



NOTICE

of

ECONOMIC & CORPORATE COMMITTEE

*Pursuant to the provisions of Section 87(4) of the
Local Government Act, 1999*

TO BE HELD IN

**COMMITTEE ROOM, PLAYFORD CIVIC CENTRE,
10 PLAYFORD BOULEVARD, ELIZABETH**

ON

TUESDAY, 17 AUGUST 2010 AT 8.30 P.M.

A handwritten signature in black ink, appearing to read "TRS Jackson", with a long, sweeping underline.

**TRS JACKSON
CHIEF EXECUTIVE OFFICER**

Issue Date: 12/08/2010

MEMBERSHIP

(PRESIDING MEMBER – CR JOE FEDERICO)

Mayor Martin Lindsell (ex-officio)
Cr Kerree Hamilton
Cr Dino Musolino
Cr Iris Shaw JP

Cr Don Levitt
Cr Julie Norris

Cr Duncan MacMillan JP
Cr Max O'Rielly JP

VISION AND GOALS OF CITY OF PLAYFORD

Economic Prosperity

Vision *“Become a global centre for world class business innovation.*

Goal *“To improve economic prosperity of the region”*

Environmental Care

Vision *“To secure a sustainable future for Playford’s community and environment through leadership, innovation, collaboration and engagement”*

Goal *“A City and community renowned for its natural heritage, open space and sustainable approach to development”.*

Community Wellbeing

Vision *“A vibrant, prosperous and just community that is diverse, active, creative, strong, safe and healthy – proud of its past and present achievements and confident about the future.*

Goal *“To improve and support the wellbeing, health and safety of the Playford community”*

Organisational Excellence

A progressive, responsive and innovative organisation that supports the implementation of the Playford community vision.

RELEVANT OBJECTIVES

Economic Prosperity	<ol style="list-style-type: none"> 1. The Elizabeth Regional Centre will become the primary business, retail and community service centre for Northern Adelaide. 2. Greater Edinburgh Parks will become both the focal point for future investment in Adelaide and a world-class industry precinct. 3. The region is linked into national and global industry clusters and is recognised for environmental best practise. 4. The region will have strong business networks and an innovative, creative and entrepreneurial business culture. 5. The region will embrace lifelong learning, training and employment. 6. The region will grow new market and investment opportunities for business. 7. The region is an attractive and financially rewarding destination for current and new residents. 8. Playford is a connected city with world-class infrastructure that underpins future economic growth.
Environmental Care	<ol style="list-style-type: none"> 1. Widespread ecologically sustainable development 2. A functional mix of open space 3. Effective conservation and enhancement of the City’s natural resources, from the coast to the hills. 4. Sustainable waste management focusing on waste minimisation and resource recovery. 5. A community actively addressing climate change through low energy use. 6. Safe, high quality water resources. 7. A community managing and using water resources sustainably.
Community Wellbeing	<ol style="list-style-type: none"> 1. A strong, cohesive and connected community. 2. A safe community. 3. A socially inclusive community. 4. A liveable environment. 5. A healthy community. 6. A community engaged in lifelong learning and employment.

**City of Playford
Economic & Corporate Committee Meeting**

AGENDA

**Tuesday, 17 August 2010
At 8.30pm**

1. ATTENDANCE RECORD

- 1.1 Present
- 1.2 Apologies
- 1.3 Not Present

2. CONFIRMATION OF MINUTES

RECOMMENDATION

The minutes of the Economic and Corporate Committee held on Tuesday, 20 July 2010, be confirmed as a true and accurate record of proceedings.

3. DECLARATIONS OF INTEREST

4. QUESTIONS WITHOUT NOTICE

5. PERFORMANCE

5.1 Staff Reports

Matters to be considered by the Committee and referred to Council

Matters for Information

5.1.1 Annual Report of the Economic and Corporate Committee 2009/10 (Attachment)..... 6

Matters to be considered by the Committee Only

Matters for Information

5.1.2 Quarterly Organisational Performance Report (Attachment)..... 10

5.2 Discussion Forum

5.2.1 Organisational Annual Report 63

Presenter:	Ms Kristen Manson
Purpose:	To seek committee's feedback on key organisational achievements and challenges in 2009/10 for inclusion in the organisational annual report.
Duration:	20 Minutes

6. STRATEGIC PLANNING**6.1 Staff Reports**

Nil

6.2 Discussion Forum**6.2.1 Further Investigation on Service Cuts 65**

Presenters: Mr Greg Pattinson & Ms Kristen Manson

Purpose: To review information requested for further investigation on other service cuts:

1. Industry Support
2. Stakeholder Management & Community Engagement

Duration: 30 Minutes

6.2.2 Major Projects 66

Presenter: Mr Matthew Pears

Purpose: Seeking agreement for the Major Projects to be added in the Quarterly Report.

Duration: 5 Minutes

6.2.3 Economic and Corporate Workplan (Attachment) 67

Presenter: Presiding Member, Cr Joe Federico & Mr Mathew Pears

Purpose: Committee to view Economic and Corporate Workplan.

Duration: 5 Minutes

6 OTHER BUSINESS**7 CLOSURE**

PERFORMANCE STAFF REPORTS

**Matters to be considered by the
Committee and referred to Council**

Matters for Information

5.1.1 ANNUAL REPORT OF ECONOMIC AND CORPORATE COMMITTEE 2009-2010

(Contact Person: Matthew Pears)

See Attachment No: 1 – Economic and Corporate Committee Annual Report -2009-2010

Why is this matter before the council or committee?

This matter is the Committee's Annual Report for the 2009-2010 financial year and is presented to the August 2009 Ordinary Council meeting for endorsement.

Purpose

To present the Economic and Corporate Committee Annual Report for 2009-2010.

COMMITTEE RECOMMENDATION

Receive the annual report of the Economic and Corporate Committee (Attachment 1) for the 2009-2010 financial year.

Relevance to Playford Plan and/or Corporate Plan

The annual reporting of the Committee's performance is linked to the role and terms of reference of the Committee, as stated in the Committee's Charter and reflects the City of Playford's commitment to best corporate governance practice.

Relevance to Community Involvement Policy

This is an information based report providing progress on the Committee's achievements during the 2009/2010 financial year. There is no requirement to consult with the community on the contents of the report.

Background

Annual Reports of Council Committees are produced for a three (3) fold purpose:

- Inform and educate key stakeholders about the Council and its activities
- Provide a record and enable the assessment and review of the achievements, goals and performance of the Panel.
- Act as a mechanism to express Council's accountability to the community.

Current Situation

Council is not required to produce a separate Annual Report for its Economic and Corporate Committee, but is however required under the Local Government Act 1999, to produce an Annual Report for the Council's complete operations by November each year. The information contained in Attachment 1 will be included in an abridged version, in the Governance section within the City of Playford Annual Report for 2009/2010.

This Annual Report of the Economic and Corporate Committee has been produced as a mechanism for self evaluation by Committee members, particularly in regard to the format of meetings and to identify any issues that could be addressed.

Future Action

In accordance with best practice corporate governance practices, Annual Reports will continue to be produced for the Economic and Corporate Committee to enable the Committee members to continue to reflect on the performance of the Committee over the past year.

Attachment 1



**ANNUAL REPORT
ECONOMIC AND CORPORATE COMMITTEE
ANNUAL REPORT 2009/2010**

ROLE OF THE COMMITTEE

The Economic and Corporate Committee has been established under Section 41 of the Local Government Act 1999 to assist Council in the performance of its roles, duties and responsibilities, specifically in matters relating to the Economic and Corporate goals of the City of Playford.

Throughout the year, the Committee considered eight (8) reports on matters which had been referred to the Committee by Council's staff. Further, twelve (12) discussion items were featured in the Committee's time together over the reporting period.

MEETINGS

Eight (8) meetings were held during the period.

Agendas were prepared and distributed by the established deadlines with minutes distributed within three (3) working days of the meeting.

Meetings lasted between thirty-five (35) minutes to eight-one (81 minutes) with the average meeting lasting for fifty-three (53) minutes.

During the reporting period, all Committee Meetings were held in the public arena.

REVIEW PARAMETERS

The current Committee Charter stipulates that in reviewing its own performance, the Committee will have regard to:

- a) Achievement of its City Plan projects and initiatives in the areas of Economic Prosperity and Corporate Governance
- b) The number of policies developed
- c) Length of meetings and effectiveness of use of available meeting time
- d) Attendance by members

The Committee reviewed the previous year at its July 2010 Committee meeting and considers the below a sample of its key achievements for the 2009/2010 financial year.

- The informal atmosphere of the committee ensured that all members of the committee could participate in debate.
- The Committee recognised the good chairing provided by Cr Federico which facilitated the efficiency of the committee.

The Committee was concerned with the amount of items on the agendas and thereby the viability of the committee moving forward. This Committee believed that this occurred due to the change in meeting arrangements and the Council Plan process and service review.

The Committee also believed that there was a challenge to share time with the Strategic Planning and Performance Committee on the same night and suggested that the Council Plan could be considered evenly across the whole year.

The Committee outlined that it wanted more presentations from experts in the field who could assist in the decision making of the Committee.

MEMBERSHIP

On 27 February 2007, the following members of the Economic and Corporate Committee were appointed and continued their appointment through 2009/2010:

Mayor Lindsell	Cr MacMillan
Cr Federico	Cr Hamilton
Cr Levitt	Cr Musolino
Cr Norris	Cr O'Rielly
Cr Shaw	Deputy Mayor Glenn Docherty

The record of attendance at meetings of members is reflected as below:

Member Name	Total	Apologies¹
No. of meetings held	8	-
Mayor Lindsell	7	1
Cr Federico	7	1
Cr Hamilton	3	5
Cr Levitt	5	3
Cr MacMillan	7	1
Cr Musolino	5	3
Cr Norris	6	2
Cr O'Reilly	5	3
Cr Shaw	8	-

PRESIDING MEMBER

Cr Joe Federico was re-elected as Presiding Member at the 21 July 2009 meeting.

ADMINISTRATION SUPPORT

The Committee had access to and utilised the resources of Management (Executive, Group Managers and Team Managers) and staff (in compiling, collating and disseminating information) and invited guests, allowing it to make the best possible recommendation for the City and Ratepayers of Playford.

Mr Matthew Pears has acted in an Executive Officer role to the Presiding Member for the period July 2009 until June 2010.

¹ This column indicates that an apology was received for Economic & Corporate Committee meetings members were unable to attend.

PERFORMANCE STAFF REPORTS

**Matters to be considered by the
Committee Only**

Matters for Information

5.1.2 QUARTERLY ORGANISATIONAL PERFORMANCE REPORT

(Contact Person: Ken Daniel & Peter Oye)

See Attachment No/s:

1. Fourth Quarter Organisational Performance Report – Economic Prosperity
2. Fourth Quarter Organisational Performance Report – Organisational Excellence

Why is this matter before the council or committee?

This matter is for the information and discussion by Committee only.

Purpose

To inform Council of the organisation's performance against the priorities in the Council Plan.

STAFF RECOMMENDATION

The attached Organisational Performance Reports – Fourth Quarter 2009/10 is received and discussed by the Economic and Corporate Committee.

Relevance to Council Plan

The report is related to the corporate management and administration of the City of Playford and is required to be undertaken to ensure there is accountability to Elected Members and the community in the provision of Council services.

It reports on the progress against the priorities as set out in the Council Plan 2009/10.

Relevance to Community Involvement Policy

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

Background

The Local Government Act requires accountability to the community in terms of both financial management and service delivery. This has required the development of financial and non-financial performance measures that can be used to identify areas within the organisation where performance improvements can be made.

Current Situation

Performance reporting assists the Continuous Improvement program 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 the primary means through which Elected Members are provided with information pertaining to Council's strategic performance.

Future Action

No future action required.



4th Quarter Organisational Performance Report

April - June 2010

Economic Prosperity

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Purpose of this Report

This purpose of the report is to provide Council and the Playford community with an update on the progress made in the quarter towards achieving the priorities as set out in the Council Plan 2009/10 – 2012/13.

The report will be used internally to assist with decision making, planning and evaluation in relation to our four strategic goals.

It is not intended to capture every achievement during the quarter, just those that contribute to the delivery of the corporate priorities. The contents reflect the situation at the end of June 2010, and not the latest situation at the time of compiling the report.

To avoid duplication with the Quarterly Financial Report, this report will focus on non-financial performance (except where there are specific financial measures included).

The information collected in the quarterly reports will inform the development of Council's Annual Report 2009/10.

Annual Statement

The 2009/10 Annual Statement (as required under the Local Government Act 1999) is included in this report. The Annual Statement outlines the activities that Council intends to undertake to achieve its objectives and the measures Council will use to assess its performance against its priorities.

Legislative Requirement

Local Government Act 1999, Chapter 8, Part 2, 123 – Budgets:

(3) A council must also prepare, as part of its budget or in association with the preparation of its budget, a statement (known as the annual statement) which addresses:

(a) the activities that the council intends to undertake in the ensuing year to achieve its objectives; and

(b) the measures (financial and non-financial) that the council will use to assess its performance against its objectives.

Economic Prosperity: Key Strategic Priorities

Economic Prosperity Goal

“To improve the economic prosperity of the region.”

In recent times the local economy has grown faster than the state economy and there are many indicators that the City of Playford is set to experience significant, sustained growth for some time to come. The challenges for Economic Prosperity will be to meet the growing infrastructure requirements for the expected industrial expansion and increased population of up to an additional 70,000 of the next few decades.

Economic Prosperity Objectives

1. The Elizabeth Regional Centre to become the primary business, retail and community service centre for Northern Adelaide.
2. Elizabeth West and environs become the focal point for future investment in Adelaide and a world class industry precinct.
3. The region is linked into national and global industry clusters and is recognised for environmental best practice.
4. The region has a strong business networks and an innovative, creative and entrepreneurial business culture.
5. A region that embraces life long learning, training and employment.
6. Growing new market and investment opportunities for business.
7. The region is an attractive and financially rewarding destination for current and new residents.
8. A connected city with world class infrastructure that underpins future economic growth.

Through our 2009/10 Council Plan process the following key strategic priorities for Economic Prosperity were identified. These priorities will guide Council’s efforts and resources over the next four year period.

1. Urban Growth and Townships
2. Business and Industry Sustainability
3. Learning and Employment
4. Civil Infrastructure

The following section reflects this quarter’s significant achievements for projects or activities that relate to the above priorities.

Priority 1: Urban Growth & Townships

As Adelaide's population continues to grow, the logical direction for urban expansion is to the north. The Playford population is projected to grow from 70,010 in 2006 to around 160,000 by 2036. An expected outcome of the Plan for Greater Adelaide will be a focus on growth opportunities in Northern Adelaide. Playford will need to consider its vision for 2030 and beyond, especially in relation to the following focus areas.

Council's key focus areas for Urban Growth & Townships are:

- Transport connectors & roadways
- Infrastructure planning
- Land use planning
- Advocacy

The next sections outline Council's response to this priority in the quarter:

Priority 1: Urban Growth & Townships

Annual Statement Measures

Measure	Target 2009/10	Final Result 2009/10	Comments	Review Period
Development Approvals across the City.	2,500	2,913	The number of development approvals exceeded set target.	Annually
Percentage of Development Applications completed within legislative timeframes	95%	97%	The nominated target was exceeded for the percentage of development applications completed with legislative timeframes.	Annually
Number of building inspections completed	10% Dwellings 75% Commercial / Industrial buildings over 500m ² 10% Swimming Pools.	2.3% Dwellings 59.2% Commercial / Industrial buildings over 500m² 12.1% Swimming Pools.	Dwelling and commercial/industrial inspections were below the expected target. This was due to the high number of applications received (16% increase in residential applications received) and a reduction in resourcing to carry out inspections.	Quarterly

Priority 1: Urban Growth & Townships

Status of Activities

The following activities were identified in the Council Plan 2009/10 - 2012/13 and an update of the status of each activity will appear below each quarter.

Activity	Status	Responsible Manager
<p>Maintain a strategic overview for delivery of the Playford Alive urban regeneration Project.</p>	<p>The delivery of the project is overseen by the Lead Minister, Minister for Northern Suburbs via the Playford Alive Steering Committee. The project partnership between the three levels of government (Land Management Corporation, Department for Families and Communities and the City of Playford) is further reinforced by the Project Charter, signed in February 2010. The objective of the Charter is based upon the partners continuing to build and sustain strategic and operational relationships.</p> <p>The working groups that facilitate the delivery of the projects in line with the Project Charter are currently being reviewed to ensure all partners are coordinated and the project delivered within the strategic context of the State Government's Northern Connections Initiative.</p>	<p><i>Michael White, Group Manager Community Strategy & Renewal</i></p>
<p>Maintain strategic overview of the proposed Buckland Park Project, building relationships with SA Government and developers and managing Council's response to the Environmental Impact Statement (EIS).</p>	<p>Internal Buckland Park and Virginia Project Management Group has been established. Workshop has been proposed with the Department for Planning and Local Government and the developer for Buckland Park. The developer has made presentations to Council and staff to build knowledge and involvement in the Project. Council's response to the EIS was completed.</p>	<p><i>Greg Pattinson, Group Manager City Development</i></p>
<p>Manage future visioning for townships and facilitate strategic plan for future long term development.</p>	<p>The first two stages of the Blueprint Townships project have been completed. A comprehensive community engagement process has been undertaken and Urban Design Framework documents have been prepared and are available on the Council website for public information.</p>	<p><i>Greg Pattinson, Group Manager City Development</i></p>

Activity	Status	Responsible Manager
Continue to develop our understanding of business and community requirements in relation to information communications technology and advocate to the Federal Government on behalf of the community.	Developing a joint Information and Communications Technology Project Plan with the City of Salisbury. It is proposed to seek funding for the Plan from the State Department of Further Education, Employment, Science and Technology, and the Federal Department of Digital Economy.	Greg Pattinson, Group Manager City Development
Drive Council's response to the State Government's Plan for Greater Adelaide.	Council's response to the Plan for Greater Adelaide has commenced. Department for Planning and Local Government (DPLG) have prepared Information Reports on four key topics: Structure Planning; Northern Economic Corridor; The Northern Transit Corridor; and Buckland Park and Surrounds. Responses are now being prepared.	Greg Pattinson, Group Manager City Development
Change procedures to ensure smooth implementation of the Residential Development Code.	Template completed in December 2009. Changes were implemented to the assessment process in early 2010, but transition to residential code applications has not occurred as quickly as initially thought. State review of residential code to be completed August 2010. Outcome to be monitored.	Greg Pattinson, Group Manager City Development
Work with Planning SA and SA Government on implementation of electronic development application lodgement.	Methodology developed with stakeholders. Changes to assessment process have not been implemented to date, due to delays being experienced by the Local Government Association, in negotiation with the Council of Australian Governments (COAG).	Greg Pattinson, Group Manager City Development
Ensure an adequate supply of suitable industrial land to meet future needs.	Plan for Greater Adelaide has identified the Greater Edinburgh Parks area (1,100 ha) as industrial land. This will supply the industrial needs of SA for approx 30 years. Discussions held with Department for Planning and Local Government for initiation of rezoning and infrastructure for the area.	Greg Pattinson, Group Manager City Development
Ensure the Blakeview development achieves the highest possible social, environmental and economic outcomes	Discussions held with Delfin on the rezoning of Blakes Crossing Neighbourhood Centre. Statement of Justification to be lodged for consideration by Council.	Greg Pattinson, Group Manager City Development
Advocate ensuring local residents are able to participate in the economic and social opportunities created by the growth of northern Adelaide.	Pulse for the Public community consultation enabled the public to participate in Plan for Greater Adelaide. Blueprint/Urban Design Framework for three townships also provided opportunities for residents to participate in growth. Publication of Playford's Northern Adelaide Economic Update, April 2010 provided an economic growth snapshot of the region for the community and businesses.	Greg Pattinson, Group Manager City Development

Priority 1: Urban Growth & Townships

Additional Achievements in the Quarter

Activity	Status	Responsible Manager
<p>Blueprint Townships Initiative</p>	<p>The project involved a number of stages including:</p> <ul style="list-style-type: none"> • Analysis of the strategic and planning context and the existing urban form of the townships. • Engagement with the community, elected members and Council officers to gather feedback on identified issues and opportunities. • Development of a draft framework ideas and review and refinement. • Preparation of a final Urban Design Framework report for presentation to Council and community for comment. 	<p>Greg Pattinson, Group Manager City Development</p>
<p>Buckland Park</p>	<p>Commencement of Council's involvement with this significant urban development in the north-western part of the City. Council has provided comment through the Major Development process, is commenting on the Buckland Park Urban Growth Development Plan Amendment and is establishing an internal project management framework to deliver Council's commitments to the Project.</p>	<p>Cate Atkinson, General Manager</p>
<p>Plan for Greater Adelaide</p>	<p>Council provided a detailed submission to the draft Plan for Greater Adelaide, which included the Pulse for the Public community consultation.</p> <p>As a result of the consultation and advice to State Government the submission by Council was largely incorporated into the adopted 30 Year Plan for Greater Adelaide.</p>	<p>Greg Pattinson, Group Manager City Development</p>

Priority 1: Urban Growth & Townships

Service Outputs

City Development

Contact: Greg Pattinson, Group Manager City Development

Residential Development

Quarterly Comparison	4 th Qtr 2008/09		3 rd Qtr 2009/10		4 th Qtr 2009/10	
New Dwelling Approvals	392	\$44,517,065	586	\$73,267,987	482	\$62,826,885
Alterations & Additions	169	\$2,038,874	167	\$1,840,375	148	\$1,430,814
TOTAL	561	\$46,555,939	753	\$75,108,362	630	\$64,257,699

YTD Comparison	2008/09		2009/10	
New Dwelling Approvals	1,436	\$138,216,842	1,853	\$221,401,508
Alterations & Additions	723	\$7,198,048	662	\$6,878,619
TOTAL	2,159	\$145,414,890	2,515	\$228,280,127

Commercial Development

Quarterly Comparison	4 th Qtr 2008/09		3 rd Qtr 2009/10		4 th Qtr 2009/10	
Commercial Approvals	5	\$161,180	1	\$3,500	8	\$16,800,000

YTD Comparison	2008/09		2009/10	
Commercial Approvals	44	\$9,834,293	33	\$65,628,573

Industrial Development

Quarterly Comparison	3 rd Qtr 2008/09		1 st Qtr 2009/10		3 rd Qtr 2009/10	
Industrial Approvals	4	\$589,991	4	\$1,909,000	6	\$736,000

YTD Comparison	2008/09		2009/10	
Industrial Approvals	14	\$4,346,291	23	\$6,578,941

Listed below are the major Industrial and Commercial Developments approved during the quarter:

- Aged care additions and alterations to residential aged care facility and independent living units and retirement housing - Stage 1 Substructure \$10,500,000
- Medical Clinic \$ 4,500,000
- Carwash \$ 600,000
- Medical Centre Addition \$ 500,000

Priority 1: Urban Growth & Townships

Service Outputs

City Development cont.....

Playford Development Plan Amendments (DPA) – June 2010

Title of DPA	Key Issues	Date Started	Estimated Completion	Stage of Development	Start Consultation
Better Development Plan - Conversion of Development Plan	Planning Reform	20-Nov-07	Aug 2010	9. DPA with DPLG	Complete
Munno Para DC & Environs DPA	Currently on hold for further info. from State Government	18-Apr-07	N/A	3. Investigations	TBA
Gawler River Flood DPA	Flood management along the Gawler River	Oct-08	March 2011	4. Prepare DPA	TBA
Neighbourhood Centres DPA	Urban renewal and redevelopment	Jul-08	Nov 2010	6. Agency and Public Consult	Commenced – due for completion 13 August 2010

Key DPA Steps	
1	Research / Discussion paper
2	Statement of Intent - approved by Council and Minister
3	Investigations
4	Prepare DPA
5	Council Adopt draft DPA
6	Agency and Public Consult
7	Public Hearing
8	Consider Submissions - Council sign off
9	DPA with Department of Planning and Local Government
10	Approval and Gazette of DPA

Priority 2: Business & Industry Sustainability

Council needs to gain a more detailed understanding of what drives our local and regional economy; to take a strategic viewpoint and identify key threats and opportunities for the local and regional economy; and then to take reasonable steps to support businesses in minimising their risks and capitalising on their opportunities.

Historically Playford's economy has had a strong manufacturing focus, over the last 15 years, it has been diversifying with its key industries now also including the rapidly expanding sectors of property and business services, agriculture and government administration and defence. As these sectors grow, other associated sectors of transport and storage, health and community services, retail trade and mining services are likely to follow suit.

Council's key focus areas for Business & Industry Sustainability are:

- Council driven agenda for business development
- Development of Industry Clusters and Precincts
- Facilitate industry support for local people.

The next sections outline Council's response to this priority in the quarter:

Priority 2: Business & Industry Sustainability

Annual Statement

Measure	Target 2009/10	YTD 2009/10	Comments	Review Period
Number of Playford businesses receiving support from Northern Adelaide Business Enterprise Centre (NABEC)	2,100	501	NABEC provides regular advice to small businesses. It has more than doubled its target of 200 businesses.	Half yearly
Number of Playford businesses receiving support from Virginia Horticultural Centre (VHC)	200	Not available	Unable to obtain data on the number of businesses that have received support from the VHC.	Half yearly

Priority 2: Business & Industry Sustainability

Status of Activities

The following activities were identified in the Council Plan 2009/10 - 2012/13 and an update of the status of each activity will appear below each quarter.

Activity	Status	Responsible Manager
Facilitate the Elizabeth West Business Forum, which aims to drive important business issues for the businesses in the area.	Key outcome is the Northern Sustainable Business Precinct Project to be launched on 6 August. The Northern Sustainable Business Precinct is a collaborative initiative between the Elizabeth West Business Forum, Innovate SA, City of Playford and the South Australian Business Sustainability Alliance. It is supported by the Elizabeth West Advanced Manufacturing Precinct Business Plan. Broadband also has been provided to businesses on the eastern edge of the precinct.	Greg Pattinson, Group Manager City Development
Work collaboratively with Northern Adelaide Business Enterprise Centre (NABEC) to determine small business requirements in the City and how Council can better support those small businesses.	Development of survey for Home Based Businesses with NABEC, over 5,000 businesses contacted with 2% identifying they are interested in growth activities. Developing new approach to work with small business in growth areas.	Greg Pattinson, Group Manager City Development
Continue working collaboratively with neighbouring councils, Enterprise Connect, NABEC, Centre for innovation and Virginia Horticultural Centre to deliver outcomes for north.	Collaboration with NABEC for the Regional Prosperity Conference and Bridgestone Working Party which also involve successful collaboration with local agencies.	Greg Pattinson, Group Manager City Development
Establish a vision and implementation plan for the Elizabeth Regional Centre (ERC) to become the second CBD of Adelaide.	Elizabeth 2050 vision completed by Hassell. Steering Committee of Land Management Corporation (LMC), Cities of Playford and Salisbury CEO's and General Managers formed to progress. Railway Station Precinct Plan underway to guide development of the new station.	Matthew Pears, General Manager

Priority 2: Business & Industry Sustainability

Additional Achievements in the Quarter

Activity	Status	Responsible Manager
<p>Adoption of Elizabeth West Business Plan by Elizabeth West Business Forum</p>	<ul style="list-style-type: none"> Name Change: A letter been received by Council seeking to change the name of the Precinct from Elizabeth West to Greater Edinburgh Parks. Broadband: Amcom have now brought fibre into the eastern edge of the precinct and many businesses are now able to connect. Northern Sustainable Business Precinct Project: The Northern Sustainable Business Precinct is a collaborative initiative between the Elizabeth West Business Forum, Innovate SA and the City of Playford. It will provide a range of business training opportunities to assist in developing Elizabeth West as a Green Business Precinct. 	<p>Greg Pattinson, Group Manager City Development</p>
<p>Completion of Health Precinct Feasibility Study - <i>Creating a Health Precinct</i>.</p>	<p>It is anticipated that a Health Precinct with an education and training base will provide a skilled workforce for the north and build an environment to attract additional health business and services to Playford and particularly the Lyell McEwin Hospital area.</p> <p>The University of SA, on advice from the City of Playford, led the Health Education Network in Northern Adelaide (HENNA) to put in a funding submission for:</p> <ul style="list-style-type: none"> 839 additional clinical training places in northern Adelaide between 2011 and 2013. Rental of 400 sqm of office space for Clinical Training Simulation facility adjacent to the Lyell McEwin Hospital. 	<p>Greg Pattinson, Group Manager City Development</p>

Priority 3: Learning & Employment

The role of Learning & Employment is to provide all members of the community with opportunities to engage in lifelong learning in its many forms with a key outcome being viable social participation and employment for as many people as possible.

Globally there is an emphasis on life long learning which reflects the world of work has changed dramatically. In the future, all citizens will need to engage in ongoing training to enable them to sustain a globally changing society.

Council's key focus areas for Learning & Employment are:

- Wealth generation
- Local jobs
- Equitable income distribution
- Council strategy and models to influence policy
- Promotion of Tertiary Education and the Knowledge Economy

The next sections outline Council's response to this priority in the quarter:

Priority 3: Learning & Employment

Annual Statement

Measure	Target 2009/10	Final Result 2009/10	Comments	Review Period
Number of young people engaged in flexible learning programs and % of positive outcomes.	600	1,000	This represents \$7 million of new funding for young people into the north of Adelaide per year.	Quarterly
Number of unemployed people engaged in learning & employment programs	300	400	The Playford Alive training to employment model has been extremely successful in engaging partnerships, attracting funding and in achieving employment outcomes.	Quarterly
Number of Indigenous people engaged in Marni Waeindi programs	200	476	Marni Waeindi provides a wide range of programs and has been able to engage a large number of young people.	Quarterly
Number of students engaged in Playford Pathways Programs	300	410	Focus has been on structured work placements.	Quarterly

Priority 3: Learning & Employment

Status of Activities

The following activities were identified in the Council Plan 2009/10 - 2012/13 and an update of the status of each activity will appear below each quarter.

Activity	Status	Responsible Manager
Continue to sponsor Marni Waiendi, a program for improved education, training and employment outcomes for Aboriginal young people operating from two community based sites, The Hub at Salisbury TAFE and one at Karna Plains School for expanded program delivery.	Marni Waiendi is case managing Indigenous Flexible Learning Options (FLO) students with Department of Education and Children's Services' funding.	Ken Daniel, Group Manager Life Long Learning
Deliver Playford Alive Works Program, developed in partnership with Land Management Corporation (LMC), to achieve long term training to employment outcomes for local people in association with the physical infrastructure work being conducted in Playford Alive and other areas in the City.	A number of successful programs have been delivered such as Men Alive, Women in Civil, Plumbing and Health.	Michael White, Group Manager Community Strategy & Renewal
Work with two new Department of Education and Children's Services' (DECS) schools within the Playford Alive area, to support them in developing community relationships, industry connections and out of school learning opportunities for students.	Playford is working in partnership with the Mark Oliphant College to develop training to employment pathways for students. Playford is currently working with the school on their Health Industry Pathways Programs.	Ken Daniel, Group Manager Life Long Learning

Activity	Status	Responsible Manager
<p>Work with DECS to develop industry pathway, vocational education programs, in specific industry sectors such as health, electro-technology and human services. These industry pathways programs include writing of industry relevant curriculum, teacher training and out of school student learning.</p>	<p>Industry areas being addressed are Health, Civil, Construction and Advanced Technology.</p>	<p><i>Ken Daniel, Group Manager Life Long Learning</i></p>

Additional Achievements in the Quarter

Activity	Status	Responsible Manager
<p>Playford ConneXions</p>	<p>\$1.1 million Jobs Fund Project. Contract established with Boystown to undertake refurbishment.</p>	<p><i>Ken Daniel, Group Manager Life Long Learning</i></p>
<p>Council of Australian Governments (COAG) Healthy Communities</p>	<p>Council has received a Healthy Communities Grant of \$1 million for three years to improve the health of people disconnected from the work force.</p>	<p><i>Ken Daniel, Group Manager Life Long Learning</i></p>

Priority 4: Civil Infrastructure

The Economic Goal Committee has identified that managing Council's civil infrastructure is a priority within the City.

It is a priority for the following reasons:

- **Road Infrastructure**
The social and economic wellbeing of a city is fundamentally dependent on the provision of a high quality road transport network.
- **Stormwater Infrastructure**
 - Flooding can have significant negative impact on individual residential properties; on businesses and civil infrastructure.
 - It can generate significant personal trauma.
 - It is an event without warning

Council's key focus areas for Civil Infrastructure are:

- Roads
- Stormwater
- Planning for future infrastructure growth

The next sections outline Council's response to this priority in the quarter:

Priority 4: Civil Infrastructure

Annual Statement

Measure	Target 2009/10	Final Result 2009/10	Comments	Review Period
Roads Condition Rating 1 = 2% } 1 & 2 combined 2 = 18.7% } = 20.7% 3 = 55.7% 4 = 15.4% 5 = 8%	To maintain the current condition rating data and ensure these percentages do not increase.	Roads Condition Rating 1 = 1.6% } 1 & 2 combined 2 = 19.3% } = 20.9% 3 = 56.9% 4 = 14.6% 5 = 8.2%	A combined rating 1 and 2 percentage increase of 0.2%	Annually
Footpaths Condition Rating 1 = 3.2% } 1 & 2 combined 2 = 25.8% } = 29% 3 = 61.6% 4 = 5.9% 5 = 3.2%	To maintain the current condition rating data and ensure these percentages do not increase.	Footpaths Condition Rating 1 = 2.9% } 1 & 2 combined 2 = 26.8% } = 29.7% 3 = 57.2% 4 = 7.2% 5 = 5.9%	A combined rating 1 and 2 percentage increase of 0.7%	Annually
Kerbs Condition Rating 1 = 0.4% } 1 & 2 combined 2 = 4.1% } = 4.5% 3 = 69% 4 = 19% 5 = 6.7%	To maintain the current condition rating data and ensure these percentages do not increase.	Kerbs Condition Rating 1 = 0.3% } 1 & 2 combined 2 = 4.6% } = 4.9% 3 = 71.9% 4 = 18% 5 = 5.3%	A combined rating 1 and 2 percentage increase of 0.4%	Annually

Note: Condition ratings 1 = worst condition through to 5 = best condition.

The target measures set in January 2010, already included six months of adjusted condition data. Therefore a decrease was not achieved this financial year. This will not be the case in July 2011 as the report will be generated using 12 months of data.

Priority 4: Civil Infrastructure

Status of Activities

The following activities were identified in the Council Plan 2009/10 - 2012/13 and an update of the status of each activity will appear below each quarter.

Activity	Status	Responsible Manager
Full reconstruction of road shoulders to enhance road safety.	Council's awareness of road safety is of significant importance, currently collector roads are being surveyed and programmed into Council's program. Works to be coordinated in the summer months for maximum efficiency of completing the works and finalising grants prior to end of financial year.	Shaun Kennedy, Group Manager Civil Operations
Responsive Civil Maintenance Program responds to maintenance requests that are prioritised based on risk. Includes maintenance of road seals, signage, graffiti removal, line marking, sumps, curbs, shoulders and tripping points. Work toward a planned, long term maintenance strategy.	There has been a significant increase in the number of potholes reported this quarter. Extra resources from within the team have used cold mix bitumen to help with repairs. A significant number of footpath tripping points have been removed by internal and external services. The number of sumps cleaned was low as current resources do not allow program to be fulfilled. Currently determining which tasks can be programmed and the skills and resources required to undertake them.	Shaun Kennedy, Group Manager Civil Operations
		Shaun Kennedy, Group Manager Civil Operations

Priority 4: Civil Infrastructure

Service Outputs

Civil Operations

Contact: Shaun Kennedy, Group Manager Civil Operations

Measure	Target 2009/10	YTD 2009/10
RESPONSE		
Percentage of Priority 1 CRS actioned within 48 hours	100%	n/a
Percentage of Priority 2 CRS actioned within 10 days	100%	n/a
PLANNED		
ROADS		
Each unsealed road to be graded twice per year	120 kms	55 kms
Number of Km's of sealed road shoulder maintenance undertaken	40 kms	65 kms
FOOTPATHS		
Number of lineal metres of new footpaths laid	5,800	12,713
Number of Lineal metres of footpath repaired	9,500	12,147
KERB		
Number of lineal metres of Kerb & Water Table repaired	4,000	3,892
DRAINS		
Number of SEP's inspected and cleaned if required	1,600	573*
Number of Gross Pollutant Traps Cleaned (GPT's)	12	12
Swale Drain Maintenance	Not Stated	2

Please Note: The response time for Customer Requests is still underdevelopment.

*The number of sumps cleaned was below the set target due to the lack of resourcing.

For more information in relation the Civil Operations Work Program visit the City of Playford website: <http://www.playford.sa.gov.au/>



4th Quarter Organisational Performance Report

April – June 2010

Organisational Excellence

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Purpose of this Report

This purpose of the report is to provide Council and the Playford community with an update on the progress made in the quarter towards achieving the priorities as set out in the Council Plan 2009/10 – 2012/13.

The report will be used internally to assist with decision making, planning and evaluation in relation to our four strategic goals.

It is not intended to capture every achievement during the quarter, just those that contribute to the delivery of the corporate priorities. The contents reflect the situation at the end of June 2010, and not the latest situation at the time of compiling the report.

To avoid duplication with the Quarterly Financial Report, this report will focus on non-financial performance (except where there are specific financial measures included).

The information collected in the quarterly reports will inform the development of Council's Annual Report 2009/10.

Annual Statement

The 2009/10 Annual Statement (as required under the Local Government Act 1999) is included in this report. The Annual Statement outlines the activities that Council intends to undertake to achieve its objectives and the measures Council will use to assess its performance against its priorities.

Legislative Requirement

Local Government Act 1999, Chapter 8, Part 2, 123 – Budgets:

(3) A council must also prepare, as part of its budget or in association with the preparation of its budget, a statement (known as the annual statement) which addresses:

(a) the activities that the council intends to undertake in the ensuing year to achieve its objectives; and

(b) the measures (financial and non-financial) that the council will use to assess its performance against its objectives.

Organisational Excellence: Key Strategic Priorities

Organisational Excellence Goal

“A progressive, responsive and innovative organisation that supports the implementation of the Playford community vision.”

Council strives to achieve excellence in order to responsibly deliver the best outcomes for the community, while maintaining a strong and productive organisational culture and a solid financial position. By adopting a strategic approach, City of Playford will be ideally placed to continue developing as a fully functioning and innovative Council, balancing conflicting concerns, challenges and demands.

Organisational Excellence Objectives

1. Align our efforts towards the community vision and goals
2. Build our capacity for excellence
3. Ensure we apply resources to meet short term requirements and long term sustainability

Through our 2009/10 Council Plan process the following key strategic priorities for Organisational Excellence were identified. These priorities will guide Council's efforts and resources over the next four year period.

1. Service Sustainability
2. Community Engagement
3. Organisational Development
4. Decision Making

Priority 1: Service Sustainability

Service sustainability occurs when Council (service provider) provides a mix of services to the community at a cost the community is willing to pay, and in a manner that can be sustained for future generations.

Service sustainability is a strategic priority for Council because the organisation has finite resources and a community with ever increasing expectations about what they should receive in return for their rates. Over the past 11 years Council has been working towards becoming financially sustainable. That is, a situation where planned long term service and infrastructure levels and standards are met without unplanned increases in rates or disruptive cuts to services. As Council approaches financial sustainability it finds it can no longer continue past annual budgeting processes of doing more with less (whilst still providing every single service that is currently provided).

Council's key focus areas for Service Sustainability are:

- Service level review
- Efficiency and Productivity
- Assets
- Revenue

The next sections outline Council's response to this priority in the quarter:

Priority 1: Service Sustainability

Annual Statement Measures

Measure	Target 2009/10	Final Result 200910	Comments	Review Period
Operating Surplus / (Deficit) before Capital items	Revised (\$5.1m) Original (\$0.3m)	(\$4.6m) interim result only	Interim result only.	Quarterly
Annual Local Government Mutual Liability Scheme Risk Management Review	92%	93.6%	Result was better than metropolitan average in 5 out of 8 categories. Overall percentage comparable to metro average.	Annually
Asset Management Plans completed and endorsed for Fleet, IT and Wetlands	100%	95%	Even though staff completed Asset Management Plans there was a delay in the endorsement of the Council Plan/LTFP/AMP until after the end of the financial year.	Annually
Asset Management Policy endorsed by Council	100%	95%	Held pending endorsement of service level agreements. Process deferred to Strategic Management Forum.	Annually
Key Financial Indicator 6A (Asset Sustainability Ratio)	>100%	n/a	Unable to calculate until final audited financial results are completed in September/October.	Annually
Finalisation of service review process and incorporation into Council Plan including establishment of process for future ongoing service review.	Feb-10	90%	Council Plan not endorsed as at 30 June. Ongoing Service Review Process still to be developed.	Annually
Annually review and update Long Term Financial Plan	100%	100%	Long Term Financial Plan reviewed and included in Council Plan for consultation. Final Plan will be updated to reflect any changes in the Council Plan.	Annually
Rating Review - Decision Made	100%	95%	Rating Policy provided in Council Plan for consultation. No decision made as at 30 June.	Annually

Priority 1: Service Sustainability

Status of Activities

The following activities were identified in the Council Plan 2009/10 - 2012/13 and an update of the status of each activity will appear below each quarter.

Activity	Status	Responsible Manager
<p>Seek to ensure that Council takes advantage of revenue/funding opportunities available to Council and the City.</p>	<p>Resourcing and time constraints have not allowed for a lot of progress in this area, with the focus to date primarily being on the service review process. The plan is for the development of a funding framework in order to make strategic decisions when determining how services should be funded and that grant opportunities taken are both fully costed and aligned with our priorities. This could be encompassed within the efficiency and effectiveness proposal currently part of the service review.</p>	<p>Wade Reynolds, Group Manager Finance, Risk Management & Procurement</p>
<p>Review existing and develop additional Asset Management Plans (AMP) for city wide or corporate assets.</p>	<p>This is an ongoing activity. Fleet, IT and Wetlands assets have been added for inclusion in the 2010 version of the Long Term Financial Plan. Up to date condition rating and valuations have significantly increased data integrity. Graphic representation of the impact of alternative levels of funding on long term asset condition has been developed to assist in management's decision making. The 2010/11 AMPs have undergone the community consultation process and are currently before Council for endorsement.</p>	<p>Peter Oye, Group Manager Asset Strategy</p>

Priority 2: Community Engagement

Community engagement is about involving the community in the decision making process which is critical to effective, transparent and accountable government. It describes the different ways in which Council keeps the community informed, listens to and acts on ideas and concerns and encourages debate.

Community engagement is a strategic priority for Council because increased involvement and responsibility of the electorate, is essential to keep the Council at the forefront of local government evolution and to take it to the next stage in the delivery of improved, targeted, effective and efficient services. It complements representative democracy by informing Councillors of the ongoing views and issues within the community.

Council's key focus areas for Community Engagement are:

- Leadership - Providing Opportunities for Community input towards better informed Decision Making
- Organisation - Improve our method and commitment to good Community engagement processes and practices
- Citizen and Stakeholder Engagement - Working towards creating a community which is engaged and interested in local democracy

The next sections outline Council's response to this priority in the quarter:

Priority 2: Community Engagement

Annual Statement Measures

Measure	Target 2009/10	Final Result 2009/10	Comments	Review Period
Playford Partnership Networking Events	4	4	Final Partnership breakfast for 2009/10 was held on 25 June.	Quarterly
Satisfaction with Relationships (with Management) - Leadership Survey	80%	67%	Result did not reach the expected target.	Annually
Council initiatives using community engagement model (Community Engagement Registrations)	7	9	Exceeded the target with nine initiatives using the model in the 2009/10 financial year.	Annually

Priority 2: Community Engagement

Status of Activities

The following activities were identified in the Council Plan 2009/10 - 2012/13. An update of the status of each activity will appear below each quarter.

Activity	Status	Responsible Manager
Continue to build the community engagement database of community members who are interested in being engaged on various topics that affect them in their communities.	Continued to build a Community Engagement database and also meet with the Pulse Panel members.	<i>Kristen Manson, Acting Group Manager Community Engagement</i>
Review the North is Up community newspaper, considering what it may look like in the future.	Three community reporters will take part in the theme and concept building stages of the North is Up edition (commencing after the Autumn 2010 edition). A draft Community Reporting Framework has been established, and will be refined during the community reporting process.	<i>Kristen Manson, Acting Group Manager Community Engagement</i>
Further develop proactive and dynamic external communication strategies to reach our community and other stakeholders.	An audit has continued of our communication tools and techniques. Of particular note, the internet (and intra) will continue to be reviewed and updated to meet stakeholder needs. A major focus this quarter was responding to media enquiries and proactive media strategies. North is Up will include work from Community Reporters engaged last quarter. Extra attention will be paid to the reading level of external communications. Implementing readability tests such as Flesch Kincaid will increase accessibility of council communications.	<i>Kristen Manson, Acting Group Manager Community Engagement</i>
Review how we report organisational performance to our community and develop innovative reporting methods.	The new Strategic Planning Architecture has been finalised. New Indicators and Measures were developed for the Council Plan and methods will be developed to report against these.	<i>Kristen Manson, Acting Group Manager Community Engagement</i>
Continue to support the Playford Partnership by producing three partnership newsletters per year and hosting Partnership Networking Breakfasts that feature relevant and exciting guest speakers.	The final Playford Partnership Breakfast for 2009/10 was held on 25 June with 95 people attending to hear guest speaker Principal Lynne Symons present about the Mark Oliphant College.	<i>Kristen Manson, Acting Group Manager Community Engagement</i>

Activity	Status	Responsible Manager
Continue to build internal capacity around community engagement through targeted interactions with teams and project planning.	Community were actively engaged in the consultation for the Council Plan (including accompanying aspects such as Service Review and Long Term Financial Plan and Asset Management Plans).	Kristen Manson, Acting Group Manager Community Engagement
Continue building relationships at the political level with key elected representatives and neighbouring Councils, and through involvement with the Playford Partnership, Wakefield Group and local MP briefings.	The review of the Playford Partnership is continuing in unison with the review of the Playford Plan. A bus tour of our City and key projects was successfully held in May involving Council stand and many local MP's .	Kristen Manson, Acting Group Manager Community Engagement
Establish and maintain key regional and national partnerships to ensure the City of Playford is well positioned to achieve the goals of the Playford Community Plan.	MP briefings are regularly held, and partnerships with key stakeholders are maintained. A Government Relations Strategy has been developed to assist in progressing key projects, with both State and Federal Governments.	Kristen Manson, Acting Group Manager Community Engagement
Continue to engage the community in matters concerning the future of the city.	The Public Consultation Policy has now been endorsed and will an internal road show to all relevant teams will be undertaken. The Community Engagement Toolkit is almost ready to launch which will provide staff with electronic links to key available community engagement tools. Continued to meet with staff and provide advice regarding community engagement planning and facilitation techniques.	Kristen Manson, Acting Group Manager Community Engagement

Priority 2: Community Engagement

Service Outputs

Customer Service Requests

Contact: Kirsten Manson, Acting Group Manager Community Engagement

The following information has been extracted from Playford's Pathway Customer Service Request Program.

Total Customer Requests Received		Quarterly Comparison			YTD Comparison)	
		4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
No. of Customer Requests All Departments	Closed in Time	6,063	4,191	4,523	23,066	18,739
	Closed Overdue	279	308	366	2,195	2,036
	Pending In Time	n/a	354	222	n/a	233
	Pending Overdue	n/a	113	116	n/a	419
	Total Pending	543	467	338	939	652
Total Requests		6,885	4,968	5,227	26,200	21,427

Status of All Overdue Pending Requests

Status as at the end of June 2010	Overdue Period (Days)			Total
	0 - 3 months	4 - 6 months	over 6 months	
Total	219	114	388	721

The teams that received the highest number of Customer Service Requests during the quarter for services were:

Team	No.	%
Regulatory Services - Community Inspectors <i>(i.e. dog / animal complaints, parking, inflammable undergrowth)</i>	1,673	32%
Civil Operations – Maintenance Services <i>(i.e. graffiti removal, pothole repairs, sign maintenance, footpath repairs)</i>	1,116	21%
Parks & Gardens – Open Space <i>(i.e. rubbish removal, verge maintenance, removal small branches)</i>	555	11%
Parks & Gardens – Arboriculture <i>(i.e. tree inspections, fallen trees/branches, tree pruning)</i>	432	8%

Priority 2: Community Engagement

Service Outputs

Playford Website

(www.playford.sa.gov.au)

Contact: Kirsten Manson, Acting Group Manager Community Engagement

Website Statistics	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
Number of Visits	15,995	17,849	16,785	87,933	80,943
Number of Page Views	153,793	89,068	146,731	642,311	509,921

Please Note: One visit (or visitor) may view multiple pages per session, this will explain why sometimes the above figures could reflect a smaller number of visits but a larger number of page views.

Below is a list of the most requested pages viewed on the Playford website during the quarter (excluding the home page and Library Service which always have the most views).

Page	No. of Views
Employment Opportunities	2,165
Contact List	1,637
Building and Planning	1,004
Agendas and Minutes	890
Waste	548

Below is a list of the most downloaded files during the quarter on the Playford website during the quarter.

Files Downloaded	No.
Community Directory	2,275
Animal Management Plan	1,916
Works Program 2009/10	1,295
25 May Ordinary Council Agenda	1,146
Annual Report 2008/09	788
Draft Council Plan 2010/11	750

Priority 2: Community Engagement

Service Outputs

Demographic Website

Contact: Kristen Manson, Acting Group Manager Community Engagement

Playford's website hosts two products (listed below) that enable users to view demographical data for the City of Playford's suburbs and districts:

- Profile.id
- Atlas.id

All information is derived from the Australian Bureau of Statistics (ABS) Census data for 1991, 1996, 2001 and 2006.

The number of visitors to the Profile.id websites has decreased during the last 12 months which is predominately due to the age of the ABS Census data (held every five years, last Census conducted in August 2006).

Website Statistics	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
No. of Visitors ¹ to Profile.id	3,751	513	528	22,316	3,785
No. of Visitors to Atlas.id	532	146	85	2,566	932

Citizenships

Contact: Rachael Siddall Group Manager Community Engagement

The City of Playford conducts public citizenship ceremonies approximately four times per year:

- 26 January (Australia Day)
- 21 April
- 4 August
- 8 December

Below is a statistical review of the residents that received their citizenship during the quarter:

78 residents received Australian Citizenship

- 43 Males
- 35 Females
(including 19 children under 18 years of age).

The youngest resident was three years of age and the oldest was 69 years of age.

23% of the residents that received citizenship were born in the United Kingdom.

¹ Defines the number of unique visitors to the website - "if a person visits the website multiple times on the same day, it is counted as one visitor." This measure indicates how many people are using the website products of Profile and Atlas.

Priority 2: Community Engagement

Service Outputs

Citizenships continued

Country of Birth	No.
United Kingdom	18
Burundi	12
Congo	11
Kenya	7
Zimbabwe	5
Tanzania	4
Philippines	4
China	2
New Zealand	2
Sudan	2
Yugoslavia	1
Afghanistan	1
Italy	1
United Arab Emirates	1
Nigeria	1
Iran	1
Albania	1
Iraq	1
Pakistan	1
Vietnam	1
India	1
Total	78

Priority 3: Organisational Development

Organisational development is the planned effort to bring about significant improvements in organisational effectiveness. Its goal is to enable organisations to continually mature in response to changes of the external environment; and to improve performance through positive changes to people management, competence, communication, systems and structures.

Organisational development is a strategic priority for Council because demands on it are constantly shifting, driven by community expectations, rapid growth in the city, skill shortages and service sustainability.

Council's key focus areas for Organisational Development are:

- Workforce planning & development
- Organisational culture
- Performance, planning & measurement
- Effective leadership
- Knowledge Management

The next sections outline Council's response to this priority in the quarter:

Priority 3: Organisational Development

Annual Statement Measures

Measure	Target 2009/10	Final Result 2009/10	Comments	Review Period
Employee Overall Satisfaction Score - Employee Cultural Survey (Very Satisfied or Satisfied)	n/a	n/a	Survey conducted every two years, next survey due July 2010.	Biennially
Employee Turnover - Number of employees that leave during the period (exempt casual staff and staff who terminate due to end of their funded contract)	2% -10%	2.82	11 staff exited the organisation in this final quarter.	Quarterly
Volunteer Satisfaction Rating - Volunteer Survey (Very Satisfied or Satisfied)	80%	95%	Very good result. Next survey due September 2010.	Annually
Staff participation rate in Employee Cultural Survey	73%	n/a	Survey conducted every two years, next survey due June 2010. – Target is participation rate achieved in last survey.	Biennially
Volunteer participation rate in Volunteer Survey	70%	38%	Positive response considering new survey format introduced in September 2009. Next survey due September 2010.	Annually
Satisfaction with internal communications	80%	n/a	Survey conducted every two years, next survey due July 2010.	Annually
Lost Time Injury - Frequency	< Group A councils (15.5%)	15.1%	Result on the June stats very pleasing. Result less than Group A councils. Note: Result may change with figures that may not have been processed in June states.	Annually
Lost Time Injury - Duration	< Group A councils (13%)	17.2%	Results expected (higher than Group A councils) due to the number of surgical procedures in this financial year.	Annually
Review of Organisational Performance Reporting and Management	50%	70%	Exceeded target.	Annually
Number of employees with current performance objectives	95%	95%	Target achieved.	Annually

Priority 3: Organisational Development

Status of Activities

The following activities were identified in the Council Plan 2009/10 - 2012/13. An update of the status of each activity will appear below each quarter.

Activity	Status	Responsible Manager
<p>Introduce a new staff performance management framework by undertaking a significant education campaign with management and staff.</p>	<p>2009 saw the development and implementation of a new Performance Appraisal and Management Framework. Training for Managers and over 350 staff was undertaken during late 2009. In June we reached our 95% target, meaning that percentage of the workforce now has a current performance plan in place under the new framework. Activity now completed.</p>	<p><i>Jodi Wright, Group Manager People, Culture & Knowledge</i></p>
<p>Introduce new leadership framework and training and development program to raise the capabilities of the organisation and ensure best practice in local government.</p>	<p>A whole of management development program is under the final stages of development. The intention of the program is to advance management performance to deliver organisational strategic goals and operational requirements.</p> <p>The management program will incorporate individual development needs and plans into an integrated, strategic framework that will maximise cost-efficiencies for training and development as well as to contribute to Council's reputation and positioning as an Employer of Choice.</p> <p>Activity ongoing.</p>	<p><i>Jodi Wright, Group Manager People, Culture & Knowledge</i></p>
<p>Implement a Workforce Planning strategy to maintain greater control and management of organisational growth to ensure the right people, in the right quantities are in the right team at the right time.</p>	<p>Further work is currently being undertaken on analysing current workforce numbers. That analysis will extend further to identify future employees skills and competencies required to deliver improved services. Currently analysis is concentrating around identifying training needs for outside staff pertaining to OHSW and licences required under legislation. It is expected the program will expand into other teams and groups during 2010/11. Activity ongoing.</p>	<p><i>Jodi Wright, Group Manager People, Culture & Knowledge</i></p>

Activity	Status	Responsible Manager
<p>Identify and develop future leaders for succession planning and retention strategy.</p>	<p>The Aspiring Leaders Development Program was developed in 2009 where a number of staff from across the organisation gained further personal and professional development that will be helpful in preparing them to apply for future vacant or created management roles that may occur over time within the City of Playford. This program will again be run in 2010/11.</p> <p>A Talent Identification Program is currently being piloted within the Civil Operations Group which will provide a focus on identifying and implementing strategies that will build relevant employee skills and capacity within the existing workforce to enable organisational success. Further work on identifying and developing high performing staff will continue under this and the Workforce Planning framework.</p>	<p><i>Jodi Wright, Group Manager People, Culture & Knowledge</i></p>
<p>Continue to implement best practice initiatives to ensure equity and support in the workplace e.g. Gen Y, Retirees, Non-English Speaking Background and Women in Leadership.</p>	<p>Activity ongoing.</p> <p>Part of the strategy includes the adherence of non-discriminatory recruitment and selection processes and the ongoing exploration of ways to expand employment opportunities for various equity groups including people with a disability, women in leadership positions and non English speaking backgrounds. Activity ongoing.</p> <p>2010 is the Year of Women in Local Government (YoWiLG). Several key initiatives have been identified to meet both the State and National Local Government objectives and the City of Playford's objectives for the YoWiLG. These initiatives will provide women in Playford with leadership training and learning opportunities whilst volunteering, mentoring, fundraising, networking and supporting our community. All women within the City of Playford Council including female Councillors will have the opportunity to be involved in these initiatives and events throughout the year.</p> <p>The initiatives are:</p> <ul style="list-style-type: none"> • Celebrating Playford Women - recognising achievements of women in the Playford community. 	<p><i>Jodi Wright, Group Manager People, Culture & Knowledge</i></p>

Activity	Status	Responsible Manager
	<ul style="list-style-type: none"> • Skills Development Projects - volunteering awareness and promotion campaign, fundraising for women's groups, community arts "Capture" program, defining work-life balance project. • Workshops and Training - women in leadership and becoming a mentor. • Celebrating Playford Women Expo. Activity only for 2010.	
Continue to implement Occupational Health and Safety (OHS) initiatives in an effort to reduce workers compensation liability and other associated risks.	This financial year has seen major changes with the introduction of the "One System for OHS in Local Government. Playford is currently implementing this system. We have increased the consultation and communication about this system. Key OHSW staff have been attending team meetings for the field staff to ensure they don't miss out on any information. We are continuing to monitor our KPI's and addressing any issues or trends as they arise. We will continue to look at strategies for continuous improvement throughout the year. We are also continuing to work closely with Local Government Workers Compensation Scheme (LGAWCS) and Echelon on Rehabilitating and returning to work injured (both work and non-work related) employees. Activity ongoing.	<i>Jodi Wright, Group Manager People, Culture & Knowledge</i>

Priority 3: Organisational Development

Service Outputs

Workers Compensation Claims

Contact: Jodi Wright Group Manager People, Culture & Knowledge

The below data is supplied by the Local Government Workers Compensation Scheme.

Workers Compensation Claims	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
Worker Comp Claims Accepted	11	7	12	30	27
Lost Time Due to Injury Days	21	44	6	82	155

Note: Due to the timing of the LGA Workers Compensation Scheme receiving and processing claim information, the number of claims and days lost due to injury time will fluctuate from quarter to quarter.

Priority 4: Decision Making

Decision making is the process of making an informed choice among the alternatives that are possible. It is one of the most important activities undertaken by Council.

Decision making is a strategic priority for Council because effective decision making increases the likelihood that decisions made will be in the best interests of the City. This is particularly important in the current context of rapid growth.

Council's key focus areas for Decision Making are:

- Roles & Relationships
- Accountability & Transparency
- Delegations
- Participatory Democratic Culture

The next sections outline Council's response to this priority in the quarter:

Priority 4: Decision Making

Annual Statement Measures

Measure	Target 2009/10	Final Result 2009/10	Comments	Review Period
Establish Policies to Support Principles of Good Corporate Governance	75% of policies current	61%	There are a number of policies currently out for consultation, when these are adopted it is expected the percentage to rise again.	Annually
Satisfaction with Relationships (with Management) - Leadership Survey	80%	78%	Result slightly below expectations.	Annually
Elected Members are able to have enough influence over the forward agenda and items discussed by Council.	55% agree	n/a	This is not measureable as it was not asked in the last Leadership Survey.	Annually

Priority 4: Decision Making

Status of Activities

The following activities were identified in the Council Plan 2009/10 - 2012/13. An update of the status of each activity will appear below each quarter.

Activity	Status	Responsible Manager
Prepare and plan for the 2010 Local Government Elections.	Enrolment of non-House of Assembly voters has been advertised via website.	Kristen Manson, Acting Group Manager Community Engagement
Continue to provide support to the Mayor and Councillors in the delivery of their duties.	Day to day support continued to be provided to the Mayor and Councillors.	Kristen Manson, Acting Group Manager Community Engagement
Update and maintain key governance policies, i.e. delegations / sub-delegations / code of conduct.	The Independent Members Allowances Policy has been introduced by Council. The Delegations Register has been updated with changes to the powers of Council Development Assessment Panel (CDAP).	Kristen Manson, Acting Group Manager Community Engagement
Continue to respond to proposed legislative changes to the Local Government Act.	The changes from the Local Government (Accountability Framework) Amendment Act 2009 have been implemented as each stage of changes have been introduced.	Kristen Manson, Acting Group Manager Community Engagement
Continue to streamline and make the agendas and minutes production process more efficient.	Continued the development of the specification for the Info Council software to streamline agenda and minutes production. Continued to look for efficiencies in the current process and document updated procedures.	Kristen Manson, Acting Group Manager Community Engagement
Continual development and implementation of a risk management framework	<p>Playford's risk management framework has been developed to incorporate both a community and organisational focus. Key activities undertaken and their progress are listed below:</p> <ul style="list-style-type: none"> • Emergency Risk Management <ul style="list-style-type: none"> ○ The aim of this project is to develop a plan that formalises our relationships with emergency response agencies and Council's emergency management response arrangements. ○ The plan has been developed and implemented and its 	Wade Reynolds, Group Manager Finance, Risk Management & Procurement

Activity	Status	Responsible Manager
	<p>currency is maintained through ongoing updates and training of staff.</p> <ul style="list-style-type: none"> • Business Continuity Management <ul style="list-style-type: none"> ○ The aim of this project is to develop resilience in our organisation to ensure that in the event of adversity, Playford will be able to continue providing valuable services to our Community. ○ This is a two year project which is currently at the key process and business impact analysis phase. Future steps will involve process action plan development, and ultimately Business Continuity Plan implementation and maintenance. • Internal Control <ul style="list-style-type: none"> ○ The objectives of an internal control system are to safeguard Council's assets, ensure compliance with legislation and regulation and improve reliability and effectiveness of Council's effectiveness of operations and reporting. ○ This project is being undertaken in collaboration with the Local Government Financial Management Group and is at the project implementation phase. • Ongoing team and project risk assessments • Ongoing development of risk assessment tools for use both within Council and by our community. 	

Priority 4: Decision Making

Service Outputs

Decision Making

Contact: Kristen Manson, Acting Group Manager Community Engagement

The City of Playford is committed to open, transparent and informed decision making and encourages community participation in the business of Council. However, in some circumstances the need to keep information confidential outweighs the democratic right of the public to participate in Council, Special Council and Committee meetings and have access to documents.

The information provided in this section outlines the number of occasions Council (or Committee) resolved to utilise the confidential provisions of the Local Government Act 1999, or the Development Act 1993.

The City of Playford held the following meetings during the quarter:

Meeting Name	No. of Meetings Held
Ordinary Council	8
Australia Day Event Committee	1
Council Development Assessment Panel	3
Governance Review Committee	2
Community & Environment Committee	1
Economic & Corporate Committee	1
Corporate Governance Committee	3
Chief Executive Officer Performance Review Committee	2
Next Generation Buildings Committee (Disbanded)	0
Special Council	2

Priority 4: Decision Making

Availability of Council Reports and Items at Council Meetings for the Quarter

There were 63 Reports and 18 Discussion Items available at Council Meetings during the quarter, of those 98% were available for public viewing and 2% were confidential and unavailable for public viewing (Confidential Reports and Items are reviewed annually).

Availability of Open Reports	No.
Open Reports	63
Confidential Reports	1
Total	(1.5% in confidence)

Availability of Discussion Items	No.
Open Discussion Items	18
Confidential Discussion Items / Motions without Notice	1
Total	(5% in confidence)

Availability of Items at Council Development Assessment Panel for the Quarter

There were 8 reports and 1 discussion item available at the Council Development Assessment Panel (CDAP) during the quarter, 100% of those were available for public viewing.

Availability of Open Reports	No.
Reports Open	8
Reports Confidential	0

Availability of Discussion Items	No.
Items Open	1
Items Confidential	0

Confidential Items**List Type of Meeting, date, topic and reason confidential**

Meeting	Type of Item	Item	Clause
Ordinary Council Meeting 11/05/2010	Staff Report	Development Compliance Matters	Subject to an order pursuant to section 90(3)(b)(i)(ii) of the Local Government Act 1999 on the basis of the consideration of information the disclosure of which could reasonably be expected to confer a commercial advantage on a person with whom the council is conducting, or proposing to conduct, business, or to prejudice the commercial position of the council; and would, on balance, be contrary to the public interest.
Ordinary Council Meeting 11/05/2010	Informal Discussion	Horticultural Industry Support	Subject to an order pursuant to section 90(3)(b)(i)(ii) of the Local Government Act 1999 on the basis of the consideration of information the disclosure of which could reasonably be expected to confer a commercial advantage on a person with whom the council is conducting, or proposing to conduct, business, or to prejudice the commercial position of the council; and would, on balance, be contrary to the public interest.

PERFORMANCE

Informal Discussion

5. PERFORMANCE**5.2 Discussion Forum****5.2.1 Organisational Annual Report**

Presenter: Ms Kristen Manson
Purpose: To seek committee's feedback on key organisational achievements and challenges in 2009/10 for inclusion in the organisational annual report.
Duration: 20 Minutes

STRATEGIC PLANNING

Informal Discussion

6. STRATEGIC PLANNING**6.2 Discussion Forum****6.2.1 Further Investigation on Service Cuts**

Presenters: Mr Greg Pattinson & Ms Kristen Manson

Purpose: To review information requested for further investigation on other service cuts:

1. Industry Support
2. Stakeholder Management & Community Engagement

Duration: 30 Minutes

6. STRATEGIC PLANNING**6.2 Discussion Forum****6.2.2 Major Projects**

Presenter: Mr Matthew Pears

Purpose: Seeking agreement from the Committee for the Major Projects to be added in the Quarterly Report.

Duration: 5 Minutes

6. STRATEGIC PLANNING**6.2 Discussion Forum****6.2.3 Economic and Corporate Workplan**

See Attachment No. 1 Workplan

Presenter: Presiding Member, Cr Joe Federico & Mr Mathew Pears
Purpose: Committee to view Economic and Corporate Workplan.
Duration: 5 Minutes

City of Playford Economic & Corporate Committee Work Plan	
September 2010	
Organisational Annual Report 2009/10 Discussion will take place in order to review the draft organisational Annual Report for 2009/10.	
Service Cuts / Increases Discussion on service cuts / increases if required.	
October 2010	
Stakeholder Management and Community Engagement - Service Review Discussion: Committee to discuss the future of Stakeholder Management and Community Engagement as part of the Service Review process.	
Council Plan/LTFP Discussion: Committee to address any outstanding tasks from August-September 2010.	
November 2010	
Economic & Corporate Organisational Performance Report 1st Quarter 2010/11 Staff Report: Standard performance report sent to Committee as per usual	
December 2010	
Council Plan - Reduced Services Discussion: Committee to review reduced service list (as developed by previous council)	