

6.15 END OF QUARTER REPORT - OCTOBER TO DECEMBER 2020

TO Council

FROM: General Manager Corporate Services - Donna Dunbar

DATE: 22 February 2021

Brief

To report on the activities of the City of Charles Sturt for the quarter October, November and December 2020 towards achieving the priorities and strategies set out in the Community Plan 2016-2027 Charles Sturt a Leading and Liveable City and 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 2020-2027.

Our Community - A strong and connected community

In our City no one gets left behind; everyone has access to quality resources, services, programs, information and social infrastructure to fully participate in their community. Charles Sturt is made up of strong and vibrant communities; we celebrate our identity; heritage and cultural diversity. People feel a sense of belonging, inclusion and social connectedness. People embrace healthy living, physical activity and ageing well. Charles Sturt is a place where people feel safe in their homes, neighbourhoods and public places; they are resilient and manage shocks and stresses to build a stronger community. People learn throughout their lives; they have the skills and abilities to achieve great outcomes for themselves, their families and the opportunity to become leaders in their communities.

Our Liveability - A liveable City of great places

A well-designed urban environment that is adaptive to a diverse and growing City. City assets and infrastructure are developed and enhanced on a strategic and equitable basis in collaboration with local communities and other relevant parties, including industry and government. Support diverse events and experiences that bring people together and contribute to the history, culture and vitality of our neighbourhoods. Drive an integrated, responsive transport system and well-maintained network of roads and paths that facilitate safe, efficient and sustainable connections. Enhance the diversity of open spaces to create innovative, accessible and flexible community spaces.

Our Environment - An environmentally responsible & sustainable City

Greenhouse gas emissions significantly reduce, and we adapt to our changing climate.
Our city is greener to reduce heat island effects and enhance our biodiversity.
Charles Sturt is recognised as a leading partner and educator pursuing a sustainable future with our community.
Reduced waste production across our city, combined with the growth of our circular economy.
We advocate for the protection of our coastal areas and enhancing biodiversity along our coast.

Our Economy - An economically thriving City

The Western Region economy is promoted through leadership and collaboration across all stakeholders and our community.
Local businesses and entrepreneurial activities flourish through the support, engagement and relationships that are developed and maintained.
Businesses and industry sectors continue to grow and diversify.
Our businesses and community have the skills for success to realise job opportunities.

Our Leadership - A leading & transformational Local Government organisation

Our values, leadership and collaborative approach are bold and courageous and enables us to deliver value for our Community and create a leading liveable City.
We provide excellence in customer experience by ensuring our customers are at the heart of everything we do.
We care about our people ensuring we support, develop and motivate our workforce to meet Community needs with capability and confidence.
The management of our city is progressive, responsive and sustainable to ensure a united and unique place for future generations.
Open and accountable governance.

Relevant Council policies are:

- Nil

Relevant statutory provisions are:

- Nil

Background

To report on the activities of the City of Charles Sturt for the Quarter October, November and December 2020 towards achieving the priorities and strategies set out in the Corporate Plan 2020-2027.

Report

The report in Appendix A provides an overview of the key activities and performance indicators of the City of Charles Sturt for October, November and December 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 second 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:

- During the quarter customer service handled 889 chats which represents a significant increase of 24% for the same period last year. Survey results for the quarter indicate that 92% of chats were resolved at the first point of contact and 96% of customers were satisfied with the level of information provided.
- A total of 931 applications were lodged for the quarter. This represents an increase of 30.58% compared to the same quarter in 2019/2020 where 713 applications were lodged.
- The Henley 'Pop Up' Library in the Henley Town Hall has been received very positively by community members with many commenting that they prefer the open layout of the temporary location. Due to delays in the restoration of the roof trusses, the Library will remain in the Town Hall for the remainder of the financial year while various options are explored.
- Facebook promotion and e-news are the libraries current most popular advertising tools. With 1775 followers on Facebook, post engagement has increased. One of our most popular posts was sharing the reflection of 2020 with the community, 62 likes a reach of 958 including lovely comments from the community.
- 16 Events were held in the Woodville Town Hall during September to December with over 3,000 people in total attending these events.
- All of the business support funding has now been allocated with only \$12,000 remaining for the #shoplocal which will continue to be rolled out until all funds are allocated. Given the level of demand for the service, a funding bid for the 20/21 year will be submitted.
- The major revision of both the Water Infrastructure Asset Management Plan and the Lighting Asset Management Plan was completed in November 2020 and the draft AMP's were presented to Council's Asset Management Committee in November 2020 and approved for public consultation.
- CAWRA: Engagement of contractor to design and construct the MRF completed in mid 2020 – Pascale Construction engaged and work is now under way. Site preparation works have been completed. MRF Planning Approval secured in early 2020, and updated approval also secured (incorporating updated design elements) in December 2020.
- ApaptWest: Independent review of governance mechanisms that address climate change was completed in late 2020 and found that the governance framework in the AdaptWest region is at the highest levels when compared with other Councils that have undertaken this assessment nationally. Workshops with staff from all 3 Councils, along with an assessment of key Council documents, confirmed that the City of Charles Sturt is ranked within the top 10 Councils nationally.
- All major waste/recycling contracts have now been executed, and management of the transition to the new service providers is well under way.
- Flinders Park Changeroom upgrade building work is now complete. The project included perimeter landscaping around the building and is a significant upgrade from the old changerooms. The changerroom has been handed over to the club and is now in use.
- Round 2 of the Recovering Clubs program enabled eligible sporting clubs to apply for funding up to a maximum of \$1,000 (plus GST) to help subsidise specified costs associated with their return to sport. Round 2 closed on 2 October 2020 and saw 51 clubs share in almost \$50K allocated specifically for grants. Notably, 15 of the 51 clubs applying in Round 2, were not funded in Round 1.

- Demand for opportunities to participate in Community Gardens and Community Gardening programmes continues to increase. There are a number of very active and committed groups across the City who are creating a wonderful sense of community, important social connections and generally improving their local environment. These are generating great recognition from media such as Gardening Australia and Channel 44.
- Field Services have continued to deliver on their maintenance and construction programs. The Rapid Response Team completed 630 tasks during the quarter. 550 Level 5 footpath defect repairs have now been completed, with 225 still to be completed (however, this is 85 ahead of schedule).
- A total of 1,248 trees and 5,546 shrubs have been planted in parks and streetscapes as part of both maintenance and Capital Works project activities. 499 trees have been assessed by the Council arborists in the quarter. In December 2020, the City of Charles Sturt's first Tree Tags project was delivered– tagging 23 trees at the Civic Centre and Point Malcolm Reserve - educating the community about the benefits of trees, which in turn aims to generate support for tree retention and plantings on public and private land in the Council area.
- Kaleidoscope was delivered to over 57,000 properties within Charles Sturt.
- Over 148,000 visits to our website with over 363,000 page views and over 25,800 social media hits.
- We held 12 Council/Committee Meetings and 3 Workshops over the quarter.
- We received 12 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 second quarter of 2020/21 shows the key activities of the business for the period against the Corporate Plan objectives for Council's consideration.

Appendices

#	Attachment	Type
1	APPENDIX A - End of Quarter - October, November and December 2020	PDF File

APPENDIX A



**City of Charles Sturt End of Quarter Report
Q2 2020/21**

City of Charles Sturt – 2nd Quarter Report – December 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 December 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. 3 milestone payments have been made and we have settled on the land securing our interests. Anticipated completion of the project is October 2021.	Ongoing
Redeveloping the St Clair Recreation Precinct	New multi-purpose 6 court Recreation Centre with function centre; carparking and landscaping.	Completed November 2018
	New Outdoor Recreation area for Youth including skate and half court facility.	Completed June 2020
	New Landscaped Regional Playspace.	Completed December 2019
	6 outdoor joint use courts; Brocas carpark; paths; lighting and commemorative space to compliment the regional facilities.	Completed March 2020
	Associated works to relocate Orion Tennis Club to Woodville Oval including:	Completed October 2018
	<ul style="list-style-type: none"> Artificial Bowling Green Three Hard Surface Tennis Courts Storage Facilities Tennis Court Renewal at Smith Reserve. 	Completed 2018 Completed October 2019 Completed August 2018 Completed June 2018

Key Priority	Outcome	Status
Facilitating Place Making Grants	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 being fully booked on weekends until the end of 2020.	Ongoing
Celebrating Citizenship at formal ceremonies	62 New Australians were conferred in October - December 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	The State Government has taken over the section North of Tennyson Conservation Park. Work is due to commence in February/March. Council is expecting to make a contribution towards the cost once DIT submit a detailed cost plan. A further report will be presented to Council at this time. Council has settled with CEPG on all matters relating to its Public Consultation Policy.	Commencing
Upgrading Pt Malcolm Reserve and MJ 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. The undergrounding of power has commenced /completed with the relocation of the water main scheduled for May 2021.	Ongoing
Pedestrian and cyclist facility upgrades, including path widening and Disability Discrimination Act access	Safe and accessible pedestrian and cycle facilities across the City including: <ul style="list-style-type: none"> 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 	Completed June 2017 Completed June 2017 Completed June 2018 Completed June 2019 Completed June 2017 Completed June 2018 Completed June 2019 Completed June 2019

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

Upgrading River Torrens Linear Park, Outer Harbour Greenway and Grange Lakes corridor	Safe and accessible on and off-road cycling facilities across the City in line with the Walking and Cycling Strategy including:	
	• Port Road Underpass Renewal RTLP	Completed June 2017 (Decking Renewal only – Full renewal planned for 2022/23)
	• Park Terrace Underpass OHG	Completed June 2019
	• South Road Overpass OHG	Completed June 2019
	• Grange Lakes Corridor Shared Use Path Stages 5 and 6	Completed June 2018
	• Grange Lakes Corridor Shared Use Path Stage 4A	Completed June 2020
	• South Road Underpass Renewal & Hindmarsh Cemetery path Upgrade	Planned Completion February 2021
	• New LED lighting St Clair OHG	Completed June 2018
	• Outer Harbor Greenway Wayfinding.	Completed June 2019
	• Grange Greenway – Tapleys Hill Road Shared Use Path	Completed June 2020
Supporting the completion of major developments, including WEST, St Clair, Bowden, Seaton and ROSAS (Renewing Our Streets and Suburbs)	• Renewal of RTLP path between CCS/WTCC boundary and Findon Road	Planned completion May 2021
	• Renewal of RTLP path and lighting at Breakout Creek	Planned completion June 2022
	Council staff regularly meet and discuss the progress of these developments with the relevant developers and government agencies.	Ongoing



OUR ENVIRONMENT

Key priority	Outcome	Status
Completing the Port Road Drainage project	Port Road Drainage Project Stage 2 Flood Mitigation and Median Landscaping Project.	Completed February 2019
	Port Road Drainage Project Stage 3 / 4 Flood Mitigation and Median Landscaping Project.	Completed December 2020
Implementation of AdaptWest	Regional Coordinator 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 March 2021
Implementing the Biodiversity Action Plan	Biodiversity Action Plan adopted by Council.	Completed August 2018
	Biodiversity baseline data collection undertaken.	Completed August 2019
Completing the Urban Island Heat project	Urban Heat Island Project Adopted by Council.	Completed August 2019

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



OUR ECONOMY

Key Priority	Outcome	Status
Support the Australia China Aged Care Consortium	<p>This group has now been superseded by the Ageing Well International (AWI) which Council continues to support. This Association represents 250 business representatives. AWI Market Development Program funded by Department Trade & Investment involving webinars and coaching of 10 businesses completed. Ongoing negotiations with various projects in China and Malaysia. AWI has been advised of it being selected as the preferred supplier for the Malaysia Health Care Group precinct development. President of AWI, Luke Westenberg, continues to represent AWI on the State Government's Health and Medical Industries Ministerial Advisory Panel. This has led to the release of Growth Plan for the Health & Medical Industries which emphasises ageing well as a focus and the industry leadership of AWI. Finalising rebranding and new website. Planning conference and launch of new brand April / May 2021.</p>	Ongoing
Implement the Western Adelaide Tourism Destination Action Plan	<p>Ongoing updates to the content on the regional visitor website www.adelaidebeaches.com.au to promote visitor experiences and actions to encourage businesses to list on the website. Western Regional Visitor Sector Round Table held at the end of June. An action plan was developed from the round table and is being implemented to support visitor sector businesses to reposition and reach new customers. A review and update of the Regional Tourism Plan is underway.</p>	Ongoing

Implement the Economic Development Recovery Strategy 2020 -2022	<p>The Economic Development Recovery Strategy was endorsed in November 2020. The strategy identified a series of recovery actions to bring energy to the recovery and Core Service actions under the five key focus areas to grow the local economy.</p> <p>Implementation has commenced on the high priority recovery actions including the very popular Business Support Grants. Council has already exhausted the money it allocated both in 19/20 and in 20/21 and as such the program has been closed for future applications pending a review by Council on the program outcomes and a further allocation of resources if warranted. This review is expected to be completed shortly and a report will be presented to Council for consideration.</p>	Implement the Economic Development Recovery Strategy 2020 – 2022
Promote Charles Sturt as 'Open for Business'	<p>The Economic Stimulus Package – has proved highly successful in delivering value to business and demonstrating Council's commitment to support our local businesses as they deal with the impact of the COVID-19 outbreak. The cutting of outdoor dining and food inspection fees has reduced some red tape for business and encouraged a more positive approach to regulatory control and economic development with local traders in the food and hospitality industry. Going forward our Economic Development Strategy adopted by Council in November 2020 has identified increasing Council's sourcing from local suppliers plus ways to further reduce the impact of red tape on business as short term priorities.</p>	Ongoing



OUR LEADERSHIP

Key Priority	Key Priority	Key Priority
Developing the Smart Cities and e-commerce projects	Work has commenced on establishing long term integrated precinct plans that will enable further consideration of deployment of smart tech to improve quality of life. Participation continues with the LGA's smart cities forum.	Ongoing
Developing the organisation's ability to innovate	<p>Staff from across the organisation have continued to be involved in a range of service improvement and efficiency initiatives with our partner councils (PAE & COM). Initiatives include:</p> <p>ICT Project delivery</p> <p>The collaborative Service Desk project which has delivered a common system across the three councils was awarded the LGITSA Excellence in Employee Experience in the South Australian Achievement of the Year.</p> <ul style="list-style-type: none"> • 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>Implemented a desk booking system pilot to support flexible work arrangements.</p> <p>Delivered Microsoft Teams training to support collaboration across the organisation and with our collaboration partners, City of Marion & City of Port Adelaide Enfield.</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 a new CX Strategy (2020-2025) developed. A CX Action Working Group has been established to commence its implementation across the organisation.

Developing the organisation's ability to innovate	<p>Brand and Values</p> <p>Through the last quarter the refreshed Brand and Values have been rolled out across the organisation with overwhelming support. The revised values of</p> <ul style="list-style-type: none"> • Proud • Passionate • Courageous and • Caring <p>combined with the updated graphical brand representation has struck a chord with staff and stakeholders alike.</p>	Ongoing
	<p>National LG Award</p> <p>Jamie Dunncliff was a national finalist as the SA Emerging Leader of the year and was commended on his personal and professional development as well as his contribution to our sector. Congratulations Jamie!</p>	Ongoing
	<p>Mainstreet SA Award</p> <p>At the 2020 Mainstreet SA Awards Charles Sturt was awarded the Innovation Award for the City-Wide Economic Stimulus Package which supported many local traders and businesses as they worked through the challenging COVID-19 period.</p>	Completed
	<p>Effectiveness and Efficiency</p> <p>Staff have continued to be involved in a range of service improvement and efficiency initiatives with our partner councils (PAE & COM) to deliver community value. Initiatives include:</p>	
	<ul style="list-style-type: none"> • ICT Project delivery <p>Work continues across a range of joint projects</p>	Ongoing
	<ul style="list-style-type: none"> • Strategic Procurement <p>In particular with a focus on local jobs and economic development together with supporting the circular economy.</p>	Ongoing

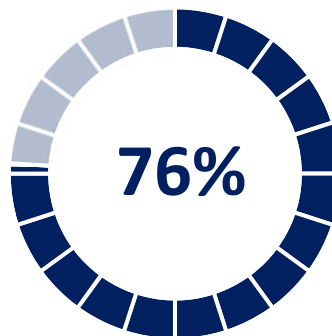
	<ul style="list-style-type: none"> • Utilities management Work in this valuable area has continued with the LGA also considering the opportunities that this pioneering project may have for the broader Local Government sector. 	Ongoing
	<ul style="list-style-type: none"> • Fleet management Work is being explored to consider shared fleet operations including leadership that could result in improved sharing of fleet resources and improved efficiencies in plant and fleet operations. 	Ongoing
	<ul style="list-style-type: none"> • MRF The Joint Materials Recycling Facility (PAE & CCS) via our regional subsidiary CAWRA is progressing strongly with our builders and construction company now having taken control of the site. 	Ongoing
	<ul style="list-style-type: none"> • Waste Collection Investigation is being conducted into route optimisation between PAE and Charles Sturt following our joint waste collection Tender earlier in the year. The tender identified a significant savings opportunity if routes could be adjusted to take further advantage of the adjoining boundary between the 2 council areas. 	Ongoing

Customer Interactions – City of Charles Sturt [Q2, 2020-2021]

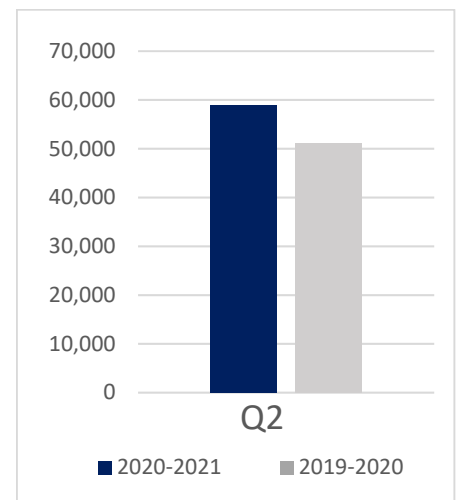
Interaction summary



**Total customer interactions
this quarter**



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



**Customer interactions
Q2 19/20 vs Q2 20/21**

	Q1	Q2	Q3	Q4	YTD Total
Telephone calls	27,301	23,759			51,060
Written correspondence	30,235	28,003			58,238
Front counter interactions	6,886	4,792			11,678
Online chat	1,063	889			1,952
Facebook posts	176	162			338
Facebook responses	1,714	1,331			3,045
Total organisation wide 2020-2021	67,375	58,936	0	0	126,311
Total organisation wide 2019-2020	64,385	51,059			233,109
Year on year variation	4.6% (2,990)	15.4% (7,877)			

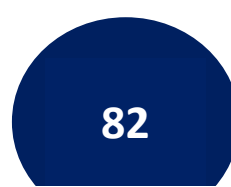
Compliments, complaints, requests for new or increase to services



Compliments



Complaints



**Change/Increase
in service level**



**Requests for
new services**

	Q1	Q2	Q3	Q4	YTD
Compliments	84	69			153
Complaints	112	235			347
Change/Increase in service level	76	82			158
Requests for new service	18	23			41

Customer Interactions – City of Charles Sturt [Q2, 2020-2021]

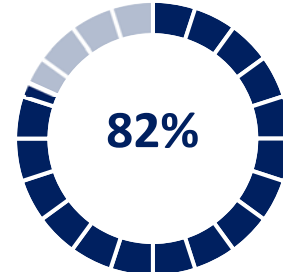
Requests for Service



**New requests
for service**



Service requests closed



**% Customer Requests
completed in time**

Category	Q1 Number of requests	Q2 Number of requests	Q3 Number of requests	Q4 Number of requests	YTD Number of requests
Number of new CRM requests 2020-21	6,828	7,972	0	0	14,800
Number of new CRM requests 2019-20	6,282	7,635	7,875	6,389	28,181
Year on year variation	(546) 9%↑	(337) 4%↑			

Top 5 requests for service by service type

Top 5 Customer Requests for the quarter	Q2, 2020-2021 Number of requests	Q2, 19-20 Number of requests	% variation	YTD 2020-21 Number of requests	YTD 19-20 Number of requests	YTD% variation
Wheelie Bin Requests New/Additional	751	652	15%	1,592	1,069	49%
Tree Maintenance	698	491	42%	1,177	655	80%
Vehicle Illegally Parked	528	528	0%	1,138	960	19%
Illegal Dumping - Non-Safety Risk	527	492	7%	1,224	785	56%
Potential Fire Hazard*	441	N/A	N/A	459	N/A	N/A

*N/A as was not in Top 5 Requests for Q2 2019-2020

Performance on requests for service

2020-21	Q1	Q2	Q3	Q4	YTD
Number of open requests	2,099	2,459			4,558
Number of open requests in time (%)	823 39.209%	639 26.0%			1,462
Number of open requests out of time (%)	1,276 60.791%	1,820 74.0%			3,096
Number of service requests completed	5,892	6,758			12,650
Number of service requests completed in time (%)	4,987 84.64%	5,525 81.8%			10,512



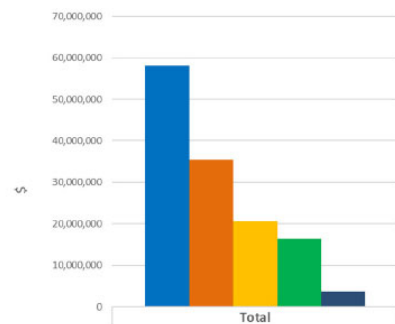
City of Charles Sturt - Quarter 2 Project Status

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

Overall Project Dashboard



Combined Capital and Annual Operating Budget and Actuals December 2020



	Total
Annual Revised Expenditure Budget	58,120,375
YTD Expenditure Incl Commitments	35,476,729
YTD Revised Expenditure Budget	20,556,352
YTD Expenditure Actual	16,451,339
WIP Budget Requested	3,669,140

Project Status

158	20 (12.66%)	131 (82.91%)	7 (4.43%)	0 (0%)	0 (0%)
NUMBER OF PROJECTS	PROJECTS COMPLETED	PROJECTS IN PROGRESS	PROJECTS NOT STARTED *	PROJECTS CANCELLED	PROJECTS DEFERRED

*5 projects not yet scheduled to commence.

Financials

35.37%	28.31%	61.04%	40 (25.32%)	35 (22.15%)	83 (52.53%)
YTD BUDGET	YTD ACTUALS	YTD ACTUALS AND COMMITMENTS	ON TRACK	MONITOR**	REVIEW**

**18 projects ahead of YTD budget > \$15k
25 projects behind YTD budget > \$15k

Milestones

93 (58.86%)	65 (41.14%)
PROJECTS ON TRACK	PROJECTS OFF TRACK

Organisational Key Actions and Project Outcomes

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



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

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

Service activity/Project: Woodville Town Hall

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

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

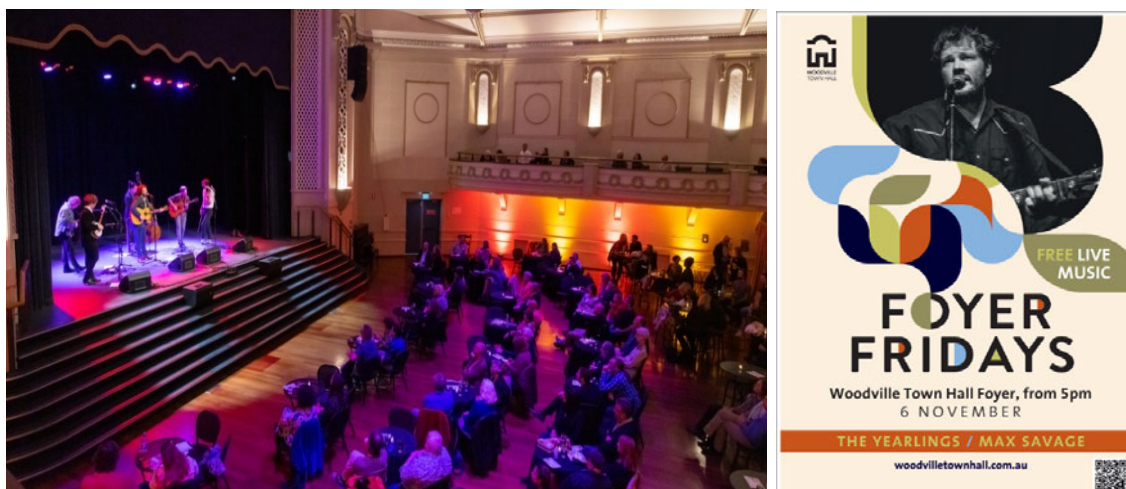
Outcomes:

Foyer Fridays

- The 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 continued in September and a new show was created for November after strong support from the community, was curated in house, and included:
 - Katie Aspel, Paul MacLeod and Nancy Bates with Annie Siegmann and Ryan Martin John – 18 September 2020 – Live Streamed and in person with 59 attendees
 - The Yearlings supported Max Savage – 6 November 2020 – in person only to encourage the community out and about to enjoy live local music.
- Outcomes included:
 - Over 200 people from the local area and wider community, as far as Mt Barker attended the November event, which was moved from the foyers to the Main Hall to cater for the large crowd.
 - Over \$3,400 taken at the bar during the 2 events, \$2,900 of this in November alone.
 - Created paid work for arts industry during COVID-19
 - Provided space for entertainment and connection for community during COVID-19

Events during September and November and 2021

- 16 Events were held in the Woodville Town Hall during September to December with over 3,000 people in total attending these events.
- We currently have over 50 bookings booked in 2021, which is just the start
- We had 38 events held in 2020, which was wonderful considering we were closed for over half the year due to COVID-19.
- During March – September, 73 bookings cancelled, most due to COVID-19 restrictions and closures
- Weddings are becoming hugely popular, and an increase in bookings has been seen for 2021 and 2022.
- 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 building contractor has been appointed for the design and construction of the new West Lakes Library and Community centre located in the West Development. Commercial and General are the precinct developer and will be managing the process from design development through to construction, the planning consent has been received and we are now seeking building rules consent in a staged approach. The design is complete for both the base building and the fit out and construction has commenced onsite which is forecast for completion in September 2021.

Flinders Park Football Club Changeroom Upgrade to Unisex

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

Woodville Hockey Club Redevelopment

Planning Consent has been received and a builder has been appointed for the Design and Construction project. The design component of the project is likely to conclude in late March including Building Rules Consent. Onsite construction is likely in April 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 is being developed and will be reviewed by Council Officers to ensure that building and cost efficiencies are realised. Onsite construction is earmarked for 2021/2022 financial year.

Henley Library – Truss Remediation

Due to the age of the building truss repair work is necessary to provide a safe and fit for purpose facility for the community. Stage One of the works is complete which include ceiling demolition to expose the roof trusses for further engineering inspection. The existing roof trusses and support structure has been assessed by a structural engineer and designs are completed and the relevant planning and building approvals granted. Onsite work has commenced on the Henley Town Hall roof area which will be completed by June 30, 2021. The Henley Library area will proceed when the future of the site is determined.

Don Klaebe Reserve Clubrooms – Access Toilet Facility

An amended Development approval was approved, and this project was awarded to Liedig Building Group, construction commenced in February 2021, with a completion date set for early March 2021.

Shade Structure at Parkway Reserve

Shade Form was appointed for the installation of the Shade Sails, Soil testing has been completed and installation of the sails will commence march with the structure to be completed in April 2021.

Community Connections – Brocas Carpark Drainage and DDA Upgrade

Storm water and sumps were cleared of blockages, Civil contractors are to commence work paving the DDA driveway end of month February with a completion of works in April 2021.

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

Evaluation for this project is in progress with expectation to award the project to one of CCS panelled contractors week ending 12 February 2021 the club has requested the commencement of work end week of march due to commitments with tournaments and club commitments. Expectation of completion for this project is the month of June 2021.

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, Kitchen and floor coverings. Construction commenced early February with completion expected end of March 2021.

Sexton Cottage –Documentation & plans near completion for the renewal of all wet areas and kitchen as recommended by Heritage consultant. Commencement 2021.

56 Woodville Road – Brick pointing

Work completed December 2020.

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. Demolition and earthworks have been completed and install of additional play equipment has been unexpectedly delayed due to COVID-19 lockdown in Western Australia.

Upgrade of Port Road median opposite station place in Hindmarsh

An initial concept plan has been completed. The plan is currently being updated in accordance with feedback from internal and external staff and stakeholders.

Construction of a new Dog Park at Woodville West Reserve

All works completed in 2020.

Construction of a new Dog Park at Semaphore Park Reserve

Initial community consultation completed, final letter for community inform notification to be sent early 2021. Panel Contract Tender closed on 2 February 2021. Currently undertaking tender evaluation. Anticipating commencing construction in March 2021.

Birkdale Reserve Upgrade

Construction contract awarded. Contractor to commence construction in March 2021.

Rowley Reserve Tennis Court Renewal

Major civil and lighting works completed. Perimeter fencing in progress, to be followed by bitumen works. Anticipating completion in March/April 2021.

AMP Playground Renewals

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

Construction contracts awarded, and most equipment's have been procured for Almond, Pennington Oval and Sparrow Reserve. Signage and final concept plans being sent to nearby residents in preparation for construction to commence in February/March 2021.

Harold and Cynthia Anderson Reserve play structure tender documents in progress. Shade structure currently undertaking planning Development Assessment.

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

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

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

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

Outcomes: Whilst the April 2020 SHS program was unfortunately impacted by COVID-19, the return of the program between Friday, 25 September 2020 and Sunday 11 October 2020 saw almost 1,500 kids participating in 68 activity sessions delivered by 21 sport providers.

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

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

Target: Local Sporting clubs.

Outcomes: Staff are currently working on an inaugural volunteer recognition event for sporting clubs in Charles Sturt. COVID-19 pending, we plan to run this community awards event at the Woodville Town Hall on Thursday night, 20 May 2021 (to coincide with National Volunteer Week). A Sports Awards Event Sponsorship Policy was approved in 2020, with staff actively seeking sponsors for the Award Categories noted below, with an overall Volunteer of the Year award winner to be chosen from one of the four category winners;

- ✓ Coach or Official of the Year
- ✓ Administrator of the Year
- ✓ Club/Association of the Year
- ✓ Champion of Inclusion Award (confirmed sponsorship from Active Inclusion)

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 (Q2)
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	2,754.5

Community Centres – October to December 2020						
	Volunteer Hours Oct to Dec 2020	Volunteer Hours Oct to Dec 2019	Participant Contacts Oct to Dec 2020	Participant Contacts Oct to Dec 2019	% Volunteer Hours Variance	% Participant Contact Variance
19 on Green	74	68	1,959	2,240	8.1%	-12.5%
Bower Cottages	342	660	2,075	4,424	-48.2%	-53.1%
Cheltenham	402	488	2,896	4,263	-17.6%	-32.1%
Findon	288	676	2,804	6,096	-57.4%	-54.0%
Henley	802	1,274	3,641	3,847	-38.0%	-5.4%
The Brocas	334	413	2,055	3,211	-19.1%	-36.0%
West Lakes	513	605	1,566	2,665	-15.2%	-41.2%
TOTAL	2,755	4,184	16,996	26,746	-38.6%	-36.5%

Community Development

The beginning of this quarter saw numbers or participants, programs and events grow to close to pre COVID-19 levels however the circuit breaker shutdown saw several groups and participants choose not to come back for the rest of the year, a reduction in centre hires and programming.

However, despite these challenges the Centres continue provide a great range of activities to the community and continue to 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

Highlights that have occurred at the centre over this time include:

- Delivered final projects for University SA students, including local clean up event and distribution of promotional material for e-Recycling.
- ERA collected first full cage of e-recycling from the centre.
- Community Shed has undertaken upcycling program to repurpose pallets and polystyrene containers into planter and produce boxes.
- 6 current business users taking advantage of subsidized hire rates. Businesses now include family activity providers Cook n Create and Messy Play.
- Introduced Chair Yoga to offer a low impact, accessible activity for people with mobility issues or recovering from injury. Positive feedback from participants with mobility issues.
- Partnered with Youth Services to deliver a 6-week youth woodworking program.

- Partnered with Flipside Entertainment to deliver the Garden Daze community and music event in the Brompton Community Garden. Event sold out and provided opportunities for artists and musicians and introduced a new demographic to 19 on Green.
- Introduction of Expressive Poetry and Tiny Doors Projects in partnership with local community members.
- Two major events were cancelled for the month including the Brompton Spring Fair and Groove on Green.



Garden Daze event



Grubbies play group creation



ERA collecting e-recycling



UniSA Students Community Project

Cheltenham Community Centre

Hope Theatre Company Christmas Entertainment

A collaboration between the Centre and The Hope Theatre Company brought some good cheer to this year's Christmas Show. Needing a venue and an audience to help develop performance skills, this youthful, local company held the attention of the whole audience.



Family Fun Day – Pennington Children's Centre

A collaboration between the Pennington Children's Centre, the Dept of Human Services and Animals Anonymous brought families from the local area to enjoy getting up close and personal with some amazing native animals at Cheltenham Community Centre.



Garden Fun with Maija

Fun and educational indoors and outdoors at Cheltenham Community Centre in October. Potting plants ready to take home was popular with this group of enthusiasts!



NAIDOC Week Celebration

Cheltenham Community Centre was the venue for a very special event in November – the Community movie screening of *In my Blood it Runs*. A Q&A Panel followed where many issues were discussed relating to the film and of general interest.



West Lakes Community Centre

The final quarter for the year was about bringing joy and gifting on to those a little less fortunate in this challenging year.

- Our Stitching Sisters hand-made and donated quilts to various charity organisations locally for women and children escaping domestic violence situations.



- Knitters and Chatters also hand-made beanies, jumpers, scarves for local charities, and premature babies at the Women's and Children's Hospital. In total over 500 knitted items were donated.
- The community also very generously donated to Foodbank's Christmas Food Drive. Filling our tub with all sorts of goodies.



Endings and Beginnings

The end of 2020 has seen several of our long-term groups come to an end or move on to larger venues. Although we are always sad to say goodbye to our groups, this will make way for some new and exciting projects in 2021.

- Patchwork with Peta's quilting group which has been at West Lakes since the centre opened 20 years ago ended before Christmas, Peta is retiring from volunteering after facilitating the group for 20 years. This group is responsible for lovely art work in various locations in the centre, including our beautiful kites in the foyer.
- West Lakes Ukulele Group – Kats N Jammers
We also farewell our fabulous long-term ukulele jammers. The ukulele group have been a huge part of our community, and our centre for over 4 years. In that time, they have gained a great reputation, and performed at many local events. Unfortunately, they have outgrown our small space, and are moving on to a larger hall.



Kats N Jammers



Patchwork with Peta Quilting Group

Bower Cottages Community Centre

Bower Cottages was able to conduct the following programs during the Quarter:

- 6-week parenting program in collaboration with Relationship Australia South Australia (RASA)
- Started weekly Martial Arts classes for kids and over 50's
- Twice weekly Portside early learning children garden visits
- Recovery - A future beyond bin session
- New Carer support group from Carers SA
- School Holiday Programs by Bugs n Slugs and Cook 'n' Create



Henley & Grange Community Centre

New workshops, short courses and the popular “Workshop Wednesday’s” occurred at the centre this quarter

- A short series of *Monoprinting Workshops* by local artist Mignon Cliff was held. Mignon taught participants different printing techniques that she uses to create her amazing hand painted prints.
- “*Workshop Wednesdays*” continue at Henley, once a month our kitchen hosts demonstrations which includes a 2 course lunch. This quarter we’ve had *Vegetarian Meal Ideas* and a *Christmas Wreath Making Workshop*.
- Due to popular demand, Henley implemented it’s second *Introduction to Drawing Skills* art classes during this quarter, along with a new *Developing Painting Skills* class. These 6 week courses were ran by local professional artist Meredith Russell, these courses were sold out with waiting lists.

Art Classes at Henley



Wreath making workshop

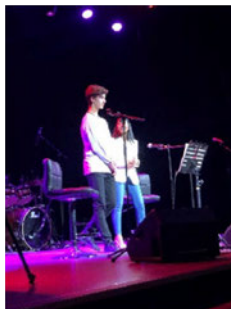
Service activity/Project: The Brocas - Youth Services

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

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

Outcomes:

- Starting to run Youth programs at other community centres to further engage young people within their local areas:
 - Youth Woodworking group started at 19 on Green which booked out within two days of release of program
 - Youth Cooking 4 week program held at Henley and Grange Community Centre
- Youth Music Night live streamed with great success: 6 performances all amateur musicians, singers and DJ's performed on the night with over 200 participants live streaming the event
- LGA / Dept of Human Services grant application successful which has enabled us to employ a Youth Project Officer to work on a project titled 3 Pillars to Success: supporting young people to gain work experience across Council.
- Many of our groups and volunteers chose not to continue after the Woodville COVID-19 cluster due to the closeness to end of school year hence impact on our statistics.



Youth Music Night



Youth Woodworking Group

Service activity/Project: Disability Access and Inclusion Plan 2020-2024 (Draft)

Objective: A Leading Liveable City

Target: Our diverse community currently living with a disability

Outcomes:

- Access for all.
- Our Disability Access and Inclusion Plan (DAIP) 2020-2024 has been developed to support our strategic focus, through exploring ways we can remove physical and social barriers to create opportunities for people living with a disability and their carers, for everyone to be authentically included and recognised as a valued part of our local community.
- The Draft DAIP is currently out for community consultation until 22 Feb 2021.

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-Q2)
Library visits	503,849	496,445	469,532	409,697	73,700
Active Library members	34,032	34,709	35,351	34,746	34,278
New Library members	5,130	4,679	4,818	2,952	2,112
% of Charles Sturt residents that are library members	34.5%	30.2%	30.2%	31%	31%
No of program types delivered	128	146	187	163	114
No of sessions delivered	-	583	658	947	399
No. of Literacy & Learning program participants	34,994	32,148	32,057	31,351	7,581
Total Number of Loans - Print	947,881	937,010	861,719	720,972	168,615
Total Number of Loans – Digital	38,499	47,848	112,671	420,869	133,688
On-line Catalogue Views via website	1,645,409	1,850,381	1,852,038	982,488	385,407

Customer Experience

- The Henley 'Pop Up' Library in the Henley Town Hall has been received very positively by community members with many commenting that they prefer the open layout of the temporary location. Due to delays in the restoration of the Roof Trusses, the Library will remain in the Town Hall for the remainder of the financial year while various options are explored.
- Libraries have continued to adapt and modify our service delivery to ensure continued positive customer experience while complying with social distancing requirements. The Parafield Cluster in November impacted on Library Visits temporarily, but the new year is seeing the return of more customers.

Collections & Resources

- **Book Discussion Groups**
The Collections and Resources team took the Book Discussion Groups back into their care this year with the interest from Library customers in joining Book Discussion Groups leading to the creation of 5 new groups in the last quarter alone. A librarian attended the first meetings with all the groups to assist them in becoming established and has been sending out regular newsletters. Book Discussion Groups have even been formed within Aged Care facilities with staff sourcing large print and e-audio-book versions of the titles so all can participate. The increased interest in Book Discussion Groups has reinforced the need for customers to have a 'safe' place for controlled social interaction during these uncertain times and address community isolation, social inclusion and equal access to all resources.
- **Dreamtime Collection**
The Dreamtime Collection is a collection of picture books with indigenous content, author or illustrators. We have this collection at the start of the picture book collection with the items easily identifiable with an Aboriginal flag sticker. Since the collections roll out across branches it has been well received with an average of 2/3 of the collection being on loan at any one time. It has highlighted an interest from the community in sharing and celebrating indigenous culture and art with the young members of the community.
- **Borrowbox e-resources**
In November we launched online resource Borrowbox. Borrowbox will be replacing ceasing resource RB digital for our locally purchased e-book and e-audio titles. Borrowbox has a focus on Australian content and allows us to provide our borrowers access to e-resources by popular authors and titles which are not available through other providers such as Overdrive. Borrowbox also provides fabulous merchandising and 'how to use' information which we have been able to share with our customers.



Dreamtime Collection



Borrowbox



Monica McInerney Author event at Civic Library

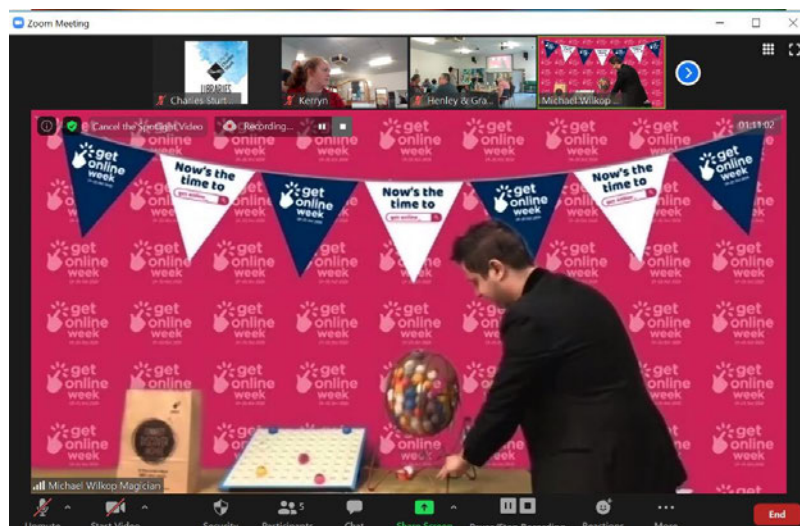
Service activity/Project: Monica McInerney – Author Event

Objective: For the Libraries to work closely with a popular author, publisher and bookseller to create a high-quality author event experience for community.

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

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

Outcomes: This was the first large in-person author event, held at Civic Library for 2020, due to COVID-19 impacts to events during this year. This first event was fully booked and attracted positive and appreciative comments from those who attended, who appreciated listening to Monica speak and meeting one of their favourite authors in person at their local library.



Virtual Bingo event delivered to an in-person audience at Henley & Grange Community Centre

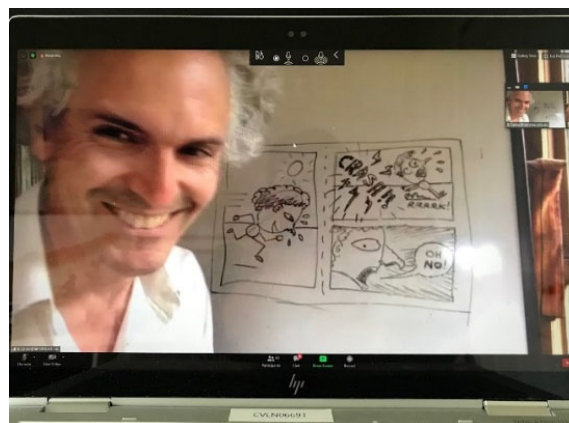
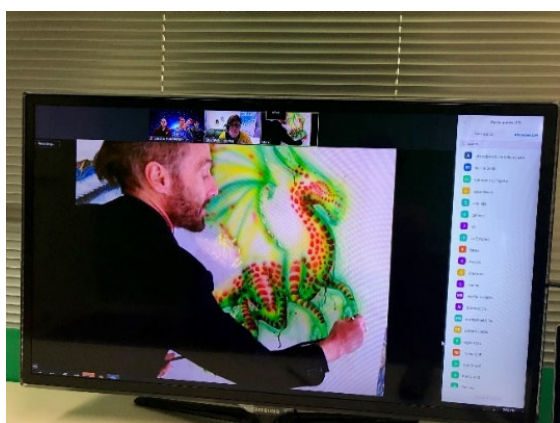
Service activity/Project: *Children's Book Week online program* for schools – a collaboration between City of Charles Sturt, City of PAE, City of Marion and City of Holdfast to deliver an online program to schools which was an initiative led by the Coordinator Literacy and Learning CCS.

The live streaming of these events, associated contractor fees, promotion and engagement were shared equally between the four councils and the final result assisted schools to still actively participate in Book Week with high quality illustrators and performances, without the need for excursions or extra costs associated with participating in sessions usually held in person at the Libraries. The three collaborative live streamed events included a session with Splash Theatre – The Book Show, a session with Bernard Caleo – Comic Book Illustrator –and another session with Marc McBride – a well-known Australian children's book illustrator, who generously gifted some of his original artwork to schools as part of his session, in addition to showing children how he builds his illustration technique and characters.

Objective: To provide a program to meet the needs of schools across multiple councils, by working closely with neighbouring councils to share costs, program delivery and promotion associated with this. To educate and inspire children about the joy of books and reading by introducing them directly in real time with engaging authors and illustrators. And to link schools directly with an engaging online program that is simple to access from their classrooms.

Target: The program's target audience was primary school children, and teaching staff. The delivery mode was online to reach multiple schools across 4 x council areas, through closed and organised booking systems, and working with councils which have the same shared objectives and outcomes.

Outcome: We had close to 700 students attend the program from City of Charles Sturt schools, and had reports of similar high attendance from the other councils. Based on the data that we were able to collate from the 4 councils, and schools who supplied the data through to us, we had a minimum of 2100 students attending the 3 x programs online. This positive outcome, gives each of the council's great drive to want to repeat this format again working together in 2021 for programs such as this, which are ones that are also celebrated nationally by the majority of schools and preschools.



Children's Book Week Online

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 new digital service offerings and programs via Facebook, e-news and inhouse promotions.

Customer Engagement	Oct-Ded 2019	Oct- Dec 2020	20/21 (Q1+Q2)	Trend
Student Work Placement Hours	40	0	0	
Internal Engagement	33	179	341	↑
External Engagement	5	2	8	↑
Total Customer Participants	1,214	1,676	3,934	↑

*No work placements due to COVID-19

- The new Library merchandise has been well received from our new members. Honey sales have been going well since the new bee hive was installed at Civic. The bee's started producing honey again in December, which was the perfect stocking filler for customers.



Library Merchandise



Win a reusable bamboo cup!

by signing up to our monthly newsletter.

One of the best ways to keep up to date with our latest events, services and collections is to sign up to our monthly newsletter.

If you sign up within the next three months, you'll also go in the running to win one of our special reusable bamboo cups, designed by local artist Sarah Boese.

Simply visit bit.ly/CSLnewslettersignup add your details and you'll go in the running to win one of 50 available!

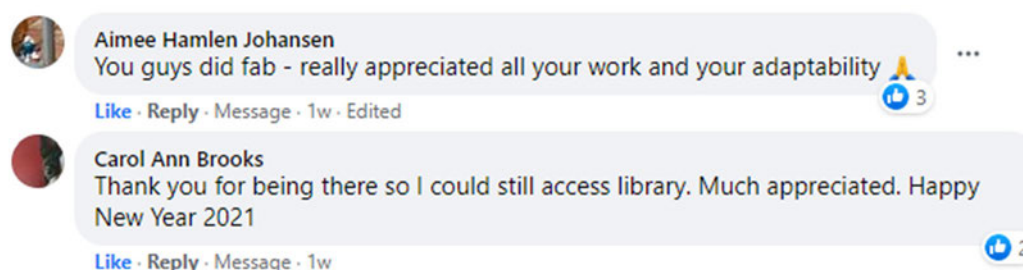
*Terms & Conditions apply

LIBRARIES

Online and inhouse promotion to encourage residents to join the library e-newsletter.

5 Year Progression	Year Total 2017/18	Year Total 2018/19	Year Total 2019/20	Year Total 2020/21	(Q1+Q2) 2019/20	(Q1+Q2) 2020/21
Facebook	75	239	493	198	293	198
Squiz & Evanced	375	430	579	640	320	640
Port Road Banner	4	3	6	0	5	0
Internal Design (TV, enews, website, facebook)	142	60	140	106	56	106
External Design Promotion (Senior, cafes)	1	6	3	6	0	6
E-News	n/a	7	8	10	4	10

- Facebook promotion and e-news are the libraries current most popular advertising tools. With 1,775 followers on Facebook, post engagement has increased. One of our most popular posts was sharing the reflection of 2020 with the community, 62 likes a reach of 958 including lovely comments from the community.



Comments taken from the Library Facebook page

- Television screen advertising in branches has been a great way to connect with customers and to replace printed flyers. Council MMC and Community Centres have now come onboard with the same program so that we can manage these promotions from our desktops.



Outreach / Volunteer Statistics	Q1	Q2	Q3	Q4	YTD
Outreach Volunteer Hours	0	0			0
Other - JP's, Children's Programs	238.1	205			443.1
Home Service Library Officer Visits	204	252			456
Mobile Library Door Count	2,016	1,512			3,528
Outreach Aged Care participation	68	68			136

5 Year Progression	2016/17	2017/18	2018/19	2019/20	2020/21 (Q1+Q2)
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	443.1
Outreach Visits					
Home Service Library Officer Visits	637	641	696	711	456
Mobile Library Door Count	-	-	4,368	7,090	3,528
Outreach Aged Care	-	-	117	413	136

- Our customers have provided feedback and how much they love the new vehicle, especially our customers who are in wheelchairs who have been delighted to get onboard. The Mobile Library clip was created with MMC to promote the mobile service offerings to our community. This will be released in the new year.
- Outreach visits have continued to increase. New bags were introduced which look refreshed and modern.



Connect Discover Inspire new bags



Discover new technology on the move...

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 2020, inspections have been conducted on twenty-nine of forty sporting clubs and eight 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 was surrendered at the end of January 2021 as surplus to their need. The Property Services team have received an application for tenancy over the same premises from an education provider and will bring a proposal to Council in February 2021.

At this time only the lease over the Guide Hall at Albert Greenshields Reserve remains on holding over conditions. The new documents have been issued to the Guides and will be returned in February 2021. The timing is acceptable because a new Agreement has been issued at the same premises for the Greek Orthodox Communities SA and this will also be executed in February at their first board meeting for 2021.

A new tenant has taken possession of the Hindmarsh Town Mission building. The 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.

It is expected that all non-sporting commercial assets will be occupied and under current lease agreements by the end of summer 2021. After that time, only two assets will remain in the portfolio which are not under current lease or licence because they are subject to strategic review, those properties being 1 Kemp Street (redevelopment) and 318 Seaview Road (under review).

Strategy: Develop digital technology to support inclusion and accessibility.

Service activity/Project: *Digital Get Online Week* event – a collaboration between Libraries and Community Development, and was an initiative led by the library's Digital Literacy Officer. The Henley & Grange Community Centre was the host venue for an online live streamed bingo session, which was attended by residents from the Henley community. The session was successfully streamed from the Civic Library to a predominantly senior audience, who was the target group for this program. The session had the dual objective of providing a fun and familiar activity – virtually – which also was used to help promote the availability of digital help services at Libraries and Community Centres which are designed to help older community members to safely get online and learn digital skills at any age.

Objective: To provide an event which engages and entertains the age group in mind, while at the same time providing community awareness to the free programs available via the Libraries/Community Centres.

Target: The program's target audience was an older demographic as 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 and less able to navigate the online world to achieve what they need in life, due to lack of online skill and confidence. The measure of success was to see participants gaining new information about the programs available, to deliver a program virtually to a senior audience, and to provide an enjoyable and familiar venue where the community could learn this information.

Outcome: It was a positive outcome to have Libraries and Community Development teams working closely together to enable a practical and fun social and digital learning program for

community, which gave information about where community could go to get digital help if they need it.

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/benchtaps.

Unit 8 – Rose Villas

A Retirement Village Contract has been entered with a new party who has paid a Licence to Occupy (\$390k) to Council. Contract commencement date was 17 December 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

- Our ability to rapidly change our service delivery as required and staff working flexibly and taking on tasks outside of their roles to ensure that residents were coping with lockdowns and restrictions have been a highlight of this quarter.
- Ageing Well have now become the first Council in South Australia to purchase “Moove and Groove” and we will be starting this new program very soon following staff training is finalised. <https://www.mooveandgroove.com.au/>

COVID-19 - Delivering our Services

Shopping program October – December 2020



- The shopping program encompasses both shopping assistance (taking the client to the shops in a car) or a shopping list (doing the shopping on the client's behalf).
- This quarter has been very challenging, yet extremely rewarding in the shopping program.
- Our clients were able to start going out to the shops again, which they loved, however that was short lived as we then had to adhere to new restrictions and were only able to provide a list service again. Clients and staff were required to wear masks and then they were required to check in everywhere they went. Both staff and clients showed much resilience during all these changes.
- As Christmas approached, many clients were disappointed they were not able to leave their homes and attend the shops, however they have been understanding that this is required for their safety.
- To combat the social isolation that many of our clients have been experiencing during this time, staff have been encouraged to stay for a cuppa while back at the clients home to chat and continue to maintain meaningful connections with their clients. Some of these clients also have been receiving an activity pack which they have enjoyed.
- As the coordinator of the program, I have spoken to my clients more than ever, almost on a weekly basis, to update them on COVID-19 changes, and to check on their welfare. This has been very rewarding.
- Many clients have expressed such gratitude to the Council for continuing to assist them this year with their shopping and many have expressed how much they look forward to their fortnightly visit from their staff member.
- COVID-19 has also been a time where the vulnerable and those falling 'through the crack's' became even more at risk. This year the Ageing well team has provided exceptional customer service to some clients who have been stranded, living alone with conditions such as dementia and with little family or other supports.

- Staff in the shopping /social programs have assisted with keeping fridges free from mouldy food, ensuring clients are dressed appropriately for the weather conditions, prompting them to take showers, providing information, new hobbies and increased in-home social connection. Additional services have been put in place for those who need it, including over the Christmas period.

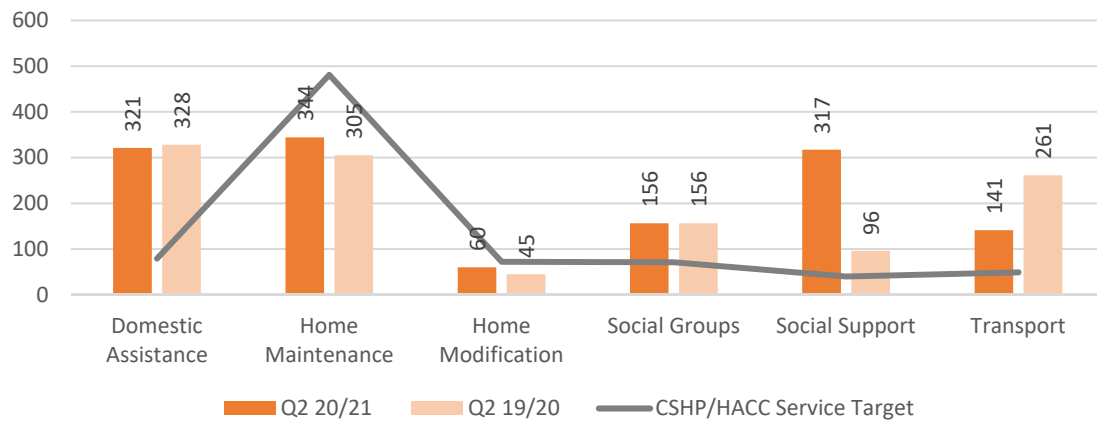
Social / Active Ageing Programs and Community Buses

- To support our clients who are feeling deconditioned we have introduced some physical activity classes in preparation of clients being able to go on buses and attend shops with the community support officers, coordinators have been busy reviewing the mobility of clients to ensure they are safe to attend and are not falls risks.
- Welcoming another volunteer to the team to provide social support at Arch Paterson as of January 2021.
- We continue to practice social distancing throughout the quarter and as an Aged Care provider we were mandated to wear masks as were the clients with all and any interactions, but this has now ceased.
- Activity Packs were re-instated when group activities were forced to close just prior to Christmas due to clients needing to also wear masks as they met at Centres. The management of food, drinks, masks and social distancing was deemed too difficult so a decisions was made to cease Social Groups – unfortunately as a result this meant that groups missed out on their planned Christmas Celebrations but the team was supported by the Kitchen staff at Arch Paterson and Henley Community Centre to make extra Christmas goodies that were sent out to these residents as part of their December Activity Pack.
- Coordinators have been preparing for the New Year and planning the reinstatement of services that have been on hold or closed for the Holiday period.
- Volunteer Bus drivers are eagerly waiting again to support residents to get back in the community as the programs are reinstated.
- Council has received a large quantity of mask that are available to the community and staff have been assisting with the distribution of these to our residents.

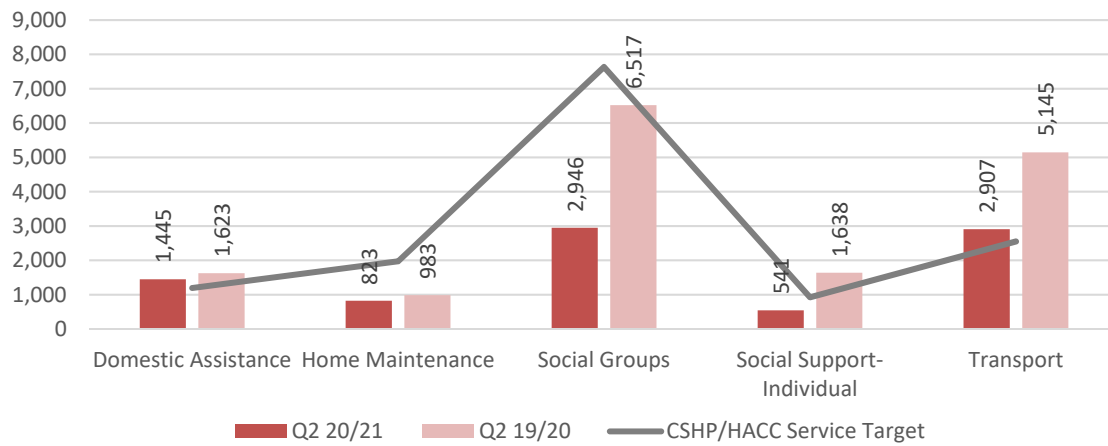


Goodies that were sent to Sages participants in their packs

CHSP/HACC Quarterly Client Numbers



CHSP/HACC Quarterly Hours Trips of Service



Community Care Volunteer Graffiti Removal	Q2 20/21	Q2 19/20	% Variance
Square Metres Removed	1,856	3,379	-45.1%
Tags Removed	1,896	3,005	-36.9%
Volunteer Hours	759	987	-23.1%
Jobs	378	538	-29.7%

Graffiti Volunteers have been impacted by COVID-19 restrictions and 31 jobs have been allocated to Contractor World's Best to ensure that a service standard was upheld. As we are still to receive invoices and data from them for the quarter the table above reflects only what Volunteers attended to. This will be updated next quarter to reflect the total quantity completed.

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

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

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

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

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

Semaphore Surf Life Saving Club – Point Malcolm Reserve – five year term commenced 1 November 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 2.

5 Year Progression	2020/21 (Q2)	2019/20	2018/19	2017/18	2016/17	Trend
Volunteer Hours	4031.8	7,577	7,120	7,955	8,262	↓
Volunteer Applications Received	17	32	26	31	41	↓
Volunteers interviewed	5	13	9	9	36	↓
Volunteers Inducted Group	0	0	0	0	23	↓
One-on-one inductions	0	0	0	0	2	↓
Online inductions	2	0	0	0	14	↓

There are currently 277 registered volunteers with the City of Charles Sturt. This figure is less compared with the same reporting period in the previous year in which we had 331 registered volunteers. This is largely due to natural attrition after the temporary suspension of volunteering during COVID-19.

Volunteer Celebrations

- In this reporting period 277 volunteers received gift cards as recognition for their valuable contribution this year. This was in place of face-to-face celebrations due to COVID-19 social safe distancing requirements.

Volunteer Recruitment

- In this reporting period 17 potential volunteer applications have been received, with two volunteers being assigned and matched into roles.
- During this period there were larger than normal volunteer resignations after the COVID-19 shut down.
- Positions advertised were; Social Support & Kitchen Hand, and Community Visitors
- In total there were five positions, four have been filled but still to be inducted due to a second shut down on COVID-19 virus.

Volunteer Training

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

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

Service activity/Project: Woodville Oval Community Stakeholder Group

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

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

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

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

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

Service activity/Project: Recovering Clubs from COVID-19.

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

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

Outcomes: As part of Councils wider COVID-19 Economic Support and Stimulus Package, round 1 of the Recovering Clubs in COVID-19 program enabled 46 clubs to share in \$23K to directly support their local sporting club. Building on this, round 2 of the Recovering Clubs program enabled eligible sporting clubs to apply for funding up to a maximum of \$1,000 (plus GST) to help subsidise specified costs associated with their return to sport. Round 2 closed on 2 October 2020 and saw 51 clubs share in almost \$50K allocated specifically for grants. Notably, 15 of the 51 clubs applying in Round 2, were not funded in Round 1. Once again, the subsidy of utility bills, COVID-19 related cleaning products and equipment featured highly, along with the purchase of signage, as well as sporting equipment to help limit sharing & allow for essential cleaning between use. COVID marshall kits and the purchase of life jackets for a multitude of paddling / dragon boat clubs also featured extensively in this round.

A total of 97 applications were received from local clubs across these 2 funding rounds, with a total of \$72,465.65 grant funds delivered to clubs. A total of 61 different clubs were supported across the 2 rounds, indicating a significant take up from local clubs, given we are aware of approximately 70+ clubs active within CCS. As part of this program, a further \$20K in targeted COVID-19 related training support will be rolled out by June 2021.

Service activity/Project: Changing the Game: Mental Health & Wellbeing in Sport Forum.

Objective: To support sporting clubs around the challenging environment of mental health and the impact of drugs and alcohol within the sporting environment.

Target: Eligible sporting clubs within the Cities of Charles Sturt, Salisbury, Playford, Tea Tree Gully, Port Adelaide Enfield, and the Town of Gawler.

Outcomes: In a cross-council initiative on Tuesday, 3 November 2020, the Northern Sport and Recreation Network (NSRN) delivered an open and frank forum about mental health, and the impact of drugs and alcohol within the sporting environment. Conversations were led by Good Sports and supported by guest speakers, professional jockey Clare Lindop and Port Adelaide FC great Kane Cornes. The aim of the forum was to share information, build resilience and promote positive mental health. A total of 31 attendees across all council areas participated in the event.



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

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

Outcomes: A Cultural Heritage Management Plan for Breakout Creek Stage 3 of Karrawirra Pari (Torrens River), is currently being drafted by Integrated Heritage Services for Green Adelaide. The plan is designed to deliver strong heritage mitigation strategies collaboratively by RAWsa and the Kaurna nation, particularly in known culturally sensitive heritage areas that either contain, or are likely to contain, Kaurna cultural heritage places and designed to reduce the severity, seriousness, and damages to culture and country.

The plan identifies that while extensive archaeological and ethnographic surveys have been completed over the Project Area, there is always the possibility that previously unrecorded or unidentified Aboriginal sites, objects and/or remains may be located through ground disturbing works in the future.



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.

10

Total number
of projects

4,516

Total number
of unique online visitors

1,120

Total number
of community responses

Community Engagement completed in the October to December 2020 Quarter			
No	Project Name	Project Scale • City-wide • Large • Localised	Community Responses Received (e.g. completed surveys, written submissions, attendees at event)
Transport and Engineering Projects			
1.	Grange Greenway (Meakin Terrace to Grange Railway Station)	Large	114 responses
2.	Albert Park Living Streets – Stage 1 Consultation	Localised	37 responses
3.	Let's Reimagine Chief Street!	Large	140 responses
Open Space, Recreation and Property Projects			
4.	Parfitt Square, Bowden	Localised	44 responses
5.	MJ McInerney Fitness Equipment	Localised	0 responses (inform only)
6.	Merlin Road Tree Removal – Survey	Localised	11 responses
7.	Parkway Reserve Shade Installation	Localised	0 responses (inform only)
8.	Whole Street Planting Program – Survey	Large	349 responses
Corporate Services			
9.	Representative Review – Stage 1 Consultation	City Wide	22 responses including 16 online surveys, 4 contributions to online conversation and 2 written responses
Urban Projects			
10.	Albert Park/Hendon Your Neighbourhood Plan – Stage One Survey	Localised	403 responses

Service activity/Project: Consultation involving our online community

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

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

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



- Our online interactive community engagement website *Your Say Charles Sturt* is working well and continues to attract community interest.
- During the quarter we saw 4,516 unique visitors to our *Your Say Charles Sturt* site.
- During the quarter 168 new members signed up to *Your Say Charles Sturt*.
- With a total membership of 3,445, we came very close to meeting our target of 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 105.
- The projects that attracted the highest level of interest during the quarter included:
 - Albert Park/Hendon Your Neighbourhood Plan – Stage One Survey;
 - Whole Street Planting Program;
 - Let’s Reimagine Chief Street!; and
 - Grange Greenway (Meakin Terrace to Grange Railway Station).
- During the quarter we referred one survey to our E-Panel this related to the Albert Park Hendon Your Neighbourhood Plan pilot project.

Strategy: Upskill sporting and community groups to build sustainability.

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

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

Target: Local Sporting clubs.

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

The session covered Facebook Page best practices, Likes and Followers, Facebook vs a Website & understanding what the Social Media Timeline means to your post visibility. It also looked at creating and editing images for social, and how to ensure you get brand consistency in your social media, and especially when you have others helping you or need to hand over.

Additional areas covered included Facebook & Instagram integration, Using built in tools for scheduling and batching, and how-to optimise events. Session 2 is scheduled for Tuesday, 9 February 2021, and will build on session 1 to cover Facebook Ads, Boosting Posts, Memberships Drives, online tools and tracking engagement.

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

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

Target: Local Sporting clubs.

Outcomes: In December 2020, Charles Sturt commenced an exciting new partnership with Active Inclusion (a business arm of Inclusive Sport SA) to deliver a comprehensive training program for local sporting clubs in 2021. Clubs registering for the program (March-June 2021) will undertake five free training modules to help build club capacity across specific areas of inclusion and diversity practices, digital marketing techniques and stakeholder engagement strategies. This will greatly assist participating clubs to create more welcoming environments, grow member numbers, and strengthen their club offerings to a wider and more diverse community. First session starts on 1 March 2021, with a further update provided next quarter.

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

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

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

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

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

- **COVID-19**

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

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

Bunnings Sausage Sizzles, which are a significant avenue for fund raising for Community Gardens, have now recommenced with strict rules around food handling, social distancing, money handling etc and on weekends only providing some financial relief for some gardens. A weekend stall can raise upwards of \$1,600 after costs, representing a loss of up to \$6,000 each year for some groups. A recent Bunnings Sausage Sizzle saw Woodville West Community Garden make a profit of only \$50 due to a long weekend and hot weather. The more established groups such as Brompton and Henley Community Garden had savings that they have been able to use, however, the more recent gardens are not so fortunate and have required some additional assistance. Brompton Community Garden were forced to cancel their very popular Spring Fair this year, due to COVID-19 restrictions and timing which coincided with the more recent lockdown. Some fund raising was achieved through the sale of preserves, usually sold at the fair, with the help of 19 on Green.

- **Woodville Greening**

Following much discussion, research and a number of meetings, the recently formed Woodville Greening Group held their first working bee on December 10, after 5 hours of digging, planting and mulching on a very hot day, the group were impressed with their efforts and ready for the next working bee. Those plants not automatically irrigated are watered manually, with group members sharing the task.

Unfortunately, within a week of planting many of the plants were stolen during a midnight heist, security camera footage was provided by the Mio Piatto Café and a Police report was made in the hope of identifying the culprit. Not to be defeated, the group held another working bee and replaced all stolen plants which have remained insitu.



The group are keen to increase the area under their care and are currently planning on extending their plantings along both the Belmore and Russell Terrace Railway screens and creating a community space in the Harvey Street Road Closure.

- **West Street Dog Garden**

The West Street Dog Garden is another new group, they came together as a result of residents in apartments bringing their dogs into the street for exercise and they approached Council for assistance in establishing a small Community Garden at the end of West Street Hindmarsh. The Garden consists of 5 timber wicking beds along the Railway fenceline, has generated much local interest as locals use the railway pedestrian crossing and was launched by Mayor Angela Evans and Councillor Paul Alexandridies in late January.

Before:



After:



- Rosetta Street Greening**

Along with their very successful Maintenance working bees around the West Croydon Railway Station and surrounds, the Rosetta Street Greening Group also carry out regular maintenance and infil planting in their Day Terrace Bee and Butterfly Garden. RSG have also been watering a large garden area manually for the past 7 years and in December, installed an irrigation system to this area on Euston/Rosetta.

Graffiti is an ongoing problem at the railway station, the subway and general station surrounds, RSG also regularly remove/paint over graffiti to ensure that it is removed as quickly as possible.

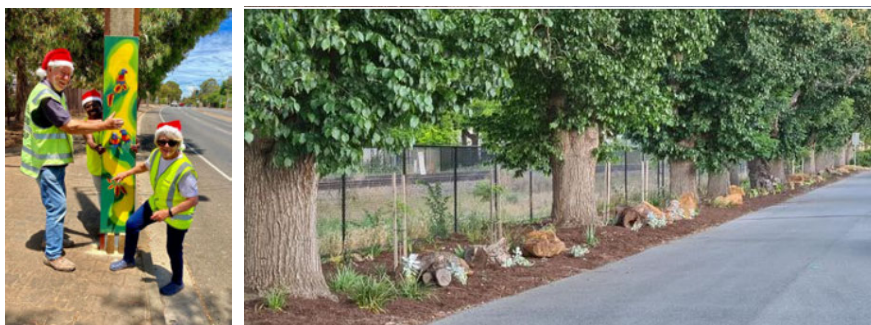
The areas highlighted on the aerial below indicate the area planted, irrigated and currently maintained by the group and while Irrigation materials, rocks, mulch and some plants are provided by Council all labour and the vast majority of plants and propagated and supplied by RSG.



Christmas was celebrated with the usual RSG gusto, with decorations and activities along with a Working Bee followed by a Christmas lunch and farewell for Karan Coombe – Smith from the Railcare group who has provided great support for the group and has been a great collaborator with Council staff on railway/council projects.



RSG are also responsible for the Stobie Pole Art along the entire length of Rosetta Street and have recently completed a new garden on Euston Terrace from Rosetta Street to Jane Street with the irrigation system they installed greatly benefiting the trees in this stretch, in particular, the Elms suffering from Dutch Elm Beetle infestation.



Following on from the very successful Gardening Australia with Sophie Thompson story about Rosetta Street Greening, Channel 44 were keen to speak with Mark Gauci, the link to this story is below along with a short photo show of RSG activities from the groups Facebook page:



<https://vimeo.com/505014519?1&ref=fb-share&fbclid=IwAR0Afv6YKOLbF4LhUimkn7qSUTDlcCLCwkjMhxj1TtOuZBNqzRd53B4sINE>



<https://www.facebook.com/mark.gauci.10/videos/4031306333549482>



And finally, to the delight of all Blue Banded bees and butterflies have been abundant in the Day Terrace Bee and Butterfly garden.

- **In Art We Trust**

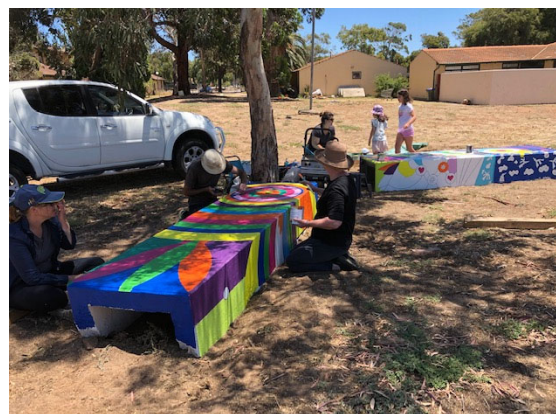
In Art We Trust is a collaborative project between the Open Space Community Planner and the Placemaking group to engage and generate some pride within the local community. Following on from the Mandala Mural on the Changeroom wall at Trust Reserve, by local artist Peter Grigoriadis, which has remained untouched since completion 8 months ago. Peter repurposed 2 culverts that had been sitting by a roadside in Kilkenny for many years, as artworks that will double as seats in this reserve and the community were invited to come along and help paint with Peter following their installation.

The Mural and Culverts have remained untouched by graffiti, indicating that the local community are responding to the activities in the park and there are learnings to be had from this. A brief has been written to create a working party comprising Community representatives, relevant Council staff, SAPOL, Housing SA, Hutt Street Centre, to improve the current circumstances surrounding Trust Reserve which is a constant target for graffiti, vandalism, theft, rubbish dumping and various other criminal activity, these behaviours result in, and of, significant social disfunction and is a self-perpetuating cycle.

The brief responds to community feedback collected during “Party in the Park” in 2019 and ongoing discussion and observation of activities in the park, with the most common issues/concerns (in order of total responses) raised being:

- Safety/Crime
- Social Isolation
- Alcohol and Other Drugs
- Environment
- Income/Social Economics
- Health and Wellbeing
- Education and Training

Community members raise persistent concerns regarding safety and poor community cohesion in the immediate vicinity of the reserve and given the locality’s relatively high level of disadvantage, the high concentration of public housing and residents experiencing economic difficulty, social isolation/exclusion and physical/mental health issues, the project is also an opportunity to build community capacity, social connections and support networks while activating the reserve and engaging with the community.



- **Coombe Unity Garden**

The Coombe Unity Garden is located on the corner of Leane Avenue and Coombe Road, Allenby Gardens and has become a community focus point. Local residents mulched the Traffic Aid, made up the wicking beds and planted a variety of flowers, vegetables and herbs for community enjoyment.



- **Spring Garden Competition**

The 2020 Spring Garden competition judging took place in October 2020 with Mayor Anela Evans and Councils Community Planner Open Space judging 44 gardens and a number of new gardens entering the competition. Numbers were down a little from previous years, possibly due to COVID-19.

The Presentaion Evening was scheduled for 17 November, however, due to COVID-19 restrictions, had to be postponed. Given the number of schools involved in the competition and coordinating Mayor Evans and Sophie Thompsons commitments with Council meetings, the evening has been pushed out to Thursday, 22 April.





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.

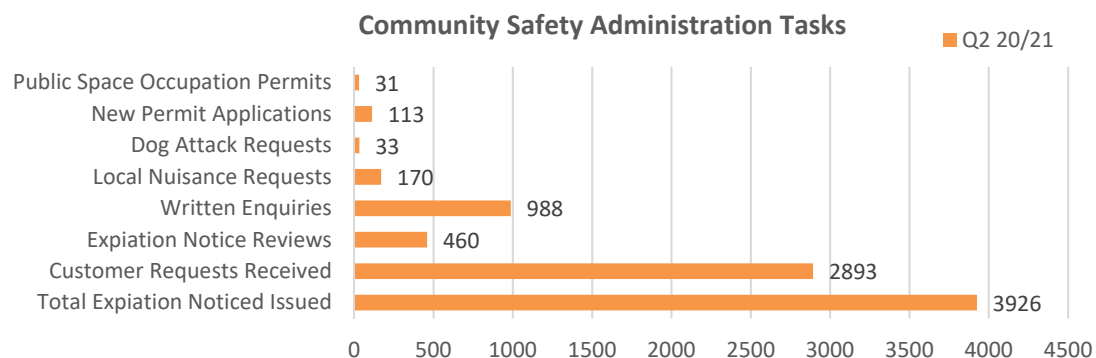
Outcomes: Transport Strategy and Assets, Community Safety and Marketing and Communications teams have developed an improved traffic and parking safety flyer to replace the previous parking flyer. The flyer was delivered to all schools at the beginning of term 1.

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 528 requests regarding illegally parked vehicles, 438 potential fire hazard requests and requests for parking control zones and 121 abandoned vehicle reports.



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, following consultation, was presented and endorsed by Council on 26 October 2020 and subsequently approved by the Dog and Cat Management Board on 8 December 2020. The Plan will now 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. In addition, Council's Dog Blog, providing articles on best practice dog ownership, continues to be expanded and is hosted on the City of Charles Sturt's public website.

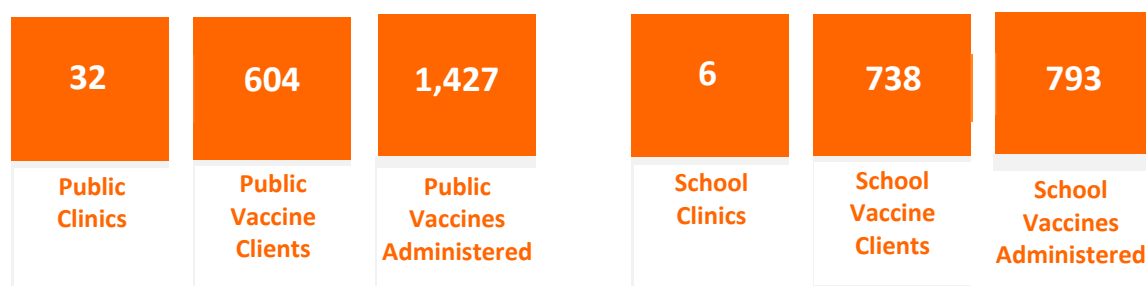
The Beach Education Officer role recommenced in the quarter, and for the first time, now operates in partnership with the City of Port Adelaide Enfield to enable a greater presence and consistency along the foreshore across the two council areas. There are now two dedicated officers who cover both Council areas to educate, encourage and enforce dog on-leash requirements during daylight savings on the beach and general dog safety along the foreshore. Positive community feedback has been received regarding the program and specifically an increased and consistent presence across the two council areas.

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: A total of 1,342 clients received 2,220 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. Clinic visit numbers in general decreased during the quarter largely due to the impacts of COVID-19.



5 Year Progression	2016/17	2017/18	2018/19	2019/20	2020/21 (Q1&2)
Public Clinic vaccines administered	6,755	6,845	9,696	9,627	3,310
School vaccines administered	6,381	4,901	5,395	5,781	2,452
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	3,515
Total no. of vaccines administered	15,013	13,065	16,500	16,436	5,793

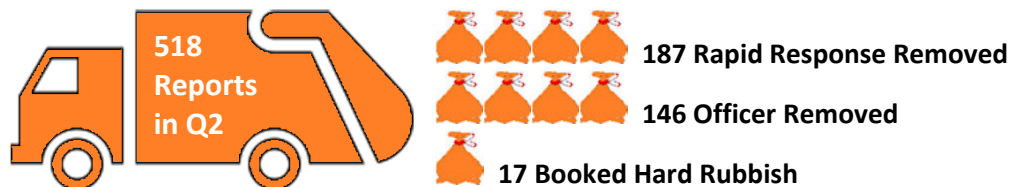
*The NARI program concluded on 30 June 2019.

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: 518 requests for illegally dumped rubbish were received in the quarter, of which 17 were booked hard rubbish collections and 333 were removed by the Council (either by Rapid Response or Community Safety) and 55 resulted in resident take-back.



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

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

Target: Reports are investigated in accordance with defined timeframes.

Outcomes: Attended to 170 reports in relation to local nuisance in the quarter. There was a significant increase in requests associated to nuisance dust due to dry and windy weather conditions and a number of significant building sites throughout our City.



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 438 customer requests reporting instances of vehicles illegally parked. During the quarter 3,309 expiation notices were issued under the Australian Road Rules and 209 notice issued under the Private Parking Act.

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

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

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

Outcomes: Community Safety Officers undertook inspections of 450 vacant blocks and properties which received complaints of overgrown vegetation. Following the inspections, Officers issued 145 Notices under the Fire and Emergency Services Act to minimise the risk of fire danger from overgrown properties.

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

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

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

Outcomes: Dog registration follow up continued throughout the quarter as well as promotion of legislative responsibilities surrounding dog registration. There is currently a total of 15,459 registered dogs recorded in the State-wide Dogs and Cats Online (DACO) specific to the City of Charles Sturt.

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

Number of Dogs Desexed	Number of Dogs Microchipped	Number of dogs both microchipped and desexed	Total number of cats recorded in DACO
12,479	15,257	12,441	2,170

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

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

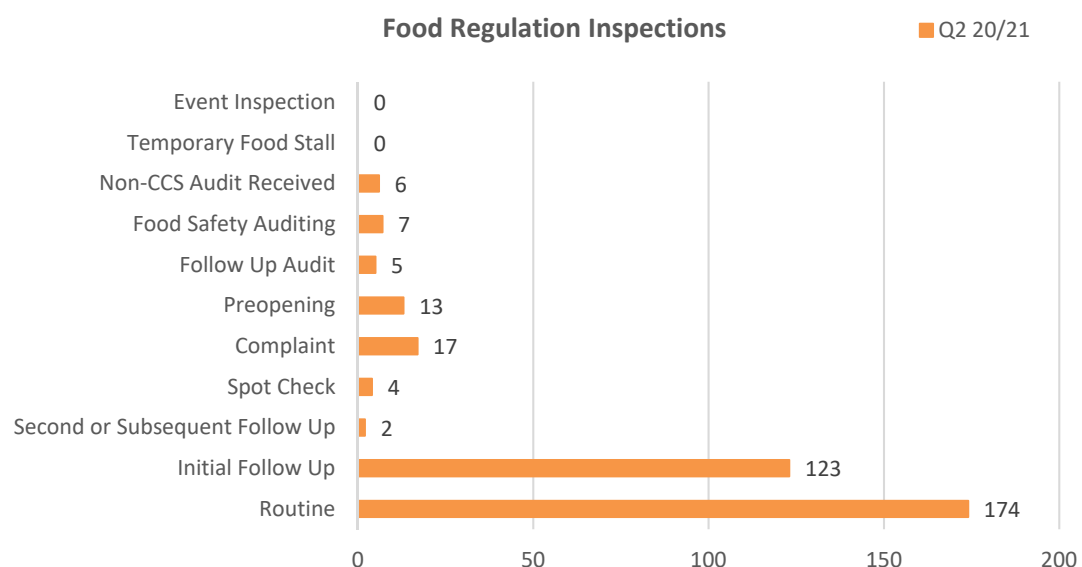
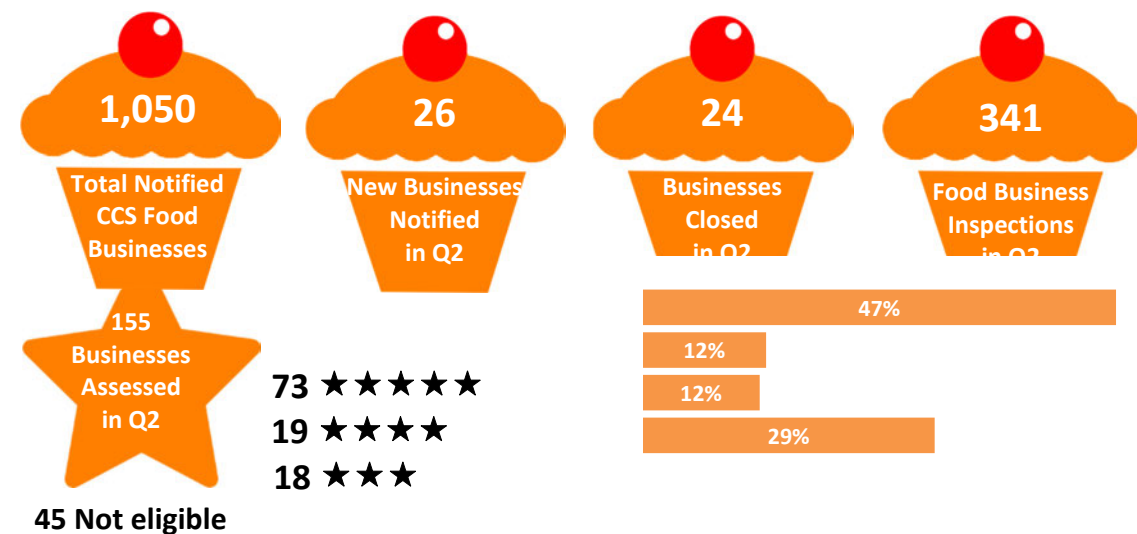
Objective: Undertake a regulatory regime of all food businesses within the City to fulfil Council's legal obligations and provide a proactive approach to supporting positive health and safety outcomes.

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

Outcomes:

Food Safety Rating Scheme (FSRS)

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



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

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

Target: Routine inspections undertaken within the quarter they are due. Investigate and appropriately action all 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	
Public Swimming Pools & Spas	18 (27 pools/spas)	13**	4			17
High Risk Manufactured Water Systems	25 (48 systems)	13**	0			13
Skin Penetration Premises	24	3	2			5
Supported Residential Facilities	4	2	2			4
Hairdressers/Beauty Salon*	172	0	6			0

*Only inspected when complaints are received

** Inspection per system/pool

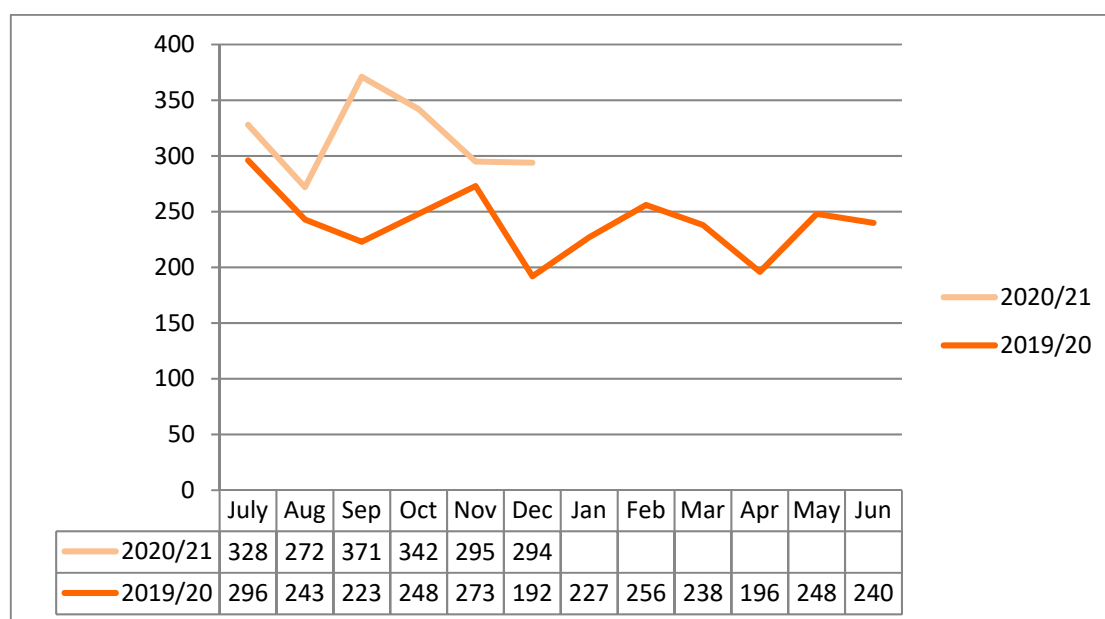
Service activity/Project: Planning and Development Applications (Lodgements, Types of lodgement).

Outcomes: A total of 931 applications were lodged for the quarter. This represents an increase of 30.58% compared to the same quarter in 2019/2020 where 713 applications were lodged.

The total estimated construction cost (excluding fit-out cost) of development for the quarter was \$128.9 million compared to \$274.9 million for the same quarter in 2019/2020.

The Development Assessment Unit (DAU) process was used to consider 11 applications for the quarter up from 2 applications for the same quarter in 2019/2020. No applications were “called in” for consideration by the CAP.

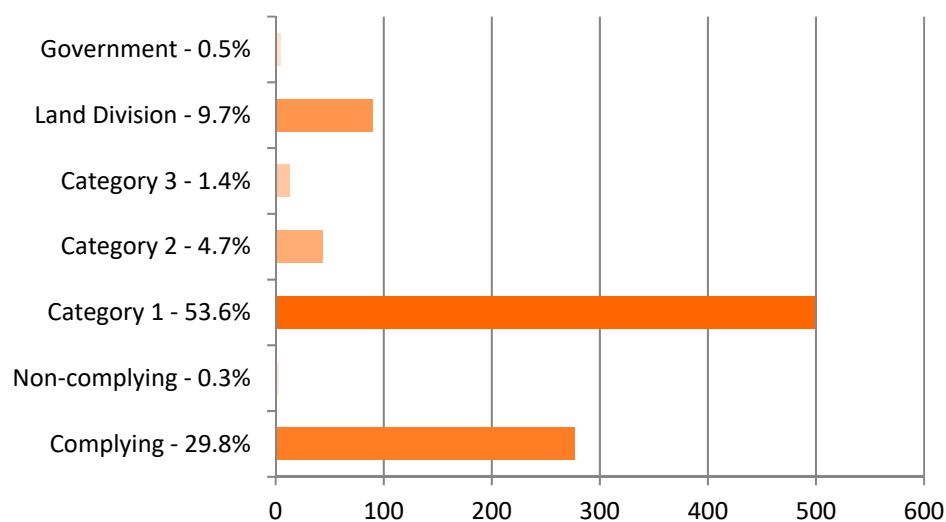
Lodgements	Q1	Q2	Q3	Q4	YTD Total
Applications Lodged	971	931			1,902
Estimated Construction Cost (ex fit-out)	\$112,515,474	\$128,971,112			\$241,486,586



Types of Development Applications Lodged

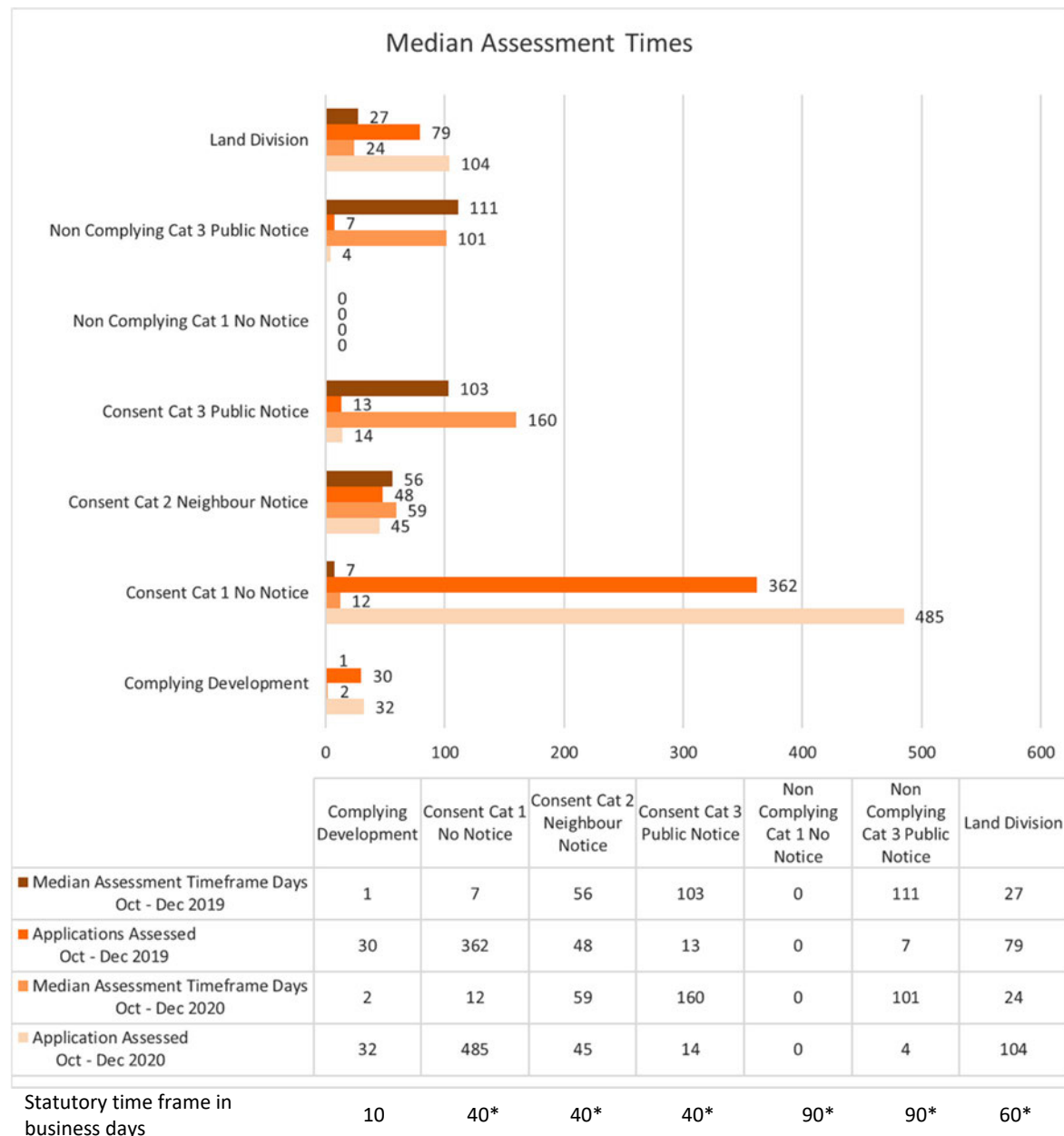
- Applications that do not require consultation (Complying and Category 1) with neighbouring property owners represent the greatest number of applications within Council at 93%.
- 6.1% of Applications required notification (Category 2 and Category 3) and 0.3% non-complying applications were considered in the quarter. While not large in number, they are time intensive due to the administrative processes and negotiation associated with these applications. These applications also often trigger the need for a report to CAP or DAU.

Lodgements by Category - October to December 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 three new planning appeals for the quarter.

- 252/1286/20 81-83 Findon Road, Woodville South - Construction of two single storey residential flat buildings (one comprising four and one comprising two) with associated carparking, fencing and landscaping – six additional dwellings – Conciliation Conference scheduled for 15/1/2021.
- 252/1657/19 98-102 Woodville Road, Woodville - Land Division - Creating thirty nine allotments from three and creation of roadway and public open space and construction of 39 two storey dwellings – staged application (Stage 1 roadways and public open space, Stage 2 dwellings on allotments 25 to 35, stage 3 dwellings on allotments 11 to 16, stage 4 dwellings on allotments 20 to 24, stage 5 dwellings on allotments 36 to 39, stage 6 dwellings on allotments 17 to 19 and stage 7 dwellings on allotments 1 to 10). Notice of Discontinuance received on 14/12/2020.
- 252/3061/20 101 Esplanade - Variation of Development Application 252/2684/19 - Land Division – 252/D315/19 - Creating three allotments from two and construction of three, two storey row dwellings with associated garaging and swimming pool to dwelling 2 and spa to dwelling 3 – Staged application – Stage 1 – Land division; Stage 2 – Construction of Swimming pool for dwelling 2, cellar for dwelling 1, Earth works and Main Slab; Stage 3 - Building structure, retaining and fencing; Stage 4 – remainder of development for Three dwellings. Variation comprises the construction of upper level roof deck to the dwellings. Preliminary Conference scheduled for 29/01/2021.

There was one ongoing appeal for the October to December 2020 quarter which was finalised within that period;

- 252/2597/19 69 East Terrace, Brompton - Construction of one (1) two-storey residential flat building comprising two dwellings fronting East Street and one (1) two storey residential flat building comprising three dwellings fronting Fourth Place (five dwellings in total) and associated landscaping – approved by Court Order on 7/10/2020 following a lodgement of a suitable compromise.

Service activity/Project: Building Inspections

Outcomes: The Building Team inspected many sites during construction totalling 366 for the quarter, also inspecting 366 sites during construction in the same quarter of the 2019/2020 financial year. Of those inspected for the quarter, 125 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 – October to December 2020					
	Policy standard	Count of approvals/ notifications	Number of Inspections required	Number of Inspections undertaken	Instructions Issued
Roof framing involved with builder appointed	66%	218	144	176 = 122%	47 = 27%
Roof framing involved with owner builder	90%	222	200	106 = 53%	31 = 29%
Work affecting Swimming pool safety	100%	39	39	52 = 133%	28 = 54%
Other forms of development	-	167	0	11 = 7%	5 = 46%
Class 3-9 buildings prior to issue of Certificate of Occupation	100%	18	18	6 = 33%	6 = 100%
Class 3-9 buildings during stages of construction	10%	38	4	15 = 395%	8 = 53%
Total		702	404	366	125

Service activity/Project: Building Fire Safety Committee

Outcomes: The Committee met twice during the quarter. No sites were inspected due to COVID-19, however the Committee worked through updates for all outstanding fire safety matters. During the quarter the Building Surveying team did continue to manage 18 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 133 outstanding incidents (an increase of 6.4%), compared with the same period last year where there were 125 matters ongoing. There were 63 requests registered during the quarter (an increase of 23.5%). There were 51 incidents registered for the same period last year.

There are currently 30 outstanding building compliance incidents managed by the Building Team and 13 new matters were reported for the quarter.

Total number of planning and building compliance ongoing requests were 163, with 76 registered for the quarter.



Service activity/Project: Planning Compliance – Appeals

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

- 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 Consent
- 3 Holland Street, Findon – Development with Consent

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

- 6-8 Millicent Street, Athol Park – Development without Consent

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

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

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

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

Permit Type	Quarter 1 Total	Quarter 2 Total	Quarter 3 Total	Quarter 4 Total	End of Year Total
Driveway Crossover	74	71			145
Underground Service	31	35			66
Stormwater Connection	4	6			10
Footpath Encroachment	2	41			43
Heavy Vehicle Clearances	19	18			37
Damage to Roads Orders	15	8			23
Planning Referrals	84	87			171
Total	229	266			495

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

Activity per Financial year	1 st Quarter (Jul-Sept)	2 nd Quarter (Oct-Dec)	3 rd Quarter (Jan-Mar)	4 th Quarter (Apr-Jun)	Total
Vehicles on Reserves Permit	11	13			24
Memorial Requests	4	3			7
Verge Reinstatement/ maintenance requests completed	11	14			25
Documents reviewed	3	7			10
Planning Referrals	11	13			24
Total	40	50			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:

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

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.

The review of submissions received for the Kilkenny Mixed Use Draft DPOA is ongoing as is the consideration of further policy amendments to address issues raised. This has also involved undertaking some additional investigations and discussions with the Planning and Land Use Services Department. A final draft DPA is anticipated to be presented back to Council's City Services Committee in early 2021 for consideration.

Council's previous submission on the State Planning Commission's Draft Planning and Design Code was submitted on 26 February 2020 to the Commission. Following the release of the Commission's revised draft Code in November 2020, a draft submission was presented to and endorsed by Council in December 2020 and forwarded to the Commission.

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 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)								

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 completed with practical completion achieved with a 12 month defects a liability period under way.

Ray Street Development, Findon

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

Pennington Primary School Development

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

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

Stage 1b is now complete.

Planning and engineering approval for Stages 2 and 3 have been approved. Start-up meeting to occur early February. Assessment for stormwater for stage 4 is in progress and assessment is nearing completion.

Hammond Estate Development/ Bridgeman Road

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

Sunningdale Road/Henley Place Development

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

WEST Development, West Lakes

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

Construction has commenced for Stage 6C1, the development includes construction of stormwater infrastructure, public lighting, kerb and gutter and road pavement. As per previous stages footpaths to be constructed at a later date once builders are off site.

Lines Street Subdivision, Grange

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

Holthouse Road, Fulham Gardens

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

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

Development	Stage	Current Status	Practical Completion	Final Completion
Bowden Urban Village	Stage 3	Asset Handover in progress	June 2019	N/A
Bowden Urban Village	Stage 6	Asset Handover in progress	June 2019	N/A
Ray Street Development, Findon	Stages 3 & 4	Construction in progress	N/A	N/A
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

Development	Stage	Current Status	Practical Completion	Final Completion
WEST Development, West Lakes	Stage 2C	Complete	March 2019	N/A
WEST Development, West Lakes	Stage 4A	Construction complete	August 2020	N/A
WEST Development, West Lakes	Stage 4B	Construction complete	August 2020	N/A
WEST Development, West Lakes	Stage 4C	Construction in progress	N/A	N/A
WEST Development, West Lakes	Stage 6C	Construction in progress	N/A	N/A
WEST Development, West Lakes	Stage 8A	Construction in progress	N/A	N/A
The Square, Woodville West	Stage 4	Asset handover in progress	March 2020	N/A
Mary Street, Pennington Development	Stage 1A	Construction complete	N/A	N/A
Mary Street, Pennington Development	Stage 1B	Construction complete	April 2020	N/A
Mary Street, Pennington Development	Stage 2 & 3	Construction in progress	N/A	N/A
Norton Street Cul De Sac extension	N/A	Drawings submitted for Council review	N/A	N/A
Hammond Estate Development/ Bridgman Road	Stage 2	Construction complete	June 2020	N/A
Lines Street Subdivision, Grange	Stage 1	Construction complete	September 2020	N/A
Holthouse Road, Fulham Gardens	Stage 1	Construction complete	December 2020	N/A

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

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



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

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

Service activity/Project: Asset Management Planning.

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

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

Outcomes: The Local Government Act 1999, requires Council to review its Asset Management Plans within 2 years of a general election. The following table provides a status update of the review schedule:

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

	Completed
	Underway
	Future

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

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

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

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

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

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

Service Level:

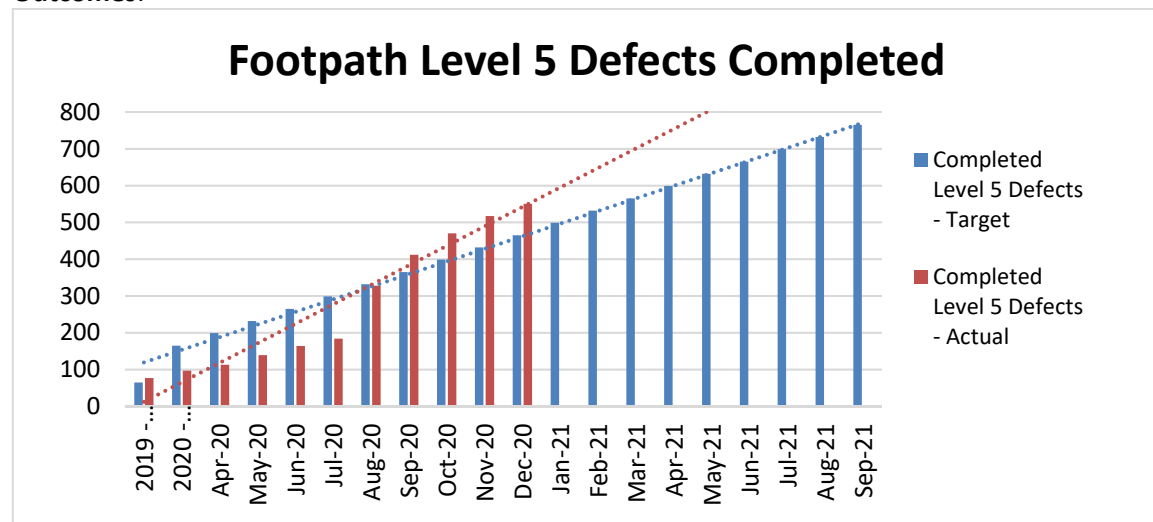
Footpaths: An asset management strategy has now been implemented, with crews focussing on audited footpath defects and new rated 5 and 4 customer requests as they are received. Upon completion of the 5 defects, the same strategy will be adopted for the level 4 defects.

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

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

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

Outcomes:



Number of conditions 5 defects completed - 550

Number of conditions 5 defects outstanding - 225

Currently ahead of our forecast defect target by - 85



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 complete and the tender period for construction contracts opens in January 2021. PLEC funding has been formally secured for the undergrounding of power infrastructure.

Service activity/Project: Woodville Road Streetscape Upgrade.

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

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

Outcomes: Detailed design is continuing with final designs and revised costs estimates to be presented to Council in the first half of the 2021 calendar year. Undergrounding of powerlines has commenced with water main relocation works to follow and be completed by June 2021.

Service activity/Project: Place Making Activities – Central

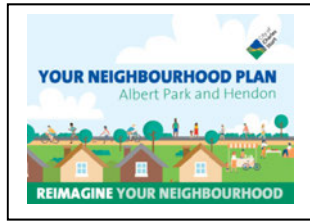
Outcomes: Collaborate, support and connect with key stakeholders to provide the opportunity to rejuvenate public places that bring people together and reflect local character and history within the Central precinct.



Woodville Road Streetscape Upgrade

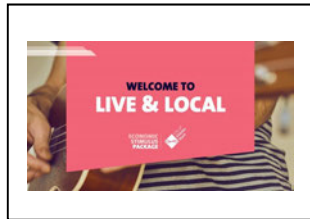
Presentation of the public art concept designs to the Woodville Road Streetscape project team by Quentin Gore, Nick Folland and Gregg Mitchell.

Preliminary works by Power Line Environment Committee to underground powerlines has commenced.



Albert Park Your Neighbourhood Plan

Working with Coordinator City Futures and Community Engagement Coordinator to complete survey questions for face to face interviews conducted by an independent market research company. Finalised promotional material, including postcards and Your Say site.



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:



On the Flip Side – 19 on Green, Brompton – 11 October 2020

Performances by 6 bands/musicians at the Garden Gaze Festival on 19 on Green on 11 October.



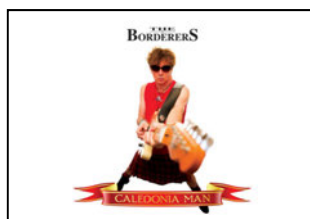
Marion Studios – 55 Orsmond Street, Hindmarsh – 24 October 2020

Live performance by Girl Next Door duo at Brunch and Bubbles event on 24 October.



Marion Studios – 55 Orsmond Street, Hindmarsh – 25 October 2020

Live performance by All About Her band at Brunch and Bubbles event on 25 October.



The Borderers – Austrian Club, Ovingham – 30 October 2020

Live performance at the Austrian Club, Torrens Road, Ovingham on 30 October.



Sindhi Sangat Australia – Woodville Town Hall – 20 December 2020

Live performance by Farhan Shah at the Sindhi Cultural Day held in the Woodville Town Hall on the 29 November.

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

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

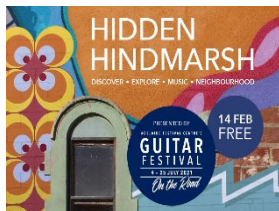
Target: Implement the Hindmarsh Placemaking masterplan & coordinate integrated place activation within capital works projects.

Outcomes:



Ovingham Overpass Project – placemaking activation

The Place Leader Inner West has partnered with DIT and City of Prospect to provide advice and implementation of temporary placemaking and wayfinding art as well as engaging the community more broadly in community-based art that will be integrated within the Ovingham Overpass Project design.



Hidden Hindmarsh – Adelaide Guitar Festival ‘on the road’ event 14 February 2021

In partnership with Adelaide Festival Centre and local Hindmarsh businesses, planning has been finalised for the second hallmark Hidden Hindmarsh event. Hidden Hindmarsh is a free entry, choose your own adventure takeover of Hindmarsh and Bowden, filled with live music by some of SA’s best guitarists in cafes, bars and more. A day of celebrating local talent, community, and family-friendly fun on Sunday 14 February.

Contributing to the Hindmarsh Placemaking Masterplan key outcome to celebrate Hindmarsh’s strengths as a destination for premier entertainment events and renew the precinct’s commitment to live and independent music, performance arts and creative culture.

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 fourteen Creative Cities projects have been funded, totalling a grant allocation of \$56,217.

Program highlights this quarter include:



ANTAC Aboriginal Art & Craft Come & Try Event - 11 November 2020

To celebrate NAIDOC week 2020 the community were invited to participate in a hands-on experience in traditional Aboriginal art and craft techniques whilst enjoying live music performances throughout the day. This event was the first of three 'Community Come and Try' days Anangu Ngangkari Tjutaku Aboriginal Corporation (ANTAC) were funded to deliver throughout November and December.

Image courtesy of ANTAC



Manton Makers Market – 6 December 2020

When COVID-19 restrictions were announced the Pony Cole café and creative businesses located at 6 Manton Street Hindmarsh closed for two months. To celebrate the re-opening and to offer a festive event to lift community spirits, the Manton Makers Market, supported approximately twenty-two artists who showcased and sold locally made artworks, jewellery, ceramics, live music and more.

Photo courtesy of Craig Arnold

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:



Meet Me on East Terrace

For the past 12 months the Place Leader Coastal has worked with the four businesses on East Terrace, Henley Beach, to expand on and develop their idea of creating a seating area to further enhance this area and in turn attract more customers.

The resulting project is a "Parklet". The car park directly in front of Henley Hair and the Stunned Mullet is being re-purposed into a seating area, complete with a creative seat, artwork and greening.

An artist expression of interest process selected Monica Pritchard and Sarah Boese as the successful artists and they will be creating a unique fish seat for this location during the 2020/21 financial year.



Events and Festivals Sponsorship

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

- The Korea Missing in Action Service
- The Rotary Club of West Lakes Kids Christmas by the Lake
- St Clair Carols

All three events had to adopt COVID Safe measures such as social distancing, COVID Marshals and QR code attendance tracking as part of their event planning. Council was able to support this with the provision of additional funds by match funding COVID-19 costs of up to \$1000 and by repurposing Port Road Banners as picnic blankets to assist with social distancing.

Korea Missing in Action Service

The Korea Missing in Action Service provided the following evaluation regarding their event and the other event grant acquittals and evaluations are due shortly. There were approximately 200 attendees at the service including His Excellency the Hon Hieu Van Le AC, Federal and State members of parliament, Mayor Angela Evans, Councillors, Military Representatives, Ex-Service Organisations representatives, Veterans and Families, Cadets and the Maltese Queen of Victories Band.

The total cost of event was \$3,750 approx. Council provided the service with a grant of \$2,500.



12 Days of Christmas

Considering many Christmas carols and Christmas events being cancelled this year the Place Leaders devised a concept to enable many singing groups and performers to still perform in an online 12 Days of Christmas performance. The project included a driveway band that had performed to their neighbours during the lockdown earlier in the year, two schools, a retirement village, a literacy group and several individuals.

In the 12 days leading up to Christmas a carol was released on social media. It was well received by the community with some carols receiving over 3,000 views. Many positive comments were also shared on social media and email.

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: \$23,398.75 paid out and \$3,650.00 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 was completed and installed.

Six (6) new markers have been confirmed by land owners for manufacture in 2021/22.

Researching the heritage sites to prepare the text is underway and development applications for the proposed markers have been lodged.



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

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

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

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

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

Outcomes: Intersection treatments have been designed to retain as much area for local community gardens as possible as well as providing outdoor dining opportunities and convenient vehicle and bicycle parking for local businesses. Construction works are complete with great uptake in the area from the local community.

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

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

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

Outcomes: Road humps will be installed in Welland Avenue, Welland to control speeds of vehicles utilising the street and deter cut-through traffic. 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 construction 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 – Cogle Street / Third Street, Third Street / Kersley Court, Esplanade / Third Avenue Semaphore Park & Murray Street Albert Park.

Objective: Provide cycle access through existing traffic road closures.

Target: New bicycle links.

Outcomes: Design work is underway – expected completion mid February 2021.

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

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

Target: Upgrade all stops by 2022.

Outcomes: 2020/21 packages have been developed and construction is in progress. Designs for 2021/22 package are set to commence in March 2021.

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

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

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

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

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



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

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

Service activity/Project: Landscape Development.

Objective: Undertake landscape projects within approved budget program.

Target: Complete Landscape Projects on time and on budget.

Outcomes: Projects completed this quarter

- AMP Furniture Renewals in RTLP Opie Street, West Beach and Wilford Reserve, Seaton
- Gawler Railway Electrification Upgrade – revegetation works following railway works
- Port Road Median – new litter bin installations (12)
- AMP Irrigation System Renewal at Hansen Reserve, West Lakes Shore
- Hawker Street Road Reconstruction – Stage 1 landscaping component

To date, this financial year, the Landscape Construction Team has planted a total of 135 trees and 840 shrubs as part of Capital and Operating Projects.

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

Service activity/Project: Sportsground maintenance.

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

Target/Service Level: Each oval is mown weekly (except for Sam Johnson Oval No.2, Renown Park; which is mown fortnightly).

Outcomes:

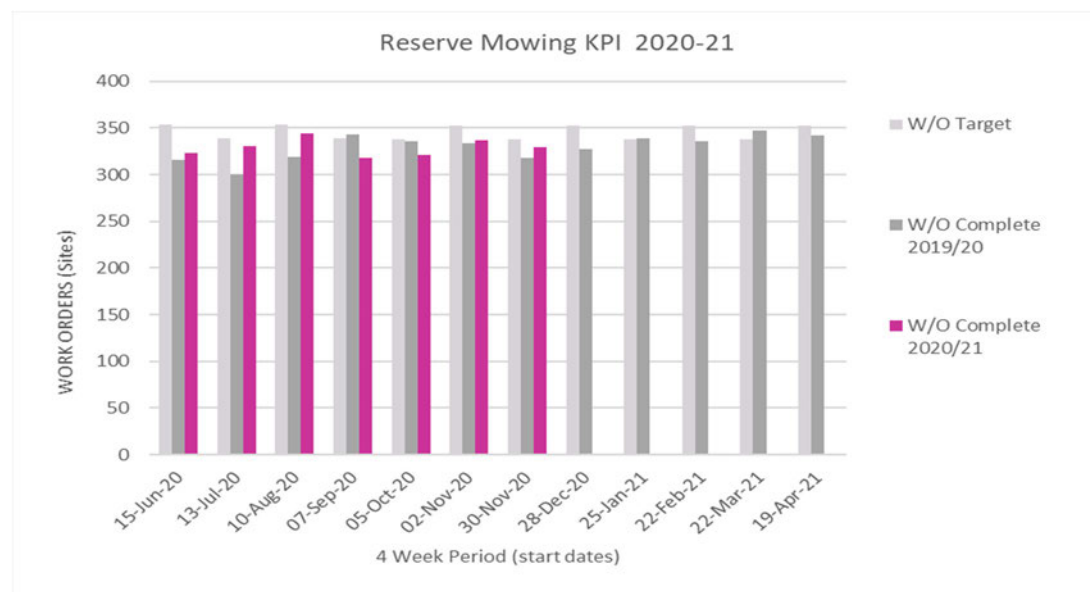
- Mowing completed at all ovals as per service level requirements
- 136 litres of insecticide for annual black beetle treatment at 22 ovals
- 75 tonne topdressing at selected ovals as part of general maintenance
- 295 sqm of turf replaced at Sam Johnson Oval No. 1, Carnegie North Reserve, Carnegie South Reserve and Henley & Grange Memorial Oval as part of renovation works
- 13 litres of line marking paint used at Woodville Oval and Woodville Croquet

Service activity/Project: Reserve mowing.

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

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

Outcomes: Achieved an average of 96% this quarter compared to 94% 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: Community consultation is complete and detailed design is set to commence in 2021.



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

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

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

Delivery timeframe: Project completed November 2020.

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

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

Outcomes: This project was completed in late 2020 and found that the governance framework in the AdaptWest region is at the highest levels when compared with other Councils that have undertaken this assessment nationally. Workshops with identified staff from all 3 Councils, along with an assessment of key Council documents, confirmed that the City of Charles Sturt is ranked within the top 10 Councils nationally – an excellent outcome and confirmation of the work and approach taken by Council to date. Opportunities to improve have been identified and more information on those will be provided to Council in due course.

Service activity/Project: Climate emergency declaration – response.

Contract period: From December 2019 and ongoing.



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

Target:

Develop and formalise Council's climate emergency response.

Outcomes: 'Net Zero: Our map to net zero corporate emissions 2020-2025' was developed internally and formally adopted by Council in August 2020.

Net Zero includes a number of targets for Council's corporate emissions including achieving carbon neutrality by 2023/24.

Resources to coordinate the implementation of Net Zero were also endorsed by Council on 25 January 2021, including a commitment to continuing that coordination through to 30 June 2024.

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: Breakout Creek Stage 3 Redevelopment - Bird and Fish Surveys

Objective: Provide an overview of the current and potential bird and fish communities in the lower Torrens River (Breakout Creek) Stage 3 region.

Target: Add to the biodiversity value of the Breakout Creek by designing wetlands and habitat to target a range of desired bird and fish species.

Outcomes: Breakout Creek was excavated through the dunes at West Beach in the 1930s as a means of draining the once extensive 'Reedbeds' that existed at the terminus of River Torrens. Since the 1990s wetland rehabilitation has been undertaken along Breakout Creek to improve its wildlife habitat and amenity values. Stage 2 of that work, between Tapleys Hill and Henley Beach Roads, was completed in 2010. At the same time the Apex Park wetlands were created adjacent to Burbridge Roads to the west of Tapleys Hill Road.

Two separate recent surveys provide information on birds using the undeveloped portion of Breakout Creek between Tapleys Hill and Seaview Roads, and compares this with Stage 2 and the Apex Park wetlands. This information will be used in the development of Stage 3 of the Breakout Creek.

Stage 3 provides a unique opportunity to restore an important waterbird habitat in the region that will add considerably to the diversity of bird and fish habitats present along Breakout Creek. Understanding the bird and fish species present and those to be targeted, gives the design team an appreciation of the biological niches particular species desire and require, and allows for these to be embedded into the detailed design as an important feature.

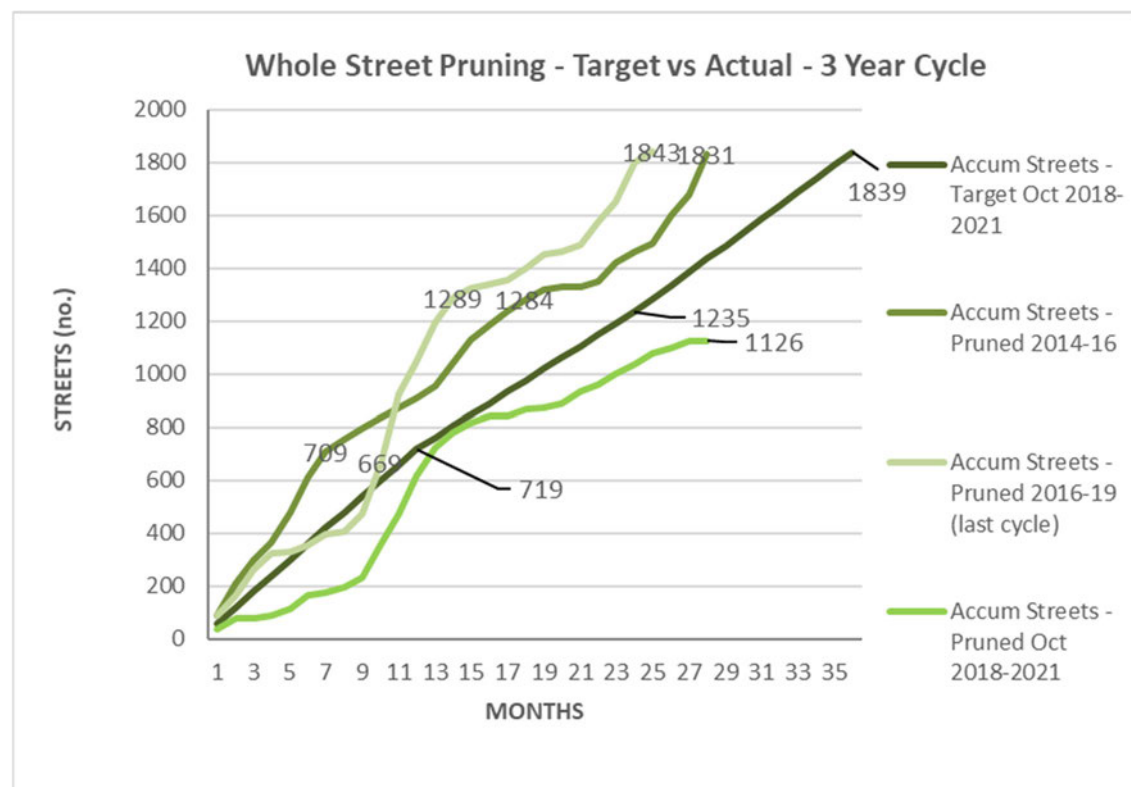
Strategy: Develop, manage and maintain green infrastructure; and protect and enhance our urban tree canopy.

Service activity/Project: Whole Street Pruning Program.

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

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

Outcome: The last cycle of Whole Street Pruning programme was completed in 25 months; 11 months ahead of the 3-year target. The next cycle for Whole Street Pruning commenced in October 2018, with Year 1 complete and Year 2 70% complete. Progress for Year 2 is slightly below target due to resources being diverted to storm damage clean up in late 2018, extreme heat temperatures early 2019 and early 2020, and staff being deployed to Kingston and Kangaroo Island to assist with bushfire clean-up (3 weeks in total). Social distancing requirements and an increase in reactive tree maintenance requests as a result of COVID-19 in 2020 has also impacted this program.

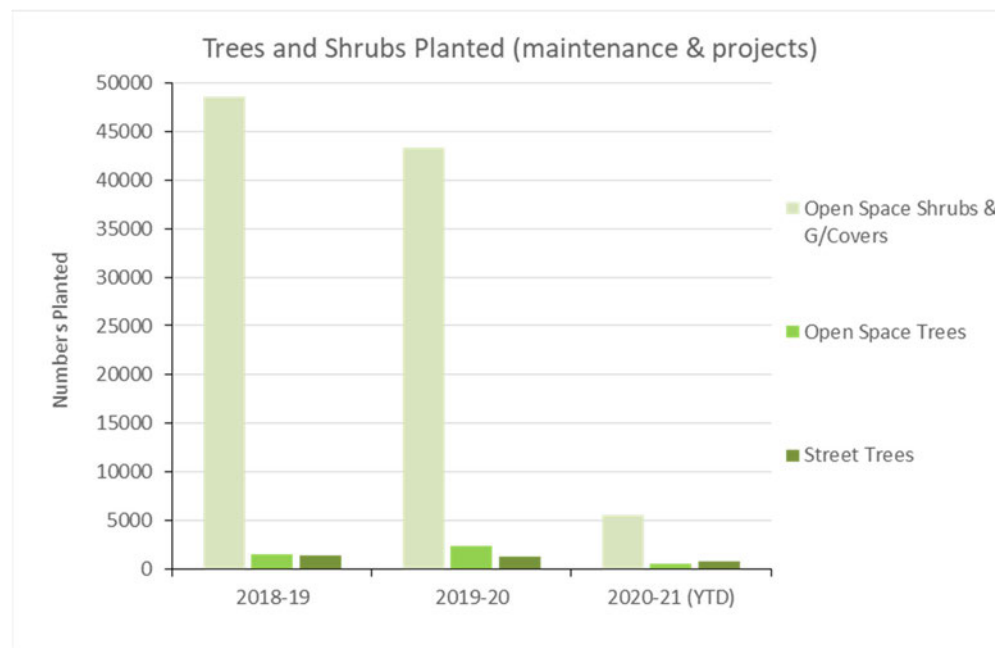


Service activity/Project: Tree and shrub planting.

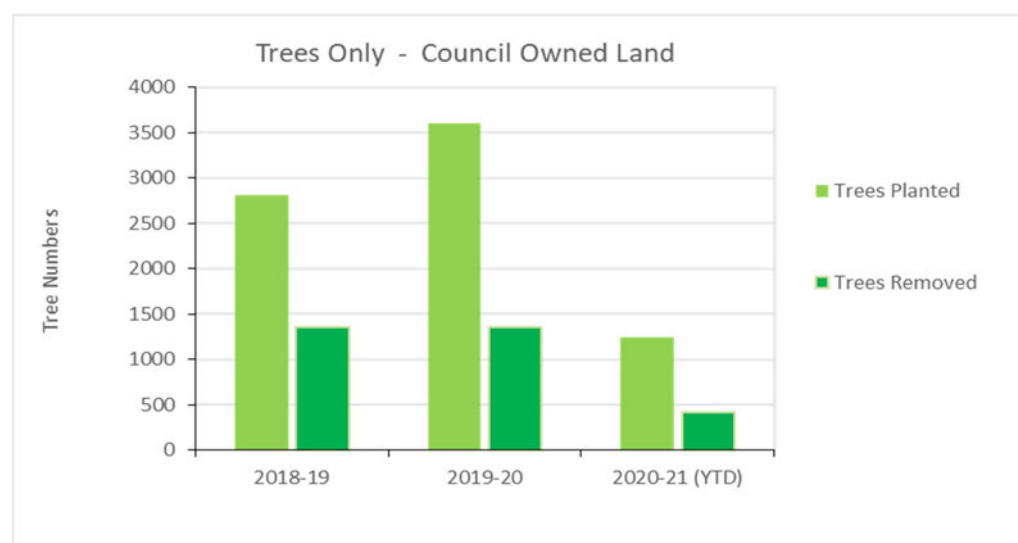
Objective: To maintain and increase tree and shrub vegetation levels in Council Reserves and Streetscapes – 404.3 Hectares of reserves and streetscapes.

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

Outcomes: A total of 1,248 trees and 5,546 shrubs have been planted in parks and streetscapes as part of both maintenance and Capital Works project activities. Included in the graph below are 694 street trees planted as part of our Reactive Tree Planting program. Shrub planting numbers are currently lower than the previous 2 years due to a reduction in major reserve upgrades e.g. Port Road Drainage planting now complete.



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



Service activity/Project: Tree Assessments.

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

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

Non-Regulated Trees	2019-20				2020-21			
Type	Oct	Nov	Dec	YTD	Oct	Nov	Dec	YTD
Removed – Dead, dying, diseased, damaged	70	47	39	372	31	64	38	277
Removed - High Risk to personal or public safety	10	1	23	94	3	11	22	71
Removed - High Risk to property	1	0	0	3	2	1	1	5
Related to crossover installation	11	8	9	54	15	10	5	64
Trees assessed to be retained	22	19	10	72	15	12	5	68
Sub-total	114	75	81	595	66	98	71	485
Regulated Trees	2019-20				2020-21			
Type	Oct	Nov	Dec	YTD	Oct	Nov	Dec	YTD
Recommended for removal (DA lodged)	2 Note 1	0	1 Note 1	6	1 Note 1	0	0	4
Assessed for regular monitoring	0	0	0	1	0	2	0	2
General maintenance pruning	2	1	3	12	1	4	0	7
No action required	0	0	0	7	0	0	0	1
Sub-total	4	1	4	26	2	6	0	14
TOTAL	118	76	85	621	68	104	71	499

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

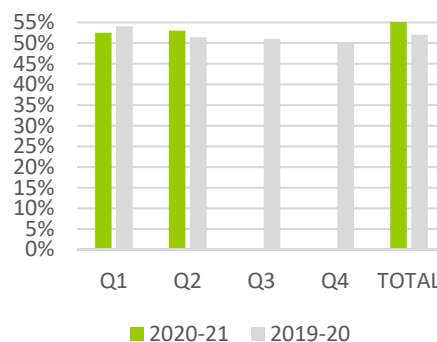
Objective: Provide a 3-bin kerbside waste and recycling service to every residential property and encourage recycling to reduce our reliance on landfill.

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

Outcomes:

- 13,395 tonnes of waste collected (6.3% increase over same period last year).
- 53% of the waste collected diverted from landfill (0.6% increase over the same period last year).
- The chart shows the diversion rate achieved each quarter compared to 2019-2020 diversion rates.

Waste diversion rate



	Q1	Q2	Q3	Q4	YTD Total
Tonnes of general waste - kerbside collection	6,098	6,293			
Tonnes of recycling - kerbside collection	2,378	2,547			
Tonnes of Green Waste - kerbside collection	4,388	4,555			
Total tonnes of waste - kerbside collection	12,864	13,395			
2019/2020 total tonnes of waste (kerbside collection)	13,066	12,595			
% change in tonnage 2019/20 compared to 2020/21	1.5% ↓	6.3% ↑			
% diversion rate (kerbside collection)	52.5%	53%			
2019/2020 % diversion rate - kerbside collection	54%	52.4%			
% Change in diversion tonnage 2019/20	1.5% ↓	0.6% ↑			

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

Objective: Facilitate a smooth transition to new contracts.

Target: New contracts commence 1 May 2021.

Outcomes:

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

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

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

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

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



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

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

And

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

Service activity/Project: LGA Circular Procurement Pilot Project.

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

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

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

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

Outcomes:

Council staff have received training on the appropriate recording of recycled products, and reporting has commenced. Follow up with responsible staff has also been undertaken to maximise the scope of materials recorded and tracked through this process.

A 'Circular Economy Expo' was established through a partnership between the Waste Management and Resource Recovery Association of Australia (WMRR) and Green Industries SA, with the event held at the Adelaide Convention Centre in October 2020, hosted by WMRR. Entry to the event was free of charge for both attendees and exhibitors. City of Charles Sturt staff involved in the routine purchase of goods attended the expo, gaining valuable exposure to the full range of recycled products available for purchase.

Service activity/Project: Materials Recovery Facility implementation.

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

Target: Establish CAWRA (Central Adelaide Waste and Recycling Authority).

CAWRA Materials Recovery Facility to be operational by mid 2021.

Improved sustainability and transparency of recycling process for yellow bin contents.

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

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

Outcomes:

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

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

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

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

Service activity/Project: 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.

Service activity/Project: Tree Tags Project.

Objective: To engage our community in a deeper understanding about trees, and the important role they play in our environment, our health and wellbeing and our economy.

Target: Visitors to the Civic Centre and Point Malcolm and coast park.

Outcomes: In December 2020, the City of Charles Sturt's first Tree Tags project was delivered – tagging 23 trees at the Civic Centre and Point Malcolm Reserve.

Tree Tags are a popular method of passively engaging and educating the community about the benefits of trees, which in turn aims to generate support for tree retention and plantings on public and private land in the Council area.

It aims to help our community realise and appreciate the myriad of benefits of trees, by focusing on the unique traits of each tagged tree such as its current age and potential life-span, as well as providing the specific metrics of each trees shading & cooling capacity and carbon capture and storage in a relatable manner.



The tree metrics are calculated using the i-Tree Eco tool (part of the i-Tree software suite <https://www.itreetools.org/>). This is a globally leading tool for measuring, monitoring, and valuing urban forests and tree ecosystem services.

Delivery of the initial Tree Tags project also contributes to the delivery of Council's Biodiversity Action Plan 2017-2030. A wider roll-out of further tags in key locations is in consideration for future financial years.

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

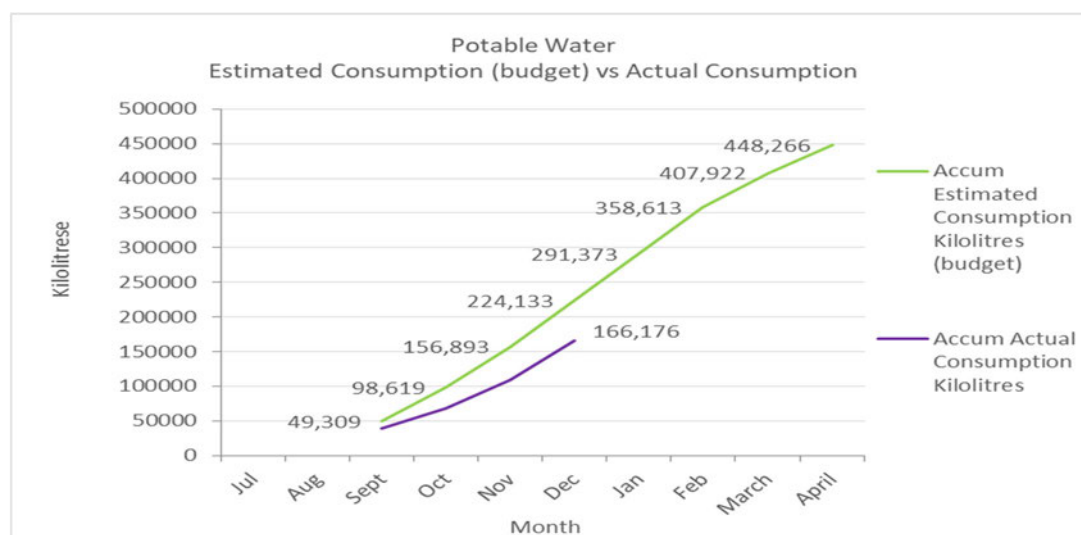
Service activity/Project: Water Usage Tracking.

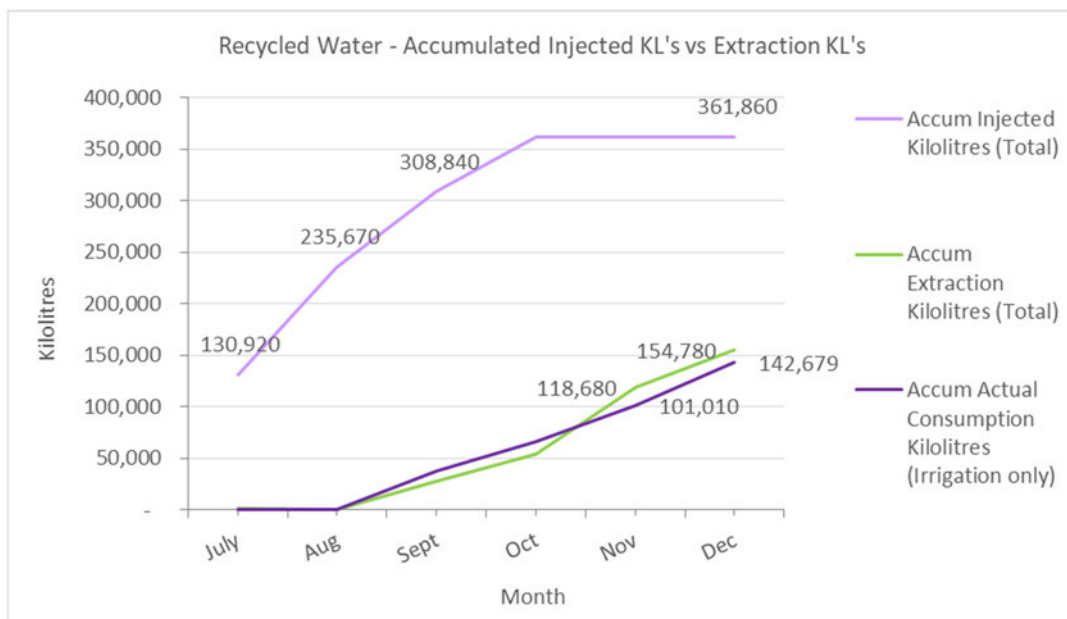
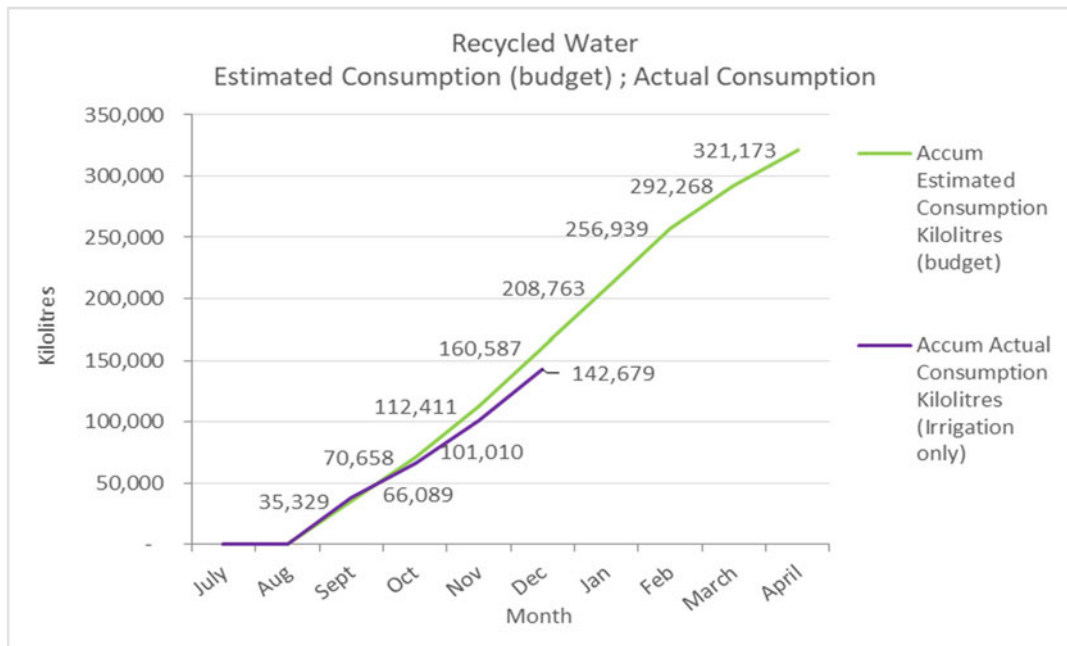
Objective: Track monthly water usage in public open space.

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 close to estimate with the irrigation season starting early September. Irrigation systems were temporarily shut down late September due to minor rain events. Milder weather conditions in late Spring have helped, although usage is likely to increase in the coming Summer months.





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 (stage 2) of the SAPN rollout for post top lights, unique lights and other lights is in progress.



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 continues to be in promoting relevant webinars – especially those funded by the Western Alliance of Councils and delivered by the Adelaide Business Hub. Highlight events have included *Lights, Camera, Action - How to Present on Camera and TV like a Professional* with 120 attendees and the Western Regional Visitor Sector network event was held at Pirate Life on 11 November 2020 and attended by around 60 people.

We had also scheduled a Welcome Back to Business Breakfast event at the Woodville Town Hall but was cancelled because of the lockdown. It has now been rescheduled for the 10 February at the Woodville Town Hall. Planning has commenced for 2021 in the development of a program of events for local business.

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

Service activity/Project: Building Western Adelaide

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

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

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

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

Service activity/Project: Health, Ageing Well & Disability

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

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

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

As part of the Woodville Health Precinct Activation, the University of SA 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). The goal is for the service to be run out of the Civic Centre or other Council owned facility in the vicinity of Woodville Road. The Program will be delivered by Allied Health students under the supervision of lecturing staff. Negotiations re the establishment of the service will be finalised in early 2021 with Uni SA with rollout of the Program in the first quarter of 2021.

Council has facilitated negotiations with several local disability and aged care providers to form a cooperative business in Charles Sturt through which to deliver shared human resources, training, certification etc. A forum was held in October during which the key representatives gave their commitment to the formation. Negotiations are ongoing.

Strategy: Maximise tourism investment to increase visitation and expenditure.

Service activity/Project: Visitor Economy

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

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

Outcomes: Updated content created for Adelaide Beaches website. A Western Regional Visitor Sector network event was held at Pirate Life on 11 November 2020 and attended by around 60 people. Planning for the next Western Regional Visitor Sector Event in February is underway. A Western Regional Visitor Sector Round Table was held in late June 2020 and attended by over 20 representatives to identify how to best support the sector. The action plan is being implemented. A review of the Western Regional Tourism Plan is currently underway.



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

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

Service activity/Project: Entrepreneurship and Small Business

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

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

Outcome: Promotion of the support for entrepreneurs and small businesses has been ongoing. A scholarship was awarded for a local participant in the SAYES program. The Cities of Charles Sturt and Port Adelaide Enfield continued the Business Support Helpline in conjunction with the Adelaide Business Hub to support business impacted by the pandemic. This service will continue through to the 30 June 2021.

Strategy: Support businesses impacted by the COVID-19 outbreak

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

Objective:

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

Target:

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

Outcome:

All of the business support funding has now been allocated with only \$12,000 remaining for the #shoplocal which will continue to be rolled out until all funds allocated. Given the level of demand for the service, a funding bid for the 20/21 year will be submitted.



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

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

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

- Ongoing development of processes for assessing development applications in the new DAP system in the State Government portal.
- Ongoing development of a system for Building Inspection under the PDI Act.
- Attending PlanSA Training sessions for the DAP system
- Meeting weekly with State Government Reporting Group for the DAP system.
- Updating of Knowledge Base articles.

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 23,759 calls throughout the quarter. First Point of Contact resolution averaged at 76% with an average Abandonment Rate of 7.1%.

The second quarter of the 2020/21 year saw traffic across traditional channels, such as phones and front counter drop significantly compared to the first quarter of the year, as has been the trend in previous years. The ongoing COVID-19 pandemic is shifting customer patterns and behaviours, with a move towards online channels and self-serve options as evidenced below.

The past quarter saw significant fluctuations to Customer Contact staffing due to vacancies and unplanned leave, not to mention repeated relocation of Customer Contact staff to various council sites due to the COVID-19 circuit breaker. However, despite this upheaval the agility, resilience and commitment of the team has been highlighted as they continue to provide high levels of customer experience to our community throughout the pandemic.

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

Over the October to December 2020 period, the team handled 23,759 calls which is a 3% decrease compared to the same period last year. The First Point of Contact Resolution average for the period was 76%. This is an increase of 1% for the same period last year and is slightly under our KPI of 80%.

The Grade of Service (GOS) key performance indicator measures the team's ability to answer incoming phone calls within three rings. For the quarter, the average GOS was 50% compared with 65% 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 7.1%, which is above our KPI of <4% and an increase of 2.8% for the same period last year. The factors cited above have attributed to this increase.

During the quarter, 889 chats were handled which represents a significant increase of 24% for the same period last year. Survey results for the quarter indicate that 92% of chats were resolved at the first point of contact and 96% of customers were satisfied with the level of information provided. Customer feedback cites the ease and speed of Online Chat while they were working from home as being major factors which contribute to the growing popularity of this channel.

Throughout the quarter, 48 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 October to December quarter totalled 664, which is a 4% decrease for the same period last year. Over the period a 2% increase in the number of customer requests raised was observed (4,490), compared to the same period last year.

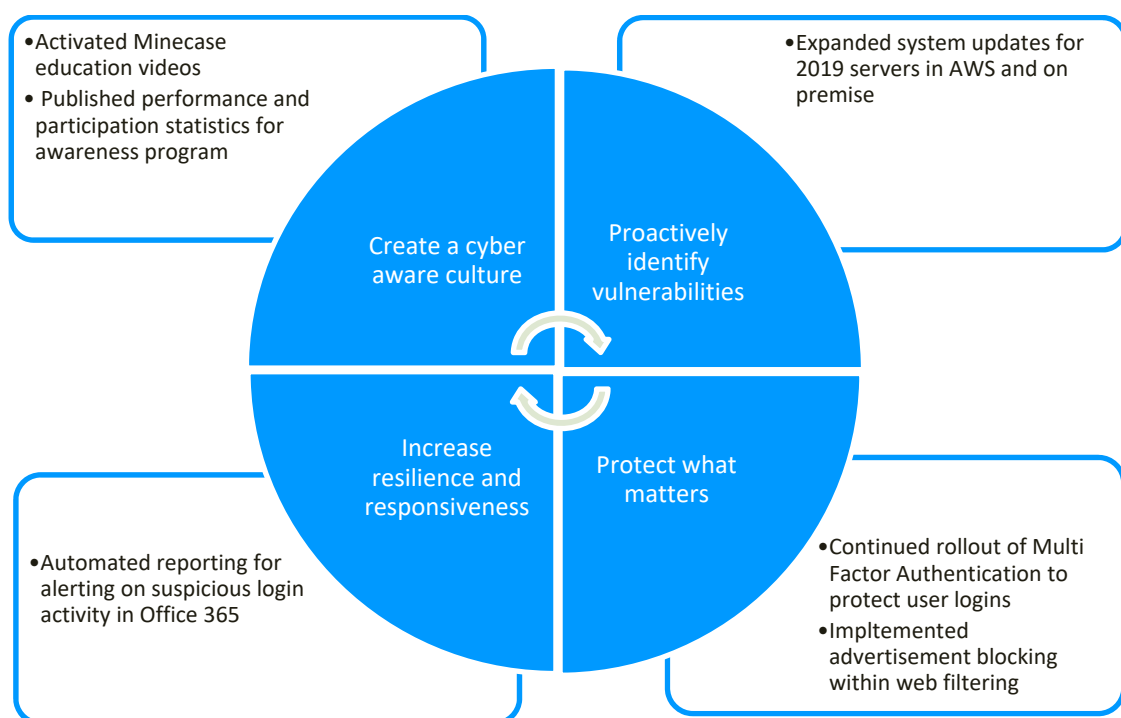
The concerted effort to promote online payment options, the temporary suspension of some council services and programs and several cases of COVID-19 across our City, has seen a significant decline, (17%) in Front Counter transactions for this quarter compared to the same period last year.

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:



Strategy: Lead through business excellence and exceptional customer service.

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

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

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

Outcomes: Rapid Response Team completed 630 tasks during the quarter from October-December 2020. We have seen a consistent number of requests on the previous quarter. It is expected that footpath maintenance will reduce next quarter with this function now being completed by civil maintenance teams.

Rapid Response Tasks	October	November	DEC	Total
Asbestos	0	3	1	4
Bin Maintenance	0	0	0	0
Bollard Maintenance	8	7	7	22
Dead Animal	11	12	8	31
E-Waste Infirm Assist	2	0	2	4
Fencing	0	0	1	1
Footpath	22	25	10	57
Foreshore	0	0	0	0
Hazardous Materials - Illegally dumped	28	33	36	97
Non-Hazardous - Illegally dumped	51	67	84	202
Kerb & Gutter	0	1	1	2
Loose Rubbish (New)	15	8	19	42
Pothole	0	0	0	0
Property Maintenance	1	0	2	3
Rubbish Removal	3	3	3	9
Sign Maintenance	3	3	3	9
Special Event Bins	17	7	3	27
Stormwater	35	20	25	80
Syringe	9	8	1	18
Tree Maintenance	0	0	0	0
Verge	13	4	5	22
Grand Total	218	201	211	630



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

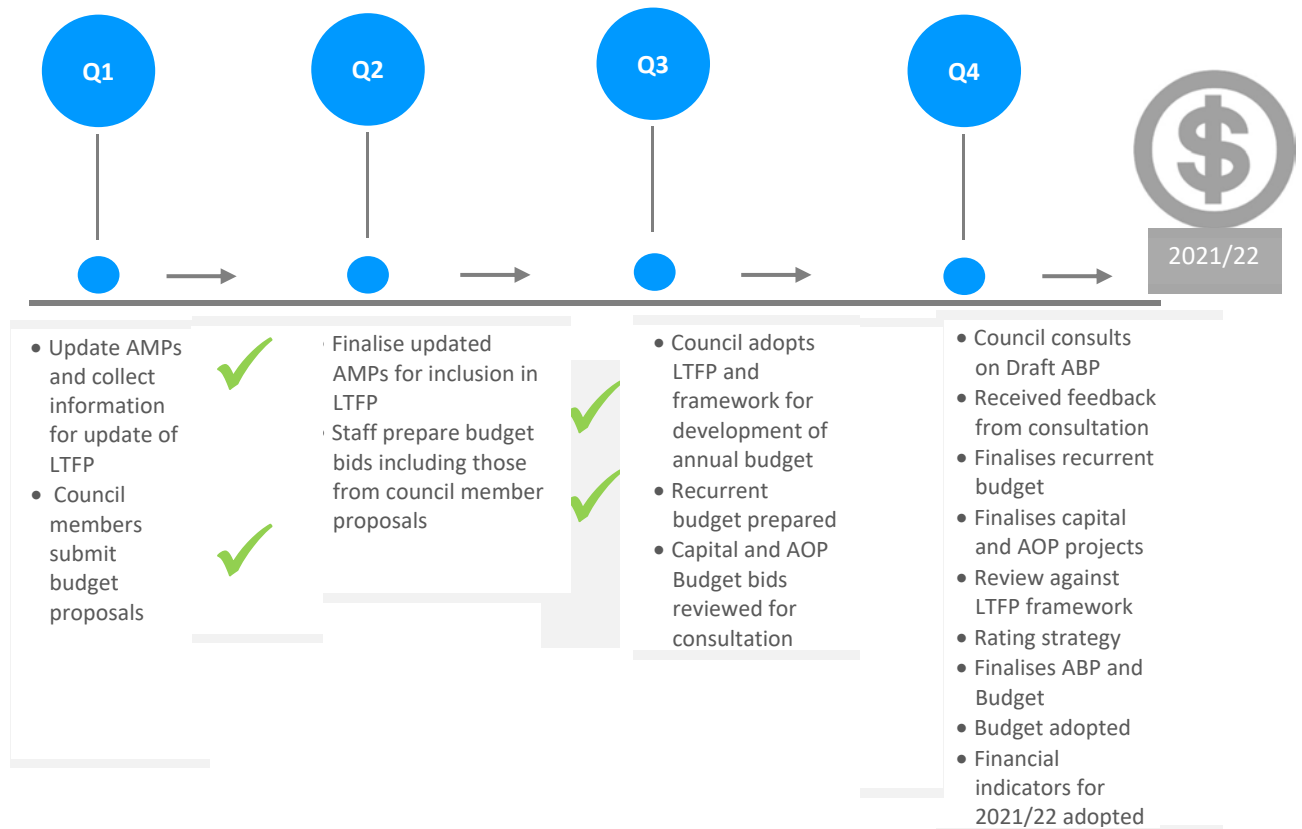
Strategy: Review and regularly update the Long-Term Financial Plan to ensure financial sustainability into the future.

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

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

Target: The annual budget 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. All projects budget bids for capital and annual operating projects must be completed by 31 January 2021 including the renewal program as derived from endorsed Asset Management Plans. A review of the budget process occurred at a workshop on 02 November 2020 from which the timetable for 21/22 was finalised including dates for scheduled council workshops. Work has also started on an updated Long Term Financial Plan including refinement of assumptions.



Service activity/Project: Rates debt collection

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

Target: Collection rate of 60% on arrears outstanding from 2019/20 of \$2.422m.

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

	Q1	Q2	Q3	Q4
Number of overdue notices issued	6,071	7,416		
Number of inhouse rates in arrears notices issued	Not issued due to COVID-19	Not issued due to COVID-19		
Number of arrears placed in external debt collection	Nil due to COVID-19	Nil due to COVID-19		
\$ value referred to debt collection	N/A	N/A		
Recovery rate %	n/a	n/a		
Arrears from previous year	\$2,422,168	\$2,009,379		
% reduction in arrears	n/a	17.042%		

Total rates outstanding for quarter ending 31 December 2020 is \$50.526m or 45.14% of rates levied for the year (2019/2020 \$48.9m or 44.5%) of which \$2.009m (2.93%) is from rates overdue from the previous year compared to the December quarter 2019/20 of \$1.431m or 2.93%).

As a result of COVID-19 all external debt collection and associated legal action was put on hold temporarily from 31 March until 31 October 2020. All fines and interest at a total cost of \$327k was also waived for arrears outstanding from 31 March 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. From 1 November 2020 both debt collection and fines and interest on arrears has been recommenced with 178 letters sent to those whose debt collection had been put on hold reminding them that resumption of legal action would occur from 1 November 2020 and to contact council to put in a payment plan.

However, those impacted directly by COVID-19 and who meet the criteria can access the COVID-19 hardship policy where the first quarterly instalment up to a maximum capping is waived if they agree to pay the remaining instalments by 30 June 2021 with a tailored payment plan. An application must be made by 31 December 2020.

As at 31 December 2020 we had 66 Applications of which 49 met the criteria and hence \$22,814.51 has been waived of the first instalment.

A reminder notice was again put on the second instalment and on social media posts to advise the community of the COVID-19 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 adhere and put in place a payment arrangement to pay all rates due by June 2021.

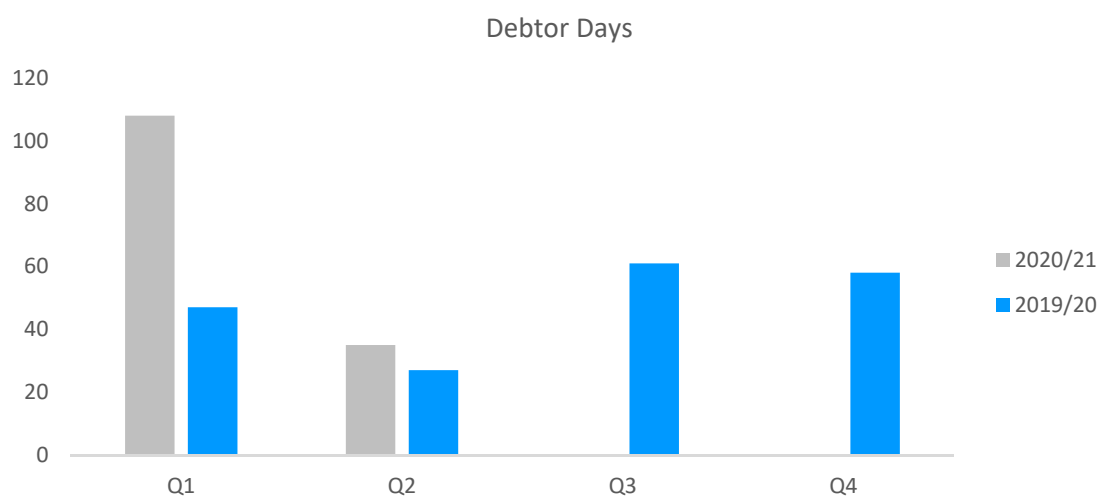
Service activity/Project: Sundry debtors collection

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

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

Outcomes: There was a reduction in days outstanding over the December quarter from 108 days as at September 2020 to 35 days as at December 2020.

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 30% over 2020/21.

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

MONTH	Number of ratepayers using electronic notices	Percentage increase
September 2020	6,516	12%
December 2020	7,489	29%
March 2021		
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	7	6	13	21
PROGRAM STREAM	Wellbeing Program	WHS External Training Program	Reducing Claims	WHS (Skytrust) Reporting System Expansion
ACTIONS COMPLETED	7	6	13	21



OUR LEADERSHIP – Practise transparent and accountable governance.

Strategy: Actively and effectively communicate Council decisions.

Service activity: Council and Committee Meetings

Council and Committee scope: Council, 4 committees

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

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

Outcomes: During this quarter 3 workshops, 12 Council/Committee meeting where 108 items were considered, and 94 resolutions made.

5	502	37	94
Council meetings	Minutes spent in meeting	Items considered	Resolutions made

7	671	53	58
Committee meetings	Minutes spent in Committee	Items considered	Recommendations made

Council and committee items:	
3	considered in confidence
20	remaining in confidence
0	released

Council continues to ensure its commitment to limited use of the confidential orders. 3 new items were considered in confidence. Council now has 20 items in confidence (in relation to 11 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.

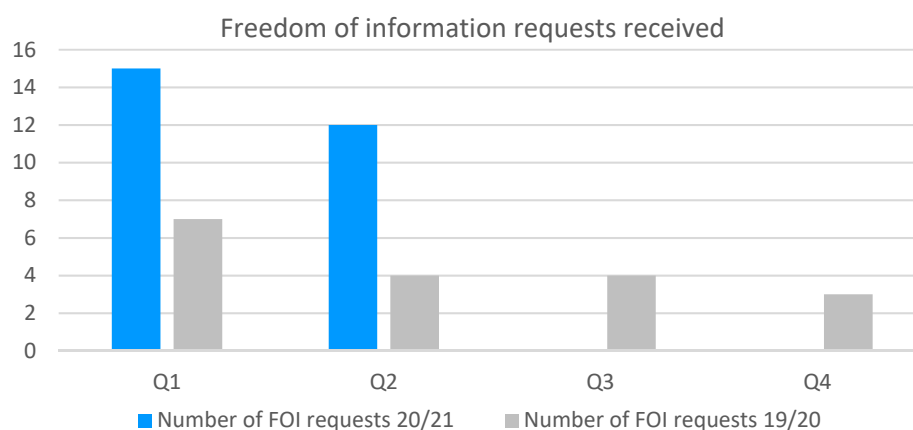
Outcomes: 12 FOI applications were received during this quarter with 8 being determined. 4 applications were withdrawn.

One internal review application was received and processed and one external review from the previous reporting period was determined, making a total of 10 applications determined between October and December.

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

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

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



Service activity/Project: Kaleidoscope articles 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.

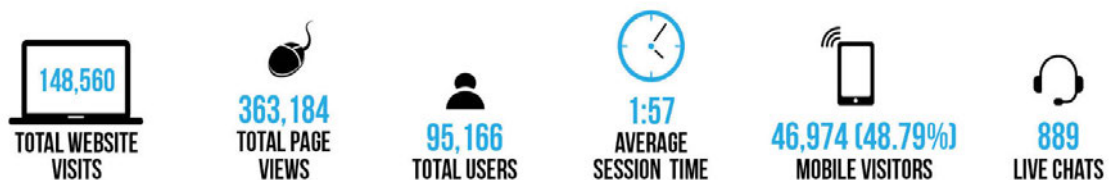
Objective: Actively and effectively communicate Council's decisions and implement marketing and communication strategies to support and promote Council projects.

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 to more views during the summer period. We continued to communicate with our community via Kaleidoscope with the June edition distributed to 57,000 households.

Connecting via our website

Unique Connections	Quarter 1, 20/21	Quarter 2, 20/21	Quarter 3, 20/21	Quarter 4, 20/21
Campaigns	175	162		
Content Posts	309	341		
Messages Received	1,714	1,331		
FB Engagement	37,034	25,888		
Followers	20,164	20,810		



Connecting via Social Media

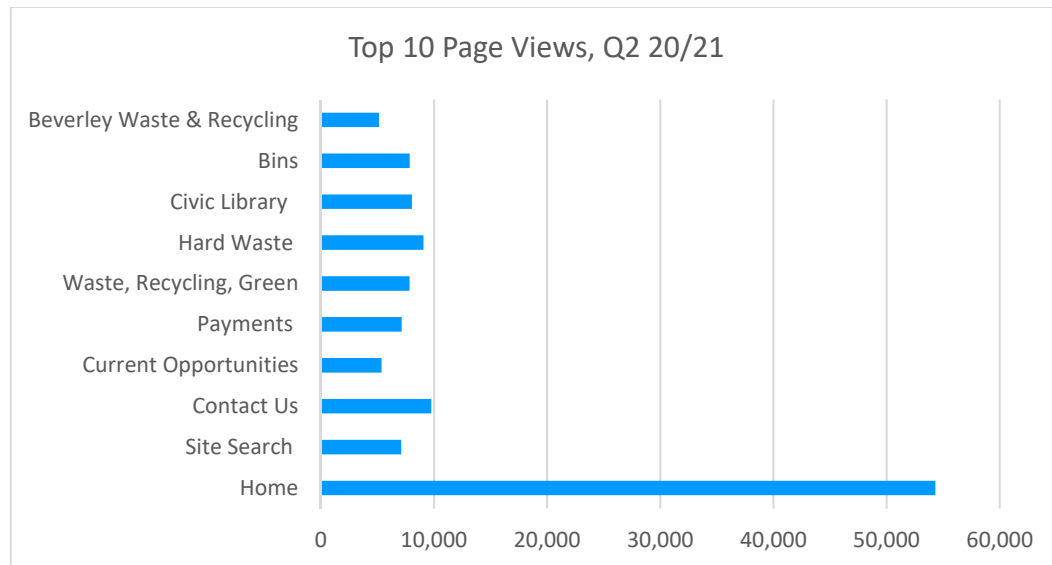

162
NUMBER OF SOCIAL
CAMPAIGNS


341
CONTENT SHARED
TO SOCIAL MEDIA

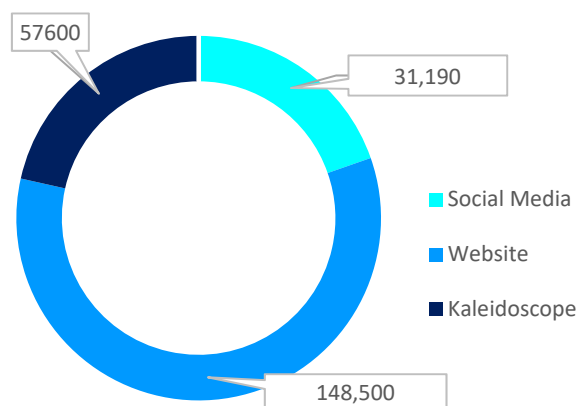

1,331
TOTAL MESSAGES
RECEIVED ON SOCIALS


25,888
FB ENGAGEMENT
REACH (FOR QUARTER)


20,810
TOTAL FB/TWITTER/INSTA
FOLLOWERS



Connecting with Community Quarter 2 - 20/21



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

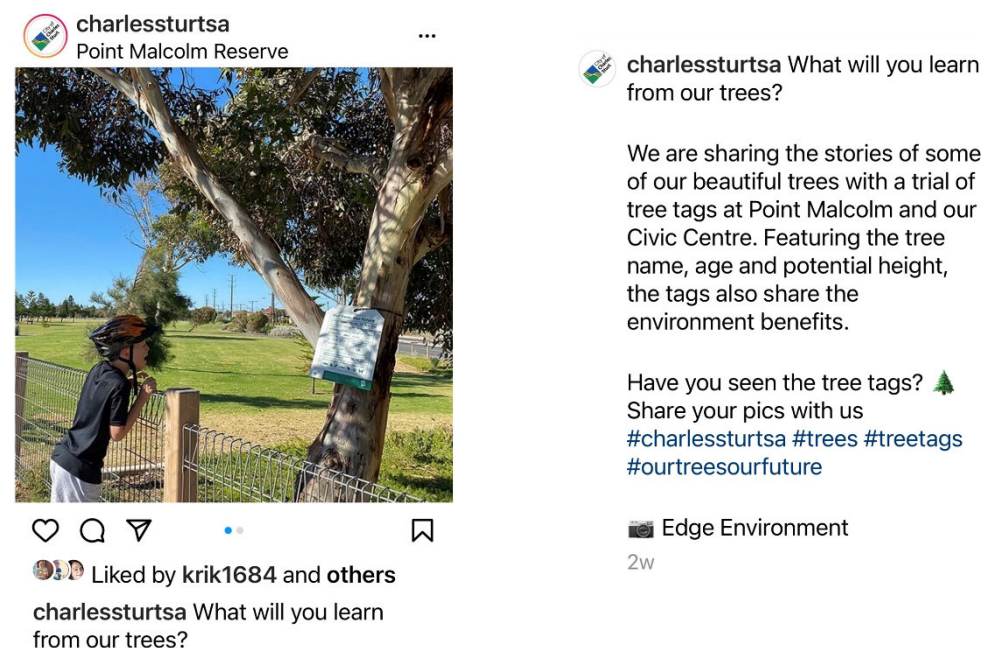
Service activity/Project: Tree Tags Project.

Objective: Use of Instagram and hashtags to promote and gauge response to the project.

Outcomes: The tree tags project is a relatively low-cost and visually high-impact initiative that aims to promote the benefits and stories of trees.

The project was initially scoped to use the consultant to develop limited promotions for the project, however, by using the CCS Instagram platform which lends itself to visual storytelling and the essence of this project, additional tree tags were able to be produced.

This allowed an increase in the number of tree tags (ie more trees to be tagged) without increasing the budget and allows CCS to be included in the global following of #trees #treetags #ourtreesourfuture allowing us to promote to a very wide audience than which we would typically reach.



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 December edition of Kaleidoscope that focus on supporting our community to connect, be a part of and engage with us. This demonstrates our focus on Our Community, at the heart of what we do.

'Accessible beaches this summer' supports the one in five people within our community living with a disability, to enable them to be able to access and enjoy our beaches and all that they offer. With Henley Beach now offering many facilities to support the community such as a Changing Places facility, beach wheelchair hire and beach access. With a significant focus on our Disability Access and Inclusion Plan (DAIP) that is out for consultation, we aim to include all of our community to give us their feedback and ideas to better understand, recognize and support those living with a disability in our community.

To reinspire and reignite our community, our libraries have showcased all that is to discover and be inspired at your local libraries. Following on from restrictions, many events returned to our libraries to reconnect our community and continue to educate through a range of programs on offer.

Our Economic Stimulus Package, designed to support our community in a range of ways, highlighted our arts, culture and recreational club support which enabled many activities to continue during restrictions in different ways. With our sporting clubs being impacted significantly during this time, the Recovering Clubs grant contributed to many clubs having the mechanism to continue operations and support their communities through a range of restricted measures. This article touched on highlighting a few examples of support provided from the arts industry to sporting clubs in our community who benefitted from the grants provided.

We provided a project update on our infrastructure works, namely the South Road underpass and River Torrens Linear Park upgrade project, the largescale West Beach Rock Wall project and our upcoming streetscape upgrades for two main precincts in our City – Military Road and Main Street in Henley Beach and Woodville Road. This update informed our community of the significant investment going towards our infrastructure, to support these assets for increased use and ensure the longevity of these assets for many years to come.