



4th Quarter Organisational Performance Report

April - June 2010

Community Wellbeing

Contents

Purpose of this Report	1
Community Wellbeing: Key Strategic Priorities	2
Priority 1: Health & Wellbeing.....	3
Annual Statement Measures	4
Status of Activities	6
Additional Achievements in the Quarter	9
Service Outputs.....	10
Priority 2: Community Safety.....	22
Annual Statement Measures	23
Status of Activities	24
Service Outputs.....	26
Priority 3: Liveable Communities	27
Annual Statement Measures	28
Status of Activities	29
Service Outputs.....	32
Priority 4: Lifelong Learning	35
Annual Statement Measures	36
Status of Activities	38
Additional Achievements in the Quarter	40
Service Outputs.....	41

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 2008/09 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.

Community Wellbeing: Key Strategic Priorities

Community Wellbeing Goal

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

Community wellbeing refers to the social and community issues affecting people now and in the future.

The vision for Community Wellbeing is: 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 its future.

Community Wellbeing Objectives

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.

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

1. Health and Wellbeing
2. Community Safety
3. Liveable Communities
4. Lifelong Learning

Priority 1: Health & Wellbeing

There are many factors which affect health and wellbeing. Individuals may have some control over certain factors and others may be harder to influence. Income and employment status are significant determinants of our wellbeing. Other influencing factors include education, physical environment, culture, social support networks, early life factors, individual behaviours and lifestyle factors, access to services and biological factors including genetic inheritance.

Council's key focus areas for Health and Wellbeing are:

- Physical health & activity
- Healthy & nutritious food
- Mental health & wellbeing
- Poverty – capacity & life skills
- Social capital – links in community

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

Priority 1: Health & Wellbeing

Annual Statement Measures

Measure	Target 2009/10	Final Result 2009/10	Comments	Update Period
No. of Nutritionally Balanced Meal Packs Purchased	12,000	18,626	Sales of meal packs have increased. Elizabeth Downs Food Cooperative has increased in business.	Quarterly
No. of Healthy Recess/Lunch Packs Purchased	4,000	10,516	Sales exceeded expectations.	Quarterly
Number of people attending community nutrition education sessions	750	1,019	Increased participation in education programs held at the Food Cooperatives.	Quarterly
Grenville Hub Overall Annual Attendance	129,500	133,668	The Grenville Hub continues to be a very valuable meeting and activities place for the over 50's community.	Quarterly
Provision of support to older people and people with disabilities	1,200 clients 12,000 services	1,956 clients 13,870 services	The Home Assistance Program continues to deliver a much needed service to the Playford community (via external funding).	Quarterly
Number of people attending Health Education Forums	3,800	2,030	Healthy Communities Expo held at Smithfield Food Cooperative in June attracted approximately 250 people and approximately 300 people attended a similar event at the Elizabeth Downs Food Cooperative in May. Health checks, nutritional advice and information/access to service providers in the region were available and well received by community. Other events held throughout the year were a Community Wellbeing Expo, Heat Wave Strategy Forum and Carnival in North – Mental Health Forum. Overall result did not reach the set target as funding allocation for events was reduced.	Quarterly

Measure	Target 2009/10	Final Result 2009/10	Comments	Update Period
Number of participants and completion rate for Mayor's Community Leadership Program	9 participants 100% completion rate	9 Participants completed project 100% completion rate	All nine participants who started the program continued onto graduation.	Annually

Priority 1: Health & Wellbeing

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 deliver relevant services to frail older people and people with disabilities that fall within Home and Community Care (HACC) target criteria.	Ongoing. Annual Statement target was achieved for the provision of support to older people and people with disabilities.	<i>Michael White, Group Manager Community Strategy & Renewal</i>
Continue to implement the Healthy Ageing Strategy.	Action plan in final stages of development. Due to be forwarded to Council Committee in August.	<i>Michael White, Group Manager Community Strategy & Renewal</i>
Continual development of social connection, activities, health programs and services at John McVeity Centre for people over 50 including HACC target group.	Increase in community program attendance. A program initiated for Isolated Men, which has been achieving good outcomes and planning to seek funding to further develop this program.	<i>Michael White, Group Manager Community Strategy & Renewal</i>
Work with community agencies to facilitate their presence in the Playford Alive - urban regeneration project area.	Council continues to work with a number of agencies to deliver programs that ensure an ongoing presence within the Playford Alive Project Area. Designing out crime; Crime Prevention Through Environmental Design (CPTED) project safety audit was recently conducted in conjunction with: <ul style="list-style-type: none"> • Playford Alive CRG • Peachey Belt Residents Association • Peachey Youth Committee • Davoren Park Neighbourhood Watch • Smithfield Plains Neighbourhood Watch • SA Police • Housing SA, and • Land Management Corporation. 	<i>Michael White, Group Manager Community Strategy & Renewal</i>

Activity	Status	Responsible Manager
<p>Work with local schools to facilitate an edible class room program in the Playford Alive project area to encourage food security.</p>	<p>The Swallowcliffe School garden was officially launched on the 24 March 2010.</p> <p>The second phase of the project 'Peachey Cooks' which worked with parents at the school to undertake training in food hygiene, food preparation and community educator roles has also been completed with the potential for the Obesity Prevention and Lifestyle (OPAL) Initiative to continue working with parents post project.</p>	<p><i>Michael White, Group Manager Community Strategy & Renewal</i></p>
<p>Develop a Community Recreation Precinct position paper to explore opportunities for a community recreation precinct within the Peachey Belt, Playford Alive project area.</p>	<p>The Community Recreation Precinct position paper has been finalised. Council is currently exploring opportunities to deliver the outcomes and ensure appropriate uses are identified that cater for existing and future recreational and community needs.</p>	<p><i>Michael White, Group Manager Community Strategy & Renewal</i></p>
<p>In partnership with Anglicare, continue to run the 426 program which provides youth recreation activities in the Peachey Belt.</p>	<p>This project continues to build on the success of the first 12 months of the program with over 50 participants at the most recent session.</p> <p>The program is currently funded until December 2010.</p>	<p><i>Michael White, Group Manager Community Strategy & Renewal</i></p>
<p>In partnership with Anglicare, develop and deliver a range of programs for families and children in the Peachey Belt. The intent is to develop models which the Australian Government could apply to other disadvantaged regions throughout the country.</p>	<p>Existing programs funded through Communities for Families in partnership with Anglicare continue to be implemented. The success of such programs all form important templates for continuing the great work elsewhere in Australia. Further to this, the challenge is to ensure ongoing funding to continue the programs.</p>	<p><i>Michael White, Group Manager Community Strategy & Renewal</i></p>
<p>Liaise with the outsourced operational management of the recreation facilities such as The Aquadome, John McVeity Centre and Golf Course to ensure corporate and community outcomes as detailed in management agreements are achieved.</p>	<p>Quarterly meetings continued to be held of the Community Benefits Group, formed to examine and develop further the community KPI's in the management agreement with the YMCA for the Aquadome and John McVeity Centre. The aim is to ensure joint programs and funding arrangements are targeted and developed. The operators of the North Lakes Golf Course, Belair Turf Management, have implemented a community schools program in the area to encourage children to play golf.</p>	<p><i>Peter Oye, Group Manager Asset Strategy</i></p>

Activity	Status	Responsible Manager
<p>In partnership with the Australian Veterinarian Association (AVA) facilitate Pet PeP, a school-based education program. This program aims to enhance primary school aged children's understandings of animals and teach them about responsible pet ownership.</p>	<p>905 children from schools within the Playford area participated in the Australian Veterinary Association PetPEP program to learn about responsible pet ownership. The key messages of the program are:</p> <ul style="list-style-type: none"> • Responsible pet ownership; • Safety around animals; • Healthy living (pets and people); • Animal Welfare and • Animals and the Community. 	<p><i>Peter Oye, Group Manager Asset Strategy</i></p>
<p>Implement the Volunteer Strategy, ensuring a strong focus on developing and promoting volunteering across the City of Playford</p>	<p>Draft strategy completed and will be presented at the next available Council Strategic Management Forum meeting for feedback.</p>	<p><i>Michael White, Group Manager Community Strategy & Renewal</i></p>
<p>Develop a Recreation Strategy to ensure we are meeting the needs of the community in terms of sport and recreation activities and facilities.</p>	<p>Consultancy was engaged to develop a Recreation Strategy. The final draft report is now complete.</p>	<p><i>Leonie Scriven, Group Manager Parks & Open Space</i></p>

Priority 1: Health & Wellbeing

Additional Achievements in the Quarter

Activity	Status	Responsible Manager
Food Cooperative Healthy Community Expos	Food Cooperative Expos were delivered from the Elizabeth Downs Cooperative on 24 May and Smithfield Cooperative on 30 June attracting over 550 attendees. Opportunities for health checks, nutritional advice and options for achieving a healthy, balanced diet were provided to the community at the events. The Food Cooperatives experienced a large increase in the number of enquiries predominately generated through the promotion of the expos and attendance on the day. Increased membership and requests for opportunities to volunteer at the Food Cooperatives was a direct outcome of the Expos.	<i>Michael White, Group Manager Community Strategy & Renewal</i>
Positive Futures Employment, Education and Training Expo for people with a disability	A Positive Futures Employment, Education and Training Expo was held for people with a disability attracting around 500 people. 35 services provided stalls offering information about the range of employment, education, training and support services for people with a disability available in Playford and surrounds, as well as interactive workshops. Evaluations provided extremely positive feedback as to the quality and quantity of the information provided and the importance to the region, as the only opportunity for people with a disability to gain such a variety of important information in one location.	<i>Michael White, Group Manager Community Strategy & Renewal</i>
Talking Libraries Mental Health Community Education Project	Talking Libraries Mental Health Community Education Project has been nominated for a Margaret Tobin Award for Excellence in Mental Health in the area of 'Excellence in Promoting an Understanding of Mental Health in the Community'. This project has become a positive avenue for promoting the skills of people with an experience of mental illness and educating the community about mental illness. Bookings for Talking Library presentations have been received from a wide variety of community groups and organisations, and at the recent Positive Futures Expo over 250 people visited the Talking Library stall and showed great interest in the project. In a recent letter of support for Talking Libraries the Manager of Northern Mental Health Services commended the project for their 'vision to reduce stigma, promote independence and enhance community integration'.	<i>Michael White, Group Manager Community Strategy & Renewal</i>

Priority 1: Health & Wellbeing

Service Outputs

Contact: Michael White, Group Manager Community Strategy & Renewal

Grenville Social Connectivity Program

Aim: To provide a friendly and supportive environment to foster ongoing independence to aged/socially isolated people living within the City of Playford area. Program operates four days a week at the Grenville Centre.

Highlights for the quarter: Rehearsals continued for the new over 65's 'Silver Beat' rock choir. Group membership has increased by over 25% since its inception in May. 'Silver Beat' uses an Asset Based Community Development Model to focus on an individual's strengths to enable an older person to fully develop their potential for community involvement. In addition to normal program activities, Day Program consumers have also been actively encouraged to develop their own Digital Stories for the Web. The first of these stories is now in the production stage and will be ready for publication over the coming months. Programmed day trips included outings to Largs Bay and to Steboneath Park Wetlands.

	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
Attendees - Average No. of Different Clients per month	67	57	56	70	58
Attendance - Hrs	5,607	4,879	5,194	22,701	20,356
No. Days Program Operated	50	50	49	199	195
Volunteer Assistance - No.	11	9	12	11	12
Volunteer Assistance - Hrs	1,005	993	1,050	4,067	3,880

Rural Outreach and Multicultural Programs

Aim: These programs provide friendship groups for older people living in rural areas including those from culturally diverse backgrounds (CALD) such as Greek, Vietnamese and Italian.

Highlights for the quarter: The program has been well attended with group members enjoying entertainment which recaptures special times in their lives. Craft activities allow opportunities for consumers to work together and provide encouragement and support to one another. The Greek Group enjoyed a day outing to Harbour Town and members of the Virginia Friendship Group enjoyed an overnight outing to Mannum where they enjoyed a river cruise. Rural program participants were also involved in a planning session which identified activities for the next six months.

Funding for outings decreased during 2009/10 which impacted on the overall operational days and attendance numbers.

	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
Attendees - Average No. of Different Clients per month	126	96	117	126	90
Attendance - Hrs	7,094 ¹	4,478	5,891	20,951	19,628
No. Days Program Operated	68	49	53	248	200
Volunteer Assistance - No.	11	13	13	11	13
Volunteer Assistance - Hrs	1,029	935	937	3,609	3,276

¹Includes overnight outings

Priority 1: Health & Wellbeing

Playford North Programs

MALPA / Kookaburra/Mens Programs at the John McVeity Centre:

Aim: Programs for older people with disabilities or those people over 50 years of age to reduce social isolation and provide opportunities to develop friendships in a fun, supportive environment.

Highlights for the quarter:

MALPA GROUP: The group continues to participate in a variety of activities, providing the opportunity to improve muscle strength, fitness, mental agility, fun social interaction and development of friendships.

KOOKABURRA GROUP: The group has nearly completed the leadlight project in which they have developed more confidence, physical strength and patience.

MEN'S GROUP: The Men's Group continues to have a solid foundation of members attending. The group is improving and promoting independence by working towards strength based approaches, such as some consumers are cooking lunch for the group and other consumers organising between themselves to pick up others and bring them to the group sessions.

Program	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
MALPA					
Attendees - Average No. of Different Clients per month	20	19	19	21	19
Attendance - Hrs	925	1,025	950	3,625	3,940
No. Days Program Operated	13	12	12	48	49
Volunteer Assistance - No.	4	4	4	4	4
Volunteer Assistance - Hrs	320	256	264	1,059	1016
KOOKABURRA					
Attendees - Average No. of Different Clients per month	21	19	17	17	19
Attendance - Hrs	1,010	925	870	3,325	3,695
No. Days Program Operated	13	13	12	48	50
Volunteer Assistance - No.	3	3	4	3	4
Volunteer Assistance – Hrs	234	228	264	767	886
MENS GROUP ²					
Attendees - Average No. of Different Clients per month	n/a	5	9	n/a	7
Attendance - Hrs	n/a	184	204	n/a	668
No. Days Program Operated	n/a	4	6	n/a	22

² New program commenced July 2009

Priority 1: Health & Wellbeing

Playford North Activities for Older People

Aim: These activities include fitness, gym programs, tai chi, computer courses, massage, self defence and meditation for older people. No volunteers assist with this program. Program is operated three days a week.

Highlights for the quarter: Gym program attendance continues to increase with current members attending twice a week, providing opportunities to improve muscle strength, tone, mobility, flexibility and increase overall fitness levels. A three hour self defence session was facilitated in June, providing the participants with the knowledge of how to be more aware of potential dangerous situations and the knowledge how to protect themselves.

	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
Attendees - Average No. of Different Clients per month	50	66	70	57	58
Attendance - Hrs	624	624	445	2,370	2,015
No. Days Program Operated	34	30	33	136	132

Programs for People with a Disability

Friends Program

Aim: The program is run for adults aged between 18 and over with an intellectual disability and aims to encourage independence, enhance social skills, and provides vocational training to improve participant's future employment opportunities.

Highlights for the quarter: Participants attended many community events during the quarter including the Health and Wellbeing Expo, Labs'n'Life visit and demonstration, and attended their graduation ceremony for marginalised youth who are at risk. A fitness instructor has been contracted to conduct fitness assessments with each of the participants and develop individualised plans, which outcomes will be measured at six monthly intervals. Other activities included a Yum Cha Banquet made by the participants and discussions have commenced with the Para West Campus for participants to attend painting classes.

	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
Attendees - Average No. of Different Clients per month	27	27	26	27	28
Attendance - Hrs	2,630	2,348	2,516	9,902	11,065
No. Days Program Operated	38	34	35	144	141
Volunteer Assistance - No.	5	6	5	5	5
Volunteer Assistance - Hrs	651	587	581	2,483	2,647
Attendees at Special Events	0	0	0	171	168

Priority 1: Health & Wellbeing

Friends After Hours

Aim: The program aims to provide skills development and social activities for young adults with an intellectual disability and provide respite for families and carers. Activities are run after hours during the week and on weekends, and the disco, is held once a month.

Highlights for the quarter: Thursday evening sessions continue to attract new participants and are capturing people with a disability who are not connected to other services and are looking for a social outlet, opportunities to improve fitness and learn cooking. Individual cards outlining exercises and fitness activities have been developed to enable participants to independently follow a circuit specifically designed to meet their needs and fitness goals. Weekend outings offered this quarter included a limousine ride, which was funded through fundraising.

	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
Attendees - Average No. of Different Clients per month	18	18	18	18	18
Attendance - Hrs	785	657	1,019	2,637	3,622
No. Days Program Operated	21	13	17	77	71
Volunteer Assistance - No.	2	2	3	2	3
Volunteer Assistance - Hrs	161	162	205	567	715
Attendees at Disco	96	88	92	397	758

Reach-out Mums Group

Aim: This program provides parenting skills, development, activities, information sessions and support for mothers with an intellectual disability. Program only runs during school terms.

Highlights for the quarter: All sessions have been well attended. Activities during the quarter included parenting workshops, activities to support positive behaviour management in children, first aid. Other activities to increase social connection and independence included line dancing, beading class, cooking class. The group also attended the Positive Futures Expo to facilitate increased knowledge of employment options.

Program	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
Attendees - Average No. of Different Clients per month	8	7	7	8	8
Attendance - Hrs	104	52	72	440	302
No. Days Program Operated	10	9	11	38	39
Attendees at Special Events	0	0	1	0	23

Priority 1: Health & Wellbeing

Programs for People with Dementia

Cobbers Club

Aim: A respite program developed to work with men who have dementia and organised activities are held every second Saturday to give their carers/partners a break.

Highlights for the quarter: The Cobbers Group continues to provide important social connection for older men with dementia and respite for their carers. The group enjoyed an extended outing to Carrick Hill this quarter, where they were able to leisurely explore the gardens and a tour of the house. The carers all enjoyed the extended respite time and the opportunity it provided for them to relax and spend some time doing things for themselves without the stress of their caring role.

Programs	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
Attendees - Average No. of Different Clients per month	8	8	8	8	8
Attendance - Hrs	322	335	273	1,136	1,364
No. Days Program Operated	6	6	6	25	24
Volunteer Assistance - No.	2	2	2	5	2
Volunteer Assistance - Hrs	90	90	91	408	361

Cobbettes

Aim: A respite program developed to work with women who have dementia and organised activities are held to give their carers/partners a break.

Highlights for the quarter: The Cobbettes Group continues to provide an opportunity for women with dementia to enjoy social connections with other women, while also providing respite for their carers. The women enjoy sharing time with other women who they can relate to and who share similar experiences. This quarter's outings to historic Carrick Hill and the Barossa Quilt and Craft Shop revived old memories and stimulated conversation about past experiences.

Programs	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
Attendees - Average No. of Different Clients per month	6	8	6	6	8
Attendance - Hrs	252	350	171	889	1,235
No. Days Program Operated	6	6	5	24	23
Volunteer Assistance - No.	2	2	2	2	2
Volunteer Assistance - Hrs	90	90	72	336	249

Sundowners Program

New program which commenced in October 2009.

Aim: Sundowners is an outing based group for people with dementia. Outings are run weekly in the evening to provide respite for carers during the often difficult 'sundowning' evening period.

Highlights for the quarter: This quarter participants enjoyed watching the sunset at Menglers Hill in the Barossa Valley, going out for dinner and drives throughout the region. Participants particularly enjoy the drives for the opportunity to see places they recognise which often stimulates memories and prompts them to share stories with each other from the past.

Priority 1: Health & Wellbeing

Sundowners Program contin....

Programs	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
Attendees - Average No. of Different Clients per month	n/a	4	4	n/a	4
Attendance - Hrs	n/a	84	120	n/a	236
No. Days Program Operated	n/a	6	10	n/a	23
Volunteer Assistance - No.	n/a	1	1	n/a	1
Volunteer Assistance - Hrs	n/a	29	64	n/a	120

VIP Club

Aim: VIP Club offers centre based respite one day a week at the Herta Luscombe Hall for people with early to middle Dementia, giving carers/partners a break (a chance to do shopping, make appointments etc). This program is a medium to high support program with numbers of participants capped at 10 to ensure individual goals and support needs can be met. The program is run in partnership with Aged Care and Housing (ACH).

Highlights for the quarter: This quarter the participants enjoyed an outing to Ten Pin Bowling, which stimulated participants competitive spirit and promoted much positive social interaction and sharing of old memories.

Programs	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
Attendees - Average No. of Different Clients per month	9	9	9	6	9
Attendance - Hrs	984 ³	558	624	2,178	2,413
No. Days Program Operated	11	11	12	47	49
Volunteer Assistance - No.	3	3	3	3	3
Volunteer Assistance - Hrs	229	237	258	858	1,119

Social Support Programs

Friendly Visiting

Aim: A social support program that involves home visiting to people isolated at home. Clients are assessed and matched to volunteers with similar interests or goals.

Highlights for the quarter: There is a wider variation in the clientele being referred to the program, such as people with disabilities who want to share or build on their existing abilities. Two new volunteers have joined the program and come with varying skills and interests.

Programs	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
Attendees - Average No. of Different Clients per month	15	20	22	14	20
Attendance - Hrs	178	214	226	628	854
No. Days Program Operated	15	15	15	58	60
Volunteer Assistance - No.	16	20	22	16	22
Volunteer Assistance - Hrs	47	214	226	161	854

³ Includes overnight outings

Priority 1: Health & Wellbeing

Social Support Program

New program commenced in October 2009.

Aim: This is a group for extremely isolated, disconnected older people. The program reduces isolation by linking clients into services and forming friendships.

Highlights for the quarter: Social support continues to provide important social connections for people who are identified as socially isolated. During the last quarter more people have been successfully linked to other community service providers and have reported on the establishment of new friendships and support networks. As people move from the social support program into other programs and services their place is quickly filled by others on the waiting list.

Programs	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
Attendees - Average No. of Different Clients per month	n/a	5	6	n/a	5
Attendance - Hrs	n/a	58	58	n/a	176
No. Days Program Operated	n/a	10	11	n/a	31

Programs for Older People with Higher Support Needs

Complex Needs Program

Aim: This program provides support for older people with higher level support needs. It is a transition program for people attending other community service aged care programs whose support needs have increased from low to medium as well as accepting referrals from external agencies. Program provides social interaction, leisure and recreational activities. This program also provides respite for carers.

Highlights for the quarter: This quarter participants enjoyed the opportunity to experience Ten Pin Bowling, fitness and walking as part of the program's aim to improve physical strength and mobility. A glass mosaic project challenged participant's mental agility and creativity and games designed to stimulate memory also provided an opportunity to develop individual's confidence as their skills improve within a fun, social environment.

Programs	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
Attendees - Average No. of Different Clients per month	7	6	7	5	7
Attendance - Hrs	270	372	462	1,512	1,838
No. Days Program Operated	8	12	13	46	51
Volunteer Assistance - No.	1	2	3	1	3
Volunteer Assistance - Hrs	39	94	140	309	365

Priority 1: Health & Wellbeing

Programs for People with Mental Illness

Out and About

Aim: A social club for adults with an experience of a mental illness who live in Playford. The aim of the program is to provide a relaxed, fun, social and safe space for people to go out and enjoy themselves with friends in a range of activities.

Highlights for the quarter: During the quarter participants enjoyed an evening out at Café Aquau for dinner, then onto the movies. All participants commented how much they enjoyed and appreciated the chance to participate in such evenings out in the community with appropriate support, due to their varying degrees of agoraphobia or paranoia.

Programs	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
Attendees - Average No. of Different Clients per month	15	16	14	15	15
Attendance - Hrs	264	252	244	990	1,012
No. Days Program Operated	6	6	6	24	24
Volunteer Assistance - No.	2	1	1	2	1
Volunteer Assistance - Hrs	60	12	30	170	163

Pamper Me / Mapping for Men

New program which commenced in October 2009.

Both groups takes place at the Grenville Hub which provides a safe and private setting so the participants can relax and get the full benefit of the programmed activities. These programs are only short courses that operate only three times a year (calendar year).

Highlights for the quarter: Pamper Me and Mapping For Men are short course programs for people with an experience of mental illness to assist them in their recovery journey and in developing the skills and confidence to reconnect with the community. The programs run three courses a year each with Mapping for Men just completing a course in June and the next course of Pamper Me due to run from July to September. Both of these programs are highly sought after and are providing positive outcomes for participants who report significantly increased confidence in accessing community and re-establishing social relationships.

Programs	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
Attendees - Average No. of Different Clients per month	n/a	n/a	10	n/a	10
Attendance - Hrs	n/a	n/a	179	n/a	179
No. Days Program Operated	n/a	n/a	6	n/a	6

Programs	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
Attendees - Average No. of Different Clients per month	n/a	7	n/a	n/a	10
Attendance - Hrs	n/a	75	n/a	n/a	131
No. Days Program Operated	n/a	8	n/a	n/a	16

Priority 1: Health & Wellbeing

Home Assistance Program

The Home Assistance Program assists eligible clients with home support such as domestic cleaning, home maintenance and modifications to remain independent and safe in their own homes. Also the program provides short term respite and personal care, as well as transport to shops and doctors appointments.

	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
Total No. of Incidents Clients Were Assisted	5,381	4,757	4,862	20,393	19,229
Total No. of Hours Assistance was given to Clients (varies according to service type)	11,691	10,378	10,599	43,343	42,672
Volunteer Assistance - No.	62	49	53	61	53
Volunteer Assistance - Hrs	4,755	4,096	4,797	17,678	17,456

Grenville Connections Hub

The Grenville Connections Hub is a vibrant place of activity that reflects the needs of its patrons and enables all seniors to come together and experience a range of recreation and leisure activities, health, education, home assistance and opportunities for life long learning.

Activities during the quarter: During the quarter the Grenville Hub organised numerous activities such as a Family Fun Day, which included intergenerational, interactive activities for all participants. The Grenville players performed an ANZAC Tribute, which exceeded expectations in attendance. The annual Mother's Day Luncheon was also held. Health of older people was also addressed through the facilitation of a Hearing Information Session, which provided participants the opportunity to discuss their hearing problems. A Housing Information Forum was implemented during the quarter which will provide non-biased information to those who are thinking about downsizing or changing their home environment.

	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 Days of Operation	73	78	77	315	327
Average Daily Attendance	495	431	476	429	411
Average Daily Participation in Programmed Activities	98	87	89	83	83
No. of Attendees at Special Events	1,301	810	1,070	4,352	3,545
Volunteer Assistance - No.	140	140	140	140	140
Volunteer Assistance - Hrs	6,468	4,969	5,626	28,907	22,225

Priority 1: Health & Wellbeing

Immunisation Program

The Playford Immunisation Service operates from two local clinics on a weekly basis at Munno Para and Elizabeth. The Immunisation Service also provided services for schools (local and other districts), businesses and mobile clinics.

During the last quarter the clinics have been busy with Flu season vaccinations (including Swine Flu). The immunisation service also completed the second round of visits to high schools. There are still large numbers of clients being referred to Playford's NARI clinics and the new Grenville Centre clinic is working well, due to accessibility for clients that use public transport.

Clinic 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 People Immunised	Civic Centre Clinic	253	289	224	880	1,139
	Munno Para Clinic	709	532	656	2,022	2,027
	Schools	1,625	765	1,714	2,950	3,280
	Swine Flu	n/a	174	111	n/a	1,138
	Business	0	225	362	25	600
	Family SA Mobile Clinics:					
	NARI Mobile Clinic ⁴	234	211	250	533	928
	NACYS Mobile Clinic ⁵	2	3	4	3	11
	Family SA	0	0	7	2	8
	Other	0	0	145	0	145
No. of Immunisations Given	Civic Centre Clinic	561	725	528	2,068	2,423
	Munno Para Clinic	1,360	1,217	1,288	4,148	4,680
	Schools	1,871	1,089	2,032	3,738	4,216
	Swine Flu	n/a	174	111	n/a	1,138
	Business	0	227	365	25	614
	Family SA Mobile Clinics:					
	NARI Mobile Clinic	762	578	692	1,738	2,580
	NACYS Mobile Clinic	211	7	8	411	24
	Family SA	0	0	16	6	19
	Other	0	0	147	0	147

⁴ NARI – New Arrival Refugee Immunisation Clinic

⁵ NACYS – Northern Area Community and Youth Services

Priority 1: Health & Wellbeing

Playford Food Cooperatives

To make available to the Playford community low-cost, nutritional food and essential grocery items.

Shop Statistics		Quarterly Comparison			YTD Comparison	
		4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
Average No. Daily Purchases	Elizabeth Downs	42	51	59	33	52
	Smithfield	107	92	104	106	90
% of Purchases made by Members	Elizabeth Downs	84%	83%	81%	84%	82%
	Smithfield	80%	77%	77%	80%	78%
Volunteer Assistance - No.	Elizabeth Downs	6	8	10	6	9
	Smithfield	14	13	14	14	14
Volunteer Assistance - Hrs	Elizabeth Downs	327	560	869	1,507	2,235
	Smithfield	1,264	1,084	1,157	5,188	4,492
Community Education Programs No. of Programs Run		23	12	21	65	58
Community Education Programs No. of Attendees		649	140	219	1,154	1,019
Catering - No. of Jobs		43	44	65	114	279
Catering - No. of People		1,132	471	1,211	2,571	5,736

Family Links

Family Links (also called Child Care Links) is a Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) funded early years initiative aimed at fostering connections between early childhood services and families in the community. The program objective is to provide intensive, targeted and coordinated support for parents and children who are vulnerable, at risk or in disadvantaged communities, to improve child development, child safety and family functioning.

In February 2009, the Australian Government announced the formation of the Family Support Program. Family Links Projects were granted two years of funding to June 2011, to transition to the Community and Family Partnerships stream of the Family Support program.

Highlights/significant changes for the quarter:

- The Family Links Officer attended a Young Mum's Group at the Para West Adult Campus about family links, Council's services and family support services in the City of Playford area. Parenting information packs were distributed and discussed how to access information from the new City of Playford Community Directory.
- Funded a parenting package for a group of playgroup mothers so that they could continue to meet and discuss behaviour management strategies using the resource.
- Successfully linked an African worker to the Northern Women's Community Centre to provide an outreach service to local African women. They had been searching for a venue for 12 months to no avail.

Priority 1: Health & Wellbeing

Public & Environmental Health

Contact: Greg Pattinson, Group Manager City Development

Food Premise Inspections	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
Routine Inspections:					
<i>High Risk</i>	5	2	2	9	10
<i>Medium Risk</i>	12	42	8	47	140
<i>Low Risk</i>	0	10	3	3	21
<i>Nominal Risk</i>	1	11	2	4	28
Follow-up Inspections	18	72	27	61	155
Food Complaints Received					
Number	12	23	15	54	62

Waste Water System Applications	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 Applications Lodged	16	31	30	102	128
No. of Applications Processed	30	34	30	145	127
Processing Time (working days):					
<i>Average</i>	62	103	42	245	205
<i>Minimum</i>	6	4	6	13	17
<i>Maximum</i>	379	404	200	1,698	955

Customer Service Requests	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 Requests	218	202	172	859	658

Below the top five categories of Customer Services Requests received for the quarter:

Category	No.
Waste Control System Information Request	49
Health General	12
Rats or Mice	11
Refuse and Long Grass	9
Planning and Health Complaint	6

Priority 2: Community Safety

Community Safety can be defined as measures that aim to address perceptions of crime and risk of crime which negatively impact on people's quality of life. Crime reduction in the community and a sense of safety are important for wellbeing.

Why is Community Safety a Strategic Priority in the Council Plan?

Local government plays a key role in community safety: providing safe streets, lighting and footpaths; supporting and maintaining safe environments through CPTED (Crime Prevention through Environmental Design); removal and prevention of graffiti; education and prevention programs; and youth engagement activities and facilities. In addition to these programs, the City of Playford, Town of Gawler, and State Emergency Agencies have worked in partnership to develop a Community Emergency Risk Management plan which aims to create a safer community, reduce risk and minimise damage in the event of an emergency.

Council's key focus areas for Community Safety are:

- Early intervention
- Safer communities
- Family violence

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

Priority 2: Community Safety

Annual Statement Measures

Measure	Target 2009/10	Final Result 2009/10	Comments	Update Period
Graffiti tag removals	36,000	47,599	Exceeded expectations.	Annually
Number of young people involved in crime prevention activities through the Shop, Skate, Create Project	2,530	2,684	Number of young people involved in activities exceeded target.	Quarterly

Priority 2: Community Safety

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 a strategic direction for crime prevention and utilise funding opportunities.	A Strategic Paper outlining Crime Prevention Initiatives has not been undertaken due to funding not available. Continue to look for funding opportunities to undertake this work.	<i>Michael White, Group Manager Community Strategy & Renewal</i>
Working in partnership with the Elizabeth Shopping Centre and Anglicare, continue to plan, program and implement the Shop, Skate, Create (early intervention) project.	Shop Skate Create has reviewed its practices and streamlined reporting mechanisms between the SA Police (SAPOL), Elizabeth Shopping Centre Management, Playford Council and Anglicare (the four main partners). SAPOL now have a regular team in the Elizabeth precinct and work with the youth workers at the Shopping Centre every Thursday night. The issue of truancy by school students, utilising the shopping centre and skate park, was recently addressed, with the numbers of students missing school reducing.	<i>Michael White, Group Manager Community Strategy & Renewal</i>
Undertake a review of graffiti management in Playford.	The final paper reviewing Graffiti Management across Council has been completed and out for consultation amongst all groups. The paper highlights a range of areas to improve efficiencies by centralising much of the coordination and processes.	<i>Michael White, Group Manager Community Strategy & Renewal</i>
Continue work and build relationships with Federal, State and Local agencies to ensure effective emergency management for our region.	Playford has been instrumental in the setup and currently chair the Northern Adelaide Zone Emergency Management Committee. Playford also have a representative on behalf of the LGA on the State Recovery Committee. Regular attendance and participation on regional/state emergency management initiatives and exercises.	<i>Wade Reynolds, Group Manager Finance, Risk Management & Procurement</i>

Activity	Status	Responsible Manager
Coordinate the District Bushfire Prevention Committee and ensure day to day implementation of the requirements of the Bushfire Prevention Act	<p>The key activities for this quarter were:</p> <ul style="list-style-type: none"> • District Bushfire Prevention Committee meeting held in June. • Final endorsement of revised charter for new section 41 Committee. • Natural Resources Management Board recommendation for fire track network river crossing progressed to design stage. • Strategy for development to equip Council water tankers with a quick connect adaptor to fill CFS fire appliances in the quickest possible time. 	<i>Peter Oye, Group Manager Asset Strategy</i>
Continue to engage young people in early intervention and skill development projects through Northern Sound System (NSS)	Some programs have recently finished as they follow the school term such as 'What's on your iPod?'. Event planning and basic sound recording has continued. The structured work placements through the Northern Sound System Passport Program have seen approximately 18 young people involved, some of which have become volunteers.	<i>Michael White, Group Manager Community Strategy & Renewal</i>
Continue to work in partnership with relevant agencies to prevent child abuse and domestic violence	Aboriginal Family and Community Healing Through Art Group continued this quarter with a core group of 10 -12 women participants. The Northern Domestic Violence Service (NDVS) is now providing transport fortnightly to the group for Playford women. Steering group members (Marra Dreaming, Anglicare, Relationships Australia (SA), Northern Assessment and Crisis Intervention Service (ACIS), NDVS, Mental Illness Fellowship of Australia (MifSA) and Family Links) collaboratively guide the group and link to support services.	<i>Michael White, Group Manager Community Strategy & Renewal</i>

Priority 2: Community Safety

Service Outputs

Graffiti Removal

Contact: Michael White, Group Manager Community Strategy & Renewal

The City of Playford recognises that graffiti has a significant financial and social impact on the community and has a negative impact on the wellbeing and sense of pride of its communities. The aim is to work in partnership with people that live, work and conduct business in the area to encourage, promote and provide a clean City environment that is largely graffiti free, welcoming and safe. Graffiti removal in the City is also very strongly supported by a group of dedicated community volunteers.

Graffiti	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 graffiti removals	9,969	11,587	10,093	42,531	47,599

Priority 3: Liveable Communities

Liveable Communities is about creating and maintaining communities which are safe, walkable, cycleable and sustainable with shared spaces for community connections and with services, employment and learning opportunities nearby. In the coming years, Council needs to ensure a balance in meeting the needs of communities today and planning for the needs of future communities.

Why is Liveable Communities a Strategic Priority in the Council Plan?

Local government has a key role in creating and maintaining liveable communities. Council responsibilities include provision of open space, parks and recreation/leisure facilities such as the Aquadome and playgrounds; regulation of planning and development; development and maintenance of roads, footpaths and bike-paths; collaborative approaches with developers and government; arts and cultural activities; and advocacy and partnering regarding issues such as affordable housing.

Council's key focus areas for Liveable Communities are:

- Neighbourhood renewal
- Urban growth
- Housing
- Community pride
- Community facilities and places

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

Priority 3: Liveable Communities

Annual Statement Measures

Measure	Target 2009/10	Final Result 2009/10	Comments	Update Period
Number of people attending events at the Northern Sound System (NSS)	4,550	5,783	This number represents Northern Sound System (NSS) events only and not any events organised by the Youth Development Officer. Due to staffing changes at NSS, it was necessary to restrict any further event bookings for the period May to July 2010.	Quarterly
Community Centres Research Report completed	100%	100%	Final Report has been completed	Annually

Priority 3: Liveable Communities

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
Develop a Community Pride project – focussing on engagement of residents in community initiatives such as neighbourhood clean-up projects.	Street Proud Project is being implemented in Davoren Park with a view to adopting it in other locations.	<i>Michael White, Group Manager Community Strategy & Renewal</i>
Continue to work with Department for Families and Community (DFC), Housing SA, key agencies and community members in the Elizabeth Park Community Renewal Project.	<p>The Elizabeth Park Neighbourhood Renewal Project is ongoing with Stage One nearing completion. DFC has developed a new marketing strategy to encourage people accessing the development via some of our established landscapes such as Adams Creek Wetland and the newly developed school oval/community open space.</p> <p>Landscape planning for Stage Three of the project is underway.</p>	<i>Michael White, Group Manager Community Strategy & Renewal</i>
Develop a 2009/10 to 2012/13 Business Plan for Northern Sound System (NSS), and with Council, determine a long-term approach to young people, arts and music at the NSS.	The Business Plan for NSS has been finalised and agreed to by Art Saone of the contributing funders. A considerable effort has been made by staff to increase the income and capture any deficit from Elizapalooza. The western end of NSS, recently refurbished, has provided opportunities for additional income and provided extra space for many agencies looking for casual room hire.	<i>Michael White, Group Manager Community Strategy & Renewal</i>
Work with Lutheran Community Care (LCC) to support the Burundian Community to have a service access point in the Playford Alive project area.	<p>The Burundian Community Office is now established at the Fields Shopping Centre and a funding application has been successful to support this service.</p> <p>Lutheran Community Services now at Fields office, with a team working alongside the Burundian Community to establish a working relationship.</p>	<i>Michael White, Group Manager Community Strategy & Renewal</i>
Increase after hours activities targeting baby boomers in the Grenville Centre.	Introduced theme nights such as Elvis Presley Rock n Roll, Irish Night, Valentines Dinner and Sunday lunches. All have been well attended.	<i>Michael White, Group Manager Community Strategy & Renewal</i>

Activity	Status	Responsible Manager
Facilitate the Playford Alive Community Fund, whereby developers contribute 1% of gross revenue of blocks of land sales to be available for community organisations to apply for.	The second round of the initiatives fund has recently concluded and had a grant cap of \$150,000. The round attracted 28 submissions of which 14 submissions were supported with total grants awarded of \$142,735.	<i>Michael White, Group Manager Community Strategy & Renewal</i>
Continue the Imagine Peachey initiative that includes Y Drive and the Youth Committee, and undertake evaluation of all programs.	The evaluation with all Imagine Peachey Programs is ongoing. The community groups are finalising a new governance structure and developing strategies to further develop existing programs and initiate new ones.	<i>Michael White, Group Manager Community Strategy & Renewal</i>
Coordinate the Community Fun Day to be held in November in the Peachey Belt.	Community Fun Day occurred in November 2009.	<i>Michael White, Group Manager Community Strategy & Renewal</i>
Deliver strategies in both libraries that enhance reading and basic literacy outcomes while consolidating community partnerships.	<ul style="list-style-type: none"> • Partnership with the Family Links Officer to deliver copies of the National Simultaneous Story Time book for 2010. The library created activity packs for 48 childcare centres to promote the importance and love of reading to pre-school children. • A partnership with Obesity Prevention and Lifestyle Initiative (OPAL) to sponsor the further development of <i>Books R4Babies2</i> resources with a focus on healthy eating. This program promotes parental involvement in early childhood literacy. • A partnership with the Smith Family to support the <i>Let's Read</i> program by purchasing the recommended list books for loan through the library service. The program promotes family based literacy. • A partnership with Uniting Care Wesley Bowden to deliver financial literacy assistance to the Playford community. Support sessions are offered at both library branches weekly. 	<i>Ken Daniel, Group Manager Life Long Learning</i>
In partnership with Arts SA and other Councils, deliver the Out of the Square program at the Shedley Theatre. The program includes an 11 matinee series, two kids programs, four comedy nights and four special events.	Program completed with increased attendance averaging approximately 150 people per performance.	<i>Ken Daniel, Group Manager Life Long Learning</i>

Activity	Status	Responsible Manager
In partnership with other Councils and Arts SA, coordinate a visual arts program to where venue winners participate in a touring circuit around Adelaide, Regional SA and interstate.	Program is completed for the venues but is awaiting Arts SA approval to commence.	<i>Ken Daniel, Group Manager Life Long Learning</i>
Increase focus on drawing culturally diverse shows and activities to the Function Centre and Shedley Theatre.	We have held six different culturally significant events over this financial year, which we hope to continue more of these events into the new financial year.	<i>Ken Daniel, Group Manager Life Long Learning</i>

Priority 3: Liveable Communities

Service Outputs

North Lakes Golf Course

Contact: Peter Oye, Group Manager Asset Strategy

Location: Stenbonheath Road, Munno Para West

During the quarter trends varied due to weather conditions, with a decrease in weekly participants, however weekend participants have remained strong. Coaching clinics for the blind have been introduced in association with the Royal Society for Blind. Internal renovation to improve the layout of the clubhouse is being undertaken by the course managers BTM.

	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
Average Daily No. of People Playing Golf - During the Week	63	40	38	62	38
Average Daily No. of People Playing Golf - During the Weekend	80	63	64	84	72
No. of Members	71	121	113	71	113

Aquadome

Contact: Peter Oye, Group Manager Asset Strategy

Location: Elizabeth Way, Elizabeth

Overall Attendance

There was a 25% decrease in overall attendance during the quarter when compared to the previous quarter. This was due to a decrease in recreational swimming and the turnstile system being out of order for several periods (which has now been rectified).

	Quarterly Comparison				YTD Comparison		
	4 th Qtr 2007/08	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2007/08	2008/09	2009/10
Total Attendance	51,723	44,475*	82,492	62,119	176,995	73,863*	290,054

*Pool closure from July 2008 until June 2009. Attendance figures for 2008/09 for fitness members only.

2007/08 figures have been included to compare a full usage year.

Priority 3: Liveable Communities

Fitness Membership

Fitness membership data for 2008/09 was high due to new Aquadome opening and interest in new fitness facilities.

Membership Status*	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 Members	4,109	2,562	2,540	4,109	2,540

* Membership status relates to the number of current active members at the Aquadome for that period.

Aquatic Education

Membership	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2007/08	3 rd Qtr 2009/10	4 th Qtr 2009/10	2007/08	2009/10
Number of Members	625*	1,233	1,075	625	1,075

* This figure represents the final membership number as at the end of June 2008 (to assist with comparisons). No aquatic education lessons were held during the 2008/09 due to the commencement in July 2008 of the centre's redevelopment and the closure of the swimming pool facilities.

John McVeity Centre

Contact: Peter Oye Group Manager Asset Strategy

Location: Peachey Road, Smithfield Plains

Attendances improved during the quarter, good attendances for the 4-2-6 Program and the start of the BallSkillz Program.

Centre's Attendance	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
Total	18,153	11,443	18,728	63,806	68,918
Attendance - Individual Halls / Rooms					
Sports Hall	13,960	6,048	12,726	50,103	47,944
Fitness Room	557	393	622	1,741	2,017
Multi-purpose Room	2,661	3,821	3,758	9,307	14,696
Meeting Room	373	1,181	391	1,532	2,944

Priority 3: Liveable Communities

Playford Civic Centre

Contact: Ken Daniel, Group Manager Life Long Learning

Location: Playford Boulevard, Elizabeth

It was a good end to the year with performances higher than last year. Meeting Room use is exceptionally high and will continue into the next financial year.

The Function Centre is continuing to be used for more daytime meetings due to the lack of other Meeting Room space.

Statistics		Quarterly Comparison		
		4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10
Average Day Utilisation Rate	Shedley Theatre	58%	71%	65%
	North Meeting Room	77%	86%	83%
	South Meeting Room	81%	75%	87%
	Nth Functions Centre	47%	39%	46%
	Sth Functions Centre	51%	43%	45%
Average Night Utilisation Rate	Shedley Theatre	53%	69%	58%
	North Meeting Room	53%	63%	56%
	South Meeting Room	47%	66%	51%
	Nth Functions Centre	44%	39%	42%
	Sth Functions Centre	36%	34%	34%

Please Note: The Utilisation Rate is calculated by the hours the facility is used divided by hours the facility is available. Day Availability - based on 8.5 hrs per day 8.30am - 5.00pm; Night Availability - based on 6.5 hrs per day 5.00pm - 11.00pm

Community Grants

Contact: Michael White, Group Manager Community Strategy & Renewal

The City of Playford offers Community Development Grants throughout the year. The aim of the grants is to encourage and develop local community projects and ensure that community groups can participate and make a positive contribution to community and cultural life in the City of Playford.

Grants Approved		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 Grants		22	7	21	75	88
Details of Grants	Events	\$4,000 (2)	\$0	\$4,000 (2)	\$13,300 (7)	\$9,000 (5)
	Minor	\$3,958 (8)	\$194 (1)	\$874 (3)	\$7,679 (16)	\$3,468 (9)
	Sporting / Cultural	\$1,450 (12)	\$600 (6)	\$1,850 (16)	\$5,800 (52)	\$8,200 (74)
Total Value		\$9,408	\$794	\$6,724	\$26,779	\$20,668

Priority 4: Lifelong Learning

Lifelong learning can be broadly defined as opportunities for the community to engage in learning to enable their achievement of well-being and social connectedness.

Why is Learning & Employment a Strategic Priority in the Council Plan?

Local government has a key role as the driver for lifelong learning to identify strategy, engage other agencies and provide the necessary infrastructure to support service delivery. Council works with other levels of government and agencies through programs such as Playford Pathways, which develop and implement better models for achieving viable community participation and learning outcomes for community members.

Council's key focus areas for Lifelong Learning are:

- Early years
- Learning pathways
- Volunteering

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

Priority 4: Lifelong Learning

Annual Statement Measures

Measure	Target 2009/10	Final Result 2009/10	Comments	Update Period
People participating in training programs at Northern Sound System (NSS).	200	274	This figure represents the number of participants in formal training programs at NSS. It does not include training offered through partnered programs. An emphasis was placed on long term training opportunities, which in turn decreased the total number of participants in programs.	Annually
Number of young people engaged in organising events and activities	22	32	The number of young people organising Youth Advisory Committee (YAC) and Skate events has increased.	Quarterly
Number of young people involved in consultations	200	300	There were 300 young people actively engaged in consultations.	Quarterly
Number of young people on committees i.e. YAC and Skate Committee	20	32	There are a large number of young people on the YAC and Elizabeth Riders Committee.	Quarterly
Number of youth workers involved in the Playford Youth Network (PYN)	20	36	The Playford Youth Network continues to have a strong membership.	Quarterly
Total library membership	5% increase (from 2008/09 Final Result)	6.6% increase	61,422 memberships in 2009/10 compared to 57,581 in 2008/09.	Annually
Total Visits to Libraries	320,000	321,248	Target exceeded.	Annually
Total of Playford residents who are registered borrowers	2% increase (from 2008/09 Final Result)	9.9% increase	29,750 memberships in 2009/10 compared to 27,060 in 2008/09.	Annually

Measure	Target 2009/10	Final Result 2009/10	Comments	Update Period
Completion of volunteer strategy and policy	100%	90%	Draft strategy completed. Awaiting to be presented at the next available Strategic Management Forum for further feedback.	Annually
Number of volunteers	550	497	An increase in numbers throughout May and June, which could be contributed to the additional promotion conducted during National Volunteer Week through the Messenger and Advertiser. A positive outcome for the volunteer program.	Quarterly

Priority 4: Lifelong Learning

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 deliver and evaluate relevant training and informal learning programs at the Northern Sound System (NSS).	Several programs have recently finished and the success and relevance of the programs is now being investigated. The start of a new NSS Manager is an ideal time to evaluate all programs and plan for new ones with the evaluation learning's in place.	<i>Michael White, Group Manager Community Strategy & Renewal</i>
Continue to support volunteer development across Council programs.	<ul style="list-style-type: none"> • Undertaking review of Recruitment, Selection, Induction procedures in order to be more flexible and responsive to needs of volunteers while improve efficiency. • First Aid Training held for volunteers in June. • National Volunteer Week activities held in May which included bowling, Mamma Mia Sing-a-long or choice of a gift. Positive feedback received regarding having a range of options to choose from. 	<i>Michael White, Group Manager Community Strategy & Renewal</i>
Family Links Project to continue working with children's services to build and develop skills, to optimise children's learning opportunities.	<ul style="list-style-type: none"> • Parent-teacher night held with Mission Australia. Early Learning Centre during Families Week with 25 families attending. • Contributed funds to Simultaneous Storytime to enable inclusion of 40 kindergartens/child care centres in this library event. • On leadership group of Playford Children's Centre mental health pilot project, Kids Matter. Mentoring and sourcing relevant resources and training for staff. • Organised a networking lunch with Centacare for early childhood sector bringing services, allied health and education professionals together to share knowledge, with 22 people attending. 	<i>Michael White, Group Manager Community Strategy & Renewal</i>

Activity	Status	Responsible Manager
<p>Enhance the community hub focus for the Childcare Centre to better connect families and offer more services such as infant massage, parent programs and Let's Read Program with The Smith Family next year</p>	<ul style="list-style-type: none"> • The Smith Family have been funded to extend the Lets Read Program into Playford North. • The Playford Children's Centre is a location for a Council of Australian Governments (COAG) child mental health initiative. 	<p><i>Ken Daniel, Group Manager Life Long Learning</i></p>
<p>Continue to raise profile of the learning and developmental needs of 0-5 year olds through working closely with Department of Education and Children's Services (DECS) in the development of four state government children's early learning centres in the City. Council will continue to work with the Para West Adult Campus (PWAC) faculty of family learning in delivery of expanded programs to young mums and children.</p>	<p>Council is working closely with the Northern Futures Steering Committee on the Early Childhood Development Index and has secured funding for a Playford area next year.</p>	<p><i>Ken Daniel, Group Manager Life Long Learning</i></p>
<p>As the chair of the Innovative Community Action Networks (ICAN), Council will continue its long standing contribution to improved learning outcomes for young people at risk working with all public schools in the region and the Social Inclusion Unit.</p>	<p>ICAN has successfully expanded into primary schools in the Playford area focussing on Year 6 and 7 and their transition into senior school.</p>	<p><i>Ken Daniel, Group Manager Life Long Learning</i></p>

Priority 4: Lifelong Learning

Additional Achievements in the Quarter

Activity/Achievement	Detailed Information	Responsible Manager
SciWorld Sunday Event	Attendance was in excess of 3,500 people. This was an excellent event to introduce young people to science. There were many interactive activities on the day. Feedback and evaluation on the day indicated excellent outcomes.	<i>Michael White, Group Manager Community Strategy & Renewal</i>

Priority 4: Lifelong Learning

Service Outputs

Youth Development Activities – includes some school holiday programs and youth work placements

Contact: Michael White, Group Manager Community Strategy & Renewal

Youth Week

A large youth event which was designed, promoted and run by young people called SLAM (Skate, Launch, Art, Music) was held on Saturday 17 April. This event featured a skate, BMX and scooter competition, dance demonstrations, three on three basketball, aerosol art competition, airbrush tattoos and BBQ. Over 300 young people attended the event which was held at the Launch Pad Skate Park and Northern Sound System.

Boredom Busters

The Playford Boredom Busters is a project that came into existence through the Playford Youth Network (PYN). Its aim is to work with local northern businesses to create low cost activities for high school aged young people in the north. The activities are held on Wednesdays between 4pm-6pm.

A Youth Survey carried out by the Playford Council in 2008 highlighted some of the issues faced by youth in the Playford area. One of those issues of concern was that youth in the north were bored and had nothing to do. Young people stated there were limited safe and affordable activities for them to do.

As part of our Boredom Busters local businesses (Tunzafun, Aquadome, Reading Cinema and Bowland) each provide low cost activities for high school aged young people in the north once a week. In order to provide youth worker support to these activities local networks involved with PYN assist with the project by offering worker support.

Boredom Busters is now going strong with an average of 60 young people attending the program each week.

Ramp it Up

Each year the City of Playford's Youth Team run an event called Ramp it Up in a different location. In 2008 it was held in the Peachey Belt and in 2009 it run in Virginia. This year local young people requested this event to happen in One Tree Hill.

The purpose of the event was to gain information for consultation purposes from young One Tree Hill residents. This information will be made into a short film after the Ramp it Up event to gain an understanding about youth needs in the One Tree Hill area.

Youth Advisory Committee

The Youth Advisory Committee (YAC) had strong membership during this quarter. Two Councillors now attend YAC meetings and this has assisted with the flow of information between young people and Council. The YAC have run many events including Youth Week and Ramp it Up, but have also debated youth issues and formulated projects that respond to the Loud Actions Youth Forum.

Elizabeth Riders Committee

The Elizabeth Riders Committee is made up of a group of young people who frequently use Councils Skate and BMX tracks. There is a diverse range of young people on the Committee and they are dedicated to working with Council around young people and recreation.

Priority 4: Lifelong Learning

Youth	Quarterly Comparison	
	3 rd Qtr 2009/10	4 th Qtr 2009/10
No. of Participants	180	300
No. of Volunteers	32	32

Volunteers

Contact: Michael White, Group Manager Community Strategy & Renewal

To ensure volunteering is sustainable in the City of Playford we need to be keep abreast of issues, challenges and trends that impact on the volunteering experience in line with the national agenda to move forward e.g. volunteer management excellence, budget allocation for training and support, recognition, reimbursements.

	Quarterly Comparison		
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10
No. of volunteers	520	510	497

Library Services

Contact: Ken Daniel, Group Manager Life Long Learning

Locations: Playford Civic Centre, Playford Boulevard, Elizabeth; and
Munno Para Shopping City, Main North Road, Smithfield

Services		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	Elizabeth	32,209	29,608	28,817	98,114	121,042
	Smithfield	47,330	47,429	45,328	210,615	193,584
No. of Loans	Elizabeth	38,146	33,802	32,551	155,442	141,285
	Smithfield	77,819	60,997	58,675	320,130	265,144
	Mobile Library	2,997	2,468	2,969	11,204	11,428
	Home Library	4,365	18,297	18,416	16,280	49,679
No. of Registered Borrowers		57,581	60,496	61,422	57,581	61,422
No. of Children's Programs Run		34	50	54	146	175
No. of Children Attending Programs		680	1,490	702	2,550	3,454

Priority 4: Lifelong Learning

Playford Children's Centre

Contact: Ken Daniel, Group Manager Life Long Learning

Location: Langford Drive, Elizabeth

As of the first quarter 2009/10, the Playford Children's Centre will be providing additional information to add to our quarterly report. Until now the only information provided has been our utilisation figures. These figures do not provide a true representation of the service that we provide. We anticipate that this additional information will provide a more accurate assessment of the service that we are currently providing to the community. Extra information is divided into eight separate categories. The top table provides clear information about each of the categories and the bottom table provides the quarterly information. Additional categories may be added as the need arises each quarter.

During the quarter there was increased growth in the number of new enrolments at the Centre. Birth to two year olds are maintaining at a steady number, with over two's very high. The Centre's waiting list for placements is ongoing and a steady flow of new enquiries. The Centre currently has one TAFE student from Kauna Plains and two TAFE students from Gawler as part of our learning program.

Utilisation Rates	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10
Baby Section	81%	71%	81%
Toddler/Kindy Section	83%	81%	97%

Category	Background Information
SCCB (Special Child Care Benefit)	This is an additional subsidy in the form of child care benefit which is provided for children who are deemed to be at risk of abuse or neglect.
Exceptional Circumstances Child Care Benefit	This is an additional subsidy in the form of child care benefit which is provided for families who are experiencing financial hardship for a variety of reasons which may include sudden un-employment, and family illness.
JET (Jobs, Educations and Training) Child Care Assistance	This additional child care benefit is for families who are studying to develop skills to assist them to commence employment.
Diagnosed Developmental Delay	We will be providing approximate figures of children who have diagnosed developmental delays. These include language development, global developmental delays and others. Some of the children receive support from Inclusive Directions to ensure that they are included in all Centre activities.
Recognised Developmental Delay	This category is to recognise the number of children at the centre who have un-diagnosed developmental delays. This can be for various reasons such as parents not willing to obtain assessment or children who are new to the Centre.
Aboriginal/Torres Strait Islander Descent Children and families	These figures can only be obtained if families choose to identify their child/ren on their enrolment forms. Not all families in this category choose to do this.
Student Participation	The Centre is a Learning Centre for TAFE and we also accept university students throughout each year.
New Arrival Families	This includes many new African families who are enrolling at the Centre. We are using the interpreting services of Inclusive Directions to support these families

Priority 4: Lifelong Learning

Category	Quarterly Information Update
SCCB (Special Child Care Benefit)	We currently have two children receiving SCCB.
Exceptional Circumstances SCCB	Two families are receiving SCCB for exceptional circumstances, a total of two children.
JET (Jobs, Educations and Training)	Nine families are currently in receipt of JET.
Diagnosed Developmental Delay	There are currently 11 children in the Centre who have diagnosed developmental delays. Four of these children are receiving support from Inclusive Directions to ensure that they are included in all areas of the Centre's curriculum. Most recently two of these children have been diagnosed with Autism.
Recognised Developmental Delay	Approximately 12 children have recognised developmental delays mainly in the areas of speech and language development and related behavioral difficulties. Using the average figure of 109 children attending the Centre this quarter approximately 22% of children attending the Centre have a recognised or diagnosed developmental delay.
Aboriginal/Torres Strait Islanders	One child attends the Centre.
Student Participation	Two second Year TAFE students will commence in Term 2. One Uni student will commence in Term 3.
New Arrival Families	We are currently supporting eight families with a total of 15 children.



4th Quarter Organisational Performance Report

April - June 2010

Economic Prosperity

Contents

Purpose of this Report	2
Economic Prosperity: Key Strategic Priorities	3
Priority 1: Urban Growth & Townships	1
Annual Statement Measures	2
Status of Activities	3
Additional Achievements in the Quarter	5
Service Outputs	6
Priority 2: Business & Industry Sustainability	8
Annual Statement	9
Status of Activities	10
Additional Achievements in the Quarter	11
Priority 3: Learning & Employment	12
Annual Statement	13
Status of Activities	14
Additional Achievements in the Quarter	15
Priority 4: Civil Infrastructure	16
Annual Statement	17
Status of Activities	18
Service Outputs	19

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
Maintain a strategic overview for delivery of the Playford Alive urban regeneration Project.	<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>	<i>Michael White, Group Manager Community Strategy & Renewal</i>
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).	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.	<i>Greg Pattinson, Group Manager City Development</i>
Manage future visioning for townships and facilitate strategic plan for future long term development.	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.	<i>Greg Pattinson, Group Manager City Development</i>

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.	<p>Developing a joint Information and Communications Technology Project Plan with the City of Salisbury.</p> <p>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.</p>	<i>Greg Pattinson, Group Manager City Development</i>
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.	<i>Greg Pattinson, Group Manager City Development</i>
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.	<i>Greg Pattinson, Group Manager City Development</i>
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).	<i>Greg Pattinson, Group Manager City Development</i>
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.	<i>Greg Pattinson, Group Manager City Development</i>
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.	<i>Greg Pattinson, Group Manager City Development</i>
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 participation 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.	<i>Greg Pattinson, Group Manager City Development</i>

Priority 1: Urban Growth & Townships

Additional Achievements in the Quarter

Activity	Status	Responsible Manager
Blueprint Townships Initiative	<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><i>Greg Pattinson, Group Manager City Development</i></p>
Buckland Park	<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>
Plan for Greater Adelaide	<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><i>Greg Pattinson, Group Manager City Development</i></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.	<i>Greg Pattinson, Group Manager City Development</i>
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.	<i>Greg Pattinson, Group Manager City Development</i>
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.	<i>Greg Pattinson, Group Manager City Development</i>
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.	<i>Matthew Pears, General Manager</i>

Priority 2: Business & Industry Sustainability

Additional Achievements in the Quarter

Activity	Status	Responsible Manager
Adoption of Elizabeth West Business Plan by Elizabeth West Business Forum	<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. 	<i>Greg Pattinson, Group Manager City Development</i>
Completion of Health Precinct Feasibility Study - <i>Creating a Health Precinct.</i>	<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. 	<i>Greg Pattinson, Group Manager City Development</i>

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 Waiendi 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 Kurna 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.	<i>Ken Daniel, Group Manager Life Long Learning</i>
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.	<i>Michael White, Group Manager Community Strategy & Renewal</i>
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.	<i>Ken Daniel, Group Manager Life Long Learning</i>

Activity	Status	Responsible Manager
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.	Industry areas being addressed are Health, Civil, Construction and Advanced Technology.	<i>Ken Daniel, Group Manager Life Long Learning</i>

Additional Achievements in the Quarter

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

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.	<i>Shaun Kennedy, Group Manager Civil Operations</i>
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.	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.	<i>Shaun Kennedy, Group Manager Civil Operations</i>
Work toward a planned, long term maintenance strategy.	Currently determining which tasks can be programmed and the skills and resources required to undertake them.	<i>Shaun Kennedy, Group Manager Civil Operations</i>

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

Environmental Care

Contents

Purpose of this Report	1
Environmental Care: Key Strategic Priorities	2
Priority 1: Land	3
Annual Statement Measures	4
Status of Activities	5
Service Outputs	7
Priority 2: Growth	9
Status of Activities	10
Priority 3: Climate Change	12
Annual Statement Measures	13
Status of Activities	13
Priority 4: Waste	15
Annual Statement Measures	16
Status of Activities	16
Service Outputs	17
Priority 5: Water	20
Annual Statement Measures	21
Status of Activities	21
Service Outputs	22

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.

Environmental Care: Key Strategic Priorities

Environmental Care Goal

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

Environmental care refers to activities and approaches undertaken throughout Council to deliver services to our community in a sustainable, ecologically sound and responsible manner.

Environmental Care Objectives

Land Management and Biodiversity

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.

Waste Management

4. Sustainable waste management focusing on waste minimisation and resource recovery.

Energy Management

5. A community actively addressing climate change through low energy use.

Water Management

6. Safe, high quality water resources.
7. A community managing and using water resources sustainably.

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

1. Land
2. Growth
3. Climate Change
4. Waste
5. Water

Priority 1: Land

The *natural* environment of the City of Playford stretches from the northern Adelaide coastline across the plains to the northern foothills of the Mount Lofty Ranges. Playford's built environment includes the outer fringe of metropolitan Adelaide's residential development - with new suburbs now reaching the urban growth boundary - as well as three township areas.

As an administrator of development, and a manager of reserves and public land, Council recognises that its decisions can have major impacts on residents' quality of life, as well as the ability of our Council area to support native habitats and primary production.

From a Council perspective, land management is a diverse topic covering issues such as open space planning and management, landscape design, native vegetation management, land use planning and the impacts of built form on the environment.

Council's key focus areas for Land are:

- Open space management
- Native vegetation

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

Priority 1: Land

Annual Statement Measures

Measure	Target 2009/10	Final Result 2009/10	Comments	Review Period
Number of Indigenous Plants planted by Council staff, volunteers and contractors and distributed to landowners under the Buffers to Bushland Program	10,000	25,740	Major distribution of plants during the last quarter due to favourable seasonal conditions.	Quarterly
Number of local native Indigenous plant species previously uncultivated by Council, grown in the Council nursery this year	3	7	No new trials during the last quarter. Overall excellent result of seven new indigenous plants to be grown in Council's nursery of the year.	Annually

Priority 1: Land

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
Implement the Open Space strategy and framework which supports broader strategic planning and implementation of maintenance schedules.	Workshops with Parks staff complete. Final draft to be presented to the Council's Strategic Management Forum.	<i>Leonie Scriven, Group Manager Parks & Open Space</i>
Deliver coordinated and responsive verge maintenance and upgrade program underpinned by sustainability principles.	Program review continuing with cross-reference to Open Space Strategy, guidelines and Precinct Plans.	<i>Leonie Scriven, Group Manager Parks & Open Space</i>
Increase emphasis on sustainable landscapes in new land divisions and street trees.	Parks continue to promote sustainable landscapes with developers and SA Water. Playford Alive Landscape Precinct Plans endorsed by Department for Environment and Heritage Sustainable Landscapes Project.	<i>Leonie Scriven, Group Manager Parks & Open Space</i>
Develop a register of dead trees within City of Playford.	Registers developed to record the removal of all trees and stumps as well as major tree works that require the hiring of a 75ft tower and traffic management devices.	<i>Leonie Scriven, Group Manager Parks & Open Space</i>
Increase focus on master planning around regional and neighbourhood parks.	Design concepts underway for Playford Alive Curtis Road Town Centre. Blakeview designs under review for approval. Buckland Park concepts to be developed in accord with BD Plans as per Development Plan Amendments (DPA) for future review.	<i>Leonie Scriven, Group Manager Parks & Open Space</i>

Activity	Status	Responsible Manager
Continue to deliver the Buffers to Bushland Program, which seeks to redress the substantial loss of original vegetation on the northern Adelaide plains by providing rural landowners with trees and fencing to protect and extend remaining stands of native vegetation.	Distribution completed with large orders due to the favourable planting season.	<i>Leonie Scriven, Group Manager Parks & Open Space</i>
In partnership with Trees for Life, implement the Bush for Life program which enables volunteers to undertake minimum disturbance weed control in 16 Council reserves with the result being the ongoing enhancement of biodiversity and habitat at these locations.	Scheduled program ongoing. Report to be provided by the end of 2010.	<i>Leonie Scriven, Group Manager Parks & Open Space</i>
Continue the Roadside Marker Scheme (RMS), which surveys and identifies important roadside native remnant vegetation.	Purdie Road RMS site works being undertaken by Hakea Landscape Construction. Completed activity book for children which explains about the importance of roadside vegetation.	<i>Leonie Scriven, Group Manager Parks & Open Space</i>
Continue the Whitford Bushland Reserve Development which delivers revegetation and biodiversity enhancements in Whitford Bushland Reserve.	Contract awarded and planting to commence during the first quarter 2010/11.	<i>Leonie Scriven, Group Manager Parks & Open Space</i>
Develop urban design frameworks that produce master plans for main streets	Project completed. Project team signed off draft report. Final reports delivered to Council's City Development group and Planning SA. Electronic copies to be available on Playford website.	<i>Leonie Scriven, Group Manager Parks & Open Space</i>

Priority 1: Land

Service Outputs

Parks & Open Space

Contact: Leonie Scriven, Group Manager Parks & Open Space

Tree and Verge Plantings

Trees	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
No. Plants Planted in Reserves by Council/Volunteers	883	0	6,090	6,133	6,090
No. Indigenous Plants Grown by Volunteers	400	2,050	1,200	10,965	13,100
No. Indigenous Plants distributed to Landowners - Buffers to Bushland Program	7,400	0	12,500	12,085	19,650
No. Street Trees Planted	675	142	954	1,360	1,659
No. Volunteer Hours Worked	530	400	664	3,416	1,871
Verges					
No. Mulched Verge Requests	4	1	6	15	8
No. Mulched Verge Replacements	10	0	3	19	9

Registers

The Parks and Open Space department maintains a number of registers to track the progressive work program for verge upgrades, tree planting, major tree works and wasps/bees.

Register Type	Quarterly Comparison		
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10
Street Tree Planting	11	19	32
Reserve Tree Planting	11	7	7
Major Tree Works	2	0	4
Verge Upgrades	7	7	8
Stump Register from Individual Requests	9	27	49
European Wasp Eradication	n/a	3	1
Bees on Council Property	n/a	0	0
Bees Private Property	n/a	1	0

Priority 1: Land

Service Outputs

Parks & Open Space cont.....

Other Parks and Gardens Services

Other Services	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
No. Wasp Nests Attended	22	4	5	137	15
No. Syringes Collected	720	148	239*	1,641	789
No. Abandoned Vehicles	87	60	51	331	266

*103 loose and 136 container

Priority 2: Growth

The City of Playford is on the verge of unprecedented growth, both in terms of economic development and urban expansion.

The responsible management of growth in the City is therefore critical to minimise the potential negative effects on our environment, while optimising the benefits that development brings. The way in which Council responds to growth in the immediate future will have long-lasting impacts for the sustainability and resilience of our community.

Growth will have a major influence on other strategic environmental areas highlighted in this document including Council's management of climate change, water, waste and land.

Council's key focus areas for Growth are:

- Long & short term land use planning
- Ecologically Sustainable Development

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

Priority 2: Growth

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 develop procedural guidelines and policies to manage the growing parks and open space operations that consider and embrace environmental and sustainable principles and practices.	Review of Parks and Open Space Team operations ongoing.	<i>Leonie Scriven, Group Manager Parks & Open Space</i>
Undertake a review of the Customer Request Systems (CRS) ability to meet the needs of the operational groups desire to be more efficient in responding to customer requests across a growing city.	Overall CRS system under review, Parks and Open Space providing input to improve efficiency.	<i>Leonie Scriven, Group Manager Parks & Open Space</i>
Further develop the accuracy and relevance of data in the asset register of parks and open space infrastructure and assets, including the new estates, to facilitate development of reserve management plans, as part of the open space strategy.	Continuing review of Parks Assets to be included in the Asset Register.	<i>Leonie Scriven, Group Manager Parks & Open Space</i>
Work towards a planned, long term sustainable maintenance strategy for parks, open space and public realm green space, such as verges, medians and entry statements.	This is an ongoing process with each site requiring different sustainable landscapes with some new subdivisions moving towards sustainable verges such as 20 acres in Andrews Farm. This is an evolving area with new opportunities arising with new sustainable treatments, new turf and plant cultivars becoming available and utilising local native plant species.	<i>Leonie Scriven, Group Manager Parks & Open Space</i>
Develop a system to efficiently and effectively manage the hand over process of the growing number of new estates and subsequent open space assets states from developers to Council.	Legal review of planning conditions in respect to Open Space including bonding and maintenance to be undertaken by Norman Waterhouse.	<i>Leonie Scriven, Group Manager Parks & Open Space</i>

Activity	Status	Responsible Manager
Further foster collaborative relationships with land developers to facilitate delivery of a better standard of housing estates, which incorporate environmental sustainable design principles and functional open space.	Relationship building with key project partners, agencies and developers continues.	<i>Leonie Scriven, Group Manager Parks & Open Space</i>

Priority 3: Climate Change

The links between energy generation, energy use and climate change are now well documented and accepted around the world. Climate change has the potential for profound effects across our own community in terms of vulnerability to temperature extremes, severe weather, flooding, infrastructure damage etc. These changes will impact urban residents and businesses, as well as townships and primary producers.

Council is in a position to lead by example, influence the behaviour of our community, and help them become more resilient to the future impacts of climate change, rising energy prices and energy shortages.

Council's key focus areas for Climate Change are:

- Climate Change Risk Assessment
- Corporate Energy Consumption
- Regional Water Resource Management

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

Priority 3: Climate Change

Annual Statement Measures

Measure	Target 2009/10	Final Result 2009/10	Comments	Review Period
Proportion of Council's energy use and emissions data	80%	0%	Focus has shifted this year to preparing a centralised system for capturing water use data, rather than energy use data. However, the system is being designed to be expanded to include energy use data in future financial years.	Quarterly

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
Develop a White Paper on Council's response to climate change issues and the implications of carbon trading for the local community.	Staff have received the final report from the Local Government Association Mutual Liability Scheme Climate Change Adaptation Program, which summarises the key risk areas of Council's operations. Allocation of key actions from that report will proceed in line with Council's new Planning Architecture. Note: As the Federal Government has been unsuccessful in its move to introduce its Carbon Pollution Reduction Scheme, we are still unable determine the impacts of carbon trading on our local community.	<i>Greg Pattinson, Group Manager City Development</i>
Implement environmental initiatives (e.g. energy efficiency) through the corporate asset renewal program.	Part of building asset replacement includes environmental initiatives, by way of LED lighting, T5 lighting (low energy), replacement of instantaneous hot water systems and water saving shower heads. Buildings that had changes this year include, ATCO Cricket Club, Northside Boxing, Elizabeth Football Club, Vales Soccer, Moflin Football Club, Virginia Football Club, Smithfield Football Club, Argana Netball, Spruance Hall, Potters Club and Ridley Clubrooms.	<i>Peter Oye, Group Manager Asset Strategy & Customer Service</i>

Activity	Status	Responsible Manager
<p>Continually improve Council's fleet in terms of fuel consumption, greenhouse gases and safety.</p>	<p>A key part of the vehicle evaluation for purchase is fuel efficiency, green house gases and vehicle safety. Seven trucks have been replaced with Euro 5 specifications which exceeds Australian Omission Standards. Sixteen 4 cylinder and seven 6 cylinder vehicles purchased (all 6 cylinder vehicles are either dual fuel or dedicated LPG).</p> <p>A breakdown of fuel consumption indicates that diesel represents 78% of overall consumption, with unleaded fuel 13% and LPG 9% of total fuel purchase.</p> <p>Fleet Services constantly reviews Australasian New Car Assessment Program (ANCAP) safety standards when comparing vehicle evaluation, with a focus on continuous improvement to safety standards as in accordance to the vehicle purchase policy.</p>	<p><i>Peter Oye, Group Manager Asset Strategy & Customer Service</i></p>

Priority 4: Waste

Waste management is an important issue for Council for a range of reasons.

Kerbside collection of municipal waste and recyclables already represents a key cost to Council and price rises in the future are inevitable. Strategies that aim to reduce waste generation and maximise resource recovery can deliver environmental, social and economic benefits for our community.

'Nuisance' waste such as littering, illegal dumping and hoarding/stockpiling of waste can significantly detract from the amenity of our Council area. While this is essentially an economic development issue, it can also lead to public health, and environmental impacts in severe cases.

Technological advances, along with a more convenience-driven and consumption-driven society is seeing new challenges in waste management emerging (eg handling of increasing amounts of electronic and electrical waste, access to recycling facilities in public places).

Council's key focus areas for Waste are:

- Council's future role in waste management
- Reducing / mitigating environmental impacts of waste and litter

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

Priority 4: Waste

Annual Statement Measures

Measure	Target 2009/10	Final Result 2009/10	Comments	Review Period
Proportion of waste diverted from landfill	35%	43%	Limited ability to divert a higher proportion due to low participation (13%) of green organics and food waste collections.	Quarterly
Total waste (kilograms of waste per household per week)	18 kg	19.4kg	Annual trend seems to be for large hard waste loads and higher than average kerbside general waste tonnage.	Quarterly

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 implement the Hard Waste Collection	The Hard Waste Collection program continues to operate, and has now been in place for over two years. A review of the program will be scheduled in the lead-up to the end of year three of the service.	<i>Greg Pattinson, Group Manager City Development</i>
Continue the proactive response to illegal dumping, through working collaboratively with neighbouring councils and Zero Waste SA.	Purchasing of surveillance cameras completed and field testing continuing. Community information continues to be disseminated via handouts and brochure drops in letter boxes, as well as the installation of additional signage to occur in the next quarter.	<i>Greg Pattinson, Group Manager City Development</i>
Investigate alternative waste management regimes to deal with increased rubbish in parks from general litter, building sites and new developments.	Investigations are ongoing.	<i>Leonie Scriven, Group Manager Parks & Open Space</i>

Priority 4: Waste

Service Outputs

Contact: Greg Pattinson, Group Manager City Development

Customer Service Requests – Waste

Requests	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 Requests	33	57	53	193	205

Category	No.
Waste - Hard Rubbish Program	25
Stormwater Pollution	23
General Waste Request	4
NAWMA Complaints	1
Total	53

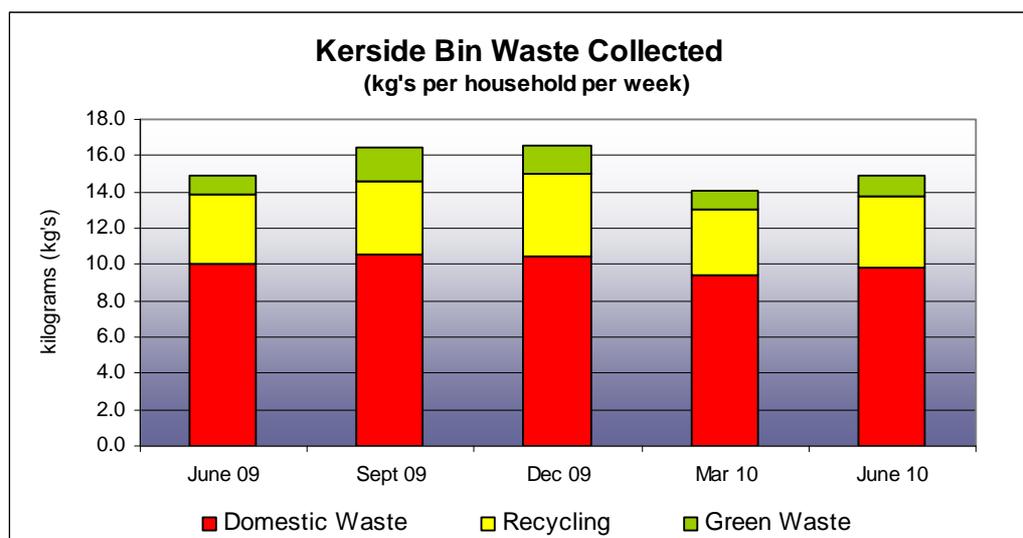
Kerbside Bin Collection

Service provided by Northern Adelaide Waste Management Authority (NAWMA)

Collection of Kerbside Bin Waste		Quarterly Comparison			YTD Comparison (Average)	
		4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
Kg's of Waste Collected per Household	Domestic	10.0	9.4	9.8	10.1	10.1
	Recycling	3.9	3.6	4.0	3.9	4.1
	Green	1.0	1.1	1.1	1.1	1.4

Currently only 12% of Playford households are using the Green Waste service.

Priority 4: Waste



Illegal Rubbish Dumping

Contact: Leonie Scriven, Group Manager Parks & Open Space

Rubbish Collected	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
Cubic Metres Rubbish Collected - Roadside Dumping	467	743	521	2,022	2,150
Cubic Metres Rubbish Collected - Playford Bins	56	38	47	218	168

\$115,647 was spent during 2009/10 on dumping fees for roadside rubbish collection.

Hard Waste Collection

Contact: Greg Pattinson Group Manager City Development

Hard Waste	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 collections	2,136	2,053	2,111	7,765	7,747
Percentage Participation (%)	27%	28%	27%	26%	25%
Total tonnes	203	150	188	809	643
Tonnes diverted	153	111	138	566	478
Percentage Diversion (%)	75%	74%	73%	71%	74%

Priority 4: Waste

All Waste Services

(includes Kerbside Waste, Hard Waste Collection, and Transfer Station)

Contact: Greg Pattinson Group Manager City Development

All Playford Waste Services	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
Total Tonnes	5,848	7,045	7,849	28,466	31,543
Average Kg per household per week	18kg	18kg	19kg	19kg	19kg
Percentage Diverted from Landfill (%)	33.6%	42%	43%	40%	43%

Priority 5: Water

Water is a vital resource for the City of Playford and is critical to the successful development of residential areas, community sport and recreation facilities, industrial centres and horticultural food production in the region. On the other hand, water can also be seen as a 'nuisance' at times of flooding and severe weather.

Local government plays a key role in the management of water resources through its management of public land, catchment infrastructure and stormwater.

Council's key focus areas for Water are:

- Aquifer Storage
- Corporate Water Management
- Watercourse Management

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

Priority 5: Water

Annual Statement Measures

Measure	Target 2009/10	Final Result 2009/10	Comments	Review Period
Quantity of harvested storm water injected into aquifer storage for re-use	20 megalitres	5 megalitres	ASR sites currently under construction - 5 megalitres of harvest in June during commissioning of Andrews Farm and Olive Grove sites.	Annually
Preparation and review of Water Management (Efficiency) Plans	100%	100%	Irrigated Public Open Space (IPOS) data input on a monthly basis.	Annually
Compliance with level 3 water restrictions	100%	100%	Compliant with level 3 restrictions.	Annually

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
Improve waste water assessment process to deliver better outcomes for new developments.	In January the formal introduction of the revised assessment process for septic tank and aerobic wastewater system applications was undertaken. The revised process has now been in operation for six months, with good development and customer services outcomes resulting. Through increased on-site inspections Council's Environmental Health Officers have been able to pre-empt potential problems with applications and reduce the amount of 're-work' required by applicants.	<i>Greg Pattinson, Group Manager City Development</i>

Priority 5: Water

Service Outputs

Water Initiatives	Quarterly Comparison			YTD Comparison	
	4 th Qtr 2008/09	3 rd Qtr 2009/10	4 th Qtr 2009/10	2008/09	2009/10
% of total open space area irrigated	13%	11%	11%	13%	11%
Proportion of irrigation volume sourced from ASR	0%	0%	0%	0%	0%
Proportion of irrigation volume sourced from mains	100%	100%	100%¹	100%	100%
Volume of water injected into aquifer	n/u	0%	5 megalitres	n/u	5 megalitres
Volume of water extracted from aquifer	n/u	n/u	0	n/u	0

n/u = no updates available for the quarter

¹ All parks are irrigated from mains water



4th Quarter Organisational Performance Report

April – June 2010

Organisational Excellence

Contents

Purpose of this Report	3
Organisational Excellence: Key Strategic Priorities	4
Priority 1: Service Sustainability	5
Annual Statement Measures	6
Status of Activities	7
Priority 2: Community Engagement	8
Annual Statement Measures	9
Status of Activities	10
Service Outputs	12
Priority 3: Organisational Development	16
Annual Statement Measures	17
Status of Activities	18
Service Outputs	21
Priority 4: Decision Making	22
Annual Statement Measures	23
Status of Activities	24
Service Outputs	26

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><i>Wade Reynolds, Group Manager Finance, Risk Management & Procurement</i></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><i>Peter Oye, Group Manager Asset Strategy</i></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 200910	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).	<i>Kristen Manson, Acting Group Manager Community Engagement</i>
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 .	<i>Kristen Manson, Acting Group Manager Community Engagement</i>
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.	<i>Kristen Manson, Acting Group Manager Community Engagement</i>
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.	<i>Kristen Manson, Acting Group Manager Community Engagement</i>

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
Introduce a new staff performance management framework by undertaking a significant education campaign with management and staff.	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.	<i>Jodi Wright, Group Manager People, Culture & Knowledge</i>
Introduce new leadership framework and training and development program to raise the capabilities of the organisation and ensure best practice in local government.	<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>	<i>Jodi Wright, Group Manager People, Culture & Knowledge</i>
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.	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.	<i>Jodi Wright, Group Manager People, Culture & Knowledge</i>

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>Activity ongoing.</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>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 200910	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.	<i>Kristen Manson, Acting Group Manager Community Engagement</i>
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.	<i>Kristen Manson, Acting Group Manager Community Engagement</i>
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).	<i>Kristen Manson, Acting Group Manager Community Engagement</i>
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.	<i>Kristen Manson, Acting Group Manager Community Engagement</i>
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.	<i>Kristen Manson, Acting Group Manager Community Engagement</i>
Continual development and implementation of a risk management framework	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: <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 	<i>Wade Reynolds, Group Manager Finance, Risk Management & Procurement</i>

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.