Bums – Queen Street, Croydon – 27 February 2021**

6 weeks of live performances every Saturday from 11am – 1pm outside Willow Blend Coffee Roasters, Queen Street, Croydon.



### **Kelly Menhennett – Nuco Style Station Launch Party - Woodville Park – 31 March 2021**

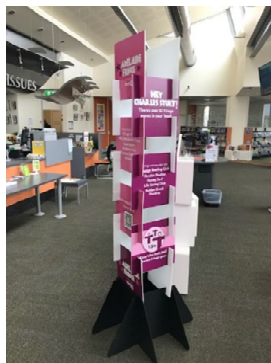
Live performance at the launch of a new boutique at 23 Belmore Terrace, Woodville Park on 31 March 2021 from 7.30-9.30pm.

**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:**



### **Fringe in Your Neighbourhood Promotion across CCS**

The Place Leader Inner West partnered with Adelaide Fringe to trial installation of three temporary totem poles with QR code to promote over 50 Fringe events in the City of Charles Sturt. The marketing initiative encouraged residents to Fringe in their neighbourhood. The poles were located at Hindmarsh, Woodville and Henley Libraries.

The following CCS events received a 2021 Adelaide Fringe Award:

Award: The Frank Ford Award

Event: Dirt

Presenter: Patrick Livesey

Venue: Holden Street Theatres

Award: Adelaide Critics Circle Award

Event: Dirt

Presenter: Patrick Livesey

Venue: Holden Street Theatres

Award: Holden Street Theatres Adelaide Fringe Award

Event: Does it please you?

Presenter: Taylor Nobes

Venue: RUMPUS

Award: Mental Health Awareness Award presented by mindshare

Event: The Twins

Presenter: Shark Island Institute and The Arts Lab Kangaroo Valley

Venue: Holden Street Theatres

Award: Weekly Award for Best Children's Show  
Event: Return to the Village  
Present: Marina Barbaro  
Venue: Kookaburra Café at Hendon Studios



### **Hidden Hindmarsh – Adelaide Guitar Festival 'on the road' event 14 February 2021**

The second year of the hallmark 'Hidden Hindmarsh' event, in partnership with Adelaide Festival Centre and local Hindmarsh businesses, attracted approximately 1,500 participants across the eight venues. Survey results of 119 participants identified an economic impact of nearly \$150,000 for the local economy.

See youtube link here for event highlights:

<https://www.youtube.com/watch?v=qbTOF0Jk2RY>

*Photo Courtesy of Claudio Raschella*

### **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 City of Charles Sturt. All funding has been committed.

Creative Cities Program highlights this quarter include:



### **Double Dose Festival – 15 January 2021**

Caiman Productions delivered a blues music event at Oddio Winery at Drayton Street, Bowden. The six-hour event featured three South Australian bands and showcased the versatility of the local venue. To increase audience accessibility the event was also live streamed. *Photo Courtesy of Luana Moreno*



### **Unsung – Amelia Ryan & Libby O'Donovan – 18 March 2021**

Local performer Amelia Ryan and Libby O'Donovan presented a vibrant and engaging Adelaide Fringe Event at the Woodville Town Hall. Featuring stories and songs from the 60's, the professional event was a highlight of this year's Fringe calendar, with the event being recognised by Adelaide Fringe as a '2021 Weekly Award Winner.'

*Photo courtesy of Amelia Ryan.*



### **Weaving Workshops at Joy of Flora Café – 13 & 20 March 2021**

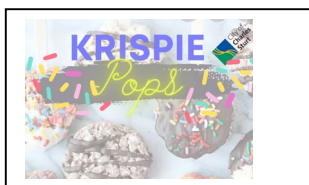
Local Artist Stephanie Quattrini facilitated two weaving workshops to teach participants how to weave, using cotton fabric, fibres and yarn. To celebrate the creative outcomes of the workshop participants the café will host an exhibition opening on 1 May 2021, where the art works will be on display.

*Photo courtesy of Joy of Flora Cafe.*

**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. The majority of funds have now been allocated and the majority of activities already taken place or will take place in the next quarter.

An event held this quarter was Cook n Create workshops. This cooking school is running a range of cooking activities located at 19 on Green, Bower Cottages, Henley Square and Coco Cacao. The workshops are aimed specifically at kids and babies and their parents and each cooking session has sold out.

### **Events and Festivals Sponsorship**

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

- Zahra Women on the Run Fun Run
- Bulgarian Festival
- Somali Cultural Night
- Pink and Blue Swim
- Composers Day Festival



Event reports and acquittals are currently being compiled.

The following two events have multi-year event sponsorship agreements in place with Council and below is a summary of the reports provided.

### **Kids Christmas by the Lake**

This event has a 3-year agreement with Council for sponsorship of the event. The subsequent funding years are conditional on receiving an event outcomes report and an acquittal.

The event was attended by 493 number of people and the event had a capacity of 1,000 people due to COVID-19 restrictions.

New features of the event that the organisers would like to continue with include sign language interpreters, involvement by Uniting Communities and a wishing tree activity.

The total event cost \$6,833 and Council provided the event \$5,915. Based on the details provided Council staff will issue a funding agreement for the 2021 event.

### **Korea Missing in Action Service**

This event has a 3-year agreement with Council for sponsorship of the service. The subsequent funding years are conditional on receiving an event outcomes report and an acquittal.

Approx. 200 attendees including His Excellency the Hon Hieu Van Le AC, Federal and State members of parliament, Mayor Angela Evans, Councillors, Military Representatives, Ex-Service Organisations representatives, Veterans and Families, Cadets and the Maltese Queen of Victories Band attended the event.

The total event cost \$3,728 and Council provided the event \$2,500. Based on the details provided Council staff will issue a funding agreement for the 2022 event.



### **1000 Play Streets**

We have signed up to a 1000 play streets initiative in conjunction with Play Australia. The aim in holding 1000 play streets is to advocate for more street play across Australia and to advocate for changes to make it easier for residents to close their streets for children to use for play.

Charles Sturt already runs a successful Street Meet project and has been instrumental in sharing with South Australian Councils our learnings about the program. We will add the Street Meets held towards the 1000 play street tally.



### **Trust Reserve Benches**

In collaboration with the Open Space Community Planner, we continue to work on small art interventions in Trust Reserve at Semaphore Park as part of a project called "In Art We Trust". The area is affected by a lot of tagging and graffiti and these projects aim to change this by adding art and in this cases places to sit. The next art project will be on the toilet block wall in collaboration with West Port Primary School.

**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:** With the implementation of the Government's Planning and Design Code, a report was presented to Committee and approved by Council to amend the Heritage Conservation Grant Guidelines to ensure consistency with the draft Code's policy, post implementation over the City of Charles Sturt.

\$43,049 paid out and \$15,525 committed.

**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.

Researching the heritage sites to prepare the text has been finalised and currently awaiting approval of the marker text from all the landowners. Development approval for the heritage markers has also been completed.





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

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

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

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

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

**Outcomes:** Intersection treatments have been designed to retain as much area for local community gardens as possible as well as providing outdoor dining opportunities and convenient vehicle and bicycle parking for local businesses. 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. Works commenced in March 2021.

**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 designs and consultation are underway.

**Service activity/Project:** Bicycle links through road closures – Cogle 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:** Design work is being finalised ready for construction of links in Murray Street, Albert Park and Third Street / Kersley Court, Brompton.

**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:** 2020/21 packages have been developed and construction is in progress. Designs for 21/22 package are also in progress.

**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.



## **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

- Flinders Park Oval New Clubrooms – landscape component
- AMP Reserve Furniture works for Open Space Urban Design Team
- Port Road Median landscaping (opposite Bunnings) – work in progress
- AMP Fence Renewal works in Charlotte Terrace, Grange
- Hawker Street Road Reconstruction – Stage 2 landscaping component

To date; this financial year, the Landscape Construction Team has planted a total of 168 trees and 2,871 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
- 136 tonne topdressing at selected ovals as part of general maintenance
- 1,550 lineal metres of water table maintenance (gutter surround oval)
- 1,018 sqm of turf replaced, predominately at Pennington Oval, Grange Recreation Reserve and St Clair Oval No 2 as part of renovation works
- 15 litres of line marking paint used at Woodville Oval, Woodville Croquet and Trust Reserve

**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 93% this quarter compared to 95% for the same period in 2019/20. Warmer weather (seasonal growth) and staff leave (Xmas, New Year period) 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.



**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 is scheduled for 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:** AdaptWest in Action – climate change governance project.

**Delivery timeframe:** Project completed November 2020.

**Objective:** Independent review of governance mechanisms that address climate change at all 3 AdaptWest Councils. Comparative assessment against other Councils nationally, identification of gaps/opportunities to further improve.

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

**Outcomes:** Asset management planning was identified as a key material risk for all AdaptWest councils through the climate change risk and governance assessment. The AdaptWest partnership is investigating the best way to engage with a multi-year project being delivered by Resilient South called 'Incorporating Climate Risk into Asset Management'. This project is being part funded by the Local Government Research and Development Scheme and will help to build sector capacity for identifying and managing climate risks on assets, delivering a repeatable suite of tools for Local Government and ongoing training and accreditation for staff. The AdaptWest partnership has indicated strong interest to be a key stakeholder in the project.

**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

Throughout this quarter the Strategic Working Groups have commenced 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.

**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:** Tree BnB – Fauna Box Program

**Objective:** Provide habitat for hollow-dependant species 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 approach CCS has taken with the Tree BnB Project, positively impacts an increasing number hollow dependant fauna.

Reporting provided in this quarter, identifies that in this last year (2020) the highest usage of the boxes by wildlife since surveys began in 2016, with 49% of fauna boxes in use on the day of inspection and another 27% had been used in the last 12 months.

Comparison data of usage in the 2018 to 2020 period is shown in the table below.

Reporting Year	2018		2019		2020	
	Number	%	Number	%	Number	%
<b>No. of Usable Wildlife Boxes*</b>	68		87		92	
<b>“In Use”</b>	25	37%	40	46%	45	49%
<b>“Used in Last 12 Months”</b>	12	18%	21	24%	27	29%
<b>Empty/Unused</b>	30	44%	25	29%	19	21%
<b>Out of Service/Not Surveyed</b>	27	28%	8	8%	8	8%

\* “Usable” numbers of WBs, which excludes those out of service or not surveyed due to restricted access (e.g. WBs containing bee hive, absent, with council, inaccessible, park being re-developed, etc.)

The available fauna boxes supply much-needed habitat for various wildlife species, across the city and there is also capacity within greenspaces, across the city, to extend the program and enhance habitat in more locations across the City of Charles Sturt.

To this end, an additional 100 WBs have recently been installed along Port Road Drainage project site, to increase the environmental benefits of this project.

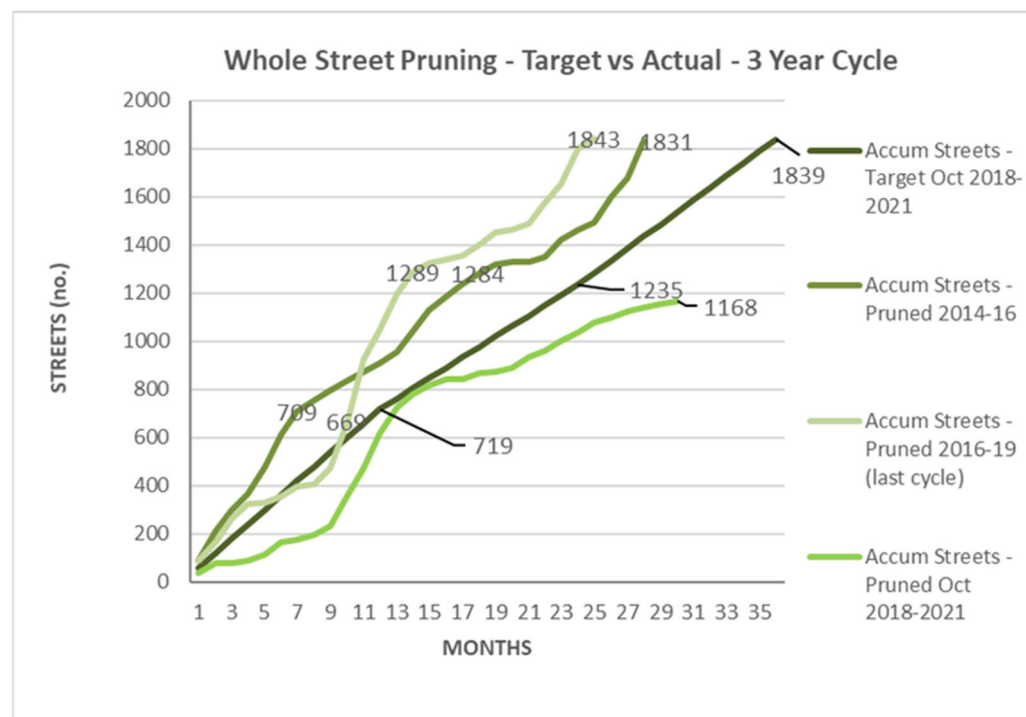
**Strategy:** Develop, manage and maintain green infrastructure; and protect and enhance our urban tree canopy.

**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 and Year 2 88% complete. Progress for Year 2 is slightly below target due to resources being diverted to storm damage clean up in late 2018, extreme heat temperatures early 2019 and early 2020, 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 this program.

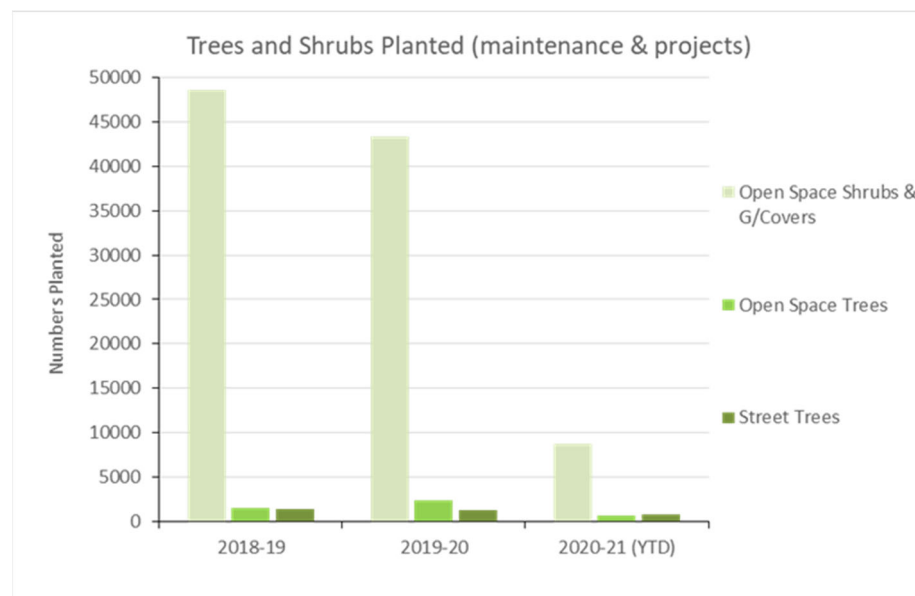


**Service activity/Project:** Tree and shrub planting.

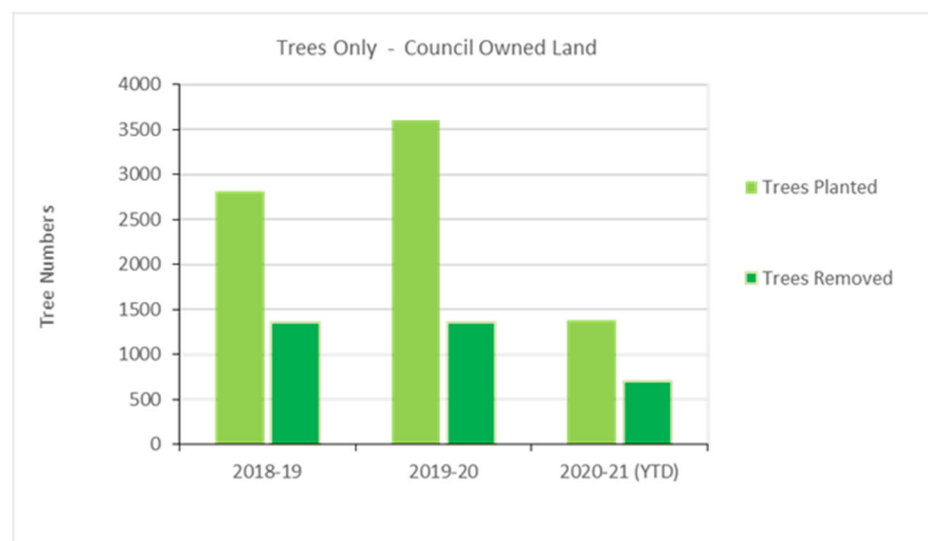
**Objective:** To maintain and increase tree and shrub vegetation levels in Council Reserves and Streetscapes – 404.3 Hectares of reserves and streetscapes.

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

**Outcomes:** A total of 1,378 trees and 8,673 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	Jan	Feb	Mar	YTD	Jan	Feb	Mar	YTD
Removed – Dead, dying, diseased, damaged	38	45	41	496	52	72	77	478
Removed - High Risk to personal or public safety	19	26	11	150	18	15	17	121
Removed - High Risk to property	0	1	5	9	0	0	1	6
Related to crossover installation	7	9	7	77	19	9	4	96
Trees assessed to be retained	20	11	15	118	21	14	14	117
<b>Sub-total</b>	<b>84</b>	<b>92</b>	<b>79</b>	<b>850</b>	<b>110</b>	<b>110</b>	<b>113</b>	<b>818</b>
Regulated Trees	2019-20				2020-21			
Type	Jan	Feb	Mar	YTD	Jan	Feb	Mar	YTD
Recommended for removal (DA lodged)	0	1 Note 1	0	7	0	1 Note 1	1 Note 1	6
Assessed for regular monitoring	0	14	0	15	0	0	0	2
General maintenance pruning	1	0	0	13	1	1	0	9
No action required	0	1	0	8	0	2	0	3
<b>Sub-total</b>	<b>1</b>	<b>16</b>	<b>0</b>	<b>43</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>20</b>
<b>TOTAL</b>	<b>85</b>	<b>108</b>	<b>79</b>	<b>893</b>	<b>112</b>	<b>114</b>	<b>114</b>	<b>838</b>

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

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



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

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

**Contract period:** May 2011 – April 2021

**Rateable properties serviced:** 55,942

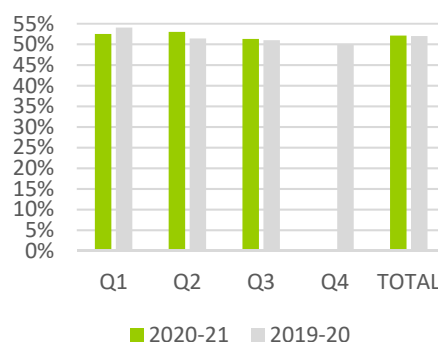
**Objective:** Provide a 3-bin kerbside waste and recycling service to every residential property and encourage recycling to reduce our reliance on landfill.

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

**Outcomes:**

- 12,367 tonnes of waste collected (2.1% increase over same period last year). 51.3% of the waste collected diverted from landfill (0.2% 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		
Tonnes of recycling - kerbside collection	2,378	2,547	2,415		
Tonnes of Green Waste - kerbside collection	4,388	4,555	3,936		
Total tonnes of waste - kerbside collection	12,864	13,395	12,367		
2019/2020 total tonnes of waste (kerbside collection)	13,066	12,595	12,113		
% change in tonnage 2019/20 compared to 2020/21	1.5% ↓	6.3% ↑	2.1% ↑		
% diversion rate (kerbside collection)	52.5%	53%	51.3%		
2019/2020 % diversion rate - kerbside collection	54%	52.4%	51.1%		
% Change in diversion tonnage 2019/20	1.5% ↓	0.6% ↑	0.2% ↓		

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

**Objective:** Facilitate a smooth transition to new contracts.

**Target:** New contracts commence 1 May 2021.

**Outcomes:**

All major waste/recycling contracts have now been executed, and management of the transition to the new service providers is well underway.

Transition to new waste disposal pricing commenced from 1 July 2020.

Signage/livery for new waste and recycling vehicles designed and agreed by all 4 Councils – with new vehicles for CCS arriving in February/March.

First electric waste and recycling collection vehicle has recently arrived and will be trialled across the 4 Councils over the coming year. Results from this trial will guide future implementation of electric vehicles within the 4 Councils.

Optimisation of collection routes across the Cities of Charles Sturt and Port Adelaide Enfield is being analysed by Cleanaway currently, with minor changes to routing anticipated from 1 May 2021.



1.

***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:**

CAWRA Charter approved by both Councils late 2019, approved by Minister for Local Government early January 2020 and gazetted late January 2020. The CAWRA Board is now in place and has been operating since early 2020.

Engagement of contractor to design and construct the MRF completed in mid-2020 – Pascale Construction engaged and work is now under way. Site preparation works have been completed. MRF Planning Approval secured in early 2020, and updated approval also secured (incorporating updated design elements) in December 2020. Work to secure Building Rules Consent is progressing.

Funding applications to Commonwealth and State Governments prepared and submitted February and March 2020. Updated application through the Green Industries SA 'Recycling Modernisation Grants' program is currently being finalised.

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

**Service activity/Project:** Aussie Backyard Bird Count results report

**Objective:** The Aussie Backyard Bird Count provides an opportunity for everyone — from school children and their families to senior citizens and community groups — to become citizen scientists for one week every year.

**Target:** The data collected by these citizen scientists plays a vital role in providing important information to BirdLife Australia and builds on our local knowledge of avian diversity.

**Outcomes:** In the most recent 2020 survey, over one hundred thousand Australians participated in the count, helping to contribute to our growing knowledge of Australian birds. Public involvement in the Aussie Backyard Bird Count continues to increase year on year, with the number of birds counted also increasing at a similar pace. Involvement from local councils has also risen consistently across the years.

The results of the 2020 Aussie Backyard Bird Count for the City of Charles Sturt saw 203 observers from the City participating in the bird count and they recorded a total of 11,710 individual birds during Bird Week with 65 bird species recorded.

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

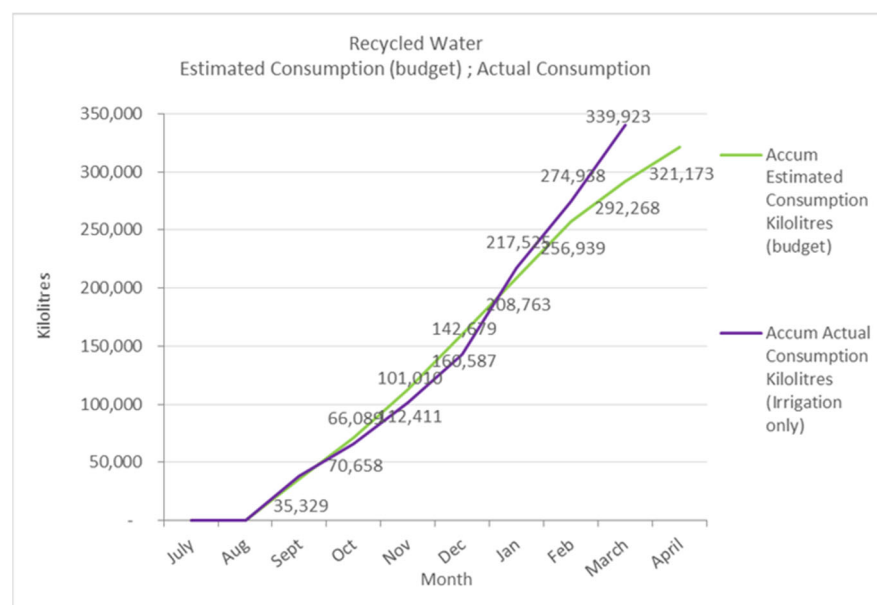
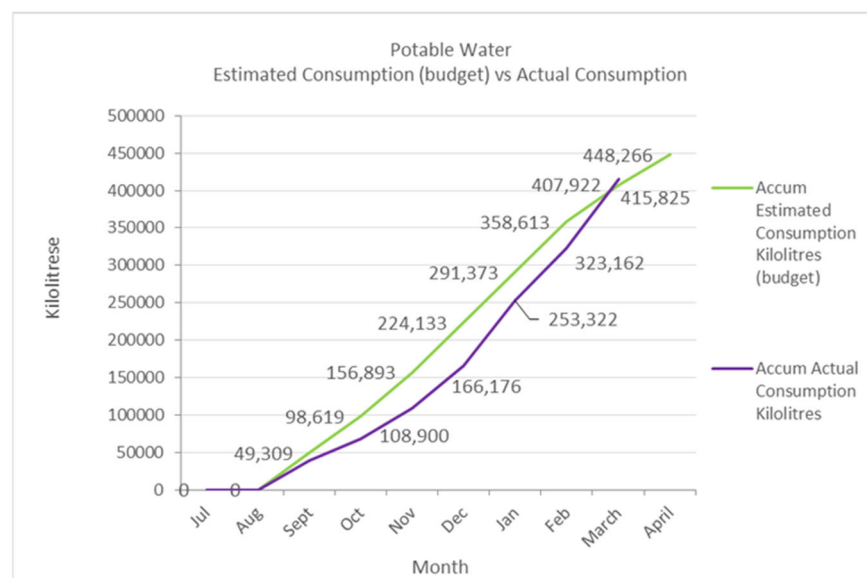
**Service activity/Project:** Water Usage Tracking.

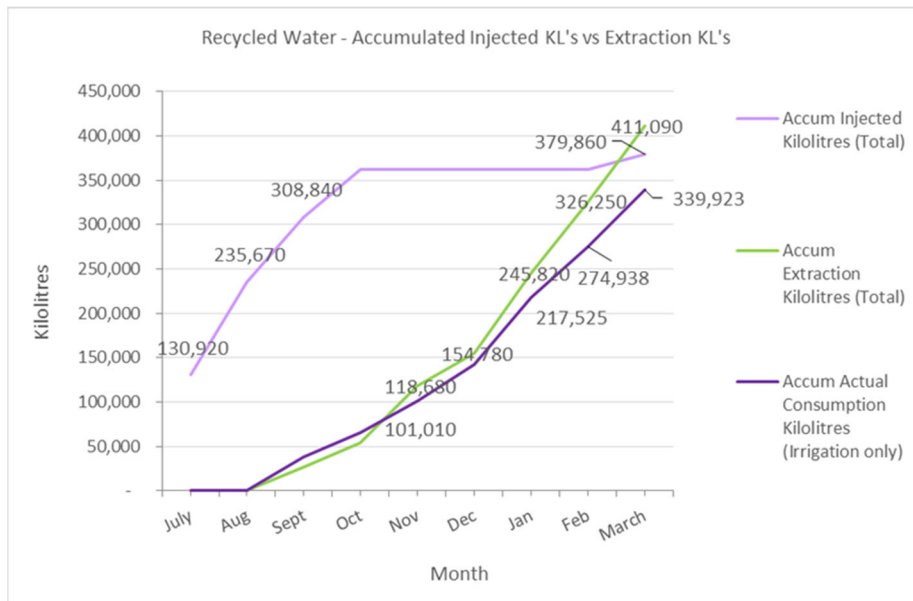
**Objective:** Track monthly water usage in public open space.

**Target:** Read and monitor 669 water meters to track actual kilolitres vs estimated consumption (budgeted).

**Outcomes:**

Actual consumption for potable water is slightly above estimated usage due to lack of rain and increased irrigation requirements during January, February and early March. Recycled water consumption for this quarter is tracking above estimated usage due to increased irrigation for turf establishment in Stage 3 of the Port Road Median Drainage Upgrade project. It is expected that irrigation requirements will reduce in April and actual consumption vs estimated consumption variances will be minimal.





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.

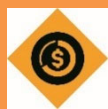
**Objective:** Transition of some 7,600 street lights from old Sodium, Compact Fluoro and Mercury Vapour technology to new LED technology which is more efficient and environmentally friendly.

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

**Outcomes:** Council has completed Stage 1 of the bulk rollout of LED street lights on council owned streets in conjunction with SAPN. This involved the removal of approx. 7600 old and inefficient Mercury, Sodium and compact fluoro lights being replaced with new and highly energy efficient LED lights.

In addition to SAPN owned street lights, Council also owns approx. 750 street lights across the city and has also completed a LED rollout of these street lights. The bulk of these lights are in St Clair, West Lakes Shore, Semaphore Park, Woodville West and Hindmarsh.

The Stage 2 (additional 1,100 lights) of the bulk LED rollout for post top lights was completed in January 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:** The *Welcome Back to Business Breakfast* event at the Woodville Town Hall was held on 10 February 2021 in the Woodville Town Hall. The breakfast was attended by over 120 business people who were inspired by the sharing of experiences and stories of resilience. Planning is underway for further events in 2021 for local business.

Discussions regarding the future of the WBL Executive have been ongoing with Executive members plus senior staff from Charles Sturt and the other Western Adelaide Councils. It was determined that the Executive had fulfilled its purpose in shaping Council and Regional Economic Development Strategy and that new ways of business engagement have now evolved. An event was held at the beginning of March 2021 to express Council's appreciation of Executive members. The WBL brand will be maintained for business events and the monthly newsletter.

**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 outcome of the WBL Taskforce. The Western Region Councils have been collaborating closely to provide a coordinated response to assisting businesses in response to the COVID-19 crisis including the establishment of a regional business helpline, WBL Taskforce and Visitor Sector Round Table. Based on the positive feedback received from participating businesses and the ongoing anticipated demand businesses – especially those who continue to be impacted by the COVID-19 outbreak, The Cities of Charles Sturt and Port Adelaide Enfield have committed to support the business helpline until 30 June 2021.

**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 will provide 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 will be 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 May 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 created for Adelaide Beaches website. Quarterly Western Regional Visitor Sector network events continue to be held, the Mosley Beach Club hosted the recent event on 25 February 2021 and attended by over 60 people. Planning for the next Western Regional Visitor Sector Event in winter is underway. A Western Regional Visitor Sector Round Table was held in late June 2020 and attended by over 20 representatives to identify how to best support the sector. The action plan is being implemented. A review 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 and Export Ready Programs.

**Outcome:** Promotion of the support for entrepreneurs and small businesses has been ongoing. Two 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 will continue through to the 30 June 2021.

**Strategy:** Support businesses impacted by the COVID-19 outbreak

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

**Objective:**

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

**Target:**

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

**Outcome:**

All of the business support funding has now been allocated and it is anticipated that the remaining funds from #shoplocal will be allocated in the coming weeks. Given the level of demand for the service, a funding bid for the 20/21 year will be submitted.





**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 of processes for assessing development applications in the new DAP system in the State Government portal.
- Updating of all proforma templates required under the PDI Act.
- Setting up new event processes for notices under the PDI Act.
- Setting up event processes and updating templates for the Section 7 Notices.
- Attending PlanSA Training sessions for the DAP system
- Meeting weekly with State Government Reporting Group for the DAP system.
- Updating of Knowledge Base articles and links on the Council's website.

**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 24,521 calls throughout the quarter. First Point of Contact resolution averaged at 74% with an average Abandonment Rate of 8%.

The third quarter of 2020/21 saw overall customer transactions (phones, front counter, email, online chat & social media) increase by 5% compared to the previous quarter. This follows similar trends for the second and third quarter of 2019/20.

Enquiries relating to *Community Safety, Planning & Development & Rates* represented the most popular enquiries across phones, while issues relating to *Wheelie Bins, Planning & Development & Rates* 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 January to March 2021 period, the team handled 24,521 calls which is a 7% decrease compared to the same period last year. The First Point of Contact Resolution average for the period was 74%. This is a decrease of 2% 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 60% for the same period last year. A surge in Front Counter payments associated with Planning fees submitted to Council prior to the State's Planning Portal launched on 19 March 2021, necessitated increased staffing at Front Counter and longer than usual phone calls relating to the planning changes. In addition, an increase in online chat traffic throughout the quarter have contributed to not meeting this target.

The average call abandonment rate for the quarter was 8%, which is above our KPI of <4% and an increase of 3.7% for the same period last year. The factors cited above have attributed to this increase.

During the quarter 946 chats were handled which represents a slight decrease of 4% for the same period last year. Survey results for the quarter indicate that 80% 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, 58 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 third quarter totalled 899, which is a 4% increase for the same period last year.

Over the last period 5,733 Customer Requests were raised within the Customer Contact Team, compared to 5,174 for the same period in 2020. This represents 11% increase.

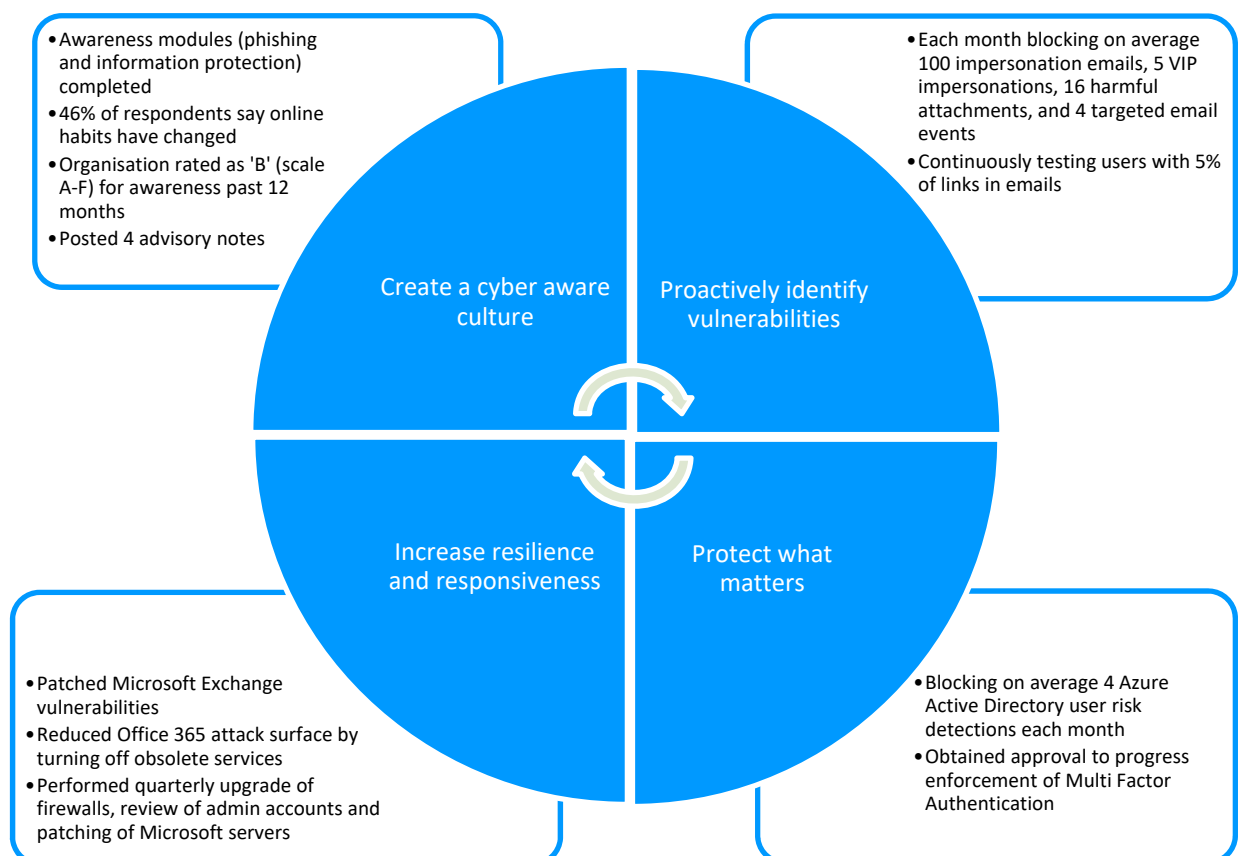
While Front Counter traffic for the January – March 2021 quarter dropped 17% compared to the same period last year, transactions in the third quarter increased by 8% compared to second quarter of 2020/21. This increased activity can be attributed to changes to the Planning system which saw fees increase significantly prior to the launch on 19 March 2021.

#### 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 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 1047 tasks during the quarter from January- March 2021. We have seen an increase in the number of requests on the previous quarter. Tree maintenance requests have increased in the last quarter with the rapid response team assisting the arb team with the smaller less technical requests. Stormwater requests increased after the rain event on 25/1/21.

<b>Rapid Response Tasks</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>Total</b>
Asbestos	0	2	0	<b>2</b>
Bin Maintenance	1	4	10	<b>15</b>
Bollard Maintenance	8	8	5	<b>21</b>
Dead Animal	9	9	6	<b>24</b>
E-Waste Infirm Assist	2	2	0	<b>4</b>
Fencing	0	0	0	<b>0</b>
Footpath	27	8	0	<b>35</b>
Foreshore	0	0	0	<b>0</b>
Hazardous Materials - Illegally dumped	24	23	48	<b>95</b>
Non-Hazardous - Illegally dumped	16	45	56	<b>117</b>
Kerb & Gutter	0	0	1	<b>1</b>
Loose Rubbish (New)	19	22	28	<b>69</b>
Pothole	6	0	0	<b>6</b>
Property Maintenance	0	0	2	<b>2</b>
Rubbish Removal	109	63	109	<b>281</b>
Sign Maintenance	2	1	4	<b>7</b>
Special Event Bins	5	8	9	<b>22</b>
Stormwater	53	81	52	<b>186</b>
Syringe	15	91	9	<b>115</b>
Tree Maintenance	1	28	86	<b>115</b>
Verge	2	7	3	<b>12</b>
<b>Grand Total</b>	<b>299</b>	<b>320</b>	<b>428</b>	<b>1047</b>



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

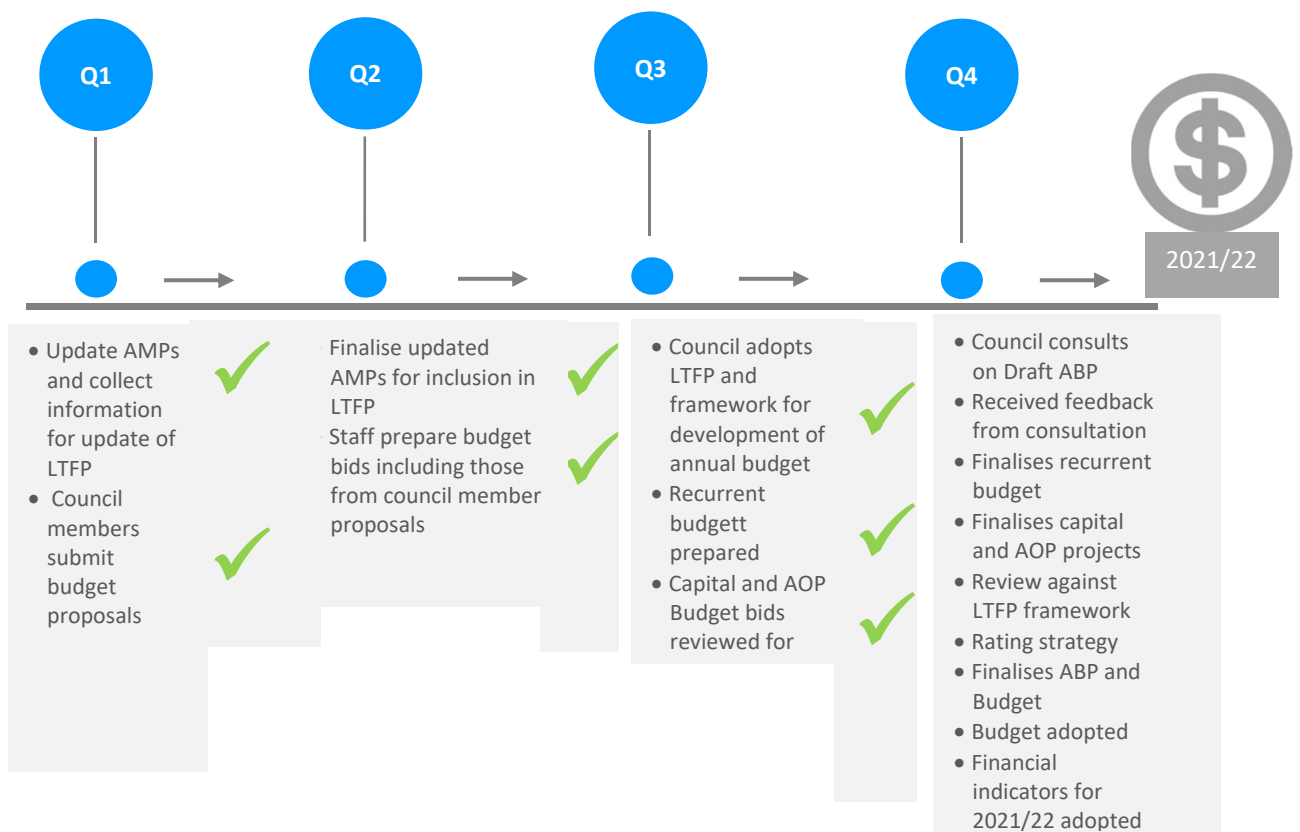
**Strategy:** Review and regularly update the Long-Term Financial Plan to ensure financial sustainability into the future.

**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 updated LTFP has been adopted including a review of assumptions by the Audit committee. Year 1 of the updated LTFP sets the high level parameters for development of the annual budget 2021/22 based on a forecast CPI increase of 1.14%. All Capital and Annual Operating project budget bids including elected members bids have been reviewed by Council to determine those for consultation resulting in preparation of the Draft Annual Business Plan 2021/22 which will go out to consultation over April. Draft Recurrent budgets have been prepared by Portfolio managers. These will be reviewed over April against the high level budget parameters adopted.



**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	
Number of inhouse rates in arrears notices issued	Not issued due to COVID-19	Not issued due to COVID-19	1,841	
Number of arrears placed in external debt collection	Nil due to COVID-19	Nil due to COVID-19	382	
\$ value referred to debt collection	N/A	N/A	\$808,514	
Recovery rate %	N/A	N/A	96%	
Arrears from previous year	\$2,422,168	\$2,009,379	\$1,668,022	
% reduction in arrears	N/A	17.042%	31.13%	

Total rates outstanding for quarter ending 31 March 2021 is \$23.053m or 20.60% of rates levied for the year (2019/2020 \$24.04m or 21.88%) of which \$1.668m (5.28%) is from rates overdue from the previous year compared to the December quarter 2019/20 of \$1.269m or 4.84%).

In response to COVID-19, 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 1,841 in house letters for arrears not already with our external debt collection agency and of that 382 accounts were then referred to debt collection that were greater than \$800.00 in arrears.

Those impacted directly by COVID-19 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 has now been extended to allow ratepayers until 30 April 2021 to apply.

As at 31 March 2021 we had received 86 Applications of which 73 met the criteria and hence \$24,253.46 has been waived of the first instalment.

Social media posts advised the community of the COVID-19 Hardship Policy and extension on time to apply. For those who did not strictly meet the criteria, but staff can ascertain they are in COVID-19 hardship, we are offering to waive fines and interest if they adhere and put in place a payment arrangement to pay all rates due by June 2021.



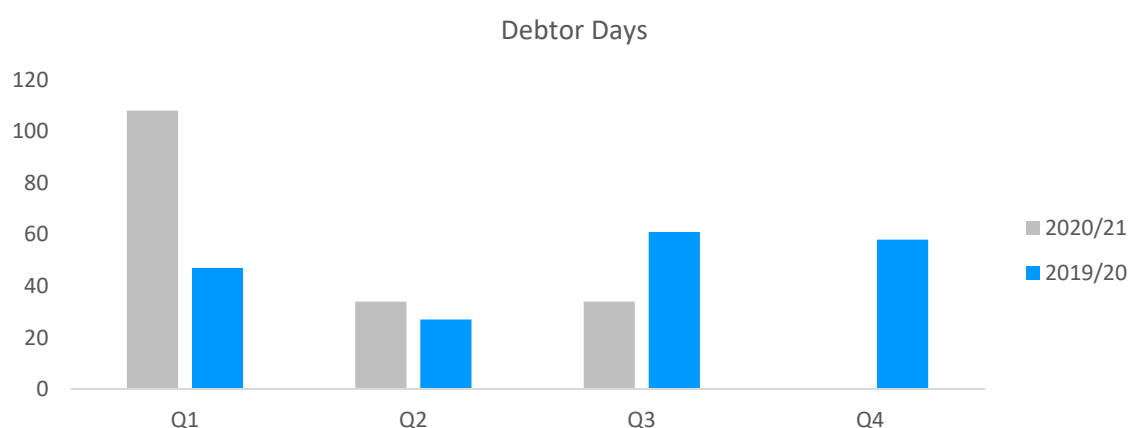
**Service activity/Project:** Sundry debtors collection

**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 March quarter there was a decline from 46 days in January to 34 days in March 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.



**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.

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		

**Strategy: Vigorously pursue grant and co-funding opportunities.**

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

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

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

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

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

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

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

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



## 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 development of a new Values video and the design of a Leading in 2021 – Leading Our New Values Workshop which will be facilitated in April 2021.
- We updated and launched our new Teamgage Pulse Survey Metrics and Statements, these new statements recognise that our ways of working have evolved to something new and different, that isn't just about COVID-19, but is about flexible working for improved outcomes for our community and our employees.
- Our leaders attended a Leading in 2021 – Leading in a Flexible Working Environment Workshop which explored how in 2021 we might lead a flexible working environment that delivers business/community value and is great for our people.
- The Working Flexibly Group refreshed its membership to reflect an evolved focus on what working flexibly could look like for our Community Connections and Field Services employees. We have also commenced work on determining how we can re-purpose existing workplace accommodation and facilities at the Civic 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 Wellbeing program, the WHS External Training Program, Reducing Claims and Expansion of WHS (Skytrust) Reporting System. Progress for this program, which spans across the calendar year, is as follows:

The Wellbeing Program was modified due to COVID-19 to include a blend of online delivery. Skin Cancer Screenings and Health Assessments were still offered in person, but Statewide Superannuation information sessions and a Building Resilience session were offered online.

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



## OUR LEADERSHIP – Practise transparent and accountable governance.

### Strategy: Actively and effectively communicate Council decisions.

**Service activity:** Council and Committee Meetings

**Council and Committee scope:** Council, 4 committees

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

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

**Outcomes:** During this quarter 5 workshops, 15 Council/Committee meeting where 110 items were considered, and 65 resolutions made.

5	490	50	65
Council meetings	Minutes spent in meeting	Items considered	Resolutions made

10	774	60	94
Committee meetings	Minutes spent in Committee	Items considered	Recommendations made

Council and committee items:	
1	considered in confidence
13	remaining in confidence
8	released

Council continues to ensure its commitment to limited use of the confidential orders. 1 new item was considered in confidence. Council now has 13 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.

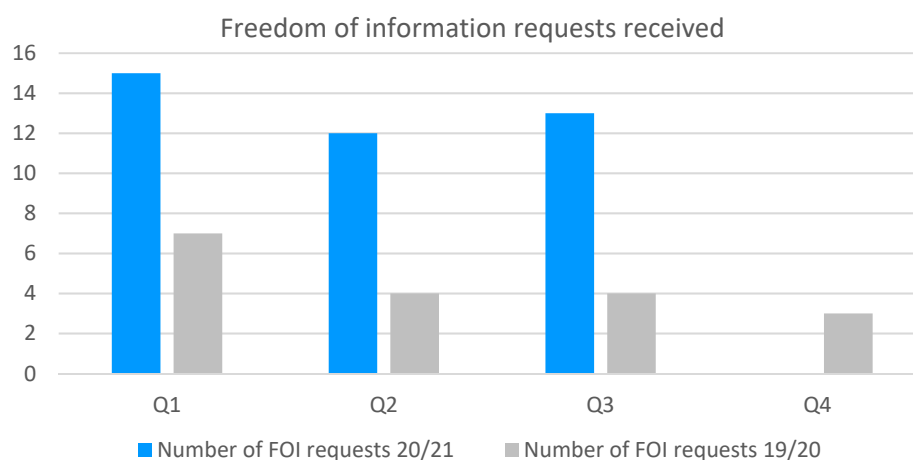
**Target:** All FOI applications and Section 270 requests are determined within the legislated timeframe.

**Outcomes:** 13 FOI applications including 1 internal review application were received during this quarter. 7 original applications were determined with a further 2 applications to be determined outside of this current reporting period. 3 applications were withdrawn/cancelled. One internal review application was review and processed making a total of 8 applications determined between January and March.

During this quarter applications requesting access to Development Application documents were received and as IMS become more familiar with the limitations of the FOI Act in respect to the Copyright Act this advice is passed on to the applicants and in turn resulted in applications being withdrawn/cancelled.

When a new FOI application is received requesting Development documents, IMS contacts the applicant and explains that the only way to get a hard-copy of plans is to have the consent of the copyright owner. If they can obtain written consent themselves all they need to do is provide that to the Planning department who will give them a copy without having to go through the FOI process and paying a fee. If the copyright owner denies them access to the documents requested, they can submit an application under the FOI Act, however the outcome is likely to be the same as we cannot provide them a copy of the documents without that consent. If the copyright owner cannot be located, applicants are advised that they can view the documents by attending the front counter of the Civic Centre, free of charge. This advice has prompted applicants to withdraw applications as they are either able to get copyright consent themselves, or the original copyright owner has ceased trade and they are unable to determine who the current copyright owner is.

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



**Service activity/Project:** Kaleidoscope articles on the brand refresh for the City of Charles Sturt and rollout of 'Means the world' campaign.

**Objective:** To refresh our brand identity and reconnect our community to the City of Charles Sturt.

**Outcomes:** Our new branding and campaign was first launched with the new look Kaleidoscope magazine which was delivered across our City at the end of March. Following this, we have rolled out the campaign and new branding through our digital assets on social media, digital screens, video and across our printed collateral including Port Road banners and internal signage.

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

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

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

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

### Connecting via our website







### 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	
Messages Received	1,714	1,331	2,207	
FB Engagement	37,034	25,888	54,614	
Followers	20,164	20,810	19,439	

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

**Service activity/Project:** Brand refresh for the City of Charles Sturt and rollout of 'Means the world' campaign.

**Objective:** To refresh our brand identity and reconnect our community to the City of Charles Sturt.

**Outcomes:** The City of Charles Sturt is home to 105 diverse cultures that have made our City a vibrant and dynamic community unlike any other in South Australia. We want to celebrate this rich tapestry of culture within our community.

Our new campaign, featuring the words "means the world", was developed to not only highlight what makes our City unique, but also to celebrate how important the place we have chosen to call home is to each and every one of us.

There is double meaning in this phrase as we join together to bring joy, culture, knowledge and share what is important to us. That is, what means the world to us.

Our new branding and campaign was first launched with the new look Kaleidoscope magazine which was delivered across our City at the end of March. Following this, we have rolled out the campaign and new branding through our digital assets on social media, digital screens, video and across our printed collateral including Port Road banners and internal signage. This continual rollout will see a slow and steady approach to ease our community into connecting with this campaign and identifying the refreshed brand across our City.

