

6.36 END OF QUARTER REPORT - JANUARY TO MARCH 2020

TO: Council

FROM: General Manager Corporate Services - Donna Dunbar

DATE: 11 May 2020

Brief

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

Recommendation

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

Status

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

Our Community - A strong and connected community

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

Our Liveability - A liveable City of great places

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

Our Environment - An environmentally responsible & sustainable City

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

Our Economy - An economically thriving City

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

Our Leadership - A leading & transformational Local Government organisation

Be bold and innovative in our practices, leadership and decision making
Adaptive and sustainable management of the City's finances
A collaborative, agile and high performing work place
Practise transparent 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 2020 towards achieving the priorities and strategies set out in the Corporate Plan 2016-2020.

Report

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

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

Key highlights for the Quarter include:

- With the onset of COVID-19, and the resulting measures to reduce the spread within the community, the majority of group and hire activity in our community centres has been suspended and access to our libraries has been ceased. These circumstances have presented a novel challenge to the Community Connections team to continue to provide programs and borrowings within the constraints that social distancing requires. In response, the team has been navigating a mixed model of service, combining 'click and collect' in our libraries, as well as live streaming workshops, on line recordings and continued interaction with established groups using streaming applications.
- With the introduction of the social distancing requirements relating to COVID-19 and risks associated with transmission, changes have been made within the workplace to ensure compliance and to create separation between teams to ensure services can continue if a staff member tests positive to COVID-19. Such actions have included 240 staff working from home which has been enabled by the previous roll-out of two in one devices along with the extraordinary efforts of the information services team; this has also enabled those staff remaining in the office to be spread across Council's operating sites and teams to be separated where required. In addition, only one person is in a truck or heavy vehicle at a time with remaining field team members using their private vehicles to drive to the work site each day. Staff have responded exceptionally to changes in practice.
- The customer service team during the quarter handled 987 chats, which represents a significant increase of 131% for the same period last year.

- Requests and enquiries received via email and the online submission form for the January to March quarter totalled 861, which is an 85% increase for the same period last year. Over the period we saw a 10% increase in the number of Customer Requests logged (5,174), compared to the same period last year.
- A total of 721 Planning and Development Applications were lodged for the quarter. This represents an increase of 5.72% compared to the same quarter 2018/2019 where 682 applications were lodged.
- The Wedding Expo Social Media campaign reached a cumulative number of almost 62,000 people, received 533 engagements (likes/shared/comments/posts/clicks), including 354 direct clicks through to the venue website. Following this the Expo was held on 12 January 2020 and this brought over 1,600 people through the Woodville Town Hall and Civic Centre.
- The marketing campaign to promote online payments has been successful with a 14% reduction in payments processed at the Front Counter for the same period last year.
- The Regional Playspace, Brocas Avenue re-construction works and the new tennis courts were completed in this quarter and construction commenced on the skate park which is due for completion in June 2020. Unfortunately use of the playspace has been impacted by COVID-19. However, it is expected that the facility will become an attraction for residents and visitors to St Clair once restrictions are lifted.
- The Central Adelaide Waste & Recycling Authority Charter was approved by the Minister for Local Government early January 2020 and gazetted late January 2020.
- All major waste and recycling contracts were executed in the quarter.
- Kaleidoscope was delivered to over 57,000 properties within Charles Sturt.
- Over 152,000 visits to our website with over 383,000 page views and 45,600 social media hits.

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 2019/20 shows the key activities of the business for the period against the Corporate Plan objectives for Council's consideration.

Appendices

#	Attachment	Type
1	Appendix A - End of Quarter - January, February and March 2020	PDF File

APPENDIX A



**City of Charles Sturt End of Quarter Report
Q3 2019/20**

City of Charles Sturt End of 3rd Quarter Report – March 2020

Introduction

The City of Charles Sturt is one of South Australia's largest metropolitan council areas. The City spans approximately 5,500 hectares, has a population of over 117,000 and 57,637 rateable properties. Charles Sturt has developed a reputation for being as diverse as it is large, with the city providing a wide range of opportunities for housing, business, sport and leisure.

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

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

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

City Services

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

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

Asset Management Services

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

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

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

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

Corporate Services


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

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

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

Corporate Plan Key Priorities

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

 OUR COMMUNITY		
Key Priority	Outcome	Status
Creating West Lakes Hub	Contracts have been executed and detailed design meetings have commenced.	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.	Planned completion June 2020
	New Landscaped Regional Playspace.	Planned completion December 2019
	6 outdoor joint use courts; Brocas carpark; paths; lighting and commemorative space to compliment the regional facilities.	Planned completion December 2019
	Associated works to relocate Orion Tennis Club to Woodville Oval including:	Completed October 2018
	<ul style="list-style-type: none"> • Artificial Bowling Green • Three Hard Surface Tennis Courts • Storage Facilities • Tennis Court Renewal at Smith Reserve. 	Completed 2018 Planned completion October 2019 Completed August 2018 Completed June 2018
Facilitating Place Making Grants	The projects that were funded in round one and round 2 are underway, A further "quick grants" program round 3 has commenced aimed at delivering place making and cultural programs on-line in an innovative way.	Round 3 has commenced.



OUR COMMUNITY

Key Priority	Outcome	Status
Woodville Town Hall	With an endorsed business plan and numerous events held in the first quarter the WTH had achieved much of its objectives. COVID-19 has been a huge disruption but with the on-line Foyer Fridays scheduled to take off in May WTH will stay in hearts and minds of our community.	Ongoing
Celebrating Citizenship at formal ceremonies	Mayor Angela Evans was the Presiding Officer and 248 New Australians were conferred this January – March 2020 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	Formal mediation in the Supreme court has commenced on the Public consultation Policy which is in part linked to progressing coast Park. Council is expecting advice from the State Government in the coming weeks which will provide a way forward.	On hold
Upgrading Pt Malcolm Reserve and MJ McInerney Reserve	New Regional Playspace created at Pt Malcolm Reserve. New Regional Playspace created at MJ McInerney Reserve.	Completed July 2017 Completed July 2019
Woodville Road Revitalisation	Concept plan endorsed by Council in December 2019. Design progressing on streetscape, concept for library and civic chamber and EOI for land sale with further reports to be brought back to council at agreed milestones. A grant application to the State Government has been submitted as means to fast track stage 1.	Ongoing



OUR LIVEABILITY

Key Priority	Outcome	Status
Pedestrian and cyclist facility upgrades, including path widening and Disability Discrimination Act access	<p>Safe and accessible pedestrian and cycle facilities across the City including:</p> <ul style="list-style-type: none"> • Corcoran Drive Wombat Crossing • Bus Stop Upgrades to meet DDA Standards <ul style="list-style-type: none"> ○ 16/17 - 41 stops completed ○ 17/18 – 47 stops completed ○ 18/19 - 50 stops completed • Kerb Ramps Upgraded to meet DDA Compliance <ul style="list-style-type: none"> ○ 16/17 – 258 completed ○ 17/18 – 171 completed ○ 18/19 – 170 completed • Burleigh Avenue Integrated Streetscape including Shared Use Path • West Beach Road Integrated Streetscape Project including Shared Use Path • Albemarle Street Emu Crossing • Humphries Terrace Wombat Crossing • Alma Terrace Shared Use Path • On-road bicycle lanes installed on Cudmore Terrace from Grange Road to Atkins Street • Bike racks installed at various train stations. • Improvements to Bicycle link at Belmore Terrace and David Terrace • Construction of pedestrian (zebra) crossing at the intersection of Marlborough Street/the Esplanade. 	<p>Completed June 2017</p> <p>Completed June 2017 Completed June 2018 Completed June 2019</p> <p>Completed June 2017 Completed June 2018 Completed June 2019 Completed June 2019</p> <p>Completed June 2019</p> <p>Completed June 2019 Completed June 2019</p> <p>Completed June 2018 Completed June 2017</p> <p>Completed June 2019</p> <p>Planned Completion June 2020</p> <p>Planned Completion April 2020</p>



OUR LIVEABILITY

Key Priority	Outcome	Status
Implementation of 40km/hr zones City wide.	<p>Reduce speed limits in residential streets across the City including implementation in:</p> <p>Bowden, Brompton, Ridleyton, Ovingham, Renown Park, Kilkenny, Croydon, West Croydon, Woodville Park, Woodville, St Clair, Woodville West, Seaton (part of), Woodville South, Beverley, Findon, Flinders Park, Allenby Gardens, West Hindmarsh, Welland, Hindmarsh, Grange, West Lakes (part of), Tennyson (part of), Henley Beach (part of), Henley Beach South (part of).</p> <p>53% approx. of total city.</p>	<p>Completed June 2019</p> <p>Review in progress in 2019/20</p>
Upgrading River Torrens Linear Park, Outer Harbour Greenway and Grange Lakes corridor	<p>Safe and accessible on and off-road cycling facilities across the City in line with the Walking and Cycling Strategy including:</p> <ul style="list-style-type: none"> • Port Road Underpass Renewal RTLP • Park Terrace Underpass OHG • South Road Overpass OHG • Grange Lakes Corridor Shared Use Path Stages 5 and 6 • Grange Lakes Corridor Shared Use Path Stage 4A • South Road Underpass Renewal & Hindmarsh Cemetery path Upgrade • New LED lighting St Clair OHG • Outer Harbor Greenway Wayfinding. • Grange Greenway – Tapleys Hill Road Shared Use Path 	<p>Completed June 2017 (Decking Renewal only – Full renewal planned for 2022/23)</p> <p>Completed June 2019</p> <p>Completed June 2019</p> <p>Completed June 2018</p> <p>Planned Completion June 2020</p> <p>Planned Completion June 2020</p> <p>Completed June 2018</p> <p>Completed June 2019</p> <p>Planned Completion June 2020</p>



OUR LIVEABILITY

Key Priority	Outcome	Status
Supporting the completion of major developments, including WEST, St Clair, Bowden, Seaton and ROSAS (Renewing Our Streets and Suburbs)	Council staff regularly meet and discuss the progress of these developments with the relevant developers and government agencies.	Ongoing
Woodville Road Revitalisation	Concept plan endorsed by Council in December 2019. Design progressing on streetscape, concept for library and civic chamber and EOI for land sale with further reports to be brought back to council at agreed milestones.	Ongoing



OUR ENVIRONMENT

Key priority	Outcome	Status
Completing the Port Road Drainage project	Port Road Drainage Project Stage 2 Flood Mitigation and Median Landscaping Project.	Completed February 2019
	Port Road Drainage Project Stage 3 / 4 Flood Mitigation and Median Landscaping Project.	Planned Completion December 2020
Implementation of AdaptWest	Regional Coordinator Appointed to commence the implementation of actions arising from the AdaptWest Regional Strategy.	Completed April 2018
	3 Year Action Plan developed.	Completed August 2019
	3 Year Action Plan Implementation.	Ongoing



OUR ENVIRONMENT

Key priority	Outcome	Status
Integration of climate change considerations into Asset Management Plans and projects	Climate change considerations are incorporated into Asset Management Plans & projects where relevant as they are reviewed.	Ongoing - upcoming governance project through AdaptWest will assist in highlighting any gaps and opportunities in Council's strategic documents and approach.
Undertaking the i-Tree Canopy benchmark assessment	The assessment will drive the tree canopy regional improvement strategy which is being developed in consideration with adjoining Councils.	Completed 2016
	Tree Canopy Improvement Strategy to be developed.	Planned completion May 2020
Implementing the Biodiversity Action Plan	Biodiversity Action Plan adopted by Council.	Completed August 2018
	Biodiversity baseline data collection undertaken.	Completed August 2019
Completing the Urban Island Heat project	Urban Heat Island Project Adopted by Council.	Completed August 2019
Management strategy for West Beach developed and implemented	Advocate to Coast Protection Board to investigate Options for Sand Management at West Beach.	Commenced June 2016. State Government announced \$48.4m funding for sand management. Securing our Coast program at West Beach commenced
	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	This group has now been superseded by the Ageing Well International (AWI) which Council continues to support. This Association represents 250 business representatives. Funding has been secured from the State Government to fund a market development program for aged care and disability service providers/ product suppliers in 2020. Due to commence April 2020. Contract negotiations continue in relation to various projects in China and Malaysia but timeframes have slipped due to COVID-19 outbreak. President of AWI, Luke Westenberg, continues to represent the State Government's Health and Medical Industries Ministerial Advisory Panel.	Ongoing
Implement the Western Adelaide Tourism Destination Action Plan	Ongoing updates to the content on the regional visitor website www.adelaidebeaches.com.au to promote visitor experiences and actions to encourage businesses to list on the website. Planning for the next Western Regional Visitor Sector Event in April was undertaken but had to be postponed due to COVID-19 restrictions.	Ongoing
Implement the Economic Development Strategy 2017 – 2020	Implementation of the strategy is progressing well and into the final stages. Most projects are either completed or substantially progressed. A short term action plan has been developed to assist and support businesses to navigate the challenges of the COVID-19 crisis. The current Economic Development Strategy 2017-2020 is due to be reviewed this year with the preparation of an updated four year action plan.	Implement the Economic Development Strategy 2017 – 2020

The action plan will have a new set of priorities to assist businesses to respond and recover from the pandemic. Further engagement will be required to ascertain the assistance that is required. As such a COVID-19 Business Task Force has been created by CCS in partnership with other councils and Western Business Leaders (WBL) Members of the task force come from the hospitality, tourism, manufacturing, personal services and entertainment industries. The task force will provide important feedback to the three spheres of government on both crisis and recovery strategies.



OUR ECONOMY

Key Priority	Outcome	Status
Promote Charles Sturt as 'Open for Business'	Continue to promote CCS at all business events as a professional, responsive and forward-thinking organisation. In 2019, Council delivered 80 business events (mostly under the Western Business Leaders banner) with 2,500 attendees. We now have 1,200 business registered with Western Business Leaders. A weekly newsletter has been initiated in response to COVID-19 keeping members up to date on council support, government funding, resources and events. A redesign of Council's website with a greater emphasis on business testimonials and the services we can offer will result in an increase in the number of business enquiries.	Ongoing



OUR LEADERSHIP

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



OUR LEADERSHIP

<p>Developing the organisation's ability to innovate - <i>continued</i></p>	<ul style="list-style-type: none"> • Utilities management (shared staff recruited) The project lead for this joint initiative commenced during the period and recruitment of the 2nd person was finalised. They will work across the 3 councils on a cost recovery basis with City of Marion acting as the host employer. • Fleet management A joint fleet procurement occurred for Field utes across the 3 councils with a whole of life cost saving in the order of 20% achieved. • Joint Materials Recycling Facility development (PAE & CCS) The project continues steadily with Planning approval granted, and the release of the D&C tender, the CEOs continue to pursue external grant funding, <p>The Productivity Commissioner made a presentation to Local Government General Managers facilitated by LG Professionals and hosted at City of Charles Sturt where he presented on the PC's work and final report. Again, highlighting the 3 Councils on the approach and sophistication of their work undertaken.</p>	
<p>Workplace of the Future project (<i>formerly Workplace 2025 Project</i>)</p>	<p>Digital Workplace Program implemented and 2-in-1 mobile device roll out completed June 2019.</p> <p>Implemented a cloud based external file transfer solution to share large files in a secure, auditable and effective way.</p>	<p>Due for completion December 2025</p> <p>Due for completion December 2025</p>



OUR LEADERSHIP

Key Priority	Outcome	Status
Improving mobile device technology	<p>New 2-in-1 mobile devices enabling seamless connectivity anywhere, anytime delivered June 2019.</p> <p>Implementation of an automated work order processes and improved mobility for the Fleet team completed June 2019.</p> <p>Migration to Microsoft Office 365 and Exchange Online, enabling staff to work anywhere anytime. Completed June 2019.</p>	3 year program due for completion June 2020
Improving mobile device technology	Continuation of Digital Workplace Program and 2-1 mobile device rollout.	3 year program due for completion June 2020
Precinct Planning	Work has commenced on identifying a pilot area, project technical working group and steering group aimed at integrating infrastructure and growth, Local and State Government agencies and Non-Government Organisations.	Ongoing but a planned presentation to City Services Committee in March 2020
Customer Experience Program	The Customer Experience Program evolved to Council's 'Customers Experience Strategy 2018-2020'. A range of actions, in accordance with the Strategy, have been implemented and work has commenced to develop a revised Strategy beyond 2019.	CX 5 year 'Roadmap' established in February 2020 and commencement of role out has commenced.
Customer Experience Program	The Customer Experience Program evolved to Council's 'Customer 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 for 2020 – 2024.	Revised Strategy in development.

Customer Interactions – City of Charles Sturt [Q3, 2019-2020]

Interaction summary

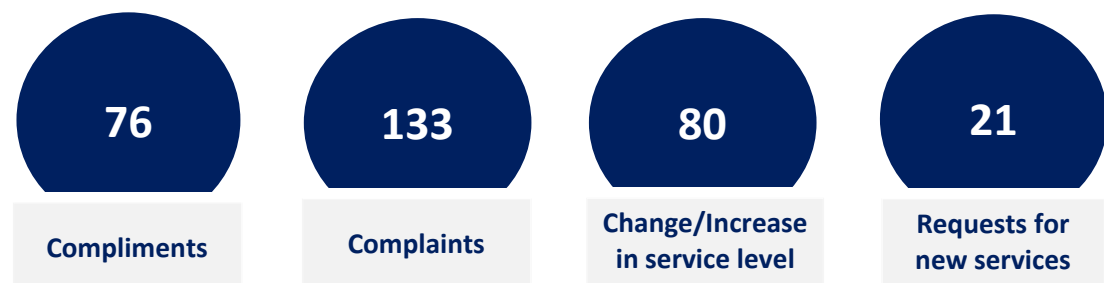


	Q1	Q2	Q3	Q4	YTD Total
Telephone calls	29,213	24,540	26,309		80,062
Written correspondence	22,464	17,686	22,043		62,193
Front counter interactions	9,109	5,792	6,286		21,187
Online chat	682	717	987		2,386
Facebook posts	238	153	232		623
Facebook responses	2,679	2,171	2,714		7,564
Total organisation wide	64,147	48,888	55,857	0	168,892
2018-2019	62,462	54,452	56,284	0	173,198
Year on year variation	2.7% ↑ (1,685)	10.2% ↓ (5,564)	-0.8% ↓ (-427)		-2.5% ↓ (-4,306)

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

** Interactions are telephone calls to Customer Contact, email and postal correspondence, Civic Centre front counter interactions excluding Development Planning, online chat, and visitors to Libraries and Community Centres.

Compliments, complaints, requests for new or increase to services



	Q1	Q2	Q3	Q4	YTD
Compliments	100	83	76		259
Complaints	152	112	133		397
Change/Increase in service level	113	114	80		307
Requests for new service	9	18	21		48

Customer Interactions – City of Charles Sturt [Q3, 2019-2020]

Requests for Service



2019-2020	Q1	Q2	Q3	Q4	YTD
Number of new CRM requests 2019-20	6,282	7,635	7,875		21,792
Number of new CRM requests 2018-19	5,642	7,299	7,080		25,936
Year on year variation	(640) 11%↑	(336) 4.6%↑	(795) 10.6%↑		(4144) 17.3%↓

Top 5 requests for service by service type

	Q3, 19-20	Q3, 18-19	% variance	YTD 19-20	YTD% variance
Wheelie Bin Requests New/Additional	1,113	643	73%	2,687	9%
Illegal Dumping - Non Safety Risk	757	508	49%	1,808	2%
Tree Maintenance	662	545	21%	1,605	-13%
Vehicle Illegally Parked	530	565	-6%	1,549	-24%
Verge Maintenance [19-20]/Dog Unreg [18-19]	287	353	-19%	881	65%

Performance on requests for service

	Q1	Q2	Q3	Q4	YTD
Number of open requests	1,467	1,717	1,927		5,111
Number of open requests in time (%)	869 (59.2%)	1,161 (67.6%)	566 (29.4%)		2,596
Number of open requests out of time (%)	598 (40.7%)	556 (32.4%)	1,361 (70.6%)		2,515
Number of service requests completed.	5,832	7,091	7,263		20,186
Number of service requests completed in time (%)	4,809 (82.4%)	5,886 (83.0%)	5,983 (82.4%)		16,678



City of Charles Sturt - Quarter 1 Project Status

The charts below show the results and status of capital and operating projects, organisation wide, for the quarter. The Organisations Financial Performance has been reported via the regular quarterly financial report, presented to the Corporate Services Committee at its meeting on 3 February 2020, Item 3.02.

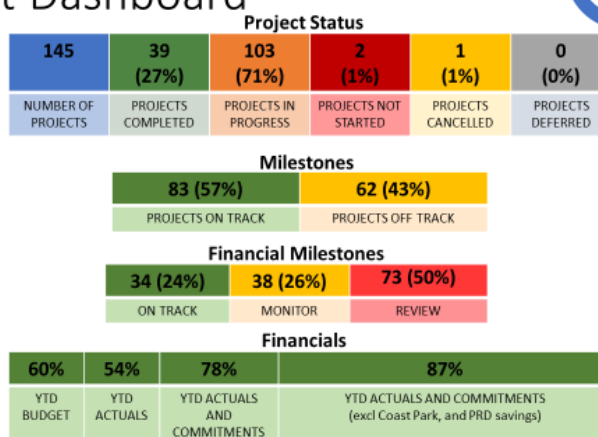
[Agenda – Corporate Services Committee – 3 February 2020.pdf](#)



Overall Project Dashboard

75%

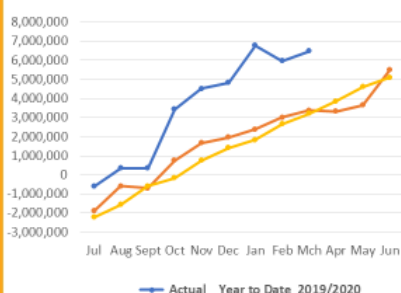
Combined Capital and Annual Operating Budget and Actuals March 2020



Overall Recurrent Budget Dashboard

75%

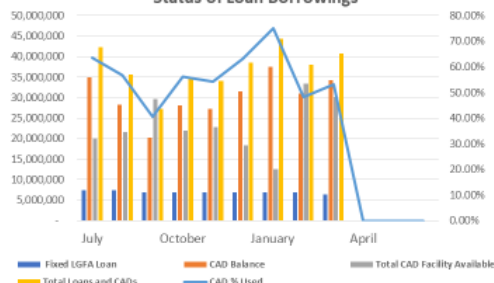
YTD Operating Surplus/Deficit



TREASURY MANAGEMENT

Cash balance \$3.849m
Borrowings \$40.75m
\$30.2m CAD facility still available

Status of Loan Borrowings



Organisational Key Actions and Project Outcomes

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



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

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

Service activity/Project: Woodville Town Hall

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

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

Outcomes:

Wedding Campaign

- City of Charles Sturt Social Media campaign with assistance from marketing team, reached a cumulative number of almost 62,000 people, received 533 engagements (likes/ shares/comments/ post clicks) including 354 direct click throughs to venue website.

Woodville Town Hall
Sponsored · 🌐

We're excited to be hosting the Wedding Expo, featuring a huge range of wedding suppliers to help create your perfect day.

WOODVILLETOWNHALL.COM....
Wedding Expo 2020
FREE 12 January 2020

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Woodville Town Hall

charlessturtsa ❤️ Valentine's Day ❤️
A day to share your heart with the one you love and it could also be the day you book your wedding at: @woodvilletownhall for a chance to win \$1000 off your wedding hire. Head to the Woodville Town Hall website to check out the beautiful venue and for all the completion details. 📍

7w

👍🗨🔖

Liked by kathrynthomasptog and 23 others

FEBRUARY 14

Add a comment... Post

Wedding Expo on 12 January 2020 brought over 1,600 people through venue & Civic Centre.

- Event Organisers were very happy and want to bring annual expo back in 2021.



Business Plan

- Market Research completed
- Business Plan completed and endorsed by Council on 23 March 2020

Quarter 2 Budget Review Results

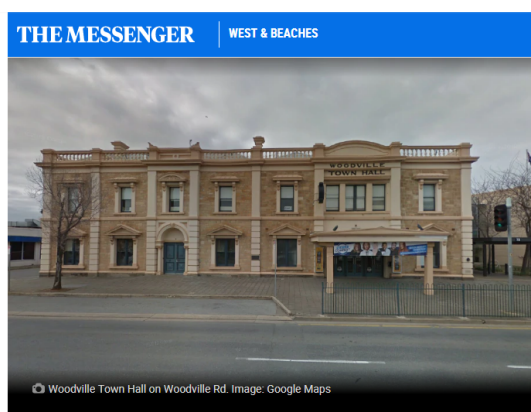
- Actual net loss for December 2019 was \$7.1k **lower** compared to budget
- Facilities Hire Income was \$3.4k **above** budget
- Income from Facility Hire and Reimbursements is covering Contractor expenditure

Venue Capital Upgrades

- New bins/split-waste system installed
- Front of house lighting upgraded to LEDs
- Tender process completed and works for new lighting bars & intelligent lighting for stage started.

Media

- 20 January 2020: "Australia's Only UNESCO City of Music Celebrates International Jazz Day" online article in Broadway World
- 3 February 2020: "Local Musicians Celebrate Life & Music Of SA Music Icon John Baker" online article in Glam Adelaide
- 12 February 2020: "The girls light up for Jazz Day" article in The Advertiser
- 6 March 2020: "The Baker Suite And Friends Celebrate The Songs Of John Baker – Adelaide Fringe 2020 Review" online review on The Clothesline
- 19 March 2020: "Woodville Town Hall to host 60,000 people a year by 2023" and "Woodville Town Hall to become premier theatre" online article in West Beaches Messenger about Business Plan
- 25 March 2020: "Town Hall to put on a great show" article about Business Plan in hardcopy Westside Weekly paper, page 6



Woodville Town Hall to host 60,000 people a year by 2023

Caleb Bond, The Messenger
March 19, 2020 4:48pm



Town Hall to put on a great show

Caleb Bond

WOODVILLE Town Hall would become one of the west's busiest theatres, with regular shows and a wine bar, under a new plan.

According to Charles Sturt Council data, the local heritage-listed hall, on Woodville Rd, has attracted 80,000 visitors since it was renovated for use as a theatre and concert hall in 2017.

Revenue has also increased more than \$180,000, while economic benefit to the area has been estimated at \$10 million.

A survey of people who attended shows at Woodville Town Hall found 30 per cent bought dinner at surrounding restaurants. While the theatre

has thus far operated at a loss, economic modelling for this financial year shows it is set to turn a net profit, with attendance forecast to increase by 51 per cent.

However, that will be affected by cancellations caused by the coronavirus outbreak.

A new business plan has set a blueprint for the venue's growth, including a program of regular events to make it a "cultural hub", a new wine bar and better promotion.

The plan says Woodville Town Hall has changed from a "small hall-for-hire" to a "professional venue" and the council will push for more commercial hires of the building. It hopes to increase annual attendance to 60,000 people by 2023.

The business plan said the "heritage icon" had been transformed from a "an under-utilised asset to a vibrant, inclusive and entertaining venue".

Charles Sturt Mayor Angela Evans said cancellations due to coronavirus "may result in our projected attendance and revenue figures for this financial year being less than anticipated".

"When we are able to hold these events at a later date, we will be able to support organisers, artists and our local economy," Ms Evans said.

"We are confident it will continue to be a special destination for weddings, music events and community gatherings both local and for visitors into the future."



THE GIRLS LIGHT UP FOR JAZZ DAY

Women will stake their claim when The Boys Club performs at this year's International Jazz Day concert at Woodville Town Hall.



WOODVILLE TOWN HALL TO BECOME PREMIER THEATRE

Woodville Town Hall has been growing as a theatre and concert hall – and now Charles Sturt Council is confident it will survive the coronavirus crisis and end up being one of the busiest theatres in the west.



CLAM



Local Musicians Celebrate Life & Music Of SA Music Icon John Baker

Produced by Baker's wife and accordionist, Gayle Buckby, this show will be a celebration of music, stories, love and friendship.

By [Grace Schneider](#) on Feb 03, 2020

[Facebook](#)

Experience the endurance of love and friendship as the sublimely crafted songs of John Baker are resurrected by his band and guest singers from around Australia.

For one night only, The Baker Suite will take you on a musical journey through Art Folk, French Café, and Gypsy Romantica in the lush, grandiose surrounds of the historic Woodville Town Hall.

COVID-19 Impact and Response

- Woodville Town Hall's local live music series *Foyer Fridays* initially postponed, then reshaped to be able to deliver online as a live-streamed series from the venue. This will enable us to continue to grow and connect with our audience during closure.
- Our second annual Winter Comedy Festival planned for August has been cancelled
- Adelaide Festival Centre's International Jazz Day postponed & will no longer take place at Woodville Town Hall
- Over \$30,000 income loss so far through cancelled/refunded venue hire fees.

WOODVILLE TOWN HALL

Curated by local 'musical wizard' Adam Page

Join us for a new way to experience your Woodville Town Hall

FOYER FRIDAYS

Woodville Town Hall Foyer, 5 – 8pm
3 APRIL, 1 MAY & 5 JUNE

woodvilletownhall.com.au

FAMILY FRIENDLY / MUSIC / FOOD / DRINKS / FREE ENTRY

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

April 3rd
ADAM PAGE'S NEW ORLEANS QUARTET
Soak up the traditional sounds of The Crescent City with Adam Page (clarinet/soprano sax), Julian Ferraretto (violin), Ben Fuller (double bass) and David McEvoy (upright piano).

May 1st
FLEUR GREEN feat. BONNIE AUÉ
Bowden's Fleur Green is joined by bassist Bonnie Aué — expect a delicious aural palette to leave you with an afterglow and a few goose bumps.

June 5th
AARON THOMAS & THE HUMAN PATTERNS
Old style folk/country with dark melodies of love, loss and despair. Aaron Thomas (vocals/acoustic guitar), Tori Phillips (violin/vocals/percussion), Django Rowe (acoustic guitar/vocals) & Dylan Paul (acoustic bass).

Food & beverages available to purchase include local drinks by Big Shed Brewing Co, Oddio Winery, Never Never Distilling, Scull Kombucha and platters by Let Them Eat

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

WOODVILLE TOWN HALL

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

Westside Place Makers Grant – Round 3 2020 (COVID-19 response)

The unfolding COVID-19 (Coronavirus) situation has rendered traditional place making activities unviable so we recognised the need to play a role in keeping our community connected in alternate formats.

We have therefore launched a third round of the Westside Place Makers grant to support digital presentations or projects in a public space with high visibility (during physical distancing) that contribute to culture, connection, and wellbeing of the local community whilst South Australian Government COVID-19 restrictions are in place.

Utilising savings from previous 2019/20 grant rounds, the maximum individual grant allocation will be limited to \$2,000 to ensure we can support a greater number of projects across our city.

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:

St Clair Precinct

CONVIC has been appointed as the lead contractor to undertake the construction of the regional skate park. Site work for the skate park has commenced, with stormwater piping, electrical conduits and subgrade remediation completed. Work is continuing on preparation, installing formwork and pouring concrete to create exciting and new colourful skating features. Building Rules Consent is currently being finalised for shelters and lighting. All construction is scheduled for completion in June 2020.

The regional Playspace, Brocas Avenue re-construction works and the new tennis courts are nearing completion. Practical completion has been reached on the Playspace and Brocas Avenue. The tennis courts were completed in March 2020.



New Regional Playspace



New Skate Park Concrete Works

AMP Playground Renewals 2019/2020

Consultation and Concept Plans completed in July 2019. Detailed documentation completed in September 2019.

Landscape & Play equipment (supply and installation) contracts for playgrounds at Alton Reserve, Matheson Reserve, Newlands Reserve, Raymond Reserve and Angley Reserve awarded in December/January. Play equipment for all of the 5 play spaces were ordered in January/February 2020. Onsite construction works commenced in late February 2020 at Matheson Reserve.

Rowing Course Reserve Upgrade - Inlet Reserve

Master plan and design documentation completed in August 2019. Notice of Construction letter sent to residents/stakeholders in September 2019.

Civil construction contract awarded in November 2019 and works completed in January 2020. Lighting contract awarded in December 2019 and works completed in February 2020. Irrigation works completed in February 2020. Landscape works commenced in March 2020.

Grange Lawn Tennis Club tennis/netball court upgrade

Club consultation and master planning completed in October 2019. Detailed design & documentation completed in November 2019. Tender closed and contract awarded in January 2020. Onsite construction works commenced in February 2020.

Jubilee Reserve Changeroom

Practical Completion has been achieved in January 2020 on this building project. The Various sporting groups can now commence using this new changeroom facility.

West Lakes Hub Community Centre and Library

A contractor has been appointed and detailed design work has now commenced on the base building and the fit out. Onsite work to commence prior to 30 June 2020.

St Clair Oval No 2 - New Changerooms, Toilets and Servery

A contractor has been appointed and demolition work has commenced onsite. The changeroom building work is scheduled for completion in April 2020.

St Clair Ovals 3 & 4 – Public toilet and Servery

A decision to construct a food servery and public toilet within St Clair Ovals 3 & 4 has been deferred by Council for a period of six months, with a further report to be presented to Council in September 2020 to once again consider this matter.

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

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

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

Target: Diverse Local Community

Outcomes:

5 Year Progression	2015/16	2016/17	2017/18	2018/19	2019/20 (Q1-Q3)
Participant contacts at Charles Sturt Community Centres	98,753	94,979	96,275	93,022	78,324
Volunteer hours at Charles Sturt Community Centres	16,437	16,798	16,188	14,681	11,463

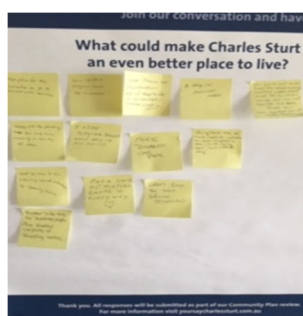
Community Centres – January to March 2020						
	Volunteer Hours	Jan-Mar 2019	Participant Contacts	Jan – Mar 2019	% Hours Variance	% Contact Variance
19 on Green	64.5	39	1,489	1,650	65.4%	-9.8%
Bower Cottages	469	533	3,452	4,250	-12.0%	-18.8%
Cheltenham	382.50	454	3,547	4,221	-15.7%	-16%
Findon	457	511	4,776	6,478	-10.6%	-26.3%
Henley	1,010.25	1,120	3,415	4,684	-9.8%	-27.1%
The Brocas	350	356.95	2,244	2,255	-1.9%	-0.5%
West Lakes	474	460	1,789	3,457	-3.0%	-48.2%
TOTAL	3,207	3,474	20,712	26,995	-7.7%	-23.3%

Community Development COVID-19 Centre Response to date

With the onset of COVID-19 and the resulting measures to reduce the spread within the community, the majority of group and hire activity has been suspended until there is Government advice that these activities can resume. This presented a novel challenge to the Community Centre team centre given its principle object to increase the quality of community life. In response the team has been navigating a mixed model of service, including recording and streaming workshops, establishing and administering online groups, setting up the #371 hotline to provide information and referral and creating some activity kits for program participants isolated at home.

Community Engagement – Review of Community Plan

User groups, volunteers and visitors were encouraged to place their ideas on a writing wall at all Community Centres.



Language and literacy class at Findon Community Centre learning about Community Engagement

19 on Green Community Centre

New projects or significant project highlights:

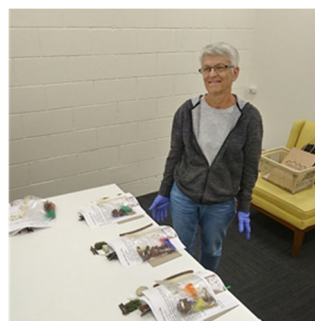
- Five new organisations have established at 19 on Green including Carers SA and the Australian Breast Feeding Association.
- Four new centre led programs have been introduced including Design It, Creative Inks & Paints and Creative Block printing and a number of one off workshops including Confused About Food?, Smartphone Photography and Business Launchpad.
- The opening of the Community Shed occurred in February which will build into a program of activity on two afternoons a week.



- Delivered new programs introduced including Smartphone Photography and Creative Block printing. Centre led programming has increased to 8 discrete programs covering a range of topics and interests.
- Completed Clean Up Australia Day activity in the Torres St reserve, removing two green bins of rubbish from this important green space. Ongoing interest in a monthly community clean ups from participants.



- Successfully transitioned *Grubbies on Green* to *Grubbies at home*, where families pick up nature-based play packs from 19 on Green and interact with Pam via video and closed Facebook group.



- Supported the delivery of two virtual workshops, *Cooking with Food Scraps* and *Creative Inks & Paints*, with positive community support and feedback.
- Continue to provide a valued space to six support groups as part of the centres strategy to enable people in the local area to access effective social and community supports.

Partnerships formed

- Ongoing partnerships in place with Campbell Page, Oz Harvest, Unity and Welcoming Centre to co deliver programs and services to the community.

Training and employment

- 19 on Green continues to develop its strategy to enable people in the local community to fully participate in training and employment.
- 19 on Green partnered with Library Services to deliver the Digital Springboard series and Campbell Page to provide onsite work experience for Disability Week.
- The centre's hot desks continue to attract enquiries and currently there are eight small business operators who use 19 on Green to deliver classes, workshops and consultations to their customers.

Cheltenham Community Centre

Vale Joyce Wickham

- The long serving Cheltenham Over 50s Secretary, Treasurer and Life Member Joyce Wickham passed away at 99 years of age. Her service and commitment to her beloved Club was exemplary, as was her active participation in the bowling competition right to the very end. Joyce, recently honoured by the City of Charles Sturt as its Senior Citizen of the Year, was much loved by all her friends at The Club and is greatly missed.

Cheltenham Playgroup

- A new structured playgroup commenced at Cheltenham in Term 1 this included movement, music and stories.



West Lakes Community Centre

- Over this quarter the centre held a highly successful gut health workshop which was attended by 20 people and covered a range of topics including; food allergies, skin conditions, weight management and how to take care of yourself with the right nutrition.
- Stitchin Sisters Quilting Group held a quilt exhibition in West Lakes Mall, with their handmade beautiful Quilts on display to the public.



Findon Community Centre

- Centre highlights during this period include the visit to the centre from the from the GAP program (Greyhound Adoption Programme to the QEH Outreach Grief & Loss Group a group who meets monthly at the Centre offering support, information and socialisation.
- GooRoo Animation school holiday workshop in January attracted 26 participants. By using plasticine and modelling tools the children were able to bring their ideas to life.



Bower Cottages Community Centre

New initiatives implemented at Bower Cottages include the delivery of:

- Be Connected an Australia wide initiative empowering all Australians to thrive in a digital world.
- Laughter for Wellness: an introductory session shared how laughter can give perspective, lift spirits and significantly strengthen your immune system.
- Breast cancer support group: A volunteer run support group for women who have breast cancer was launched during this reporting period.
- Workshops where held for young people and children on upcycling tin can planters; hatching your own insects and outdoor messy play.



- The monthly Saturday morning Little Buggers Club and Community Fruit and Vege swap continue to grow as a young people learn about insects and bugs alongside neighbours coming together to share the surplus fruit and veg from their gardens.



Henley & Grange Community Centre

- Tai Chi for beginners was introduced at Henley in the new year, to assist with health, balance and arthritis and will be held online during centre closure.
- A new Henley Book Club has commenced in partnership with the libraries, this is following interest from a community member keen to lead a group at the centre.
- The finishing touches to the Beach Huts along the fence has been completed and provides great street presence to the centre.



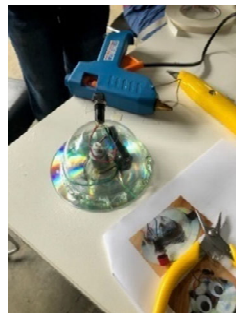
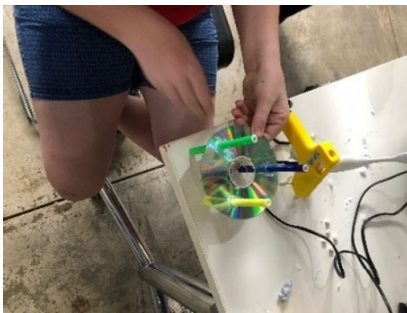
Service activity/Project: The Brocas - Youth Services

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

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

Outcomes:

- Youth specific school holiday programs expanded to run across the Brocas and 3 community centres
- \$5,000 grant won for Anti Bullying Day from Department for Education – this project has been delayed due to COVID-19
- Study Support group initiated with average of 25 young people attending weekly
- Art packs developed and delivered to 15 young people (regular attendees to weekly art group at Brocas) in response to cancelling program due to COVID-19.



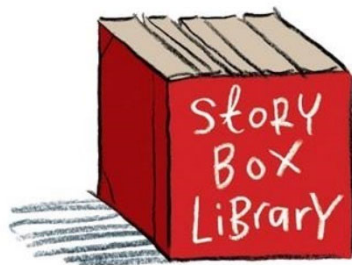
Service activity/Project: Library Services

Target: The Library Service continues to support strong connections to our community by providing access to a large variety of programs, events, digital resources and traditional print resources. Services are provided across our five physical branch locations, mobile library service and outreach services, reaching over 8,000 people every week.

Outcomes

Additional children's online resources have been added to help support the move to home schooling at the end of the quarter. Both new resources are Australian:

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



5 Year Progression	2015/16	2016/17	2017/18	2018/19	2019/20 (Q1 -Q3)
Library visits	522,686	503,849	496,445	469,532	355,877
Active Library members	52,578	34,032	34,709	35,351	35,303
New Library members	-	5,130	4,679	4,818	2,367
% of Charles Sturt residents that are library members	-	34.5%	30.2%	30.2%	29.41%
No of program types delivered	93	128	146	187	356
No of sessions delivered	-	-	583	658	1,211
No. of Literacy & Learning program participants	32,501	34,994	32,148	32,057	25,580
Total Number of Loans - Print	977,543	947,881	937,010	861,719	613,417
Total Number of Loans - Digital	32,180	38,499	47,848	112,671	210,601*
On-line Catalogue Views	1,593,734	1,645,409	1,850,381	1,852,038	N/A**

*Pressreader statistics from March not included as unavailable at time of report

**N/A changes made to the website has created a significant difference in the statistics. We are investigating the issue so we can record the statistics next EOQ

Customer Experience

Libraries have continued to adapt and modify our service delivery to ensure our community has access to Library resources while complying social distancing requirements. When Library Branches were required to close their doors in March, a 'Call and Collect' service was swiftly introduced enabling customers to browse and reserve our collections online, or call through to the Library Call Centre and be supported to select and reserve from our collections. A simple phone call to the Library Call Centre 15 minutes before they come to collect their resources enable their holds to be left outside the relevant branch. The community has, embraced this opportunity with regular positive feedback received that the books and other resources are a vital support while being isolated at home.

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 membership and visitation

Customer Engagement	JAN-MARCH 2019	JAN MARCH 2020	Trend
Student Work Placement Hours	0	0	-
Internal Engagement	9	38	↑
External Engagement	4	12	↑
Total Customer Participants	647	1,168	↑



Connecting with local businesses and their owners to promote our CONNECT messaging with postcards.

Facebook and Library E-news are currently the highest sources of engagement for our customers.

5 Year Progression	2015/16	2016/17	2017/18	2018/19	2019/20 (Q1-Q3)	Trend
Facebook	-	-	75	239	402	↑
Squiz & Evanced	-	-	375	430	463	↑
Port Road Banner	n/a	n/a	4	3	5	↑
Internal Design (TV, enews, website, facebook)	n/a	n/a	142	60	85	↑
External Design Promotion (Senior, cafes)	n/a	n/a	1	6	3	↓
E-News	n/a	n/a	n/a	7	7	↑



New Library cards were designed supporting the new branding. Promoting the new Digital Storytime had a reach of 8.6k, 109 likes 47 comments and 47 shares. Facebook has been the primary source of engagement during this quarter. The Library was also mentioned in 4 Messenger Newspaper articles.



The selling of our local Bee Sanctuary honey in libraries, continues to be a popular way to engage our community with 129 units sold.

Outreach / Volunteer Statistics	Q1	Q2	Q3	Q4	YTD	Trend
Outreach Volunteer Hours	6	3	2		9	↓
Other - JP's, Children's Programs	213.4	291.75	267		772.15	↓
Outreach Visits						
Home Service Library Officer Visits	230	222	259		711	↑
Mobile Library Door Count	2,935	2,003	2,020		6,958	↑
Outreach Aged Care participation	95	94	125		314	↑

5 Year Progression	2015/16	2016/17	2018/19	2017/18	2019/20 (Q1-Q3)	Trend
Outreach Volunteer Hours	177	68	63	39	11	↓
Other - JP's, Children's Programs	1,793	1,805	1,652	1,412	772.15	↓
Outreach Visits						
Home Service Library Officer Visits	497	637	641	696	711	↑
Mobile Library Door Count	-	-	-	4,368	6,958	↑
Outreach Aged Care	-	-	-	117	314	↑

*Numbers are varied in this quarter due to School/Christmas holidays and COVID-19.



Connect Discover Inspire campaign messaging continues in the community with advertising in The Senior magazine to promote our Home Library Service. Councils letterbox drop in January proved to be successful with new customer increase due to this campaign. The new mobile pictured above, with completion mid April.



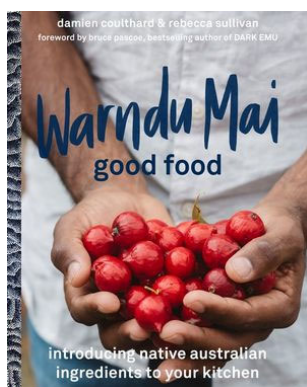
The current Mobile Library connects with Plant 4.

Service activity/Project: 'Warndu Mai' Author Event – Hindmarsh Library

Objective: To provide an evening author event for the community at the Hindmarsh Library delivered by 2 local SA authors who have their own native food company and brand.

Target: As part of the libraries dedication to supporting local SA authors, and to provide opportunities to the community to engage with book events, the library holds regular events across the 5 libraries which highlight new books and topics of interest to inspire and engage with the local community.

Outcomes: A presentation on was given at the Hindmarsh Library by the authors of Warndu Mai, which draws its focus on indigenous foods and cooking. Local community members were able to engage with creators of this locally produced book and learn directly from the authors about the value and uses of Australian indigenous food sources.



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: Annual Building Inspections were conducted on five Sporting Clubs and three 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. Non-compliant items have been rectified by the occupants to comply with the lease/licence agreement. To date inspections have been conducted on five out of forty sporting clubs and three of ten commercial buildings. The total number of buildings inspected from January 2020 to March 2020 is eight.

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: Consultation on the Henley Grange RSL and Semaphore Coastal Railway leases was endorsed in February, with Consultation scheduled to run over March and April. The community consultation period on 2 kindergartens concluded and the Agreements were issued to the Minister for Education for execution in February. All scheduled renewals and rent reviews have been completed.

Agreements have been negotiated, finalised and issued to five groups who have been in extended holdover, such that only the Scout and Guide Halls require review and finalisation to bring all Agreements in line with Policy and legislation over the next quarter.

Strategy: Develop digital technology to support inclusion and accessibility.

Service activity/Project: *Linking Digital Literacy Programs with Library Mobile Service*

We have commenced a linkage between targeted digital programs and specific scheduled Mobile Library Service stops, starting with a first program at Plant 4 Bowden - Mobile stop.

Objective: To provide engaging digital programs which highlight access to technology with residents in places they reside in or frequently visit and work directly with a demographic throughout our community who have been identified through the Australian Digital Inclusion Index to have high levels of disadvantage in digital skills and access.

Target: To engage during the School Holiday period with community at Plant 4 Bowden – and provide access to community digital outreach programs for families.

Outcome: There was greater community engagement and attendance with the Mobile stop on this date due to the combined services coming together. The session was successfully delivered by the digital library staff to families on the day. Children were given access to green screen technology as part of a school holiday digital experience, and access to STEM activities. The activity was positively received by families and is a model of program delivery we will continue to develop in conjunction with the new Mobile Service schedule for 2020 to improve our reach with families and community in digital literacy programming.



Service activity/Project: Playgroup in the Park. The Literacy & Learning team, together with the Library Outreach & Engagement team, supported a free community-based pre-school and family event as part of the *Paint the Inner West REaD* program, and was held in Sparrow Reserve.

Objective: To support a free community event aimed to reach families not currently accessing libraries, preschool or other family support services.

Target: This event was designed to attract families with young children from the catchment areas of the Paint the Westside REaD program.

Outcomes: 120 residents participated in this free event, which built on the existing partnerships and supported families with greater levels of disadvantage.



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

Unit 8 – Rose Villas

Premises has recently been sold to a new resident and is subject to sale of their existing premises. Settlement is 12th February 2020. Monthly maintenance fee will be payable.

Unit 4 – Rose Villas

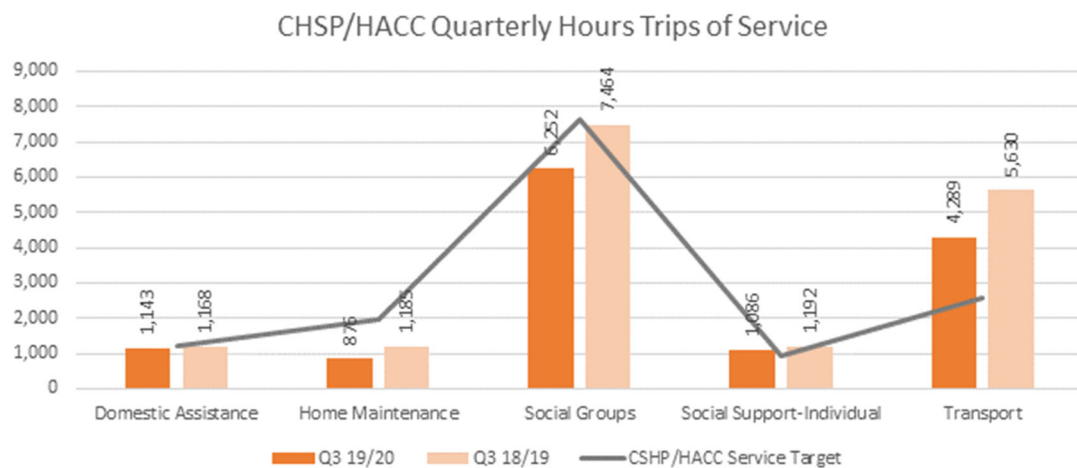
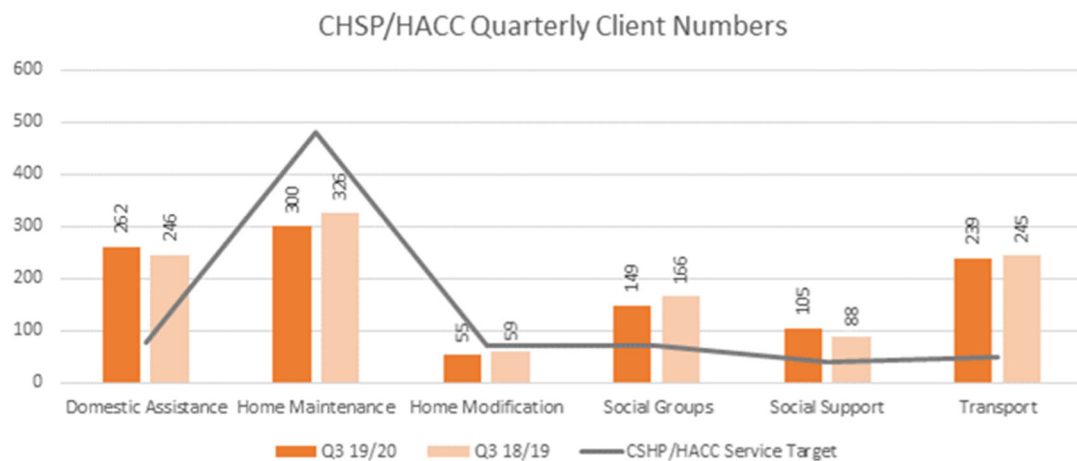
The resident has recently moved into further care. We are in the process of arranging necessary upgrades here to include new flooring, painting, and kitchen appliances.

Service activity/Project: Community Care 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.

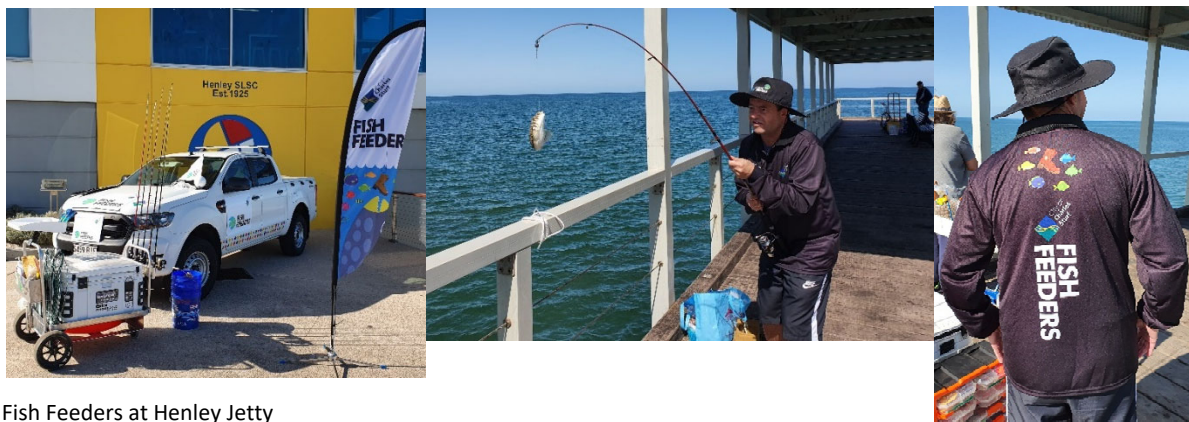


Social Connection through group activities or 1:1 connection has been increasing and is an identified priority for community wellbeing.

Key Points and activities

- Community Care / Ageing well team presented at a staff forum in Woodville Town Hall
- Western Living Newsletter was mailed out to approximately 3,000 residents
- Two staff obtained their bus licences to assist with community transport as needed
- Partnership with Port Adelaide Enfield Council saw the delivery of resilience training (PERMA plus) to residents

- The creation of a wellness program to be introduced at the Arch Paterson Centre including art therapy and music therapy was investigated (presently on hold due to COVID-19)
- Partnership with libraries to develop a suite of downsizing sessions (presently on hold due to COVID-19)
- Partnership with libraries utilising one of their staff to facilitate quiz sessions at two CHSP Social Support Groups (Henley and Arch Paterson)
- Community Care /Ageing Well supported the Korean nursing students visit and presented to the group
- The Fish Feeders program has been highly successful and has been growing in attendance weekly (presently on hold due to COVID-19)



Fish Feeders at Henley Jetty

Groups across the City celebrated as we headed into the Christmas Break, Australia Day and also had support from staff using iPads and Tablets



Community Care Volunteer Graffiti Removal	Q3 19/20	Q3 18/19	% Variance
Square Metres Removed	1,270	776	63.7%
Tags Removed	1,059	802	32%
Volunteer Hours	455	349	30.4%
Jobs	234	150	56%

*The Volunteer Graffiti Program has seen an increase in outputs and a new team has started to support the program. Changes to the processes has allowed for a more efficient response to requests.

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

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

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

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

Outcomes: New Licence Agreements to be prepared for Orion Tennis Club for two premises located at Oval Avenue and Smith Reserve (previously Woodville Glengarry Tennis Club).

Fulham United Soccer Club and Fulham Cricket Club share the clubroom and oval at Collins Reserve Kidman Park. New Licence Agreements for a term of 5 years have been entered into with each club.



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	2019/20 (Q3)	2018/19	2017/18	2016/17	2015/16	Trend
Volunteer Hours	5,944	7,001	6,903	7,818	7,791	↓
Volunteer Applications Received	40	32	35	37	42	↑
Volunteers interviewed	9	9	21	25	29	↓
Volunteers Inducted – Group	0	0	13	0	20	↓
One-on-one inductions	0	0	0	0	0	↓
Online inductions	0	0	0	1	14	↓

There are currently 323 registered volunteers with the City of Charles Sturt. This figure is consistent with the same reporting period in the previous year, in which we had 327 registered volunteers.

Volunteer Celebrations/Recognition

- In this reporting period 64 volunteers attended recognition activities; attending Christmas celebrations within their individual program groups.
- In conjunction with the volunteers that attended Christmas Celebrations within the last reporting period, a total of 211 volunteers participated. This is 65% of volunteers represented, which was a 4% decrease from last year's participation (69% attendance).

Volunteer Recruitment

- In this reporting period 40 potential volunteer enquiries have been received, with 8 volunteers being assigned and matched into volunteer roles.
- The Volunteer Service Development Officer (VSDO) commenced a recruitment drive in early March which has been suspended due to social distancing requirements of COVID-19.
- The vacancies which were being recruited for were within the following programs: Literacy and Learning Children's Support (Library), Home Gardening (Community Care), Kitchen Hand and Social Support – Arch Paterson (Community Care), Digital Literacy (Library) Program Assistants (Community Centres), Gardener – Community Spaces (Open Space) and Community Visitors (Community Care).
- One of the roles which was being recruited for was a new role, Gardener – Community Spaces. In this role volunteers assist Council by undertaking basic gardening tasks and maintenance for areas of Community Open Space.

VSDO Cross Council and Volunteer Sector Collaboration

- In this reporting period the VSDO has been actively involved in projects with the Local Government Volunteer Managers Network (LGVMN).
- The first involvement is as the Chair of a working group, in conjunction with LGRS and LGA, which has created an online Volunteer Management Portal. This is an interactive website portal providing free information and resources to South Australian Councils regarding responsibilities for managing volunteer's participation in programs under council care and control. This portal is housed on the LGRS members page and can be accessed by all LG employees within South Australia.
- The VSDO is also representing Local Government on the Department of Human Services working group to develop the second Volunteering Strategy for SA: Beyond 2020.

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

Service activity/Project: Woodville Oval Community Stakeholder Group

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

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

Outcomes: Regular meetings conducted quarterly with all clubs represented and involved.

This culminated in a highly successful launch event supported by Council, for the whole Woodville Oval Complex on Sunday, 16 February 2020 (see image below). As well as recognising the range of new works and facility upgrades completed onsite, it was a fantastic opportunity to acknowledge all local clubs (eg. tennis, bowls, croquet, dog, cricket and football). This approach enabled all clubs to benefit from a collaborative community event, to contribute and showcase their club, sport and the complex.





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.

16

Total number
of projects

3,907

Total number
of unique online visitors

1,350

Total number
of community responses

Community Engagement for the January to March 2020 Quarter			
No	Project Name	Project Scale <ul style="list-style-type: none">• City-wide• Large• Localised	Community Responses Received (e.g. completed surveys, written submissions)
Corporate Services Projects			
1.	Community Plan Update 2020-2027	City-wide	163+ total responses including 120 E-Panel responses, 28 Your Say Charles Sturt responses, 15 Ideas Café attendees, and numerous library and community centre contributions
2.	Community Survey 2020	City-wide	817 total responses including 600 telephone survey responses, 129 E-Panel responses, 86 Your Say Charles Sturt responses and 2 Email responses
Transport and Engineering Projects			
3.	Wright Street, Ridleyton Review of Slow Point	Localised	17 online responses
4.	New Footpaths 2020/21 – Seaton, Findon and Welland	Localised	49 responses

Open Space, Recreation and Property Projects			
5.	Property Services Asset Management Plan	City-wide	4 online responses
6.	Birkdale Reserve – Draft Concept Plan	Localised	63 online responses
7.	Dog Park – Semaphore Park Reserve – Draft Concept Plans	Large	80 online responses
8.	Dog Park – Frank Mitchell Park / Woodville West – Draft Concept Plans	Large	45 online responses
9.	Findon Reserve Name Change	Localised	36 Survey responses
10.	Semaphore Tourist Railway Licence Extension	City-wide	3 online responses
11.	Henley and Grange RSL Licence Extension	Localised	9 online responses
Public Health and Safety Projects			
12.	Licence for Commercial Activity on Pt Malcolm Reserve	Localised	1 online response
13.	Permit for Public Space Occupation – 506 Seaview Road, Henley Beach	Localised	1 email response
14.	Temporary Footpath and Verge Closure – portion of Grange Road, Seaview Road and Military Road, Henley Beach	Localised	0 online responses
Community Connections Projects			
15.	Paint the Westside Read – Outreach event in Sparrow Reserve	Council-wide	60 attendees 15 online surveys 7 new memberships
16.	Library Digital Story Time in response to COVID-19	Council-wide	109 Facebook likes 47 comments and shares

Service activity/Project: Consultation involving our online community

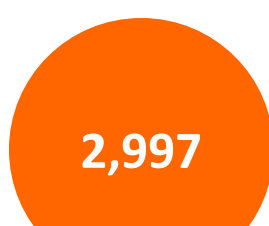
Objective: Promote our convenient and interactive online engagement hub, *Your Say Charles Sturt*, and grow our online community.

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

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



Community members signed up to *Your Say Charles Sturt* in quarter



Total community members signed up to *Your Say Charles Sturt*



Community member target to reach by December 2020

- Our online interactive community engagement website *Your Say Charles Sturt* is working well and continues to attract community interest.
- During the quarter 127 new members signed up to *Your Say Charles Sturt* which is a good number for the Jan to March quarter.
- We are on target to reach and potentially exceed 3,500 members by December 2020.
- The new software platforms enables our community to “follow” progress on a project if they wish to. We now have 161 community members following the progress of one or more of our projects.

- The projects that attracted the highest level of interest during the quarter included our Community Survey 2020 and Community Plan Update.
- During the quarter we surveyed our E-Panel on two occasions including our Community Survey 2020 and the Update of our Community Plan 2020-2027, 129 and 120 members respectively contributed during the quarter.

Strategy: Upskill sporting and community groups to build sustainability.

Service activity/Project: Sporting Club - Professional Development

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

Target: To run multiple subsidised Responsible Service of Alcohol (RSA) training courses to address new liquor licensing reforms directly affecting sporting clubs within CCS.

Outcomes: Since late 2019, when many of the new liquor licensing reforms came into place, two (2) RSA training courses have been offered to assist sporting clubs in the City of Charles Sturt (CCS). This has served to address the immediate/key reform issues of all RSA trained volunteers mandatorily needing to be RSA trained, as well as providing sporting volunteers with valuable updated information on these reforms. This initiative has enabled more than 100 sporting clubs' volunteers to be trained in the CCS so far, this financial year.

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

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

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

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

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

- **Semaphore Park Community Garden:**

Semaphore Park Community Garden members have been growing for Trees for Life and their seedlings have now been delivered for allocation and planting and are currently growing plants from seed and cuttings, along with acting as a community collection point for plants, tools etc for the Bushfire Revival Group.



- **Richard Russell Community Garden:**

The Richard Russell Community Garden Group has had a further name change to the Royal Park Community Garden as they considered this was more easily recognised and better identified them.

A planning day was held early February to design the general layout of the site and work through all governance requirements. The keen and dedicated group of 10 garden members are working toward becoming an incorporated body, have completed all the governance activities such as forming a committee, writing garden rules, induction booklets etc, designing the space and breaking soil on the site.

The official garden launch was planned for early April, however, COVID-19 has seen this postponed and garden members are busy establishing the garden and organising their space.



- **Resident Wins – Urban Greenway Project – Sculptural Artworks and Art Interventions:**

This project, a collaborative project between Council and Community (Westside BUG (bicycle users group) and funded by the Department of Planning Transport and Infrastructure (DPTI), has been a positive exercise in Community/Council collaboration and partnership and has allowed opportunity for Community members to attend and contribute to various Council working parties, processes and procedures.

The Sculptural artworks have now been completed at the intersections of Day Terrace and Croydon Avenue, Day Terrace and Brown Street and other art interventions along Day Terrace West Croydon, complementing the Thermoplastic artworks on the roadway along the Urban Greenway cycle path.



- **Flinders Park “Plantabout”**

The Flinders Park Plantabout began as a Placemaker Grant project and has continued to grow in popularity. In early March, as part of their Airport launch Bunnings donated a number of garden items and plants and sent a crew along to assist with the installation and planting. In less than nine months this garden has grown from 2 garden beds and a park bench to now showcasing a community compost bin, a frog pond, notice board, grow free cart, bee hotel, worm farm, additional in ground garden beds and a bird bath. A BBQ was held on the Plantabout on Australia Day which was well attended.



- **Frederick Miller Community Garden**

The Frederick Miller Community Garden is located between Third and Fourth Avenues in Semaphore Park. The garden members held their official launch in March with a sausage sizzle, smoothie bikes and much community enjoyment, 35 people signed up to be involved and assist with establishing the garden.





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

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

Service activity/Project: Traffic and Parking Safety around Schools

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

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

Outcomes: Transport Strategy and Assets, Community Safety and Marketing and Communications teams have developed an improved traffic and parking safety flyer to replace the previous parking flyer.

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 membership and visitation

Customer Engagement	Oct - Dec 2018	Oct-Dec19	Trend
Student Work Placement Hours	227	40	↓
Internal Engagement	8	33	↑
External Engagement	2	5	↑
Total Customer Participants	446	1,214	↑

5 Year Progression	2015/16	2016/17	2017/18	2018/19	19/20 (Q1-Q2)	Trend
Facebook	-	-	75	239	293	↑
Messenger	-	-	81	60	7	↓
Unity & Evanced	-	-	375	430	320	↑
Port Road Banner	n/a	n/a	4	3	5	↓
Internal Design	n/a	n/a	142	60	56	↓
External Design Promotion	n/a	n/a	1	6	0	↑
E-News	n/a	n/a	n/a	7	4	↑



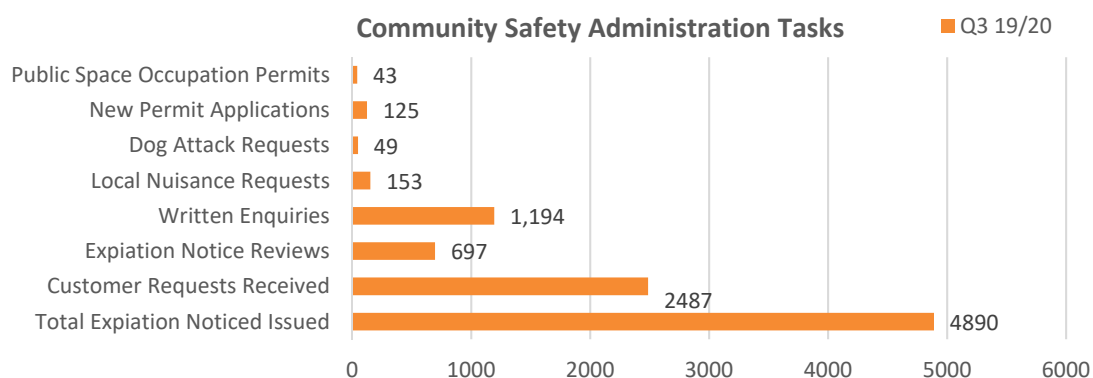
- Images created for program promotion for Facebook and TV screens in branches.
- 1367 people have joined the Connect Discover Inspire Library e-newsletter by signing up at the branches and online.

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 153 Local Nuisance requests.



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

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

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

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

5 Year Progression	2015/16	2016/17	2017/18	2018/19	2019/20 (Q1-Q3)
Dogs registered	14,847	15,017	14,521	15,788	15,483
Dogs unregistered	94	7	68	0	44
Dog revenue rcvd (\$K)	\$572,005*	\$635,850*	\$783,448*	\$782,886*	\$595,064.04*

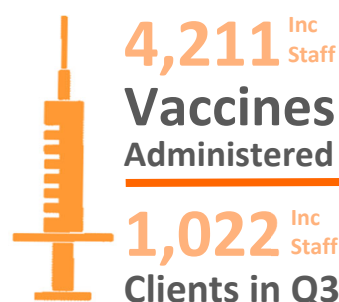
(*amount excluded for Dog and Cat Management Board \$188,474.86)

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

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

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

Outcomes: 1,022 Clients received 4,211 vaccines, with 51% of this being delivered at the public St Clair Immunisation Clinic, and the others being delivered as part of the School Based Immunisation Program or corporate flu program.



34	1,022	2,167	8	805	1,579
Public Clinics	Public Vaccine Clients	Public Vaccines Administered	School Clinics	School Vaccine Clients	School Vaccines Administered

5 Year Progression	2015/16	2016/17	2017/18	2018/19	2019/20 (Q1-Q3)
Public Clinic vaccines administered	6,909	6,755	6,845	9,696	6,509
School vaccines administered	4,594	6,381	4,901	5,395	4,258
Worksite vaccines administered	1,314	825	588	873	305
Staff vaccines administered	256	464	286	293	192
NARI vaccines administered*	461	588	445	243	-
No. of clients receiving vaccination	5,085	9,406	8,295	9,209	4,826
Total no. of vaccines administered	13,534	15,013	13,065	16,500	11,264

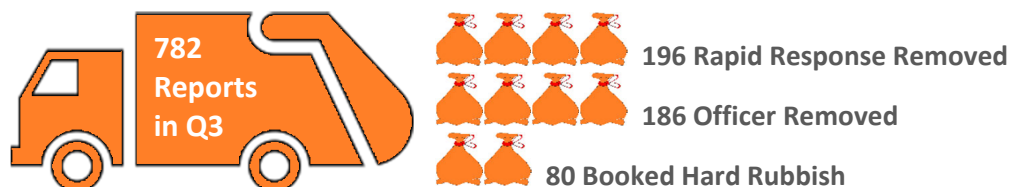
*The NARI program concluded on 30 June 2019.

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

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

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

Outcomes: 782 requests received in the quarter with 98 removed by the resident and 80 confirmed as hard rubbish bookings.



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

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

Target: Reports are investigated in accordance with defined timeframes.

Outcomes: Attended to 153 reports in relation to local nuisance in the quarter and completed a significant clean up of a derelict property in Ovingham where we had experienced repeated issues with squatters accessing the premises causing concern for neighbours.



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 529 customer requests reporting instances of vehicles illegally parked. During the quarter 4,585 expiation notices were issued under the Australian Road Rules. With many businesses transitioning staff to work from home and lower attendance and closures of schools, Officers focused more on responding to parking complaints and safety related offences later in the quarter, rather than proactively patrolling the areas that would normally be high demand time limit zones.

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

Objective: Meet statutory obligations in accordance with the Act, implementing our Education, Encouragement and Enforce 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: Staff continued to follow up dog owners reported to be unregistered, non-desexed or non-microchipped dogs whilst updating the Statewide Dogs and Cats Online (DACO) system. As a result of this campaign, 83 expiations were issued for not meeting the registration requirements, 4 for failing to comply with the microchip requirements and 5 expiations for not meeting the desexing regulations. Planning commenced for our Doggy Day on the Green event scheduled for April 2020, however due to the COVID-19 restrictions, the event was required to be postponed.

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 34 new requests from the community and issued 7 Fire and Emergency Services 105F Notices, bringing the total Notices issued to 97 in the 2019/20 year. All but one of the properties is now compliant with the investigating officer continuing to work closely with the owner.

Service activity/Project: Effective administration of the Food Act

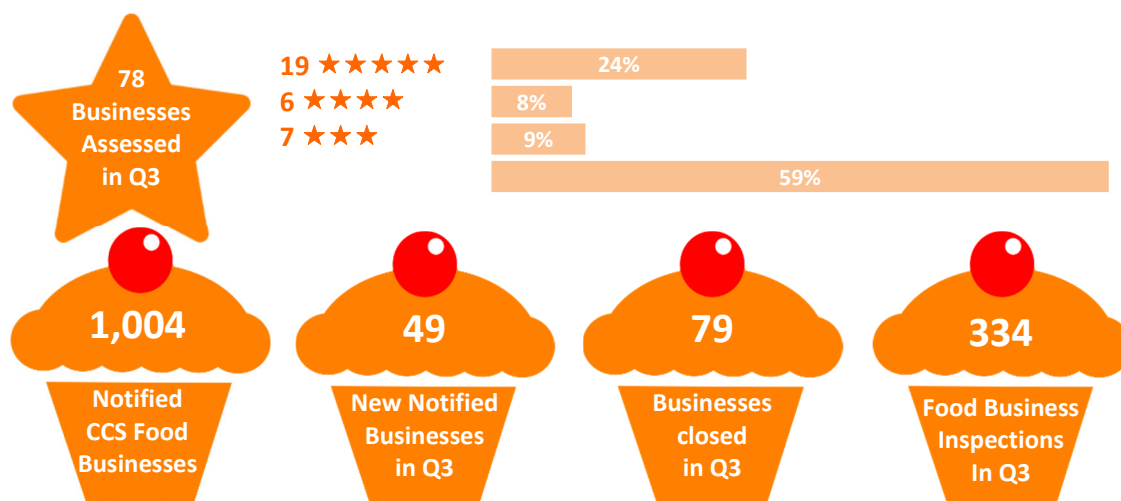
Objective: Undertake a regulatory regime of all food businesses within the City to fulfil Council's legal obligations and provide a proactive approach to supporting positive health and safety outcomes.

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

Outcomes:

Food Safety Rating Scheme (FSRS)

FSRS is a state-wide initiative to help customers make informed choices about where they eat based upon compliance with the State's food laws.

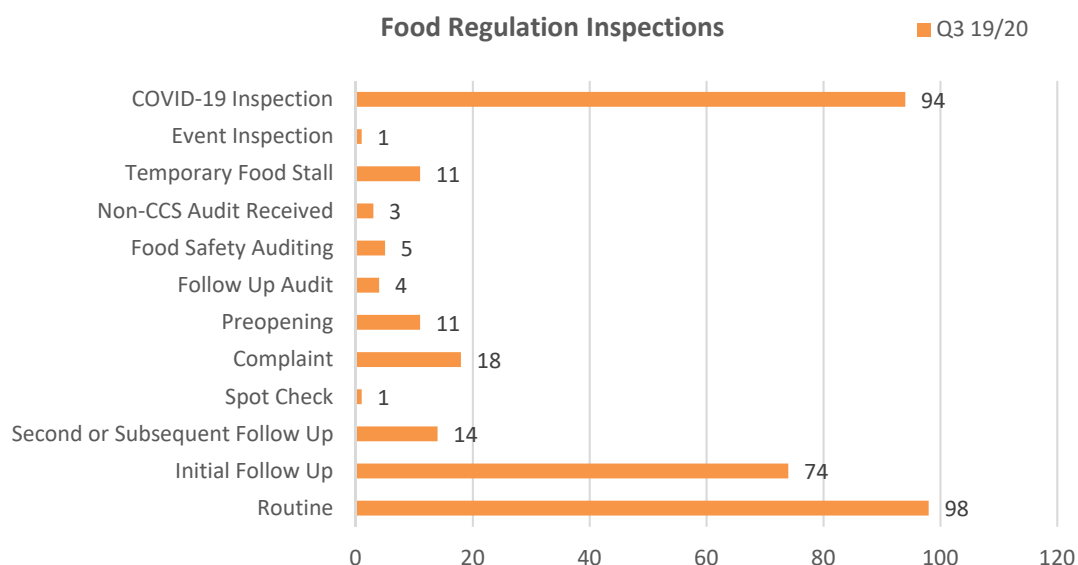


Service activity/Project: Effective administration of public health legislation.

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

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

Outcomes:



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



Other Premises - inspections include routine, follow up, complaint	No. of Premises	Total Inspections*				YTD Total
		Q1	Q2	Q3	Q4	
Public Swimming Pools & Spas	17 (26 pools/spas)	7	9	16		32
High Risk Manufactured Water Systems	25 (49 systems)	8	18	19		45
Skin Penetration Premises	24	2	6	6		14
Supported Residential Facilities	4	5	4	1		10

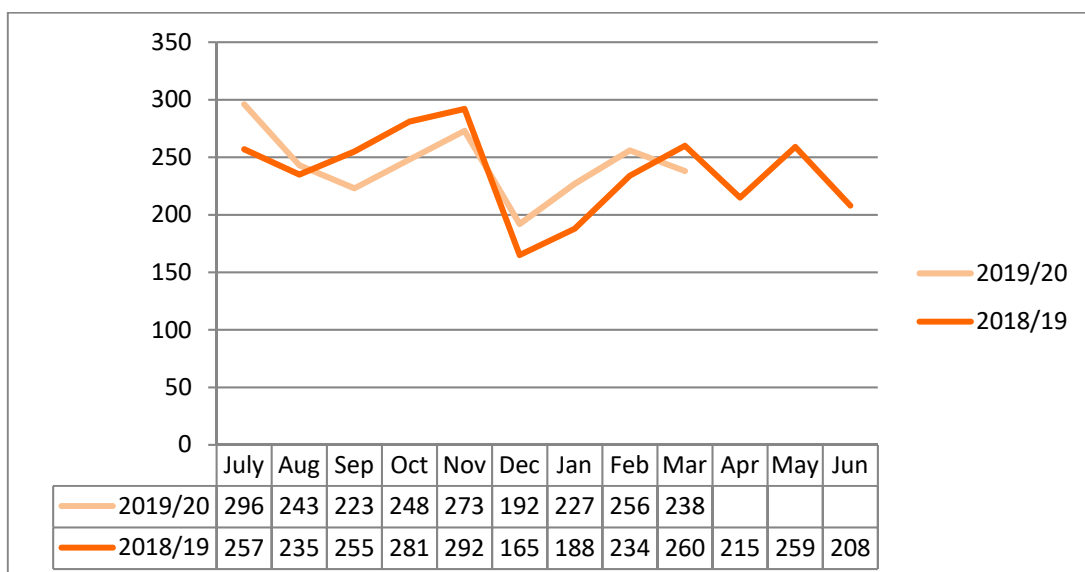
Service activity/Project: Planning and Development Applications (Lodgements, Types of lodgement)

Outcomes: A total of 721 applications were lodged for the quarter. This represents an increase of 5.72% compared to the same quarter in 2018/2019 where 682 applications were lodged.

The total estimated construction cost (excluding fit-out cost) of development for the quarter was \$93.7 million compared to \$82.4 million for the same quarter in 2018/19.

The Development Assessment Unit (DAU) process was used to consider 10 applications for the quarter compared to 8 applications for the same quarter in 2018/19. No applications were “called in” for consideration by the CAP.

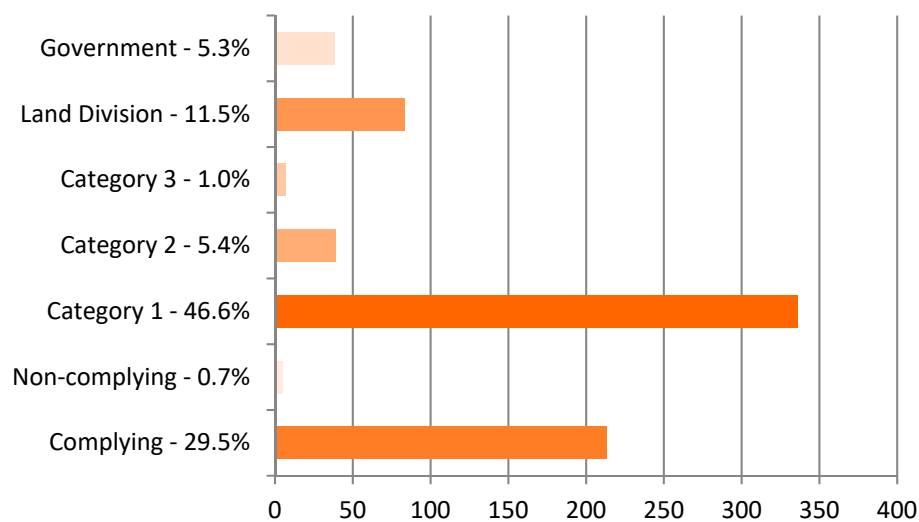
Lodgements	Q1	Q2	Q3	Q4	YTD Total
Applications Lodged	762	713	721		2196
Estimated Construction Cost (ex fit-out)	\$122,486,838	\$274,954,484	\$93,725,512		\$491,166,834



Types of Development Applications Lodged

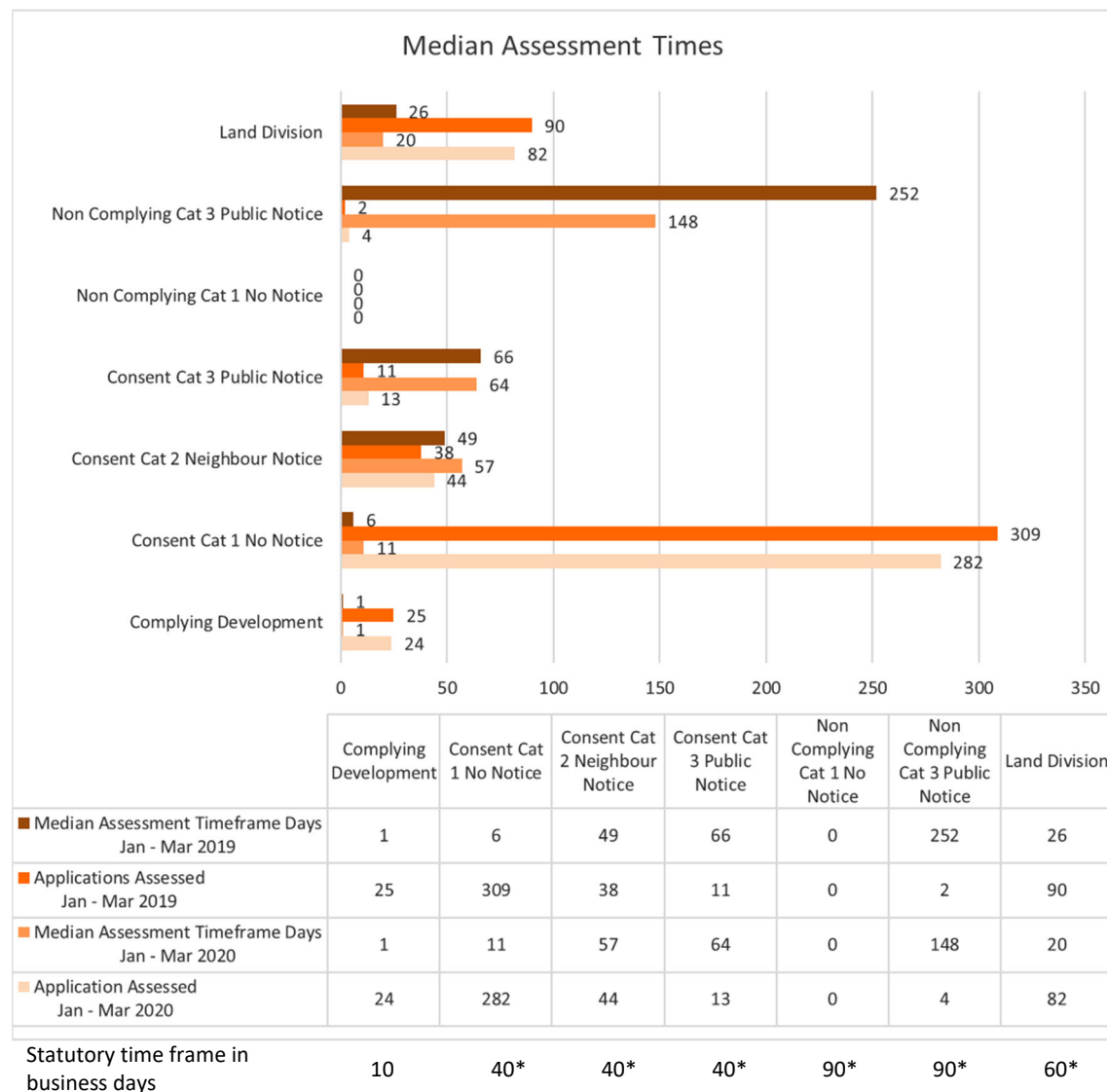
- Applications that do not require consultation (Complying and Category 1) with neighbouring property owners represent the greatest number of applications within Council at 87.7%.
- 6.4% of Applications required notification (Category 2 and Category 3) and 0.7% non-complying applications were considered in the quarter. While not large in number, they are time intensive due to the administrative processes and negotiation associated with these applications. These applications also often trigger the need for a report to CAP or DAU.

Lodgements by Category - January to March 2020



Median Turnaround Times for Planning Applications

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



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

Service activity/Project: Planning and Development Appeals

Outcomes: There were no new or ongoing appeals for the January to March 2020 quarter.

Service activity/Project: Building Inspections

Outcomes: The Building Team inspected many sites during construction totalling 366 for the quarter compared to 385 sites during construction in the same quarter of the 2018/2019 financial year. Of those inspected for the quarter, 129 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 2020					
	Policy standard	Count of approvals/notifications	Number of Inspections required	Number of Inspections undertaken	Instructions Issued
Roof framing involved with builder appointed	66%	159	105	152 = 144%	42 = 28%
Roof framing involved with owner builder	90%	166	149	98 = 66%	32 = 33%
Work affecting Swimming pool safety	100%	30	30	44 = 147%	18 = 41%
Other forms of development	-	155	0	17 = 11%	12 = 71%
Class 3-9 buildings prior to issue of Certificate of Occupation	100%	15	15	9 = 60%	9 = 100%
Class 3-9 buildings during stages of construction	10%	43	4	21 = 488%	11 = 52%
Total		568	303	341	124

Service activity/Project: Building Fire Safety Committee

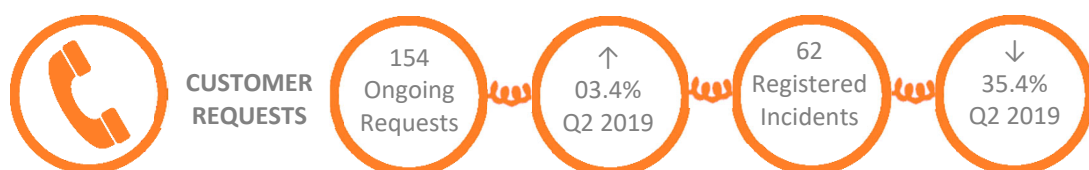
Outcomes: The Committee met once during the quarter, inspected one site and worked through updates for all outstanding fire safety matters. During the quarter the Building Surveying team did continue to inspect 21 properties as part of ongoing BFSC action and reported on these to the Committee. One of these has now been resolved.

Service activity/Project: Planning Compliance - Customer Requests

Outcomes: Council's two Planning Compliance Officers managed a high level of ongoing customer requests with 117 outstanding incidents (an increase of 19%) compared with the same period last year where there were 98 matters ongoing. There were 52 requests registered during the quarter (a decrease of 24.6%). There were 69 incidents registered for the same period last year.

There are currently 37 outstanding building compliance incidents managed by the Building Team and 10 new matters were reported for the quarter.

Total number of planning and building compliance ongoing requests were 154, with 62 registered for the quarter.



Service activity/Project: Planning Compliance - Appeals

Outcomes: There are seven (7) ongoing planning compliance appeals as follows;

- 6-8 Millicent Street Athol Park – Development without Consent
- 280-288 Grand Junction Road Athol Park – Development without Consent
- 19 Lavinia Street Athol Park – Breach of Development Approval
- 249 Seaview Road Henley Beach – Development without Consent
- 25 Selth Street Albert Park – Breach of Development Approval
- 24 Cedar Avenue West Croydon – Development without Consent
- 7 Hawaii Court West Lakes – Development without Consent

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

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

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

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

Permit Type	1st Quarter Total	2nd Quarter Total	3rd Quarter Total	4th Quarter Total	End of Year Total
Driveway Crossover	73	59	62		194
Underground Service	38	35	33		106
Stormwater Connection	7	10	2		19
Footpath Encroachment	1	2	5		8
Heavy Vehicle Clearances	19	53	32		104
Damage to Roads Orders	14	38	37		89
Planning Referrals	33	21	27		81
Total	185	218	198		601

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

Activity per Financial year	1 st Quarter (Jul-Sept)	2 nd Quarter (Oct-Dec)	3 rd Quarter (Jan-Mar)	4 th Quarter (Apr-Jun)	Total
Vehicles on Reserves Permit	18	28	29		75
Memorial Requests	3	5	5		13
Verge Reinstatement/ maintenance requests completed	19	5	14		38
Documents reviewed	9	2	3		14
Planning Referrals	18	15	11		44
Total	67	55	62		184



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

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

Service activity/Project: Development Plan Amendment (DPA)

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

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

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

Council's submission on the State Planning Commission's Draft Planning and Design Code was submitted on 26 February 2020 to the Commission.

Public consultation on the Kilkenny Mixed Use (Residential and Commercial) draft DPA (Privately Funded) commenced on Thursday, 6 February 2020 until Tuesday, 14 April 2020. A public Meeting to hear verbal submissions is scheduled on Monday, 18 May 2020.

The Findon Road, Kidman Park (North) Mixed Use (Residential and Commercial) DPA (Privately Funded) was approved by the Minister for Planning and gazetted on 13 February 2020.

A community briefing session was arranged by Kilkenny residents on 3 March 2020 at the Community Kilkenny Centre and was attended by Council staff by invitation. Council staff outlined key aspects of the draft DPA policy and answered questions to assist informing the community in preparation of their submissions on the draft DPA.

DPA (All) Progress Q2	SOI endorsed by Council and the Minister	DPA investigations underway and Draft DPA being prepared	Statutory Consultant on draft DPA	Final Draft endorsed by Council	Submitted to Minister for Planning (awaiting approval)	Approved by Minister for Planning
Kilkenny Mixed Use DPA (Privately Funded)						
Findon Road, Kidman Park (North) Mixed Use (Residential and Commercial) DPA (Privately Funded)						
Findon Road, Kidman Park Mixed Use (Metcash) DPA (Privately Funded)						
St Clair Residential DPA (Privately Funded)						
Albert Park Mixed Use DPA (Part Privately Funded)						

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

And

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

Service activity/Project: Urban Development Activities.

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

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

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

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

Bowden Urban Village

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

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

The Plazas provide pedestrian and cyclists links to Second Street through Plant 4 and through to the new reserve proposed to be constructed between Third Street and Fourth Street.

Ray Street Development, Findon

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

Pennington Primary School Development

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

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

Hammond Estate Development/ Bridgeman Road

Construction works on the Bridgeman Road Development in the Hammond Estate commenced in late October 2019. Works are progressing well and to a high quality. Currently major services are complete and road construction is in progress. Concrete works are progressing, and Civil construction of the detention basin associated with the project are complete. The development includes construction of major drainage infrastructure, public lighting, paths, kerb and gutter and road pavement. A new road will be constructed between Nesbit Street and Bridgeman Road.

Sunningdale Road/Henley Place Development

Construction of this new development is scheduled to commence prior to mid-2020 once consultation regarding the Community Land Management Plan in Sunningdale Reserve is complete and the plan is approved by Council.

WEST Development, West Lakes

Construction of the next stages of Troubridge Drive is in progress. This will lead to the closure of Brebner Drive by 30 June 2020. Future stages adjacent Turner Drive and West Lakes Boulevard will then follow.

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

Development	Stage	Current Status	Practical Completion	Final Completion
Bowden Urban Village	Stage 3	Asset Handover in progress	June 2019	N/A
Bowden Urban Village	Stage 6	Asset Handover in progress	June 2019	N/A
Ray Street Development, Findon	Stages 3 & 4	Construction in progress	N/A	N/A
St Clair Avenue Road Extension, St Clair	N/A	Asset Handover in progress	March 2019	N/A
Trimmer Parade Development	N/A	Complete	September 2018	October 2019
WEST Development, West Lakes	Stage 2B	Complete	March 2019	N/A
WEST Development, West Lakes	Stage 2C	Complete	March 2019	N/A
WEST Development, West Lakes	Stage 4A	Construction in progress	N/A	N/A
WEST Development, West Lakes	Stage 4B	For Construction Drawings Approved	N/A	N/A

Development	Stage	Current Status	Practical Completion	Final Completion
WEST Development, West Lakes	Stage 4C	Design review in progress	N/A	N/A
WEST Development, West Lakes	Stage 8A	For Construction Drawings Approved	N/A	N/A
Buccleuch Avenue, Findon	N/A	Complete	March 2019	N/A
Marelle Place Drain Extension, Henley Beach	N/A	Complete	January 2019	N/A
The Square, Woodville West	Stage 3B	Asset Handover in progress	June 2019	N/A
The Square, Woodville West	Stage 4	Asset handover in progress	March 2020	N/A
Mary Street, Pennington Development	Stage 1A	Construction in progress	N/A	N/A
Norton Street Cul De Sac extension	N/A	Drawings submitted for Council review	N/A	N/A
Sunningdale Road/Henley Place Development	N/A	For Construction Drawings Approved	N/A	N/A
Hammond Estate Development	Stage 2	Construction in progress	N/A	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 8A
- Mary Street Pennington Development Stage 2
- Mary Street Pennington Development Stage 3
- Mary Street Pennington Development Stage 4
- Norton Avenue Cul De Sac Extension Development
- Old Port Road/Hero Way Development
- 102-98 Woodville Road Woodville
- Lines Street Grange Development

Service activity/Project: Planning-Development & Infrastructure Act 2016 (PDI Act)

Objective: To inform Council on the Government's Planning Reforms

Target: To review the Government's Planning Reforms and advise Council on potential implications on the City of Charles Sturt.

Outcomes: The State Planning Commission also released its draft Planning and Design Code for public consultation in October 2019. Council staff have been reviewing the draft Code and its implications for the City of Charles Sturt. A draft submission will be presented to the Committee for consideration in February 2020.



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		
Bridges Asset Management Plan											02/2020*	
Council Buildings Asset Management Plan											11/2019	
Open Space & Recreation Asset Management Plan												17/06/2019
Roads Assets Asset Management Plan											02/2020*	
Public Lighting Asset Management Plan (Draft)											11/2020	
Bus Stops Asset Management Plan											02/2020*	
Paths Asset Management Plan											02/2020*	
Water Infrastructure Asset Management Plan											11/2020	
Fleet Services Asset Management Plan											02/2020	
Information Technology Asset Management Plan												15/07/2019

* to become the Transport AMP

	Completed
	Underway
	Future

The draft Transport Asset Management Plan (AMP) is complete and was presented to the Asset Management Committee in February 2020. The Asset Management Committee endorsed the AMP in draft format for a 4-week consultation period. Consultation will commence in April 2020 and at the conclusion of consultation, the final version of the AMP will be presented to the Asset Management Committee for endorsement.

The draft Fleet AMP was presented to the Asset Management Committee and endorsed in February 2020. Consultation will commence in April 2020 and at the conclusion of consultation, the final version of the AMP will be presented to the Asset Management Committee for endorsement.

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:

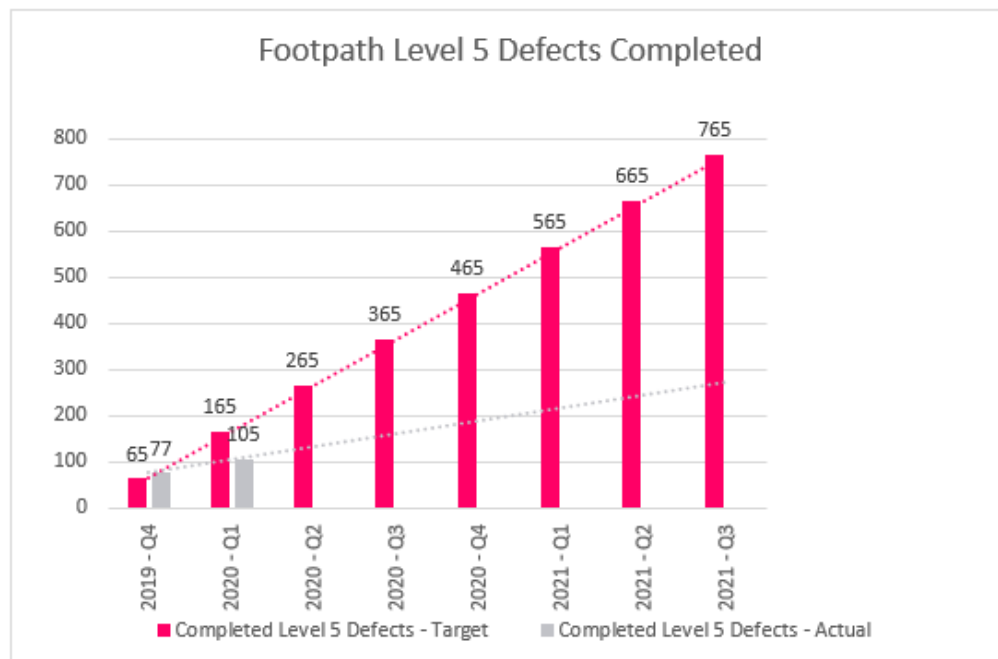
Footpaths: An asset management strategy has now been implemented, with crews focussing on audited footpath defects and new rated 5 and 4 customer requests as they are received. Upon completion of the 5 defects, the same strategy will be adopted for the level 4 defects.

- 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. The most appropriate one of two 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 - 97

Number of conditions 5 defects outstanding - 671

Currently behind our forecast defect target by – 68

- E-Scooter footpath work on Military road slowed the progress of addressing condition 5 defects. We will monitor and work to get back on or above the forecast level.



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: Detailed design is currently underway. Consultation in is progress for the intersections of Military Road with North Street and South Street. Discussions are ongoing with local businesses regarding the relocation of the driveway access point from Main Street to Military Road, to enable a greater design outcome for the local community. Discussions have been held with local businesses regarding outdoor dining areas on Main Street. Discussions with SA Water about coordinating the water main renewal are in progress.

Service activity/Project: Place Making Activities – Central

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

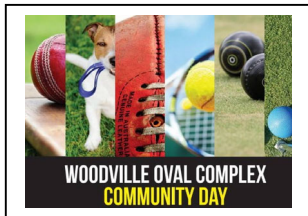
Outcomes:



Woodville Road Streetscape Upgrade

Woodville Road, Woodville

EoI for artist to work in collaboration with the project team to integrate, design and construct artwork of complimentary infrastructure. Tender closes 14 April 2020.



Woodville Oval Complex Community Day

Support the coordination of an event held on Sunday 16 February 2020 to showcase the clubs at the Woodville Oval Complex, and also to acknowledge the amalgamation of the Woodville and Orion Tennis Clubs.



Adelaide Food Fringe

Partnering with the team behind the Adelaide Fringe Festival, this festival is all about businesses, producers, communities, clubs, families and individuals sharing their presentation of food and drink over one weekend in April.

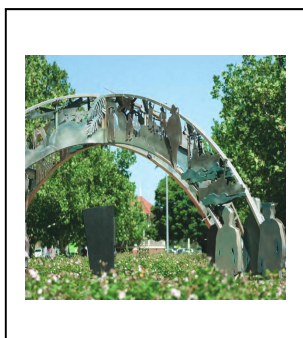
Working with the team from Big Shed and Nonna's Cucina to coordinate a night of Italian food and fun to bring you "Big Shed goes Italian". Unfortunately, due to the COVID-19 situation this festival was cancelled.

Service activity/Project: Place Making Activities – Inner West

Objective: Implement Hindmarsh Place Making Masterplan

Target: This quarter key targets included maximising economic growth potential of Port Road Hindmarsh and creating a gateway destination and distinctive Port Road Corridor.

Outcomes:



Illuminating Hindmarsh

Stage 2 tree up-lighting detailed plan is complete.

Stage 3 construction due to commence April 2020 and will include the illumination of the Korea and South East Asian War memorial on Port Road Median, Hindmarsh.



Hidden Hindmarsh 2020 Guitar Festival Event Postponed

Planning was underway for the *Hidden Hindmarsh* flagship event of the overall Adelaide Guitar Festival 2020. Due to COVID-19 the July event has been postponed, with a new tentative date scheduled for early February 2021, subject to South Australian COVID-19 restrictions.



South Australian Living Artist (SALA) 2020 & online events

Due to COVID-19 the SALA festival event scheduled in August 2020 will be hosted online only and festival organisers have waived the artist registration fees, therefore, the Council endorsed CCS SALA artist registration subsidy fund has been cancelled.

In collaboration with CCS marketing team, the community events calendar on the Council website has been updated to enable the community to list online community targeted events during COVID-19 restrictions.

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

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

Outcomes:



Jetty Sculpture

Coast Park

In 2019 Council was approached by Diana Laidlaw and asked if we would accept a sculpture by Peter Walker as a gift. The sculpture is called Jetty and is made of a piece of Grange Jetty. This gift was accepted, and it was installed in Grange in January. It featured in the Grange to Henley Coastal art stroll.



Grange to Henley Coastal Art Stroll

Coast Park

In February over 50 people joined local artists on a walk between Grange and Henley to learn more about the murals, mosaics, sculptures and stobie pole art works throughout the area. All ages were in attendance and the artists behind the works shared information about the purpose behind the work and the techniques used.



Main Street Trader Grant

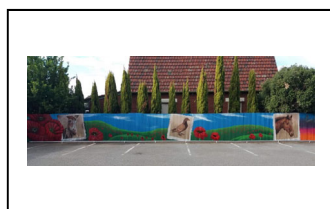
A targeted marketing approach was undertaken in March to promote the remaining funds available to groups of traders to undertake precinct improvements or marketing initiatives. 28 groups of shops were approached about this opportunity and it started to gain some traction, however this has slowed since COVID-19 and some of the ideas being discussed have been put on hold by businesses until this becomes a priority again.

Service activity/Project: Place Making Grants

Objective: To contribute to the Council's vision for place making and *support the rejuvenation of public spaces and streets.*

Target: Allocate \$25,000 of grant funding to endorsed applicants.

Outcomes: All projects endorsed by Council in Round One are now complete.



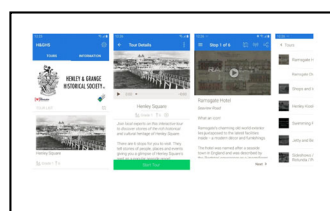
Mural - West Croydon/Kilkenny RSL Club

Rosetta Street, West Croydon

\$4,300

Recipient: Gloria Curtis

Mural designed and painted by local Kilkenny artist Steve Glass along with volunteers from the RSL club honouring servicemen and animals of war.



Mobile tour on the history of Henley Beach

Henley Beach

\$4,976

Recipient: Roger Edmonds, Mobile Adventure Australia

Free mobile tour app on the history of Henley Beach.



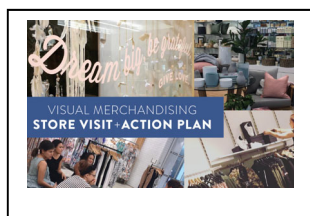
Make it Mine Market

Henley Beach

\$6,600

Recipient: Robert Vincekovic

Street market held on the last Sunday of every month from September to May in the Henley Pavilion carpark.



Visual Merchandising Consultant

Place Leaders and the Economic Development team are working together to provide an opportunity for businesses in Grange, Seaton, Woodville West & Woodville South to receive a free Visual Merchandising Consultation and Action Plan with visual merchandising consultant Sarah Davies. With the goal of improving the neighbourhood retail centres in these areas. 13 businesses took up the offer. To date 6 businesses have been visited by Sarah Davies.

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: \$9,485 in grants paid out and \$12,500 committed.



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 has now commenced and is anticipated to be complete by late-May.

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

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

Target: Installation of traffic control devices.

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

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

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

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

Outcomes: Design finalised for raised intersection treatments at two intersections within Arlington Terrace. The construction of these traffic control devices is in progress and being undertaken in conjunction with a road reconstruction within 2019/20.

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. Consultation results being analysed. Technical and consultation results to be presented to Council.

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

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

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

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

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

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

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

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

Outcomes: Detailed design complete. Negotiations and agreements with Royal Adelaide Golf Club complete. Approval from DPTI for new ramps and refuges complete. Resident notifications complete. Construction underway. Awaiting public lighting upgrade approval from DPTI.

Service activity/Project: Outer Harbor Greenway Wayfinding.

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

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

Outcomes: Site scoping complete. New sign designs underway.

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

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

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

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

Outcomes: Letter has been sent to DPTI.

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

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

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

Outcomes: Letter has been sent to DPTI.



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

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

Service activity/Project: Landscape Development.

Objective: Undertake landscape projects within approved budget program.

Target: Complete Landscape Projects on time and on budget.

Outcomes: Projects completed this quarter

- West Beach Rock Wall Stage 2 - landscaping and new turf
- Greenfield Reserve Landscape Upgrade
- AMP Fence Renewal - Arthur Street Road Closure, Mercurio Drive Streetscape and Greenfield Reserve
- Jubilee Reserve New Changerooms – landscape component
- West Lakes Shore Oval New Changerooms – landscape component

To date; this financial year, the Landscape Construction Team has planted a total of 251 trees and 17,186 shrubs as part of Capital and Operating Projects.

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

Service activity/Project: Sportsground maintenance.

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

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

Outcomes:

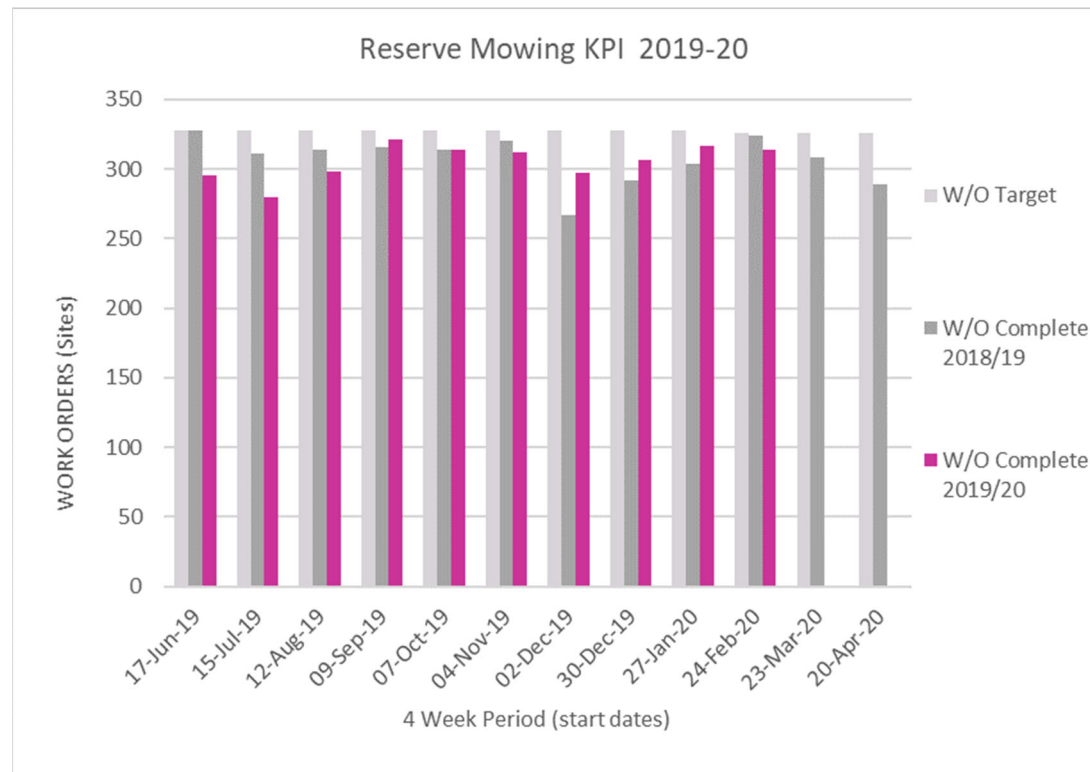
- Mowing completed at all ovals as per service level requirements
- 205 kilograms of fertiliser spread as part of the spring fertilising program
- 109 tonne topdressing at selected ovals as part of general maintenance
- 179 sqm of turf replaced at 8 Ovals as part of renovation works
- 3,000 lineal metres of water table maintenance

Service activity/Project: Reserve mowing.

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

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

Outcomes: Achieved an average 95.4% for this quarter compared to the overall average of 93% for the 2018/19 financial year. Inclement weather, staff leave and social distancing requirements as a result of COVID-19 virus have impacted on our ability to achieve 100% this quarter.



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

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

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

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

Outcomes: Construction of this wombat crossing is now complete.



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

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

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

Contract period: to be delivered April to June 2020

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

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

Outcomes: Climate change considered and addressed in all strategic plans and related documents for all 3 Councils. Gaps in climate change planning and preparedness identified and addressed. Lead practitioners in each of the 3 Councils linked with leaders in other Councils, to identify opportunities to refine approach.

Service activity/Project: Climate emergency declaration - response

Contract period: from January 2020 and ongoing

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

Target:

Climate emergency discussion paper – circulated internally by end May 2020

Community engagement approach agreed by Council – by end June 2020

Community engagement undertaken – July to September 2020 (subject to COVID-19 restrictions)

Climate Emergency plan adopted by Council – by end 2020

Outcomes:

Council's response to its climate emergency declaration to be formalised by end 2020, in consultation with our community. Emissions reduction targets have been set and timeframes adopted by Council.

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 is in progress and 80% complete.

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 Rosetta Street, West Croydon. Extension of the main has enabled significant improvement of streetscape amenity along Port Road.



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

Strategy: Enhance and protect biodiversity across the City.

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

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

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

Outcomes: The program is now in its eleventh year, and our community has come to keenly expect its' offering each year. To date some 30,000 plants have been planted across the City.

The success of the program arises from the ability for our community to purchase locally indigenous plants that are not generally widely available at a subsidised price.

This is particularly important in these fiscally constrained times where people are either without work, or have less paid work than they wish, and have more capacity to garden and improve their home environment while boosting biodiversity.

The successful delivery of this program relies on strong internal partnerships with Customer Contact and Community Connections business units.

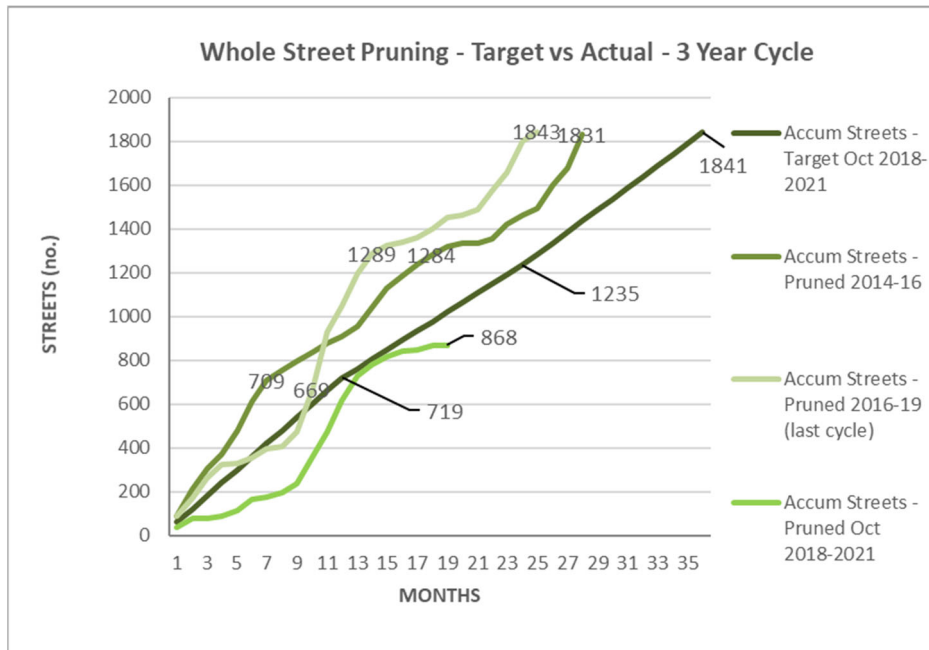
Strategy: Develop, manage and maintain green infrastructure; and protect and enhance our urban tree canopy.

Service activity/Project: Whole Street Pruning Program.

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

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

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

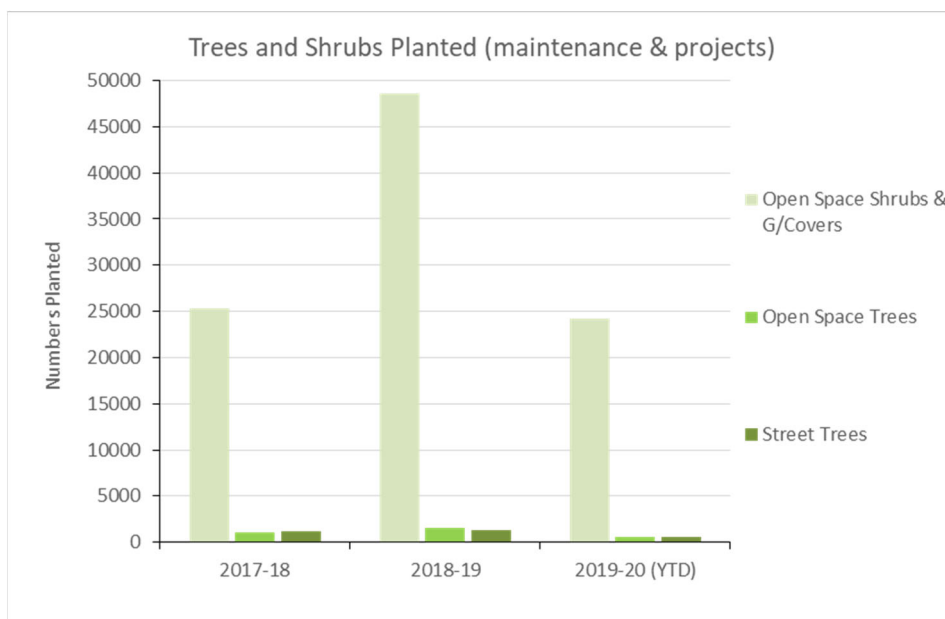


Service activity/Project: Tree and shrub planting.

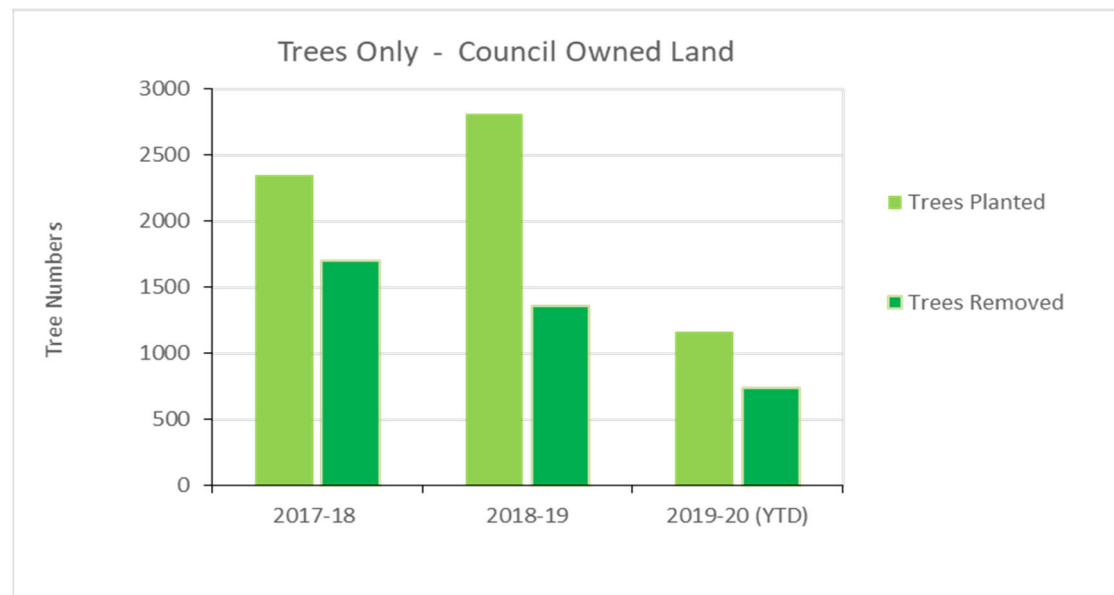
Objective: To maintain and increase tree and shrub vegetation levels in Council Reserves and Streetscapes – 404.3 Hectares of reserves and streetscapes.

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

Outcomes: A total of 1,169 trees and 24,171 shrubs have been planted in parks and streetscapes as part of both maintenance and project activities. Included in the graph below are 619 street trees planted as part of our Reactive Tree Planting program.



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



Service activity/Project: Tree Assessments.

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

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

Non-Regulated Trees	2018-19				2019-20			
Type	Jan	Feb	Mar	YTD	Jan	Feb	Mar	YTD
Removed – Dead, dying, diseased, damaged	39	58	115	556	38	45	41	496
Removed - High Risk to personal or public safety	9	24	20	272	19	26	11	150
Removed - High Risk to property	0	0	0	6	0	1	5	9
Related to crossover installation	5	17	5	77	7	9	7	77
Trees assessed to be retained	17	6	24	128	20	11	15	118
Sub-total	70	105	164	1,039	84	92	79	850

Regulated Trees	2018-19				2019-20			
Type	Jan	Feb	Mar	YTD	Jan	Feb	Mar	YTD
Recommended for removal (DA lodged)	0	0	1	13	0	1 Note 1	0	7
Assessed for regular monitoring	0	0	4	8	0	14	0	15
General maintenance pruning	0	2	0	13	1	0	0	13
No action required	0	2	0	2	0	1	0	8
Sub-total	0	4	5	36	1	16	0	43
TOTAL	70	109	169	1,075	85	108	79	893

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

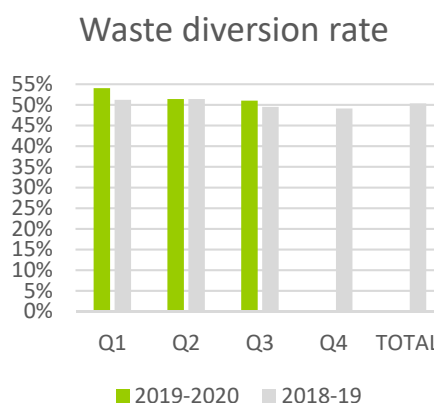
Rateable properties serviced: 55,942

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:

- 12,395 tonnes of waste collected (5.9% increase over same period last year).
- 51% of the waste collected diverted from landfill (1.5% increase over the same period last year).
- The chart shows the diversion rate achieved each quarter compared to 2018-2019 diversion rates.



	Q1	Q2	Q3	Q4	YTD Total
Tonnes of general waste - kerbside collection	6,007	6,033	6,068	-	18,108
Tonnes of recycling - kerbside collection	2,365	2,503	2,501	-	7,369
Tonnes of Green Waste - kerbside collection	4,694	4,079	3,826	-	12,599
Total tonnes of waste - kerbside collection	13,066	12,615	12,395	-	38,076
2018/2019 total tonnes of waste (kerbside collection)	12,069	12,916	11,662	11,580	48,228
% change in tonnage 2018/19 compared to 2019/20	7% ↑	2% ↓	5.9% ↑		
% diversion rate (kerbside collection)	54%	52%	51%	-	52%
2018/2019 % diversion rate - kerbside collection	51%	51.4%	49.5%	49.1%	50.4%
% Change in diversion tonnage 2018/19	3% ↑	0.6% ↑	1.5% ↑		

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

Objective: Facilitate a smooth transition to new contracts

Target: New contracts commence 1 May 2021

Outcomes:

All major waste/recycling contracts have been executed (with the exception of street litter bin contract, which remains under negotiation)

Transition to new waste disposal pricing negotiated for implementation from 1 July 2020

Signage/livery for new waste and recycling vehicles designed and agreed by all 4 Councils

Participation in working group to ensure smooth delivery of new waste and recycling collection and disposal services by 1 May 2020.





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

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

And

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

Service activity/Project: LGA Circular Procurement Pilot Project

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

Target:

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

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

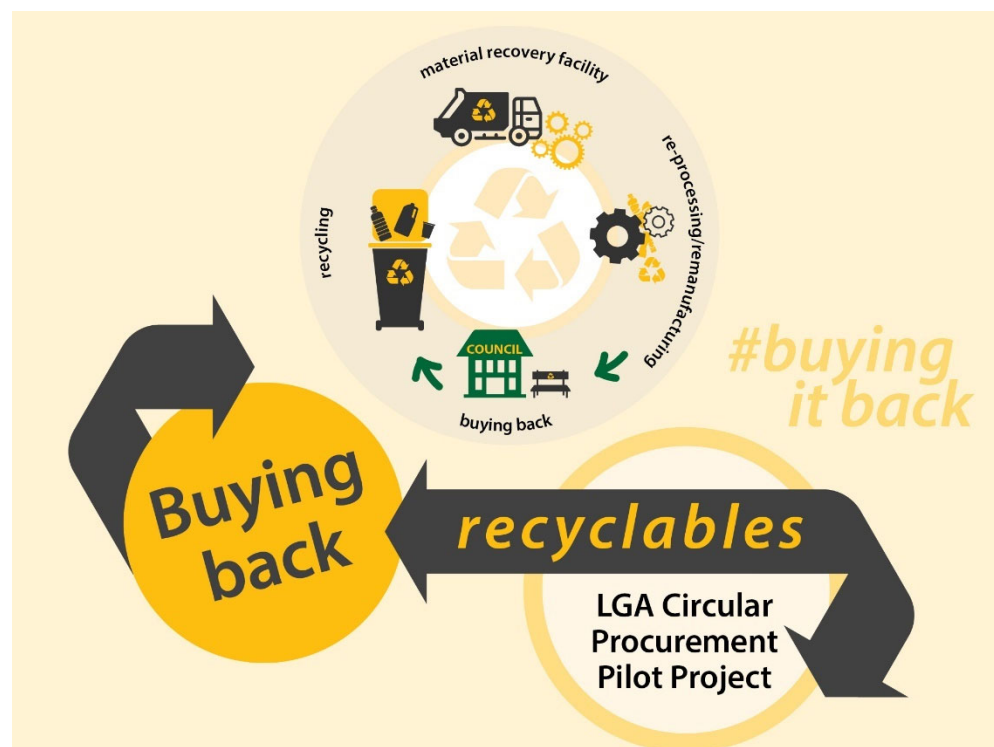
Set and meet targets for increased procurement of recycled materials – from July 2020.

Outcomes:

Improved sustainability of Council's procurement activities

Improved awareness and understanding of staff in key roles - opportunities for purchasing recycled materials.

Improved market certainty for recycled product suppliers within the region, South Australia and Australia.



Service activity/Project: Materials Recovery Facility implementation

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

Target:

Establish CAWRA (Central Adelaide Waste and Recycling Authority)

CAWRA Materials Recovery Facility to be operational by mid-2021.

Improved sustainability and transparency of recycling process for yellow bin contents

Procurement processes undertaken and contractors engaged (MRF design/construction and operation).

Communications with funding bodies/stakeholders as required to support the above.

Outcomes:

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

EOI process (MRF plant and equipment) – opened late 2019, closed January 2020 – multiple EOIs received.

RFP process (MRF design and construct) – documentation prepared; RFP opened early April 2020.

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

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



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

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

Service activity/Project: Native Bee Hotels - “Native Bee BnB” – PhD Research

Objective: To inform future successful management of native bees in urban areas and engage our community in a deeper understanding of the benefits of native bees.

Target: Successful completion and publication of PhD research.

Outcomes: The PhD research project aims to identify:

- What species of bees are using the hotels (numbers and diversity)?
- What plants are they using, and therefore what we should plant more of
- Levels of parasitism and predation in the bee hotels
- Hotel use in relation to physical attributes
- How do numbers of nests change over time?

These findings will inform placement, design and floristic composition when constructing further bee hotels both by Council and the community. It will add further value to a project that has resonated strongly with our community in terms of participation, uptake and interest.

To date, occupation of Councils seven (7) bee hotels by native bees has been good and demonstrates the project is proving to be effective.

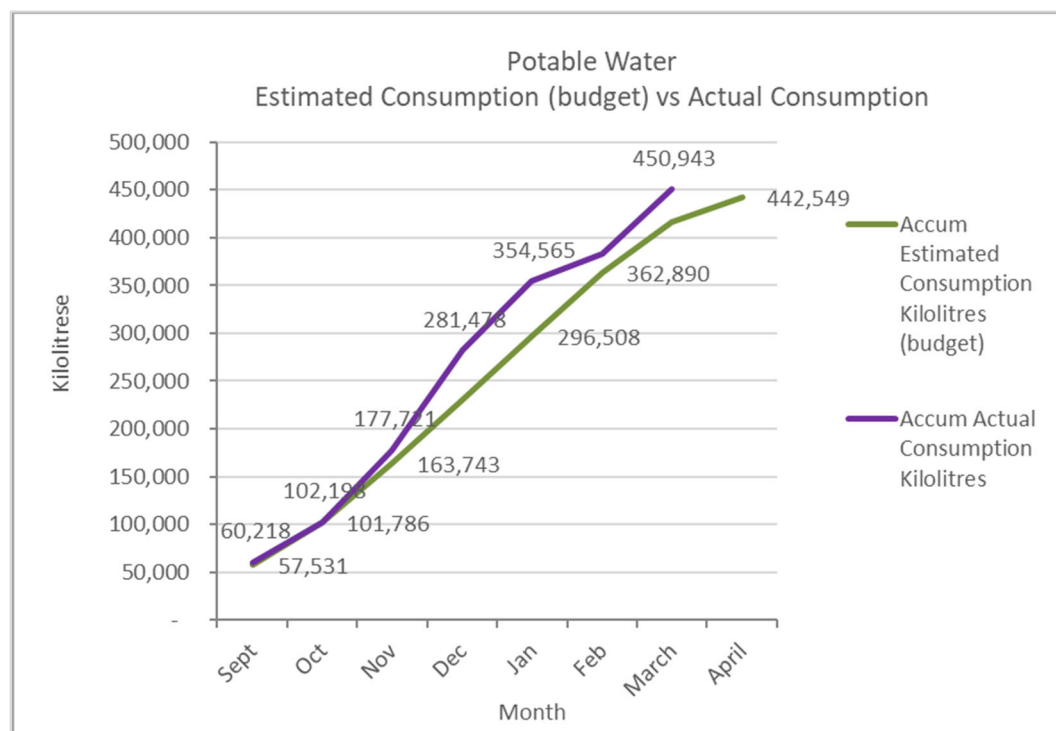
Strategy: Implement sustainable solutions that improve the efficiency of water use on public open space.

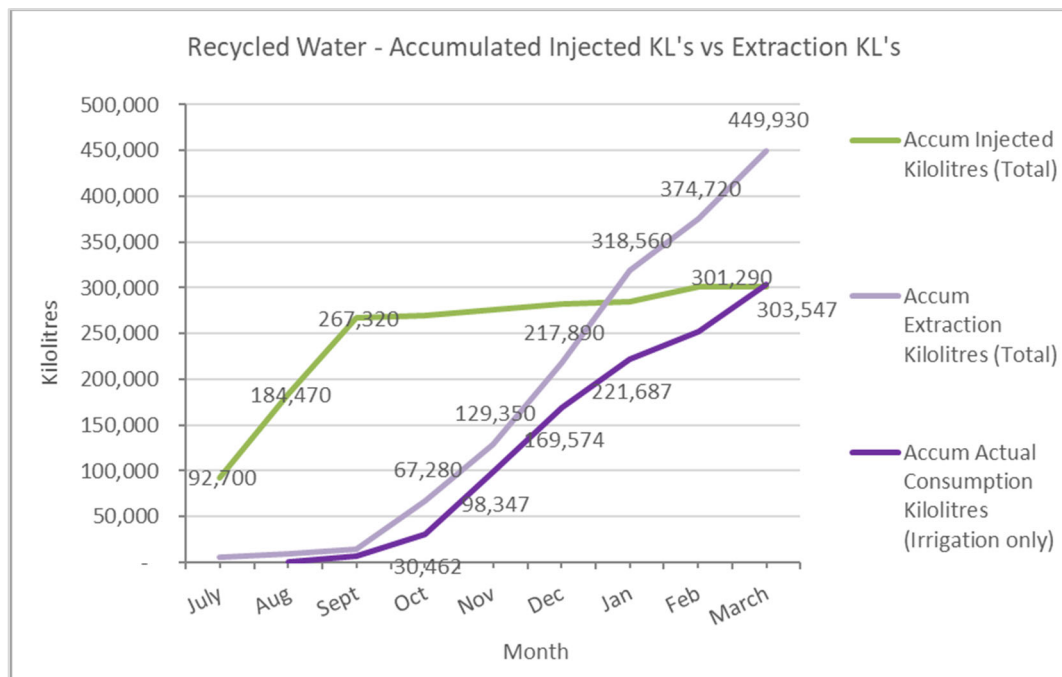
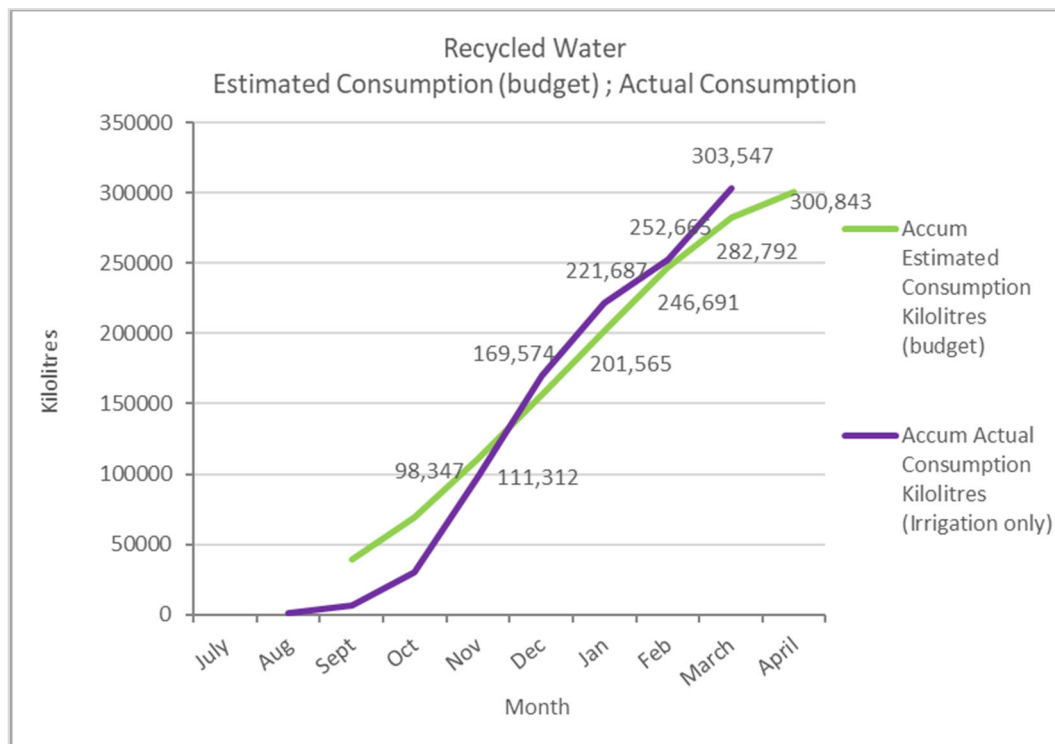
Service activity/Project: Water Usage Tracking.

Objective: Track monthly water usage in public open space.

Target: Read and monitor 653 water meters to track actual kilolitres vs estimated consumption (budgeted).

Outcomes: Actual consumption for potable and recycled water is currently higher than estimated consumption budget due to extreme heat conditions in December 2019 and January 2020. This will continue to be closely monitored, and the budget forecast revised if hot weather conditions continue. Irrigation systems were temporarily shut down during minor rain events in February and late March which has assisted in reducing the gap between estimated and actual budget consumption.





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

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

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

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

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

Outcomes: Council has completed the bulk rollout of LED street lights on council owned streets in conjunction with SAPN. This involved the removal of approx. 7,600 old and inefficient Mercury, Sodium and compact fluoro lights being replaced with new and highly energy efficient LED lights.

In addition to SAPN owned street lights, Council also owns approx. 750 street lights across the city and we are currently replacing these lights with new LEDs. The bulk of these lights are in St Clair, West Lakes Shore, Semaphore Park, Woodville West and Hindmarsh. St Clair and Woodville West have been completed with over 200 new LEDs replacing old compact fluoro lights. Replacement of LED's in Semaphore Park have commenced and the remainder of street lights due for changeover in Hindmarsh are also due for changeover by the end of the 2019/20 financial year.



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

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

Service activity/Project: Western Business Leaders (WBL)

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

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

Outcome: 80 events held over 2019. Several events postponed given COVID-19 outbreak. Short term focus on promoting relevant webinars. Formation of WBL Business Taskforce with 13 representatives from across the Region and key sectors in response to COVID-19 outbreak to identify short term priority issues and challenges that can be actioned by the alliance. The first of 3 meetings scheduled for 24 April 2020.

Service activity/Project: Building Western Adelaide

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

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

Outcome: A new three-year draft action plan has been prepared and will be presented to the City Services Committee for endorsement in 2020. The Western Region Councils have been collaborating closely to provide a coordinated response to assisting businesses in response to the COVID-19 crisis including the establishment of a regional business helpline and WBL Taskforce.

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

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

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

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

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

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

Service activity/Project: Health, Ageing Well & Disability

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

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

Outcome: Delivered an educational, job or traineeship outcome for 80 of the 100 participants (i.e. 80%) in the Western Adelaide Workforce Development Project. This project is a finalist in the 2020 Local Government Professionals Australia, SA Leadership Excellence Awards. Further funding being negotiated with Regional stakeholders to support development of the Woodville Health Precinct Activation, including mapping of key assets, SWOT and recommendations for future activation. Evaluation of the Local Market Place Framework and Workforce Development Project have commenced with a completion target date of June 2020. Regional Roundtable involving 40 stakeholders postponed.

Strategy: Maximise tourism investment to increase visitation and expenditure.

Service activity/Project: Visitor Economy

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

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

Outcomes: Updated draft content created for Adelaide Beaches website. Planning for the next Western Regional Visitor Sector Event in April was undertaken but had to be postponed due to COVID-19 restrictions. Action plan being developed to assist sector to recover from COVID-19 closures and impacts.



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

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

Service activity/Project: Entrepreneurship and Small Business

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

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

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



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:

- User acceptance testing for Cloud project.
- Commencement of developing a system for Building Inspection under the PDI Act.
- Reviewing and updating the Private Certification consistency checking process.
- Adapting existing processes for working from home environments due to COVID-19.

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:

- Formed a cross-council Strategy & Architecture group to start aligning ICT strategies.
- Endorsed a common ICT Solution Delivery Framework to be tested and refined with in-flight ICT projects.
- Finalised and submitted cross-council budget bids for 2020/21.

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 26,309 calls. First point of contact resolution was 76% with an abandonment rate of 4.3%.

The January – March quarter proved to be busy across all channels with phone call volumes comparable for the same period last year, however online chat and email continue to gain popularity as preferred channels of communication, particularly in light of COVID-19 restrictions.

Enquiries relating to Community Safety, Rates and Planning and Development rated as the most popular enquiries across phone and front counter channels, while issues related to Contracted Services – hard waste collection and Rates were the most popular issues via online chat and social media mediums.

The team handled 26,309 calls which is a 1% decrease for the same period last year. The First Point of Contact Resolution average for the period was 76%. This represents a slight increase of 2% for the same time last year and is just 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 60% compared with 73% for the same period last year. Multiple vacancies, unplanned leave and training of new staff throughout the quarter have contributed to not meeting this target.

The average call abandonment rate for the quarter was 4.3%, which is slightly above our KPI of <4% and an increase of 1.9% for the same period last year.

During the quarter 987 chats were handled, which represents a significant increase of 131% for the same period last year. Survey results for the quarter indicate that 75% of chats were resolved at the first point of contact and 85% of customers were satisfied with the level of information provided.

Throughout the quarter 38 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 January to March quarter totalled 861, which is an 85% increase for the same period last year. Over the period we saw a 10% increase in the number of Customer Requests logged (5,174), compared to the same period last year.

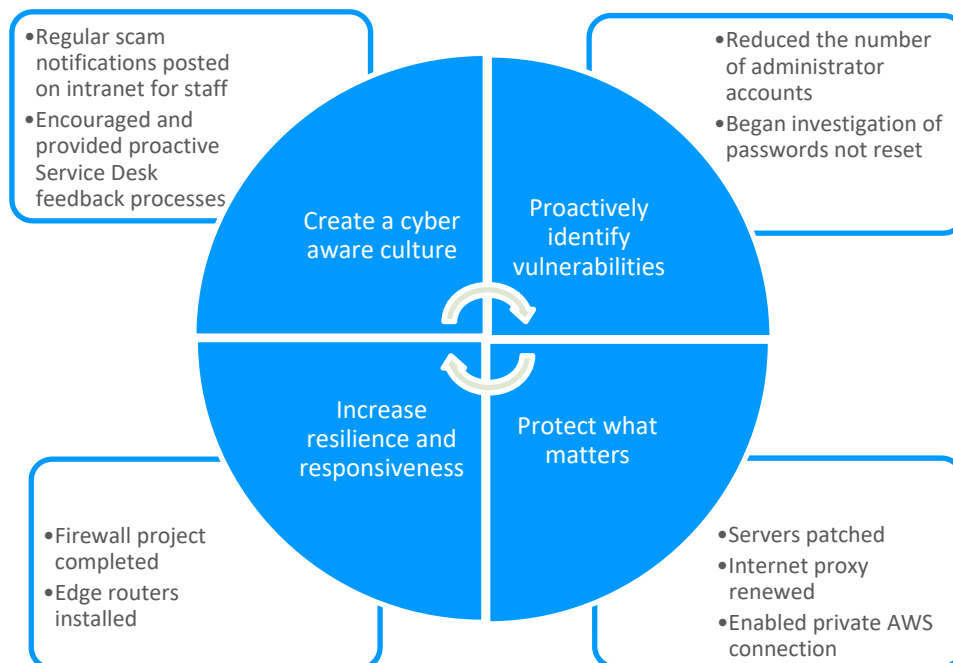
The marketing campaign to promote online payments has been successful with a 14% reduction in payments processed at the Front Counter for the same period last year.

Service activity/Project: Information (Cyber) Security Program

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

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

Target and Outcomes:



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

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

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

Outcomes: Rapid Response Team completed 744 tasks during the quarter from January – March 2020. We have seen consistent number of requests on the previous quarter.

Rapid Response Tasks	Jan	Feb	Mar	Total
Asbestos	1	1	2	4
Bin Maintenance	2	3	6	11
Bollard Maintenance	3	9	0	12
Dead Animal	10	10	10	30
E-Waste Infirm Assist	2	1	0	3
Fencing	2	3	2	7
Footpath	35	39	32	106
Foreshore				0
Hazardous Materials - Illegally dumped	23	15	18	56
Non-Hazardous - Illegally dumped	27	28	28	83
Kerb & Gutter	2	8		10
Loose Rubbish (New)	6	7	10	23
Pothole	0	0	1	1
Property Maintenance	1	0	0	1
Rubbish Removal	66	64	71	201
Sign Maintenance	3	7	6	16
Special Event Bins	7	14	14	35
Stormwater	24	33	30	87
Syringe	8	11	9	28
Tree Maintenance	1	3	1	5
Verge	13	6	6	25
Grand Total	236	262	246	744



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

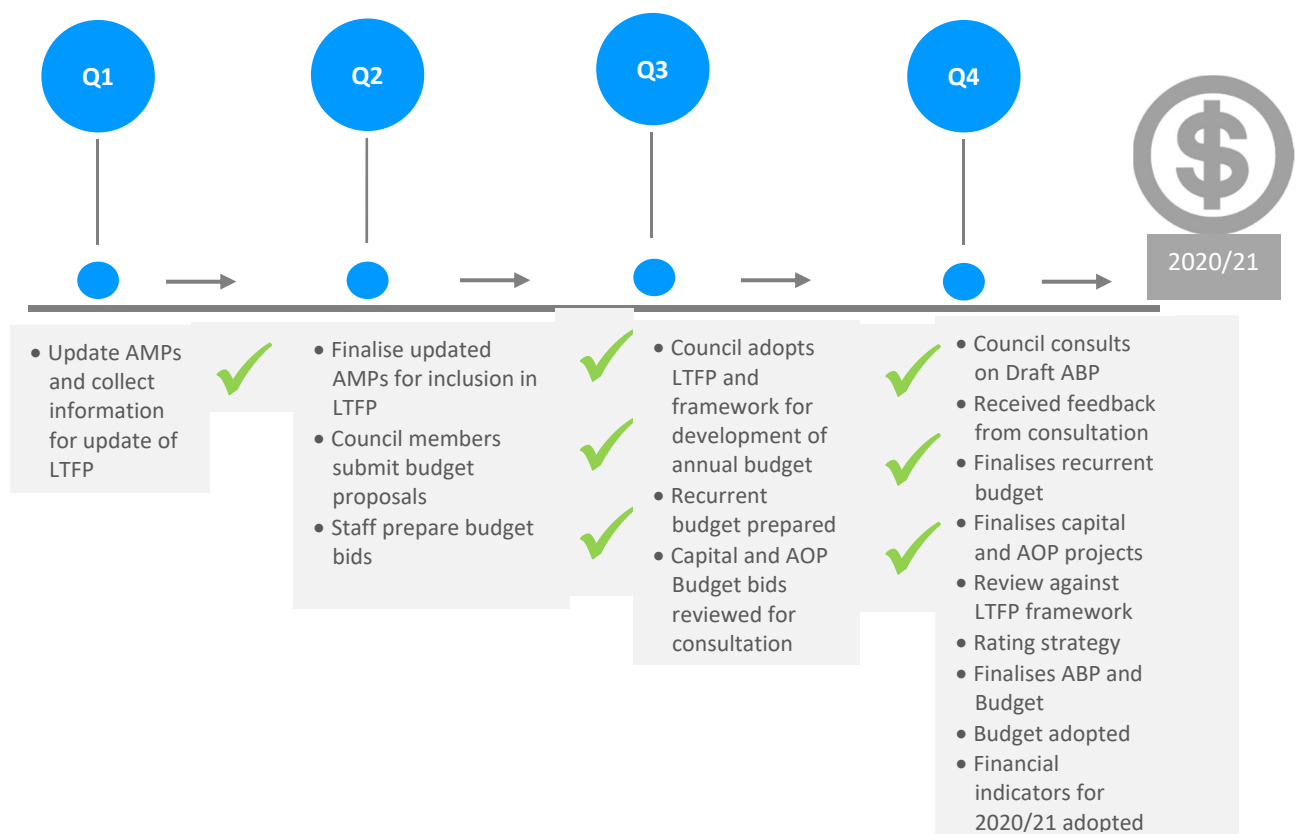
Strategy: Review and regularly update the Long-Term Financial Plan to ensure financial sustainability into the future.

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

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

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

Outcomes: Development of the 2020/21 budget has commenced and progress is shown in the table below.



Service activity/Project: Rates debt collection

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

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

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

	Q1	Q2	Q3	Q4
Number of overdue notices issued	5,616	6,361	5,366	-
Number of inhouse rates in arrears notices issued	1,185	1,201	1,209	-
Number of arrears placed in external debt collection	319	425	125	-
\$ value referred to debt collection	\$262,021	\$544,492	\$189,602	-
Recovery rate %	83%	85%	70%	-
Arrears from previous year	1,729	1,431	1,269	-
% reduction in arrears	25%	38%	45%	-

Total rates outstanding for quarter ending 31 March 2020 is \$24.044m or 21.88% of rates levied for the year (2018/2019 \$21.976m or 20.73%) of which \$1.269m is from rates overdue from the previous year (2018/19 \$1.063m). This compares with \$2.306m which was overdue a 30 June 2019, a reduction of \$162k over the quarter and \$1,037 YTD.

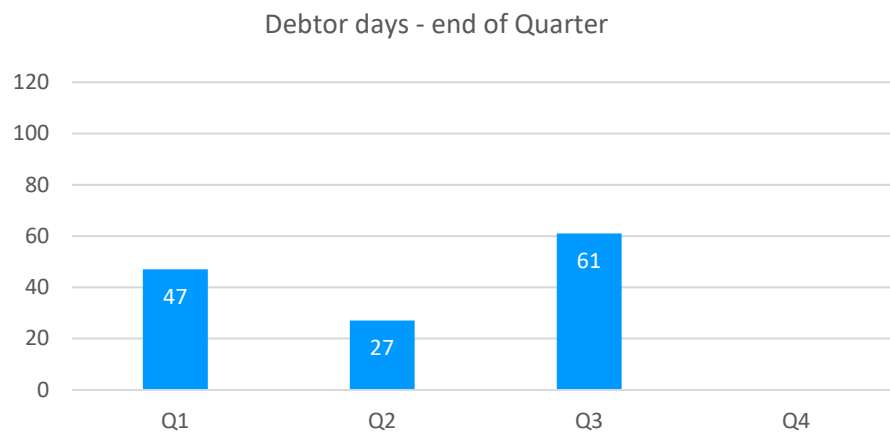
As a result of COVID-19 all external debt collection and associated legal action has been put on hold temporarily until 30 June 2020. All future fines and interest is being waived. This is proposed to stay in place until 30 October 2020 to allow all ratepayers time to put in a tailored payment arrangement suited to their circumstances and avoid any penalties for non payment by due dates. For the 20/21 Budget and annual rates levied (currently out for consultation) we propose to implement a COVID-19 hardship application form and those who meet the criteria will have until 30 June 2021 to pay their annual rates for 20/21 with a tailored plan and without penalties being incurred.

Service activity/Project: Sundry debtors collection

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

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

Outcomes: There was an increase in days outstanding over the quarter from 27 days as at December quarter up to 61 days as at March. We are still within target, but days outstanding has been impacted by a reduction in the 4 month rolling average for income. As a result of COVID19 we may see an increase in days outstanding as we seek to be supportive with payment plans. Currently sporting clubs and commercial properties who have licences with Council, can by application seek a waive or deferral of rent/licence fees having regard to their circumstances being affected by the COVID 19 restrictions. To date licence/rental fees waived from April to June have cost Council \$84k in lost revenue. Reports on arrears continue to be sent to responsible officers monthly with a review quarterly to ensure debtors are being collected on a timely basis and proactive measures are put in place to address debtors outstanding.



Service Activity/project: Distribution of rates notices

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

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

Outcomes: A competition from September to December was advertised to encourage increased take up of electronic rate notices with Ezybill. 50 winners were drawn who will receive a \$50 reduction on rates for their March quarter instalment due 1,146 ratepayers chose to take up the Ezybill option over the duration of the competition, and overall increase of 39%.

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



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

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

Service activity/Project: Organisational Culture and Leadership

Outcomes:

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

The Leadership and People & Culture Teams have worked in partnership to continue to implement the Culture Roadmap 2018-2021 across the organisation during this quarter.

During the January-March 2020 quarter the following activities have been undertaken:

Service activity/Project: Organisational Culture and Leadership

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

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

Outcomes for Quarter:

Our Senior People & Culture Advisors have continued to develop and deliver targeted culture sessions with Portfolio Leaders and their teams. These have been customised to meet their ongoing needs and there was an increase Leader coaching to assist our people experience through the COVID-19 situation. This has included the development of a number of resources for staff and leaders. Our constructive culture has been noticeable with increased innovation as the business delivers adjusted service to our community and an increase in regular communication with our people through a variety of channels.

WORKING ON 'WE'

**BUILDING
A HIGH-PERFORMING ORGANISATION**

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

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

Outcomes:

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

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



OUR LEADERSHIP – Practise transparent and accountable governance.

Strategy: Actively and effectively communicate Council decisions.

Service activity: Council and Committee Meetings

Council and Committee scope: Council, 4 committees

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

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

Outcomes: During this quarter 8 workshops, 14 Council/Committee meeting where 101 items were considered, and 93 resolutions made.

5	574	44	93
Council meetings	Minutes spent in meeting	Items considered	Resolutions made

9	771	57	114
Committee meetings	Minutes spent in Committee	Items considered	Recommendations made

Council and committee items:	
2	considered in confidence
13	remaining in confidence
5	released

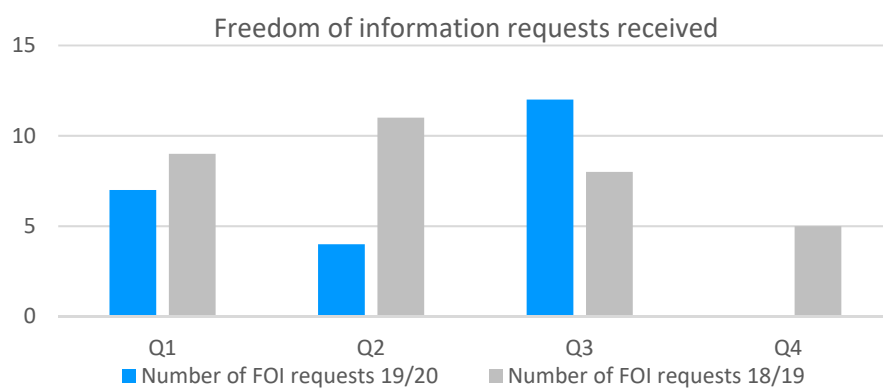
Council continues to ensure its commitment to limited use of the confidential orders. 3 new items were considered in confidence. Council now has 13 items in confidence (in relation to 8 topics). Council continues to review these orders on a quarterly basis to ensure that the orders remain in place only 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: 4 FOI applications and 1 Internal Review were received during the quarter, with 2 completed in the legislated timeframe and 2 subject to extensions of time granted putting them outside this timeframe. The internal review was determined outside of the legislated time frame. The chart shows comparative figures for FOI requests for the quarter compared to the previous 2 years.



Service activity/Project: Kaleidoscope articles on effective cat management to protect biodiversity and negative impacts of bread feeding to ducks.

Objective: To increase awareness in our community of environmental matters and influence behaviour change to avoid impacts on our biodiversity.

Outcomes: Publication of articles focussing on current issues pertaining to impacts on biodiversity – namely negative impacts of cats on our native animal populations (article titled “Pussycat pussy cat where have you been?”) and impacts of bread feeding to native duck populations (article titled “Ducks dying for bread...”). By communicating the significance of these issues to our wide readership, the intention is to improve understanding of these issues and subsequently change behaviours of our community to protect our biodiversity in particular our native animal population.

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 the Summer period. We continued to communicate with our community via Kaleidoscope with the March edition distributed to 57,000 households

Connecting via our website

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



Connecting via Social Media



Top 10 Page Views, Q3 19/20



Connecting with Community Quarter 3 - 19/20

