

6.109 END OF QUARTER REPORT - JULY TO SEPTEMBER 2020

TO: Council

FROM: General Manager Corporate Services - Donna Dunbar

DATE: 09 November 2020

Brief

To report on the activities of the City of Charles Sturt for the quarter July, August and September 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 July, August and September 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 July, August and September 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 first quarter of the 2020/21 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:

- A total of 971 Planning and Development applications were lodged for the quarter. This represents an increase of 27.43% compared to the same quarter in 2019/2020 where 762 applications were lodged.
- First Point of Contact Resolution average for the period was 78% by the Customer Contact Centre. This is an increase of 3% for the same period last year and is slightly under our KPI of 80%. In light of significant fluctuations to Customer Contact staffing, namely 2 vacancies and 2 new staff commencing during this period, this is a noteworthy achievement and a testament to the resilience and dedication of the team.
- During the quarter 1,063 chats were handled, which represents a significant increase of 56% 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 99% of customers were satisfied with the level of information provided.
- The Mobile Library has welcomed its first customers and when it began operation in July 2020. We saw our first wheelchair customers come aboard the Mobile bus which was memorable for everybody, which we shared on social media.
- While urgent restoration works to the Henley Library Roof Trusses are carried out, the Henley Library has temporarily relocated to the Henley Town Hall. The entire collection has been successfully shifted across and all technology (PC, printing/photocopying) is up and running.

- Economic Support & Stimulus Package to date nine Creative Cities projects have been funded, totalling a grant allocation of \$34,261, more than 50% of funding allocated in the first three months of the funding program.
- Council has completed the bulk rollout of LED street lights on council owned streets in conjunction with SAPN. This involved the removal of approx. 7600 old and inefficient Mercury, Sodium and compact fluoro lights being replaced with new and highly energy efficient LED lights.
- Stage 3 (final stage) of the flood mitigation works and landscaping (Port Road Drainage project) was completed in early August 2020.
- The central and northern sections of the West Beach Rock Wall were completed and tender awarded for the northern section beach access ramp.
- The Central Adelaide Waste & Recycling Authority (CAWRA) Board appointed (all 7 Board members), CAWRA Audit Committee appointed, Board and Audit Committee both now in operation and managing CAWRA's business. CAWRA Executive Officer appointed by the Board (Rebekah Schubert). Pascale Constructions appointed as lead contractor to construct the MRF. Project management firm (Moto Projects) appointed by CAWRA to oversee detailed design and construction of the MRF.
- Net Zero: our map to net zero corporate emissions 2020-2025 was adopted by Council on 10 August 2020. Net Zero includes a number of targets for Council's corporate emissions including achieving carbon neutrality by 2023/24.
- 40 km/h Area Speed Limit Review: Technical review completed. Consultation completed. Technical and consultation results workshopped and presented to Council in June 2020. Final report and recommendations presented to Council in July 2020. Currently awaiting the progress and outcomes of the State Government's Road Safety Strategy for SA.
- Recovering sporting clubs from COVID-19: Round 1 enabled 46 clubs to share in \$23K to directly support their local sporting club. Round 2 has seen 17 clubs approved for funding of \$16K.
- 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.
- Urban Development Activity requiring permit approvals and assessment of contributed assets / infrastructure from new developments has remained fairly consistent throughout COVID-19.
- Field Services have continued to deliver on their maintenance and construction programs. The Rapid Response Team completed 631 tasks during the quarter. 412 Level 5 footpath defect repairs have now been completed, with 353 still to be completed.
- A total of 1,142 trees and 3,464 shrubs have been planted in parks and streetscapes as part of both maintenance and Capital Works project activities. 250 trees have been assessed by the Council arborists in the quarter.
- Kaleidoscope was delivered to over 57,000 properties within Charles Sturt.
- Over 152,000 visits to our website with over 376,000 page views and 37,000 social media hits.
- We held 16 Council/Committee Meetings and 5 Workshops over the quarter.
- We received 15 FOI applications— an increase over the same quarter last year.

Financial and Resource Implications

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

Customer Service and Community Implications

There are no customer service or community implications.

Environmental Implications

There are no environmental implications.

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

There is no requirement for community engagement or consultation.

Risk Management/Legislative Implications

There are no risk management or legislative implications.

Conclusion

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

APPENDIX A



**City of Charles Sturt End of Quarter Report
Q1 2020/21**

City of Charles Sturt – 1st Quarter Report – September 2020

Introduction

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

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

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

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

City Services

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

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

Asset Management Services

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

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

- 774km of roadways
- 437 km of stormwater drains
- 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 September 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	Construction has commenced on the base build with footings poured. Anticipated completion of the project is October 2021.	Ongoing
Redeveloping the St Clair Recreation Precinct	New multi-purpose 6 court Recreation Centre with function centre; carparking and landscaping.	Completed November 2018
	New Outdoor Recreation area for Youth including skate and half court facility.	Completed June 2020
	New Landscaped Regional Playspace.	Completed December 2019
	6 outdoor joint use courts; Brocas carpark; paths; lighting and commemorative space to compliment the regional facilities.	Completed March 2020
	Associated works to relocate Orion Tennis Club to Woodville Oval including: <ul style="list-style-type: none"> Artificial Bowling Green Three Hard Surface Tennis Courts Storage Facilities Tennis Court Renewal at Smith Reserve. 	Completed October 2018 Completed 2018 Completed October 2019 Completed August 2018 Completed June 2018

Key Priority	Outcome	Status
Facilitating Place Making Grants	In 2020/21 the place making funding stream has been replaced with the Economic Support & Stimulus Package: Arts & Culture funding program to support the Arts & live music sector COVID-19 recovery. Significant funding milestones have been realised with approximately 70% of funding across the programs committed with in the first quarter.	On Hold
Woodville Town Hall	With an endorsed business plan and numerous events held, the WTH had achieved much of its objectives. COVID-19 has been a huge disruption but with the on-line Foyer Fridays taking off in May in creating partnerships with The Gov, the Lady Daly and the Woodville Hotel, significant profile of WTH and Council while supporting music and hotels under enormous financial pressure has been a significant achievement. Nearing the end of September bookings have increased with the WTH now fully booked on weekends until the end of the calendar year.	Ongoing
Celebrating Citizenship at formal ceremonies	30 New Australians were conferred in July - September 2020 quarter via online ceremonies due to COVID-19 restrictions.	Ongoing
Implementing the Local Nuisance and Litter Control Act	Implementation of the Local Nuisance and Litter Control Act, which became fully effective from 1 July 2017, completed.	Completed June 2018



OUR LIVEABILITY

Key Priority	Outcome	Status
Completing Coast Park	Formal mediation in the Supreme Court has concluded and legal proceedings have commenced on the Public Consultation Policy with a hearing scheduled for December before Justice Blue. Concurrent to this the State Government has declared the section north of Tennyson conservation reserve a "road" under the Linear Parks Act paving the way for works to commence under their care and management.	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 and EOI for land sale with further reports to be brought back to council at agreed milestones.	Ongoing
Pedestrian and cyclist facility upgrades, including path widening and Disability Discrimination Act access	Safe and accessible pedestrian and cycle facilities across the City including: <ul style="list-style-type: none"> Corcoran Drive Wombat Crossing Bus Stop Upgrades to meet DDA Standards <ul style="list-style-type: none"> 16/17 - 41 stops completed 17/18 - 47 stops completed 18/19 - 50 stops completed Kerb Ramps Upgraded to meet DDA Compliance <ul style="list-style-type: none"> 16/17 - 258 completed 17/18 - 171 completed 18/19 - 170 completed Burleigh Avenue Integrated Streetscape including Shared Use Path West Beach Road Integrated Streetscape Project including Shared Use Path 	Completed June 2017 Completed June 2017 Completed June 2018 Completed June 2019 Completed June 2017 Completed June 2018 Completed June 2019 Completed June 2019 Completed June 2019

	<ul style="list-style-type: none">• Albemarle Street Emu Crossing• Humphries Terrace Wombat Crossing• Alma Terrace Shared Use Path• On-road bicycle lanes installed on Cudmore Terrace from Grange Road to Atkins Street• Bike racks installed at various train stations.• Improvements to Bicycle link at Belmore Terrace and David Terrace• Construction of pedestrian (zebra) crossing at the intersection of Marlborough Street/the Esplanade.• Hawker Street DDA improvements (in conjunction with Road Reconstruction)• Butler Avenue Pennington Wombat Crossing	Completed June 2019 Completed June 2019 Completed June 2018 Completed June 2017 Completed June 2019 Completed August 2020 Completed April 2020 Planned completion February 2021 Planned completion June 2021
Implementation of 40km/hr zones City wide.	Reduce speed limits in residential streets across the City including implementation in: 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). 53% approx. of total city.	Completed June 2019 Review completed in 2019/20 Awaiting State Government Road Safety Strategy in 2020/21

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



OUR ENVIRONMENT

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

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



OUR ECONOMY

Key Priority	Outcome	Status
Support the Australia China Aged Care Consortium	This group has now been superseded by the Ageing Well International (AWI) which Council continues to support. This Association represents 250 business representatives. AWI Market Development Program funded by Department Trade & Investment involving webinars and coaching of 10 businesses completed. Ongoing negotiations with various projects in China and Malaysia. President of AWI, Luke Westenberg, continues to represent the State Government's Health and Medical Industries Ministerial Advisory Panel. Finalising rebranding and new website.	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. Western Regional Visitor Sector Round Table held at the end of June. An action plan was developed from the round table and is being implemented to support visitor sector businesses to reposition and reach new customers.	Ongoing

Implement the Economic Development Strategy 2017 – 2020	<p>Implementation of the strategy is progressing well and into the final stages. Most projects are either completed or substantially progressed.</p> <p>A short term action plan has been developed to assist and support businesses to navigate the challenges of the COVID-19 crisis including the very popular Business Support Grants. Council has already exhausted the money it allocated both in 19/20 and in 20/21 and as such the program has been closed for future applications pending a review by Council and a further allocation of resources if warranted. This review is scheduled to occur over the coming months allowing some time to enable a clear understanding of the benefits of the program.</p> <p>A medium-term Economic Development Strategy and Action Plan with an 18 month time frame is being formulated. The plan will have a focus on bringing energy to the recovery and is scheduled to be brought before the City Services Committee for consideration.</p>	Implement the Economic Development Strategy 2017 – 2020
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Promote Charles Sturt as 'Open for Business'	The recently endorsed and delivered Economic Stimulus Package provided the necessary cut through for Council to consider how it manages its relationships with business. In particular the cutting of outdoor dining and food inspection fees has reduced some red tape for business and encouraged a more positive approach to regulatory control and economic development with local traders in the food and hospitality industry. Going forward council needs to consider how it can fund these ongoing cuts in business overheads and red tape to realise long term residual benefits from the pandemic.	Ongoing
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OUR LEADERSHIP

Key Priority	Key Priority	Key Priority
Developing the Smart Cities and e-commerce projects	Work has commenced on establishing long term integrated precinct plans that will enable further consideration of deployment of smart tech to improve quality of life. Participation continues with the LGA's smart cities forum.	Ongoing
Developing the organisation's ability to innovate	<p>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: to deliver community value.</p> <ul style="list-style-type: none"> • ICT Project delivery <p>While some project delivery was slowed as IS resources were redeployed to support 185 staff to work from home/mobile the collaboration partnership was awarded 2 LGITSA Awards at the recent awards event. They were for:</p> <ul style="list-style-type: none"> • Excellence in Employee Experience - Collaborative Service Desk Replacement Project • Excellence in IT Service Delivery – Cloud (Cirrus) Migration • Strategic Procurement <p>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.</p>	<p>Ongoing</p> <p>Ongoing</p>

<p>Developing the organisation's ability to innovate - <i>continued</i></p>	<ul style="list-style-type: none"> • Utilities management (shared staff recruited) The project lead for this joint initiative commenced during the period and recruitment of the 2nd person was finalised. They will work across the 3 councils on a cost recovery basis with City of Marion acting as the host employer. • Fleet management A joint fleet procurement occurred for Field utes across the 3 councils with a whole of life cost saving in the order of 20% achieved. • Joint Materials Recycling Facility development (PAE & CCS) The project continues steadily with Planning approval granted, the D&C tender has now closed, and tender responses are under evaluation. The CEOs continue to pursue external grant funding and per Council's resolutions are lobbying the Federal Govt for broad scope of the recently announced community infrastructure grants such as that these funds can be applied to the MRF project. • The Productivity Commissioner presentation to Local Government General Managers facilitated by LG Professionals and hosted at City of Charles Sturt with CEO Paul Sutton also a guest speaker. The Commissioner presented on the PC's work and final report into Local Government. Again, applauding the 3 Councils on the approach and sophistication of the work undertaken. 	
<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 final completion December 2025</p>

Improving mobile device technology	<p>New 2-in-1 mobile devices enabling seamless connectivity anywhere, anytime.</p> <p>Implementation of an automated work order processes and improved mobility for the Fleet team.</p> <p>Migration to Microsoft Office 365 and Exchange Online, enabling staff to work anywhere anytime.</p>	<p>3 year program due for completion June 2020 – Completed</p> <p>Completed – June 2019</p> <p>Completed – June 2019</p>
Precinct Planning	Work has commenced on identifying a pilot area, project technical working group and steering group aimed at integrating infrastructure and growth, Local and State Government agencies and Non-Government Organisations.	Ongoing but a planned presentation to City Services Committee in March 2020
Customer Experience Program	The Customer Experience Program evolved to Council's 'Customers Experience Strategy 2018-2020'. A range of actions, in accordance with the Strategy, have been implemented and work has commenced to develop a revised Strategy beyond 2019.	CX 5 year 'Roadmap' established in February 2020 and draft CX Strategy developed and consultation has occurred with the Leadership Team and all staff. A CX Action Working Group has been established to finalise the strategy and commence its implementation.
	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 drafted and awaiting launch of renewed corporate values.

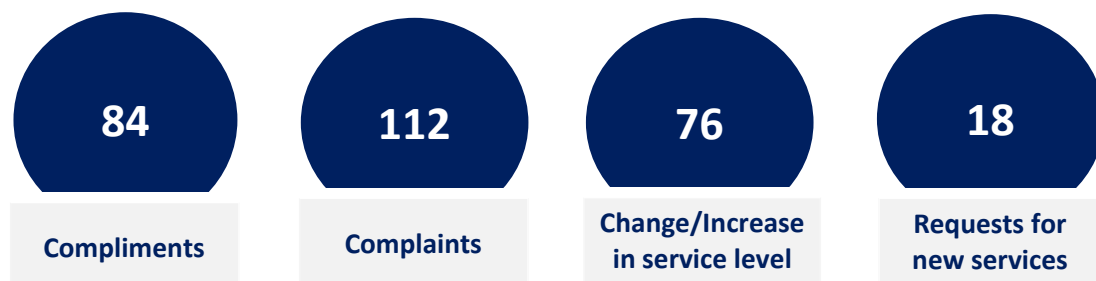
Customer Interactions – City of Charles Sturt [Q1, 2020-2021]

Interaction summary



	Q1	Q2	Q3	Q4	YTD Total
Telephone calls	27,301				27,301
Written correspondence	30,235				30,235
Front counter interactions	6,886				6,886
Online chat	1,063				1,063
Facebook posts	176				176
Facebook responses	1,714				1,714
Total organisation wide 2020-2021	67,375	0	0	0	67,375
Total organisation wide 2019-2020	64,385				233,109
Year on year variation	4.6% (2,990)				

Compliments, complaints, requests for new or increase to services



	Q1	Q2	Q3	Q4	YTD
Compliments	84				84
Complaints	112				112
Change/Increase in service level	76				76
Requests for new service	18				18

Customer Interactions – City of Charles Sturt [Q1, 2020-2021]

Requests for Service



Category	Q1 Number of requests	Q2 Number of requests	Q3 Number of requests	Q4 Number of requests	YTD Number of requests
Number of new CRM requests 2020-21	6,828	0	0	0	6,828
Number of new CRM requests 2019-20	6,282	7,635	7,875	6,389	28,181
Year on year variation	(546) 9%↑				

Top 5 requests for service by service type

Top 5 Customer Requests for the quarter	Q1, 2020-21 Number of requests	Q1, 2019-20 Number of requests	% variation	YTD 2020-21 Number of requests	YTD 2019-20 Number of requests	YTD% variation
Wheelie Bin Requests New/Additional	763	740	3%	763	740	3%
Illegal Dumping - Non Safety Risk	597	417	43%	597	417	43%
Vehicle Illegally Parked	549	432	27%	549	432	27%
Tree Maintenance	387	293	32%	387	293	32%
Dog Unregistered*	344	N/A	N/A	344	N/A	N/A

* N/A as Dog unregistered was not in the Top 5 requests for Q1 2019

Performance on requests for service

2020-21	Q1	Q2	Q3	Q4	YTD
Number of open requests	2,099				2,099
Number of open requests in time (%)	823 39.209%				823
Number of open requests out of time (%)	1,276 60.791%				1,276
Number of service requests completed.	5,892				5,892
Number of service requests completed in time (%)	4,987 84.640%				4,987



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.

Overall Project Dashboard



Project Status

154	4 (2.6%)	133 (86.36%)	17 (11.04%)	0 (0%)	0 (0%)
NUMBER OF PROJECTS	PROJECTS COMPLETED	PROJECTS IN PROGRESS	PROJECTS NOT STARTED *	PROJECTS CANCELLED	PROJECTS DEFERRED

*11 projects not yet scheduled to commence.

Financials

13.34%	14.18%	38.85%	71 (46.1%)	12 (7.79%)	71 (46.1%)
YTD BUDGET	YTD ACTUALS	YTD ACTUALS AND COMMITMENTS **	ON TRACK	MONITOR	REVIEW***

** 75% target by December 2020

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

Milestones

104 (67.53%)	50 (32.47%)
PROJECTS ON TRACK	PROJECTS OFF TRACK

Organisational Key Actions and Project Outcomes

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



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

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

Service activity/Project: Woodville Town Hall

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

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

Outcomes:

Venue Capital Upgrades

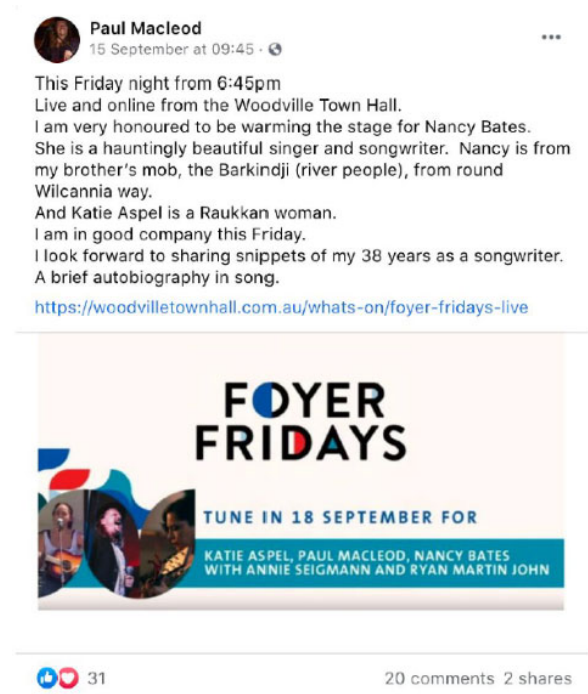
- Bar upgraded completed



Foyer Fridays

- The regular local live music series has continued in a mixed format, both as a live-stream and live music in-person event in line with COVID-19 restrictions.
- The third series July – September was curated in house, and included:
 - Leni and MANE – 24 July 2020.
 - Hannah Yates, Corey Theatre and Charli Umami – 21 August 2020.
 - Katie Aspel, Paul MacLeod and Nancy Bates with Annie Siegmman and Ryan Martin John – 18 September 2020.
- Outcomes included:
 - Over 300 people tuned in live to watch the performances
 - Over 120 people attended in person
 - Created paid work for arts industry during COVID-19
 - Provided space for entertainment and connection for community during COVID-19
 - Many positive comments captured during live-stream and feedback on social media and via email including:

- “Hi team, I’ve had some of the songs from Nancy’s set in Friday night stuck in my head. Such a gorgeous evening and I felt so comfortable in a venue for the first time. Thanks for putting these on!”
- “I had such a great night at Foyer Fridays! Honestly felt so grateful for it as one of my first gigs back, the atmosphere was great, the audience was lovely, Jonathon and the tech team were fantastic to work with and it was all set up so the set-up of two options for seating was greatly appreciated, referring to having the choice of sitting in the actual performance area or being able to move around the bar area as that isn’t too common for gigs often being crammed into one space!” Hannah Yates – artist
- “vibe was great and the whole event had a lot of character.”
- “Had lots of people watch the live stream which they loved, really great idea to stream it.”
- Adelaide ABC interview with Selma Barlow



Grant Received

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

Re-opening post COVID-19

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

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

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

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

Outcomes:

West Lakes Hub – Community Centre and Library

A contractor has been appointed and detailed design work has now commenced on the base building and the fit out. Development Consent has now been granted and works have commenced with anticipated completion in October 2021.

Flinders Park Football Club Changeroom Upgrade to Unisex

A Contractor has been appointed to undertake the completion of the design documentation and the construction of the new changeroom. Onsite construction has commenced and is scheduled for completion in January 2021.

Woodville Hockey Club Redevelopment

The performance specification is complete and the procurement process to appoint a contractor to undertake a design and construction project will commence in October 2020. It is likely that a contractor will be appointed in December 2020. Onsite construction is likely in February 2021 for the redevelopment of the Woodville Hockey Club.

West Beach Surf Lifesaving Club Redevelopment

Design development is underway for the redevelopment of the West Beach SLSC. Surf Lifesaving SA are managing the design process. A high-level design has been developed and under review to achieve building and cost efficiencies. Onsite construction is likely in 2021/2022 financial year.

Henley Library – Truss Remediation

Due to the age of the building truss repair work is necessary to provide a safe and fit for purpose facility for the community. Stage 1 of the work is complete which include ceiling demolition to expose the roof trusses for further engineering inspection. It is likely that stage 2 remediation will commence in November 2020.

Don Klabe Reserve Clubrooms – Access Toilet Facility

Design and documentation have been received. This project has now been sent out to tender inviting CCS Building Services Panel to Quote. Expectation of awarding the tender is Mid November 2020.

Shade Structure at Parkway Reserve

A contractor has been appointed to complete the shade sail structure. Development Approval application has been lodged and public notification is still pending. Construction is due to start early 2021.

Community Connections – Brocas carpark drainage and DDA upgrade

Investigations into drainage issues have revealed that there is an onsite sump that is not adequate to hold the volume of water from the downpipes and inclement weather conditions. Engineers are currently working on a solution with two options;

1. To replace the current sump with a larger sump.
2. Fit a pump to the current sump forcing water to the road side storm water.

Designs for the access drive way have been submitted and reviewed. Contractors will be invited to quote.

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

Designs have been completed and documentation is due to be completed and sent out for tender to CCS Building Services Panel. It's expected that a Contractor will be appointed the fourth week of November. Construction to commence early 2021, with the amenities being done in two Stages with only one set of amenities per club closed for construction at a time to ensure minimal disruption to the Club members.

Sporting Club Changeroom Upgrade to Unisex – Fawk Reserve Football Club

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

AMP Building Renewals

Collins Reserve clubrooms – Upgrade to wet areas and floor coverings. Concept plans to be developed. Commencement early 2021.

Sexton Cottage – Concept plans are underway to renew all wet areas and kitchen as recommended by Heritage consultant. Commencement early 2021.

56 Woodville Rd – Brick pointing – The institute will have the stone and brickwork repaired as per heritage recommendations. Contract to be awarded end of October 2020 with work to be completed before years end.

Renewal of port Road Billboard components

The existing billboard is in poor condition and will be replaced with another billboard the same size, including new flood lighting to sign. Contractor has been appointed, completion before end of 2020.

West Lakes Football Club – Viewing platform

A new concrete viewing platform in front of the clubroom with new balustrading is proposed be constructed. Design and documentation nearing completion and is ready to go out to tender, with construction due to commence early 2021.

New Fitness equipment at MJ McInerney Reserve

A concept design has been completed ready for community notification. This community engagement will be completed in November ready for procurement and construction. The onsite installation is likely in the first quarter in 2021.

Rowley Reserve – Additional Play equipment

A concept design has been completed and ready for community inform notification, prior to construction. Equipment has been procured and ordered. Construction of additional equipment is expected to commence early in 2021. The construction of the additional playground is to commence after the Tennis Court renewal is complete.

Upgrade of Port Road median opposite station place in Hindmarsh

An initial concept plan has been completed. The plan is currently in consultation with internal staff and stakeholders. Internal Landscape Construction Crew to commence landscape works in March 2021.

Construction of a new Dog Park at Woodville West Reserve

Civil and landscape works have been substantially completed. Perimeter fencing work is in progress. Anticipating completing the construction works by end of October, ready for Practical Completion scheduled for 9 November 2020.

Construction of a new Dog Park at Semaphore Park Reserve

Preliminary design and community consultation completed. Tender documentation being finalised. Anticipating commencing construction in February 2021.

Birkdale Reserve Upgrade

Initial concept designs completed. Detailed design and documentation being finalised. Anticipating commencing construction in the first quarter of 2021.

Rowley Reserve Tennis Court Renewal

Preliminary concept designs for the upgrade of 2 tennis hard courts and basketball practice area have been completed. Currently the detailed design and documentation are being reviewed for tender purposes. Anticipating to award Construction contract in November and commence onsite works in December 2020.

AMP Playground Renewals

Concept designs have been consulted on for nearby residents. Plans were updated due to feedback from consultation.

Most equipment has been procured. Almond and Pennington Oval designs are complete to be confirmed with landscape quotes.

Sparrow Reserve in consultation with internal traffic engineers.

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

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

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

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

Outcomes: Whilst the April 2020 SHS program was unfortunately impacted by COVID-19, participant registrations are currently open for the September/October program. It has become a highly sought-after program, with more than 3,600 kids participating in 2019. Notably, a total of 21 local sports providers are offering 68 activities across the City between Friday, 25 September 2020 and Sunday 11 October 2020. Community demand and interest has been extremely strong, with many activities (and their wait-lists) already at capacity. A further update on participation and program outcomes will be provided in the next EOQ.

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

5 Year Progression	2016/17	2017/18	2018/19	2019/20	2020/21 (Q1)
Participant contacts at Charles Sturt Community Centres	94,979	96,275	93,022	82,290	20,187
Volunteer hours at Charles Sturt Community Centres	16,798	16,188	14,681	12,587	2,194.75

Community Centres – July to September 2020						
	Volunteer Hours July– Sep 2020	Volunteer Hours July – Sep 2019	Participant Contacts July – Sep 2020	Participant Contacts July -Sep 2019	% Volunteer Hours Variance	% Participant Contact Variance
19 on Green	80.5	60	2,178	628	34%	248.81%
Bower Cottages	529.75	607	2,306	4,378	-12.7%	-47.33%
Cheltenham	593.75	524.75	2,778	2,462	13.1%	12.83%
Findon	487	516	3,936	6,327	-5.6%	-37.80%
Henley	973	1,231	4,529	4,339	-21%	4.38%
The Brocas	501.6	260.6	2,605	2,966	92.5%	-12.17%
West Lakes	675.25	872	1,855	3,520	-22.6%	-12.17%
TOTAL	3,840.85	4,071.35	20,187	24,620	-5.7%	-18%

Community Development

COVID-19 presented challenges to Community Centres and The Brocas and the reintroduction of groups has been continual across this quarter, with over 90% of groups back to 'normal'. Those groups who haven't yet returned have either made this decision independently of council or they are very vulnerable and therefore will be delaying returning until restrictions further ease.

Community Development and Youth Development officers have been working hard in supporting community members to re-engage in programs and activities while maintaining social distancing and good hygiene. A range of new short programs have been introduced across several centres and these have seen participants attend who have never come to a community centre previously.

Centres continue to be driven by the principles of equity and inclusivity and work in collaboration with many partners to broaden the range of programs, activities and events on offer for our community.

19 on Green Community Centre

- The Community Shed continues to grow in membership and has started delivering workshops to assist participants develop and practice hands on skills.
- The centre has delivered a diverse program of creative workshops including Creative Printmaking, Creative Textiles and Creative Inks and Paints. The programs have contributed to an uptake in community participants and created a new revenue stream for the centre.
- The centre has partnered with Library Services to introduce their suite of technology workshops to centre users, including 3D printing, Introduction to Microsoft Office and NBN information sessions. This strengthening partnership is opening up new opportunities to collaborate and meet the diverse needs and interests of Bowden Brompton.
- A preliminary evaluation of the program of Grubbies on Green by University of SA placement students has indicated that the playgroup makes a positive and significant contribution to the physical development of two – five year old's. The centre has worked with Marketing and Comms to great a short video of Grubbies to promote more nature play for children in the City of Charles Sturt. Video link:
<https://www.youtube.com/watch?v=Z2SYGKnSEBQ&feature=youtu.be>



Cheltenham Community Centre

- Volunteer gardener Maija has significantly improved the centre's community garden and is often found giving advice and practical tips to community residents and visitors to the centre.
- Chatterbox Craft and Sewing for Everyone has been busy learning how to make masks out of colourful patterned material.
- Two school holiday programs were held which engaged children in different ways – one being a garden workshop with Maija and the other, yoga and meditation workshops were children created their own snowstorm as part of the session.



West Lakes Community Centre

- A local artist facilitated a workshop drawing local native plants and grasses. All artwork was submitted into an online SALA exhibition.
- Anglicare partnered with the community centre to host a free community info session on navigating My Aged Care and learning more accessing CHSP, home care packages and appointing a representative.
- Stitchin Sisters Quilters partnered with Western Perinatal Support Group and made quilts to donate to women experiencing birth trauma.



Findon Community Centre

- Visitors to Findon Community Centre included the Adelaide Symphony Orchestra who held a mini concert delighting the audience and the Australian Hearing Bus who offered free hearing tests to community members
- Artist Nicky Create has brought the centre's garden shed to life with an amazing flora mural.
- The Brocas have begun study support for young people at Findon, and the Library are running Toddler Time and BeConnected.
- 32 children attended a school holiday workshop to work with artist Nikki Carabetta-Baugh to create handmade Aboriginal jewellery using gumnuts and quandong seeds and learnt how to basket weave.



Bower Cottages Community Centre

- Local artist Peter Grigoriadis worked with community members to colour 100 Mandalas to form part of an art installation on the change room block at Trust Reserve, Semaphore Park.
- Tax Help, Digital Springboard and Fruit and Veg Swap have all returned to the centre and have been embraced by the community.
- The centre's outdoor area has been improved with the addition of a stainless steel bench and BBQ under the pergolas and solar panels on the roof.
- The centre participated in the Nature Festival hosting four events where participants learnt about pollinating insects, making compost from food scraps, made worm farms and swapped seeds.



Henley & Grange Community Centre

- New programs have been introduced at Henley and Grange such as Handmade Beads, Beeswax Wraps, Introduction to Drawing Skills and Children's Art Classes and this has brought in new participants to the centre
- The centre's online Sourdough Workshop has led to the introduction of Wednesday Workshops in the kitchen where community members can participate in a cooking demonstration while having a two course lunch.
- School holiday workshops were extremely successful with children making bunting from old Port Rd banners, creating succulent posts and engaging in hoop la workshops.
- In partnership with Placemaking we worked with 53 residents to create stobie pole art which will be installed around the local area with a walking trail map.



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:

- Intensive support given to six young people who became homeless across this period, this includes supporting them with counselling, referrals to other organisations, accessing food and emergency accommodation.
- Engaged with young people around two major art installations – Findon High School mural 7.2m x 9m and Seaton High students designed and painted the art work on the Ping Pong Table in St Clair Skatepark.
- Worked with Placemaking and Nazareth College on an art design for the Holbrooks Road underpass.
- Re-started all Youth Development programs and supported all hire groups to return 'to normal' – a lot of groups didn't start immediately back but rather transitioned back across July and August which has had an impact on numbers.
- Study support program has grown to now be on two nights with one of these nights being across two locations – The Brocas and Findon Community Centre.



Service activity/Project: Library Services

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

Outcomes:

5 Year Progression	2016/17	2017/18	2018/19	2019/20	2020/21 (Q1)
Library visits	503,849	496,445	469,532	409,697	83,245
Active Library members	34,032	34,709	35,351	34,746	34,629
New Library members	5,130	4,679	4,818	2,952	1,268
% of Charles Sturt residents that are library members	34.5%	30.2%	30.2%	31%	29%
No of program types delivered	128	146	187	163	56
No of sessions delivered	-	583	658	947	206
No. of Literacy & Learning program participants	34,994	32,148	32,057	31,351	2,254
Total Number of Loans - Print	947,881	937,010	861,719	720,972	198,558
Total Number of Loans – Digital	38,499	47,848	112,671	420,869	136,490
On-line Catalogue Views via website	1,645,409	1,850,38	1,852,03	982,48	202,562

Customer Experience

While urgent restoration works to the Henley Library Roof Trusses are carried out, the Henley Library has temporarily relocated to the Henley Town Hall. The entire collection has been successfully shifted across and all technology (PC, printing/photocopying) is up and running. Customers have responded very positively to the 'Pop Up' Library's open layout, with many community members expressing their appreciation for the effort the team has gone to ensure we were ready to open its doors within a week of the relocation.



Libraries have continued to adapt and modify our service delivery to ensure continued positive customer experience while complying with social distancing requirements. Customers have responded very positively with the return of in-house programming and events, the installation of the observation bee hive and the continuation of our adapted services such as the 'Call and Collect' service for those residents still seeking a contact free service.



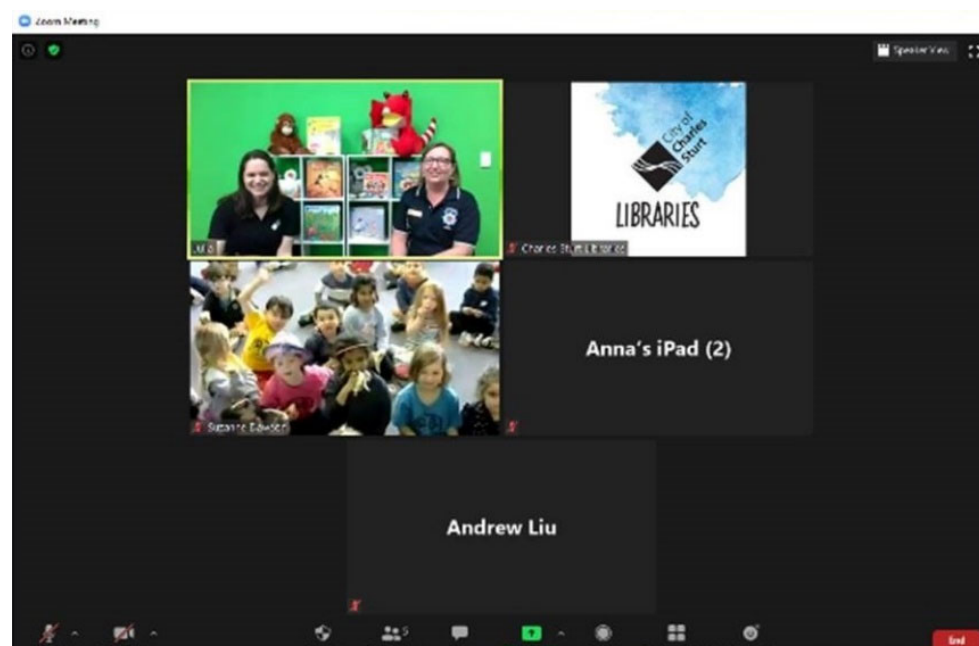
Collections & Resources

Periodicals Review: The Collections Team and Serials Officer reviewed all our periodicals holdings and loans for the first time in 4 years. Some magazines had ceased due to pressures of COVID-19 on the publishing world and others had dropped in popularity so the subscriptions number have been revised and, in some cases, ceased. The team selected over 25 new periodicals titles to add to the library's collections with a focus on topical and popular interest areas.



Community Languages review: The collections team has focussed on reviewing our Community Languages Collections this quarter, removing old and low loans items from the collections and improving the display of items. The removal of old, damaged and low performing stock has also created some space to consolidate the collection which has in turn created more room for the Teen Space at Woodville. Teen graphic novels and Anime material now have much more room to be displayed and for browsing by borrowers. We have also created a more comfortable and useable study and lounge space for our teen customers.

Literacy & Learning



Pictured (above) The Metropolitan Fire Service joins for online Preschool Storytime at the City of Charles Sturt Libraries.

Service activity/Project: Libraries - Fire Safety Awareness Storytime with SA Metropolitan Fire Service – Online Literacy Event via Zoom.

Objective: For the Library to deliver an online literacy & learning event aimed at local preschool children which encourages fire safety awareness.

Target: Local Preschools connecting to the session from their sites via Zoom.

Outcomes: Local preschools were able to access and participate in the session from their own learning sites. A total of 80 local children, educators and parents participated in this free event.

Service activity/Project: Engaging the Charles Sturt community

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

Target: Engage with new and past users.

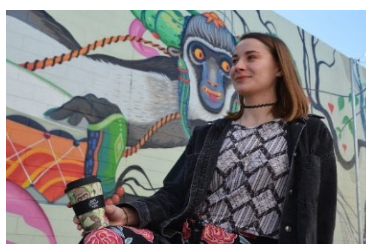
Outcomes: Increase awareness of our altered service offerings throughout COVID-19.

Customer Engagement	July-Sep 2019	July-Sep 2020	20/21 (Q1)	Trend
Student Work Placement Hours	176	0*	0	
Internal Engagement	33	162	162	↑
External Engagement	2	6	6	↑
Total Customer Participants	645	2,258	2,258	↑

*No work placements due to COVID 19

5 Year Progression	Year Total 2017/18	Year Total 2018/19	Year Total 2019/20	Year Total 2020/21	(Q1) 2020/21
Facebook	75	239	493	92	92
Squiz & Evanced	375	430	579	280	280
Port Road Banner	4	3	6	0	0
Internal Design (TV, enews, website, facebook)	142	60	140	52	52
External Design Promotion (Senior, cafes)	1	6	3	4	4
E-News	n/a	7	8	5	5

The Libraries merchandise with new branding has been completed. Bamboo reusable coffee cups and Library bags will be used for engagement purposes and to offer to new members who join the Library Services.



Outreach / Volunteer Statistics	Q1	Q2	Q3	Q4	YTD
Outreach Volunteer Hours	0				0
Other - JP's, Children's Programs	238.1	0	0	0	238.1
Home Service Library Officer Visits	204				204
Mobile Library Door Count	2,016				2,016
Outreach Aged Care participation	68				68

5 Year Progression	2016/17	2017/18	2018/19	2019/20	2020/21 (Q1)
Outreach Volunteer Hours	69.23	108.75	81.25	0	0
Other - JP's, Children's Programs	1,883.5	2,107.48	1,583.33	968.3	240
Outreach Visits					
Home Service Library Officer Visits	637	641	696	711	304
Mobile Library Door Count	-	-	4,368	7,090	2,016
Outreach Aged Care	-	-	117	413	413

The Mobile Library has seen its first customers and been in operation since 21 July 2020. We saw our first wheelchair customers come aboard the Mobile bus which was a memorable for everybody, which we shared on social media.

A Facebook voting poll gave our customer the opportunity to assist in naming the new Mobile. We had 98 entries and the winner is MOBY: Mobile Outreach Bus direct to You.



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

Service activity/Project: Council Owned Building Inspections.

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

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

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

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

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

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

Outcomes: Negotiations with Scouts SA resulted in one executed Lease Agreement, which now includes an undertaking to accommodate any referred groups from Council programs to maximise use. The other property utilised by Scouts SA is to be surrendered at the end of the current calendar year as surplus to their need. The Property Services team will work with Economic Development and Community Development teams to determine the best use of the surrendered asset in Sinclair Square.

At this time only the lease over the Guide Hall at Albert Greenshields Reserve remains on holding over conditions subject to negotiation, but the agreements can be expected to be finalised over the next few months with the sub-tenant and primary tenant opting for individual (equivalent) Licenses now to better meet their individual needs.

Property Services staff are negotiating a Licence over the Hindmarsh Town Mission building which has been standing vacant since early 2019. The new tenant is a local charitable organisation who will use the space to support an extension of their existing services to youth in Kilkenny and Hindmarsh.

This means all (non-sporting) assets able to be leased or licenced have been renewed, re-tenanted or confirmed to align with current Council Policy and legislation. Only two assets remain in the portfolio which are not under current lease or licence because they are subject to strategic review (1 Kemp Street and 318 Seaview Road).

Strategy: Develop digital technology to support inclusion and accessibility.

Service activity/Project: Libraries - *Digital Literacy Program – Internet Scams and Safety*

Objective: To provide community with skills to protect themselves in regard to sharing of personal information online and what to look out for with online scams.

Target: The program's target audience was an older demographic. Australians over 50 have been identified as needing much greater support and access to digital learning, regarding digital inclusion. This issue makes older people much more vulnerable to scams due to this lack of online skill and confidence. The measure of success was to see participants gaining new skills and having the opportunity to ask questions of the presenter, and share information with each other.

Outcome: Adult learners were able to learn about how to protect themselves from online scams and identify managing risks when navigating online. There was opportunity also for community to share experiences of their own with this issue, and how they managed this.

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

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

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

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

Outcomes:

Unit 9 - Cudmore Court

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

Unit 4 – Rose Villas

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

Unit 15 – Palm Grove

A Retirement Village Contract has been entered with a new party who will be paying a Non-Refundable Entry Contribution Fee (\$80k) to Council. The unit was refurbished to include new painting, flooring, kitchen, blinds and air conditioning. Contract commencement date was 1 September 2020.

Service activity/Project: Ageing Well functions

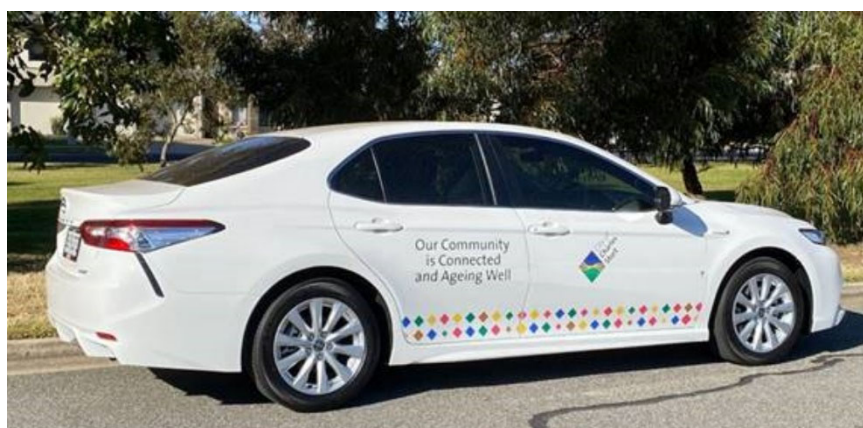
Objective: To deliver the funded Commonwealth Home Support Program (CHSP) and SA Home Community Care Programs.

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

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

Quarterly Highlights and Outcomes

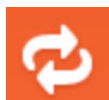
- Mindset for Life workshops have commenced – these were in partnership with Port Adelaide /Enfield, Salisbury and Playford Council following the successful application to the Office of Ageing Well for a small grant. They have been well received by community and are aimed at supporting persons nearing retirement or just retired and supporting their next life steps.
- The shopping program has two new cars and a third vehicle will be available next month to support social visiting. These cars have a larger boot space for groceries and walking frames and our clients have reported them comfortable to ride in and to get in and out of.



- SA Home and Community Care (HACC) program is presently under review and a new look program may see some client's services cease. Whilst Charles Sturt only has a small number of residents under 65 receiving services there is still concern that some residents will not be eligible for the NDIS and may find it difficult to access the help they need in an affordable way. Charles Sturt will be supporting wherever possible the transition of these persons to other suitable agencies and businesses and advocating on their behalf.
- During the client's time at home, staff have assisted clients to either take up a new hobby or to rediscover a past interest. One example is a client who used to cross stitch but had given it up as she was unable to use the equipment anymore due to arthritis in her hands. One staff member showed the client a different way to do the cross stitch and helped her to rediscover this past hobby. The client contacted me at council, almost in tears, saying she felt like she had her life back again. This personalised assistance would not be achieved if a client simply ordered online grocery delivery from Coles.
- Survey was sent to approx. 3000 clients to gather information regarding the impact of COVID-19 and what difference we can make as a Council and aged Care provider. We have up to this time had approx. 400 returned and this information will be collated very soon to support new program development or partnership opportunities.

COVID-19 NEXT STEPS - Delivering our Services

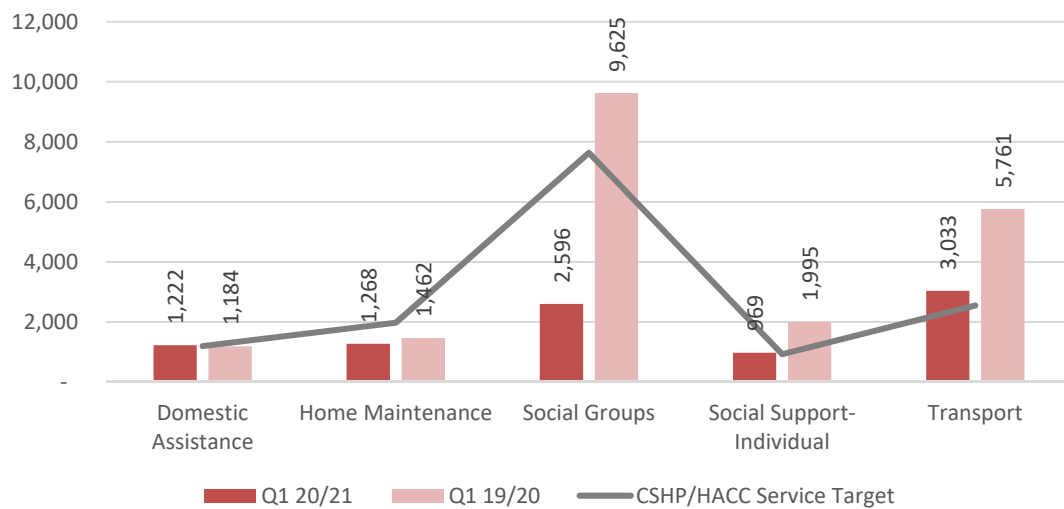
- This quarter we have recommenced the shopping assistance program and Shopping Buses, taking our clients back out to the shops and community. These all have been impacted by Social Distancing requirements.
- Our clients have reported loss in mobility and conditioning during COVID-19 as well as cognitive decline from lack of socialisation. Exercise groups in Community Centre have now recommenced to support increased mobility and strength. Many clients are commenting and experiencing on the change whilst they have been at home.
- Research from Dementia Australia has also proven COVID-19 has resulted in clients having permanent decline in their cognition, due to lack of social stimulation.
- Mental health decline has also been widely reported. We have slowly introduced our clients back to the shops, social programs, respite services and they are loving getting out, choosing their own products, people watching and enjoying being part of the community again.
- Volunteer Programs have all returned as well with changes in place to keep all safe. Volunteers have been reintroduced back into their programs and are practicing safe distancing approaches. Some of these programs are not able to operate at full capacity but nevertheless volunteers are back and keen to assist the community again.
- Welcoming a new male volunteer to the team to provide social support at Arch Paterson as of 23 September 2020.
- Originally, we recommenced late July in smaller groups and modified programs but more recently have commenced merging back into larger groups due to staff, clients and volunteers safely navigating our post COVID-19 procedures with minimal error and no illness.
- Re-introducing exercises due to clients providing feedback of decondition and missing the activity. Consent forms via GP processes brought into place to make this safe.
- Clients experiencing social isolation being matched to likeminded clients for potential relationship building has resulted in new friendships and one client talking often instead of sitting silently. Reports from family, speaking of service positively.



FEEDBACK from Community

3200 Surveys were mailed out and 450 responses have been received back. This will be invaluable as we start to consider new activities and consider the impacts that our older community have felt through this trying time.

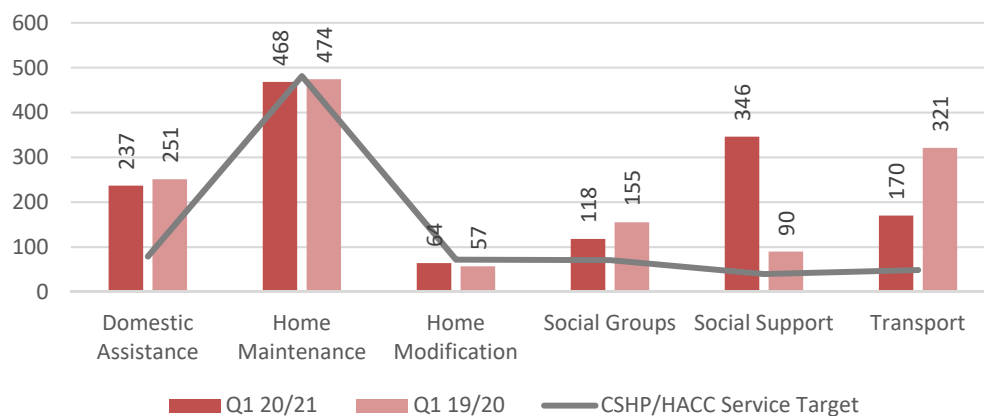
CHSP/HACC Quarterly Hours Trips of Service



Social Support individual was supported with increased numbers of clients at the early stage of the quarter as we continued to provide social and welfare checks and delivered activity packs.

This ceased early into the quarter which is reflected in the low hours of service compared to the numbers assisted. Groups have now been reinstated so these clients are being supported as they resume their normal social activities.

CHSP/HACC Quarterly Client Numbers



Community Care Volunteer Graffiti Removal	Q1 20/21	Q1 19/20	% Variance
Square Metres Removed	1,123	1,672	-32.8%
Tags Removed	1,669	1,117	-33.1%
Volunteer Hours	352	489	-28%
Jobs	266	217	-18.4%

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

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

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

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

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

Woodville Bowling Club –Woodville Oval - 5 + 5 year term commenced 1 May 2020 (fully executed)

Woodville Croquet Club – Woodville Oval - 5 + 5 year term commenced 1 May 2020 (fully executed)



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

Strategy: Actively support volunteering

Service activity/Project: Volunteer Services

Outcomes: Volunteer services contribution as reported in the table below shows activities of our volunteers for quarter 1.

5 Year Progression	2020/21 (Q1)	2019/20	2018/19	2017/18	2016/17	Trend
Volunteer Hours	5,618	7,706	7,501	9,357	9,509	↓
Volunteer Applications Received	29	44	40	41	37	↓
Volunteers interviewed	12	14	23	33	21	↓
Volunteers Inducted Group	0	0	0	0	13	
One-on-one inductions	0	0	0	0	0	
Online inductions	10	0	0	0	13	↑

There are currently 317 registered volunteers with the City of Charles Sturt. This figure is a little less compared with the same reporting period in the previous year in which we had 325 registered volunteers. This is largely due to natural attrition after the temporary suspension of volunteering during COVID-19.

Volunteer Recruitment

- In this reporting period 29 potential volunteer applications have been received, with 12 volunteers being assigned and matched into roles.
- During this period there was a large recruitment drive as programs recommenced after COVID-19 shut down.
- Positions advertised were; Social Support & Kitchen Hand, Playgroup Assistant and Receptionist.
- In total there were five positions, four have been filled and one to be finalised.

Volunteer Training

- nine volunteers have successfully completed their online volunteer induction in this reporting period.
- five volunteers successfully completed Child Safe Environment training.

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

Service activity/Project: Woodville Oval Community Stakeholder Group

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

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

Outcomes: This stakeholder group did not meet last quarter due to COVID-19 restrictions, but we are in regular contact and continue to work closely with all parties.

The next quarterly meeting is scheduled for Thursday, 27 August@12 noon.

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

Service activity/Project: Recovering clubs from COVID-19

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

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

Outcomes: Building on Councils wider COVID-19 Economic Support and Stimulus Package, round 2 of the Recovering Clubs in COVID-19 program opened on Monday, 31 August 2020. Eligible not-for-profit sporting clubs within the City of Charles Sturt are currently applying for funding up to a maximum of \$1,000 (plus GST) to help subsidise specified costs associated with their return to sport. Round 1 enabled 46 clubs to share in \$23K to directly support their local sporting club. So far Round 2 has seen 17 clubs approved for funding of \$16K, with applications open until 2 October 2020 (or until the grant budget is exhausted). Further club training & development options and support is currently being explored.

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

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

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

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

Outcomes: This project is being undertaken on Kurna Country and the River Torrens (Karrawirra Pari) and Gulf St Vincent have important cultural and environmental values to the Kurna People. The project team and representatives of the Kurna Nation have been working closely in the development of the project. Workshops and site visits have been held to understand Kurna values of the land and waters and how these may be incorporated into the draft design, as well as future opportunities for the engagement of Kurna People.

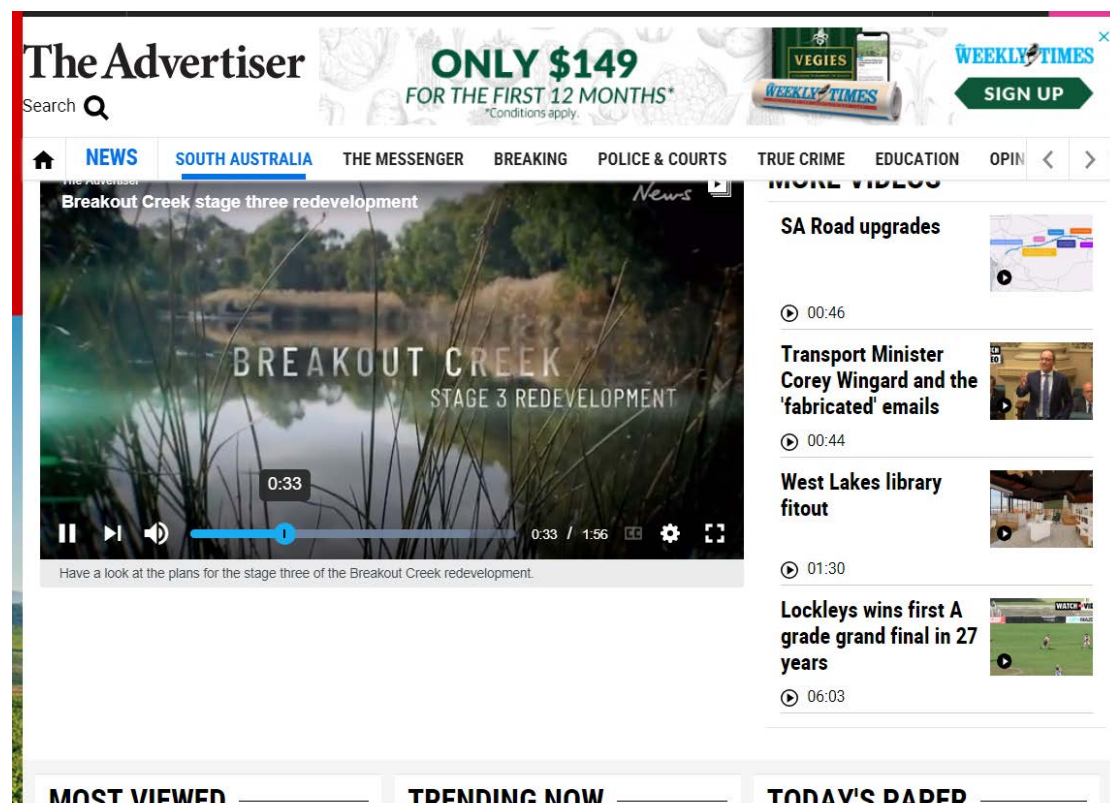
Strategy: Utilise innovative communications techniques to promote our City and bring people together.

Service activity/Project: Breakout Creek Stage 3 Redevelopment Project Video.

Objective: Communicate the benefits of the redevelopment of Breakout Creek Stage 3.

Target: Promote the excellent achievements that have improved the River Torrens in Stages 1 and 2 of Breakout Creek and those planned for Stage 3.

Outcomes: A visually compelling, high-quality, and well-produced video was created by the Government of South of Australia and introduces the Breakout Creek Stage 3 Redevelopment to our community. It provides project information that communicates the benefits that will be realised and is underpinned by detailed project information provided on the project website. The intent is to reach a range of different audiences and gained media pick up being featured by The Advertiser on their news website.





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

4,790

Total number
of unique online visitors

377

Total number
of community responses

Community Engagement for the July to September 2020 Quarter			
No	Project Name	Project Scale • City-wide • Large • Localised	Community Responses Received (e.g. completed surveys, written submissions, attendees at event)
Urban Projects			
1.	St Clair Residential DPA – Rezoning Proposal	Large	22 written submissions and 1 verbal submission at public hearing
Transport and Engineering Projects			
2.	Windsor Avenue, Woodville Park – Road and Streetscape Opportunities	Localised	9 responses – online survey
3.	Road Safety around our Schools – Smart School Zone	City Wide	Informing only. No responses
Open Space, Recreation and Property Projects			
4.	Frederick Miller Community Garden, Semaphore Park	Localised	86 responses
5.	St Clair Community Garden	Localised	44 responses
6.	Point Malcolm & SSLSC CLMP	Localised	9 responses
7.	Bowden Village Reserve CLMP	Localised	16 responses
8.	Woodville Orion Tennis Club – New Licence Agreement	Localised	No responses
9.	Rowley Reserve – Inform Only	Localised	1 response
10.	Wright Street Tree Removal	Localised	7 responses
Asset Management Projects			
11.	Road Name Change – Pope Street, Beverley	Localised	7 responses

Public Health and Safety Projects			
12.	Animal Management Plan 2021-2025	City Wide	30 responses including 19 via Your Say Charles Sturt
13.	Public Health Plan 2020-2025	City Wide	1 response via Your Say Charles Sturt
14.	Permit for Public Space Occupation	Localised	2 responses via Your Say
Corporate Services			
15.	Community Plan Update Stage Two Community Engagement	City Wide	7 total responses, including 4 Your Say Charles Sturt responses and 3 email responses.
Community Connections Projects			
16.	Naming Competition for new Mobile Library 'MOBY'	City Wide	135 community responses VIA Facebook Poll

Service activity/Project: Consultation involving our online community

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

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

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



- Our online interactive community engagement website *Your Say Charles Sturt* is working well and continues to attract community interest.
- During the quarter 129 new members signed up to *Your Say Charles Sturt*.
- We are on target to reach 3,500 members by December 2020.
- The software platforms enable our community to “follow” progress on a project if they wish to. New followers in the quarter equalled 98. We have now had 341 community members follow the progress of one or more of our projects.
- The projects that attracted the highest level of interest during the quarter included the naming of the new mobile library and Frederick Miller Community Garden, Semaphore Park.
- During the quarter we didn’t refer any surveys to our E-Panel.

Strategy: Upskill sporting and community groups to build sustainability.

Service activity/Project: Sporting Club - Professional Development

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

Target: Local Sporting clubs

Outcomes: Following on from a successful FREE six (6) part webinar series to support clubs last quarter, an online Responsible Service of Alcohol (RSA) course was delivered FREE for local clubs in August/Sept 2020. This resulted in 51 participants attending from across 23 local sporting clubs.

Responding to the need for online training options, Complete Hospitality Training Skills (CHTS) provided an online Responsible Service of Alcohol training course to enable members to be compliant with the new liquor licensing legislation. This nationally accredited training was designed to accommodate club members with varying degrees of computer skills and allowed participants to log in at any time and complete the training at their own pace.

Further club training and development options are currently being explored, with social media and marketing workshops being developed to build the capability of local sporting clubs.

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

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

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

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

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

- **COVID-19**

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

There has been a surge of interest in all forms of Community Gardening as a result of COVID-19, with a number of new groups/projects emerging.

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

- **Royal Park Community Garden:**

The Royal Park Community Garden Group has been sorely affected by COVID-19, the group had planned their official launch for Saturday April 4, 2020, this was postponed to Saturday September 19, 2020. The launch was well attended and the group gained a number of new members and planned their first official working bee for the October long weekend.



Prior to the launch, the group constructed 3 new raised garden beds with materials provided through the Fund My Neighbourhood grant, creating 2 new wicking beds with soil and gravel purchased through their small membership funding. Given this garden has limited space in comparison to other Community Gardens across the City, the group has elected to share all garden beds and produce and cannot welcome new members without having garden beds available.



The Royal Park Community Garden is now an incorporated association who carry their own insurance and will be issued with a licence over the garden space in October.

- **Henley Community Garden**

Henley Community Garden also held their first working bee and social day since March/COVID. Members enjoyed morning tea and a BBQ. Their gabion seat was completed and a paved area for their fire bowl base was constructed.



A Fermenting Workshop was held mid September, under the tutelage of Anna-Mieke Kappelle with great success.



Henley Community Garden was the first of our Community Gardens to host a Bee Hive, they are now the proud custodians of 3 hives, which are monitored by John under the watchfull eye, guidance and expertise of Sandra Ullrich of Adelaide Bee Sanctuary. The Garden also celbrated with John who is a founding member of the garden and the Charles Sturt Wicking Bed experts, 80th birthday.



- **Tewkesbury Street Group**

A new group of residents has adopted a 100m section of the Tewkesbury Street, Cheltenham railway reserve. There were existing plantings of Grevilleas, however, the landscaping on the other side of the railway line on Buller Tce, inspired this group to approach Council about planting this area. The area was prepared, soil ripped, additional irrigation installed and the group planted a variety of native species, which they will maintain on an ongoing basis.



- **Day Terrace Group**

Due to COVID-19 the final stage of the Residents Win, Urban Greenway project, the community planting day was postponed. All materials were purchased, plants ordered in April and soil preparation and irrigation installed a few days prior to the planting day at the end of September.

On the day, around 40 people attended and the 230m section of railway reserve was planted with much enthusiasm. A group of 16 local community members provided their email addresses to remain involved with this site and provide ongoing maintenance.



- **Brompton Community Garden**

Brompton Community Garden held their first post COVID-19 Working Bee at the end of July with a major tidy up and work on plots that have been vacated to allow for those on their waiting list to receive a plot to work. A number of beds have been left vacant in an effort to manage a heavy infestation of Onion Weed. The garden is ready to start the process of converting a number of plots to wicking beds.

Much energy is currently being directed toward preparation for the Brompton Community Garden annual Spring Fair in collaboration with 19 on Green (modified to comply with COVID-19 requirements) with preserves, jellies and sauces being prepared.



- **Verges Alive**

Kilkenny Community Members were successful in applying for a Love the Westside Grant to develop verges to complement the Verges Alive project (2020/21) and plantings have now been completed in Wilpena Terrace.



- **The Grove Education Centre**

The Open Space Planning and Recreation team spent time with the students at the Grove Education Centre helping to plan and plant a Bush Tucker Garden, our Field Services teams also assisted with a delivery of mulch and a large Ironstone rock.



New and upcoming Activities:

Woodville Park Group

A recent meeting with 10 very keen Woodville Park residents has hatched plans for beautifying the area surrounding the Woodville Park Railway Station, adopting the soon to be planted garden beds on the Park Street North/Belmore Terrace intersection and planting the verge adjacent the RDNS building. Plans to plant further afield are in discussion, but the group are being encouraged to expand the area adopted, in line with the groups growth.

Gilbert Street Bee and Butterfly Garden

Local community members have requested permission to start a Bee and Butterfly garden in the Railway Reserve in Gilbert St, Ovingham. Site/soil preparation and irrigation will be required, along with the provision of mulch. Residents have propagated plants suitable for the planting and wish to start with a small bed at the Hawker St end of Gilbert St and progress the garden over time.

Cooke Street Allotment

Local residents have requested that the Cooke St Allotment (Wanda Ave) be used for community gardening purposes. This allotment has SAPN easments for power supply to the adjacent Nursing Home and other properties. An on site meeting with SAPN representatives has confirmed that this activity can easily be accommodated within their requirements and community members are currently canvassing the local community and immediate neighbours to form ideas on how this space could be used.

Day Terrace M J McInerney to Duncan Street

A new group has adopted the section of Day Terrace between M J McInerney Reserve and Duncan Street and are keen to commence understorey planting to complement the tree planting completed more recently. This will see the length of Day Terrace between M J McInerney Reserve and Rosetta Street planted and maintained entirely by Community. There is also growing interest from local residents to adopt the sections of this screen as far as Croydon Playground (Queen Street).

Day Terrace Croydon Avenue to Croydon Railway Station

There is also growing interest from local residents to adopt the sections of this screen as far as Croydon Playground (Queen Street) Community planting in this space will take place following Whole Street Planting and the local community will maintain the area on an ongoing basis.

Wadham Place

Local residents have recently planted and mulched the Wadham Place and will maintain this area on an ongoing basis.

Sunnyside Grove

Planter Boxes have been purchased for Sunnyside Grove, Semaphore Park. The Community planting was planned to commence in this quarter, however, the lead community member had a number of personal issues which have delayed the project until the next quarter.

2020 Spring Garden Competition

Entries have closed and judging will commence in early October.

In Art We Trust

In Art We Trust is a collaborative project between the Open Space Community Planner and the Placemaking group to engage and generate some pride within the local community.

Community Paint by Numbers Paste Up

Sadly, this giant community paint by numbers paste up activity, the first in the world as far as we understand, was created from 90 individual contributions from children at the Westport Primary School was vandalised and graffitied to such an extent that the paste up had to be completely removed. While this is bitterly disappointing for everyone involved, there will be a new paste up involving the same children in the next quarter.

Mandala Artwork

It is pleasing to note that the artwork by local artist Peter Grigoriadis has remained untouched since completion and the team considers the style and the fact that Peter engaged with local youth during the process has contributed to a sense of pride and respect for this artwork. Peter is currently working on another project to provide an interactive activity targeting youth around Trust Reserve and inviting them to work with Peter to paint some culverts which will be used for seating.

Community Mandala Paste Up

Peter has provided 5 mandala templates. Up to 100 templates (16 of each design). Members of the local community have coloured in and they will be pasted up on the changeroom block at Trust Reserve in conjunction with the replacement pasteup that was vandalised.

Planet Ark and Tree for the Future 2020-2021

National Tree Day scheduled in late July 2020 for schools and community tree-planting was cancelled due to the impact COVID-19 pandemic has had across Australian communities. However plant donations by Council were still available for schools who wished to participate in this event with a preference to plant trees on school grounds.

Adelaide Secondary School of English, 253 Torrens Road, West Croydon was a recipient of the \$250.00 plant donation and planted over 100 native trees and shrubs on school grounds. ASSE subsequently provided gratitude in their Term 3 newsletter to the City of Charles Sturt Council for the donation.

Photos below depict student and teacher participation.





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

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

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

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

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

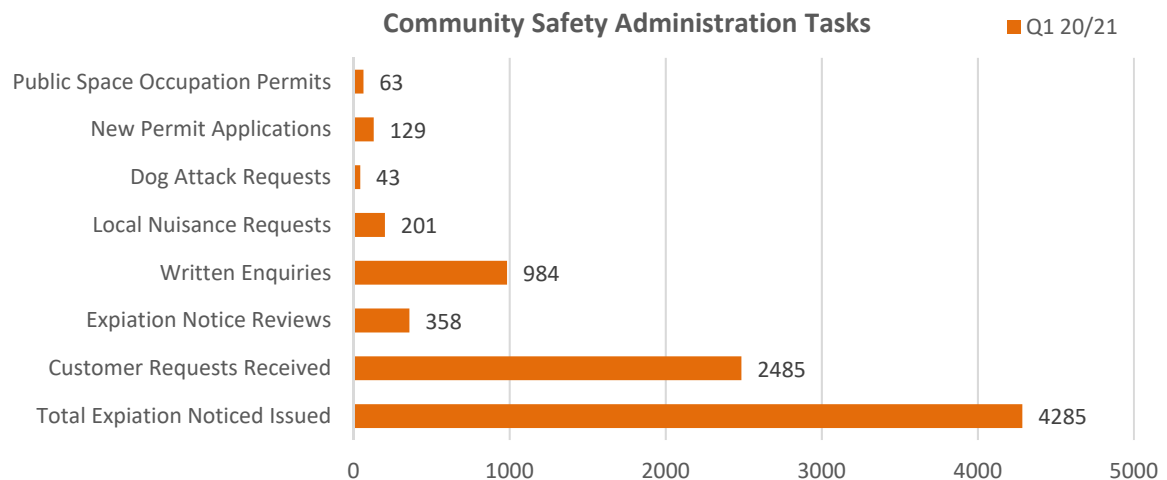
Outcomes: Transport Strategy and Assets, Community Safety and Marketing and Communications teams have developed an improved traffic and parking safety flyer to replace the previous parking flyer. The flyer was delivered to all schools at the beginning of term 1.

Service activity/Project: Community Safety requests

Objective: Respond responsibly to customer requests.

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

Outcomes: The team responded to a high number of customer requests, including 119 requests for parking control zones and 43 dog attack investigations.



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

Objective: The UAMP 2016-2020 is now complete. A new plan was recently drafted and presented to Council for endorsement to undertake community consultation.

Target: To develop a new Animal Management Plan in line with the requirements of the Dog and Cat Management Act 1995.

Outcomes: The new Animal Management Plan 2021-2025 has been developed with public consultation now completed. The updated plan as a result of the consultation is being presented to Council for endorsement in October 2020, and once endorsed, it will be operationalised and effective from January 2021.

The Pets of Charles Sturt Facebook platform will continue to update our community on the latest regulatory and educational pet related messages to continue to promote responsible dog ownership.

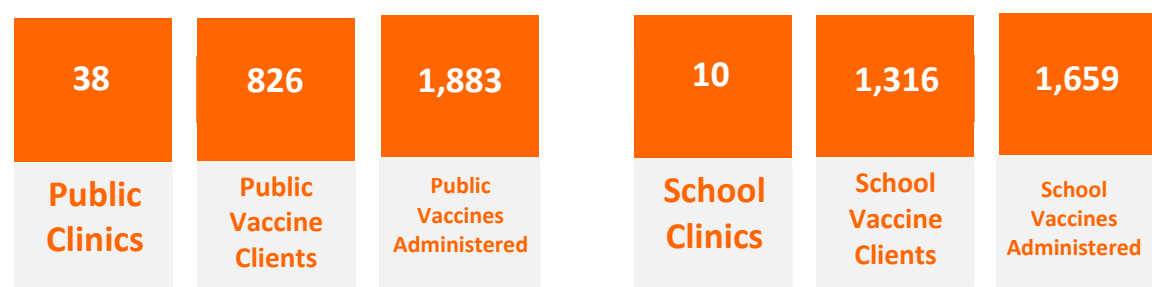
The Beach Education Officer role has now commenced with the start of daylight savings. This year the program will be delivered in partnership with the City of Port Adelaide Enfield to enable a greater presence on the foreshore and enable consistency along the foreshore in the two council areas. The patrols promote on-leash requirements during daylight savings on the beach and general dog safety along the foreshore.

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

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

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

Outcomes: 2,173 Clients received 3,573 vaccines throughout the quarter. 50% of these vaccines were delivered via the public St Clair Immunisation Clinic, with the others being delivered as part of the School Based Immunisation Program or Corporate Vaccination Program. Influenza vaccine continues to be administered, but this program has been severely disrupted due to COVID-19.



5 Year Progression	2016/17	2017/18	2018/19	2019/20	2020/21 (Q1)
Public Clinic vaccines administered	6,755	6,845	9,696	9,627	1,883
School vaccines administered	6,381	4,901	5,395	5,781	1,659
Worksite vaccines administered	825	588	873	689	30
Staff vaccines administered	464	286	293	339	1
NARI vaccines administered*	588	445	243	0	0
No. of clients receiving vaccination	9,406	8,295	9,209	9,055	2,173
Total no. of vaccines administered	15,013	13,065	16,500	16,436	3,573

*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: 595 requests for illegally dumped rubbish were received in the quarter, which is an increase from the same quarter in the previous year where 433 were received. 67 requests were removed by the resident and 74 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 201 reports in relation to local nuisance in the quarter. Customer Requests in the category of noise and amenity increased in the quarter and continue to generate the largest number of requests.



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 547 customer requests reporting instances of vehicles illegally parked. During the quarter 4,285 expiation notices were issued under the Australian Road Rules.

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: 922 courtesy letters issued to owners of vacant land and properties with previous complaints of overgrown vegetation. Inspections and further compliance action will be undertaken throughout the next quarter to minimise the risk of fire danger from overgrown properties throughout our City.

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

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

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

Outcomes: Dog registration renewal period occurred throughout the quarter, with 14,808 dogs being re-registered between July-September. There are currently 666 unexpired dogs from last financial year that are being actively investigated and followed up. The following is a breakdown of the number of dogs which are desexed and microchipped as well as the number of cats currently recorded in the State-wide Dogs and Cats Online (DACO) specific to the City of Charles Sturt.

Number of Dogs Desexed	Number of Dogs Microchipped	Number of dogs both microchipped and desexed	Total number of cats recorded in DACO
12,139	14,657	12,111	1,790

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

Service activity/Project: Effective administration of the Food Act.

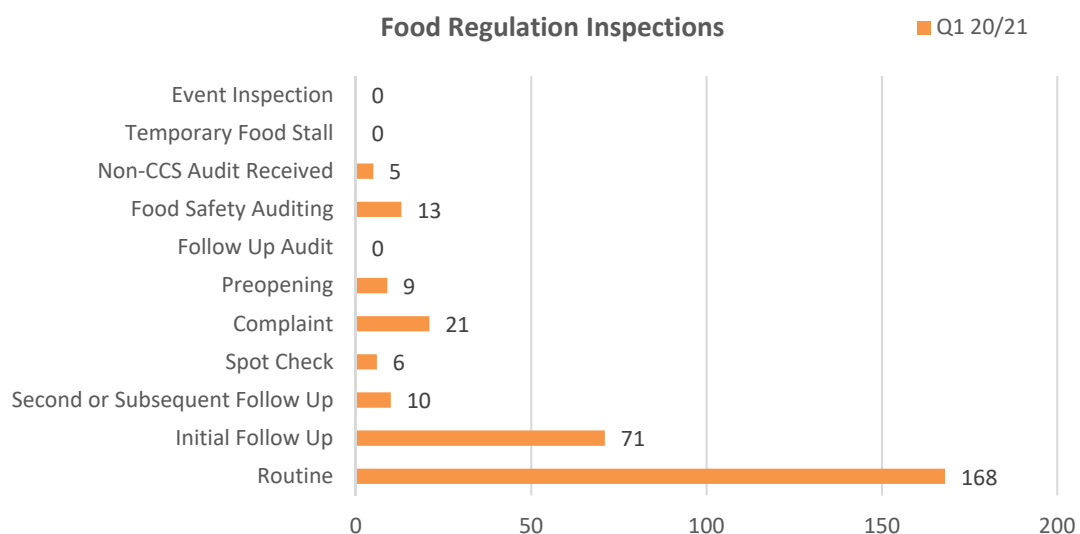
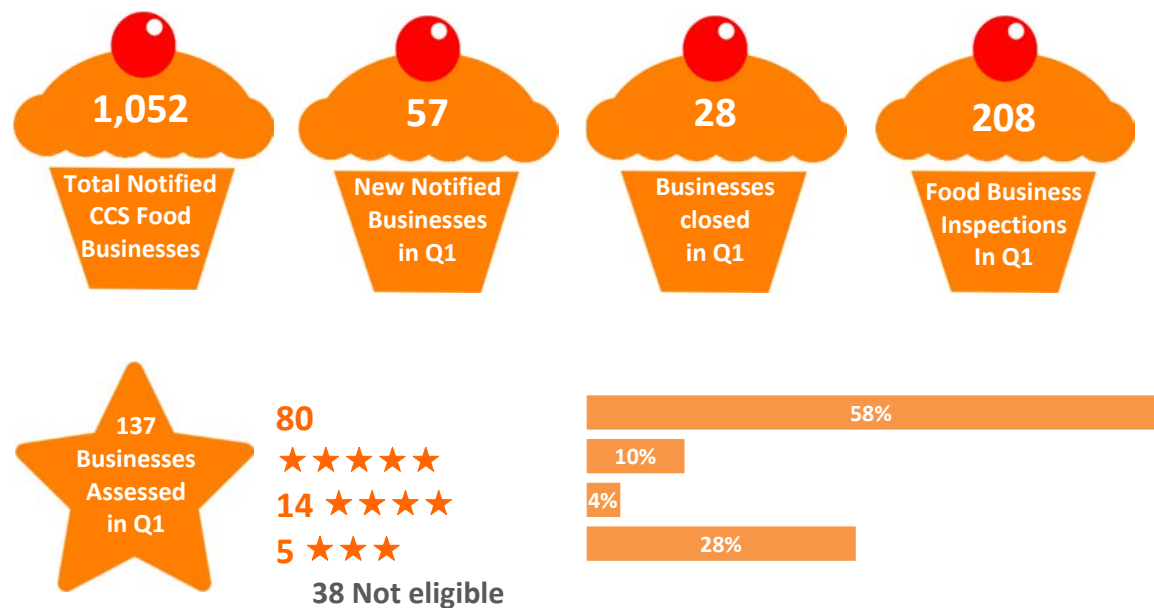
Objective: Undertake a regulatory regime of all food businesses within the City to fulfil Council's legal obligations and provide a proactive approach to supporting positive health and safety outcomes.

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

Outcomes:

Food Safety Rating Scheme (FSRS)

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



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

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

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

Outcomes:



** COVID-19 Requests were a new request type created in 2020 to record the number COVID-19 concerns received from residents. Throughout this period, 2 COVID-19 requests were received and investigated by Council's Environmental Health Officers.*

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

**Only inspected when complaints are received*

*** Inspection per system/pool*

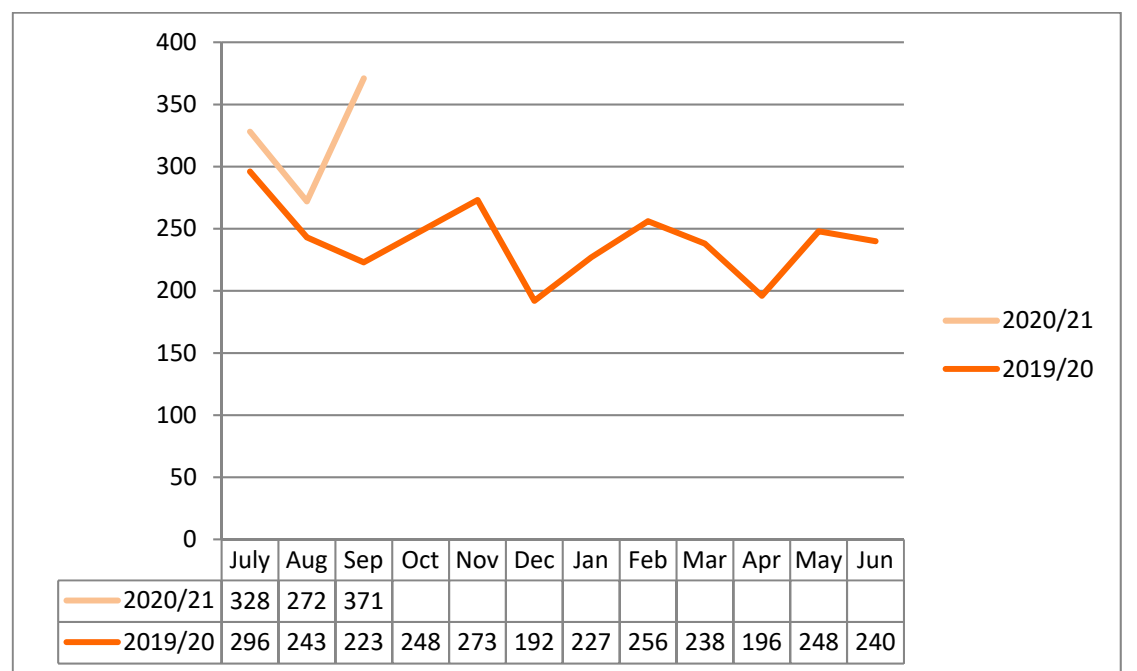
Service activity/Project: Planning and Development Applications (Lodgements, Types of lodgement).

Outcomes: A total of 971 applications were lodged for the quarter. This represents an increase of 27.43% compared to the same quarter in 2019/2020 where 762 applications were lodged.

The total estimated construction cost (excluding fit-out cost) of development for the quarter was \$112.5 million compared to \$122.4 million for the same quarter in 2019/20.

The Development Assessment Unit (DAU) process was used to consider 4 applications for the quarter down from 10 applications for the same quarter in 2019/20. No applications were “called in” for consideration by the CAP.

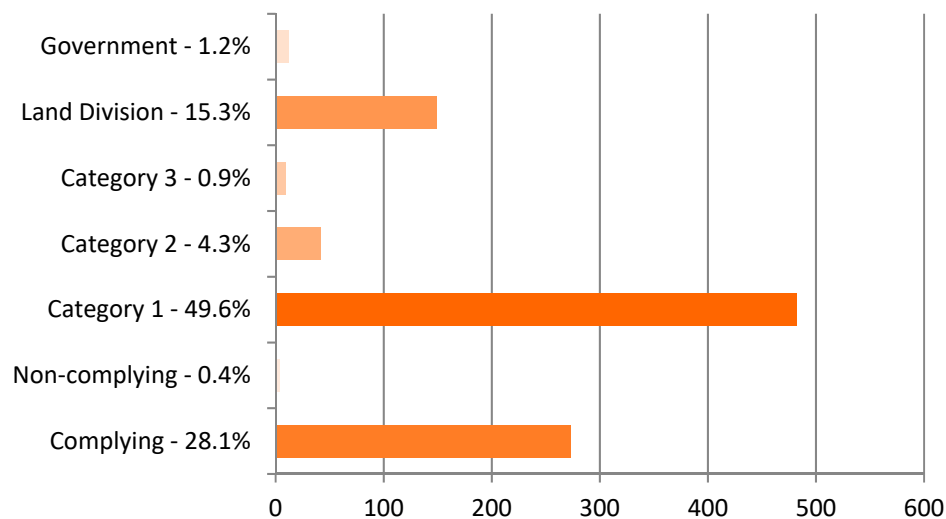
Lodgements	Q1	Q2	Q3	Q4	YTD Total
Applications Lodged	971				971
Estimated Construction Cost (ex fit-out)	\$112,515,474				\$112,515,474



Types of Development Applications Lodged

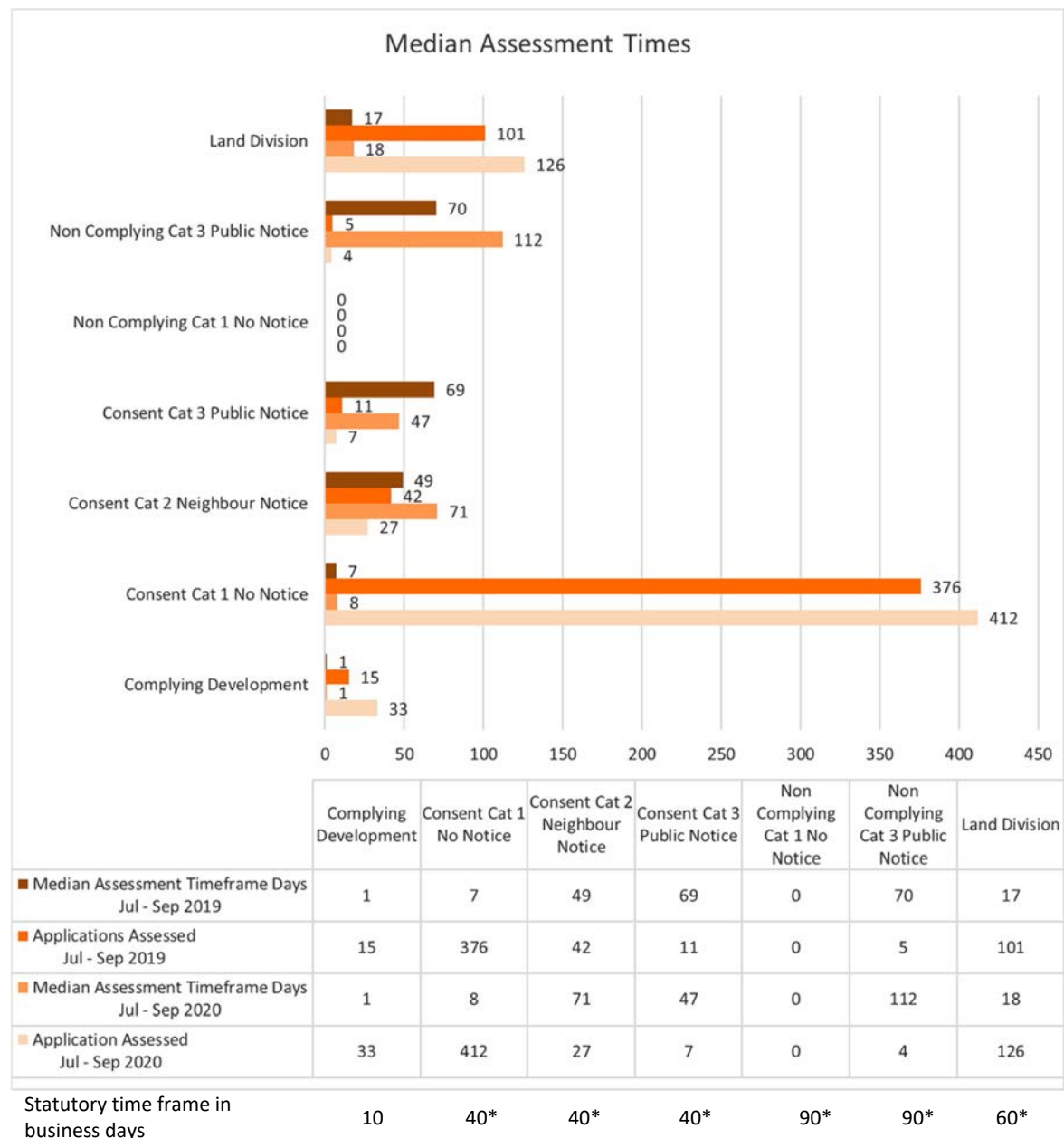
- Applications that do not require consultation (Complying and Category 1) with neighbouring property owners represent the greatest number of applications within Council at 93.1%.
- 5.3% of Applications required notification (Category 2 and Category 3) and 0.4% non-complying applications were considered 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 - July to September 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: Planning appeals for the quarter were as follows;

There were no new planning appeals for the quarter.

There were two (2) ongoing appeals for the July to September 2020 quarter;

- 252/0610/19 – 20 Percy Street, Cheltenham – third party appeal against approval for two dwellings to the rear of a house – adjourned until 17 December 2020.
- 252/0257/19 – 69 East Terrace, Brompton – applicant appeal against a refusal for five dwellings – adjourned until 9 October 2020 with possible compromise pending.

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

- 252/0259/20 – 11 Laver Crescent, West Lakes Shore – third party judicial review to the processing of a two-storey detached dwelling – preliminary conference listed for 27 July 2020 – Withdrawn prior to conference – Notice of Discontinuance filed 24 July 2020.

Service activity/Project: Building Inspections

Outcomes: The Building Team inspected many sites during construction totalling 501 for the quarter, compared to 324 sites during construction in the same quarter of the 2019/2020 financial year. Of those inspected for the quarter, 155 required follow up inspections to address deficiencies in the work.

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

Building Inspections – April to June 2020					
	Policy standard	Count of approvals/ notifications	Number of Inspections required	Number of Inspections undertaken	Instructions Issued
Roof framing involved with builder appointed	66%	240	158	234 = 148%	73 = 31%
Roof framing involved with owner builder	90%	187	168	174 = 103%	42 = 24%
Work affecting Swimming pool safety	100%	32	32	33 = 103%	11 = 33%
Other forms of development	-	184	0	28 = 15%	10 = 36%
Class 3-9 buildings prior to issue of Certificate of Occupation	100%	19	19	5 = 26%	8 = 160%
Class 3-9 buildings during stages of construction	10%	55	6	27 = 491%	11 = 41%
Total		717	383	501	155

Service activity/Project: Building Fire Safety Committee

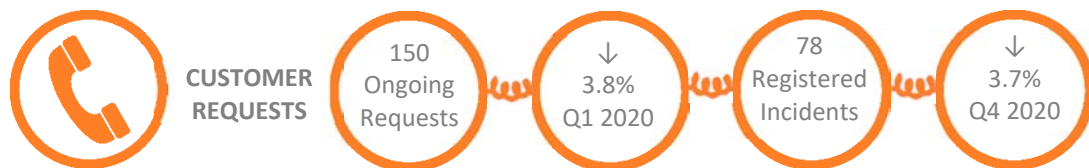
Outcomes: The Committee met once during the quarter. No sites were inspected due to COVID-19, however the Committee worked through updates for all outstanding fire safety matters. During the quarter the Building Surveying team did continue to manage 20 properties as part of ongoing BFSC action and reported on these to the Committee. Two of these have now been resolved.

Service activity/Project: Planning Compliance - Customer Requests

Outcomes: Council's two Planning Compliance Officers managed a high level of ongoing customer requests with 126 outstanding incidents (an increase of 12.5%), compared with the same period last year where there were 112 matters ongoing. There were 71 requests registered during the quarter (an increase of 9.2%). There were 65 incidents registered for the same period last year.

There are currently 24 outstanding building compliance incidents managed by the Building Team and 7 new matters were reported for the quarter.

Total number of planning and building compliance ongoing requests were 150, with 78 registered for the quarter.



Service activity/Project: Planning Compliance – Appeals

Outcomes: There are six (6) ongoing planning compliance appeals as follows;

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

The following one (1) planning compliance appeal has now been finalised;

- 16-20 Hindmarsh Avenue, Welland – Development without Consent

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

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

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

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

Permit Type	1st Quarter Total	2nd Quarter Total	3rd Quarter Total	4th Quarter Total	End of Year Total
Driveway Crossover	74				74
Underground Service	31				31
Stormwater Connection	4				4
Footpath Encroachment	2				2
Heavy Vehicle Clearances	19				19
Damage to Roads Orders	15				15
Planning Referrals	84				84
Total	229				229

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

Activity per Financial year	1 st Quarter (Jul-Sept)	2 nd Quarter (Oct-Dec)	3 rd Quarter (Jan-Mar)	4 th Quarter (Apr-Jun)	Total
Vehicles on Reserves Permit	11				11
Memorial Requests	4				4
Verge Reinstatement/ maintenance requests completed	11				11
Documents reviewed	3				3
Planning Referrals	11				11
Total	40				40



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:

Statutory consultation including a Public Meeting was completed for the St Clair Residential Draft DPA. Council staff are now in the process reviewing the submissions received with a final Draft DPA to be presented back to the Committee for consideration in due course.

Following the completion of the statutory consultation and Public Meeting, a review of the submissions received is progressing. Additional investigations have also been undertaken to inform the review of submissions and potential amendments to the draft DPA. A final Draft DPA will be presented back to the Committee for consideration in due course.

DPA investigations progressing for the Albert Park Mixed Use DPA (Part Privately Funded). Additional works were required to be undertaken for the Audit of the proponent's land based on EPA advice. The completion of this additional audit work will then be submitted to the EPA and Council to inform the investigations and the proposed draft DPA policy.

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

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

Bowden development summary update:

- The total number of dwellings completed to date in the project are 671
- Total number of dwellings constructed, under construction or approved for construction are approximately 880.
- Estimated total number of residents are 1,140.
- Townhouses in the Guild Terraces project - 28 sold to date from a total of 41.
- The 354 Bowden development - final building is under construction.
- Stage 3 reserve commenced construction and will include an indigenous food garden to be created in consultation with the Kaurua community and a local community herb garden to be maintained by the residents.
- Architect Studio Nine has been engaged to prepare concept designs for the stage 3B townhouses between Second and Third Streets.
- Plant 3 commenced construction during September 2020 and is due for completion in the first quarter of 2021.

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

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

Service activity/Project: Urban Development Activities.

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

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

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

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

Bowden Urban Village

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

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

Works are Stage 3 reserve are in progress and are scheduled for practical completion in November

Ray Street Development, Findon

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

Pennington Primary School Development

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

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

Stage 1b is now complete.

Stages 2 and 3 are still awaiting planning approval with minor Council assets to be upgraded. Assessment for stormwater for stage 4 is in progress.

Hammond Estate Development/ Bridgeman Road

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

Sunningdale Road/Henley Place Development

Construction of this development is nearing practical completion. The development includes construction of major drainage infrastructure including a detention basin in Sunningdale Reserve, public lighting, kerb and gutter and road pavement.

WEST Development, West Lakes

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

Stage 6C plans are looking to be awarded to a contractor.

Lines Street Subdivision, Grange

Construction works are now complete and waiting for practical completion. Works include stormwater drainage, kerb and gutter and road pavement.

Holthouse Road, Fulham Gardens

Works for construction of 48 Holthouse Road are now underway.

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 complete	August 2020	N/A

Development	Stage	Current Status	Practical Completion	Final Completion
WEST Development, West Lakes	Stage 4B	Construction complete	August 2020	N/A
WEST Development, West Lakes	Stage 4C	Construction in progress	N/A	N/A
WEST Development, West Lakes	Stage 6C	Drawings submitted and approved	N/A	N/A
WEST Development, West Lakes	Stage 8A	Construction in progress	N/A	N/A
Buccleuch Avenue, Findon	N/A	Complete	March 2019	May 2020
Marelle Place Drain Extension, Henley Beach	N/A	Complete	January 2019	N/A
The Square, Woodville West	Stage 3B	Asset Handover in progress	June 2019	June 2020
The Square, Woodville West	Stage 4	Asset handover in progress	March 2020	N/A
Mary Street, Pennington Development	Stage 1A	Construction complete	N/A	N/A
Mary Street, Pennington Development	Stage 1B	Construction complete	April 2020	N/A
Norton Street Cul De Sac extension	N/A	Drawings submitted for Council review	N/A	N/A
Hammond Estate Development/ Bridgman Road	Stage 2	Construction complete	June 2020	N/A
Lines Street Subdivision, Grange	Stage 1	Construction complete	September 2020	
Holthouse Road, Fulham Gardens	Stage 1	Construction in progress		

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

- Brownlow Apartment Site, Henley Beach
- Bowden Urban Village Stage 4
- Bowden Urban Village Stage 5
- WEST Development Stage 5
- Mary Street Pennington Development Stage 2
- Mary Street Pennington Development Stage 3
- Mary Street Pennington Development Stage 4
- Norton Avenue Cul De Sac Extension Development
- Old Port Road/Hero Way Development
- 102-98 Woodville Road Woodville
- WEST Development Stage 6c



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

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

Service activity/Project: Asset Management Planning.

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

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

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

Asset Management Plan	Key AMP Activities										Expected Completion Date	Actual Completion Date
	Condition Audit	Valuation	Data Verification	Data System Upload	Data Analysis	Upload to NAMS or SAM	Draft AMP	Present to Committee	Consultation	Final to Committee		
Council Buildings Asset Management Plan											11/2019	23/03/2020
Open Space & Recreation Asset Management Plan												24/06/2019
Transport Assets Asset Management Plan *											02/2020	21/09/2020
Public Lighting Asset Management Plan (Draft)											11/2020	
Water Infrastructure Asset Management Plan											11/2020	
Fleet Services Asset Management Plan											02/2020	25/05/2020
Information Technology Asset Management Plan												22/07/2019

	Completed
	Underway
	Future

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

The Transport Asset Management Plan (AMP) has undergone community consultation and the final version was endorsed by the Asset Management Committee in September 2020. Work continues on major revision of both the Water Infrastructure Asset Management Plan and the Lighting Asset Management Plan, both due to the Asset Management Committee in November 2020.

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

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

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

Service Level:

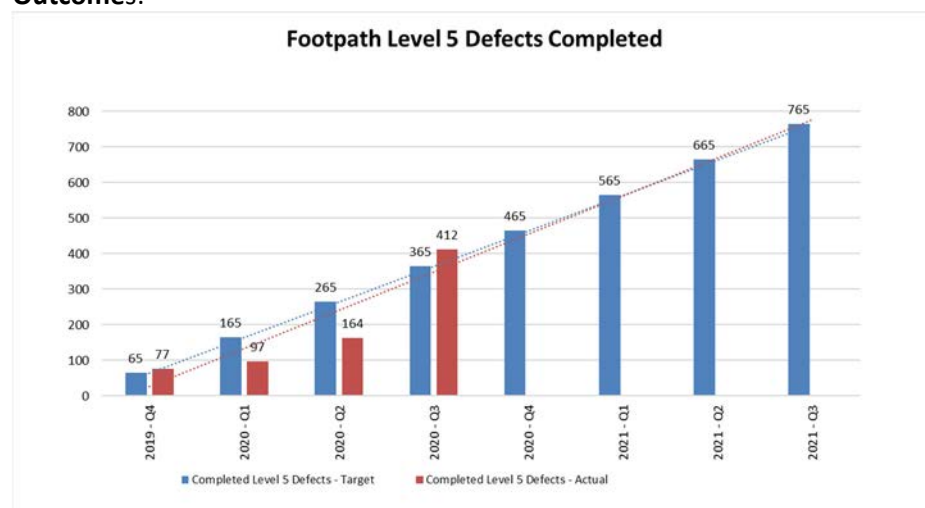
Footpaths: An asset management strategy has now been implemented, with crews focussing on audited footpath defects and new rated 5 and 4 customer requests as they are received. Upon completion of the 5 defects, the same strategy will be adopted for the level 4 defects.

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

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

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

Outcomes:



Number of conditions 5 defects completed - 412

Number of conditions 5 defects outstanding - 353

Currently ahead of our forecast defect target by – 47



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

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

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

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

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

Outcomes: The Main Street plaza design is on hold while negotiations are continuing with landowners and tenants about relocating the driveway access from Main Street to create a pedestrian plaza. Following resolution of this matter, the design will progress to community consultation and a grant application submitted for funding. The design for the streetscapes is nearing completion and tender documentation is being prepared. PLEC funding has been formally secured for the undergrounding of power infrastructure.

Service activity/Project: Woodville Road Streetscape Upgrade.

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

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

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

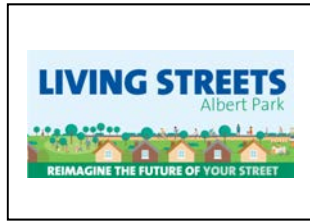
Service activity/Project: Place Making Activities – Central

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



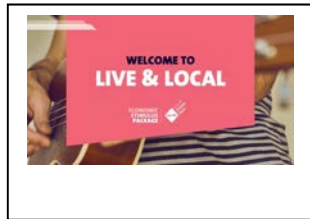
Woodville Road Streetscape Upgrade

Working with the Community Engagement Officer – Engineering and Marketing and Communications Business Advisor to prepare communication documents to share with our community and business owners advising that preliminary works are due to commence in November.



Albert Park Living Streets Project

Supporting the Community Engagement Officer – Engineering to engage with 5 streets due for reconstruction. This feedback will help form part of the wider ‘Your Neighbourhood Plan’ project for Albert Park and Hendon areas.



Live and Local program

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

Program highlights this quarter include:



Woodville Hotel, Woodville – 6 August 2020

Live music every Thursday night in August.



Pizza Meccanica, Bowden – 6 September 2020

Live music at the restaurant alternating between Thursday to Sunday nights starting in September.



Wizard Tone Studios, Hendon – 17 September 2020

Live stream recording of ‘She Descends the Stairs’ album held on 17 September 2020.



The Brompton Hotel, Brompton – 18 September 2020

Program of live music every Friday for 6 weeks starting in September.

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

Objective: This quarter the priority of the Place Making team has been the implementation of the Economic Support & Stimulus package funding program. Place Leader- Inner West is the project lead for the Creative Cities Program. The Creative Cities program aims to support local artists and arts organisations affected by COVID-19 restrictions to develop initiatives, projects and artwork that connect and engage local audiences in new and different ways. The flexible and adaptive program targets timely activities that aid community recovery and enhance community wellbeing after a significant disruption to our cultural life.

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

Outcomes: To date nine Creative Cities projects have been funded, totalling a grant allocation of \$34,261, more than 50% of funding allocated in the first three months of the funding program.

Program highlights this quarter include:



Holden Street Theatres ‘An evening with....’ 20 June 2020 to 25 July 2020

When COVID-19 restrictions were announced 11 shows at Holden Street Theatres were cancelled. To help re-open the venue during restrictions the theatre utilised the funding to create a new 7-night live program of actors, musicians & poets to accommodate small audience numbers. The trial program also provided an opportunity to test safe COVID-19 approaches with varied audience seat capacity in preparation for Fringe 2021 and promote the venue as a COVID-19 safe option for future audiences and theatre bookings.



Malka Wiri Wiri live mural event August 2020

Arts collective Malka Wiri Wiri facilitated a live mural painting event at Book & Bean Café, Henley Beach. The event was held over multiple weekends, allowing the community to engage with the artists to learn about Aboriginal cultural symbols and art. The outcome is a mural at the café that represents Aboriginal Australia, cultural inclusion and diversity.

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:



Public Art – Holbrooks Road Underpass mural, Flinders Park, Poles Together Apart - Stobie Pole Art along the Coast and In Art we Trust, Trust Reserve, Semaphore Park

A new Aboriginal mural will be painted on the Holbrooks Road underpass on the Linear Park. The art work is being painted by Aboriginal artist, Shane Cook and the design has been inspired following on from three art workshops with students at Nazareth High School undertaken in term three. This project is a collaboration with Place Making, Property and Open Space teams. The mural is expected to be completed in October.

Over 40 painted stobie pole artworks will soon appear in Grange, Henley Beach, West Beach and Fulham Gardens. The artwork has been undertaken by local community members and students from Henley Primary School. Art workshops were led by local artists Meredith Russell and Mignon Cliff during August and September. The project has been a collaboration with Place Making and the Henley and Grange Community Centre.

Following on from a successful mural by Peter Grigoriadis, Place Making and Open Space teams worked with West Port Primary School on what is believed to be the first mural undertaken with a paint by numbers approach. The rainbow artwork was revealed to students on their first day back of term three. Unfortunately, this reserve receives a lot of tagging and the work has been tagged many times. Place Making is now working on another project with the students that can be updated and fixed easily if it gets tagged.



Neighbourhood Guide

The Place Leader – Coastal has led a project in partnership with Open Space and Marketing to create an illustrative online guide that aims to show and guide residents and businesses on how they can easily implement ideas and activate main streets often with minimal costs and approvals. The guide has been illustrated by Adelaide illustrator Murray Van and utilises the tools available as part of the Your Say community engagement software. The guide will shortly appear on the City of Charles Sturt website.



Events and Festivals Sponsorship

There has been a positive response to the revised events and festivals sponsorship operating project. At least nine applications for sponsorship have been received since July with many events requesting multi-year agreements.

COVID-19 requirements have added new challenges for event organisers to deliver a safe event. Staff from City Safety and Urban Projects are working closely together, and it has already resulted in some ingenuity to assist event organisers on managing social distancing.

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

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

Target: 5 creative place making projects delivered in July 2020 and August 2020

Outcomes: Support our community adapt, recover and come together in creative ways during social distancing and Government COVID-19 restrictions.

Completed projects endorsed by Council in Round three as listed below:



Honor Freeman & Louise Flaherty: 'Small gifts for street corners'

<https://www.smallgiftsforstreetcorners.com/>

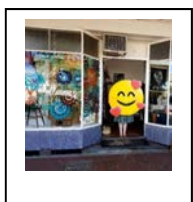
Installed 58 sticker ink drawing reproductions and 50 sculptured porcelain light switches and power points. The works were installed in Allenby Gardens, Beverley, Woodville Park, Kilkenny, Croydon and West Croydon. The project was promoted via South Australian Living Artist (SALA) Festival, a webpage that will be live for 12 months and postcards distributed locally.



Alana Giaccio: 'All abilities cheer and dance'

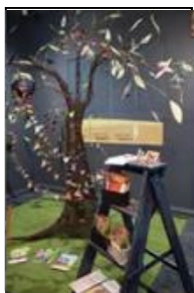
<https://www.allabilitiescheeranddance.com/>

Online dance classes via zoom on 1 June 2020 to 17 July 2020 to bring together people with disabilities to express themselves through the fun and creative world of cheerleading and dance.



Monica Prichard: 'Emoji take over'

Emoji sequences are popping up on fences around our city to create a fun guessing game to decipher the meaning. Sequences include, 'That way, I love Queen St Coffee' on the fence on the corner of Port Road and Queen Street and 'Send Love Around the World' on the fence of the Model T Ford Club.



Naomi Campbell 'Floating world children craft videos'

Floating world children craft videos:

https://www.youtube.com/channel/UCY3vFjuuhuZIV2FFAWHaj_g

222 butterflies made by children were sent to the Artist to be curated and presented in an installation at the Marine Discovery Centre. In addition, Naomi ran an event at the Centre that included a presentation from the Chairman from Butterfly Conservation South Australia

Sandala time lapse: <https://youtu.be/uKnAj0AqsUY>



Louise Flaherty for 'Grasslands online drawing sessions'

Exhibition of artworks produced by workshop participants can be found online here: <https://www.grasslandsdrawwithme.com>.

As COVID-19 restrictions eased 8 workshops were also held at 19 on Green, West Lakes Community Centre and Bower Cottages. The online exhibition was also included in SALA.

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: \$16,000 in grants paid out and \$33,393.75 committed.

Service activity/Project: Heritage Recognition Markers Program

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

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

Outcomes:

An additional 9 Heritage Recognition Markers were confirmed in 2019/20 involving identification, land owner approval and development approval. The manufacture of these markers is now complete. Coordination of their installation is underway in consultation with the land owners.

Six (6) new markers have been confirmed by land owners for manufacture in 2021/22. A further six (6) land owners are being consulted and awaiting their decision to consent to a marker for their heritage property.



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

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

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

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

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

Outcomes: Intersection treatments have been designed to retain as much area for local community gardens as possible as well as providing outdoor dining opportunities and convenient vehicle and bicycle parking for local businesses. Construction works completed in August 2020.

Service activity/Project: St Clair Smart School Zone – Safety Pilot.

Objective: Improve pedestrian safety for school students within Actil Avenue, St Clair via with the use of smart signage to alert drivers when students are present in a school zone.

Target: Installation of smart infrastructure and smart signage.

Outcomes: Smart infrastructure and signage activates when pedestrians enter Actil Avenue in St Clair during school zone times to alert drivers to control speed and be aware of students. Installation of infrastructure completed in August 2020.

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

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

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

Outcomes: Road humps will be installed in Welland Avenue, Welland to control speeds of vehicles utilising the street and deter cut-through traffic. Planned completion March 2021.

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

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

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

Outcomes: Design for the wombat crossing is complete and procurement is in progress. The construction of the crossing will be undertaken in conjunction with a road rehabilitation project and completed in June 2021.

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

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

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

Outcomes: Technical review completed. Consultation completed. Technical and consultation results workshopped and presented to Council in June 2020. Final report and recommendations presented to Council in July 2020. Currently awaiting the progress and outcomes of the State Government's Road Safety Strategy for SA.

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

Service activity/Project: Grange Greenway – Frederick Road to Military Road Project.

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

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

Outcomes: Concept designs and consultation are underway.

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

Objective: Provide cycle access through existing traffic road closures.

Target: New bicycle links.

Outcomes: Design work is underway.

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

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

Target: Upgrade all stops by 2022.

Outcomes: 2020/21 packages have been developed and contractors have been appointed. Designs for 21/22 package to be developed.

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

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

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

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

Outcomes: Letter has been sent to DIT in February 2020 and follow up request sent in September.



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

- Emily Street Streetscape, Woodville West – landscape component of ESA project
- AMP Fence Renewals in Wadham Street, Brompton and Edwin Reserve, West Lakes
- AMP Furniture Renewals in Woodville South Kindergarten Reserve and Hawker Street, Brompton
- Port Road Median – new park furniture installations (10 seats and 2 picnic settings)
- Woodville West New Dog Park – landscape, bollard fencing and furniture components
- Trees for the Future Project – new tree planting in Bunker Reserve, Seaton; Grand Junction Reserve, Pennington; Maramba Reserve, West Lakes and Canino Reserve, Kidman Park

To date; this financial year, the Landscape Construction Team has planted a total of 133 trees and 564 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 (with the exception of Sam Johnson Oval No.2, Renown Park; which is mown fortnightly).

Outcomes:

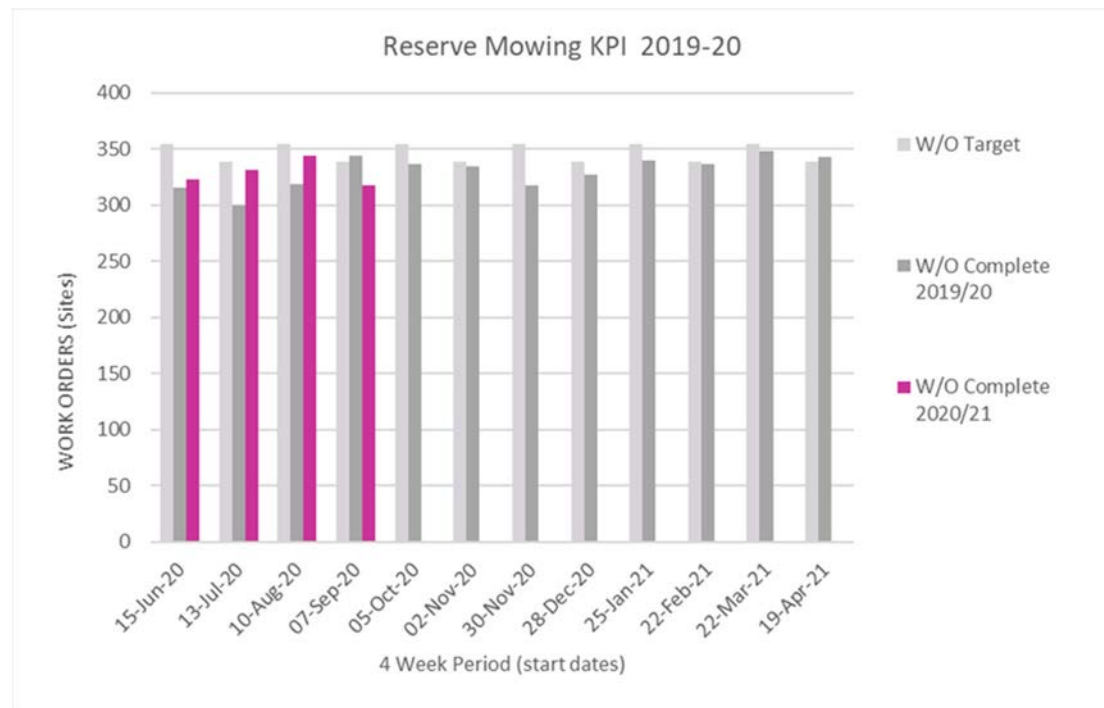
- Mowing completed at all ovals as per service level requirements
- 8,529 kilograms of fertiliser spread as part of the spring fertilising program
- 26 tonne topdressing at selected ovals as part of general maintenance
- 50 sqm of turf replaced at St Clair Oval No. 4 as part of renovation works
- 87 litres of line marking paint used at Woodville Oval and Woodville Croquet
- 1,500 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 of 95% this quarter compared to 91% for the same period in 2019/20. Inclement weather, staff leave and social distancing requirements as a result of COVID-19 virus have impacted on our ability to achieve 100% this quarter. Work Order target varies alternate months due to a 3-weekly frequency for Port Road Median.



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

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

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

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

Outcomes: Construction of this wombat crossing is now complete.

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

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

Target: Improve pedestrian access and safety at schools.

Outcomes: Concept designs are completed and consultation with schools is underway. Community consultation is planned for November.



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

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

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

Delivery timeframe: To be delivered April to November 2020

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

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

Outcomes: Work on this project is now well underway, with workshops and interviews completed for all 3 participating Councils, as well as the desktop review of strategic documents. The draft report is being prepared by the consultants, anticipated to be received in October for review and finalisation. More information on findings will be made available in the next quarterly report.

Service activity/Project: Climate emergency declaration – response.

Contract period: From January 2020 and ongoing.

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

Target:

Climate emergency discussion paper – circulated internally by end May 2020

Community engagement approach agreed by Council – by end June 2020

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

Climate Emergency plan adopted by Council – by end 2020

Outcomes: *Net Zero: our map to net zero corporate emissions 2020-2025* was adopted by Council on 10 August 2020. *Net Zero* includes a number of targets for Council's corporate emissions including achieving carbon neutrality by 2023/24.

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

Service activity/Project: Port Road stormwater upgrade project.

Objective: Flood mitigation in the Port Road Stormwater catchment.

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

Outcomes:

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

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

Stage 3 (final stage) flood mitigation works and landscaping completed in early August 2020.

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

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

Objective: Improve amenity and reduce reliance on potable water.

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

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

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

Service activity/Project: Securing the Metropolitan Adelaide Coastline.

Objective: Sustainable Sand Management along the Charles Sturt Coastline.

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

Outcomes: Participation in Community Reference Group Workshops.

Participation on the Securing the Adelaide Metropolitan Coastline Management Group.



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

Strategy: Enhance and protect biodiversity across the City.

Service activity/Project: River Torrens Recovery Project.

Objective: Ongoing woody weed removal and revegetation of the river.

Target: 1000 plants are planted in riparian zone boosting biodiversity and woody weeds are removed.

Outcomes: The lower River Torrens traverses the urbanised Adelaide Plains from Athelstone to the sea and is exposed to the consequences of urbanisation, including contaminants in stormwater runoff, loss of in-stream and riparian vegetation and natural habitat, and bed and bank destabilisation leading to erosion.

This project continues to target a range of known high priority sites to improve water quality and river biodiversity.

These improvements are achieved and maintained by weed control and revegetation with native plants to assist with stabilisation of river bank.

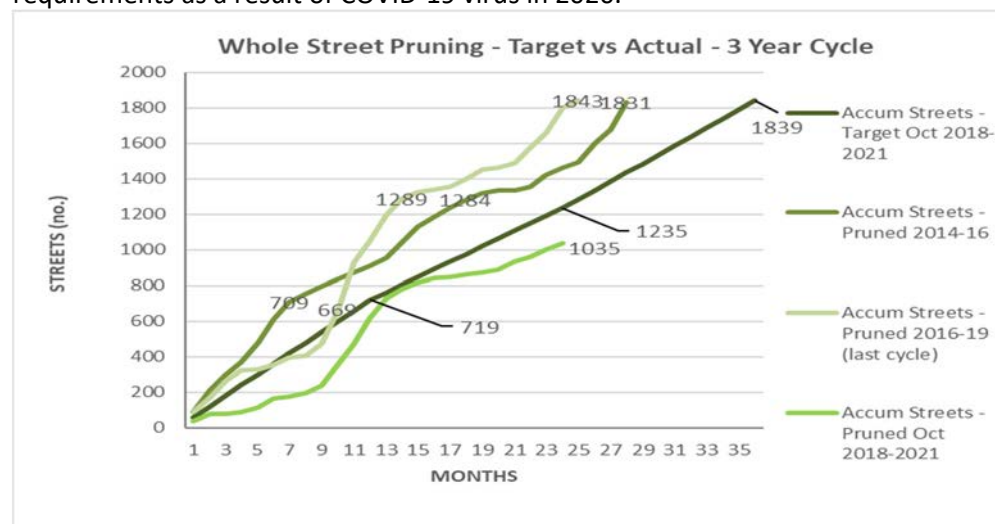
Strategy: Develop, manage and maintain green infrastructure; and protect and enhance our urban tree canopy.

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 2020.

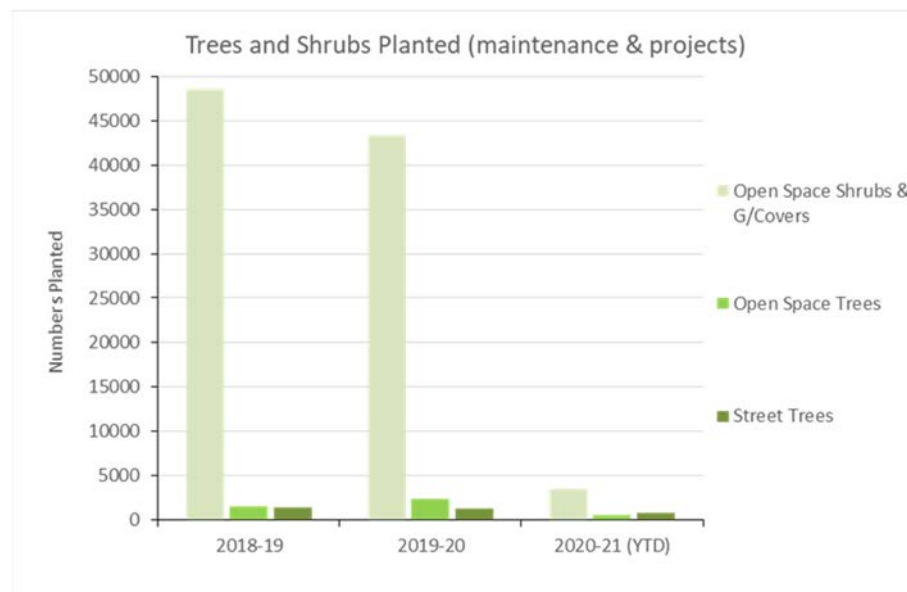


Service activity/Project: Tree and shrub planting.

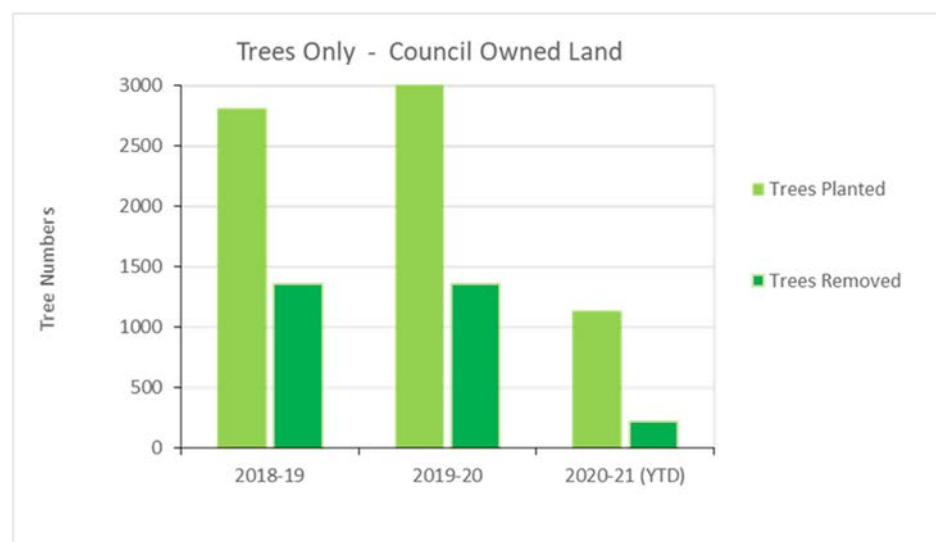
Objective: To maintain and increase tree and shrub vegetation levels in Council Reserves and Streetscapes – 404.3 Hectares of reserves and streetscapes.

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

Outcomes: A total of 1,142 trees and 3,464 shrubs have been planted in parks and streetscapes as part of both maintenance and Capital Works project activities. Included in the graph below are 694 street trees planted as part of our Reactive Tree Planting program



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



Service activity/Project: Tree Assessments.

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

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

Non-Regulated Trees	2019-20				2020-21			
Type	July	Aug	Sept	YTD	July	Aug	Sept	YTD
Removed – Dead, dying, diseased, damaged	72	87	57	216	63	46	35	144
Removed - High Risk to personal or public safety	8	31	21	60	11	10	14	35
Removed - High Risk to property	0	1	1	2	-	-	1	1
Related to crossover installation	6	10	10	26	12	12	10	34
Trees assessed to be retained	3	12	6	21	14	7	15	36
Sub-total	89	141	95	325	100	75	75	250
Regulated Trees	2019-20				2020-21			
Type	Apr	May	June	YTD	July	Aug	Sept	YTD
Recommended for removal (DA lodged)	0	0	3 Note 1	3	0	2 Note 1	1 Note 1	3
Assessed for regular monitoring	0	1	0	1	0	0	0	0
General maintenance pruning	3	2	1	6	1	0	1	2
No action required	0	6	1	7	1	0	0	1
Sub-total	3	9	5	17	1	2	3	6
TOTAL	92	150	100	342	101	77	78	256

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

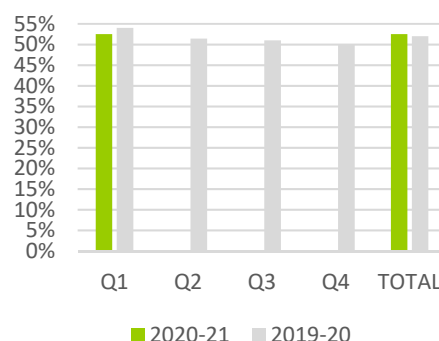
Objective: Provide a 3-bin kerbside waste and recycling service to every residential property and encourage recycling to reduce our reliance on landfill.

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

Outcomes:

- 12,864 tonnes of waste collected (1.5% decrease over same period last year).
- 52.5% of the waste collected diverted from landfill (1.5% decrease over the same period last year).
- The chart shows the diversion rate achieved each quarter compared to 2019-2020 diversion rates.

Waste diversion rate



	Q1	Q2	Q3	Q4	YTD Total
Tonnes of general waste - kerbside collection	6,098				
Tonnes of recycling - kerbside collection	2,378				
Tonnes of Green Waste - kerbside collection	4,388				
Total tonnes of waste - kerbside collection	12,864				
2019/2020 total tonnes of waste (kerbside collection)	13,066				
% change in tonnage 2019/20 compared to 2020/21	1.5% ↓				
% diversion rate (kerbside collection)	52.5%				
2019/2020 % diversion rate - kerbside collection	54%				
% Change in diversion tonnage 2019/20	1.5% ↓				

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

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

Service activity/Project: Materials Recovery Facility implementation.

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

Targets:

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.
- CAWRA Board appointed (all 7 Board members), CAWRA Audit Committee appointed, Board and Audit Committee both now in operation and managing CAWRA's business.
- CAWRA Executive Officer appointed by the Board (Rebekah Schubert).
- EOI process (MRF plant and equipment) – opened late 2019, closed January 2020 – multiple EOIs received and assessed.
- RFP process (MRF design and construct) – opened April 2020, closed June 2020. Tenderer selected and appointed (Pascale Construction as lead contractor, with Wastech Engineering for MRF plant and equipment).
- Project management firm (Moto Projects) appointed by CAWRA to oversee detailed design and construction of the MRF.
- 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: Observation Hive in the Civic Library.

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

Target: Library users and other visitors to the Civic Centre.

Outcomes: Councils' glass observation hive builds on the existing beehive hosting program and introduces the community to bees in a new way – via a glass indoor beehive that has been installed in the Civic library. This allows for an observer to view a range of bee behaviours and movement that would normally be obscured from view with a standard timber hive. Large format graphics and educational information are printed onto a film adhering to the window glass adjacent the beehive, and delves into the biology of bees, creating an opportunity for a greater appreciation of bees.



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

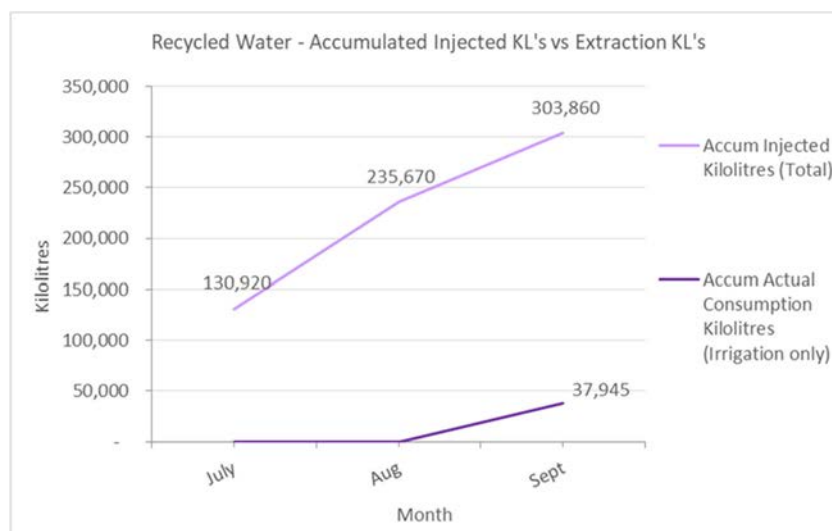
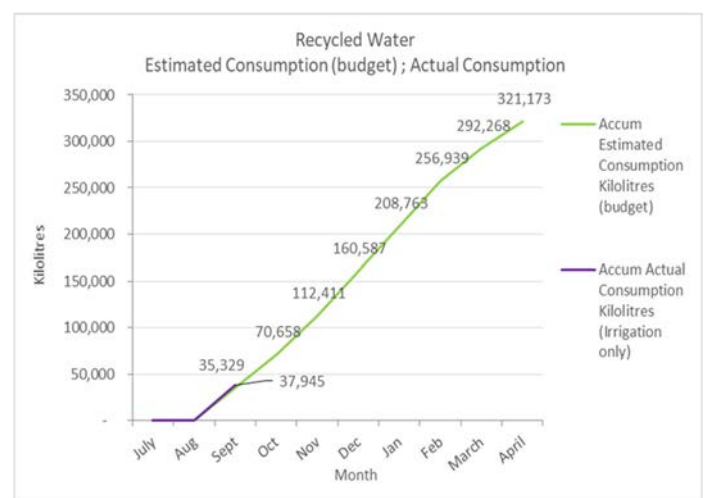
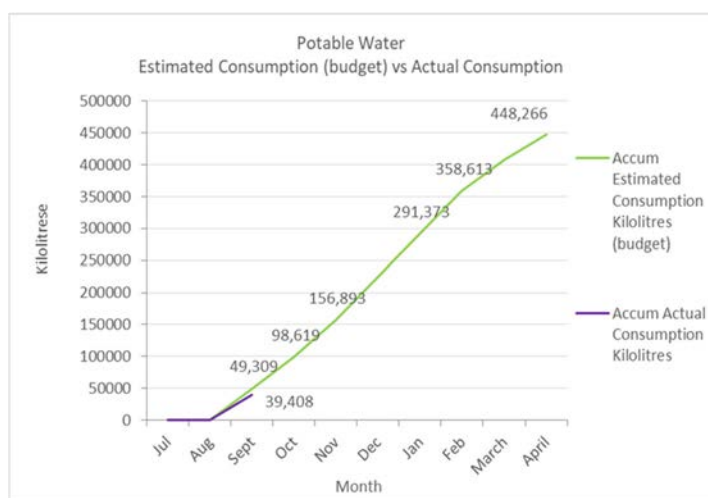
Service activity/Project: Water Usage Tracking.

Objective: Track monthly water usage in public open space.

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

Outcomes

Actual consumption for potable and recycled water is tracking as estimated with the irrigation season starting early September. Irrigation systems were temporarily shut down late September due to minor rain events.



Note:

The accumulated injected kilolitres of stormwater and River Torrens water which has been harvested and treated in our wetlands and injected into the Central Adelaide Plains T2 aquifer through 13 Aquifer Storage and Recovery wells.

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

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

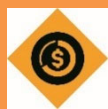
Objective: Transition of some 7,600 street lights from old Sodium, Compact Fluoro and Mercury Vapour technology to new LED technology which is more efficient and environmentally friendly.

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

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

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

The next phase of the SAPN rollout for post top lights, unique lights and other lights will commence in September 2020.



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: Limited face to face events have been held this quarter due to COVID-19 outbreak. Our focus since the outbreak has been in promoting relevant webinars – especially those funded by the Western Alliance of Councils and delivered by the Adelaide Business Hub. Discussions regarding the future of the WBL Executive have been ongoing with senior staff from Charles Sturt and the other Western Adelaide Councils. Monthly Newsletters continue to be disseminated.

Service activity/Project: Building Western Adelaide

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

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

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

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 72 of the 100 participants (i.e. 80%) in the Western Adelaide Workforce Development Project. This project was a finalist in the 2020 Local Government Professionals Australia, SA Leadership Excellence Awards. A State-wide funding submission has been lodged with State Government for 170 jobs, utilising our model. Council is a partner to the project focused on supporting its implementation in Western Adelaide.

As part of the Woodville Health Precinct Activation, the University of SA has secured an \$800,000, 5-year grant for a chronic disease research project.

This is a collaboration between the University of South Australia (UniSA), The Queen Elizabeth Hospital (TQEH), Charles Sturt Council and the North-West Adelaide Health Study (NWAHS). This Program will provide an innovative and inclusive community-based service for the health and well-being of people with chronic conditions living in the north and west of Adelaide. Council will play an important role through the Living Well Team (connecting and servicing the customers) and Economic Development team (connecting the project to local service providers).

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 November is underway. A Western Regional Visitor Sector Round Table was held in late June 2020 and attended by over 20 representatives to identify how to best support the sector. The action plan is being implemented.



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

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

Service activity/Project: Entrepreneurship and Small Business

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

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

Outcome: Promotion of the support for entrepreneurs and small businesses has been ongoing. The Western Alliance of Councils continued the COVID-19 Helpline and webinar series in conjunction with the Adelaide Business Hub to support business impacted by the pandemic.

Strategy: Support businesses impacted by the COVID-19 outbreak

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

Objective:

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

Target:

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

Outcome:

All of the business support funding has now been allocated with only \$15,000 remaining for the #shoplocal which will continue to be rolled out until all funds allocated.



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

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

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

- Ongoing development of processes for assessing development applications in the new DAP system in the State Government portal.
- Ongoing development of a system for Building Inspection under the PDI Act.
- New events and proforma documents for Building Inspections not undertaken.
- New processes for fast tracking sign off DNFs and Return Letters.
- User acceptance testing for Intelledox Online Forms.
- SOP developed for Section 7 process.
- SOP developed for Lodging Planning Only applications.

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

Service activity/Project: Collaborative ICT Strategy and Project Delivery

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

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

Target:

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

Outcomes:

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

Strategy: Lead through business excellence and exceptional customer service.

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

Objective: Respond positively to enquiries and requests for service.

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

Outcome: Responded to 27,301 calls throughout the quarter. First point of contact resolution was 78% with an abandonment rate of 5.8%.

The first quarter of the 2020/21 year saw traffic across traditional channels, such as phones and front counter, drop significantly in what has historically been the busiest period for the Contact Centre owing to the first instalment of rates being due. The ongoing impacts of COVID-19 on our community played a part in this downturn in traffic, with a higher percentage of outstanding rates being due for this quarter compared to previous years, in addition, many residents took advantage of Council's COVID-19 Hardship Policy.

Enquiries relating to Community Safety, Rates and Development rated as the most popular enquiries across phones, while issues relating to Wheelie Bins and Dogs ranked highest on online chat and social media channels and requests for Kitchen Caddies were most popular at front counter.

Over the period the team handled 27,301 calls which is a 7% decrease compared to the same period last year. The First Point of Contact Resolution average for the period was 78%. This is an increase of 3% for the same period last year and is slightly under our KPI of 80%. In light of significant fluctuations to Customer Contact staffing, namely 2 vacancies and 2 new staff commencing during this period, this is a noteworthy achievement and a testament to the resilience and dedication of the team.

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 55% compared with 62% for the same period last year. Vacancies, unplanned leave for extended periods and a surge in online chat traffic throughout the quarter have contributed to not meeting this target.

The average call abandonment rate for the quarter was 5.8%, which is above our KPI of <4% and an increase of 1.3% for the same period last year.

During the quarter 1,063 chats were handled, which represents a significant increase of 56% 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 99% of customers were satisfied with the level of information provided.

Throughout the quarter 52 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.

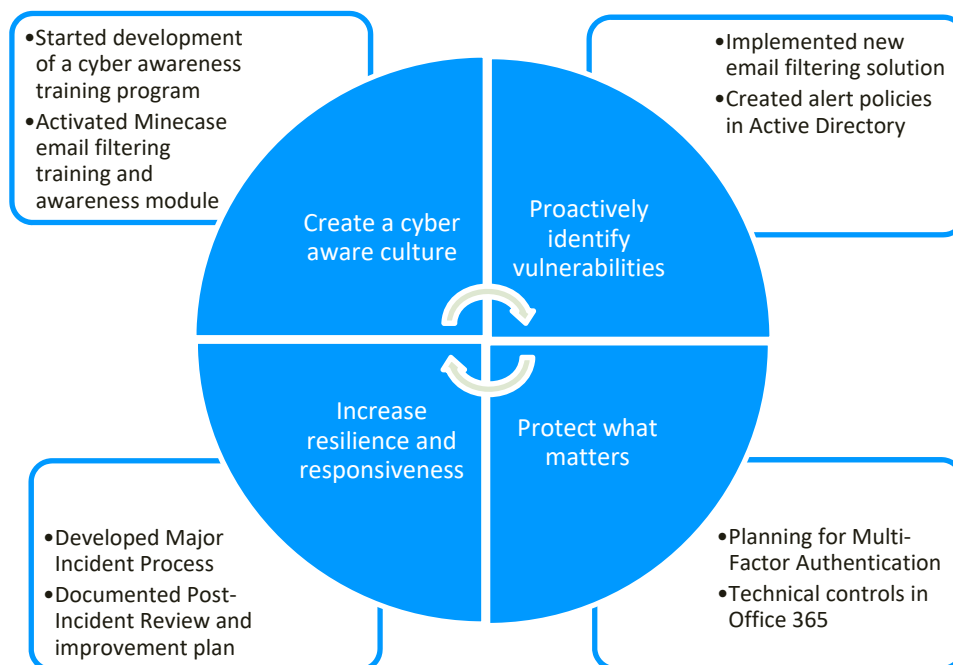
Requests and enquiries received via email and the online submission form for the July to September quarter totalled 781, which is a 12% increase for the same period last year. Over the period a 12% increase in the number of customer requests raised was observed (4,663), compared to the same period last year. The concerted effort to promote online payment options and the temporary suspension of some council services and programs has seen a significant decline (24%) in front counter transactions for this quarter compared to the same period last year.

Service activity/Project: Information (Cyber) Security Program

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

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

Target and Outcomes:



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

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

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

Outcomes: Rapid Response Team completed 631 tasks during the quarter from August – September 2020. We have seen consistent number of requests on the previous quarter.

Rapid Response Tasks	July	August	Sept	Total
Asbestos	0	3	1	4
Bin Maintenance	0	14	3	17
Bollard Maintenance	6	5	8	19
Dead Animal	8	9	11	28
E-Waste Infirm Assist	0	2	1	3
Fencing	1	1	0	2
Footpath	20	23	19	62
Foreshore	0	0	0	0
Hazardous Materials - Illegally dumped	28	20	25	73
Non-Hazardous - Illegally dumped	25	19	32	76
Kerb & Gutter	5	1	1	7
Loose Rubbish (New)	3	11	6	20
Pothole	0	0	0	0
Property Maintenance	0	1	0	1
Rubbish Removal	49	57	67	173
Sign Maintenance	6	0	1	7
Special Event Bins	2	0	4	6
Stormwater	27	40	30	97
Syringe	10	7	5	22
Tree Maintenance	0	1	1	2
Verge	4	2	6	12
Grand Total	194	216	221	631



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

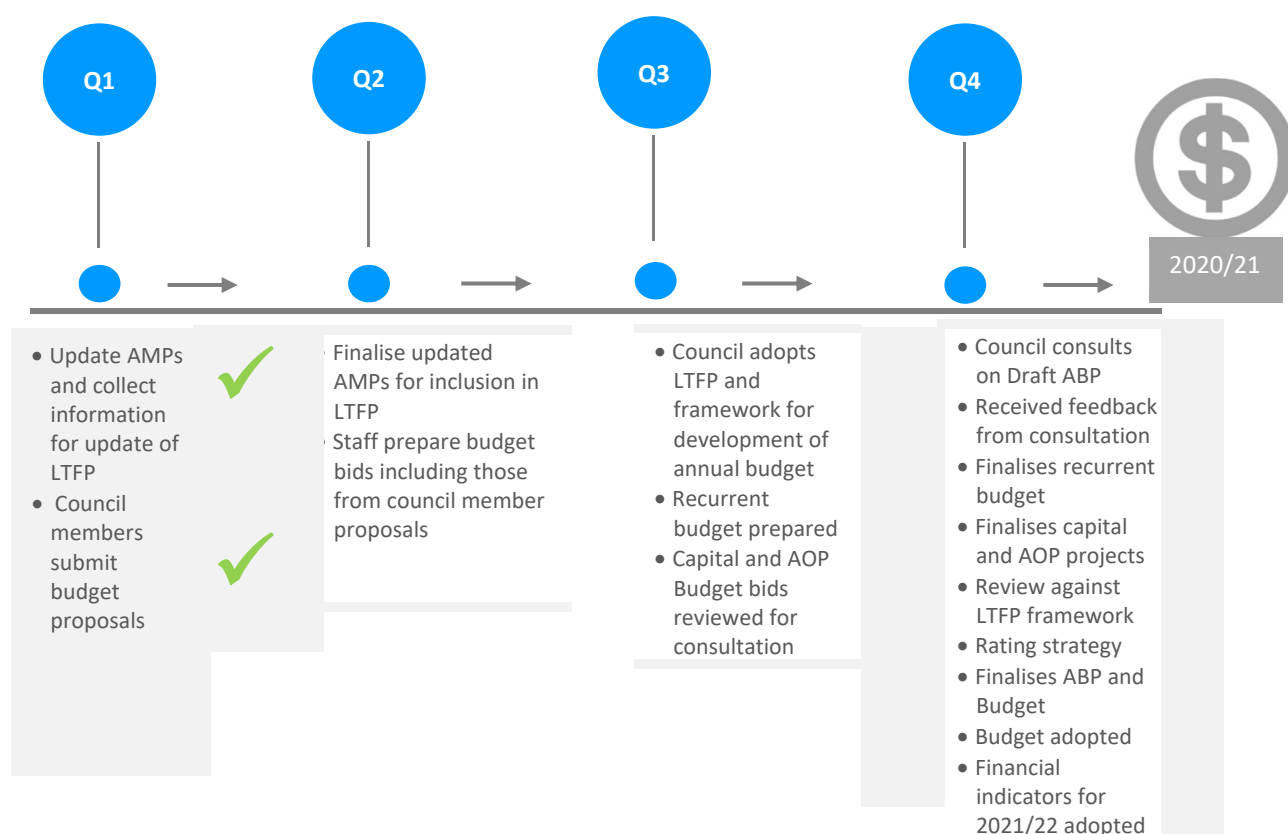
Strategy: Review and regularly update the Long-Term Financial Plan to ensure financial sustainability into the future.

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 2021/22 budget process and progress is shown in the table below. Council members have been asked to submit budget proposals for 2021/22 by 1 December 2020. A review of the budget process will occur at a workshop on 02 November 2020 from which the timetable, milestones, opportunity for council input including relevant dates will be scheduled.



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	6,071			
Number of inhouse rates in arrears notices issued	Not issued due to COVID-19			
Number of arrears placed in external debt collection	Nil due to COVID-19			
\$ value referred to debt collection	N/A			
Recovery rate %	n/a			
Arrears from previous year	\$2,422,168			
% reduction in arrears	n/a			

Total rates outstanding for quarter ending 30 September 2020 is \$79.7m or 71.23% of rates levied for the year (2019/2020 \$74.5m or 67.78%) of which \$2.422m (3.04%) is from rates overdue from the previous year compared to the September quarter 2019/20 of \$1.729m or 2.32%).

As a result of COVID-19 all external debt collection and associated legal action has been put on hold temporarily until 31 October 2020. All fines and interest is also being waived for arrears outstanding until 31 October 2020 to allow all ratepayers time to put in a tailored payment arrangement suited to their circumstances and avoid any penalties for non-payment by due dates. In July 372 letters were sent to those for whom debt collection has been temporarily put on hold advising them that resumption of legal action will occur from 1 November 2020 and to contact council to put in a payment plan.

For the 2020/21 Budget a targeted COVID-19 hardship application form and policy was put in place to waive the first quarterly instalment up to a maximum capping for those who meet the criteria and pay the remaining instalments by 30 June 2021 with a tailored payment plan. As at 30 September 2020 we had 41 Applications of which 29 met the criteria and hence \$14,439.41 was in the waived first instalments.

A reminder notice has been sent out with second instalment notices and social media posts to advise the community of the COVID19 hardship policy. For those who did not strictly meet the criteria, but staff can ascertain they are in COVID 19 hardship, we are offering to waive fines and interest if they put in place and adhere to a payment arrangement to pay all rates due by June 2021.

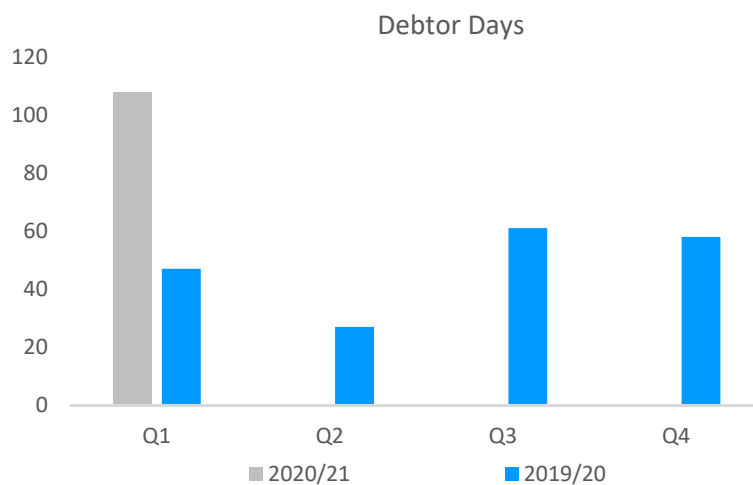
Service activity/Project: Sundry debtors collection

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

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

Outcomes: There was an increase in days outstanding over the quarter from 22 days as at July 2020 to 108 days as at September 2020. The peak in September was largely due to the timing of grants for capital projects.

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: We continue to have good take up with the move to electronic notices and encouraging our ratepayers to take advantage of the service which is more cost effective and better for environment.

MONTH	Number of ratepayers using electronic notices	Percentage increase
June 2020	5,800	
September 2020	6,516	12%
December 2020		
March 2021		
June 2021		

Strategy: Vigorously pursue grant and co-funding opportunities.

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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

Service activity/Project: Organisational Culture and Leadership
Outcomes:

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

The Leadership and People & Culture Teams have continued to work in partnership during this quarter, to support our people as we navigated the impacts of the pandemic. This period provided the opportunity for us to ease some of the restrictions that had previously been put in place, this included reintroducing face to face meetings for business purposes, the ability for Field employees to travel together to work sites, and face to face training and development for compliance related purposes.

During this period the Leadership Team has also been working together to determine how we can leverage our learning from the last seven months to redesign our workplaces and the way we work to maximise productivity, efficiency and provide ongoing opportunities for our people to work flexibly.

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:

We have continued to support both our leaders and our employees during this challenging time. Our pulse survey tool has enabled us to be able to seek feedback from our workforce on a regular basis to ensure they feel their wellbeing is supported, they have the resources they need to be able to undertake their work in a different way, and are receiving timely communication.

Our People & Culture Business Partners continue to work with our leaders to understand their results and utilise the team dashboard.

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	8	9	3	5	4	5
PROGRAM STREAM	5 Whys Incident Investigation	Skytrust – completion of training module utilising VOCAM	Implementing Chemwatch via Mobile device for field staff	Updating Risk Matrix across organisation	Skyrust – Adding worksite inspections across whole organisation	Safe Working Party Meeting Review across CCS
ACTIONS COMPLETED	8	9	3	5	4	5



OUR LEADERSHIP – Practise transparent and accountable governance.

Strategy: Actively and effectively communicate Council decisions.

Service activity: Council and Committee Meetings

Council and Committee scope: Council, 4 committees

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

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

Outcomes: During this quarter 5 workshops, 16 Council/Committee meeting where 108 items were considered, and 87 resolutions made.

6	739	55	87
Council meetings	Minutes spent in meeting	Items considered	Resolutions made

10	583	53	67
Committee meetings	Minutes spent in Committee	Items considered	Recommendations made

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

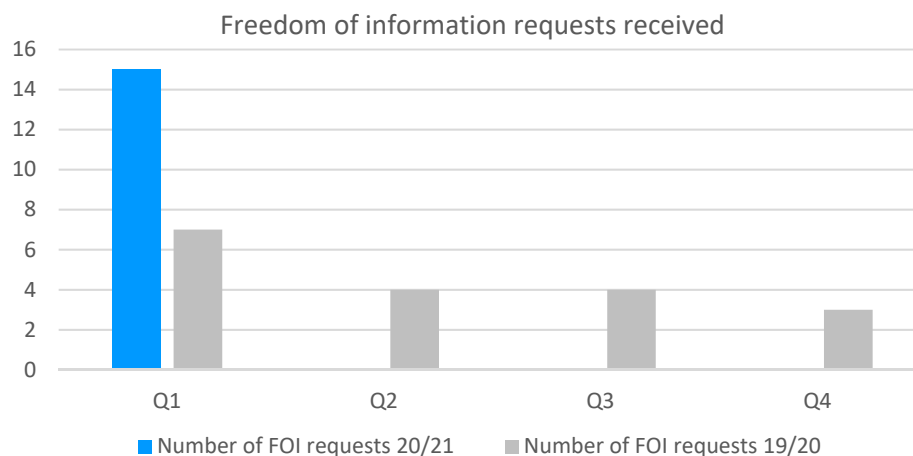
Council continues to ensure its commitment to limited use of the confidential orders. 5 new items were considered in confidence. Council now has 17 items in confidence (in relation to 10 topics). Council continues to review these orders on a quarterly basis to ensure that the orders remain in place only 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: 15 FOI applications including 2 internal review applications were received during this quarter. 8 original applications were determined with a further 5 due to be determined outside of this current reporting period. Two internal review applications were received and processed, as well as one external review due to be responded to outside of this reporting period. One application from the previous reporting period was also determined, making a total of 16 applications determined between July and September. The below chart shows the comparative figures for FOI requests for the quarter compared to that of the previous year.



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

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

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

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

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

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

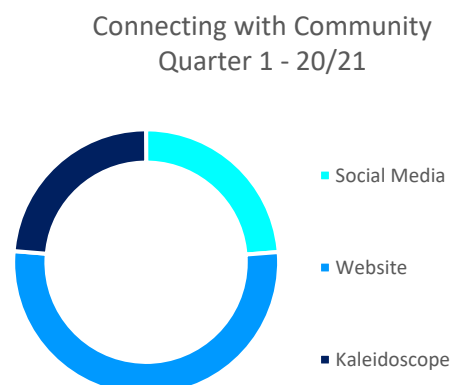
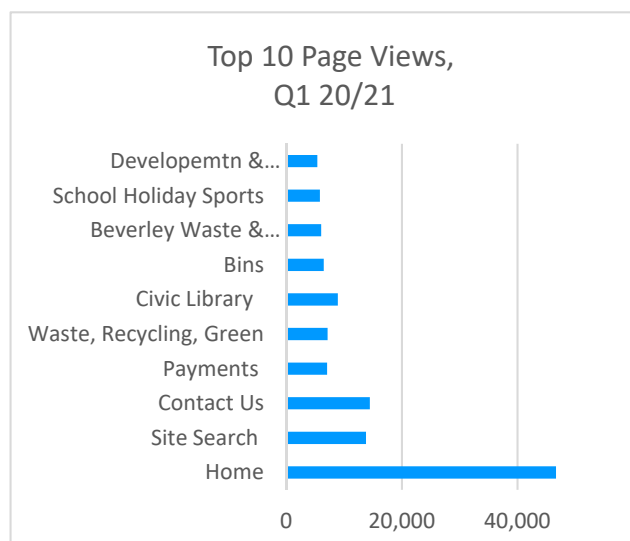
Outcomes: This quarter saw a small decrease in total page views and total users of our website, as well as decrease in social media platforms – most likely due more views during the summer period. We continued to communicate with our community via Kaleidoscope with the June edition distributed to 57,000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

Connecting via our website

Unique Connections	Quarter 1, 20/21	Quarter 2, 20/21	Quarter 3, 20/21	Quarter 4, 20/21
Campaigns	175			
Content Posts	309			
Messages Received	1,714			
FB Engagement	37,034			
Followers	20,164			



Connecting via Social Media



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

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

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

Outcomes: Publication of articles in the September edition of Kaleidoscope that focus on connecting our community to the projects we're working on demonstrates our commitment to ensuring our projects and services are closely aligned with our Community Plan.

The mix of stories in this edition each tie into the liveability of our City, reconnecting our residents and businesses to Charles Sturt and what we're working to support and achieve.

'Community adds colour' was an article bringing together many of our placemaking and community centre art projects that we've been working on. These projects, while all with a different drive, all have the same intent; to engage our community to work with us to create vibrancy in public places. We have worked with local schools, students, residents and artists to develop these art pieces, further demonstrating our commitment to working with, not just for, our community.

This interludes into building community connections, of which we are trying to do through much of the work we do. Highlighting the new library and community centre at West Lakes, and connecting this to the work our libraries and community centres are currently doing, helps to connect and inform our community of the support and programs we provide to engage them in our City.

The article referring to road safety was aimed to tie in the many road safety projects we're working on (off the back of the 40km Area Review) and ensuring our community have an understanding and appreciation of the work and thought that goes into our road projects, highlighting our Transport AMP and the process we go through. Improving road safety for all really is the aim with these projects as we look towards the future of our roads as places for communities, not just places for cars, and ensuring our community are aware and understanding of this and the importance of engaging in our consultations.

Keeping our community informed of the work we are doing in the establishment of CAWRA, with the City of Port Adelaide Enfield, further strengthens our commitment to cross collaboration, working across the sector, and working together for the benefit of our communities - now and into the future. Given the waste and recycling sector has gone through such rapid change over the last few years, we as a Council are demonstrating we are on the front foot and are enabling a strong recycling sector within the state and the ability to support local in the circular economy. In conjunction with this is our support on green organics (food waste) and continually educating our community on how they can divert their food waste to ensure we are using our kerbside bins in the best way, recycling what we can and leaving as little as possible to landfill.