



NOTICE

of

SERVICES COMMITTEE MEETING

*Pursuant to the provisions of Section 84(1) of the
Local Government Act 1999*

TO BE HELD IN

**COUNCIL CHAMBERS
PLAYFORD CIVIC CENTRE
10 PLAYFORD BOULEVARD, ELIZABETH**

ON

TUESDAY, 21 NOVEMBER 2017 AT 7:00PM

A handwritten signature in black ink, appearing to read "Mal Hemmerling".

**MAL HEMMERLING
CHIEF EXECUTIVE OFFICER**

Issue Date: Thursday, 16 November 2017

MEMBERSHIP

PRESIDING MEMBER – CR ANDREW CRAIG

Mayor Glenn Docherty

Cr Marilyn Baker

Cr Samantha Blake

Cr Denis Davey

Cr Joe Federico

Cr Shirley Halls

Cr Michael Joy

Cr Duncan MacMillan

Cr Dino Musolino

Cr Carol Muzyk

Cr Jane Onuzans

Cr Max O’Rielly

Cr Peter Rentoulis

Cr Adam Sherwood

Cr Gay Smallwood-Smith

CITY OF PLAYFORD STRATEGIC PLAN

1. Smart Service Delivery Program	
<p>This program is about continuing to provide for the changing needs and expectations of our diverse community, delivering the services they require. It means making the most of our community's existing strengths, talents and diversity, and working smarter to connect our community with each other to contribute to overall wellbeing and the economic life of the City.</p>	<p><i>Outcomes</i></p> <ul style="list-style-type: none"> 1.1 High quality services and amenities 1.2 Improved service delivery 1.3 Working smarter with our community 1.4 Enhanced City presentation, community pride and reputation
2. Smart Living Program	
<p>This program is about Council playing its part to make the City more liveable and connected. As our older suburbs age and our population and urban footprint expands, we will find innovative ways to renew and 'future proof' the liveability of our neighbourhoods. It also means ensuring our community has access to smart technologies.</p>	<p><i>Outcomes</i></p> <ul style="list-style-type: none"> 2.1 Smart development and urban renewal 2.2 Enhanced City presentation, community pride and reputation 2.3 Liveable neighbourhoods
3. Smart Jobs & Education Program	
<p>This program is about Council leading by example and advocating to other organisations to support the diversification of our local economy and improve the employment prospects for our community. This includes providing the right environment for investment and business attraction and connecting our community up with the right skills and education for the transitioning economy.</p>	<p><i>Outcomes</i></p> <ul style="list-style-type: none"> 3.1 Growth and diversification of local jobs matched with relevant education and training 3.2 Commercial and industrial growth 3.3 Sustainable economic transformation 3.4 International market connections
4. Smart CBD Program	
<p>This program relates to Council's long term strategy for the redevelopment and expansion of the Elizabeth Regional Centre. In the longer term Elizabeth can expect to be home to a number of facilities and services such as hospitals, a university, significant retail services, medium to high density commercial offices, peak business organisations and high density housing.</p>	<p><i>Outcomes</i></p> <ul style="list-style-type: none"> 4.1 Expanded range of local services 4.2 Growth and diversification of local jobs in the CBD 4.3 Greater housing choice 4.4 Increased social connections 4.5 Commercial growth
5. Smart Sport Program	
<p>This program is about Council's long term vision to create the Playford City Sports Precinct providing local community, state and national level sporting facilities. It will create a focus on healthy communities and promote greater participation in sport and physical activity. It will also support the renewal of adjoining suburbs.</p>	<p><i>Outcomes</i></p> <ul style="list-style-type: none"> 5.1 Enhanced community pride and reputation 5.2 Healthy and socially connected community 5.3 Access to elite sporting facilities
6. Smart Health	
<p>In the longer term the Playford will see expansion of the area around the Lyell McEwin Hospital into a key precinct with tertiary training, research, allied health facilities and residential accommodation. It will have potential links to advanced manufacturing in assistive devices in health, aged and disability. This program is about raising the profile and amenity of the precinct and facilitating new investment.</p>	<p><i>Outcomes</i></p> <ul style="list-style-type: none"> 6.1 Access to quality, local health services 6.2 Increased employment opportunities in health, disability and aged sectors



SERVICES COMMITTEE CHARTER

1 Role

1.1 The Committee's role is to:

- 1.1.1 Act in an advisory capacity to the Council regarding all high level operations.
- 1.1.2 Monitor the Operational performance of the Council as it relates to the delivery of services to standards.

2 Terms of Reference

2.1 The Committee's terms of reference are to consider all matters relating to the:

- 2.1.1 Review and develop operational aspects of Council business.
- 2.1.2 Review and develop the delivery of Council services.
- 2.1.3 Review and develop Council service standards assessed against community need.
- 2.1.4 Review and approve relevant policies where delegation permits.

3 Definitions

Act for the purpose of this policy means the *Local Government Act 1999*.

Chief Executive Officer (CEO) means the Chief Executive Officer of a council and includes a deputy or other person acting in the officer of Chief Executive Officer.

Committee includes Section 41 Committees, other Committees and Panels established by Council.

Council Member means the Principal Member or a Councillor elected by the electors of a particular ward, as a representative of the ward in the City of Playford.

Executive Officer is a staff member appointed by the Chief Executive Officer to support a Section 41 Committee, other committee or advisory group.

Independent Members are members on a committee or panel who are not elected but have been appointed by the Council to undertake a similar role as Councillors on Council's Section 41 Committees or the Council Development Assessment Panel. They are external appointees.

Mayor is the person elected as the Principal Member of the Council to represent the local government area as a whole.

Staff includes Council staff, contractors, volunteers and all others who perform work on behalf of Council.

4 Delegations

- 4.1** The Committee has delegation for the following:
- 4.1.1 Approve Committee's Minutes as a true and accurate record of proceedings.
 - 4.1.2 Develop and approve the Committee's Work Plan.
 - 4.1.3 Appoint a Presiding Member from within the Committee.
 - 4.1.4 Consider and provide a response to LGA Circulars, or other business of an operational nature, in line with the Committee's role.
 - 4.1.5 Consider and approve relevant policies submitted to the Committee in line with the Committee's Role and Terms of Reference. Nothing in this clause prevents the Committee from referring the policy to Council for consideration.
- 4.2** Any other business referred to the Committee in accordance with its Role and Terms of Reference, or where the Committee does not hold the delegated authority, this business may be debated with a recommendation referred to the next Ordinary Council Meeting for consideration.
- 4.3** The Executive Officer in consultation with the Presiding Member may approve a deputation request for business that falls in-line with the Committee's Role and Terms of Reference. The Committee may resolve to seek further information on the business of a deputation, although no further resolution may be passed for the business of a deputation at the meeting the deputation was provided.
- 4.4** Petitions are not delegated to the Committee and are only to be presented to Council.

5 Meetings

- 5.1** The Committee Meeting will be held on the 3rd Tuesday of the month, starting at 7:00pm.
- 5.2** The Committee Meeting will be held in Council Chambers at the Playford Civic Centre, 10 Playford Boulevard, Elizabeth, unless otherwise determined by the Committee prior to the meeting.
- 5.3** Committee Meetings may be called, amended or cancelled by the Committee's Executive Officer of the Committee, in consultation with the Presiding Member.
- 5.4** The agenda will be prepared and distributed to all Committee Members on the Thursday prior to the meeting, with the preference being to distribute electronically.
- 5.5** Special Meetings of the Committee may be necessary from time to time and may be called in accordance with Section 82 of the Local Government Act 1999. Notice of a Special Committee Meeting may be at a minimum of four (4) hours notice, due to the urgency of the matters on the agenda.

6 Membership

- 6.1 The Committee shall comprise the Mayor and all Council Members.
- 6.2 The Presiding Member will be determined by the Committee.
- 6.3 The Term of the Presiding Member will be one (1) year, after which they may stand for re-election.
- 6.4 The term of the Council Committee Members' appointment will be for a period not exceeding the next General Election.

7 Role of the Presiding Member

- 7.1 Oversee the conduct of Committee Meetings in accordance with the Local Government Act 1999 and Code of Practice for Council, Special and Committee Meetings.
- 7.2 Ensure all Committee Members have the opportunity to participate in debate and discussions in an open and encouraging manner.
- 7.3 Where a matter has been debated significantly and no new information is being discussed the Presiding Member may call the meeting to order and ask for the debate to be finalised and a motion be put forward.

8 Role of Committee Members

- 8.1 Actively participate in debate and discussion in a professional manner at all times.
- 8.2 Ensure the Member is prepared and informed of meeting matters prior to the meeting.
- 8.3 Utilise the skills and experience of the Committee Members to effectively carry out the Committee's role.

9 Role of the Executive Officer and Administrative Support

- 9.1 The Executive Officer is appointed by the CEO to support the administration and operation of the Committee.
- 9.2 The Executive Officer and relevant staff may provide advice during the meeting in order to aid informed decision making.
- 9.3 The Committee is appointed a Minute Taker.

10 Reporting and Review

- 10.1 Council will assess the on-going role and effectiveness of the Committee as part of the Committee Review following a General Election or as required by Council.
- 10.2 As determined by the Committee, it may communicate with Council Members and staff on issues of importance to the Council. This communication may be delivered by the Presiding Member or Executive Officer in the form of a presentation to Council Members, a communiqué, a written memo or a report to Council.

11 Supporting Documentation

- [Local Government Act 1999](#)
- [Code of Practice for Council and Committee Meetings](#)
- [Code of Practice for Public Access to Meetings and Associated Meeting Documents](#)
- [Code of Conduct for Council Members](#)

12 Approval and Change History

Approval Date	Approval by	Change
27 Nov 2012	Council Resolution	Scheduled review.
16 Dec 2014	Council Resolution No. 2008	Alignment to Council Elections 2014, Name change from Assets & Services to Services Committee, change to common format, meeting day changed to second Tuesday of month and other minor amendments
28 Jun 2016	Council Resolution No. 2604	Template & Committee Structure Review

**City of Playford
Services Committee Meeting**

AGENDA

TUESDAY, 21 NOVEMBER 2017 AT 7:00PM

1 ATTENDANCE RECORD

- 1.1 Present
- 1.2 Apologies
Cr Carol Muzyk
- 1.3 Not Present

2 CONFIRMATION OF MINUTES

RECOMMENDATION

The Minutes of the Services Committee Meeting held 17 October 2017 be confirmed as a true and accurate record of proceedings.

3 DECLARATIONS OF INTEREST

4 DEPUTATION / REPRESENTATIONS

Nil

5 STAFF REPORTS

Matters to be considered by the Committee and referred to Council

Matters which cannot be delegated to a Committee or Staff.

- 5.1 Proposed revocation over Allotment 48 Mark Road, Elizabeth South and Allotment 61, John Rice Avenue, Elizabeth Vale10

Matters to be considered by the Committee Only

Matters for Information.

- 5.2 2017/18 Quarterly Organisational Performance Report - Quarter 1 (Attachment).....16

6 INFORMAL DISCUSSION

Nil

7 INFORMAL ACTIONS

8 COMMITTEE WORKPLAN

8.1 Services Committee Work Plan (Attachment).....103

9 CONFIDENTIAL MATTERS

Nil

10 CLOSURE

STAFF REPORTS

MATTERS TO BE CONSIDERED BY THE COMMITTEE AND REFERRED TO COUNCIL

***Matters which cannot be
delegated to a Committee or
Staff.***

5.1 PROPOSED REVOCATION OVER ALLOTMENT 48 MARK ROAD, ELIZABETH SOUTH AND ALLOTMENT 61, JOHN RICE AVENUE, ELIZABETH VALE

Responsible Executive Manager : Mr James Pollock

Report Author : Mr Daniel Turner

Delegated Authority : Matters which cannot be delegated to a Committee or Staff.

PURPOSE

To seek Council approval to complete the process to revoke the community land classification over the whole of Allotment 48 Mark Road, Elizabeth South and the whole of Allotment 61 John Rice Avenue, Elizabeth Vale with the view to sell both parcels for the health precinct development.

STAFF RECOMMENDATION

1. In accordance with approval received from the Minister for Planning and pursuant to the provisions of Section 194 of the Local Government Act 1999, and having complied with all requirements thereof, the Council hereby revokes the classification as community land for the whole of Allotment 48 Mark Road, Elizabeth South as described within Deposited Plan 91288 contained in Certificate of Title Volume 6109 Folio 466 and the whole of Allotment 61 John Rice Avenue, Elizabeth Vale as described within Filed Plan 130753 contained in Certificate of Title Volume 2700 Folio 112.
2. The General Manager Strategic Projects & Assets be authorised to consider strategic opportunities for the land, including the disposal of Allotment 48 Mark Road, Elizabeth South and Allotment 61 John Rice Avenue, Elizabeth Vale.

EXECUTIVE SUMMARY

Council has previously resolved to undertake public consultation to revoke the community land classification over portions of the land situated at Allotment 48 Mark Road, Elizabeth South and Allotment 61 John Rice Avenue, Elizabeth Vale.

Public consultation was completed on both proposals with eight (8) objections received however Council resolved on 23 May 2017 to make an application to the Minister for Planning seeking approval to revoke the community land classification over the subject land in accordance with the requirements of Section 194 of the Local Government Act 1999. The Minister's office has now confirmed approval to the revocation proposal for both allotments.

The purpose of this report is for Council to confirm the approval received from the Minister and proceed with its intention to revoke the community land classification of this land to enable Council to consider strategic opportunities relating to the growth of the Lyell McEwin Health Precinct.

1. BACKGROUND

At its meeting on 24 January 2017, Council resolved that community consultation be undertaken to revoke the community land classification over the whole of Allotment 48 Mark Road, Elizabeth South as described within Deposited Plan 91288 contained in Certificate of Title Volume 6109 Folio 466 and the whole of Allotment 61 John Rice Avenue, Elizabeth Vale as described within Filed Plan 130753 contained in Certificate of Title Volume 2700 Folio 112.

During the consultation period eight (8) objection submissions were received and as such a further report was presented to Council for a determination. Council determined at its meeting held 23 May 2017 that it would proceed to seek Ministerial approval to revoke the above mentioned land.

On 3 October 2017, the Minister's delegate advised that he was of the opinion that, on balance, the revocation will be more positive for the Community than not and as such approved Council's proposal.

In order to revoke the community land classification of land, Council must follow the steps set out below in accordance with Section 194 of the Local Government Act 1999 and Council's public consultation policy:

Step	Description	Completed
1	Council decision to commence the community consultation process.	Completed
2	Advertisement placed in the local Messenger inviting comments on the proposed revocation and letters sent to adjacent land owners & occupiers inviting submissions from the public within 21 days.	Completed
3	Any submissions received considered by Council to make a determination to proceed.	Completed
4	Make an application to the Minister for Planning seeking approval to revoke the classification as community land.	Completed
5	If Ministerial approval received, Council to revoke the community land classification in accordance with Section 194 (3)(b) of the Local Government Act 1999	Purpose of This Report
6	Submit a Notice of Revocation of Community Land Classification to the Registrar-General to issue a new freehold Certificate of Title for the revoked land.	

Council has undertaken the requirements of Section 194 of the Local Government Act 1999 for both parcels of land seeking to revoke the classification as community land.

Council is now entitled to make a formal resolution to give effect to the revocation to enable the land to be considered for strategic opportunities including the disposal of land for the expansion of the Lyell McEwin Health Precinct.

2. RELEVANCE TO STRATEGIC PLAN

6: Smart Health

Outcome 6.2 Increased employment opportunities in health, disability and aged sectors

The decision will impact the progress on the Council's Smart Health plan as it will determine the future direction of the Health Precinct expansion. Allotment 48 Mark Road and Allotment 61 John Rice Avenue are currently vacant which provides Council with the most viable and economical option to become strategically placed for the future long term expansion of the Lyell McEwin Health Precinct that will provide access to quality, local health services together with the increased employment creation within the community.

3. PUBLIC CONSULTATION

Community consultation was undertaken for both revocation proposals with an advertisement placed in the local Messenger, letters sent to affected owners, information placed on Council's website and information folders made available at Council's customer service points.

Eight (8) objections were received at the conclusion of the consultation period and subsequently a further report was presented to Council to determine if it would continue to seek Ministerial approval for the revocation of community land classification.

Council determined to seek this approval and the Minister has approved the revocation of community land classification.

There are no further requirements to consult with the community.

4. DISCUSSION

- 4.1** The financial outlook will be unchanged in the short term. In the long-term opportunities will present themselves that will allow Council to benefit from the proceeds received via any potential sales over portion or whole of the allotments that may occur.
- 4.2** The revocation will allow for enhancement of future health services in the locality, as well as providing ongoing employment to the community upon future development on the sites occurring.
- 4.3** There will be no environmental impact in the short term however future development in the medium to long term may require the removal of a number of trees situated on the allotments.
- 4.4** Parking is a recognised concern within the locality and determination of how to alleviate this issue should be considered as part of any future development plans for the subject land parcels.
- 4.5** The revocation of these allotments will allow Council to explore a number of allied health options that will assist with the increased demand in line with the Lyell McEwin health precinct masterplan.

5. OPTIONS

Recommendation

1. In accordance with approval received from the Minister for Planning and pursuant to the provisions of Section 194 of the Local Government Act 1999, and having complied with all requirements thereof, the Council hereby revokes the classification as community land for the whole of Allotment 48 Mark Road, Elizabeth South as described within Deposited Plan 91288 contained in Certificate of Title Volume 6109 Folio 466 and the whole of Allotment 61 John Rice Avenue, Elizabeth Vale as described within Filed Plan 130753 contained in Certificate of Title Volume 2700 Folio 112.
2. The General Manager Strategic Projects & Assets be authorised to consider strategic opportunities for the land, including the disposal of Allotment 48 Mark Road, Elizabeth South and Allotment 61 John Rice Avenue, Elizabeth Vale.

Option 2

Council does not proceed with the revocation of community land classification for the whole of Allotment 48 Mark Road, Elizabeth South and the whole of Allotment 61 John Rice Avenue, Elizabeth Vale.

6. ANALYSIS OF OPTIONS

6.1 Recommendation Analysis

6.1.1 Analysis & Implications of the Recommendation

By proceeding with the recommendation, the revocation of the community land classification will be able to be finalised and application made to the Land Titles Office to create a freehold Title for the land. Following which, the General Manager Strategic Projects & Assets will consider strategic opportunities for the land which may include land disposal.

6.1.2 Financial Implications

There are currently no financial or resource implications. Upon Health Service development occurring in the medium to long term, a further report will be submitted to Council for approval outlining any financial implications in detail.

There are no financial or resource implications.

6.2 Option 2 Analysis

6.2.1 Analysis & Implications of Option 2

Should Council decide not to commence the revocation of community land the following implications would be considered to apply:

- Council would continue maintaining the vacant land allotments.
- Should an opportunity present itself to expand the Health Precinct on these parcels of land (ie an offer made from a developer), a further report would be provided to Council for a decision at this time to commence the revocation process.
- Should Council decide to choose this option, the main impact could likely be the potential of losing a developer/purchaser due to the 6-9 month timeframe required to revoke the land where a different opportunity may presents itself for them to pursue in a shorter timeframe.

6.2.2 Financial Implications

The financial implication in the short term for this option would not differ from option one however it could be significantly different in the medium to long term should it remain as a Community land reserve.

STAFF REPORTS

MATTERS TO BE CONSIDERED BY THE COMMITTEE ONLY

Matters for Information.

5.2 2017/18 QUARTERLY ORGANISATIONAL PERFORMANCE REPORT - QUARTER 1

Responsible Executive Manager : Mr Sam Green

Report Author : Mr Luis Lafosse

Delegated Authority : Matters for Information.

Attachments : 1. 2017/18 Quarterly Organisational Performance Report - Quarter 1

Purpose

To inform Council of the organisation's performance against the Strategic Plan for the first quarter of 2017/18.

STAFF RECOMMENDATION

The "Quarterly Organisational Performance Report – 2017/18 Quarter 1" be received by Council.

Relevance to Strategic Plan

1: Smart Service Delivery Program

Outcome 1.1 High quality services and amenities

Outcome 1.2 Improved service delivery

Outcome 1.3 Working smarter with our community

Outcome 1.4 Enhanced City presentation, community pride and reputation

2: Smart Living Program

Outcome 2.1 Smart development and urban renewal

Outcome 2.2 Enhanced City presentation, community pride and reputation

Outcome 2.3 Liveable neighbourhoods

3: Smart Jobs & Education Program

Outcome 3.1 Growth and diversification of local jobs matched with relevant education and training.

Outcome 3.2 Commercial and industrial growth

Outcome 3.3 Sustainable economic transformation

Outcome 3.4 International market connections

4: Smart CBD Program

Outcome 4.1 Expanded range of local services

Outcome 4.2 Growth and diversification of local jobs in the CBD

Outcome 4.3 Greater housing choice

Outcome 4.4 Increased social connections

Outcome 4.5 Commercial Growth

5: Smart Sport Program

Outcome 5.1 Enhanced community pride and reputation

Outcome 5.2 Healthy and socially connected community

Outcome 5.3 Access to elite sporting facilities

6: Smart Health

Outcome 6.1 Access to quality, local health services

Outcome 6.2 Increased employment opportunities in health, disability and aged sectors

Relevance to Public Consultation Policy

The Organisational Performance Report is principally for internal management purposes and there is no requirement to consult with the community.

Background

The *Local Government Act 1999* requires accountability to the community in terms of both financial management and service delivery. Monthly financial reports are produced separately to the Organisational Performance Reports. The City of the Playford therefore produces this Quarterly Organisational Performance Report to provide an update made in the applicable quarter towards the services and projects funded in the 2017/18 Annual Business Plan, the achievement of the strategic outcomes set out in the Strategic Plan and delivery of services.

Current Situation

Performance reporting assists with the continuous improvement of Council in the achievement of strategic goals and in the delivery of improved services to the community. It also assists business units in the achievement of specific performance targets which are set through organisational planning. The Organisational Performance Report is one of the primary means through which Councillors are provided with information pertaining to Council's strategic performance.

This report aligns our performance reporting to Council's 2016 Strategic Plan Update, adopted in July 2016.

The 2016 Strategic Plan Update incorporates the social and economic programs needed to transform the City of Playford into a Smart City, Connected Community. It details the work that needs to take place over the next four years, leveraging technology to help fulfil the community's vision for Playford to be prosperous, liveable and happy.

There are six programs that collectively build the future of the City:

- Smart Service Delivery;
- Smart Living;
- Smart Jobs & Education;
- Smart CBD;
- Smart Sport; and
- Smart Health.

This Quarterly Performance Report is structured to give an update on the services and projects that are being undertaken by Council in support of each Strategy. Each service or project update includes the following information:

- Service / Project name;
- Community outcome / Project description;
- Links to strategic outcomes / lighthouse projects;
- The last quarter:
 - Highlights; and
 - Issues and counter measures.
- Milestones (projects only); and
- Senior Manager contact.

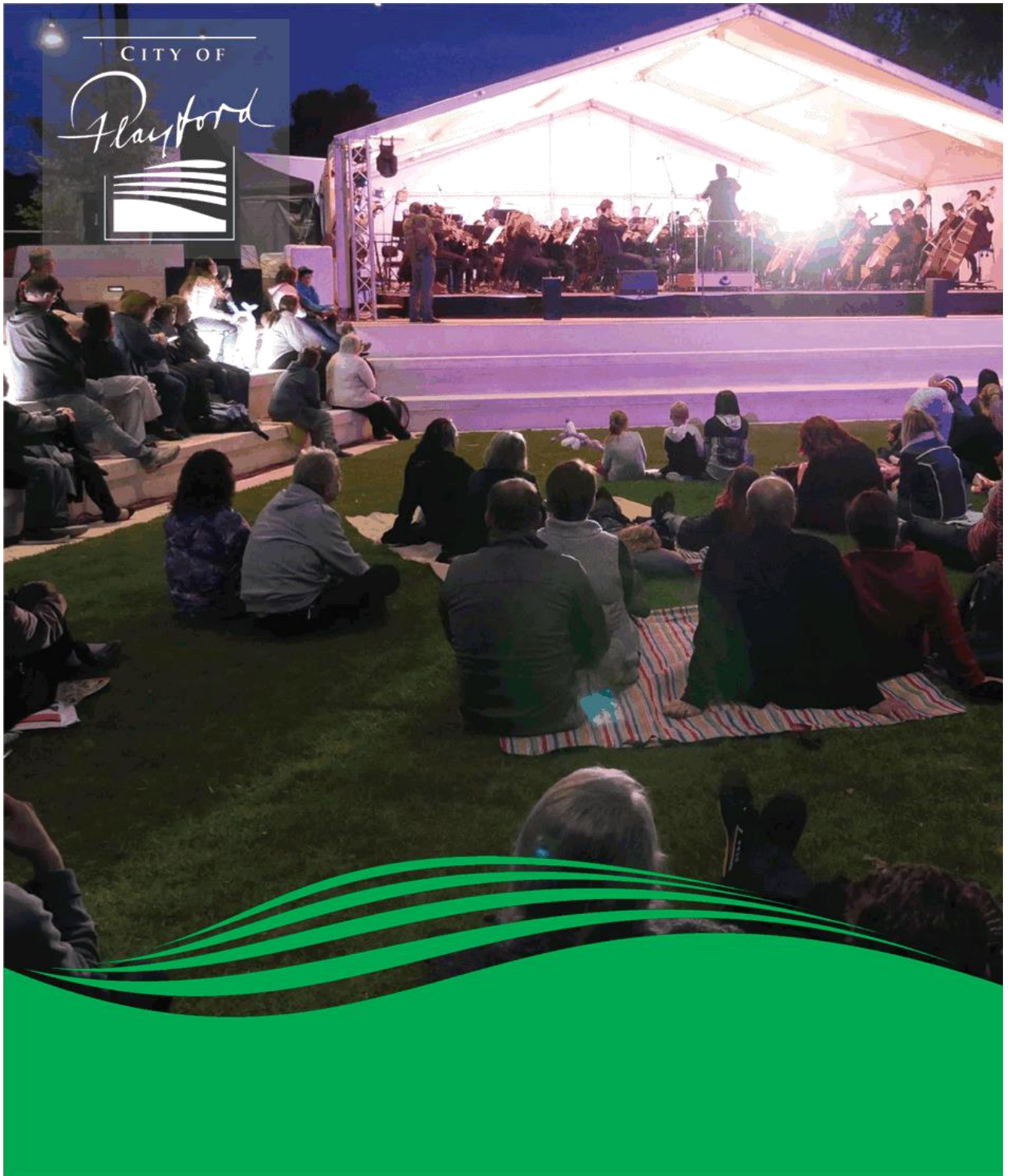
During the last financial year, Service Standard metrics have progressively been developed to ensure that service levels are accurately defined, measured and reported on to enable a consistent and quality level of service being provided to the community.

In addition, Rolling Targets were introduced to the Service Standard Metrics from Quarter 1, 2016/17. Previously the targets were based on 2013/14 measures. The drawback with this is that the targets are sometimes set too high or low due to temporary variations (particularly if they are based on additional funding or grants). With the introduction of Rolling Targets, you will now see a moving target (line) that will automatically adjust to the performance averaged based on the last three years of data which will ensure the targets remain realistic, achievable and relevant.

Included at the back of each Quarterly Performance Report is a summary of the status of the Strategic Projects portfolio for this year. This summary is provided to communicate any minor variations that have been made to the portfolio during the quarter, as well as summarise any major variations that Council have endorsed year to date.

Future Action

Council will continue to be presented with Quarterly Reports that give an update on the services and projects for the applicable quarter.



QUARTERLY ORGANISATIONAL
PERFORMANCE REPORT
QUARTER 1 2017/18



This document forms part of the Measure Section of the City of Playford Business Planning Framework

Title	Quarterly Organisational Performance Report. Quarter 1 2017/18
Author	Strategy & Policy
Business Unit	Strategy & Corporate
Date	November 2017
Link to City of Playford's Strategic Plan	Smart Service Delivery, Smart Living, Smart Jobs & Education, Smart CBD, Smart Health, Smart Sports,
Link to Strategic Outcome	
Document Classification	
Link to other Document	Service Standards, Strategic Plan 2016-2020, Annual Business Plan 2017/18, Asset Management Plan 2017, Long-Term Financial Plan 2017
Endorsed by	
Endorsement Date	



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PURPOSE

The City of Playford produces this Quarterly Organisational Performance Report to provide an update of progress made in the applicable quarter towards the services and projects funded in the 2017/18 Annual Business Plan and the achievement of the strategic outcomes set out in the Strategic Plan.

Performance reporting assists with the continuous improvement of Council and the achievement of strategic goals and the delivery of improved services to the community. As such this report has a dual audience: our community and our Council Members.

As a public document, this report meets the City of Playford's objective of providing transparency in its operations to the community. The report gives details of how we are progressing as an organisation against the services that we have committed to deliver to the community and tracks the utilisation of these services by the community. It also provides an update on projects that are being undertaken in support of the Strategic Plan.

The *Local Government Act* identifies one of Council's roles as being "to keep the council's objectives and policies under review to ensure that they are appropriate and effective"¹. This Organisational Performance Report acts as the mechanism for Council Members to fulfil this obligation in terms of the performance monitoring of progression against our strategic goals.

Internally the report will be used to assist with decision making, planning and evaluation in relation to our progress against the Annual Business Plan and the Strategic Plan over the next four year period.

¹ Local Government Act 1999. Members of Council – Chapter 5. Role of members – part 3. Roles of members of councils (1) (ii)

ABOUT THIS REPORT

In January 2014, Council adopted a new Strategic Plan in response to the Playford Community Vision 2043 and to articulate Council's role in the achievement of a liveable, prosperous and happy City for our Community.

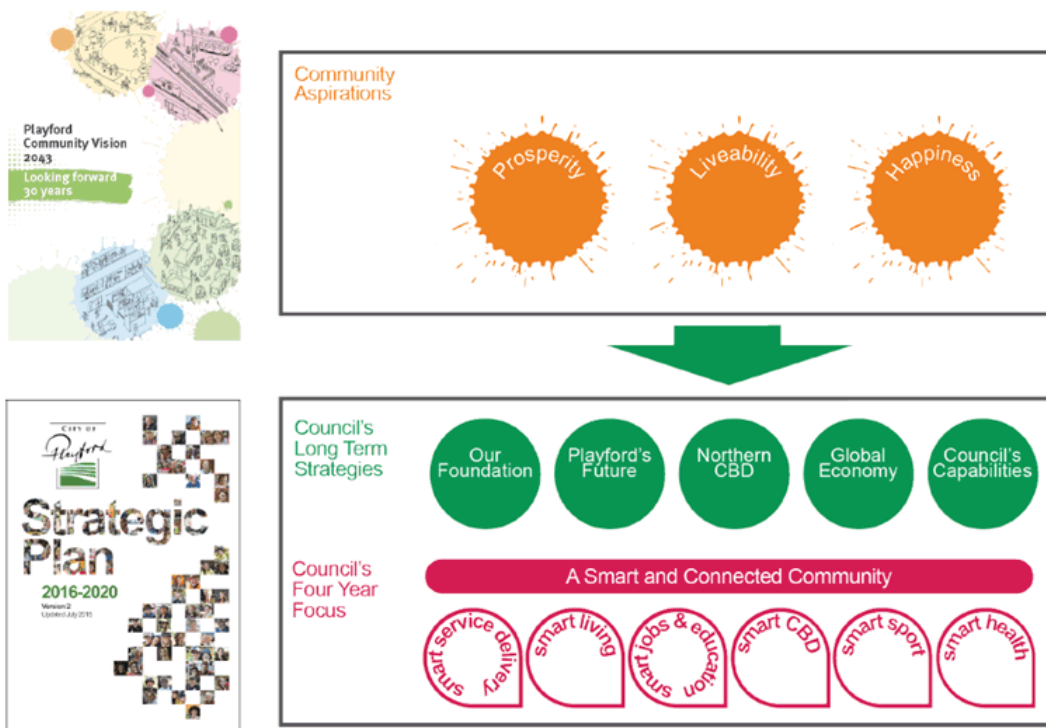
Five long term strategies were developed to describe Council's overarching direction and priorities:

- Strategy 1 – Our Foundations – services, city presentation and community pride
- Strategy 2 – Securing Playford's future and building value
- Strategy 3 – Elizabeth, Adelaide's Northern CBD
- Strategy 4 – Securing Playford's position in the global economy
- Strategy 5 – Building our capabilities

In June 2016, Council revisited its Strategic Plan and found these long term strategies to still be relevant, however endorsed a refreshed version to provide a more focused approach to delivering results against those long term strategies. The original "lighthouse projects" from the previous version have been refined and are now described in terms of six "smart programs", which identify where Council will focus its efforts in the next four years. These Smart Programs will build on Council's ongoing commitment to continuous improvement by looking for smarter, more innovative and efficient ways to meet our community needs.

The six Smart Programs are:

- Smart Service Delivery
- Smart Living
- Smart Jobs & Education
- Smart CBD
- Smart Sport
- Smart Health



This quarterly report aligns our performance reporting to the refocused Strategic Plan, 2016-2020 and is structured to give an update on the services and projects that are being undertaken by Council in support of each Smart Program. Each service or project update includes the following information:

- Service / Project name
- Community outcome / Project description
- Links to strategic outcomes
- The last quarter
 - Highlights
 - Issues and counter measures
- Milestones (projects only)
- Senior Manager contact

The services that Council provide make up our core service delivery to the community and as such the majority are aligned to the Smart Service Delivery Program. This is reflected in this Quarterly Report with the Smart Service Delivery section containing the highest number of updates compared to other sections.

Services and Projects have been aligned to the Smart Program to which they most contribute to, however their relevance to other Programs is noted in the Index on page 7 and in their respective update section.

Service Standard metrics have been developed to ensure that service levels are accurately defined, measured and reported on to enable managers and Council Members to provide a consistent and quality level of service to the community.

Rolling Targets were introduced to the Service Standard Metrics from Quarter 1, 2016/17. Previously the targets were based on 2013/14 measures. The drawback with this is that the targets are sometimes set too high or low due to temporary variations (particularly if they are based on additional funding or grants).

With the introduction of Rolling Targets, you will now see a target (line) that will automatically adjust to the performance average based on the last three years of data which we believe will ensure the targets remain realistic, achievable and relevant.

INDEX

This Index provides an A-Z listing of all Services and Projects, and includes the page number of the respective update as well as the primary and secondary strategies that they relate to.

Page N°	SERVICES AND MEASURE	Primary Smart Program					
		Smart Service Delivery	Smart Living	Smart Jobs & Education	Smart CBD	Smart Sport	Smart Health
69	Business Support and Industry Development			◆			
14	Club Development and Access to Sporting facilities	◆					
17	Community Development	◆					
17	Community Inclusion	◆					
19	Community Venues	◆					
21	Customer Service	◆					
60	Development Services		◆				
22	Environmental Health	◆					
24	Environmental Sustainability	◆					
26	Event Management	◆					
27	Graffiti	◆					
29	Health Initiatives and Playford Community Food Cooperatives	◆					
31	Illegal Dumping	◆					
32	Immunisation	◆					
33	Kerbside Waste	◆					
35	Library	◆					
37	Parks and Reserves	◆					
38	Rapid Response	◆					
39	Regulatory Services	◆					
40	Rural Road Maintenance	◆					
41	Sportsfield Maintenance	◆					
42	Stormwater Network Maintenance	◆					
43	Urban Streetscape Maintenance	◆					
44	Volunteer Strategy and Development	◆					

Page N°	PROJECTS	Primary Smart Program					
		Smart Service Delivery	Smart Living	Smart Jobs & Education	Smart CBD	Smart Sport	Smart Health
73	Angle Vale Community Sports Centre - Female Change Rooms				◆		
61	Argana Park Car Parking Extension		◆				
62	Citywide Stormwater Management Planning		◆				
63	Deed Delivery & Infrastructure Design for Playford Growth Areas Project		◆				
45	Disability Discrimination Act (DDA) 2017/18	◆					
65	Elizabeth Park Renewal		◆				
46	Growing Council's Recycled Water Business 2017/18	◆				◆	
70	Hortex Partnership			◆			
47	Jo Gapper Restrooms	◆					
48	Manchester Circuit	◆					
49	New Footpath Program 2017/18	◆					
50	New Public Light Program	◆					
74	Northern CBD 2017/18				◆		
51	Outstanding Liabilities - Developer Funded Assets	◆					
66	Playford Alive 2017/18		◆				
80	Playford Health Precinct 2017/18						◆
76	Playford Sports Precinct 2017/18					◆	
78	Playford Sports Precinct Event Attraction, Asset Activation & Athlete Pathway Support Program				◆		
52	Road Safety Audits 2017/18	◆					
53	Road Upgrades Program - Black Spot 2017/18	◆					
54	Road Upgrades Program - Roads To Recovery 2017/18			◆			
55	Rural Road Sealing Program 2017/18	◆					
56	School Pedestrian Crossings 2017/18	◆					
57	Sports & Recreation Minor Works Program	◆					
67	Stormwater Infrastructure 2017/18		◆				
71	Stretton Centre			◆			
58	Traffic Program	◆					

PERFORMANCE MEASURES

Organisational Performance Measures have been set by Council to monitor our achievements against our overall strategic goals and to provide focus areas for staff in their day-to-day service delivery. The measures relate to the areas of community interest, organisational accountability and key organisational priorities and fulfil our obligations under Section 123 of the *Local Government Act (1999)*.

The annual Resident Satisfaction Survey acts as the primary mechanism for gathering the results of our work in these areas.

Indicator	Measure	2017	2016	2015	2014	2013	2012	2011	2010
Overall Council satisfaction	Overall customer satisfaction with the City of Playford as an organisation	3.68	3.76▲	3.57▲	3.35	3.50	3.50	3.60	3.65
City wide presentation	Customer satisfaction with level of appearance of public realms	3.56	3.64	3.57	3.50	3.45	3.45	3.35	N/A
Customer Service	Satisfaction rating with the level of organisational wide customer service	3.83	3.95	3.76	3.90	3.90	4.00	3.80	3.6
Accountability	Satisfaction rating with Council being open and accountable to the community in its operations	3.36	3.25	3.32▲	3.00	3.25	3.20	3.30	2.85
Community Engagement	Satisfaction rating with how Council invites community participation in decision making	3.25	3.16	3.23▲	2.80	3.05	3.05	2.95	2.60
Managing growth	Customer rating for how Council plans for the future	3.55	3.56	3.55▲	3.30	3.45	3.45	3.50	2.90
Efficiency and Effectiveness	Customer satisfaction with value for money for rates paid	2.98	2.94	3.00▲	2.60	2.85	2.65	2.80	2.85

▲ = significantly higher level of satisfaction

EXECUTIVE SUMMARY

This Quarterly Organisational Performance Report aligns our performance reporting to Council's Strategic Plan 2016-2020 adopted in June 2016.

The first quarter of 2017/18 has seen the successful delivery of our core services and progress made on a number of Council's significant projects in support of our Strategic Plan. The Plan identifies six smart programs which collectively build the future of our City.

Our **Smart Service Delivery Program** is a solid foundation on which to rebuild and reposition our City. We strive to deliver our services and amenities to a high quality, to raise the profile of the area through enhanced city pride, improved reputation and make Playford a more attractive place for people to live, work and do business.

During the quarter, **Community Development** launched the Playford International College Café and the Blokes in the Kitchen Program. 12 Aboriginal artists presented their work in the Annual Art Exhibition at Civic Centre. The partnership with Northern Adelaide Senior College is allowing students to plan sports events and to work on their technical set up. Finally, the first grant round of this year attracted the largest number of applications than any of the previous four grant rounds with two of them awarded in this quarter. In **Community Inclusion**, the Grenville Community Centre maintained their average of 9,000 attendances per month with new activities, namely Find Out Friday's health info sessions, digital literacy and cartoon art. Staff continue to support families with the transition to the National Disability Insurance Scheme and 205 Community Inclusion's service participants rated overall satisfaction at 98.7% in the evaluation survey. **Community Venues** attendance continues to grow at a 2.5% rate for the quarter.

Customer Service achieved a 16% decrease in the percentage of abandoned calls even in the context of the number of calls increasing in excess of 303. Furthermore, the average queue time decreased 44 seconds compared to the same period last year.

Through a new and more efficient process our **Graffiti** team experienced a relevant increase in the number of removals. **Kerbside Waste** work continues to improve with an average kilogram per household decrease plus a steady increase in the participation in the Green Waste Program. As part of the **Disability Development Act (DDA)** 16 bus pads were completed. A recent network report found the Council will successfully be able to supply recycled water to internal and external customers through its **Growing Council's Recycled Water Business**. **Jo Gapper Restrooms** works have progressed with SA Water being contracted to extend sewer mains and other contractors to supply services closer to the site.

The **New Public Light Program** completed the project designs for Midway Road Pedestrian refuge (Gawler) and One Tree Hill Road / Alexander Avenue Road junction. Likewise the design for Fradd Road was undertaken as part of the **Rural Road Sealing Program**. Finally a design review for Brandis Road is being undertaken as a few areas of potential savings were identified in the **Road Upgrade Program – Roads to Recovery** project.

Our **Smart Living Program** supports the ongoing development and renewal cycle of the city, to improve the presentation and community pride in these areas, ensuring that our residential growth and renewal provide the liveable neighbourhoods and urban amenity required for a growing population.

During this quarter an internal design review was undertaken and a successful contractor engaged after the tender process for the **Argana Park Carparking** construction. The **Citywide Stormwater Management Planning** has advanced with the consultancy contracts executed and the project steering committee established. With dwelling constructors work finalised, streetscape works have been completed in the **Elizabeth Park Renewal**. Playford Alive continues with ongoing works in Peachey Road upgrade and the Crittenden Road culvert construction is planned to commence in September after Council received additional funding. Designs for stormwater works in the northern area of Virginia were commended and currently undertaken as part of the **Stormwater Infrastructure** project.

Our **Smart Jobs and Education Program** ensures that our local workers have the right training and skills to take advantage of growth of jobs in new industries. **Business Support and Industry Development** succeeded in obtaining support for two businesses through the *Small Business*

Development Fund and two start-ups were also supported through grants. The development of a Horticulture Cluster is underway with stakeholder engagement meetings being held to discuss the cluster future agenda. The announcements of the Future Jobs Fund have triggered immediate engagement with larger businesses in the Playford area. The **Hortex Partnership** with the Virginia Horticulture Centre has commenced as a vehicle for collaboration and accelerated business improvement for the horticulture producers in the region.

Our **Smart CBD Program** focusses on the redevelopment of the CBD to a smart city, as we provide an expanded and diversified range of local services, introduce greater housing choice and stimulate development in the City. All the initiatives under **Northern CBD** project have been progressing as planned. With the Prince George Plaza construction completed, the City now enjoys a state-of-the-art open venue with an activation program in place that will contribute to build a more liveable city and even stronger community. Designs have been completed for the multi-deck car park for which Council is currently looking for a construction contractor. Finally, Playford Boulevard was resealed, with paving and planting works along the road and the Prince Charles Walk was also completed.

Our **Smart Sport Program** shines the light on Playford through high level sport and high quality sports facilities which have the ability to change perceptions about our City, leading to enhanced community pride and an improved reputation and profile. This quarter saw the commencement of the Playford Bowling Centre construction and the completion of the Spruance Placeground with the playground equipment to be installed during October. Furthermore the Eyre Sports Park stage 2 works are progressing steadily.

Our **Smart Health Program** ensures our growing and evolving community has access to quality, local health services. The health, disability and aged sectors are predicted to experience significant jobs growth, and this strategy enables us to be well-placed to create employment opportunities for our community. This quarter saw the ongoing progress of the design development phase for the Streetscape and Signage project, the presentation of the Traffic Management & Carpark Draft and the commencement of the Masterplan review. The ACH Group Stage 1 commencement has been delayed to August 2018 due to an agreed sale contract amendment. Finally, ACH Group were successful in obtaining 65 bed licences for the Healthia (ex Vita North) site via the Aged Care Approval 2016/17 Round (ACAR).

Council has progressed in delivering the key services and projects outlined in the 2017/18 Annual Business Plan. Going forward we will focus on our core service delivery to ensure we are achieving it to the agreed community outcomes for our Service Standards. In addition key projects will be progressed to support the achievement of our Strategic Plan, ultimately working towards our Community's Vision for Playford to be liveable, prosperous and happy.

STRATEGIC UPDATE

Smart Service Delivery Program

The Smart Service Delivery Program is about continuing to provide for the changing needs and expectations of our diverse community, delivering the services that they require. It means making the most of our community’s existing strengths, talents and diversity, as well as working smarter to connect our community with each other to contribute to overall community wellbeing and the economic life of the City.

Council will increasingly need to use innovative problem solving approaches and smart technological solutions to ensure we make the best use of our available resources to meet these demands.



Outcomes

- 1.1 High quality services and amenities
- 1.2 Improved service delivery
- 1.3 Working smarter with our community
- 1.4 Enhanced City presentation, community pride and reputation

The following section gives an update on the status of strategic or capital projects being undertaken as well as an update on the services that are undertaken in support of this Program.

The following **services** are undertaken in support of the Smart Service Delivery Program

SERVICES
Club Development and Access to Sporting facilities
Community Empowerment
Community Inclusion
Community Venues
Customer Service
Environmental Health
Environmental Sustainability
Event Management
Graffiti Operations
Health Initiatives and Playford Community Food Cooperatives
Illegal Dumping
Immunisation
Kerbside Waste
Library Services
Parks and Reserves
Rapid Response

Regulatory Services
Rural Road Maintenance
Sportsfield Maintenance
Stormwater Network Maintenance
Urban Streetscape Maintenance
Volunteer Strategy and Development

The following **projects** are undertaken in support of the Smart Service Delivery Program

PROJECTS
Disability Discrimination Act (DDA) 2017/18
Growing Council's Recycled Water Business 2017/18
Jo Gapper Restrooms
Manchester Circuit
New Footpath Program 2017/18
New Public Light Program
Outstanding Liabilities - Developer Funded Assets
Road Safety Audits 2017/18
Road Upgrades Program - Black Spot 2017/18
Road Upgrades Program - Roads To Recovery 2017/18
Rural Road Sealing Program 2017/18
School Pedestrian Crossings 2017/18
Sports & Recreation Minor Works Program
Traffic Program

SERVICE
CLUB DEVELOPMENT AND ACCESS TO SPORTING FACILITIES

Community Outcome
 Engage with clubs/user groups to maximise opportunities for effective management, administration, compliance and utilisation of Council's social capital assets for community access and benefit.

Strategic Outcome
 1.1. High quality services and amenities

Community Measures

Outcome
 There is optimum utilisation of sporting facilities

Measure
 Total number of groups utilising the facilities as % of population

Rolling Target
 New

Result
 New

Highlights
 Relocation of The Grove Tennis Club to the new Playford Tennis Centre and mobilisation of Tennis Gear as facility manager.
 Summer 2017/18 sportfield bookings were done for the first time through the new online portal, providing a user-friendly process for local clubs.

Outcome
 Clubs are complying with their lease and licence agreement

Measure
 Number of clubs complying with their lease and license agreement per total number of clubs in the region

Rolling Target
 New

Result
 New

Highlights
 Compliance criteria for licence agreements is now available for licence holder clubs via an online portal for easier monitoring.

Senior Manager **Paul Alberton**

SERVICE
COMMUNITY DEVELOPMENT

Community Outcome

Support knowledge and skills development of communities and families

Strategic Outcome

1.1. High quality services and amenities;#6.2. Increased employment opportunities in health, disability and aged sectors

Community Measures

Outcome

Community has access to community development programs

Measure

Number of participants in community development programs as % of population

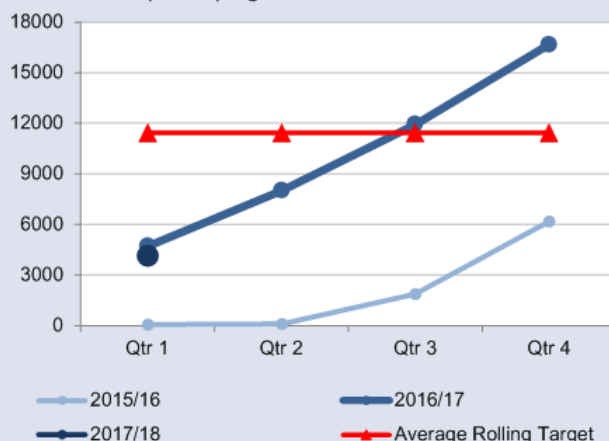
Rolling Target

11,419

Result

4,128

Number of attendances in community development programs



Highlights

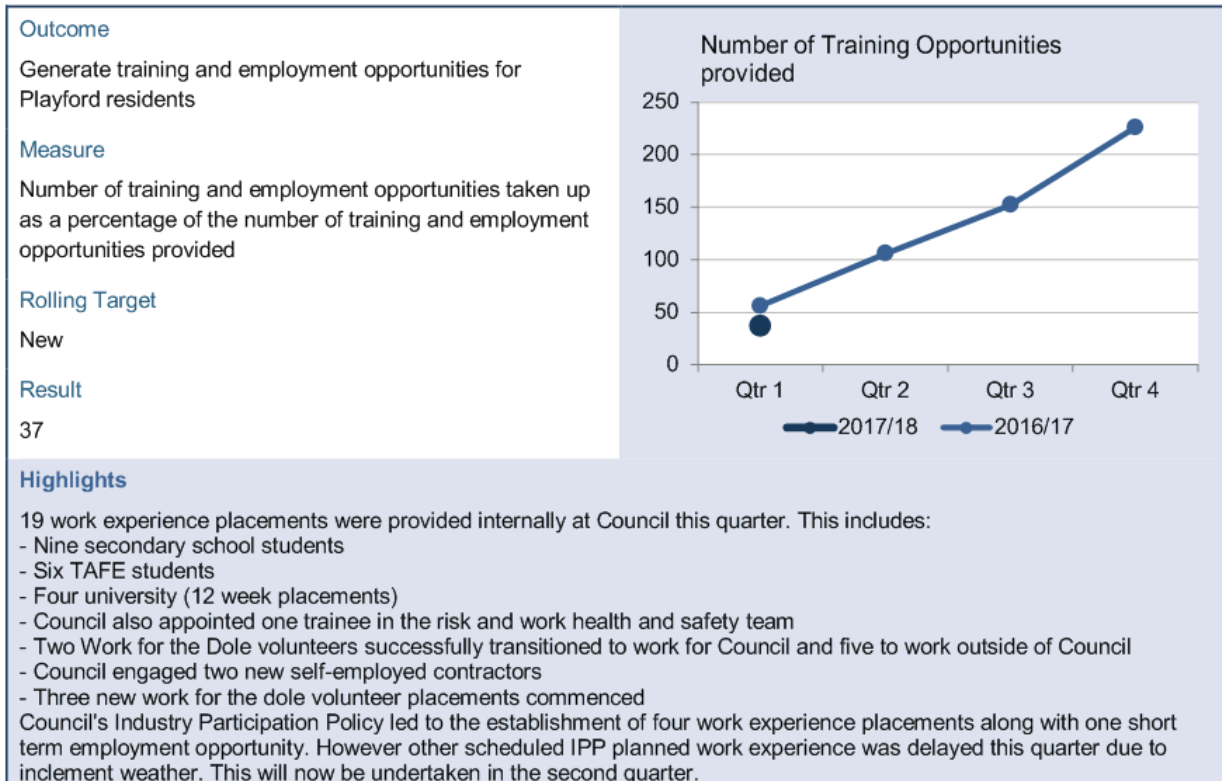
The Elizabeth Rise Community Centre continues to attract new programs and community members. This quarter the Playford International College (PIC) Cafe was launched. In this program the students that are engaged in flexible learning options programs are learning how to cook and run a cafe at the community centre. This program has proven to be very successful for the students and the wider community who are coming along for a shared lunch. Participation in men's programs also continues to increase and a male volunteer and community foodie has commenced the delivery of the Blokes in the Kitchen program. School holiday activities also continue to be popular with over 200 attendees at the last market and fun day.

Marni Waiendi attendance numbers remain steady and 12 Aboriginal artists exhibited their work in the annual art exhibition held at the Civic Centre. The Deadly Fridays program at Elizabeth Rise is steadily increasing in attendance numbers.

28 young people are currently being mentored through the Wheels in Motion program with four young people attaining their P licence this quarter.

Sports events have been added to the youth team suite of activities. This partnership project with the Northern Adelaide Senior College sees students planning the events and the related technical set up required to allow in-house game play at NSS that is streamed live via Youtube, twitch and Facebook. Players compete for a perpetual trophy and prizes and the students' work in the event management goes towards their SACE assessment. These programs have proven to be very popular in the evenings and during school holidays.

The first grant round of this year attracted the largest number of applications than any of the previous four grant rounds. Sporting, Cultural and Academic achievement grants continue to be highly subscribed with 21 grants awarded this quarter.



Senior Manager **Sam Hellams**

SERVICE
COMMUNITY INCLUSION

Community Outcome

Connecting older or vulnerable people to the community through community services and programs

Strategic Outcome

1.1. High quality services and amenities

Community Measures

Outcome

Community services and programs provide opportunities for connecting older or vulnerable people to the community

Measure

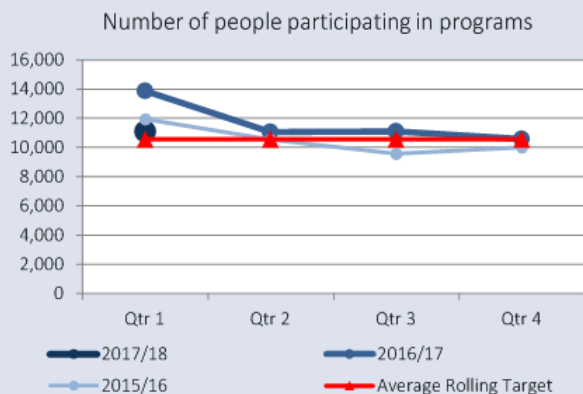
Number of people participating in community programs as % of population

Rolling Target

10,576

Result

11,891



Highlights

Grenville maintained their average of 9,000 attendances per month. A number of new activities were introduced in response to community need, including 'Find out Friday's' health information sessions, digital literacy and cartoon art. Other key highlights include a dementia information forum for carers, a performance by The Adelaide Symphony Orchestra, and launch event for the 'Living life to the Fullest' awards sponsored by Channel 9 and hosted by Kate Collins.

Home Assist engaged two local Social Enterprise Organisations to deliver their Commonwealth funded home garden maintenance services to eligible older residents, providing ongoing work for eight local people with a disability.

11 participants of the Friends Social Inclusion Programs have transitioned to the National Disability Insurance Scheme (NDIS) so far. All chose City of Playford as the preferred provider in their NDIS plans and continue to attend our programs under the new funding scheme. Staff are continuing to work with families to support them with the transition to the NDIS. It is expected that full rollout in Playford will take at least another 6-12 months.

Playford Men's Shed continues to attract new members. The men have been working on a number of projects including building furniture and equipment for Spruance Reserve and making various wooden toys, cheese boards, bird boxes and other items for community events and markets.

Outcome

People feel connected with the community

Measure

Degree of social inclusion among the people participating in community services and programs

Rolling Target

N/A

Result

4.99

Highlights

205 community inclusion services participants completed evaluation surveys. Results show continuing high levels of customer satisfaction and achieved outcomes. Overall satisfaction rated at 97.5%, and 98.67% of respondents indicate the program is delivering on their goals related to increased connection to community, personal safety, wellbeing, independence and/or happiness. Main areas of satisfaction with the services referred to in the feedback relate to quality, timeliness and professionalism with comments such as:

"Excellent to see variety of new programs. My confidence through Art classes and Silver Beat Rock Choir has allowed me to participate in an art exhibition and perform in public outside of the choir."

"Very, very dark and frightful as had no spare globes when the lights blew. Glad Home Assist did work straight away"

"I'm very happy attending the group. I love all the things. Staff very friendly".

Senior Manager **Sam Hellams**

SERVICE
COMMUNITY VENUES

Community Outcome

City of Playford's own community venues which are accessible to the community, are well equipped to cater for a diverse range of events and offer a high quality experience

Strategic Outcome

1.1. High quality services and amenities

Community Measures

Outcome

The usage of Council owned community venues is maximised

Measure

Total number of people attending events in all the venues as % of population

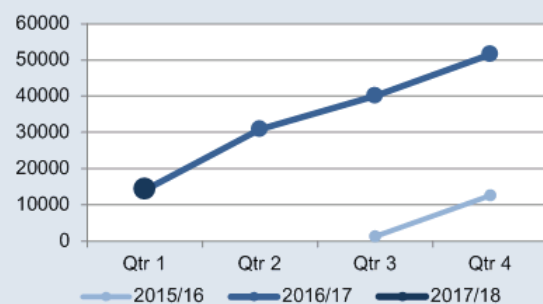
Rolling Target

NEW

Result

14,634

Total number of people attending events in all the venues



Highlights

Community venues has experienced a slight increase in utilisation of 2.5% for quarter one over previous year totals. The consistent nature of utilisation illustrates sound programming generating repeat business. Quarter one demonstrates the venue capacity to attract commercial fee for service activity with events such as Holden National Sales Conference as well as the Department State Development Jobs Fair. These events combined with continuous theatre programming with resident theatre companies supports entertainment and leisure activities for the community.

Northern Sound System events continue to maintain solid attendance rates with increasing number and frequency of "FLIGHT" live events along with Hip Hop gigs, song writing intensives and music recordings.

Outcome

Community feels that Council owned community venues are well equipped and offer high quality experience

Measure

Community members' satisfaction with the community venues

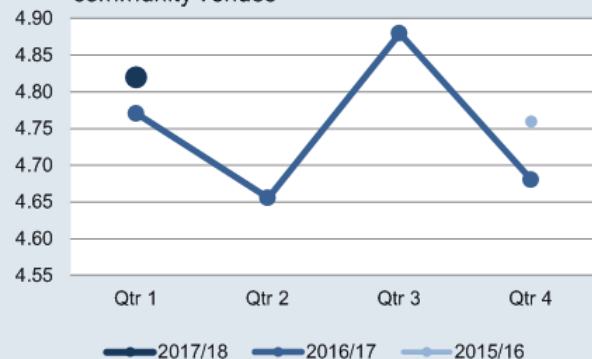
Rolling Target

NEW

Result

4.82

Community members' satisfaction with the community venues



Highlights

Community members satisfaction with community venues remains high with a very small increase of 1% in the satisfaction rating. The interpretation of the mean score of 4.82 indicates extremely high satisfaction. This rating has been achieved during significant impact on the venues during the construction of the Prince George Plaza.

Customer satisfaction has been achieved across a number of measures with an improvement on the rating representing air conditioning and comfort of the venue. This improvement can be attributed to the upgrade to the venue Building Maintenance System.

Senior Manager **Gareth Dunne**

SERVICE
CUSTOMER SERVICE

Community Outcome

Provision of efficient, prompt and accurate customer information and transactional services.

Strategic Outcome

1.1. High quality services and amenities

Community Measures

Outcome

Timely response to customer calls

Measure

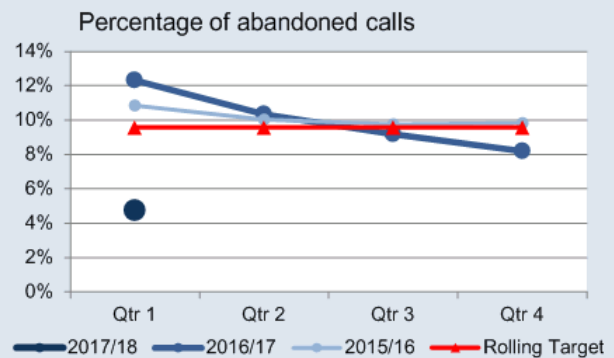
Percentage of abandoned calls

Rolling Target

9.57%

Result

4.77%



Highlights

Quarter 1 results show the lowest percentage of abandoned calls that has been recorded in the last four years. This figure has decreased by 16% from the previous quarter, even though we have handled 303 more calls this quarter compared with the previous.

Outcome

Timely response to customer calls

Measure

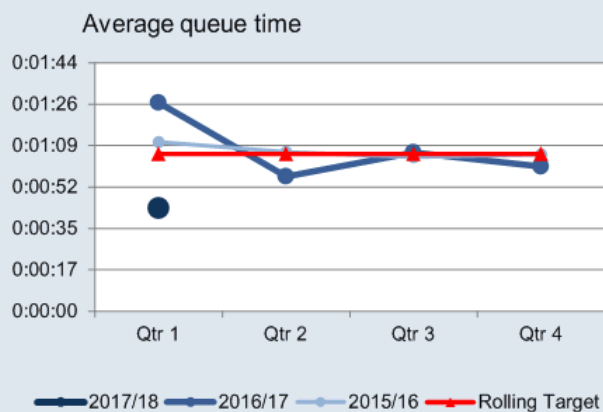
Average queue time

Rolling Target

0:01:06

Result

0:00:43 seconds



Highlights

The Customer Contact team have been able to maintain this great result now for the past six months. The average queue time has remained the same as compared to the previous quarter, though has decreased by a considerable 44 seconds compared to the same period last year.

Senior Manager Gareth Dunne

SERVICE ENVIRONMENTAL HEALTH

Community Outcome

Enhance the quality of life of our community through the assessment, improvement and prevention of factors that pose a risk to human health. Three component to Environmental Health services: Public Health, Food Safety and Waste Water Compliance.

Strategic Outcome

1.1. High quality services and amenities

Community Measures

Outcome

Food businesses comply with required standard of safety

Measure

Number of businesses compliant at inspection per total number of inspections

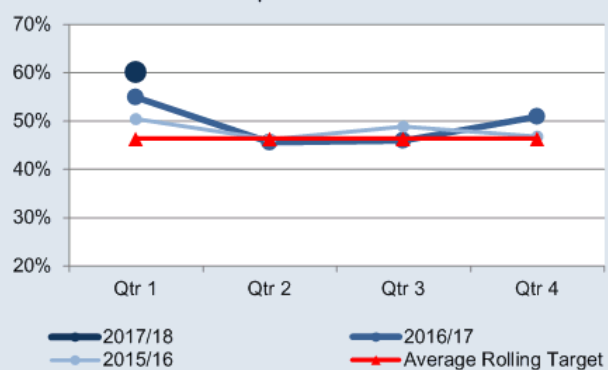
Rolling Target

43.37%

Result

60.16%

Number of business compliant at inspection per total number of inspections



Highlights

During the quarter the Environmental Health Team has focussed on working with food businesses to bring about changes in how they not only understand but also manage their food business responsibilities. This is reflected in the number of food business obtaining three stars or better and a higher number of food business being compliant at the first inspection.

Outcome

Ensure specific waste water systems are operating in accordance with the required standard

Measure

Number of high risk onsite waste water systems compliant with required standard per total number of waste water systems inspected

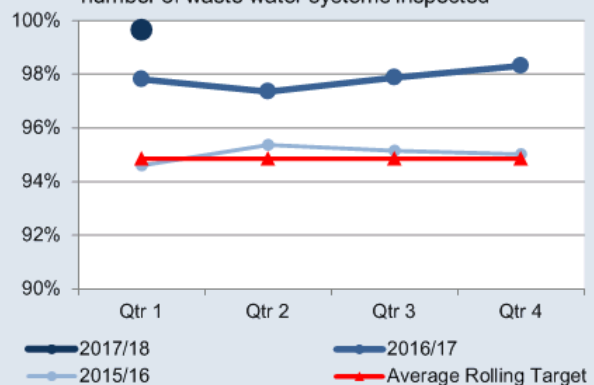
Rolling Target

94.86%

Result

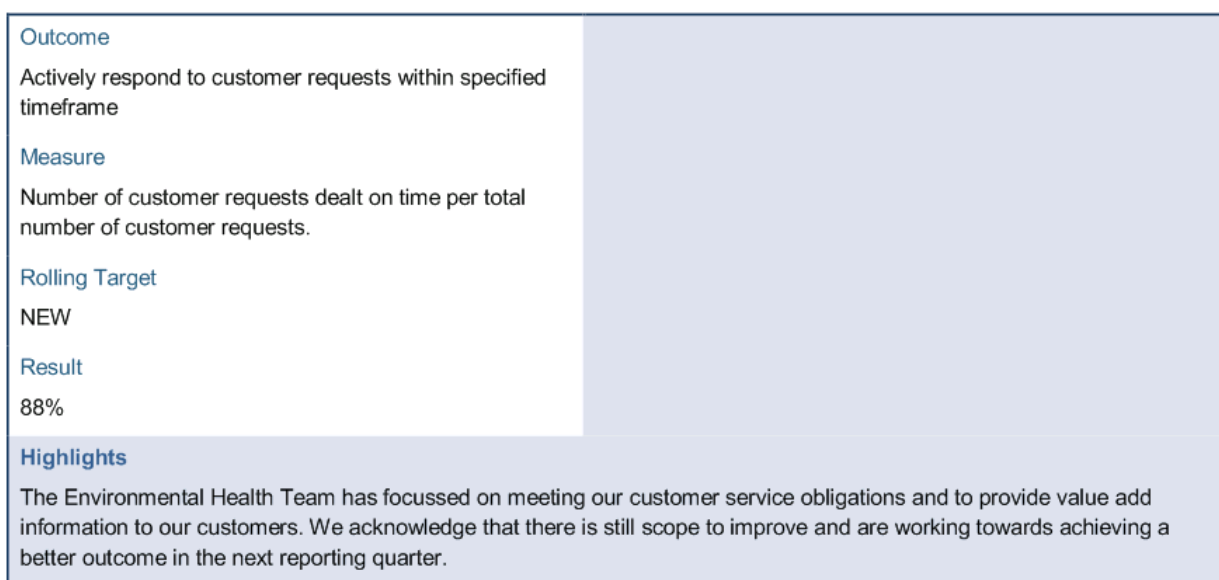
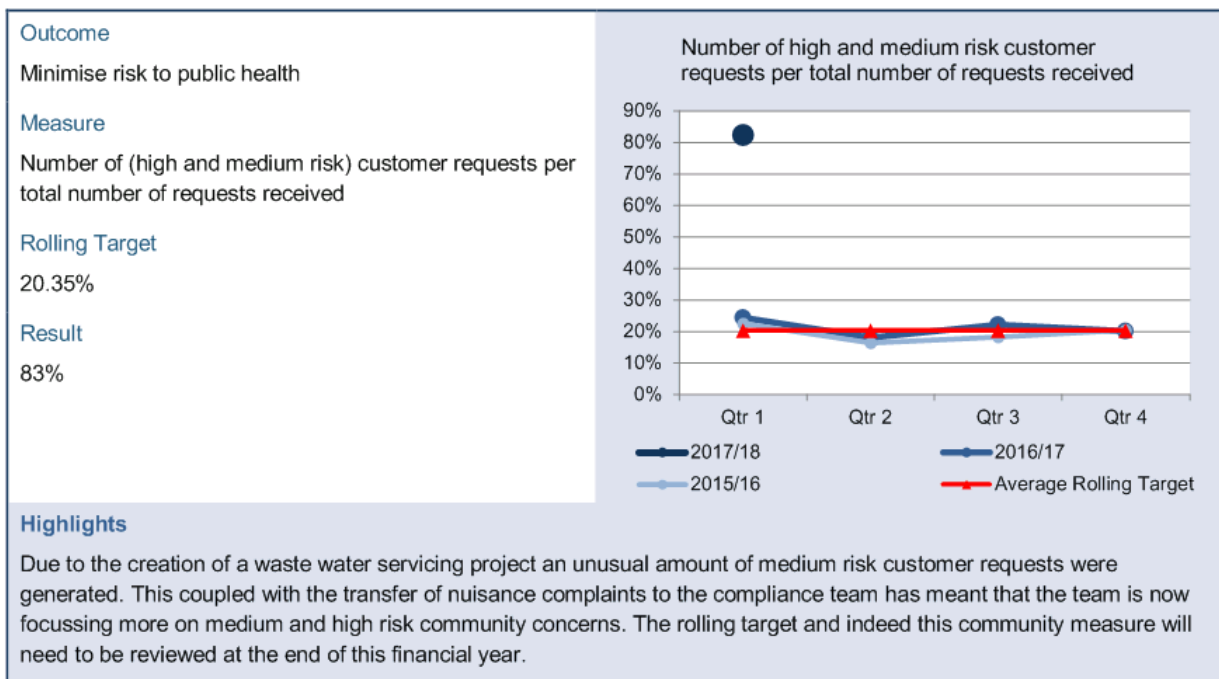
99.65%

Number of high risk onsite water systems compliant with required standard per total number of waste water systems inspected



Highlights

The Environmental Health Waste Water Specialist has commenced a project to bring about improvements to the way that third party service providers service and provide council service reports. Over the last four months this work has delivered outcomes including working with owners of wastewater systems to bring about more consistent servicing of waste water systems.



Senior Manager **Andrew Nesbitt**

SERVICE
ENVIRONMENTAL SUSTAINABILITY

Community Outcome

To enhance environmental outcomes and protect environmental assets in collaboration with our Community

Strategic Outcome

Community Measures

Outcome

Community is actively involved in enhancing the local environment

Measure

Total volunteering hours per population

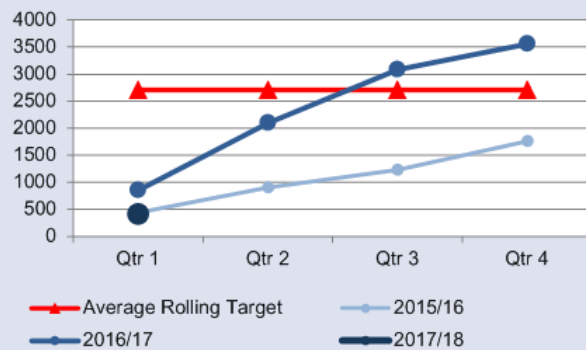
Rolling Target

2,704

Result

406

Total volunteer hours



Highlights

Volunteer involvement in the Biodiversity Mapping project has now concluded, as the survey work is complete. Volunteers continue to be involved in the weekend activities, nursery, seed bank, rare plant propagation and GIS project work.

Outcome

Community is actively involved in enhancing biodiversity (Annual measure)

Measure

Number of plants distributed to the community per population

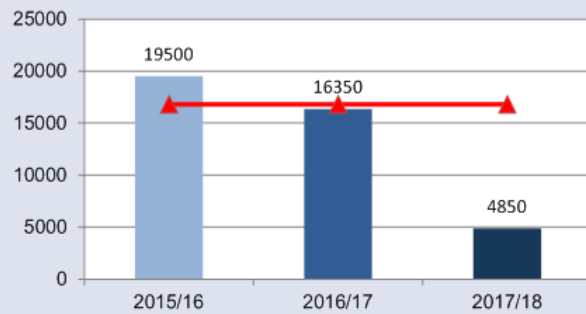
Rolling Target

16,817

Result

4,850

Number of plants distributed the community



Highlights

Generally our plant distribution occurs in Quarter 4 and part of Quarter 1 due to the seasonal requirements for planting. The plants for this quarterly report were distributed as part of the Buffers to Bushland scheme for rural landholders and schools, during July and August.

<p>Outcome Maintain biodiversity (mapped)</p> <p>Measure Per square metre biodiversity reserves quality maintained at a low/ medium/ high standard</p> <p>Rolling Target 112.86</p> <p>Result 53.68</p>	<p style="text-align: center;">Number of hectares of biodiversity actively managed</p> <table border="1"> <caption>Data for Biodiversity Hectares Chart</caption> <thead> <tr> <th>Quarter</th> <th>2017/18</th> <th>2016/17</th> <th>Average Rolling Target</th> </tr> </thead> <tbody> <tr> <td>Qtr 1</td> <td>53.68</td> <td>53.68</td> <td>112.86</td> </tr> <tr> <td>Qtr 2</td> <td>65</td> <td>65</td> <td>112.86</td> </tr> <tr> <td>Qtr 3</td> <td>105</td> <td>105</td> <td>112.86</td> </tr> <tr> <td>Qtr 4</td> <td>115</td> <td>115</td> <td>112.86</td> </tr> </tbody> </table>	Quarter	2017/18	2016/17	Average Rolling Target	Qtr 1	53.68	53.68	112.86	Qtr 2	65	65	112.86	Qtr 3	105	105	112.86	Qtr 4	115	115	112.86
Quarter	2017/18	2016/17	Average Rolling Target																		
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Qtr 2	65	65	112.86																		
Qtr 3	105	105	112.86																		
Qtr 4	115	115	112.86																		
<p>Highlights</p> <p>The reserves maintenance continues on track. Bush for Life sites have had volunteers allocated and actively working on them. Several activity days have been held at Little Para Seed Orchard with some additional planting, weeding and general maintenance including mulching.</p>																					

<p>Outcome Improved the long term health of native flora</p> <p>Measure Number of kilometres of rural roadsides maintained at a low/medium/high standard, as a total kilometre of Council region</p> <p>Rolling Target 163.91</p> <p>Result 10</p>	<p style="text-align: center;">Number of kilometers of rural roadside actively managed</p> <table border="1"> <caption>Data for Rural Roadside Kilometers Chart</caption> <thead> <tr> <th>Quarter</th> <th>2017/18</th> <th>2016/17</th> <th>2015/16</th> <th>Average Rolling Target</th> </tr> </thead> <tbody> <tr> <td>Qtr 1</td> <td>30</td> <td>10</td> <td>10</td> <td>163.91</td> </tr> <tr> <td>Qtr 2</td> <td>230</td> <td>80</td> <td>80</td> <td>163.91</td> </tr> <tr> <td>Qtr 3</td> <td>300</td> <td>80</td> <td>80</td> <td>163.91</td> </tr> <tr> <td>Qtr 4</td> <td>320</td> <td>90</td> <td>90</td> <td>163.91</td> </tr> </tbody> </table>	Quarter	2017/18	2016/17	2015/16	Average Rolling Target	Qtr 1	30	10	10	163.91	Qtr 2	230	80	80	163.91	Qtr 3	300	80	80	163.91	Qtr 4	320	90	90	163.91
Quarter	2017/18	2016/17	2015/16	Average Rolling Target																						
Qtr 1	30	10	10	163.91																						
Qtr 2	230	80	80	163.91																						
Qtr 3	300	80	80	163.91																						
Qtr 4	320	90	90	163.91																						
<p>Highlights</p> <p>This quarter bridal creeper mapping and control has been undertaken. This time of year is also the season for undertaking monitoring of rare or uncommon plants in rural roadsides.</p>																										



Senior Manager **Andrew Nesbitt**

SERVICE
EVENT MANAGEMENT

Community Outcome

Provide event management services for events that celebrate and promote the sense of being part of the community

Strategic Outcome

1.4. Enhanced City presentation, community pride and reputation; 5.1. Enhanced community pride and reputation

Community Measures

Outcome

Community actively participate in events that celebrate and promote the City

Measure

Total number of participants as percentage of population

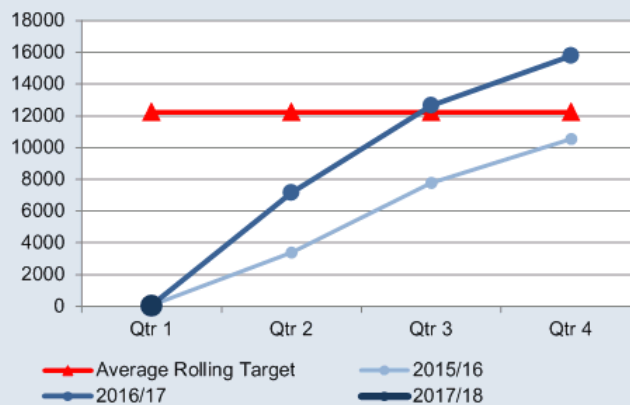
Rolling Target

12,238

Result

20

Total number of participants



Highlights

The major civic events have not yet occurred, they are scheduled to occur during quarter 2 and 3. Due to the hold on Citizenship legislation the regular ongoing citizenship ceremonies have been put on hold by the Department of Immigration. Private citizenship ceremony occurred in quarter 1 to accommodate the excess candidates from the previous ceremony.

Senior Manager **Maggie Dowling**

SERVICE GRAFFITI

Community Outcome

A clean and attractive city with a reduction in overall visible graffiti. This is achieved by proactively removing graffiti from Council assets and engaging community in graffiti reduction initiatives.

Strategic Outcome

1.1. High quality services and amenities; 1.4. Enhanced City presentation, community pride and reputation; 5.1. Enhanced community pride and reputation

Community Measures

Outcome

Clean and attractive City

Measure

Total graffiti removals performed (tags)

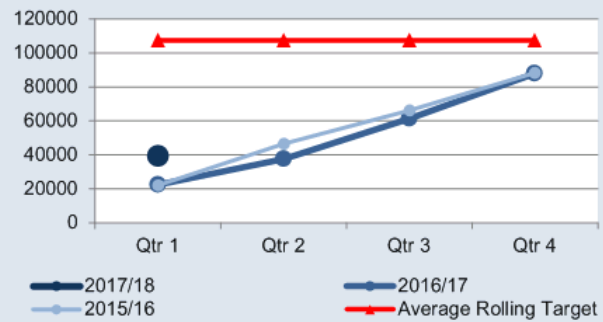
Rolling Target

107,304

Result

38,773

Total graffiti removals performed (tags)



Highlights

The increase in removed tags can be attributed to new process of graffiti removals which is more efficient therefore a larger number of tags can be removed by field staff and volunteers.

Outcome

Clean and attractive City

Measure

Number of graffiti requests reported by community (CR system)

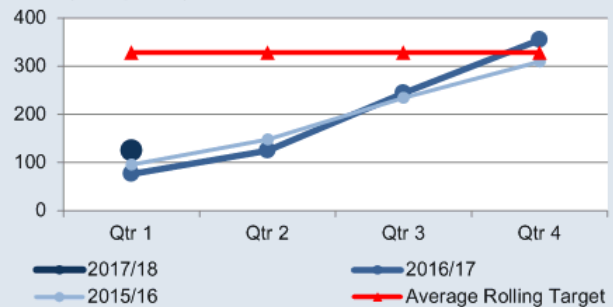
Rolling Target

328

Result

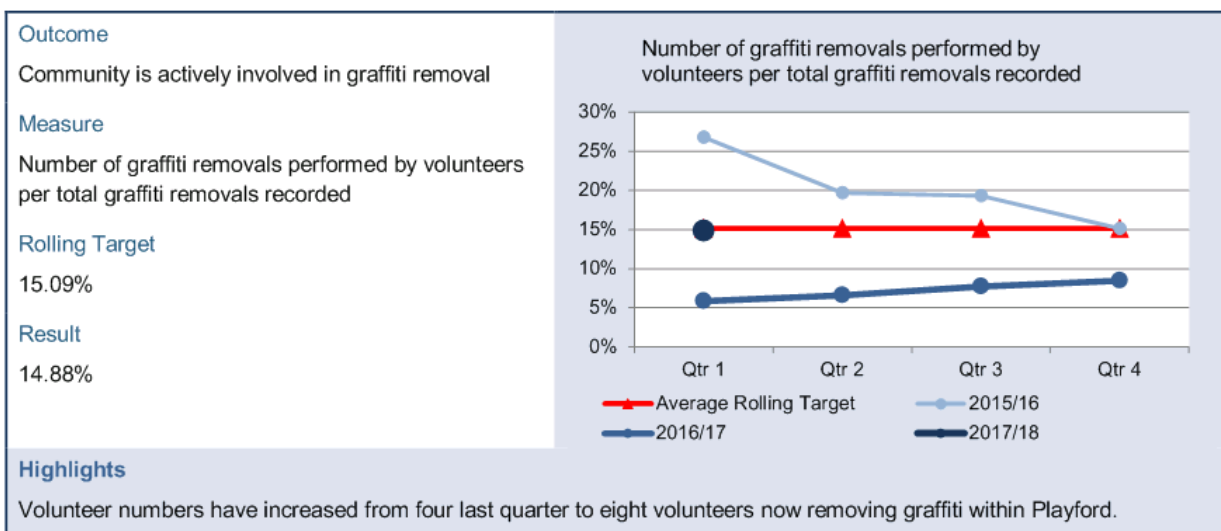
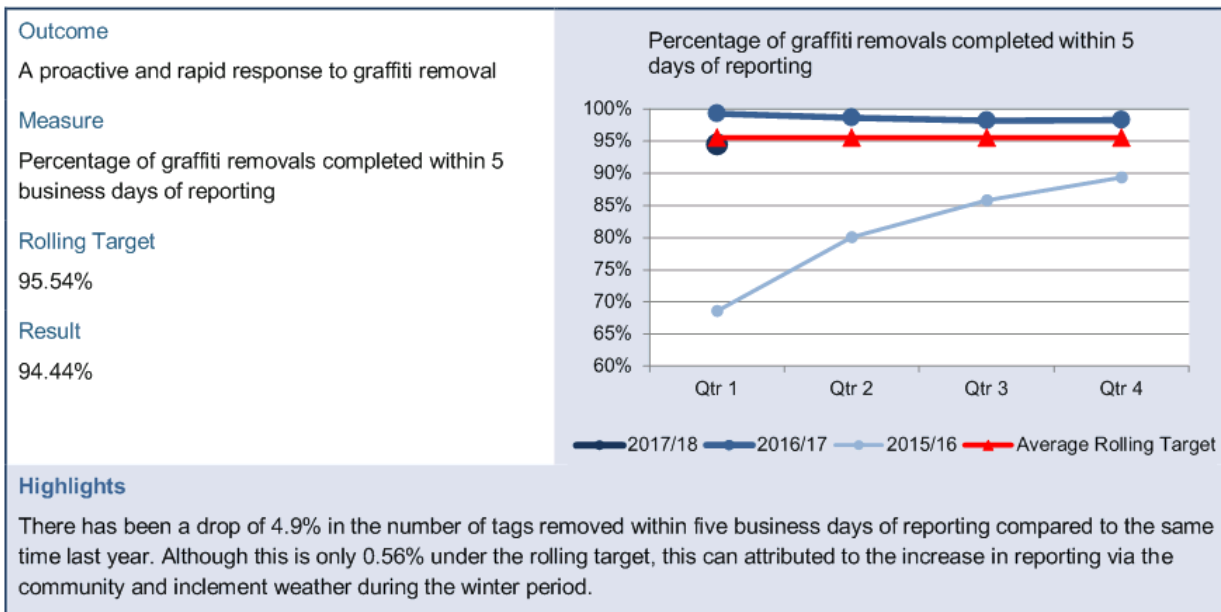
125

Number of graffiti requests reported by community (CR system)



Highlights

There was an increase of 64.5% in the number of reported incidents by the community compared to the same time last year.



Senior Manager **Andy Slager**

SERVICE HEALTH INITIATIVES AND PLAYFORD COMMUNITY FOOD COOPERATIVES

Community Outcome

Support the community to actively participate in maintaining and improving their health and well-being by adopting healthy lifestyle with a focus on health eating and physical activity

Strategic Outcome

1.1. High quality services and amenities

Community Measures

Outcome

Community is choosing healthy and affordable food

Measure

Total number food packs purchased by the community as percentage of population

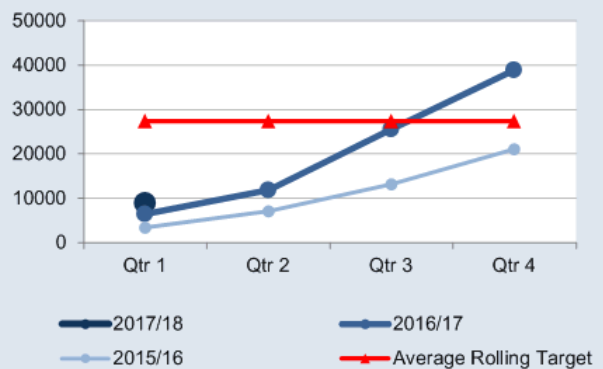
Rolling Target

27,401

Result

9,000

Total number food packs purchased by the community



Highlights

This quarter we have sold 7,740 Easy Meals and 1,260 snack and recess packs. This continues to exceed all previous sales in any quarter. This can be attributed to a strong social media presence via Facebook along with recent media attention from both Channel 9 and Channel 7. Coop membership continues to grow with over 200 new members joining in this quarter taking the total membership numbers to over 580.

Outcome

Awareness and promotion of healthy lifestyle

Measure

Total number of people attending nutrition and healthy lifestyle programs

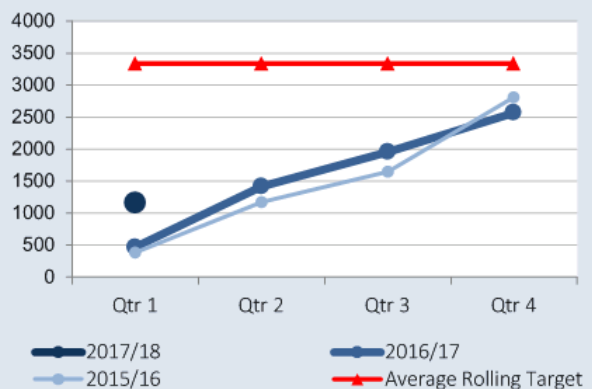
Rolling Target

3,341

Result

1,164

Number of people attending nutrition and healthy lifestyle programs per 100 residents



Highlights

The health team have had a strong focus on providing activities to the Elizabeth Grove community and close surrounds. The Secombe Street coaching clinics are proving to be extremely popular with attendance at both term time and school holidays programs continuing to grow. On average 25 young people are attending the after school coaching that is now occurring three times per week. Several consultation events have also been held this quarter to start to engage with the community more broadly about how we can work collaboratively with them to improve their overall health and wellbeing.

With two Live Life Get Active programs now operating in Playford, participation in healthy lifestyle programs has again increased. The Elizabeth Grove Live Life Get Active camp held at Elizabeth Grove Primary School has attracted 113 members in its first two terms of operating. Of the 37% of participants recording their weight loss the total weight loss to date is 47kg and 82cm. The Fremont Camp now has a total of 430 members and a total weight loss of 490kg.

Senior Manager **Sam Hellams**

SERVICE
ILLEGAL DUMPING

Community Outcome

The collection and disposal of illegally dumped rubbish in urban and rural areas throughout the City.

Strategic Outcome

1.1. High quality services and amenities

Community Measures

Outcome

Responsive service

Measure

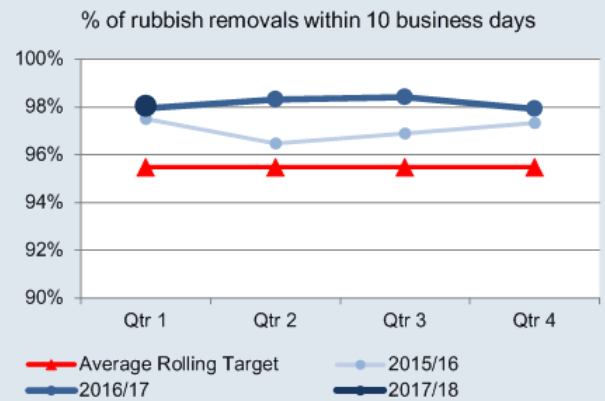
Percentage of removal of reported illegally dumped rubbish within 10 business days

Rolling Target

95%

Result

98.05%



Highlights

City Operations continue to deliver on the agreed 10-day Service Standard.

Senior Manager **Andy Slager**

SERVICE IMMUNISATION

Community Outcome

Provision of immunisation services to minimise the incidence of vaccine preventable diseases. Four component for Immunisation: School, New Arrival Refugee Immunisation (NARI), Public and Business Services

Strategic Outcome

1.1. High quality services and amenities; 5.2. Healthy and socially connected community

Community Measures

Outcome

Minimise incidence of communicable disease

Measure

Number of outbreaks of immunisable communicable disease

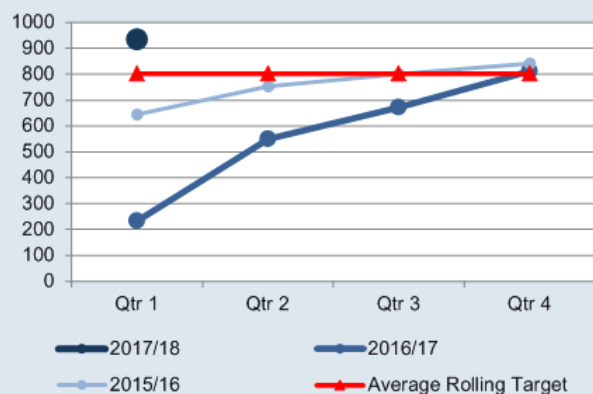
Rolling Target

738

Result

935

Outbreaks of immunisable communicable disease



Highlights

We have experienced a 301% increase in the total number of outbreaks of immunisable communicable diseases. The increase has primarily been attributable to the influenza outbreak experienced by our community. The increase in influenza cases rose by 432% from this reporting quarter last year.

Outcome

Utilisation of Council's Immunisation Service

Measure

Number of clients attending Council's Immunisation Service

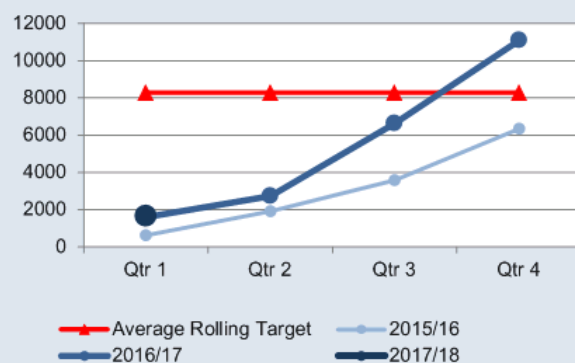
Rolling Target

8,272

Result

1,669

Number of clients attending Playford's immunisation service



Highlights

We had a 4% increase in clients attending our Council Immunisation Service from the same time last year.

Senior Manager **Andrew Nesbitt**

SERVICE KERBSIDE WASTE

Community Outcome

To maintain public health, we provide our community with the ability to dispose of waste in an environmentally responsible manner. The kerbside waste management service includes household waste, recycling, green organics and hard waste.

Strategic Outcome

2.2. Enhanced City presentation, community pride and reputation; 1.4. Enhanced City presentation, community pride and reputation; 1.1. High quality services and amenities; 5.1. Enhanced community pride and reputation

Community Measures

Outcome

Environmental responsibility

Measure

Diversion rate away from landfill (household, recycling, green, hard waste)

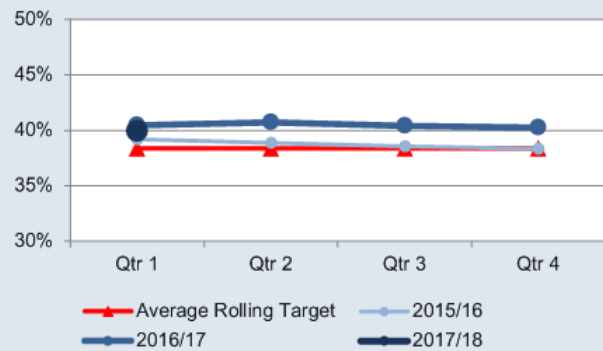
Rolling Target

38.36%

Result

39.93%

Diversion rate away from landfill (household, recycling, green, hard waste)



Highlights

Overall the diversion rate remains steady compared to previous quarters.

Outcome

Environmental responsibility

Measure

Average kg per household (household, recycling, green, hard waste)

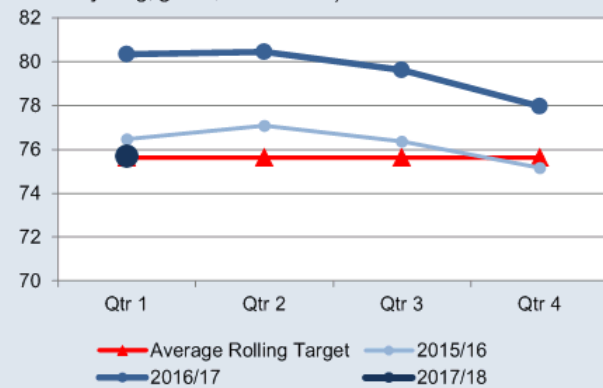
Rolling Target

75.6

Result

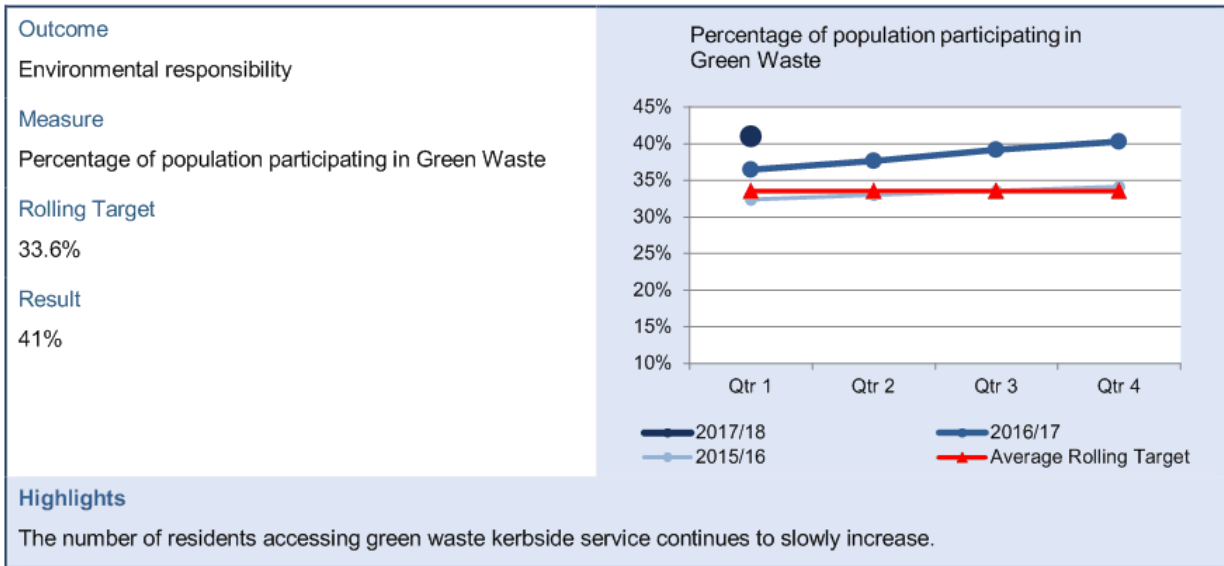
75.69

Average kg per household (household, recycling, green, hard waste)



Highlights

Seasonal fluctuations (increased green waste disposal) account for the small variation on the previous two quarters, however the tonnage is lower than the same period in the previous year. Disposal rates are anticipated to continue above target as a result of the greater use of the kerbside organics service and increased promotion of hard waste collection options.



Senior Manager **Andrew Nesbitt**

SERVICE LIBRARY

Community Outcome

The Library Service provides access to information, technology, educational programs, cultural engagement, local history, social interactions, entertainment and leisure to the local and state communities.

Strategic Outcome

1.1. High quality services and amenities

Community Measures

Outcome

Access to information

Measure

Items borrowed

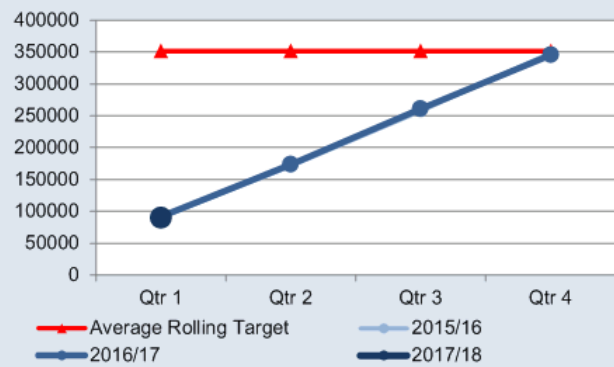
Rolling Target

352,066

Result

90,529

Items borrowed



Highlights

The number of items borrowed are still on par with the same time last year although visitations and program participants have increased. The introduction of Borrow Box and the promotion of the free eBooks and eAudiobooks could be a contributing factor to this result.

Outcome

Use of services

Measure

Visits

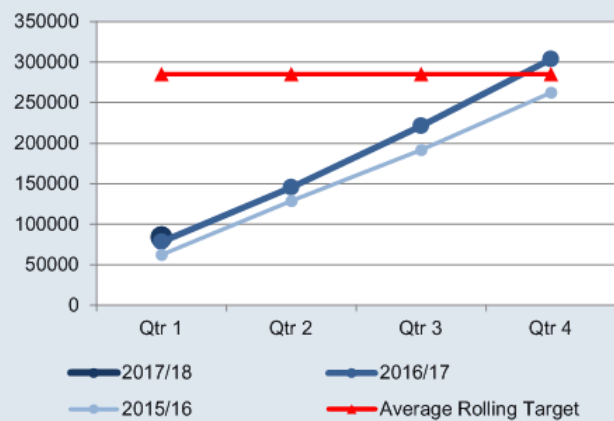
Rolling Target

285,391

Result

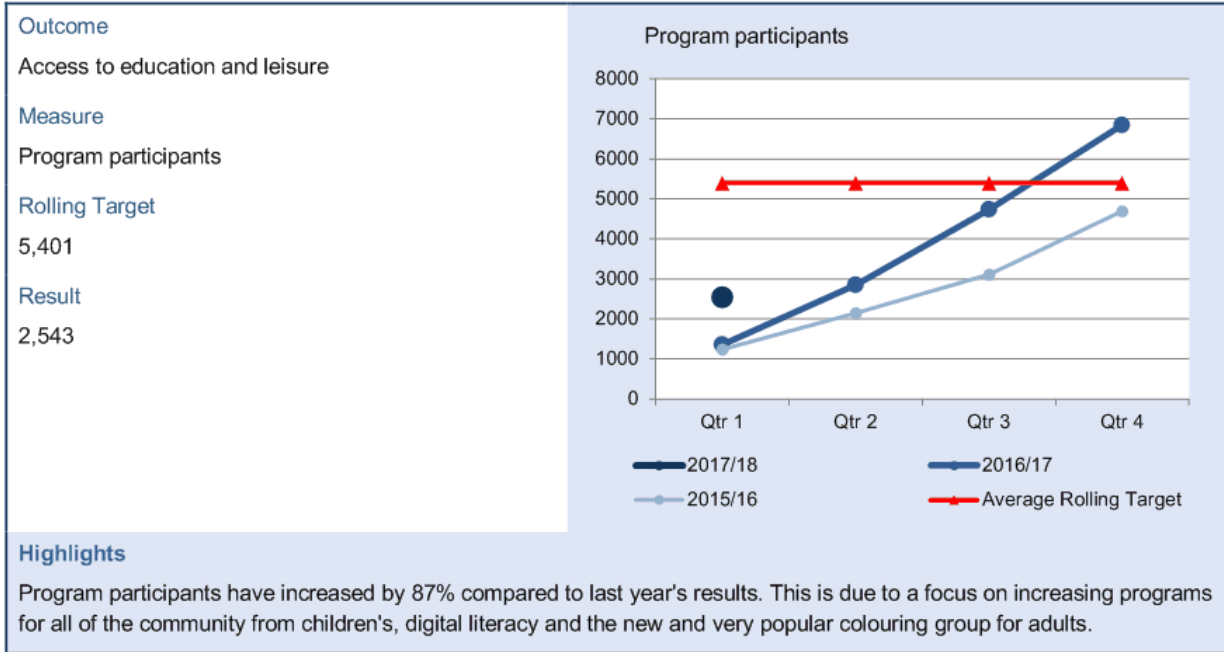
83,928

Visits



Highlights

Visitations have increased by over 7% despite the ongoing construction of the CBD. The door counter did malfunction at the Civic Centre Library for a week during this period so the results are still very positive.



Senior Manager **Sam Hellams**

SERVICE
PARKS AND RESERVES

Community Outcome
 Parks and reserves provide opportunities for social interaction and physical activity, which contribute to mental and physical benefits and positively impacts on health and wellbeing of Playford residents and visitors

Strategic Outcome
 1.1. High quality services and amenities; 2.2. Enhanced City presentation, community pride and reputation

Community Measures

<p>Outcome Open space offers facilities and amenity that are well maintained and fit for purpose (Quality/Amenity)</p> <p>Measure How well the open space amenity meetings Open Space Hierarchy standard</p> <p>Rolling Target</p> <p>Result</p>	
<p>Highlights The following maintenance works were undertaken during the quarter:</p>	
High end landscape maintenance undertaken	56 reserves
M ³ of mulch applied in how many reserves	667m ³ combined applied to seven reserves (Craigmore Linear, Roberts Reserve, Almond Reserve, Horticultural Centre, Rosewood Park and Burke Reserve) 477m ³ combined applied to three locations. (Gabriella Court Angle Vale, Blue Bush Court Craigmore, Curtis Road Andrews Farm)
Number of trees planted and where	34 Tree replacements (Replacement plants at Curtis Wetlands, Sanctuary Reserve, Almond Reserve and Lomond Reserve.)
Number of Shrubs/Grasses/Groundcovers and where	615 plants combined (Replacement plants at Curtis Wetlands, Playford Town Park, Blight Reserve, Lomond Reserve, Almond Reserve, Burgate Reserve, Skate Park, Sanctuary Reserve and Bridget Court Reserve.)
Number of times irrigated reserves were maintained during Quarter	Six times
Irrigated reserves mown	Six times
Park Rubbish Bin Collection	Regional Parks and all other parks and reserves twice a week

Senior Manager **Andy Slager**

SERVICE
RAPID RESPONSE

Community Outcome

A rapid response to urgent situations that represent an immediate risk to our community in a public space. The primary objective is to make the situation safe. Work may then be referred onto other teams to be completed.

Strategic Outcome

1.1. High quality services and amenities; 1.4. Enhanced City presentation, community pride and reputation

Community Measures

Outcome

Rapidly mitigate risk

Measure

Reported risks from residents are responded to within 24 hours and made safe

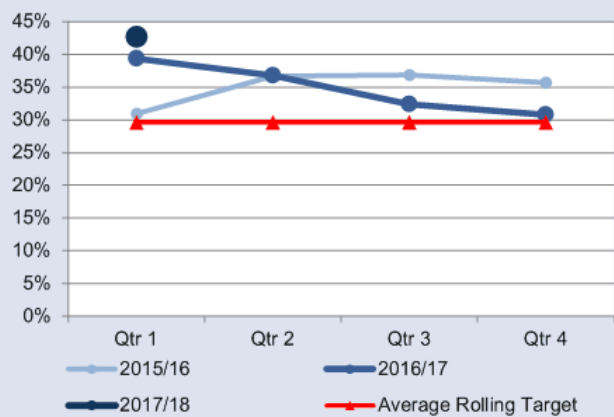
Rolling Target

29.65

Result

42.74

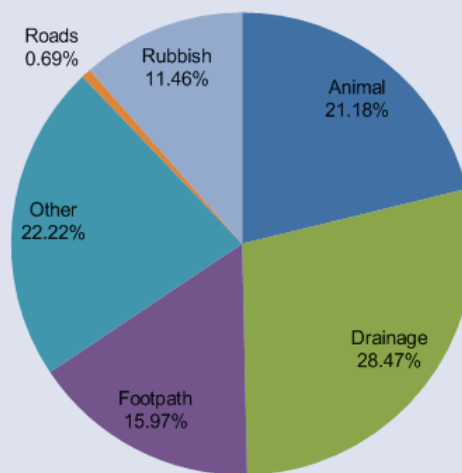
Reported risks to residents are responded to within 24 hours and made safe



Highlights

Compared to the same time last year, there has been an increase of 2.25% in attending Rapid Response requests within 24 hours. Response to drainage, footpath tripping hazards, dead animals and rubbish have been the highest reported categories this quarter.

Requests received Qtr 1 2017/18



Senior Manager **Andy Slager**

SERVICE
REGULATORY SERVICES

Community Outcome

Enhance the quality of life of our community by maintaining several key regulatory requirements to minimise the risk to public safety

Strategic Outcome

1.1. High quality services and amenities

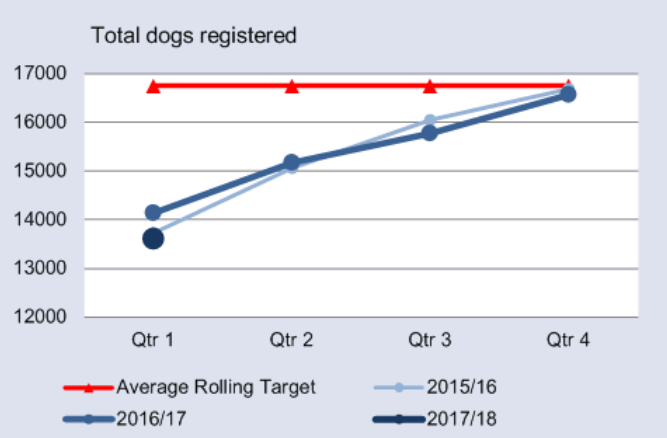
Community Measures

Outcome
Responsible management of animals by the community

Measure
Dog registration rate

Rolling Target
16,751

Result
13,604



Highlights

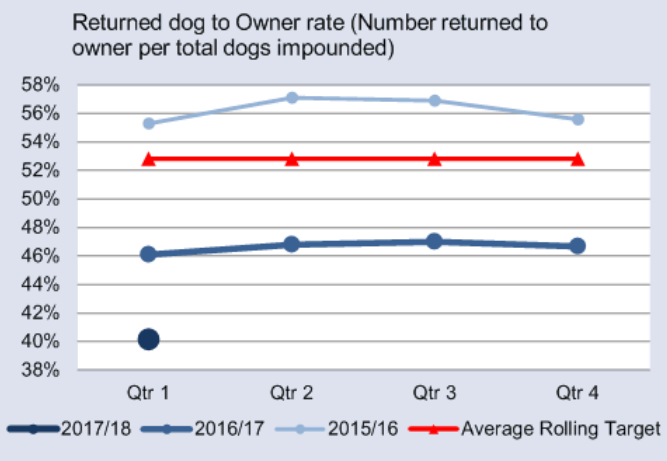
Dog registrations rates are slightly lower then the same time last year (approx 500 less). There have been significant changes to the Dog and Cat Management Act that may have confused dog owners. An increased marketing measure will assist with this over the next few months.

Outcome
Responsible management of animals by the community

Measure
Returned dog to owner rate (number returned to owner per total dogs impounded)

Rolling Target
52.83%

Result
40.16%



Highlights

The last quarter result is considerably lower than the target. We believe there is scope for improvement to increase this percentage, due to the initiatives conducted recently. They include a microchipping day, Officers carrying new micro chip scanners, and the AWL's recent upgrading of its website. Increased efforts in improving registration rates and microchipping will assist with getting dogs back to owners.

Senior Manager **Andrew Nesbitt**

SERVICE RURAL ROAD MAINTENANCE

Community Outcome

A programmed, proactive approach to undertake regular road maintenance in rural areas, based on risk. This is to enable a safe and connected community.

Strategic Outcome

1.1. High quality services and amenities; 1.2. Improved service delivery; 1.4. Enhanced City presentation, community pride and reputation; 2.2. Enhanced City presentation, community pride and reputation

Community Measures

Outcome

Number of reported events and complaints

Measure

Number of customer requests reported

Rolling Target

508

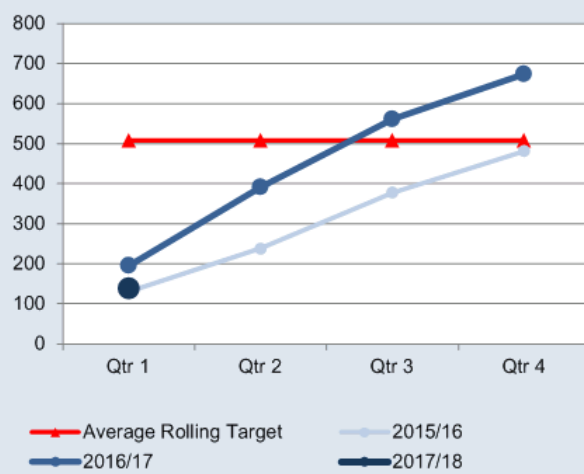
Result

139

Highlights

We have experienced a reduction in the number of Customer Request logged as compared to the same period last year (195).

Number of customer requests



Senior Manager **Andy Slager**

SERVICE

SPORTSFIELD MAINTENANCE

Community Outcome

The service provides fit for purpose sportsfield and furnishings that offer an opportunity for the community to engage and participate in sporting activities and a healthy lifestyle.

Strategic Outcome

1.1. High quality services and amenities; 1.4. Enhanced City presentation, community pride and reputation; 5.3. Access to elite sporting facilities; 5.2. Healthy and socially connected community

Community Measures

Outcome

Fit for purpose maintenance

Measure

Percentage of sportsfields assessed by participants as fit for purpose

Rolling Target

N/A

Result

Highlights

The following maintenance activities took place during the quarter:

Ovals mowed or rolled as required (two per week due to unseasonable weather)	16 sportsground sites
Fertiliser program completed for quarter	Yes as required (Yes/No)
Cutting oval surrounds every six weeks	15 sportsground sites cut once every six weeks
Scarifying of ovals	11 Sportsground Sites
Vertidrainning of ovals	Angle Vale Oval
Turf renovations (re-turfing in square metres laid)	Nil
Season changeover	15 Sportsground prepared for Summer activities
Oval inspections, litter removal and irrigation inspections undertaken on a weekly basis.	15 Sportsground Sites

Senior Manager **Andy Slager**

SERVICE STORMWATER NETWORK MAINTENANCE

Community Outcome

The stormwater network provides for the collection and transportation of stormwater throughout the City of Playford. Maintenance of the network mitigates the risk of flooding to properties; prevents localised flooding and property damage.

Strategic Outcome

1.1. High quality services and amenities; 2.2. Enhanced City presentation, community pride and reputation

Community Measures

Outcome

Reduce risk of flooding to properties

Measure

Adherence to regular maintenance schedule (Number of flooding events)

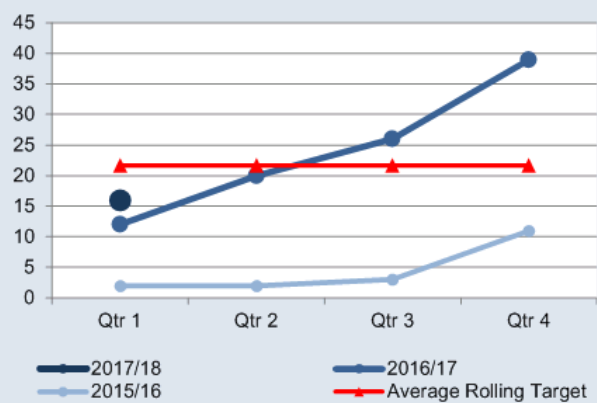
Rolling Target

22

Result

16

Number of flooding events



Highlights

Outcome

Responsible service

Measure

Number of Customer Requests

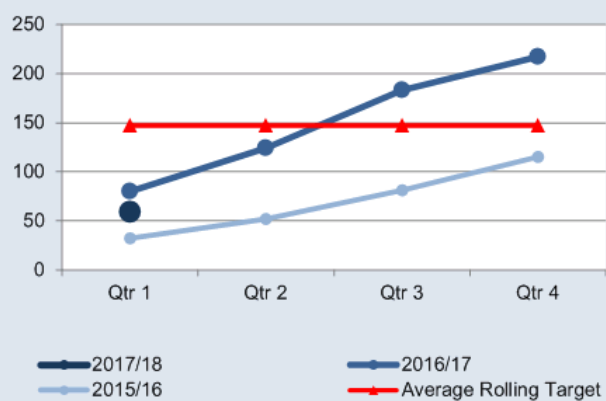
Rolling Target

147

Result

59

Number of customer requests



Highlights

Senior Manager **Andy Slager**

SERVICE URBAN STREETScape MAINTENANCE

Community Outcome

Streetscape is the term given to the collective appearance and usage of all footpaths, pedestrian zones, verges, kerbs, signage, roads, gardens and trees along a street. Safety and City presentation is achieved by providing safe pedestrian access, a safe orderly urban road network and improved appearance of street frontages.

Strategic Outcome

1.1. High quality services and amenities; 1.2. Improved service delivery; 1.4. Enhanced City presentation, community pride and reputation; 2.2. Enhanced City presentation, community pride and reputation; 2.3. Livable neighbourhoods

Community Measures

Outcome

Infrastructure replaced at or prior to Category 5 condition (Annual measure)

Measure

Percentage of roads, footpaths & kerb infrastructure at Category 5 condition for greater than one year

Rolling Target

N/A

Result

N/A

Highlights

The following maintenance activities took place during the quarter:

Activity	Year to date
Precincts maintained	Elizabeth vale 1 to 5 Elizabeth Grove 1 to 3 Elizabeth South 1 to 4 Craigmore 8,9 Munno Para west 1,2 Andrews Farm 1,2
Footpath maintenance (m ²) (paving lifted and relayed and concrete footpath replaced)	923 m ²
Rubble path installed (l/m)	1572 l/m
Trees planted	Five Munno Para West, 11 Andrews farm, Four Blakeview, one Hillbank, 47 Munno Para Playford Alive, six Smithfield, 17 Elizabeth East, four Elizabeth Grove, 10 Edinburgh Nth and two in Elizabeth Park.
Number of Shrubs/Grasses/Groundcovers and where	753 plants combined Andrews Farm. Munno Para, Edinburgh North, Elizabeth,
How many garden bed maintenance occurred in suburbs (hedging/ pruning, minor weed spraying, hand weeding, irrigation maintenance, rubbish removal)	15 suburbs (Andrews Farm, Blakeview, Craigmore, Davoren Park, Elizabeth, Elizabeth East, Elizabeth Vale, Elizabeth Park, Hillbank, Munno Para, Munno Para West, One Tree Hill, Smithfield, Smithfield Plains, Virginia)
Completed verge mowing cycles	One
In how many suburbs immature tree maintenance has occurred (maintenance has included mulching, tree staking, pruning and spraying)	Hillbank, Davoren Park, Edinburgh North, Munno Para West, Smithfield Plains, Andrews Farm, Angle Vale, Blakeview Virginia and Munno Para.
CRS requests	16 Request for tree planting and 13 tree enquiries.
M ³ of mulching occurred in how many suburbs	220m ³ in six suburbs

Senior Manager **Andy Slager**

SERVICE VOLUNTEER STRATEGY AND DEVELOPMENT

Community Outcome

Building strong communities through volunteering and provide a range of resources and services to support volunteering activity

Strategic Outcome

5.1. Enhanced community pride and reputation; 5.2. Healthy and socially connected community; 1.1. High quality services and amenities; 1.2. Improved service delivery

Community Measures

Outcome

Community is actively involved in volunteering

Measure

Total number of volunteers formally volunteering in Council

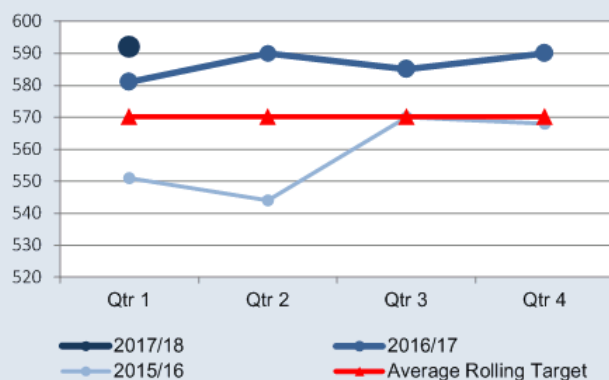
Rolling Target

570

Result

592

Total number of volunteers formally volunteering in Council



Highlights

Total number of volunteers are slowly increasing with few vacancies across programs. An 'Ignite your passion' through volunteering forum was held on the 25 September 2017 during Active Ageing week in partnership with Tea Tree Gully, Salisbury and Port Adelaide Enfield Councils, and Northern Volunteering. There was an increase in the number of organisations seeking support from Council to promote volunteering as a means to improving health and wellbeing, with presentations delivered to Elizabeth Community Connections Parenting Program, St Columba College and the Local Government Community Induction training program. A successful Corporate Volunteer pilot project was undertaken with The Smith Family iTrack mentoring program.

Outcome

Community is actively involved in various services of the Council

Measure

Total number of hours volunteered

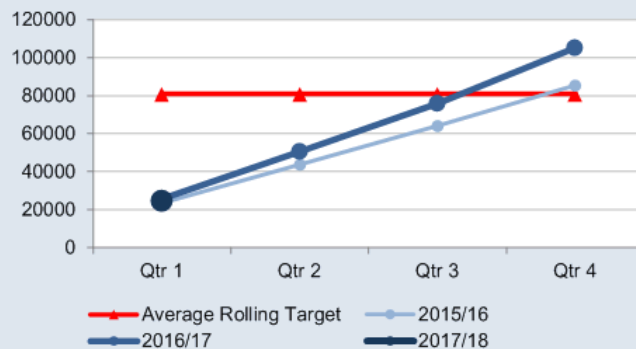
Rolling Target

80,789

Result

24,852

Number of hours volunteered



Highlights

Total number of volunteer hours remains consistent.

Senior Manager **Sam Hellams**

PROJECT
DISABILITY DISCRIMINATION ACT (DDA)
2017/18

SMART STRATEGY PROGRAM

1. Smart Service Delivery

Strategic Outcome
 1.1. High quality services and amenities; 4.4. Increased social connections

Project Description

Councils are legally required to progressively upgrade their infrastructure to ensure that, ultimately, 100% of all bus stops are DDA compliant by December 2022. This project will allow for a further 50-60 bus stop pads to be updated to DDA compliance during 2017/18, which keeps Council on track to reach 100% compliance by 2022.

PROJECT OUTCOME

THE LAST QUARTER

Highlights

Although we attempted to complete 20 new DDA compliant bus pads, we were able to complete 16.

Issues and counter-measures

Council has laid concrete as part of DDA pads upgrades. 16 pads, instead of the 20 planned, were undertaken due to a high influence from the weather.

MILESTONES

Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome
During the first quarter, the intention is to undertake 15-20 new DDA compliant bus pads .	During the second quarter, the intention is to install an additional 15-20 new DDA Compliant bus pads.	During the third quarter, the intention is to install an additional 15-20 new DDA Compliant bus pads.		Install 60 DDA Compliant bus pads
✓				

SENIOR MANAGER

Paul Alberton

PROJECT
GROWING COUNCIL'S RECYCLED WATER BUSINESS 2017/18

SMART STRATEGY PROGRAM
 1. Smart Service Delivery; 5. Smart Sport

Strategic Outcome
 2.2. Enhanced City presentation, community pride and reputation; 5.3. Access to elite sporting facilities; 5.1. Enhanced community pride and reputation; 1.4. Enhanced City presentation, community pride and reputation

Project Description
 Council's Recycled Water Business Plan is reliant on further reinvesting to ensure growth and new customers are connected to Council's recycled water network over the next few years. This project will ensure that Council's successful recycled water business scheme is heading in the right direction to demonstrate a return on investment after all expenses and depreciation within a five year period. A strategic approach by Council to reinvest into Council's business is expected to deliver a ROI of 5.1%. This project will enable Council to secure water sources for all existing customers, expand its commercial business and potentially supply recycled water to other reserves within Council and future identified external customers.

PROJECT OUTCOME

THE LAST QUARTER

Highlights

Network Investigations Report by consultant demonstrates that Council can successfully supply recycled water to all future internal / external customers.

Attained three quotes for the installation of Jacking Pumps at Council's MAR sites.

Issues and counter-measures

Nil, early on in the project

MILESTONES

Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome
Work on the design documentation and complete the Hydraulic Modelling for Council Recycled Water network.	Complete all design documentation and commence procurement process for project. Installation of Jacking Pumps at Council 4 main Managed Aquifer Recharge distribution pump stations.			
✓				

SENIOR MANAGER

Chris Burgess

<p>PROJECT JO GAPPER RESTROOMS</p> <p>SMART STRATEGY PROGRAM 1. Smart Service Delivery</p> <p>Strategic Outcome 1.1. High quality services and amenities</p>

Project Description

This project will install restrooms to the park to complement other upgrades completed in 2012/13 such as park seating, picnic settings, BBQ, shelters, dog park, upgraded lookout and connecting activity track. The addition of restrooms is consistent with those to be expected within a Regional Reserve.

PROJECT OUTCOME

Deliver amenities to Jo Gapper Park

THE LAST QUARTER

Highlights

SA Water have been contracted to extend sewer mains closer to site, Scott Plumbers have been contracted to supply services to within one metre of proposed site and TIA Consultants are drawing up final tender drawings

Issues and counter-measures

Nil

MILESTONES

Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome
New sewer extension installed, services supplied to site, tender drawings supplied	Supply services to site, building location Go to tender for the construction of the building	Construct building/amenity block	Hand over building and create asset ID	Delivered new amenity to local park
✓				

SENIOR MANAGER

Fred Pinxteren

PROJECT
MANCHESTER CIRCUIT

SMART STRATEGY PROGRAM
 1. Smart Service Delivery

Strategic Outcome
 2.1. Smart development and urban renewal; 1.1. High quality services and amenities

Project Description
 Creation of a detention basin in response to flood mitigation issues

PROJECT OUTCOME
THE LAST QUARTER

Highlights

The construction of the detention basin was completed in December 2014. Council staff are now working through the process to resolve the compensation for the compulsory acquisition .

Issues and counter-measures

Council's lawyers are currently liaising with the owners' lawyer to resolve the compensation matter. Negotiations will be ongoing until both parties agree on a suitable compensation figure based on valuation reports undertaken.

MILESTONES

2016/17 Outcome	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome
Ongoing negotiations between both parties for resolution of compensation amount.	Ongoing negotiations between both parties for resolution of compensation amount.	Ongoing negotiations between both parties for resolution of compensation amount.	Ongoing negotiations between both parties for resolution of compensation amount.	Ongoing negotiations between both parties for resolution of compensation amount.	It is hoped that both parties will negotiate a resolution for the amount of compensation payable for the acquired land within the 2017/18 financial year.
	✓				

SENIOR MANAGER

Paul Alberton

<p>PROJECT NEW FOOTPATH PROGRAM 2017/18</p> <p>SMART STRATEGY PROGRAM 1. Smart Service Delivery</p> <p>Strategic Outcome 1.1. High quality services and amenities; 1.4. Enhanced City presentation, community pride and reputation; 2.3. Livable neighbourhoods</p>
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Project Description
This project is part of an ongoing program incorporating the old Missing Links Program, new footpaths, footpaths to be upgraded and shared path requirements identified in the City of Playford Cycling and Walking Strategy. Council will be able to achieve completion of approximately 3.8km of footpaths annually.

PROJECT OUTCOME

THE LAST QUARTER

Highlights

No works have been undertaken on this project as planned.

Issues and counter-measures

Nil

MILESTONES

Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome
No works were projected in this quarter, as the works involve digging up the verge in front of properties that historically did not have any infrastructure. This means a lot of potential upset rate payers, especially if this work is undertaken during winter	Works are to commence in this quarter, with the intention to complete half of the program.	Works are to be coming to a conclusion during this quarter, with the remainder of paths completed prior to the onset of winter.		Completion of the full 3.8kms of new footpaths.
✓				

SENIOR MANAGER

Paul Alberton

<p>PROJECT NEW PUBLIC LIGHT PROGRAM</p> <p>SMART STRATEGY PROGRAM 1. Smart Service Delivery</p> <p>Strategic Outcome 1.1. High quality services and amenities; 1.3. Working smarter with our community; 1.4. Enhanced City presentation, community pride and reputation; 1.2. Improved service delivery</p>
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Project Description

This on-going program will meet the needs of present and future demand in urban and rural areas of the city with a particular emphasis on the rural intersections with high collision rates. This project will deliver improved lighting technology and will result in long-term tariff reductions.

PROJECT OUTCOME

THE LAST QUARTER

Highlights

Two projects have completed designs:

- Midway Road Pedestrian Refuge (Gawler), and
- One Tree Hill Road/ Alexander Avenue Road junction.

Issues and counter-measures

Nil

MILESTONES

Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome
Designs prepared ready for construction	Design and construct public lighting at various sites throughout the City.	Construction to continue by SA Power Networks	Construction to continue by SA Power Networks	Improved road safety through the provision of road lighting throughout the city.
✓				

SENIOR MANAGER

Chris Burgess

<p>PROJECT OUTSTANDING LIABILITIES - DEVELOPER FUNDED ASSETS</p> <p>SMART STRATEGY PROGRAM 1. Smart Service Delivery</p> <p>Strategic Outcome 1.1. High quality services and amenities; 1.4. Enhanced City presentation, community pride and reputation; 2.3. Livable neighbourhoods</p>	
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Project Description

This project will complete the installation of outstanding assets in new development areas by delivering 6km of new concrete and block pave footpaths.

PROJECT OUTCOME

THE LAST QUARTER

Highlights

No works have been undertaken in this period as planned.

Issues and counter-measures

Nil

MILESTONES

Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome
No works are forecast for this quarter on this project.	Works to commence, with half of the program being delivered	Works to conclude, with the remaining half of the program being delivered.		Completion of approximately 6km of new footpath within historic developments.
✓				

SENIOR MANAGER

Paul Alberton

PROJECT
ROAD SAFETY AUDITS 2017/18

SMART STRATEGY PROGRAM
1. Smart Service Delivery

Strategic Outcome
1.1. High quality services and amenities; 1.2. Improved service delivery;
1.4. Enhanced City presentation, community pride and reputation

Project Description

This project will provide Council with the appropriate data for managing our road safety risks and identify high risk locations to motorists and pedestrians. A number of Road Safety Audits (RSAs) both rural and urban roads will be carried out in the City together with road survey data collection to determine vehicle volumes and speed.

PROJECT OUTCOME

THE LAST QUARTER

Highlights

A list of locations has been prepared for auditing including McGilp Road, Glen Burnie Road and Precolumb Road.

Issues and counter-measures

Nil

MILESTONES

Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome
Prepare a list of locations requiring RSA's resulting from complaints and road crash statistics	Undertake RSA's at various locations	Finalise las of the locations for RSA's in 17/18	Diseminate and review results of all Audits.	Diseminate and review results of all Audits and determine maintenance and capital budget requiremnts for future work.
✓				

SENIOR MANAGER

Greg Pattinson

<p>PROJECT ROAD UPGRADES PROGRAM - BLACK SPOT 2017/18</p> <p>SMART STRATEGY PROGRAM 1. Smart Service Delivery</p> <p>Strategic Outcome 1.1. High quality services and amenities; 1.2. Improved service delivery; 1.4. Enhanced City presentation, community pride and reputation</p>

Project Description

The overall Road Upgrades Program progressively upgrades roads impacted by urban development, as well as provides for the installation of traffic safety devices and signage on a prioritised basis across the city. The priority Black Spot locations in 2017/18 include Tozer/Ryan Roads.

PROJECT OUTCOME

THE LAST QUARTER

Highlights

No works have been undertaken as funding has not been announced.

Issues and counter-measures

Awaiting notification of funding allocation.

MILESTONES

Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome
If successful in funding, undertake design for the intersection in question. If funding is not successful, then no works to occur.	If successful in funding, undertake design review and undertake tender process for construction.	If successful in funding, commence construction of intersection treatment	If successful in funding, finalise construction and complete handover documentation.	If successful in grant funding, undertake design and construction of intersection treatment. If unsuccessful, then potentially just undertake the design.
✓				

SENIOR MANAGER

Paul Alberton

<p>PROJECT ROAD UPGRADES PROGRAM - ROADS TO RECOVERY 2017/18</p> <p>SMART STRATEGY PROGRAM 1. Smart Service Delivery</p> <p>Strategic Outcome 1.1. High quality services and amenities; 1.2. Improved service delivery; 1.4. Enhanced City presentation, community pride and reputation</p>

Project Description

Program progressively upgrades roads impacted by urban development, as well as provides for the installation of traffic safety devices and signage on a prioritised basis across the City. For 2017/18, the priority road in this category is Brandis Road (Stage 2). Council has secured Federal Roads 2 Recovery (R2R) funding for a portion of the capital cost during 2017/18.

PROJECT OUTCOME

THE LAST QUARTER

Highlights

Design review has identified a few areas of potential cost savings during construction and ongoing maintenance costings. These areas are being redesigned by a different designer than the original.

Issues and counter-measures

Due to the number of services within Brandis Road, design modifications are challenging

MILESTONES

Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome
Undertake drawings review, have design drawings updated.	Have works out to tender, with preferred contractor award for February construction start.	Commence works	Continue works	Undertake design review, update, and then have construction commence with the construction extending across into 18/19 financial year.
✓				

SENIOR MANAGER

Paul Alberton

<p>PROJECT RURAL ROAD SEALING PROGRAM 2017/18</p> <p>SMART STRATEGY PROGRAM 1. Smart Service Delivery</p> <p>Strategic Outcome 1.1. High quality services and amenities; 1.2. Improved service delivery; 1.4. Enhanced City presentation, community pride and reputation</p>

Project Description

This on-going project will meet the needs of present and future growth of rural areas of the city. Approximately 4-6 roads/section of road will be constructed each year from the rural road sealing priority list.

PROJECT OUTCOME

THE LAST QUARTER

Highlights

Design drawings for Carclew Road have been completed, with design commenced on Glenburnie and Bassnet Roads.

Issues and counter-measures

Due to the location of these roads, native vegetation and environmental constraints are challenging the traditional design approach. Through negotiation with the Native Vegetation Council, the design is being reviewed through the stages.

MILESTONES

Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome
Complete design for Carclew Road, and commence design for Glenburnie and Bassnet Roads.	Tender, and award contract for the construction of Carclew Road. Continue design for Glenburnie and Bassnet Roads, commence design for Goulds Creek road.	Commence construction of Carclew road, finalise design for Glenburnie and Bassnet Roads, continue design for Goulds Creek Road.	Finalise construction of Carclew Road, and finalise design for Goulds Creek Road.	Complete the construction of Carclew Road, and have construction ready designs for Glenburnie, Bassnet and Goulds Creek Roads.
✓				

SENIOR MANAGER

Paul Alberton

<p>PROJECT SCHOOL PEDESTRIAN CROSSINGS 2017/18</p> <p>SMART STRATEGY PROGRAM 1. Smart Service Delivery</p> <p>Strategic Outcome 2.3. Livable neighbourhoods; 5.1. Enhanced community pride and reputation; 1.1. High quality services and amenities; 1.2. Improved service delivery; 1.4. Enhanced City presentation, community pride and reputation</p>
--

Project Description
 This project will deliver signalised facilities including Flashing Light (Koala) School Crossing, Pedestrian Crossings (PAC), and Wombat Crossings

PROJECT OUTCOME

THE LAST QUARTER

Highlights

Design for Fradd Road has been undertaken, no works undertaken on Heytesbury pedestrian crossing.

Issues and counter-measures

No issues noted at this stage.

MILESTONES

Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome
Commence design for Fradd Road Crossing	Undertake construction of both Pedestrian Crossings	Finalise and complete Crossings		Complete design and construction of two pedestrian crossings.
✓				

SENIOR MANAGER

Paul Alberton

PROJECT SPORTS & RECREATION MINOR WORKS PROGRAM SMART STRATEGY PROGRAM 1. Smart Service Delivery Strategic Outcome 1.1. High quality services and amenities; 1.2. Improved service delivery; 1.4. Enhanced City presentation, community pride and reputation	
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Project Description
 This project will deliver sport and recreation facility and infrastructure minor projects (generally less than \$10,000 in value) to local clubs who will benefit from improved facilities and infrastructure.

PROJECT OUTCOME
THE LAST QUARTER

Highlights

Proposed projects have been suggested and reviewed for relevance by the steering group. Additional work is being undertaken by varying stakeholders to determine location, extent and scope of the projects.

Issues and counter-measures

Nil

MILESTONES

Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome
Identify projects, and determine which are to be completed this financial year,.	Finalise location and extent of scope to enable engagement of contractors.	Have works completed onsite		
✓				

SENIOR MANAGER

Paul Alberton

PROJECT
TRAFFIC PROGRAM

SMART STRATEGY PROGRAM
 1. Smart Service Delivery

Strategic Outcome
 1.1. High quality services and amenities;#1.2. Improved service delivery;#1.4. Enhanced City presentation, community pride and reputation

Project Description

The program will include the delivery of regulatory sign installations, safety bars and forward traffic designs, traffic control devices and pedestrian facilities. Funds will also support sustainable initiatives such as Ride to Work, Walk to Work Days and Bike Education Programs. Producing future designs will enable Council to design one year and install the next.

PROJECT OUTCOME
THE LAST QUARTER

Highlights

This project has not been handed over from Council's Strategy & Policy department, therefore no works have taken place.

Issues and counter-measures

Nil

MILESTONES

Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome
Undertake review of identified traffic hotspots	Tender out design of proposed traffic remediation measures	Design completed	Construct various traffic & road safety projects.	Provide safe passages of travel for all modes of transport in our community
✓				

SENIOR MANAGER
 Paul Alberton

Smart Living Program

The Smart Living Program is about Council playing its part to make the City more liveable and more connected. This means that as our older suburbs age and our population and urban footprint expands, we will find innovative ways to renew and ‘future proof’ the liveability of our neighbourhoods. This also means ensuring our community has access to smart technologies that further add to their quality of life.



Outcomes

- 2.1 Smart development and urban renewal
- 2.2 Enhanced city presentation, community pride and reputation
- 2.3 Liveable neighbourhoods

The following section gives an update on the status of strategic or capital projects being undertaken as well as an update on the services that are undertaken in support of this Program.

The following **service** is currently undertaken in support of the Smart Living Program:

Development Services

The following **projects** are undertaken in support of Smart Living Program 2:

Argana Park Car Parking Extension
Citywide Stormwater Management Planning
Deed Delivery & Infrastructure Design for Playford Growth Areas Project
Elizabeth Park Renewal
Playford Alive 2017/18
Stormwater Infrastructure 2017/18

SERVICE DEVELOPMENT SERVICES

Community Outcome

Responsive services that facilitate safe and desired city development by assessing development, providing advice and ensuring that development is compliant.

Strategic Outcome

4.3. Greater housing choice;#4.5. Commercial growth;#5.1. Enhanced community pride and reputation

Community Measures

Outcome

Safe development (Compliance)

Measure

12 month running average of required inspection visits compliance rate

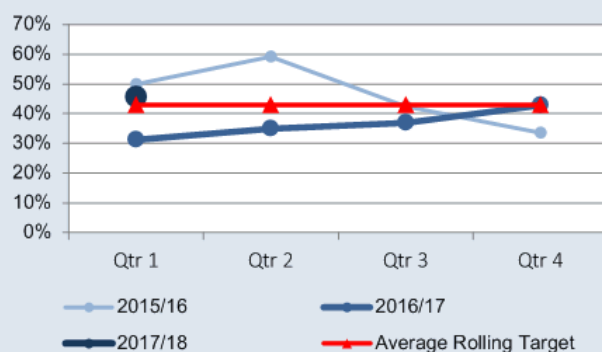
Rolling Target

38.66%

Result

45.67%

12 month running average of required inspection visits compliance rate



Highlights

The building inspections compliance rate has remained stable throughout the first quarter. Although the Building and Compliance team has carried vacancies in recent months, the total inspection numbers have remained consistent due to a targeted allocation of resources into this area.

Outcome

Responsive service (DA cycle time)

Measure

Quarterly Average cycle time across all application (Days)

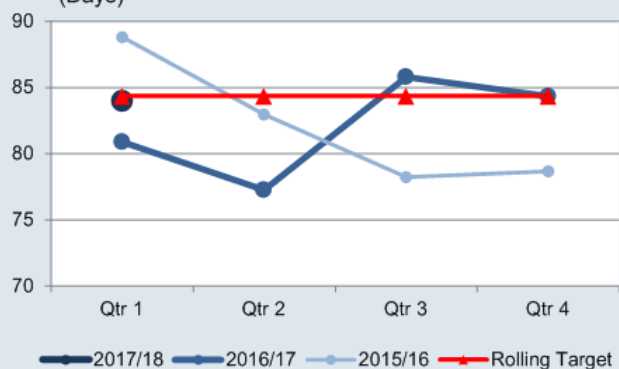
Rolling Target

90

Result

90

Quarterly average cycle time across all application (Days)



Highlights

Secondments in the Planning team and vacancies in Building team have not impacted the service delivery

Senior Manager **Derek Langman**

<p>PROJECT ARGANA PARK CAR PARKING EXTENSION</p> <p>SMART STRATEGY PROGRAM 2. Smart Living</p> <p>Strategic Outcome 2.2. Enhanced City presentation, community pride and reputation</p>

Project Description

This project will address insufficient parking for the 22 netball courts and five soccer pitches at the sportsground to deliver an increased number of car parks (approx. 100) and improved drainage.

PROJECT OUTCOME

THE LAST QUARTER

Highlights

Internal design review was undertaken, with the changes undertaken and drawings updated to reflect these changes. Project was then put out to tender within the Civil industry with the successful contractor being engaged.

Issues and counter-measures

As this site has both carpark lighting and general lighting, there was a need to discuss lighting sequences with the main facility users. An issue was the varying opinions on how the system should be setup, with City Operations providing the final direction.

MILESTONES

Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome
Undertake a review of the existing design in consultation with key stakeholders, modify existing drawings if necessary, and then present to the market for competitive tendering.	Engage preferred contractor, with works commencing on site. Practical Completion to be achieved prior to Q3.			Underake design review, engage contractor, supervise construction, and then achieve Practical Completion within the construction window allocated by the clubs.
✓				

SENIOR MANAGER

Paul Alberton

PROJECT
CITYWIDE STORMWATER MANAGEMENT
PLANNING

SMART STRATEGY PROGRAM
2. Smart Living

Strategic Outcome

Project Description

A stormwater management plan for each of the City's Catchments: the Smith Creek Catchment, the Adams Creek and Helps Road Drain Catchment and the Greater Edinburgh Parks and St Kilda Catchment will be developed to provide a comprehensive and defensible programme of works and identify trigger points necessary to facilitate City growth, enhance the environment and reduce risk of flooding.

PROJECT OUTCOME

THE LAST QUARTER

Highlights

Consultancy contracts executed and a Project Steering Committee established. Studies are underway and on-track.

Issues and counter-measures

Nil

MILESTONES

Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome
Form consultancy contracts, establish Project Steering Committee and set up study methodology.	Confirm study input parameters, establish models, identify objectives and identify challenges and opportunities.	Develop management strategies for flood mitigation, water quality improvement and harvesting.	Complete cost benefit analyses and draft findings document.	Draft findings document
✓				

SENIOR MANAGER

Greg Pattinson

PROJECT DEED DELIVERY & INFRASTRUCTURE DESIGN FOR PLAYFORD GROWTH AREAS PROJECT	
SMART STRATEGY PROGRAM 2. Smart Living	
Strategic Outcome 2.1. Smart development and urban renewal; 2.3. Livable neighbourhoods; 3.3. Sustainable economic transformation	

Project Description

As part of the 30-year Plan for Greater Adelaide, land known as the Playford Growth Areas was rezoned to permit residential and associated non - residential development. Council is required to undertake detailed and complex work to understand the nature and impact of flooding in the Council area and devise appropriate mitigation strategies. Those strategies will result in the preparation of Stormwater Management Plans (SMPs). This work is being undertaken in conjunction with Landowners as they will ultimately sign on to Final Stormwater Deeds for the Growth Areas. The Deeds will outline the works and contributions required for land parcels to be developed.

PROJECT OUTCOME

Following the completion of SMPs, this project will deliver Final Deeds for Landholders and Council. The Final Deeds will establish the framework for the design and implementation of key pieces of infrastructure to unlock all of the Growth Areas for development into the future.

THE LAST QUARTER

Highlights

Angle Vale North - Gawler River levee modelling completed and being incorporated into the SMP.

Angle Vale South - Smith Creek Flood Study results incorporated into a revised SMP which is undergoing final modelling.

Playford North Extension West - discussions continuing with DPTI regarding use of the Nexy swale to facilitate the Final SMP. Infrastructure costing & valuation work has been completed.

Playford North Extension East - 70% SMP Concepts presented to Landholder group and preferred option identified and legal advice received clarifying implementation.

Virginia - SMP Concepts have been finalised in preparation for Stakeholder group consultation.

DPTI - Engagement to manage implementation of Road Deeds commenced and DPTI have prepared a 3 year Rolling Infrastructure Plan.

Issues and counter-measures

Facilitating development under the Interim Stormwater Deed becoming complex as subdivision activity increases particularly in the Angle Vale Growth Area.

As 85% SMPs are developed landholder compensation/equalisation mechanisms will become important to resolve.

Resolution of access to the Nexy swale will present a significant step forward for PNEWest.

Commencement of the regional stormwater solution for Virginia (McEvoy Road) will provide greater certainty to landholders and resolving final Deeds.

MILESTONES

2016/17 Outcome	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome
Progression of SMPs such that costing can be determined for inclusion in the Final Deeds. Initial draft of final deeds undertaken such that information can be fed into the Deed with amendments made as information becomes available.	Gawler River levee modelling completed for inclusion into 70% Angle Vale North SMP. Smith Creek Flood Study results incorporated into a revised Angle Vale South SMP and mitigation strategy revised. DPTI requirements for Nexy swale handover clarified and SMP validation being addressed. PNE West Infrastructure costing & valuation work completed. 70% SMP Concepts presented to PNE East Landholder group and preferred option identified. Legal advice received clarifying implementation of the preferred option (Base Model). Virginia SMP Concepts finalised in preparation for Stakeholder group consultation.	Progress all 70% SMP agreed Base Models to the next stage. Finalise regional stormwater solutions for Angle Vale North and Virginia. Complete stakeholder engagements on 70% SMP Base Models and regional solutions.	Achieve 85% SMPs and complete validation and Stakeholder Group consultations (except PNE West which is subject to DPTI negotiations). Finalise draft Final SMP and Deed wording with Council's lawyers.	Achieve 100% SMPs for final Stakeholder consultation. Engage Stakeholder Groups regarding draft Final SMPs and Deeds. Finalise all infrastructure costings and land valuations and undertake Stakeholder consultation. Care, Control and Management of the Nexy swale resolved in Council's favour.	Finalisation of SMPs and Final Stormwater Deeds for signature and registration in Angle Vale North and South. Finalise engagement of Virginia and PNE Stakeholder Groups regarding draft Final SMP and Deed in preparation for sign-off.
✓					

SENIOR MANAGER

Derek Langman

PROJECT ELIZABETH PARK RENEWAL
SMART STRATEGY PROGRAM 2. Smart Living
Strategic Outcome 2.1. Smart development and urban renewal; 2.2. Enhanced City presentation, community pride and reputation; 2.3. Livable neighbourhoods

Project Description
Streetscape and public realm improvements in relation to the Northway Renewal project

PROJECT OUTCOME

THE LAST QUARTER

Highlights

Council's streetscape works (footpaths, verges, kerb, ramps, street trees) occur after dwelling constructions have been completed. This is to ensure that Council's works are not damaged by subcontractors whilst constructing the dwelling and therefore are subject to building owners completing their dwelling constructions.

As builders are in still in construction phase, these works will be reassessed in the next quarter.

Issues and counter-measures

There are currently no measures to put in place as dwelling constructions are driven by market conditions outside of Council's control. Continue to monitor and action accordingly.

MILESTONES

Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome
Action streetscape works subject to dwelling completions.	Action streetscape works subject to dwelling completions.	Action streetscape works subject to dwelling completions.	Action streetscape works subject to dwelling completions.	Complete all streetscape works associated Elizabeth Park Neighbourhood Renewal Project.
✓				

SENIOR MANAGER

Fred Pinxteren

PROJECT
PLAYFORD ALIVE 2017/18

SMART STRATEGY PROGRAM
 2. Smart Living

Strategic Outcome
 2.1. Smart development and urban renewal; 2.2. Enhanced City presentation, community pride and reputation; 2.3. Livable neighbourhoods

Project Description
 Inclusive of:
 Peachey Road - Stage 3 2017/18 - completed
 Peachey Road - Stage 4
 Playford Alive - Crittenden Road Culvert Crossing
 Streetscape works as per staging.

PROJECT OUTCOME

To complete Peachey Road - Stage 4 Upgrade works, streetscape works (including footpaths, verge and street trees) as per renewal staging, Webster Reserve upgrade and Crittenden Rd Culvert crossing.

THE LAST QUARTER

Highlights

Peachey Road Upgrade - Stage 4 works ongoing.

Council have now received additional funding to complete the Crittenden Road culvert in September 2017.

Webster Reserve - concept planning underway and reviewing community consultation opportunities.

Other streetscape works are being reviewed for timing that is subject to dwelling constructions so that Council works are not damaged by building contractors. Ongoing review in second quarter for streetscape commencements.

Issues and counter-measures

No issues identified.

MILESTONES

Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome
Continue with Peachey Road Upgrade - Stage 4 works - ongoing. Await confirmation from Special Local Roads grant funding for Crittenden Road Culvert Crossing - received in September. Commence Webster Reserve concept planning - commenced. Commence scoping of streetscape works subject to dwelling construction completions.	Continue with construction of Peachey Road Upgrade - Stage 4 Commence planning for Webster Reserve community consultation.	Complete construction of Peachey Road Upgrade - Stage 4 Finalise Webster Reserve community consultation & tender for detailed design. Conduct community consultation and detailed design for Crittenden Road Culvert crossing. Conduct streetscape works as required subject to dwelling constructions.	Commence redevelopment of Webster Reserve. Commence construction of Crittenden Road culvert crossing. Continue with streetscape works subject to detailed dwelling constructions.	To continue to deliver on aspects of the Playford Alive project providing benefits to our community.
✓				

SENIOR MANAGER

Fred Pinxteren

<p>PROJECT STORMWATER INFRASTRUCTURE 2017/18</p>
<p>SMART STRATEGY PROGRAM 2. Smart Living</p>
<p>Strategic Outcome 2.2. Enhanced City presentation, community pride and reputation; 2.3. Livable neighbourhoods</p>

Project Description

Growth is intensifying stormwater runoff and having a negative effect on the environment. Stormwater management planning includes identifying where existing infrastructure is not capable of meeting the required level of service and that Council needs to fund physical works for regional infrastructure to address part of the gap.

2017/18 funding will contribute towards resolving stormwater issues in the northern area of Virginia, including localised flooding of Old Port Wakefield Road. It will deliver a small portion of a regional drainage upgrade that will integrate with the future regional scheme. Funding requirements for regional drainage upgrades 2018/19 and onward will be the subject of Stormwater Management Plans that are yet to be completed.

PROJECT OUTCOME
THE LAST QUARTER

Highlights

Design has been tendered and awarded the with design process being undertaken.

Issues and counter-measures

There are some existing significant trees within the Virginia Sports Precinct that have been identified as needing to remain. This minor variance to the scope has resulted in a change in design from the Concept.

MILESTONES

Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome
Designer engaged, with design work having been commenced.	Design finalised, with civil works being tendered out.	Contractor awarded, and works commence	Works are finalised and hand over process concluded.	To reduce the risk of flooding of Old Port Wakefield Road, Virginia
✓				

SENIOR MANAGER

Paul Alberton

Smart Jobs and Education Program

Our Smart Jobs and Education Program is about Council leading by example and advocating to other organisations to support the diversification of our local economy and improve the employment prospects for our community – both in the immediate future as we face the closure of GM Holden and in the longer-term as the local industrial base transitions. This includes providing the right environment for investment and business attraction. It also means connecting our community up with the right skills and education they need to play their part in the transitioning economy.



Outcomes

- 3.1. Growth and diversification of local jobs matched with relevant education and training
- 3.2. Commercial and industrial growth
- 3.3. Sustainable economic transformation
- 3.4. International market connections

The following section gives an update on the status of strategic or capital projects being undertaken as well as an update on the services that are undertaken in support of this Program.

The following **service** is undertaken in support of the Smart Jobs and Education Program:

Business Support and Industry Development

The following **project is** undertaken in support of the Smart Jobs and Education Program:

Hortex Partnership
Stretton Centre

SERVICE
**BUSINESS SUPPORT AND INDUSTRY
DEVELOPMENT**

Community Outcome

Facilitate business and industry development opportunities and liaise with other government and community supported agencies to generate local employment and to help businesses relocate or existing businesses to expand and prosper

Strategic Outcome

3.2. Commercial and industrial growth; 3.4. International market connections

Community Measures

Outcome

Supporting local businesses and developing industry

Measure

Number of businesses supported per total number of businesses in Playford region

Rolling Target

1,046

Result

117

Highlights

Business Support and Industry Development engaged 117 businesses during Quarter 1. We have successfully supported four businesses to access State Government funding through the Small Business Development Fund resulting in two successful Expansion grants with a total investment value of \$305,850. In addition, we supported two start-up grants with a total investment value of \$37,450, which were also awarded. To date, the total investment gained through the Small Business Development Fund is \$1,077,285 in direct grant funding resulting in a total regional investment of \$3,140,987 and the creation of 79 new jobs.

Business Support continues to work closely with local businesses in a case management capacity to support growth and jobs. Business Support is also working closely with the Stretton Centre events team to design and deliver a number of small business workshops and engagement opportunities as a direct result of the Business Satisfaction Survey which was undertaken in June 2017.

The development of a Horticulture Cluster is underway, with the broad aim of increasing profitability within the industry. An initial stakeholder meeting was held with relevant parties and broad support for progressing the cluster was given and an interim Industry Chair has been appointed.

The announcement of the \$200 million Future Jobs Fund has seen Business Support immediately engaging directly with larger businesses within the Playford region to maximise the uptake of this significant opportunity. During this quarter we have supported a number of key businesses within the Playford area to apply for the Future Jobs Fund and will await the outcome in the next quarter.

The Stretton Centre's collaboration with the Department of State Development is continuing with the Adelaide Jobs portal website still connecting local job with local talent. During the Quarter 1 there were 1,275 jobs posted, 2,886 applications submitted and 249,914 total views.

Senior Manager **Dermot Cussen**

**PROJECT
HORTEX PARTNERSHIP**

SMART STRATEGY PROGRAM
3. Smart Jobs & Education

Strategic Outcome

3.1. Growth and diversification of local jobs matched with relevant education and training; 3.2. Commercial and industrial growth; 3.3. Sustainable economic transformation

Project Description

To support the horticultural industry the City of Playford will lease the Virginia Horticulture Centre to HortEx under a "pepper corn" rent arrangement. An additional \$25,000 pa will be provided to support HortEx in achieving the objectives of the Partnership agreement as well as a commitment of up to \$50,000pa additional funding to leverage Private, Federal and/or State funding for agreed projects.

PROJECT OUTCOME

- 1.1 Act as a vehicle for collaboration and accelerated business improvement for the horticultural producers in the region
- 1.2 Identify and facilitate the delivery of high-quality skills development programs in line with industry needs
- 1.3 Maximise industry participation in development activities
- 1.4 Engage with the Council and other key stakeholders to collectively progress the future of the horticultural region

THE LAST QUARTER

Highlights

A working relationship has been established with HortEx and planning is taking place regarding an industry cluster.

Issues and counter-measures

No clear process in place for reporting of tenants. This has now been established.

MILESTONES

Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome
Quarter 1 reports provided from HortEx. Initial planning taken place for allocation of funding for leverage	Quarter 2 reports received from HortEx. Steering group for industry cluster established. Process undertaken to attract industry funds.	Quarter 3 reports received from HortEx. Whole of cluster meetings initiated.	Quarter 4 reports received from HortEx. Business case for Centre of Excellence delivered.	A relationship has been established with HortEx. Significant industry development options are being planned including an industry cluster and Centre of Excellence.
✓				

SENIOR MANAGER

Dermot Cussen

PROJECT
STRETTON CENTRE

SMART STRATEGY PROGRAM
3. Smart Jobs & Education

Strategic Outcome

3.1. Growth and diversification of local jobs matched with relevant education and training; 3.2. Commercial and industrial growth; 3.3. Sustainable economic transformation

Project Description

The funding will be used to support the Stretton Centre's infrastructure requirements and its focus on exploring and enabling local job creation.

PROJECT OUTCOME

THE LAST QUARTER

Highlights

Project to commence later in the year.

Issues and counter-measures

MILESTONES

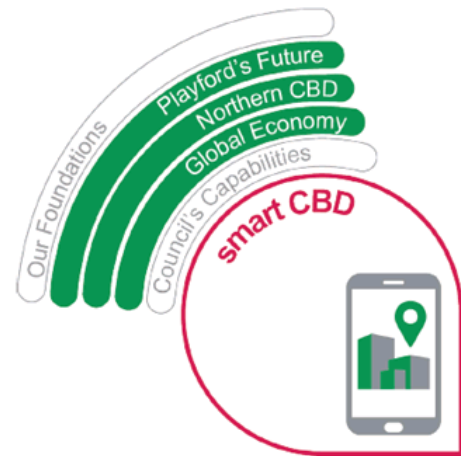
2016/17 Outcome	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome

SENIOR MANAGER

Dermot Cussen

Smart CBD Program

The Smart CBD Program relates to Council’s long term strategy for the re-development and expansion of the Elizabeth Regional Centre. In the longer term, Elizabeth can expect to be home to a number of facilities and services such as hospitals, specialist health services, a university, major art gallery, significant retail services, medium to high density commercial offices, peak business organisations, the head offices for various organisations and high density housing in the form of multi-storey apartments. Over the next four years the first stages of this longer term plan will be realised.



Outcomes

- 4.1 Expanded range of local services
- 4.2 Growth and diversification of local jobs in the CBD
- 4.3 Greater housing choice
- 4.4 Increased social connections
- 4.5 Commercial Growth

The following section gives an update on the status of strategic or capital projects being undertaken as well as an update on the services that are undertaken in support of this Program

There are currently no **services** undertaken in support of the Smart CBD Program:

The following **project** is undertaken in support of the Smart CBD Program:

Angle Vale Community Sports Centre - Female Change Rooms
Northern CBD 2017/18

<p>PROJECT ANGLE VALE COMMUNITY SPORTS CENTRE - FEMALE CHANGE ROOMS</p> <p>SMART STRATEGY PROGRAM 4. Smart CBD</p> <p>Strategic Outcome 4.4. Increased social connections; 4.1. Expanded range of local services; 5.1. Enhanced community pride and reputation</p>
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Project Description

The next stage of delivery of this facility will include change rooms to service the existing netball courts and planned junior oval. The project relies on Council attracting \$500,000 from the State Government through Round 2 of the new Female Facilities Fund.

PROJECT OUTCOME

THE LAST QUARTER

Highlights

Project has not yet commenced. Forecast project execution start date is December 2017.

Funding approval from Office for Sports & Recreation for \$475,000.

Issues and counter-measures

Hydraulic services have not been incorporated into the project estimate. Electrical, water and sewerage will need to be estimated and incorporated into a revised project cost estimate.

MILESTONES

Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome
Funding approval from Office for Sport & Recreation Project budget approval and initiation	Complete Project Plan Appoint design team Commence detailed design phase	Complete detailed design phase VM - design review with internal * external stakeholders Tender process - building contractor Commence construction phase	Construction phase (50% complete estimated) ongoing Construction phase - est completion by Sept/Oct 2018 followed by 12 month defects liability period	Detailed design documentation and tender process for the AV Changerooms, commencement of construction.
✓				

SENIOR MANAGER

Fred Pinxteren

<p>PROJECT NORTHERN CBD 2017/18</p> <p>SMART STRATEGY PROGRAM 4. Smart CBD</p> <p>Strategic Outcome 1.1. High quality services and amenities; 1.4. Enhanced City presentation, community pride and reputation; 1.3. Working smarter with our community; 1.2. Improved service delivery; 2.1. Smart development and urban renewal; 2.2. Enhanced City presentation</p>
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<p>Project Description Inclusive of: Northern CBD (continuing from 2015/16) Northern CBD - Fremont Park Northern CBD Strategic Investigations</p>
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PROJECT OUTCOME

THE LAST QUARTER

Highlights

The Prince George Plaza was completed during the quarter. The design for multi deck car park on lot 7 was completed and Council is currently looking to appoint a construction contractor. The Playford Boulevard was resealed with paving and planting along the boulevard updated too. The Prince Charles Walk was finalised which now gives access to lots 5, 6, 7, 8, 9, and 10 and provides a link to the existing Civic Centre roadway and carpark.

Issues and counter-measures

SAPN connections still outstanding - due for completion end of October

MILESTONES

Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome
Completed carpark design and contractor value management sessions. Completed prince george plaza. Completed Playford Boulevard upgrade	Heads of Agreement Lot 6	EOI for Hotel Commence Carpark Construction	Finalise negotiations for Lot 6 building	
✓				

SENIOR MANAGER

Fred Pinxteren

Smart Sport Program

Council has a long term vision to create the Playford Sports Precinct, a fifty hectare development adjacent to the Elizabeth Regional Centre providing local community, state and national level sports facilities. The Smart Sport Program is about creating a focus on health communities and promoting greater participating in sport and physical activity. It will also support the renewal of adjoining suburbs.



Outcomes

- 5.1. Enhanced community pride and reputation
- 5.2. Health and socially connected community
- 5.3. Access to elite sporting facilities

The following section gives an update on the status of strategic or capital projects being undertaken as well as an update on the services that are undertaken in support of this Program.

There are currently no **services** undertaken in support of the Smart Sport Program:

The following **projects** are undertaken in support of the Smart Sport Program:

Playford Sports Precinct 2017/18
 Playford Sports Precinct Event Attraction, Asset Activation & Athlete Pathway Support Program

PROJECT
PLAYFORD SPORTS PRECINCT 2017/18

SMART STRATEGY PROGRAM
5. Smart Sport

Strategic Outcome

5.1. Enhanced community pride and reputation; 5.2. Healthy and socially connected community; 5.3. Access to elite sporting facilities

Project Description

Inclusive of:

Playford Sport Precinct - Stage 1
Playford Sports Precinct - Softball Planning Study
Penfield Reserve - District Level Sportsground
Spruance Playground

PROJECT OUTCOME

THE LAST QUARTER

Highlights

PLAYFORD SPORT PRECINCT - STAGE 1

Commenced construction of Playford Bowling Centre.

PLAYFORD SPORT PRECINCT - SOFTBALL PLANNING STUDY

Project to commence in Quarter 3

PENFIELD RESERVE - DISTRICT LEVEL SPORTSGROUND

Sports Park - Stage 1 construction commenced and the tender is out for Stage 2 works.

SPRUANCE PLACEGROUND

Majority of construction has been completed, with the remainder of the playground equipment being installed on the 18 October. The local school has been invited to participate in the planting of the remaining landscape on the 19 October, with all works on this site being completed on this date, inclusive of streetscape works. Security fencing is to remain in place until the official opening of the Spruance Tennis Centre and Playground.

Issues and counter-measures

No issues encountered at this stage.

MILESTONES

Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome
<p>Commence construction of Playford Bowling Centre including rebuilt community club room, associated car park, three synthetic greens and shade structure.</p> <p>Continue construction of Eyre Sports Park - Stage 1 including cricket oval, cricket nets, community clubroom, car parking and associated irrigation and landscaping.</p> <p>Commence scoping of works for Stage 2 - including cricket oval, soccer pitch, irrigation and associated landscaping.</p> <p>Majority of the Spruance Placeground construction completed</p>	<p>Continue with the construction of the Playford Bowling Centre.</p> <p>Continue with construction of Eyre Sports Park - Stage 1 and complete Tender and evaluation for Eyre Sports Park - Stage 2.</p> <p>Commence construction of Stage 2.</p> <p>Spruance Placeground's playground equipment being installed</p>	<p>Complete construction of the Playford Bowling Centre</p> <p>Commence construction of softball planning study</p> <p>Continue with construction of Eyre Sports Park - Stage 2</p>	<p>Complete handover and rectify defects for the Playford Bowling Centre.</p> <p>Finalise softball planning study</p> <p>Complete construction of Eyre Sports Park - Stage 2 with handover and rectification of defects in quarter 1 of 2018/19.</p>	<p>Completion of the Playford Bowling Centre and handover to the club.</p> <p>Completion of the Softball Planning Study.</p> <p>Completion of the Eyre Sports Park Stage 1 and 2 ready for community use.</p> <p>Completion of the Spruance Placeground</p>
✓				

SENIOR MANAGER

Fred Pinxteren

PROJECT
PLAYFORD SPORTS PRECINCT EVENT
ATTRACTION, ASSET ACTIVATION & ATHLETE
PATHWAY SUPPORT PROGRAM

SMART STRATEGY PROGRAM
4. Smart Sports

Strategic Outcome

4.4. Increased social connections; 4.1. Expanded range of local services

Project Description

This project will deliver an annual calendar of events and activations that serves as an economic driver, have a high level of community engagement and support the the tenants and facilities of the Playford Sports Precinct.

Events may include: annual pro tour tennis tournament, bowls Australia sanctioned tournament, bidding for an AFL pre-season match at Elizabeth Oval, hosting an AUFC pre-season/FFA Cup Match.

PROJECT OUTCOME

THE LAST QUARTER

Highlights

\$5000 committed to the Tennis SA Multicultural Program which was provided to CALD community members free of charge at the Playford Tennis Centre commencing in October 2017.

Issues and counter-measures

Nil

MILESTONES

Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome
Support Tennis SA Multicultural Program	Support activation events at Playford Sports Precinct.	Support activation events at Playford Sports Precinct.	Support activation events at Playford Sports Precinct.	
✓				

SENIOR MANAGER

Paul Alberton

Smart Health Program

In the longer term Playford will see the expansion of the area around the Lyell McEwin Hospital into a key precinct featuring tertiary training, research, allied health facilities and residential accommodation, serving the needs of not only northern Adelaide, but regional areas beyond. The precinct will have potential links to advanced manufacturing in assistive devices in health, aged and disability.

The Smart Health Program is about Council raising the profile and amenity of the precinct and facilitating new investment.



Outcomes

- 6.1 Access to quality, local health services
- 6.2 Increased employment opportunities in health, disability and aged sectors

The following section gives an update on the status of strategic or capital projects being undertaken as well as an update on the services that are undertaken in support of this Program.

There are currently no **services** undertaken in support of the Smart Health Program:

The following **project** is undertaken in support of the Smart Health Program:

Playford Health Precinct 2017/18

PROJECT PLAYFORD HEALTH PRECINCT 2017/18

SMART STRATEGY PROGRAM
6. Smart Health

Strategic Outcome

6.1. Access to quality, local health services; 6.2. Increased employment opportunities in health disability and aged sectors

Project Description

The major purpose of the Playford Health Precinct project is to facilitate the development and expansion of the existing Lyell McEwin Hospital and allied health facilities, research tertiary training facilities, redevelopment of shopping/retail facilities and residential accommodation.

PROJECT OUTCOME

The key outcomes for the Playford Health Precinct project in 2017/18 are:

Masterplan review

Concept and design development for the Streetscape & Signage Upgrade project

Traffic Management and Carpark Report

EOI and disposal strategy for Lots 48 and 61

Development Plan Amendment

Health Precinct Forum

THE LAST QUARTER

Highlights

Design development phase for Streetscape and Signage project ongoing

Draft Traffic Management and Carpark Report presented to Executive

Masterplan review process commenced

Agreed Sale contract amendment with ACH Group to delay Stage 1 commencement to August 2018

ACH Group were successful in obtaining 65 bed licences for the Healthia (ex Vita North) site via the ACAR 2016/17 round.

Issues and counter-measures

Budget is only for investigative works only - no budget approvals for detailed design or execution. This budget needs to be incorporated into Budget Review 1 (BR1) or BR2

MILESTONES

Quarter 1	Quarter 2	Quarter 3	Quarter 4	2017/18 Outcome
<p>Design development phase for streetscape & signage project ongoing</p> <p>DRAFT Traffic management & carpark report presented to Executive</p> <p>Masterplan review process commenced</p> <p>Agreed Sale contract amendment with ACH group to delay Stage 1 commencement to August 2018</p> <p>Minister approval for the Community Land Revocation for lots 48 and 61</p>	<p>Philip Highway (Bulldogs) Roundabout Completion</p> <p>Health Precinct Forum</p> <p>Completion of design workshops for Streetscape & Signage Upgrade Project</p> <p>Public consultation of concept design for Streetscape & Signage project</p> <p>Final Traffic Management and carpark report - executive approval</p> <p>Planning Consent from Coordinator - General's Office for Stage 1 of the Healthia site redevelopment (ACH Group)</p> <p>Council report and Approval for the Community Land Revocation for lots 48 and 61</p>	<p>EOI process and disposal strategy approval for Lots 48 and 61</p> <p>Commence Development Plan Amendment (DPA) for Playford Health Precinct</p> <p>Council Approval of the Final Traffic Management and carpark report</p> <p>Design development for Streetscape & Signage Upgrade project</p> <p>Capital budget 2018/19 submissions for Streetscape & Signage Upgrade project</p>	<p>Council approval/ endorsement of masterplan</p> <p>Review report</p> <p>DPA - public consultation phase</p> <p>Review EOI submissions for Lots 48 and 61 - Council report</p> <p>Tender process for Design Consultant team for Detailed design phase for the Streetscape & Signage Project</p>	<p>Masterplan Review</p> <p>Concept design for Streetscape & Signage upgrade project</p> <p>Traffic Management and Carpark Report</p> <p>EOI and disposal strategy for Lots 48 and 61</p> <p>Development Plan Amendment</p> <p>Health Precinct Forum</p>
✓				

SENIOR MANAGER

Fred Pinxteren

2017/18 STRATEGIC PROJECTS. QUARTER ONE STATUS SUMMARY

Strategic Projects are fixed-term projects that are undertaken to implement Council's strategic direction. Progress reports against each of the Strategic Projects are included in the main body of this Quarterly Organisational Performance Report. The following status table is provided in line with Council Resolution 1679 (February 2014), and summarises any major variations to the Strategic Projects that have been endorsed by Council to date this year.

Project	Original Strategic Projects Budget Allocation	Amended Strategic Projects Budget Allocation	Project Report Page	Major Variations this Quarter
City-wide Stormwater Management Planning	(100,000)	(180,000)	62	
Road Safety Audits	(30,000)	(30,000)	52	
Northern CBD Fremont Park	(65,000)	(0)	74	
HortEx Partnership	(51,000)	(75,000)	70	
Northern CBD Strategic Investigations	(150,000)	(150,000)	74	Nil
NDIS/Aged Care	(50,000)	(0)	-	
Playford Sports Precinct – Softball Planning Study	(20,000)	(30,300)	76	
Lyell McEwin Health Precinct Investigations	(30,000)	(30,000)	80	
<i>SUBTOTAL – PROJECTS as per Original Budget</i>	<i>(496,000)</i>	<i>(495,300)</i>		
Future Fund Establishment	-	(20,000)		
Playford Landbank Strategy	-	(60,000)		Nil
Playford Gateway Concept Planning	-	(77,290)		
<i>SUBTOTAL – NEW PROJECTS during Q1</i>	<i>-</i>	<i>(157,290)</i>		
<i>UNALLOCATED</i>	<i>(228,000)</i>	<i>(71,410)</i>		
TOTAL	(724,000)	(724,000)		

During Quarter 1, a number of minor changes to the original Strategic Projects budget allocation have been made, as outlined following:

- The current year budget for City-wide Stormwater Management Planning increased as a result of cashflow arrangements with the other project partners, but there will be a corresponding decrease to the required Playford contribution next financial year.
- The budget originally allocated for Northern CBD Fremont Park (commercial investigations) is no longer required.
- The HortEx Partnership budget has been increased in line with likely commitments for 2017/18 as per the agreement currently in place.
- The NDIS/Aged Care investigations were able to be funded and completed in the last quarter of 2016/17 and hence the current year budget is no longer required.
- The Sports Precinct allocation has been increased to allow Council to respond to the opportunity for potential funding for Female Change Rooms at the Central Districts Football Club.
- Three new projects were also initiated during Q1 in relation to Council's Future Fund initiative

These minor changes have had no impact on the overall Strategic Projects budget allocation of \$724,000 for 2017/18 and at the end of Quarter 1 only \$71,410 of the full year budget remains unallocated.



COMMITTEE WORKPLAN

8.1 Services Committee Work Plan

Attachments : 1. Services Committee Work Plan

Presenter: Ms Maggie Dowling

Purpose: To provide notice of upcoming reports.

Duration: 5 Minutes

**City of Playford
Services Committee
WORKPLAN**

Meeting Date	Topic	Report Type
12/12/2017	Proposed Revocation of Community Land Classification – Lot 168 Clare Mews, Munno Para West	Decision Report
20/02/18	Community Development Grant Review	Decision Report
	Code of Practice for Council and Committee Meetings Review	Decision Report
20/03/18	Nil	