

# Quarterly Council Performance Report

Quarter 3 – 1 January to 31 March 2020

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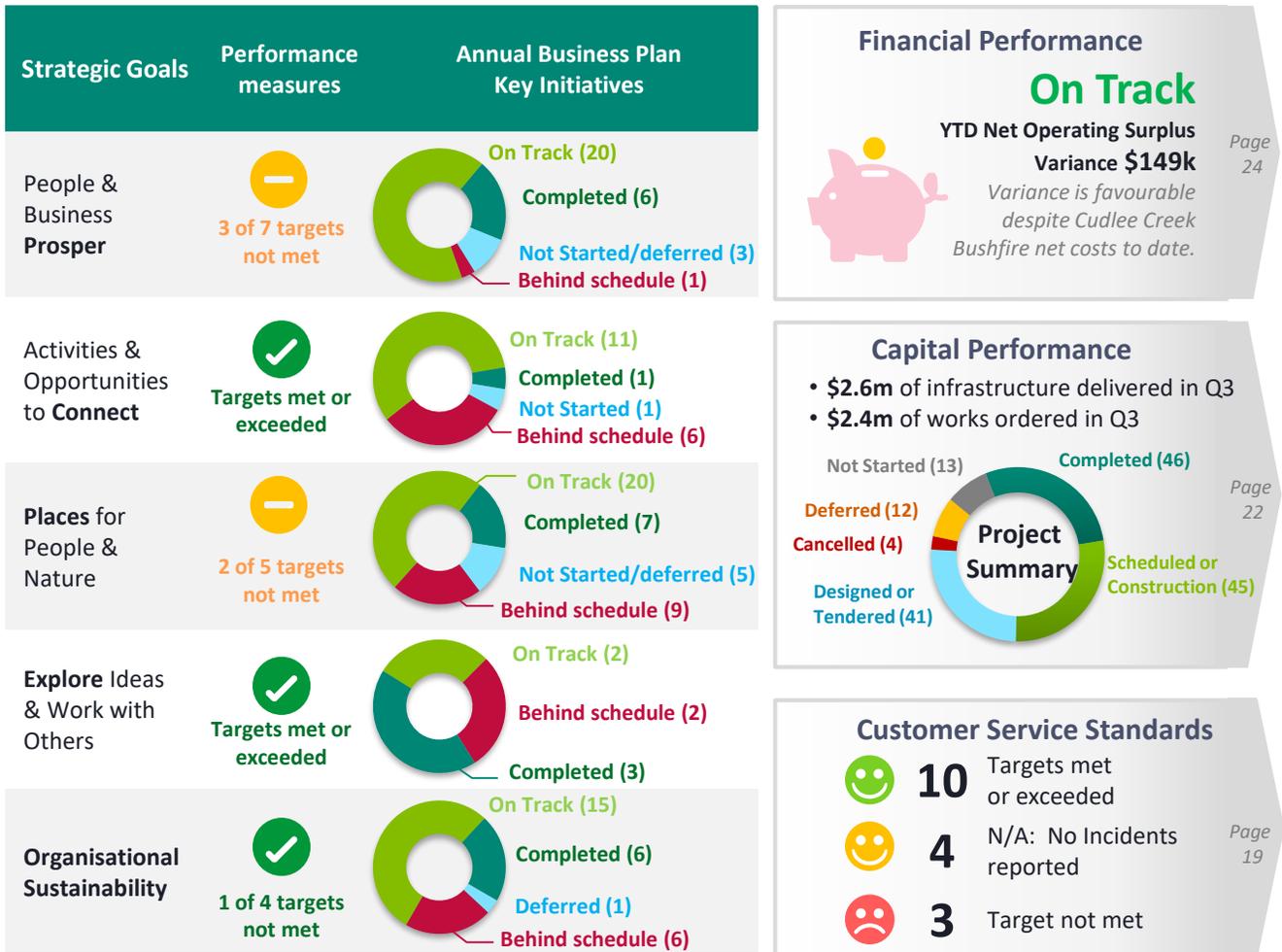


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# 1. Executive Summary

Our performance as at 31 March 2020 is as follows:



## Highlights

- Successfully implemented the work from home strategy during March allowing 140 staff to continue working, while still allowing a safe environment for those who needed to remain in our sites such as the field teams.
- Supported the establishment of a Bushfire Recovery Centre at Fabrik in Lobethal and continued to identify and progress key bushfire recovery initiatives.
- To assist Bushfire affected residents rebuild homes and damaged structures, we gave priority to the processing of their development applications. We received 26 of these application in March and 72 by the end of the reporting period.

## Risks & Challenges

- The need to divert resources in response to the Cudlee Creek bushfire resulted in some impacts to service delivery and the achievement of objectives / initiatives as outlined in a report to the Council's April meeting.
- The restrictions associated with the COVID-19 pandemic and the related priority shifts have impacted many of our planned activities and targets over Quarter 3.
- Budget Review 3 is expected to produce a reduction to the Operating Surplus as a result of the net financial impacts of the Cudlee Creek Bushfire.

# 2. Performance by Service Area

## 2.1 Community Capacity

### Highlights

The directorate has provided considerable community support, engagement and information during the Cudlee Creek Bushfire including:

- recruitment of a State funded bushfire recovery Community Development Officer
- staff made over 300 check calls to vulnerable clients over 65 living in the bushfire scar immediately following the fire.
- resourcing allocations to ensure Council presence at the Lobethal Recovery Centre
- resourcing allocations to support the Council Incident Management Team
- advocacy for further support for small businesses, including those not directly 'flame impacted'

In response to the COVID-19 pandemic, the directorate has again provided considerable community support, engagement and information including:

- staff made calls to significant numbers of community members enrolled in the Council's Home Care and Positive Ageing programs
- staff have moved many services on-line or provided them in other formats
- providing 'click and call' modified library service for print and audio visual materials
- invested in and promoted online eResources
- moved children's programs online

Council continues to work closely with our business community so that the needs of the region are well understood and communicated through the correct channels. With continual requests for information from all levels of Government, the strength of these relationships has proven to be particularly important during this time.

- Grant applications for both Stream 1 and Stream 2 of the Bushfire Tourism Recovery developed and lodged
- May Business Month cancelled but other business development opportunities through online platforms explored and promoted through e-blasts
- Changes to social distancing measures and other business related initiatives communicated through social media and e-blasts

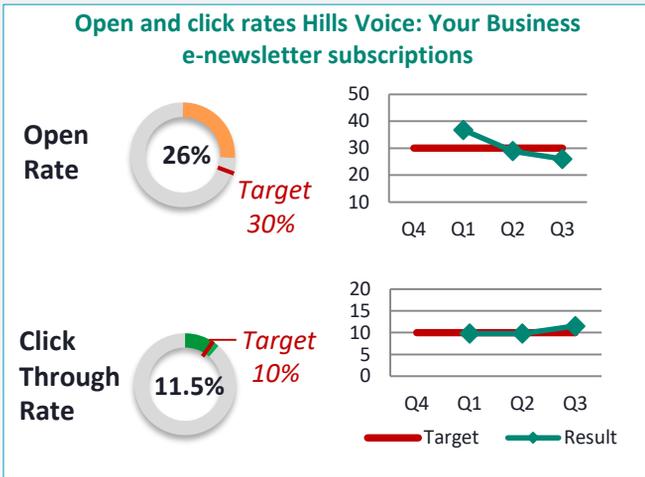
### What's next

- Implement plans to manage re-introduction of community development and library services and programs once facilities are able to be re-opened
- Development of business recovery plan to assist business and industry in their recovery from both the bushfire and COVID-19 disruptions.

Issues	Action Taken	Service area
Funding for Fabrik's redevelopment	<ul style="list-style-type: none"> <li>• Grant funding to assist with the implementation of the development of Fabrik has not been successful at this time however business plan development is ongoing to assist with future grant applications</li> </ul>	Fabrik
Library strategic plan	<ul style="list-style-type: none"> <li>• Research underway to formulate structure for the library strategic plan</li> <li>• Statistics and general information for introduction researched</li> </ul>	Library Services
Social inclusion plan	<ul style="list-style-type: none"> <li>• First draft collection policy completed</li> <li>• Researched Collection HQ and Public Library Service statistics to identify methodology to use on an ongoing basis</li> </ul>	Library Services
Local history online	<ul style="list-style-type: none"> <li>• Mt Lofty District Historical Society have developed their own online system with Digital Learning Officer's assistance – needs discussion with Public Library Service to determine how best to get records on catalogue via Portfolio</li> <li>• Have had initial discussions following interest expressed on possibility of putting East Torrens local history online</li> <li>• Gumeracha at this stage requires more discussion</li> </ul>	Library Services

## 2.1.1 Economic Development

### Performance measures - Prosper

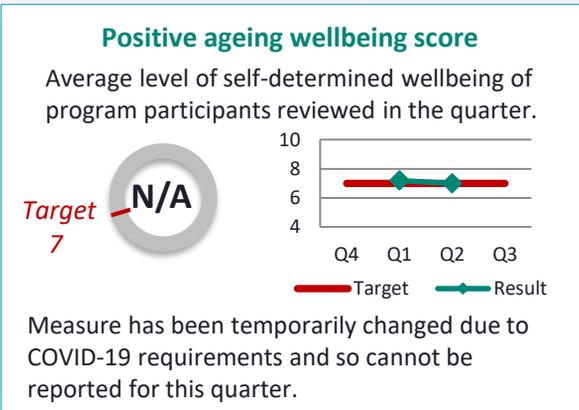


### Our Initiatives - Prosper

- ✓ **Regional Development Australia**
  - AHC continues to support RDA requests for information on key priorities (largely infrastructure) in the region. Most recently, RDA has developed a COVID-19 package of recovery projects and initiatives to advocate to State and Federal Governments for support funding.
- ✓ **Adelaide Hills Tourism**
  - The tourism sector has been heavily hit by recent bushfire and COVID-19 events. Working closely with Adelaide Hills Tourism and SA Tourism Commission to develop and support response and recovery initiatives.
- ✓ **UNESCO World Heritage Bid**
- **Business Month in May**
  - Cancelled due to Covid-19 social distancing measures but other business development opportunities through online platforms explored and promoted through e-blasts

## 2.1.2 Positive Ageing

### Performance measures - Prosper



### Related services measures - Prosper

- 1,630** Hours of **in home support** delivered
- 3,086** Hours of **social support** delivered
- 356** **Transport trips** provided

### Our Initiatives - Prosper

- ✓ **Dementia Friendly Communities Project**
- 😊 **Wellbeing and re-ablement training**
- ✓ **The Brain Hub**
- ✓ **High Tea Dance**
- ✓ **Cross agency collaboration (Hills Connected Communities Project)**
- 😊 **Increasing online presence and access**
- ✓ **Building wellbeing and wellness**
  - Immediately following the Cudlee Creek Bushfire, Community Development staff made over 300 check-in calls to vulnerable clients living in the bushfire scar. Residents reported being extremely grateful for the contact and staff were able to refer them to relevant services. These calls have commenced again on a broader scale during the COVID-19 pandemic to ensure vulnerable and isolated residents have access to appropriate supports.

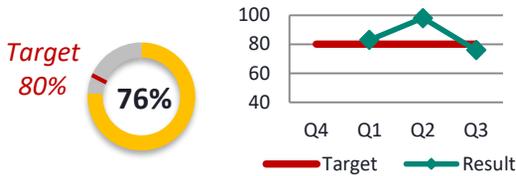
## 2.1.3 Community Development

### Performance measures - Prosper

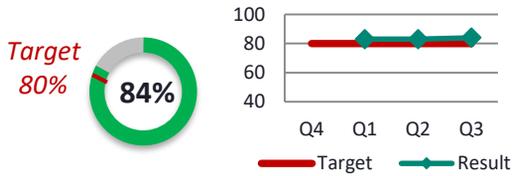
#### Percent of community centre participants with increased social connections



#### Participants who agree the programs/events have increased their feeling of connection

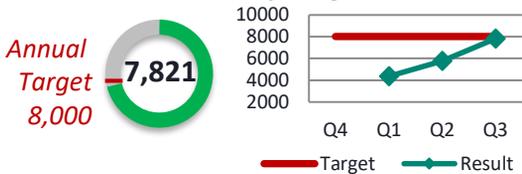


#### Community centre participants who would use the knowledge/skills gained in future



### Performance measures - Connect

#### No of attendees at Adelaide Hills Community Programs



### Related services measures - Prosper

**192** YTD Registered **AHC Volunteers**

**Nil** **Community leader workshop's.** Workshops cancelled due to low levels of interest.

#### No of volunteer hours by service type



#### No of attendees at community programs by service type



### Our Initiatives - Prosper

- ✓ **Regional health planning**
- ✓ **Disability access and inclusion**
  - The development and implementation of a disability action and inclusion plan has become a legislative requirement. The state government and the LGA have released documentation to support the development of the plan but consultation has been delayed by COVID-19 restrictions.
- ✓ **The Hut partnership**
- 😊 **Increase availability of home maintenance services**
- ✓ **Community development**
  - Community Development staff have been working with an even more flexible and adaptable approach to find new ways to support the community during a very challenging year.
- ✓ **Outreach programs**
  - While many programs have been temporarily put on hold there are some such as the Cudlee Creek Bushfire Reference Group that continue to meet online.
- ⊖ **Volunteer movie day**
  - The Volunteer Movie Day occurs in March each year but was deferred due to COVID-19 restrictions
- ✓ **Culture of volunteering**
- ✓ **Volunteer Connect**

### Our Initiatives - Organisation

- ✓ **Volunteer management capacity and capability**
  - A review of volunteer recruitment procedures and a data cleanse have been recent elements of continuous improvement in managing volunteers

### Our Initiatives - Connect

- ✓ **The Uraidla Shed**
- ✓ **The Gumeracha Greed Shed and Op Shop**
- 😊 **Community External volunteering support**
- ✓ **Volunteer engagement**
  - Volunteers are being supported via a special edition series of newsletters, online communication and telephone contact during COVID-19

## 2.2.4 Youth Development

### Related services measures - Connect

120

**Attendees** in youth development workshop/activities.

### Our Initiatives - Connect



#### Youth leadership program

- The inaugural Youth Leadership Program participants have graduated with a number staying on to mentor the next group of participants. The start for the 2020 program has been delayed due to COVID-19 restrictions.



#### Implement Youth Action Plan

- The Youth Action Plan is in draft form following extensive consultation with young people. The State Youth Plan has now been released and staff will look at opportunities for further alignment with the state plan. The implementation of the plan will occur once it has been finalised.

## 2.2.5 Creativity and Arts & Heritage Hub

### Related services measures - Connect

30

#### Artists and creative businesses supported

Two events held: Gathered Masterclass and Changing Places artists-in-communities forum

### Our Initiatives - Connect



#### Establish an Arts & Heritage Hub

- Progression of the development has been hindered by the unsuccessful grant applications to provide funding for the development and the impact of the Lobethal Recovery Centre being located in Building 20.

## 2.1.6 Cultural Development

### Related services measures - Connect

Nil

**Cultural awareness staff training** sessions held this quarter.

**Arts activities and events** cancelled due to bushfires and COVID-19

### Our Initiatives - Connect



#### Multicultural Action Plan

- Hills Harmony Day Picnic cancelled



#### Reconciliation Action Plan

- The Adelaide Hills councils Innovate RAP continues to be developed.
- Staff are looking at alternative options to provide a celebration of Reconciliation week during COVID-19 including online messages, a radio presentation and home based art activities.



#### Arts Action Plan

- The Birdwood Weighbridge Public Art Project was installed in March 2020. The art installation is aesthetically pleasing and also provides improved safety for pedestrians.

## 2.1.7 Library Services

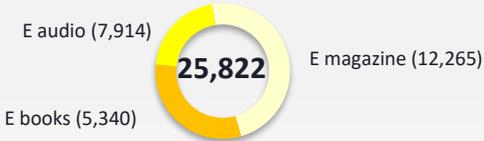
### Related services measures - Connect

**62,286** Physical visitors to all Library branches

**118,504** Website visitors

**103,902** Total print and audio-visual loans

#### No of electronic loans by type



#### No of library program participants



### Our Initiatives - Connect

- ✓ **Digital learning**
- ✓ **Mobile library project**
  - Specifications for a replacement Mobile Library were developed
- ✗ **Library strategic plan**
  - Delayed in light of need to implement changes to ensure safe delivery to modified loan services and enabling Contact Centre and other library staff to work from home.
- ✗ **Social inclusion project**
  - Delayed in light of need to implement changes to ensure safe delivery to modified loan services and enabling Contact Centre and other library staff to work from home.
- ✗ **Local history online**
  - Mt Lofty District Historical Society have developed with support from Digital Learning Officer. There is a possibility in future of building into Library Catalogue. Moving local history collections on line is not always welcomed and groups do not necessarily have the necessary skills to undertake the work.

## 2.1.8 Customer Service

### Related services measures - Organisation

**77%** Service standards achieved – 10 of 13 service standards met their targets. 4 measures had no reportable incidents.

### Our Initiatives - Organisation

- 😊 **Front line customer service delivery**

## 2.1.9 Organisational Innovation

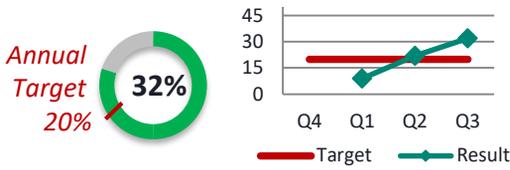
### Our Initiatives - Organisation

- 😊 **Customer satisfaction measurement**
  - Development of customer satisfaction measurement now complete. Surveys regularly distributed focussing both on the experience of customers who contact us via phone and those who have a request that cannot be resolved at first point of contact. Survey feedback and data is analysed to identify opportunities for improvement.
- ✓ **CRM integration**
  - Further integration between CRM and the Confirm Asset Management System planned and dependent on completing particular milestones of the Confirm
- 😊 **Knowledge management**
  - Development on internal Knowledge Bank complete with over 90 articles now published. Strategies and workflows in place to further develop and update articles.

## 2.1.10 Community Engagement, Communications and Events

### Performance measures - Explore

#### Growth of Adelaide Hills Council's social media community (followers)



Growth in social channels attributed to jump in followers during bushfire crisis.

### Related services measures - Explore

#### Community Engagement Opportunities

**1** **Community forum** was cancelled due to COVID-19. Instead an online Q&A tool was used and a written update provided for the Mylor community

**Nil** **Face to face engagement** was undertaken for Council projects due to the bushfires and COVID-19.

**10** **Online engagement opportunities** available. There were 3,200 visitors to our engagement platform and on average 176 visits per day, 11 new registrations.

There were 91 engaged participants via the online engagement platform. This is the number of people that completed a survey, completed quick polls, asked questions, placed pins, contributed ideas or contributed to forums.

### Our Initiatives - Explore

- ✔ **Digital and social media**
  - Become more critical than ever and has boosted our community numbers as they tune in for information and updates.
- ✘ **Marketing & Communication Plan**
  - Has been delayed as the team is stretched with communications delivery in light of bushfire and COVID-19. We have had a couple of strategy building sessions so the plan had commenced prior to COVID-19.
- ✘ **Review Community Consultation Policy and Community Engagement Framework**
  - Has been delayed due to limited team resources. Looking at engaging some external assistance with progressing this.
- 😊 **Video**
  - Completed production of the three video as per project description but video is more important than ever as a delivery mechanism for news, consultation, services and events.

### Our Initiatives - Connect

- ✔ **Events**
  - All events cancelled due to bushfire and COVID have been working with community and our teams where possible to organise and promote alternative delivery.

### Our Initiatives - Organisation

- ✘ **Crisis communication plan**
  - Some minor updates to the basic plan have been made following the bushfire but no further progress as the team focuses on COVID-19 delivery.

## 2.2 Corporate Services

### Highlights

- Strategic Plan Phase 3 (Decide) community consultation completed.
- Long Term Financial Plan community consultation completed.

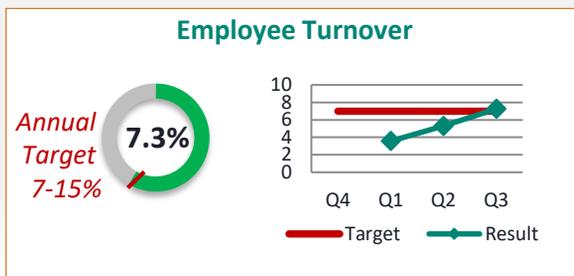
### What's next

- Strategic Plan and Long Term Financial Plan to be considered for adoption by Council in Q4.

Issues	Action Taken	Service Area
COVID19 delays in boundary reform provision finalisation	Meetings with neighbouring council Mayors and CEOs will be scheduled once social distancing restrictions permit	Governance

### 2.2.1 Organisational Development and Workplace Health & Safety

#### Performance measures - Organisation



#### Our Initiatives - Organisation

- ✔ **Work Health and Safety (WHS) People Leader Development**
  - Further definition of the elements to be included in the People Leader WHS training via Skytrust is being discussed and prepared
- ✘ **Develop training for employees in Public Officer responsibilities**
  - With the OD Team involved in organisational support and activities related to COVID-19, no further work has been undertaken.
- ✔ **Review 4x8 Performance Process**
  - A review has been undertaken including feedback externally providing insight into process and documentation considerations. Further discussion and decisions are needed through the Executive Leadership Team before this process can be finalised.

### 2.2.2 Financial Services

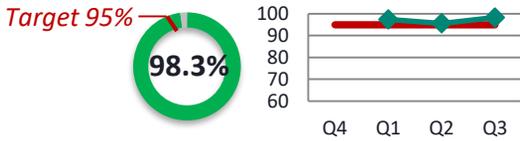
#### Our Initiatives - Organisation

- ✔ **Budget development including rating strategy and fees and charges consideration**
  - Initial workshop proposed for 27 & 28 March 2020 was cancelled. Virtual workshops scheduled for April and May.
- ✔ **Sale of land**
  - 29 properties relating to either deceased estates or where rate notices had been unable to be delivered for many years have been identified for action by Property Services. Project to progress post Covid-19 and bushfire priorities.
- ✔ **Development of 2020-21 Long Term Financial Plan**
  - Long Term Financial Plan for consultation presented to the Audit Committee on 17 February 2020 and Council on 25 February 2020. Consultation was open 2 March 2020 to 27 March 2020 with no comments received.
- ✔ **Annual financial statements**
- ✔ **Procurement framework**

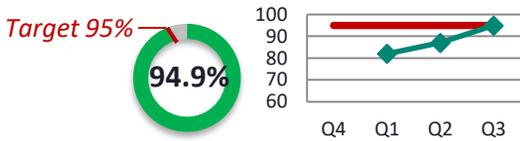
## 2.2.3 Governance

### Performance measures - Organisation

#### Decisions (Council resolutions) considered in open session



#### Council member attendance at ordinary meetings for the period



- 4 approved Leave of Absence and 3 apologies

### Related services measures - Organisation

#### Governance requests

Section 7 search requests	254
Percent of Section 7 completed within legislative timeframe	100%
Freedom of information (FOI) requests	3
Percent of FOI requests completed within legislative timeframe	100%
Percent of Ombudsman investigations upholding Council's decisions	Still pending

### Our Initiatives - Organisation

- ✘ **Delegations management system**
  - Software has been purchased and setup of database is occurring. Approximately 80% of current delegations have been entered with the project envisaged to be completed by 30 June 2020.
- ✔ **Strategic Plan review**
  - Phase 3 consultation occurred during March, Final draft to be presented to Council for adoption in April 2020.
- **Service Review Framework**
  - Program deferred to 2020-21

### Our Initiatives - Explore

- ✔ **Boundary reform provision**
  - There is an intention for the Mayor and CEO to consult with neighbouring council Mayors and CEOs regarding the draft Boundary Reform Report prior to the final report being considered at a Council meeting. The COVID-19 public health emergency is impacting the timing of the neighbouring council consultation.

## 2.2.4 ICT & Information Systems Services

### Related services measures - Explore

- 99.9%** **System availability** (Server uptime)
- 90.8%** **Serviceability rating** – 39 Service Level Agreements not met vs 423 closed tickets

#### ICT Helpdesk

Number of requests logged	490
Number of requests resolved	423
Number of requests closed within 1 day	332 67.8%

### Our Initiatives - Organisation

- ✘ **Multifunction Device Renewal**
  - With the ICT Team involved in organisational support and activities related to COVID-19, this project is under assessment to be deferred 12 months.
- 😊 **Tablets/Laptops and Computers**
- ✔ **Server storage and switching**
  - Installation and configuration of equipment has commenced and will be completed in May 2020.
- ✔ **Internet of things**
  - Project team working on Gateway locations located in the AHC District.
- ✔ **Implementation of organisational information management system**
- ✘ **Destruction of hard copy records**
  - Project paused due to Work from home activities
- ✘ **Hard copy records digitisation**
  - Project paused due to Work from home activities
- ✘ **Information management system integration**
  - Undertaking a review of alternative software tools to assist with migration of data from TRIM

Legend: ✔ = On track/ahead of schedule

😊 = Complete

— = Not started/deferred

✘ = Behind schedule

## 2.2.5 Cemeteries

### Related services measures - Place

#### Number of issued interment rights and burials/interments

<b>Total</b>	<b>67</b>
Transfers	23
Interment rights	21
Burials	14
Interment of ashes	9

### Our Initiatives - Place

-  **Cemetery review**
  - Will be progressed after implementation of the new management system
-  **Stirling Masterplan**
  - Will be progressed after implementation of the new management system
-  **Survey and aerial mapping of cemeteries**
  - Survey and mapping have been undertaken for Stirling Catholic and Mt Lofty cemeteries with the others to be undertaken as part of the implementation of the new management system

### Our Initiatives - Organisation

-  **Cemetery management system**
  - Tender awarded to OpusXi and data migration and system integration work is being undertaken

## 2.2.6 Property Services

### Related services measures - Place

#### 61 Community facility leases/licenses

32 Leases/licenses that are **expired** and in holding over

### Our Initiatives - Place

-  **Crown land review**
  - Additional community consultation to be undertaken to meet requirements of Crown Lands Department, on hold until COVID-19 restrictions are eased
-  **Unmade road review**
  - Being progressively undertaken as resourcing allows
-  **Public toilet review**
  - Being progressively undertaken as resourcing allows
-  **Accommodation review**

### Our Initiatives - Connect

-  **Community & Recreation facility framework**
  - Disruptions to resourcing from bushfire and COVI-19 response has delayed progression of some aspects, being progressed to undertake community consultation

### Our Initiatives - Organisation

-  **Community land register and management plans**

## 2.3 Infrastructure & Operations

### Highlights

- **3817 Ayers Hill Road footpath renewal** - Starting at Laurel Road, this 135m footpath meanders through some very picturesque vistas created by established trees all the way to St Catherine’s Catholic School.
- **Bushfire recovery Lobethal Bushland Park** - The Australian Army and Team Rubicon have lent Council an enormous hand in helping to recover our beautiful Lobethal Bushland Park following the devastating Cudlee Creek Bushfire. The Army attended to many of the unsafe trees identified along the trails, whilst Team Rubicon accompanied Council staff in clearing debris and other hazardous materials off the trails so Council can begin a staged reopening of the park. A huge thank you to both organisations on behalf of Council and community for their tireless efforts in extremely hot and humid conditions.
- **Balhannah Footpath** - The upgrade of the footpath along the southern side of Onkaparinga Valley Road at Balhannah is complete. The project has seen the existing asphalt footpath upgraded to locally made clay pavers. Four new trees have also been planted as part of the project to replace trees which were removed some years ago.

### What’s next

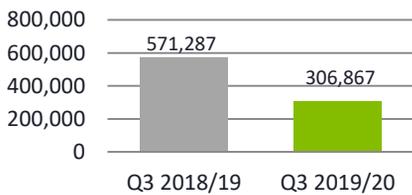
- **Heathfield Netball Courts** - Renewal works are currently underway at Heathfield netball courts with the new asphalt surface laid this week as well as the final concrete pours for the surrounding plinths, path and stairs. Asphalt will cure for four weeks before a new acrylic surface is applied. Tasks next week include fencing, painting and repointing of stonework.

Issues	Action Taken	Service area
Solar PV panel installation will not go ahead on three sites this financial year.	<ul style="list-style-type: none"> <li>• Stirling complex – cannot install due to shading, sprinklers and configuration of existing panels. Stirling-further solar PV feasibility options are being developed</li> <li>• Nairne Road Office - part of the roof structure not able to support solar PV panels and needs replacement. Nairne Road office - further investigation into all parts of the roof to determine best option</li> <li>• Birdwood CWMS lack of infrastructure clarification and therefore location of on-ground PV system. Survey specifically of underground services has been organised</li> </ul>	Sustainability

### 2.3.1 Sustainability

#### Performance measures - Place

#### Decrease Council’s Kilowatt hour use and increase solar PV generation



When comparing our usage to Q3 2018-19, this shows a usage reduction of **46.2%**. Whilst part of the reduction likely relate to LED street lighting installation, it should be acknowledged that there are a number of electricity invoices which are yet to be received and therefore uploaded.

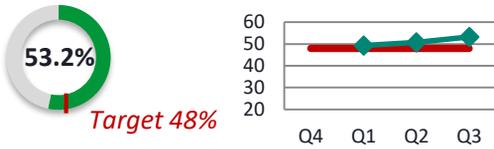
#### Our Initiatives - Place

- ☺ **Community energy program**
- ✖ **Investigate water reuse for Woodside Recreation Ground irrigation**
  - A meeting with SA Water has been scheduled determine if there is capacity at the Bird in Hand Waste Water Treatment Facility for using reuse at WRG
- ⊖ **Design and implement Water Sensitive Urban Design (WSUD) initiatives at the Woodside Recreation Ground**
- ⊖ **Investigation into circular economy products for inclusion in Council’s capital and operational works**

## 2.3.2 Waste & Resource Recovery

### Performance measures - Place

#### Diversion rate of recyclable material away from landfill



### Related services measures - Place

#### No of waste community education sessions



12 Attendees at community education sessions

#### Tonnes of green organics collected



### Our Initiatives - Place

- ✓ Kerbside bin audits
- ✓ Domestic kerbside collection
- ✓ Household chemical and paint drop off
- ✓ Solar/smart bins pilot
- ✓ Waste management and recycling

### Our Initiatives - Prosper

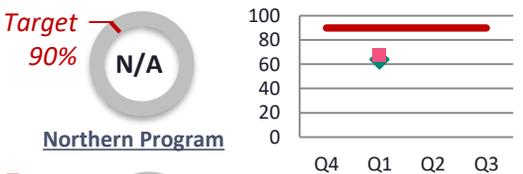
- ✓ Green organic drop off days

## 2.3.3 Open Space Operations

### Performance measures - Place

#### Delivery of Arboriculture (Tree) Zone Maintenance Program

##### Southern Program



##### Northern Program



Data unavailable in Q3 due to bushfire

### Our Initiatives - Place

- 😊 Elm leaf beetle treatment
- 😊 Veteran tree management
- 😊 Asset protection zones

### Our Initiatives - Explore

- 😊 Fleet & plant management

### Related services measures - Place

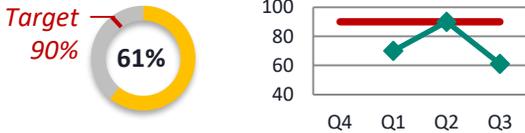
#### Number of customer requests

<b>Parks, Gardens and ovals</b>	<b>68</b>
Gardens	3
Ovals	11
Parks & reserves	36
Parks, gardens & ovals	18
<b>Playgrounds</b>	<b>8</b>
Maintenance	4
Upgrades & general enquiries	4

## 2.3.4 Civil Services

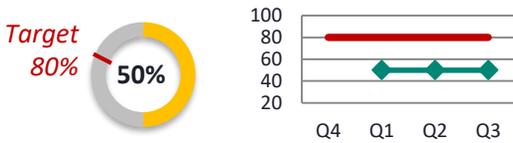
### Performance measures - Place

#### Delivery of capital works program



A number of large projects have been delayed to Q4 start, correlating with major external impacts to Council over Q3.

#### Operational tasks completed within the Civil Zone Maintenance Program



Increasing rollout of in-field devices for scheduling works will improve results overtime.

### Related services measures - Place

#### Number of civil maintenance requests

Roads & Footpaths	
Driveway crossover	14
Footpaths	36
Roads	195
Safety concerns	38
Signs	73
Street lighting	5
Stormwater & Sewerage	
Flooding & blocked drains	87
Septic & community waste waster	13
Stormwater & drainage	90
Trees & Environment	
Creek/water catchment	2
Mulch request	22
Road verges	19
Trees	522
Vegetation	0
Weeds	42
Environment	6
Overgrown grass	60

### Our Initiatives - Place



#### Project management manual

- A cross functional team has formed to oversee the development of an organisation wide project management framework and manual. A project plan has been adopted which will see the manual completed and implemented by the end of 2020. Part 1 draft has been delivered for review.

### Our Initiatives - Explore



#### Online maintenance program

- An online civil maintenance program is available for viewing via Council's website. It is regularly updated, refined and improved.

### Our Initiatives - Organisation



#### Capital project delivery

- The delivery of capital projects in the civil asset classes are progressing well, with all major projects on track to be completed by the end of the financial year.

## 2.3.5 Biodiversity and Habitat Conservation

### Related services measures - Place

#### No of Native Vegetation Marker System (NVMS) sites assessed



Target not reached due to greater overall length of sites in the northern sections of the council area.

**30** BushRAT assessments completed at NVMS sites

**3** Sites had **weed management** undertaken in Q3. 5 sites remaining to be undertaken in 2019/20.

#### No of Woody Weed Control Program sites completed



**1** prescribed burns completed in Q3.

### Our Initiatives - Place

- ✓ **Biodiversity monitoring and management**
  - No AHC reserves to be monitored in Summer quarter 2020 (monitoring is seasonal)
- ✓ **Community capacity building**
- ✓ **Native vegetation marker system (NVMS) program**
  - 30 Bushrat assessments over 14 NVMS sites (Baseline Bushrat surveys completed at 355 sites, of 466 total sites)
- ✓ **Management and monitoring of prescribed burn sites**
  - 7 of the 8 AHC prescribed burn sites were completed prior to June 30 2019, with the 1 remaining completed in autumn 2020. (Morgan Road, Ironbank)
- ✓ **Implement the 2019-2024 Biodiversity Strategy**
  - 33 High priority actions – 31 ongoing, 3 complete. 34 Medium priority actions – 15 ongoing, 3 complete, 20 Low priority actions - 4 ongoing, 4 complete.

## 2.3.6 Emergency Management

### Our Initiatives

- ✓ Emergency management planning

## 2.3.7 Community Wastewater Management System (CWMS)

### Our Initiatives

- ✓ Asset management
- ✓ Legislative and regulatory compliance
- ✓ Septic tank de-sludge program
- ✓ Community Wastewater Management System (CWMS) review
- ✓ Supply of recycled water

## 2.3.8 Sport & Recreation Management

### Our Initiatives - Place

- 😊 **Community & recreation facility grants**
  - 2019/2020 round was completed in December 2019.
- ✓ **Sport & recreation master planning projects**

### Our Initiatives - Prosper

- **Club development workshops**
  - Not commenced due to bushfire & now Covid-19 implications.
- 😊 **Play space upgrades**

## 2.3.9 Asset Management

### Our Initiatives - Place

- ✓ **Confirm asset management**
- 😊 **GIS integration**

### Our Initiatives - Organisation

- ✗ **Asset management plan review**
  - External review being considered and where appropriate incorporated into draft Transport Asset Management Plan

## 2.4 Development & Regulatory Services

### Highlights

- **Waste water system applications** received are now been digitised in order to enable them to be processed electronically. The assessing officer can now access these, through mobile devices onsite, thereby improving processing efficiencies.
- Implementation of the **State's Planning Reform Agenda** continues and staff prepared comments on the People & Neighbourhoods Discussion Paper and Phase 3 of the Planning & Design Code. These were considered and adopted by the Council's Strategic Planning & Development Policy Committee at a special meeting held on 18 February 2020. The comments were subsequently submitted to the State Planning Commission on 28 February 2020 (the deadline for comments) for consideration.
- The **Internal Review** of development application assessment processes and electronic procedures have now been completed.

### What's next

- **Progression of the World Heritage Bid Project** will continue as soon as the outcomes of the City of Adelaide's Expert Review have been completed in late May 2020. The intent is to then meet with the City of Adelaide and the Minister for Environment and Water to identify ongoing collaboration opportunities with the State Government to progress the joint bid.
- **Implementation of the State's Planning Reform Agenda** will continue in the next quarter and staff will work collaboratively with the State Planning Commission to ensure Council's desired outcomes with regard to the new Planning & Design Code and ePlanning System are achieved before the system goes live in September 2020.

Issues	Action Taken	Service area
Delays with software development with external contractor for the electronic development register	Meetings with the executive management of the software company have occurred in order to resolve the outstanding issues and progress is now being made in this regard.	Development Services
Conversion of waste water system and food inspection files to electronic files	As Council's Environmental Health Officers have been required to assist with the enforcement of COVID-19 restrictions, this project has been placed on hold.	Environmental Health
Survey and Investigate impact of wastewater systems on the water catchment	This Project currently is currently on hold due to COVID-19 restrictions and will recommence as soon as the restrictions are lifted.	Environmental Health

## 2.4.1 Public Health Services

### Related services measures - Prosper

#### Wastewater Applications

- 50** Applications **lodged**
- 38** Applications **Assessed and Approved** within 2-4 weeks of receiving all information
- 9** Applications **awaiting further information** to be finalised.

#### Compliance rate of Food Premises at time of inspection



61 of the 63 Food Premises Inspections conducted were compliant.

2 premises had follow up inspections and were found compliant.

### Our Initiatives - Prosper



#### Process waste water system applications electronically

- In early 2020 all wastewater applications received by Council either electronically or as a hardcopy were digitised enabling them to be processed electronically.

### Our Initiatives - Place



#### Investigate impact of wastewater system on catchment

- This project on hold due to COVID-19 restrictions. Note that the Mt Lofty Ranges Project is funded by SA Water and their aim is to capture areas not previously included in the project review undertaken in 2011.

### Our Initiatives - Connect



#### Food safety training

- Staff are promoting on-line Food Safety Training to Food Businesses and Community Organisations to provide an understanding of appropriate food safety and handling practices

### Our Initiatives - Organisation



#### Conversion of files to electronic files

- Project on hold as Environmental Health Officers have assisted with enforcement of COVID-19 restrictions.
- All food inspection files have been digitised. Wastewater files in process of being digitised.

## 2.4.2 Regulatory Services

### Related services measures - Place

**108** **Private properties inspected** as part of fire prevention activities

#### Number of customer requests

<b>Dog management activities</b>	<b>93</b>
Dog pick up	27
Dog return to owner (non-impounded)	22
Wandering	15
Dog attack & harassment	9
Barking dogs	20
Other	0
<b>Non-dog animal management</b>	<b>6</b>

#### Nuisance & litter queries

<b>Total reported</b>	<b>27</b>
Noise	10
Air pollution	1
Littering	5
Nuisance	8
Vandalism/damage	3
<b>Percent resolved</b>	<b>95.96%</b>

### Our Initiatives - Place



#### Dog and Cat Animal Management Plan (DCAMP) implementation

- Community education and awareness program to commence in 2021 in the lead up to the commencement of the cat confinement requirements on 1 January 2022. A consultant has been engaged to design and cost the establishment of cat holding cages at Council's Heathfield Dog Pound



#### Cats By-law review

- This project will only commence when the cat confinement requirements come into effect on 1 January 2022



#### Community education on local nuisance and litter control matters

- This project will commence as soon as the EPA concludes its minor review of the Local Nuisance & Litter Control Act. Council submitted its comments to the EPA on 4 October 2019 and is awaiting the outcome of that Review

### Our Initiatives - Prosper



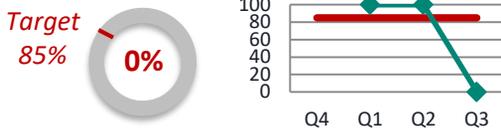
#### Review of Council fire prevention & mitigation activities

- Staff have received the draft consultant's report into the review of Council's activities in this regard and are reviewing the report and its associated recommendations.

## 2.4.3 Planning & Development Services

### Performance measures (Prosper)

#### Applicant satisfaction with the development application process



Only two surveys received but these were both negative. Note one was for retrospective development

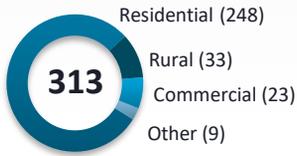
### Related services measures

There has been a reduction in development applications, values and daily average for Q2.

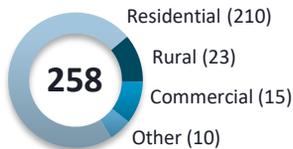
**\$32.7m** Aggregated estimated value of applications lodged

**75** Day average for approval of applications.

#### No of development applications lodged



#### No of development applications approved



### Our Initiatives - Prosper

- ✘ **Electronic development application assessment**
  - The Development Application register is still a work in progress with Council's software developer. Further the on-line payment portal was not up and running as planned within the Quarter – expected completion in Q4.
- ✔ **United Nations Educational, Scientific and Cultural Organisation (UNESCO) World Heritage Bid**
  - City of Adelaide engaged World Heritage Experts to undertake a review of their proposed bid with expected completion in May 2020. They will consider the rural planned settlements around Adelaide, and determine whether it represents an exemplar of systematic colonisation, especially when compared with New Zealand examples.
  - Dependent on the outcome, the intent is to then seek a meeting in June with the City of Adelaide to discuss possible collaboration between the two bids.
- ✔ **State's planning reform agenda**
  - Staff prepared comments on the People & Neighbourhoods Discussion Paper which were considered and adopted by Council's Strategic Planning & Development Policy Committee (SPDPC) at a special meeting held on 18 February. These were subsequently submitted to the State Planning Commission (SPC) on 28 February. No further discussion papers have been released by DPTI for comment at this point in time.
- ✔ **Conversion of Council's Development Plan**
  - Staff completed the community engagement process in January 2020. Comments on the draft zones and policies affecting our Council were reported to SPDPC on 18 February 2020 and submitted to the SPC. We are now awaiting a response from the SPC.
- 😊 **Review of development application assessment process**

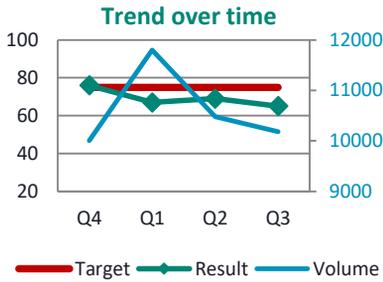
# 3. Customer Service Standards

## 5.1 General Customer Standards

### Answering Incoming Phone Calls

Volume of calls = 10,183

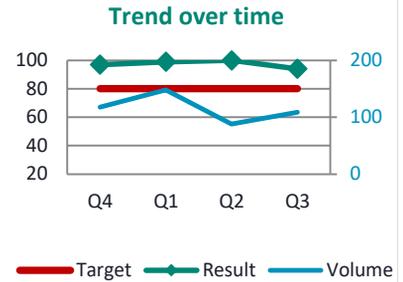
Contact centre calls answered within 30 sec



### Updating Customer Details

Volume of updates = 109

Details updated within 5 days



## 5.2 Service Specific Standards – Time Based Indicators

### New Event Applications

Volume of applications = 16

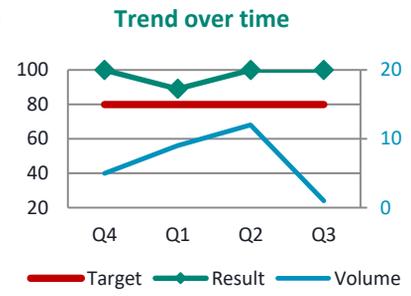
Acknowledgement of receipt within 5 days



### Illegal Burning Complaints

Volume of complaints = 1

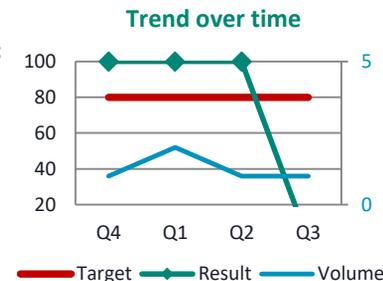
Investigated within 24 hours



### Health Complaints

Volume of complaints = 1

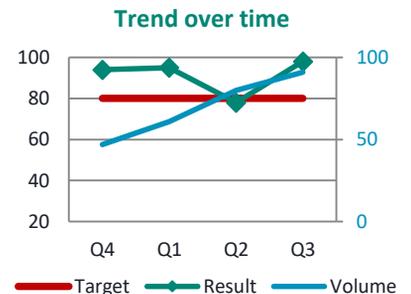
Contact centre calls answered within 30 sec



### Illegally Dumped Rubbish

Volume of reports = 91

Rubbish removed within 3 days

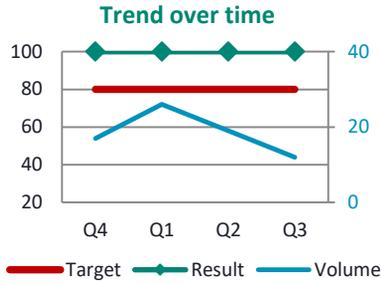


**Comment:** Only one case which missed the 24 hour standard. Request came in late Friday afternoon and was resolved the following Monday.

## Library Services

Volume of requests = 12

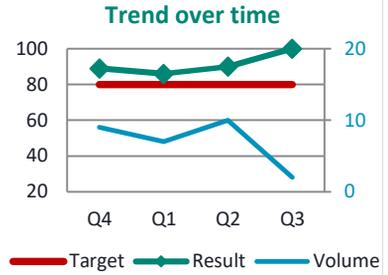
Response to requests to purchase materials within 10 days



## Dog Attacks

Volume of attack reports = 2

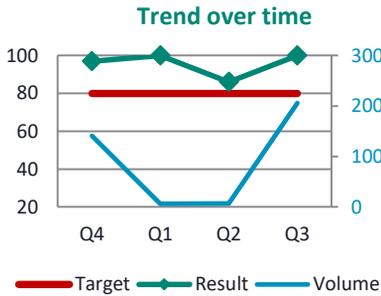
Response within 24 hours



## Wasps

Volume of reports = 206

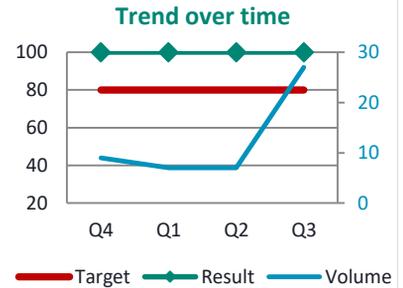
Investigate and action within 7 days



## Development Applications

Volume of applications = 27

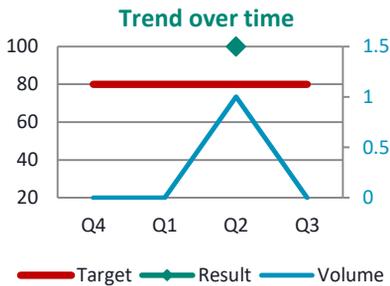
Approval of fast track development applications within 28 days



## Missed Bins

Volume of requests = 0

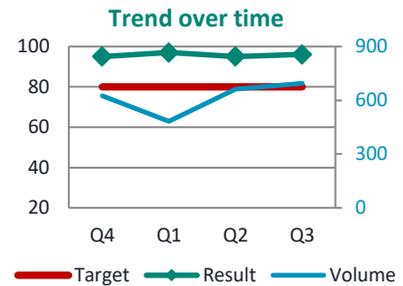
Missed bins collected within 2 days



## Request for Bin Repair or Replacement

Volume of requests = 695

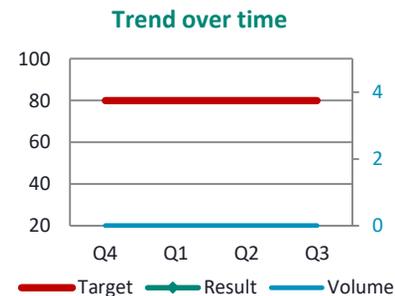
Requests actioned within 7 days



## Footpath Repairs - Hazardous

Volume of repairs = 0

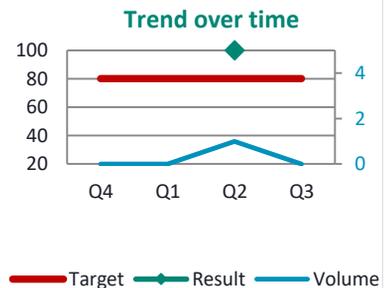
Responded and made safe within 24 hours



## Road Repairs - Hazardous

Volume of repairs = 0

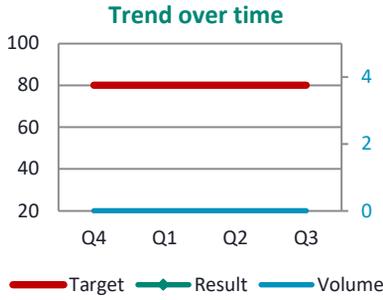
Responded and made safe within 24 hours



### Stormwater Repairs - Hazardous

Volume of reports = 0

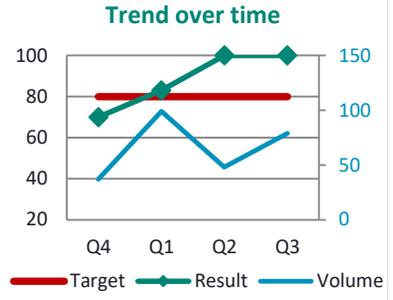
Responded and made safe within 24 hours



### Trees - Hazardous

Volume of reports = 79

Responded and made safe within 24 hours

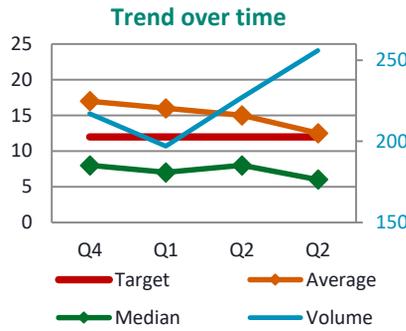


## 5.3 Service Specific Standards – Other Indicators

### Development Applications

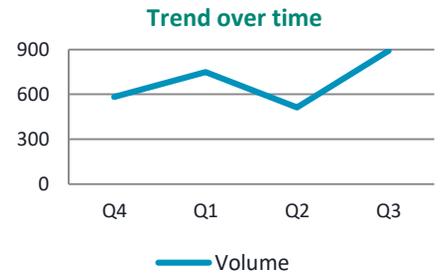
Volume of applications = 256

Average consent time from date of receipt



### Low Risk Infrastructure Requests – Number of New Requests

Volume of new requests = 892



### Low Risk Infrastructure Requests – Average Time to Resolve

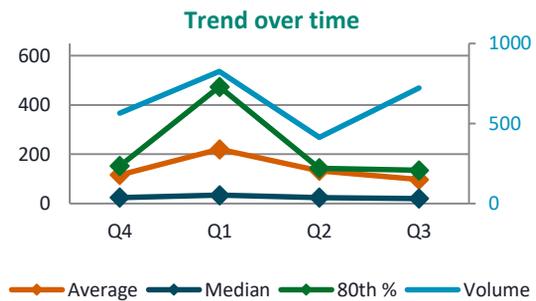
Volume of Requests = 722

Resolution time of requests

Average = 97 days

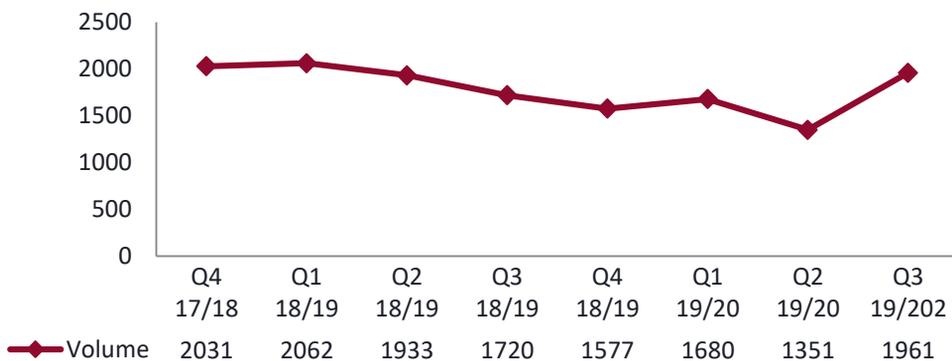
Median = 20 days

80<sup>th</sup> Percentile = 135 days



### Overall Volume of Requests

Trend in volume of requests/customer cases for which there is an adopted service standard, excluding the volume of phone calls



# 4. Capital Works Program Performance

## 4.1 Capital Performance

Quarter 3 of 2019-20 represents the continuation of the 2019/20 Capital Works Program, with \$2.6M of infrastructure delivered during this period and another \$2.4M of works ordered. The primary focus of this quarter has been on tendering and construction, as well as completing earlier works.

### Highlights

- Renewed and upgraded the Heathfield Netball Courts, including new asphalt, acrylic playing surface, drainage, fencing, rails and stairs.
- A long awaited bus shelter was installed on Redden Dr, Cudlee Creek,
- Renewed post and rail fencing along Druids Ave with a high recycled content product (wood/ plastic composite),
- Went out for tender on a new asphalt supply contract which emphasises the use of recycled materials such as rubber, plastic and glass.

### What's next

- Continued delivery of the 2019-20 Capital Works Program across all asset classes,
- Complete the Woodside Gravity Main Renewal and Upgrade project,
- Complete the road shoulder renewal program,
- Complete the Milan Tce pedestrian Crossing,
- Establish a new minor works panel contract.

Issues (if any)	Action Taken	Owner
Service clashes, Junction Rd Balhannah.	Modify design to reduce extent of excavation required, including use of surcharge pits.	Peter Bice
COVID-19	Project Officers have been supported to manage their projects remotely.	Peter Bice

### Performance by Asset Class

<b>Bridges</b>	33%	Concrete patching and major substructure repairs were completed at the Forreston Rd bridge.
<b>Buildings</b>	22%	General building upgrades were conducted region wide.
<b>CWMS</b>	10%	A control cabinet was replaced in the pump station at Birdwood CWMS site.
<b>Footpaths</b>	54%	Footpaths were renewed and/ or upgraded region wide, including Strathalbyn Rd, Aldgate, and Mt Barker Rd, Bridgewater.
<b>Kerb</b>	63%	Kerb renewal works were completed along Moffett St in Woodside.
<b>Other<sup>1</sup></b>	45%	Bus shelters were renewed in Aldgate, Balhannah and Crafers.
<b>Road Pavement</b>	46%	Works were completed on the Lower Hermitage Rd widening project.
<b>Road Seal</b>	32%	Works commenced on the Winton Rd sealing project.
<b>Shoulders</b>	0%	No shoulder renewals have commenced as of this report.
<b>Sport &amp; Recreation<sup>2</sup></b>	36%	Netball court resurfacing and upgrade works were completed at Heathfield.
<b>Stormwater</b>	41%	Detailed design was finalised for Junction Rd stormwater renewal and upgrade project.
<b>Unsealed roads</b>	52%	Works were completed on a number of unsealed roads, including the resheeting of Pedare Park Rd Sth and Willow View Rd, both in Woodside.
<b>Plant &amp; Fleet</b>	55%	Council's fleet renewal program continued, including the delivery of two hybrid vehicles in Council's light fleet.
<b>ICT</b>	18%	Continued implementation of the Record Hub system.
<b>Minor Plant &amp; Equipment<sup>3</sup></b>	61%	Various minor plant and equipment delivered, including variable height desks.

<sup>1</sup> Guardrails, Retaining Walls, Cemeteries, Street Furniture, Traffic Control

<sup>2</sup> including Playgrounds

<sup>3</sup> including library fittings

## 4.2 Capital Financial Performance *(as at 31/3/20)*

Capital Program Summary		Capital Expenditure against Budget	
Projects not started	13	Budget	18,428
Projects cancelled	4	Actual Expenditure	6,903
Projects deferred	12	(including Capitalised Salary Costs)	-
Projects being designed or tendered	41	Project Savings/(overspend) across projects	319
Projects scheduled or under construction	45	Projected Carry Forward	3242
Projects completed	46	<b>PROJECTED CAPITAL EXPENDITURE</b>	<b>14,867</b>
<b>TOTAL Projects</b>	<b>161</b>		

Projects Summary	
Programs Completed	Road re-sheeting program (unsealed roads renewal).
Major Projects Completed	<ul style="list-style-type: none"> <li>Strathalbyn Rd footpath renewal,</li> <li>Heathfield Netball Court resurfacing.</li> </ul>
Major Carry Forwards	<ul style="list-style-type: none"> <li>Crafers to Stirling Bikeway is likely to be carried forward,</li> <li>Sports and Recreation projects tied to ORSR grants,</li> <li>Gumeracha Main Street and Junction Rd stormwater projects will be work in progress.</li> </ul>
Major Savings	<ul style="list-style-type: none"> <li>Unsealed road region wide,</li> <li>Irrigation systems region wide.</li> </ul>
Major Overruns	Church St Pumps Birdwood, due to unplanned required electrical upgrades.
Significant Unfunded Projects	NIL
<b>Projects of Interest:</b> Both West St Mylor and Milan Tce Pedestrian Crossing projects are out for tender.	

## 4.3 Capital Financial Performance by Asset Category

Asset Category	YTD Actuals \$'000	YTD Budget \$'000	YTD Var Fav / (unfav) \$'000	Annual Budget \$'000
Bridges	77	185	108	253
Buildings	422	849	427	2,032
CWMS	59	386	327	625
Footpaths	709	833	124	1,404
Kerbing	177	222	45	301
Other – Ret Walls, Str Furniture & Bus Stops	926	1,320	394	2,160
Roads – Pavements	882	1,148	266	2,075
Roads – Seals	387	950	563	1,320
Roads – Shoulders	-	375	375	430
Roads – Unsealed	811	930	119	1,723
Sport & Recreation	634	750	117	1,892
Stormwater	472	860	388	1,228
Fleet	1,217	1,289	72	2,389
ICT	85	306	221	519
Library	31	28	(3)	47
Plant & Equipment	12	14	2	30
	<b>6,903</b>	<b>10,446</b>	<b>3,544</b>	<b>18,428</b>

# 5. Quarterly Financial Performance

## 5.1 Operating Performance

	YTD Actual	YTD Budget	YTD Variance	Revised Budget
	\$'000	\$'000	\$'000	\$'000
<b>Total Operating Income</b>	44,684	44,308	● 376	46,231
<b>Total Operating Expenditure</b>	28,511	28,283	● (228)	45,820
<b>Funding surplus before Capital</b>	16,174	16,025	● 148	411
<b>Capital Expenditure</b>	6,903	10,446	● 3,544	18,428
<b>Capital Income</b>	2,755	2,494	● 261	4,973
<b>Net expenditure - Capital projects</b>	4,148	7,952	● 3,805	13,455
<b>Net Lending / (Borrowing) for Year</b>	12,026	8,073	● 3,953	(4,099)

Adelaide Hills Council Operating Summary By Directorate as at March 2020				
	YTD Actuals	YTD Budget	YTD Var	Revised Budget
	\$'000s	\$'000s	fav / (unfav) \$'000s	\$'000s
<b>Income</b>				
Community Capacity	1,488	1,397	● 91	1,762
Corporate Services	39,345	39,065	● 280	39,905
Development & Regulatory Services	1,013	997	● 15	1,229
Infrastructure & Operations	2,838	2,848	● (10)	3,334
<b>Income Total</b>	<b>44,684</b>	<b>44,308</b>	<b>● 376</b>	<b>46,231</b>
<b>Expenditure</b>				
Community Capacity	4,975	5,119	● 144	7,036
Corporate Services	9,111	7,959	● (1,151)	8,978
Development & Regulatory Services	2,522	2,600	● 78	3,645
Infrastructure & Operations	11,903	12,605	● 702	17,360
<b>Expenditure Total</b>	<b>28,511</b>	<b>28,283</b>	<b>● (228)</b>	<b>37,019</b>
<b>Operating Surplus (Deficit)</b>	<b>16,174</b>	<b>16,025</b>	<b>● 149</b>	<b>9,212</b>

## Adelaide Hills Council Quarterly Financial Performance

as at March 2020	Income by Function				Expenditure by Function				Net
	YTD	YTD	YTD Var	Annual	YTD	YTD	YTD Var	Annual	Position
	Actuals \$'000s	Budget \$'000s	fav / (unfav) \$'000s	Revised Budget \$'000s	Actuals \$'000s	Budget \$'000s	fav / (unfav) \$'000s	Revised Budget \$'000s	Variance \$'000s
CC Director's Office	-	-	-	-	193	211	18	294	18
Communications, Engagement & Events	3	3	(0)	3	531	533	2	659	2
Economic Development	95	95	(0)	95	327	330	3	429	2
FABRIK Arts and Heritage Hub	32	27	5	51	244	205	(38)	326	(34)
Community Development (Management)	-	-	-	-	185	223	38	317	38
Community Recovery	60	-	60	-	7	-	(7)	-	53
Cultural Development	-	-	-	-	95	101	6	146	6
Grants & Partnerships	-	-	-	-	166	188	21	232	21
Hills Connected Communities Projects	83	77	6	93	65	59	(6)	96	1
Positive Ageing (Home and Social Support)	794	782	11	1,036	731	779	48	1,083	59
Positive Ageing Project (Collaborative)	79	71	8	92	65	58	(7)	94	1
Service Strategy & Innovation	-	-	-	-	94	134	40	185	40
The Summit Community Centre	15	11	3	20	119	119	-	170	3
Torrens Valley Community Centre	23	26	(3)	35	129	116	(12)	164	(15)
Volunteering	-	-	-	-	60	59	(1)	81	(1)
Youth Development	2	1	1	2	97	104	7	154	8
Library Services	304	303	1	336	1,260	1,338	78	1,825	79
Customer Service	-	-	-	-	609	563	(46)	782	(46)
<b>Community Capacity</b>	<b>1,488</b>	<b>1,397</b>	<b>91</b>	<b>1,762</b>	<b>4,975</b>	<b>5,119</b>	<b>144</b>	<b>7,036</b>	<b>235</b>
AHBTC	270	272	(2)	347	207	191	(16)	260	(18)
Cemeteries	208	157	50	210	146	192	46	248	96
CS Director's Office	1	2	(1)	3	219	224	4	311	3
Financial Services	37,552	37,575	(23)	38,260	923	978	55	524	32
Governance & CEO Office	-	-	-	-	1,438	1,475	37	1,968	37
Cudlee Creek Bushfire	1,235	1,000	235	1,000	2,400	1,000	(1,400)	1,000	(1,165)
ICT	-	-	-	-	964	901	(63)	1,158	(63)
Information Management	-	-	-	-	951	1,021	70	1,124	70
OD & WHS	-	-	-	-	349	408	60	576	60
Property Management	52	30	22	49	1,488	1,547	59	1,784	80
Retirement Villages	28	29	(2)	36	25	23	(2)	25	(4)
<b>Corporate Services</b>	<b>39,345</b>	<b>39,065</b>	<b>280</b>	<b>39,905</b>	<b>9,111</b>	<b>7,959</b>	<b>(1,151)</b>	<b>8,978</b>	<b>(872)</b>
Animal Management	418	393	26	402	303	294	(9)	399	17
DRS Director's Office	-	-	-	-	223	231	9	321	9
Fire Prevention	9	6	3	13	60	64	4	97	7
Mt Lofty Waste Control Project	51	50	1	50	38	36	(3)	50	(2)
Parking and By-Laws	27	46	(19)	79	132	129	(3)	179	(22)
Planning & Development	410	394	15	524	1,353	1,400	47	1,925	62
Policy Planning	-	-	-	-	105	107	3	175	3
Public Health	98	108	(10)	162	309	339	30	499	20
<b>Development &amp; Regulatory Services</b>	<b>1,013</b>	<b>997</b>	<b>15</b>	<b>1,229</b>	<b>2,522</b>	<b>2,600</b>	<b>78</b>	<b>3,645</b>	<b>98</b>
Civil Services	957	950	7	1,428	3,471	3,801	330	5,200	336
Community Wastewater Management System	1,818	1,805	13	1,805	394	526	132	883	145
Emergency Management	-	-	-	-	41	66	25	91	25
IO Director's Office	-	-	-	-	228	231	3	319	3
Open Space Biodiversity	1	-	1	-	330	392	62	554	63
Open Space Operations	-	21	(21)	21	3,277	3,325	48	4,341	27
Open Space - Sport & Rec Planning	5	3	2	10	433	463	29	537	31
Sustainability	-	-	-	-	127	146	19	212	19
Sustainable Assets	-	-	-	-	353	377	24	534	24
Waste	58	70	(12)	70	3,249	3,279	30	4,688	18
<b>Infrastructure &amp; Operations</b>	<b>2,838</b>	<b>2,848</b>	<b>(10)</b>	<b>3,334</b>	<b>11,903</b>	<b>12,605</b>	<b>702</b>	<b>17,360</b>	<b>691</b>
<b>Total</b>	<b>44,684</b>	<b>44,308</b>	<b>376</b>	<b>46,231</b>	<b>28,511</b>	<b>28,283</b>	<b>(228)</b>	<b>37,019</b>	<b>149</b>

## 5.2 Additional Operating Initiatives

### Adelaide Hills Council Quarterly Financial Performance

#### 2019/2020 Operating Initiatives - March 2020

#	Description	Department	YTD Actuals \$'000s	YTD Budget \$'000s	YTD Var fav / (unfav) \$'000s	2019/20 Revised Budget \$'000s
735	Performance Benchmarking	Governance	8	6	● (1)	9
753	Boundary Reform Provision	Governance	9	10	● 1	20
754	Strategic Plan Review	Governance	8	9	● 1	15
726	Sky Trust Implementation	OD & WHS	19	24	● 5	33
705	Women's TDU	Comms, Engagement & Events	13	15	● 2	15
706	Small Events Additional Resources	Comms, Engagement & Events	1	4	● 2	5
727	Customer Experience Survey	CC Director's Office	13	13	● (0)	13
760	Community Perception Survey	CC Director's Office	0	5	● 5	5
120	FABRIK	FABRIK	212	178	● (34)	276
702	Disability Planning Materials	Community Development	-	8	● 8	10
709	Gumeracha 20Yr Event	Community Development	-	-	● -	3
710	Youth Leadership Workshop	Community Development	6	8	● 2	11
723	Community Arts Projects	Community Development	1	4	● 3	5
744	Public Art Acquisition	Community Development	7	1	● (6)	7
747	Reconciliation Funding	Community Development	1	3	● 2	5
748	Multicult Action Plan	Community Development	1	7	● 6	10
751	Regional Health Planning	Community Development	2	22	● 20	38
704	Digital Literacy Services	Libraries and Customer Services	27	28	● 1	39
719	Stirling District Masterplan	DRS Director's Office	8	8	● 0	8
720	Crafers Masterplan	DRS Director's Office	8	-	● (8)	20
759	Local Heritage Fund: Contract	DRS Director's Office	-	10	● 10	20
725	Compliance	Health and Regulatory Services	20	25	● 5	35
740	Heritage Agreements	Open Space	3	5	● 2	5
746	Roadside Marker System	Open Space	-	5	● 5	45
763	Bush Regenerator Officer	Open Space	19	56	● 37	83
713	Smart living workshops	Sustainable Assets	1	2	● 1	3
741	Landscape conservation	Sustainable Assets	-	5	● 5	10
742	Bore water use areas-Management Plans	Sustainable Assets	11	20	● 9	20
752	Promotion Plan & Website Update	Sustainable Assets	-	-	● -	-
755	WSUD Training	Sustainable Assets	-	-	● -	2
718	Kerbside Waste Audits	Waste & Emergency Management	-	10	● 10	10
737	Preparedness Consultancy	Waste & Emergency Management	4	5	● 1	10
757	Green Waste Scoping Study	Waste & Emergency Management	-	15	● 15	15
758	Solar Bins	Waste & Emergency Management	6	7	● 1	7
	<b>Total</b>		<b>410</b>	<b>517</b>	<b>● 108</b>	<b>811</b>



**Adelaide Hills**  
COUNCIL

## MORE INFORMATION

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