

COUNCIL AGENDA

Council Meeting

Notice is hereby given pursuant to the provisions of the Local Government Act, 1999, that the next Meeting of Unley City Council will be held in the Council Chambers, 181 Unley Road Unley on

Monday 08 November 2021 7.00pm

for the purpose of considering the items included on the Agenda.

Chief Executive Officer

OUR VISION 2033

Our City is recognised for its vibrant community spirit, quality lifestyle choices, diversity, business strength and innovative leadership.

COUNCIL IS COMMITTED TO

- Ethical, open honest behaviours
- Efficient and effective practices
- Building partnerships
- Fostering an empowered, productive culture – “A Culture of Delivery”
- Encouraging innovation – “A Willingness to Experiment and Learn”

KAURNA ACKNOWLEDGEMENT

Ngadlurlu tampinhi, ngadlu Kurna yartangka inparrinhi. Ngadlurlu parnuku tuwila yartangka tampinhi.

*Ngadlurlu Kurna Miyurna yaitya yarta-mathanya Wama Tarntanyaku tampinhi. Parnuku yailtya, parnuku tapa purruna yalarra puru purruna.**

We would like to acknowledge this land that we meet on today is the traditional lands for the Kurna people and that we respect their spiritual relationship with their country.

We also acknowledge the Kurna people as the traditional custodians of the Adelaide region and that their cultural and heritage beliefs are still as important to the living Kurna people today.

*Kurna Translation provided by Kurna Warra Karrpanthi

PRAYER AND SERVICE ACKNOWLEDGEMENT

We pray for wisdom to provide good governance for the City of Unley in the service of our community.

Members will stand in silence in memory of those who have made the Supreme Sacrifice in the service of their country, at sea, on land and in the air.

Lest We Forget.

WELCOME

ORDER OF BUSINESS

ITEM	PAGE NO
1. ADMINISTRATIVE MATTERS	
1.1 APOLOGIES Councillor N. Sheehan	
1.2 LEAVE OF ABSENCE Nil	
1.3 CONFLICT OF INTEREST <i>Members to advise if they have any material, actual or perceived conflict of interest in any Items in this Agenda and a Conflict of Interest Disclosure Form (attached) is to be submitted.</i>	
1.4 MINUTES 1.4.1 Minutes of the Ordinary Council Meeting held Monday, 25 October 2021	
1.5 DEFERRED / ADJOURNED ITEMS Nil	
2. PETITIONS/DEPUTATIONS Nil	
3. REPORTS OF COMMITTEES To receive and adopt or otherwise the reports and recommendations of the under mentioned Committees	
3.1 Minutes of Audit Committee	7
4. REPORTS OF OFFICERS	
4.1 Library Opening Hours	16
4.2 City of Unley and Alliance Francaise - MoU and Support for Cultural Events	25
4.3 2021-22 First Quarter Corporate Performance Report	32

5. MOTIONS AND QUESTIONS

5.1 MOTIONS OF WHICH NOTICE HAS BEEN GIVEN

Nil

5.2 MOTIONS WITHOUT NOTICE

Mayor to ask the Members if there are any motions without notice

5.3 QUESTIONS OF WHICH NOTICE HAS BEEN GIVEN

5.3.1 Question on Notice from Councillor K. Anastassiadis Re: Fullarton Park Community Centre Hire from Late December 2021 to January 2022 103

5.3.2 Question on notice from Councillor J. Boisvert Re: Unley Life Publication Printing and Circulation 104

5.3.3 Question on notice from Councillor J. Dodd Re: Success Rate of Distribution of the Unley Life Publication 107

5.3.4 Question on Notice from Councillor N. Sheehan Re: Distribution of the Unley Life Publication to Forestville 109

5.4 QUESTIONS WITHOUT NOTICE

Mayor to ask the Members if there are any questions without notice

6. MEMBER'S COMMUNICATION

6.1 MAYOR'S REPORT

Nil

6.2 DEPUTY MAYOR'S REPORT

Nil

6.3 ELECTED MEMBERS' REPORTS

Nil

6.4 CORRESPONDENCE

Nil

7. CONFIDENTIAL ITEMS

7.1	Confidentiality Motion for Item 7.2 - Confidential Minutes of Audit Committee	110
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7.5	Sporting Club Request to Waive or Reduce Lease Fees for 2020/21	120
7.6	Confidentiality Motion to remain in confidence for Item 7.5 - Sporting Club Request to Waive or Reduce Lease Fees for 2020/21	127
7.7	Confidentiality Motion for Item 7.8 - Goodwood Community Centre Lease Extension	128
7.8	Goodwood Community Centre Lease Extension	129
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SUGGESTED ITEMS FOR NEXT AGENDA

Trader Association Quarter 1 Reports 1 June - 30 September 2021	
2020-21 General Purpose Financial Statements	
Community Grants Program - Allocation of Funding September 2021 (Round1 of the 2021/22 Funding)	
Conservation Grants 2021/22	
Sesquicentenary History Publication	
Performance Report CEO KPIs	
Enforcement Action under the South Australian Public Health Act 2011	

NEXT MEETING

Monday 22 November 2021 - 7.00pm

Council Chambers, 181 Unley Road Unley

REPORT OF COMMITTEE

REPORT TITLE:	MINUTES OF AUDIT COMMITTEE
ITEM NUMBER:	3.1
DATE OF MEETING:	08 NOVEMBER 2021
ATTACHMENTS:	1. MINUTES OF AUDIT COMMITTEE 27 OCTOBER 2021

1. **EXECUTIVE SUMMARY**

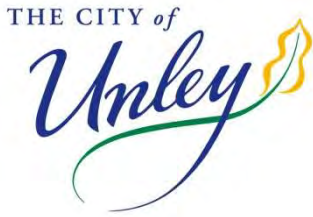
The minutes and recommendations of the Audit Committee meeting held on Wednesday 27 October 2021 are presented for Council's consideration.

2. **RECOMMENDATION**

That:

1. The minutes of the Audit Committee meeting held on Wednesday 27 October 2021, be received and the following recommendations contained therein be adopted by Council
 - (a) **Item 1.4.1 – Minutes of the Ordinary Audit Committee Meeting held Tuesday, 10 August 2021**
 1. The minutes of the Ordinary Audit Committee held on Tuesday, 10 August 2021 be taken as read and signed as a correct record.
 - (b) **Item 2.1 – 2020 – 21 General Purpose Financial Statements**
 1. The report be received.
 2. Having reviewed the City of Unley's 2020-2021 General Purpose Financial Statements, contained in Attachment 1 and External Auditor, Galpins, Audit Completion Report contained in Attachment 2, the Audit Committee considers that the 2020-21 General Purpose Financial Statements present fairly the state of affairs of Council and recommends presentation to Council for endorsement on 22 November 2021.
 3. The City of Unley's 2020-21 General Purpose Financial Statements, contained in Attachment 1, be certified by the Chief Executive Officer and the Mayor.

4. The Certification of Auditor Independence contained in Attachment 4 be noted by Council and be certified by the Chief Executive Officer and the Presiding Member of the Audit Committee.
 5. The Centennial Park Cemetery Authority General Purpose Financial Statements for 2020-21, signed by Centennial Park's External Auditor and contained in Attachment 5, be noted.
 6. The Brown Hill and Keswick Creek's Stormwater Board General Purpose Financial Statements for 2020-21, signed by the subsidiaries External Auditor and contained in Attachment 6, be noted.
-



**Minutes of the City of Unley
Audit Committee Meeting
Wednesday, 27 October 2021, 5.30pm
Council Chambers
181 Unley Road Unley**

1 PRESENT

Presiding Member D Powell (Presiding Member)
Councillor M Rabbitt
Councillor M Broniecki
Independent Member N Handley
Independent Member A Martin

2 OFFICERS PRESENT

Chief Executive Officer, Mr P Tsokas
General Manager Business Support & Improvement, Ms N Tinning
General Manager City Development – Mr C Malak
Manager Finance and Procurement, Mr A Brown
Team Leader Financial Accounting – Mr Morgan Kris
Executive Assistant, Ms L Blyth

3 GUEST

Juliano Freitas - Galpins
Jagjit Kang – Galpins

4 ACKNOWLEDGEMENT

The Presiding Member welcomed Members to the meeting and opened the meeting with the Acknowledgement.

5 1. ADMINISTRATIVE MATTERS

1.1 APOLOGIES

Nil

1.2 LEAVE OF ABSENCE

Nil

1.3 CONFLICT OF INTEREST

Nil

1.4 MINUTES

ITEM 1.4.1

**MINUTES OF THE ORDINARY AUDIT COMMITTEE MEETING HELD
TUESDAY, 10 AUGUST 2021**

MOVED Councillor M Broniecki

SECONDED Councillor M Rabbitt

That:

1. The minutes of the Ordinary Audit Committee held on Tuesday, 10 August 2021 be taken as read and signed as a correct record.

CARRIED UNANIMOUSLY

Resolution No. AC0052/21

1.5 DEFERRED / ADJORNED ITEMS

Nil

6 2. REPORTS

ITEM 2.1

2020-21 GENERAL PURPOSE FINANCIAL STATEMENTS

MOVED Independent Member N Handley

SECONDED Councillor M Broniecki

That:

1. The report be received.
2. Having reviewed the City of Unley's 2020-2021 General Purpose Financial Statements, contained in Attachment 1 and External Auditor, Galpins, Audit Completion Report contained in Attachment 2, the Audit Committee considers that the 2020-21 General Purpose Financial Statements present fairly the state of affairs of Council and recommends presentation to Council for endorsement on 22 November 2021.
3. The City of Unley's 2020-21 General Purpose Financial Statements, contained in Attachment 1, be certified by the Chief Executive Officer and the Mayor.
4. The Certification of Auditor Independence contained in Attachment 4 be noted by Council and be certified by the Chief Executive Officer and the Presiding Member of the Audit Committee.
5. The Centennial Park Cemetery Authority General Purpose Financial Statements for 2020-21, signed by Centennial Park's External Auditor and contained in Attachment 5, be noted.
6. The Brown Hill and Keswick Creek's Stormwater Board General Purpose Financial Statements for 2020-21, signed by the subsidiaries External Auditor and contained in Attachment 6, be noted.

CARRIED UNANIMOUSLY

Resolution No. AC0053/21

3. OTHER BUSINESS

4. CONFIDENTIAL ITEMS

The doors to the Council Chambers were closed at 6.25pm

ITEM 4.1

MOVED Councillor M Rabbitt

SECONDED Councillor M Broniecki

That:

1. Pursuant to Section 90(2) and (3) (b)(i) and (ii) of the *Local Government Act 1999*, the principle that the meeting should be conducted in a place open to the public has been outweighed in relation to this matter because it relates to information the disclosure of which:
2. In weighing up the factors related to disclosure:
 - disclosure of this matter to the public would demonstrate accountability and transparency of the Council's operations; and
 - non-disclosure of this item at this time will enable Council to consider the tender assessment for the management of Councils' Waste Collection and Processing without compromising the commercial position of Council

On that basis, the public's interest is best served by not disclosing 4.2 Prudential and Probity Reports for the Waste Collection and Processing Tender, Report and discussion at this point in time.

3. Pursuant to Section 90(2) of the *Local Government Act 1999* it is recommended the Council orders that all members of the public be excluded, with the exception of staff of the City of Unley on duty in attendance.

CARRIED UNANIMOUSLY

Resolution No. AC0054/21

ITEM 4.2

Confidential – removed from public minutes – page 5.

ITEM 4.3

**CONFIDENTIALITY MOTION TO REMAIN IN CONFIDENCE FOR 4.2 -
PRUDENTIAL AND PROBITY REPORTS FOR THE WASTE COLLECTION
AND PROCESSING TENDER**

MOVED Councillor M Broniecki

SECONDED Councillor M Rabbitt

That:

1. Pursuant to Section 91(7) of the *Local Government Act 1999* the following elements of Item 4.1 Confidentiality Motion - Prudential and Probity Reports for the Waste Collection and Processing Tender, considered at the Audit Committee Meeting Meeting on 27 October 2021:

- Minutes
- Report
- Attachment

remain confidential

until the execution of the Waste Management Contract for the collection and processing of waste.

and not available for public inspection until the cessation of that period.

2. Pursuant to Section 91(9)(c) of the *Local Government Act 1999*, the power to revoke the order under Section 91(7) prior to any review or as a result of any review is delegated to the Chief Executive Officer.

CARRIED UNANIMOUSLY

Resolution No. AC0056/21

The doors to the Council Chambers were opened at enter time 7.03 pm

NEXT MEETING

Tuesday 7 December 2021 - 6:30pm

CLOSURE

The Presiding Member closed the meeting at 7.04 pm.

.....
PRESIDING MEMBER

DECISION REPORT

REPORT TITLE:	LIBRARY OPENING HOURS
ITEM NUMBER:	4.1
DATE OF MEETING:	08 NOVEMBER 2021
AUTHOR:	REBECCA COX
JOB TITLE:	MANAGER COMMUNITY AND CULTURAL CENTRES
ATTACHMENTS:	1. LIBRARY VISITATION

1. **EXECUTIVE SUMMARY**

This report presents an option to revise opening hours at Unley and Goodwood Libraries.

A Library Services Review (the Review) was undertaken with assistance from management consultants in 2020/21 with a key objective to identify and improve operational efficiencies, leading to an investigation being conducted into library opening hours.

The Review found potential efficiencies based on customer visitation data and proposed recommendations to align opening hours to community demand, including:

- Reducing Thursday evenings at Unley Library from 8pm to 6pm.
- Providing consistent 5pm other weekday closures at both branches.
- Providing an earlier opening at Goodwood Library on Monday mornings from 10.30am to 10am.

In total, the proposal affects library opening hours by a reduction of 7.5 hours per week and a potential reduction of casual staff costs of approximately \$26K annually, noting that the library service remains across seven days per week.

2. **RECOMMENDATION**

That:

1. The report be received.
2. *The matter is for Council to determine with options provided in Section 6 of this Report.*

3. RELEVANT CORE STRATEGIES/POLICIES

1. Community Living

1.2 Our Community participates in community activities, learning opportunities and volunteering.

4. BACKGROUND

In 2020/21 a review of Library Services was listed within the Chief Executive Officer (CEO) Key Performance Indicators (KPI's). The Review included the key objective to identify and improve operational efficiencies, leading to an investigation being conducted into library opening hours. The Review also focussed on learnings from closures due to COVID-19 restrictions.

This report relates directly to library opening hours and therefore a change in service levels for Council to consider. In addition, a series of administrative recommendations have been endorsed as a consequence of the review. These include developing a new rostering methodology, redefining and maximising the Home Library service, improved collection management practices, promotions, volunteer utilisation and management, and further exploration on a revised staffing model. This work will improve efficiencies, maximise value in service delivery, and contribute to higher staff engagement and morale. This work is currently underway.

It should be noted that a review of the library service model and operations was last undertaken in 2016. At that time, community engagement was undertaken in relation to opening hours, noting the intention of that review was to redistribute opening hours rather than reduce or increase total hours open. Findings of community engagement included:

- 142 respondents.
- 80% of respondents indicated they were satisfied or very satisfied with the current opening hours.
- 12% indicated they were dissatisfied or very dissatisfied with existing opening hours.
- 41% indicating they had no need to visit the library after 6pm weekdays.

In response to this engagement, a decision to retain the existing opening hours was made.

In 2020/21, Unley and Goodwood Libraries achieved the following, noting this is based on a COVID impacted year (2019/20 figures are provided for comparative purposes, noting there were also COVID impacts):

	2020/21	2019/20
Total visits	218,074	214,608
Total loans (physical & digital)	607,063	500,045
Membership	15,264	15,211
Total program attendance	13,508	15,569

Based on 2019 data, City of Unley Libraries achieved 7.31 visits per capita, above both the SA Metro average (4.97) and the national baseline target (4.8).

5. **DISCUSSION**

Methodology and Findings

In considering opening hours, the Review comprised the following points of data collection and analysis, represented graphically in Attachment 1.

- Capturing data on the actual visitation across both branches per hour. This data shows reduced attendance on weekdays after 4pm, and reduced attendance on Thursdays after 6pm.
- A comparison with neighbouring, similarly sized Library services opening hours vs visitation, finding that opening hours across these services are erratic and do not seem to correlate to visitation.
- Data collation of average door count per hour per branch.

Attachment 1

The Review found potential efficiencies based on customer visitation data and proposed recommendations to align opening hours to community demand, including:

- Reducing Thursday evenings at Unley Library from 8pm to 6pm.
- Providing consistency through 5pm closures on other weekdays.
- Providing an earlier opening at Goodwood Library on Monday mornings (from 10.30am to 10am).

The following tables indicate the proposed changes to opening hours, as highlighted.

		Current	Proposed	Impact
Goodwood	M	10.30am-5.00pm	10.00am-5.00pm	Increase opening by 0.5hour
	T	10.00am-6.00pm	10.00am-5.00pm	Decrease opening by 1 hour
	W	1.00pm-5.00pm	1.00pm-5.00pm	No change
	Th	10.00am-6.00pm	10.00am-5.00pm	Decrease opening by 1 hour
	F	10.00am-5.00pm	10.00am-5.00pm	No change
	Sat	10.00am-1.00pm	10.00am-1.00pm	No change
	Sun	CLOSED	CLOSED	No Change
Total hours open		36.5	35	-1.5

		Current	Proposed	Impact
Unley	M	1.00pm-6.00pm	1.00pm- 5.00pm	Decrease opening by 1 hour
	T	10.00am-6.00pm	10.00am- 5.00pm	Decrease opening by 1 hour
	W	10.00am-6.00pm	10.00am- 5.00pm	Decrease opening by 1 hour
	Th	10.00am-8.00pm	10.00am- 6.00pm	Decrease opening by 2 hours
	F	10.00am-6.00pm	10.00am- 5.00pm	Decrease opening by 1 hour
	Sat	10.00am-4.00pm	10.00am-4.00pm	No change
	Sun	2.00pm -5.00pm	2.00pm-5.00pm	No change
Total hours open		48	42	-6
Total impact (across both sites)				Decrease of 7.5 hours weekly

The proposed opening hours will potentially impact approximately 204 visits per week, approx 10,600 annually, although it is expected that some impacted customers will elect to visit at an alternate time or may receive items through Council's Home Library Service.

The reduction in opening hours will not impact FTE hours, although it is anticipated that there will be a reduction in the use of casual employees.

Potential Community Consultation Approach

Should Council wish to proceed with community engagement, a survey would be developed to be available online (via YourSay Unley) and in hard copy. Engagement would also be undertaken with library user groups and program attendees. Promotion would be undertaken via the fortnightly library e-newsletter, online via the website and social media, and in-house, where users and non-users of the library would be invited to participate.

6. ANALYSIS OF OPTIONS

Option 1 –

1. The report be received
2. Community engagement be undertaken on the proposed Library opening hours and a report returned to Council for consideration.

The Review undertaken in 2020/21 recommended altering library opening hours across both branches in response to data collected.

Community engagement was last undertaken in relation to library opening hours in 2016, with inconclusive results. No change to opening hours was made at that time.

This option provides Council the opportunity to consult with the community on the recommended opening hours and receive a report on the outcomes for further consideration.

Option 2 –

1. The report be received.
2. Community engagement be undertaken on alternative opening hours as follows, and a report be returned to Council for consideration.
 - *[list opening hours for consultation – to be determined by Council]*

Council may wish to vary the proposed opening hours being recommended for the purposes of consultation. However, in making any changes, Council should consider the budget, operational requirements, and customer impact.

Option 3 –

1. The report be received.

This option results in no change being made to library opening hours.

7. RECOMMENDED OPTION

The matter is for Council to determine.

8. POLICY IMPLICATIONS

8.1 Financial/Budget

- A reduction of opening hours will have a favourable impact on library expenditure, reducing casual staff costs by approximately \$26K per annum.

8.2 Legislative/Risk Management

- Nil

8.3 Staffing/Work Plans

- Nil

8.4 Climate/Environmental Impact

- Nil

8.5 Social/Economic

- The proposed opening hours will potentially impact approximately 204 visits per week, which is approx 10,600 annually. The reduction in opening hours will not impact staff hours, although it is anticipated that there will be a reduction in the use of casual employees.

8.6 Stakeholder Engagement

- Should Council proceed with Option 1, the community will be consulted on proposed opening hours as detailed in the report and a further report brought back for consideration.

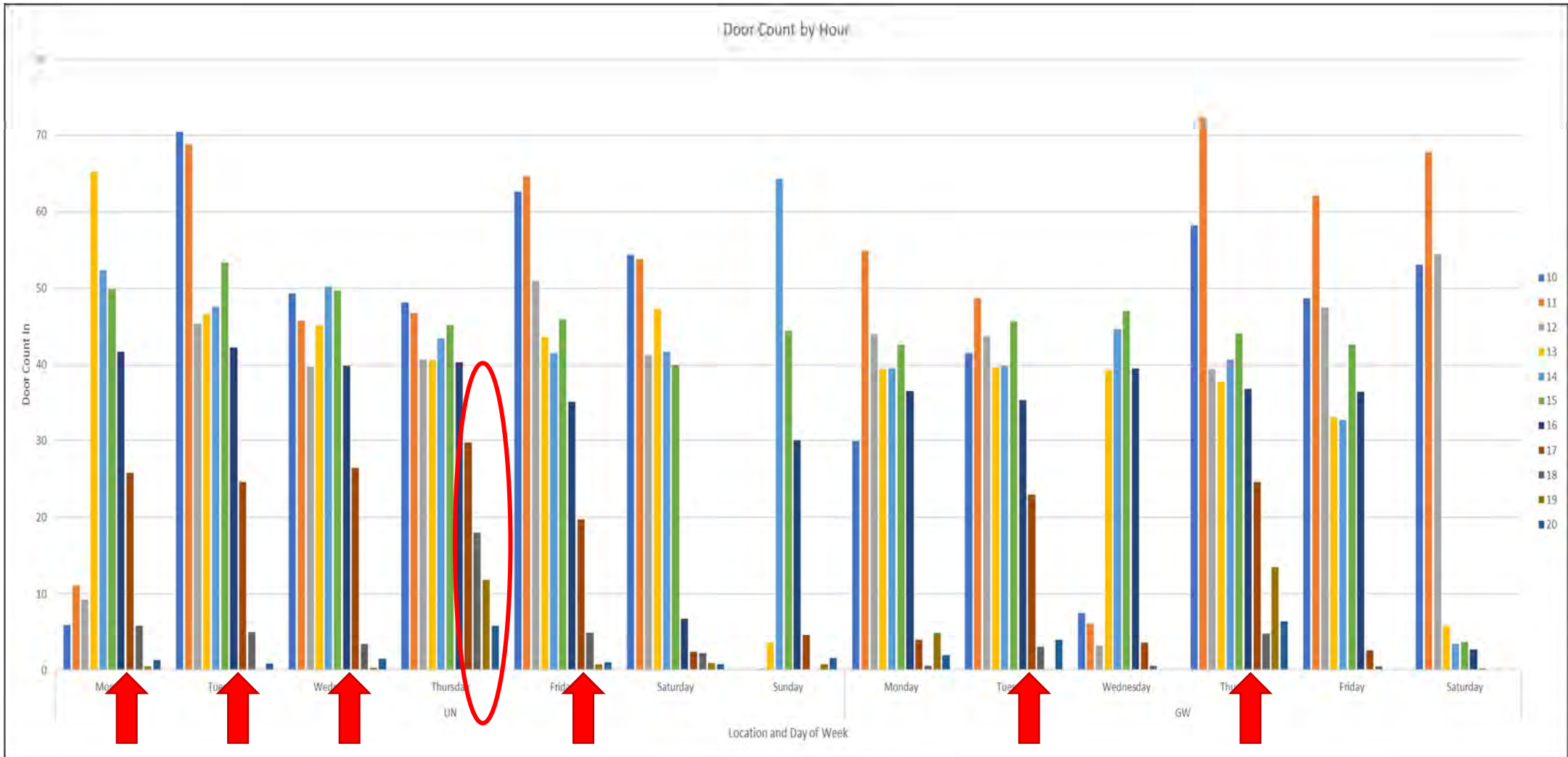
9. REPORT CONSULTATION

- Library Services staff
- Coordinator Property and Assets
- Manager People and Culture
- Executive Manager Office of the CEO

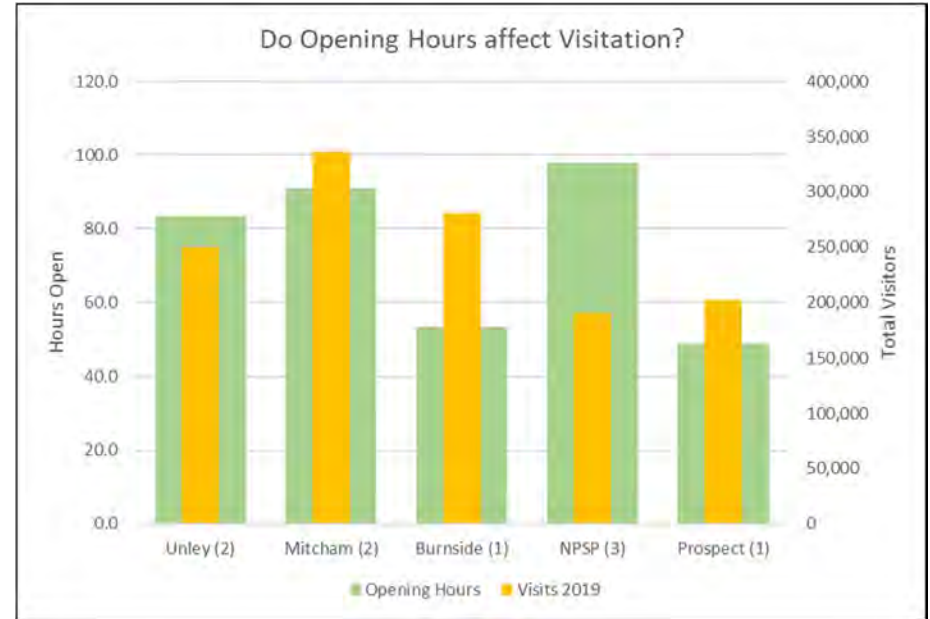
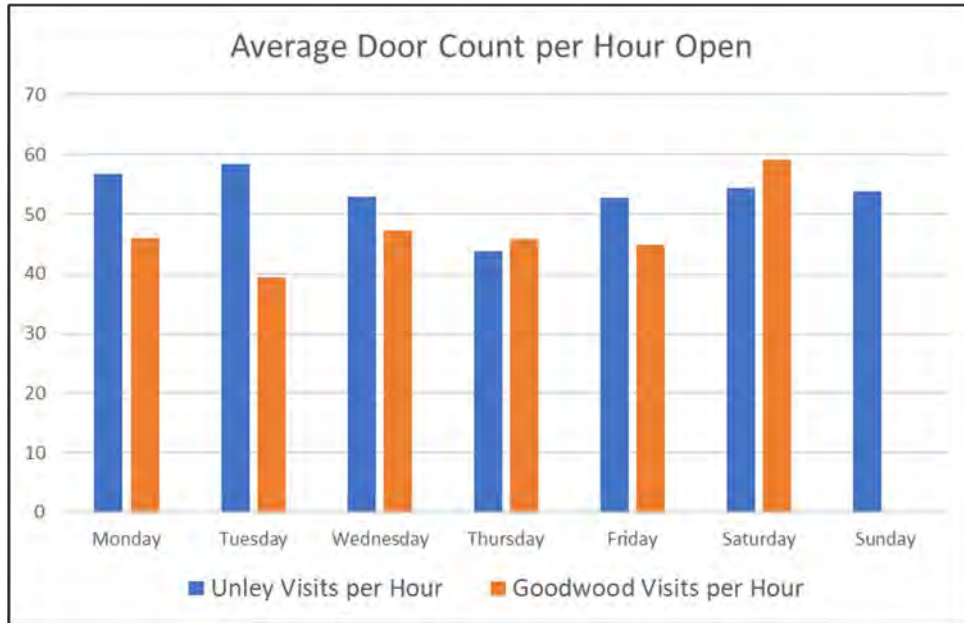
10. REPORT AUTHORISERS

Name	Title
Megan Berghuis	General Manager, City Services

Item 4.1 - Attachment 1 - Library visitation



This slide provides the door count, per hour, per day of the week at each branch. Each coloured bar represents an hour open. Unley Library data is on the left, Goodwood data is on the right. This data was collected over a seven month period, from August 2020 to Feb 2021. The red arrows indicate the consistent decline in visitation in the hour from 5-6pm. The circle indicates the decline in visitation on a Thursday evening at Unley Library. This data represents visitation, rather than people who remain in the Library for a period of time. The legend on the right hand side of the graph indicates time of day.



DECISION REPORT

REPORT TITLE:	CITY OF UNLEY AND ALLIANCE FRANCAISE - MOU AND SUPPORT FOR CULTURAL EVENTS
ITEM NUMBER:	4.2
DATE OF MEETING:	08 NOVEMBER 2021
AUTHOR:	MANDY SMITH
JOB TITLE:	MANAGER COMMUNITY CONNECTIONS
ATTACHMENTS:	1. REQUEST LETTER FROM ALLIANCE FRANCAISE

1. **EXECUTIVE SUMMARY**

The City of Unley has a three-year (July 2019 – June 2022) Memorandum of Understanding (MOU) with Alliance Francaise d'Adelaide, which includes the provision of \$10,000 per annum Council sponsorship of the French Market that is held within the City of Unley.

Due to the impacts of COVID-19 restrictions, the Alliance Francaise has decided to cancel the French Markets, originally scheduled for 26 and 27 November 2021.

The Alliance Francaise have requested approval to redirect some of the funding Council provides for the French Market, with \$6,000 requested to be reallocated to support their annual French Film Festival, held at the Palace Nova Cinemas (East End (CBD) and Prospect), and \$2,500 to support an end of year Cine Club family movie event to be held at the Unley Town Hall in conjunction with the Maison de France.

This report presents the request to Council for consideration.

2. **RECOMMENDATION**

That:

1. The report be received.
 2. *The matter is for Council to determine. Options are provided at Section 6 of this report.*
-

3. RELEVANT CORE STRATEGIES/POLICIES

1. Community Living

1.2 Our Community participates in community activities, learning opportunities and volunteering.

1.4 Our Community is proud to be part of our City.

4. BACKGROUND

The City of Unley currently has in place a three-year (July 2019 – June 2022) Memorandum of Understanding (MOU) with Alliance Francaise d'Adelaide that:

- Formalises the relationship between the parties by setting out arrangements for cooperation and the coordination of resources; and
- Sets out activities the two organisations will support, including:
 - Creating a greater awareness amongst the community about Alliance Francaise d'Adelaide, including their wide range of French classes for all ages, their vibrant cultural centre and major cultural events and activities such as the French Film Festival, the French Market, cine-clubs, concerts, book launches, talks and many other events;
 - Assisting Alliance Française d'Adelaide with developing community French cultural events, including the annual French Market;
 - Supporting local schools, specifically the French bilingual and binational program at Highgate School and Unley High School, to promote the teaching of the French language;
 - Attracting investment from France into the City of Unley; and
 - Seeking opportunities to work together with the Office of the French Strategy (Department of the Premier and Cabinet) to identify potential benefits for the City of Unley.

The MOU also includes the provision of \$10,000 per annum sponsorship from Council, for Alliance Francaise to conduct the French Market within the City of Unley for the duration of the MOU.

The French Market event has been held in the City of Unley since 2014, however was cancelled in 2020 due to the impact of COVID-19 restrictions.

At the Council Meeting held on 28 September 2020, Council received an Information Report to advise that the Alliance Francaise wished to use part (\$4,000) of the \$10,000 French Market funding to cover an alternative activation, which was a community mural and small community event to celebrate their 110th anniversary. Council supported this request with the remaining \$6,000 returned as savings.

Separate to and in addition to the MOU, the City of Unley has historically, contributed financial assistance since 2018 (approximately \$6,000 per annum) to support the Alliance Francaise to deliver the French Film Festival.

At its meeting held on 27 January 2021, Council resolved:

1. *The report be received.*
2. *The request to provide sponsorship of \$6,000 to Alliance Francaise in support of the French Film Festival 2021 be supported.*

Resolution No. C0423/21

5. DISCUSSION

Alliance Francaise has written to the Chief Executive Officer advising that the French Markets will not be held in November 2021 due to the current COVID-19 restrictions on attendee numbers at events and the resulting financial implications of these restrictions.

In lieu of the \$10,000 sponsorship of this event, Alliance Francaise are requesting that Council provide sponsorship of the French Film Festival in 2022 (\$6,000), plus funding for the delivery of an end of year family movie event at the Unley Town Hall (\$2,500).

A copy of the request is provided as Attachment 1.

Attachment 1

French Film Festival

Alliance Francaise has advised that the French Film Festival is to be held in partnership with Palace Nova Cinema, with screenings occurring in the East End (CBD) and Prospect cinemas. This month-long festival, scheduled for March 2022, shows on average 50 films over 300 screenings and attracts approximately 15,000 attendees.

Alliance Francaise have a contract in place with Palace Nova that precludes French Film Festival screenings to be hosted in other venues during the Festival, therefore there is no opportunity to host the French Film Festival within the City of Unley. This means that the event is not eligible to apply for funding under Council's Community Event Sponsorship Program (separate to the MOU) on the basis that the event is not located within the City of Unley.

The \$6,000 sponsorship package offered by Alliance Francaise includes:

- 1 x 5 second cinema advert, screened before 100% of Festival screenings, including Opening Night and Closing Night screenings;
- 1 full page advertisement in A6 Festival Programme;
- 4 double passes to Opening and Closing Night;
- 15 cinema double passes for giveaways via Council social media;
- Social media: 1 dedicated post during Festival period; and
- Opportunity to insert an item in the Festival gift bag.

The City of Unley's previous years of support of the French Film Festival has been appreciated by Alliance Francaise and has helped to establish the City of Unley as a Franco Friendly City.

The end of year Cine Club family movie event

It is proposed that this event would be staged in conjunction with the Maison de France and held at the Unley Town Hall in November or December 2021.

Prior to the movie screening, the Maison de France would run a workshop providing an opportunity for children to undertake a French themed craft activity.

A French family movie with English subtitles would be screened and the event would be themed to celebrate the end of the year.

Crepes would be provided to attendees and school students will be offered the opportunity to perform songs in French prior to the movie.

6. ANALYSIS OF OPTIONS

Option 1

1. The report be received.
2. The request to redirect funding provided under the Memorandum of Understanding with Alliance Francaise for sponsorship of the French Market in 2021-22 to the following alternative events:
 - French Film Festival 2022 held at the Palace Nova Cinemas (East End (CBD) and Prospect) (\$6,000); and
 - a Cine Club movie event 2021 held at the Unley Town Hall (\$2,500);be supported.
3. The remainder of the funding provided under the Memorandum of Understanding with Alliance Francaise for sponsorship of the French Market be returned to Council as savings (\$1,500).

This option enables Council to indicate its support of the request received from Alliance Francaise for the provision of alternative events to the French Market in 2021/22. The option provides for the allocation of \$6,000 in support of the delivery of the French Film Festival to be held in March 2022 and \$2,500 in support of the Cine Club movie event in November/December 2021 to be held in the Unley Town Hall. The two alternative activities proposed by the Alliance Francaise are in line with the objectives of the current Memorandum of Understanding.

Council may determine to support one or both of the activities and should amend the wording of the resolution accordingly.

As discussed in the Finance section below, MOU funds are available in 2021/2022 as the French Markets are not able to proceed due to COVID-19 restrictions impacting attendee numbers.

Should Council choose to endorse Option 1, the cost could be met from the current MOU funds available and would result in savings of \$1,500 which would be returned to Council and reallocated to Council's operating surplus to support the repayment of Council's borrowings in the 2021-22 Quarter 2 Budget Review.

Option 2

1. The report be received.
2. The request to redirect funding provided under the Memorandum of Understanding with Alliance Francaise for sponsorship of the French Market in 2021-22 be declined.
3. The \$10,000 allocated to the cancelled French Market be returned to Council's operating surplus.

This option declines the request received from Alliance Francaise and results in savings of \$10,000 to be reallocated to Council's operating surplus to support the repayment of Council's borrowings in the 2021-22 Quarter 2 Budget Review.

This could be seen as a lost opportunity to support Alliance Francaise and a local French activity.

Option 3

1. The report be received.
2. A sponsorship amount of \$XXX be provided to Alliance Francaise to support the hosting of local events to be held within the City of Unley during 2021-22, in lieu of the funding provided under the Memorandum of Understanding with Alliance Francaise for sponsorship of the French Market in 2021-22 which have been cancelled.

This option provides Council with the opportunity to determine an alternative amount of sponsorship to Alliance Francaise to support the delivery of small scale and local events held in the City of Unley that are of direct benefit to residents of the City of Unley.

These alternative events would be staged in recognition of the Alliance Francaise decision to cancel the large-scale French Market at the Soldiers Memorial Gardens due to the impact of COVID-19 restrictions on attendee numbers. Consistent with requirements for funding provided under the Community Grants Program, an evaluation process would be required to be undertaken for any events held using the allocated funding.

This option is in line with the current MOU but enables Alliance Française to deliver alternative activities in Unley in 2021-22, with any unspent funds from this allocation returned as savings to be reallocated to Council's operating surplus to support the repayment of Council's borrowings in the 2021-22 Quarter 2 Budget Review.

7. RECOMMENDED OPTION

The matter is for Council to determine.

8. POLICY IMPLICATIONS

8.1 Financial/Budget

- The \$10,000 currently included in the MOU for the delivery of the French Markets is funded from the Community Events Grant funding budget, approved as part of the annual business plan and budget consideration. It is noted that due to COVID-19 restrictions, the French Market will not proceed in 2021.
- The cancellation of the French Market would ordinarily result in a return of funds to Council. Should Council support the request to reallocate part of the funds to alternative events there will be smaller saving realised.

8.2 Legislative/Risk Management

- Nil

8.3 Staffing/Work Plans

- Support will be provided to Alliance Francaise and Maison de France for the staging of this event and is included within current work plans.

8.4 Climate/Environmental Impact

- Nil

8.5 Social/Economic

- Nil

8.6 Stakeholder Engagement

- Nil

9. REPORT CONSULTATION

- Events Coordinator
- Manager Finance and Procurement
- Acting Executive Manager Office of the CEO

10. REPORT AUTHORISERS

Name	Title
Megan Berghuis	General Manager, City Services



Alliance Française

Adélaïde - Australie

18 October 2021

Peter TSOKAS
Chief Executive Officer
City of Unley

RE: MoU Alliance Francaise and City of Unley – Year 2021: French Market and AF French Film Festival / Kids Cine Club

Dear Peter,

I'm writing you this letter on behalf of the committee members of the Alliance Française Adelaide and regarding the Memorandum of Understanding (MoU) between your city and our institution, for which we are grateful.

As per our discussions, the committee and team have made the heartbroken decision to postpone the French Market to next year, as it will be difficult to offer an enjoyable experience for the patrons in a COVID safe way as per the SA Health and SA Events guidelines. The AF has already engaged several thousands of dollars on the event (postcards, raffle, and event coordination); this is a risk we were ready to take and that we will assume.

The raffle will still be on: <https://www.af.org.au/raffle/>

As a consequence of not holding the market this year, we won't invoice the \$10,000 of City of Unley support as per our MoU.

Also, to sustain the strong relationship between the City of Unley and the Alliance Française, we'd like to suggest to dedicate part of this amount for two projects:

- **The Alliance Française French Film Festival 2022** and promote the City of Unley as the Heart of All French Things (\$6,000): this would include the screening of the French Market video with the city of Unley before each film and double passes for the citizens of Unley.
- **A Cine Club for Kids** to be hold by end of November or early December, in addition to the Quiz Night already booked. This project is following a meeting we had with Kathryn, Marcia and The Maison de France to celebrate the end of year with workshops for kids, a crepe party and a French film (\$2,500 including the Town Hall booking, material for the workshops, the crepes and the communication).

I remain of course at your disposal to discuss further and sure that we will meet again very soon.

Yours sincerely,

Raphaëlle Delaunay

Director
Alliance Française d'Adélaïde Inc.



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319 Young Street
WAYVILLE SA 5034
www.af.org.au

INFORMATION REPORT

REPORT TITLE:	2021-22 FIRST QUARTER CORPORATE PERFORMANCE REPORT
ITEM NUMBER:	4.3
DATE OF MEETING:	08 NOVEMBER 2021
AUTHOR:	NICOLA TINNING
JOB TITLE:	GENERAL MANAGER, BUSINESS SUPPORT & IMPROVEMENT
ATTACHMENTS:	1. 2021-22 FIRST QUARTER CORPORATE PERFORMANCE REPORT

1. **EXECUTIVE SUMMARY**

The quarterly Corporate Performance Report provides Council with data analysis, and reports on strategic planning, service delivery activity including customer satisfaction survey results, and financial performance across the whole of the organisation.

The report assists with keeping Elected Members informed, and supports strategic decision making, continuous improvement, and strategic governance.

This report continues to be a work in progress, with further development of corporate and key performance indicator reporting to be undertaken in the coming year.

2. **RECOMMENDATION**

That:

1. The report be received.
-

3. **RELEVANT CORE STRATEGIES/POLICIES**

4. Civic Leadership

4.1 We have strong leadership and governance.

4.2 Our business systems are effective and transparent.

4. BACKGROUND

The City of Unley has a Four-Year Plan that informs its Annual Business and Delivery Plans and budget processes, and guides Council and the community in relation to priorities and strategies, including the longer-term vision outlined in the Community Plan 2033.

The corporate reporting framework has been implemented to provide Council with relevant information that will support and inform its decision making. The Corporate Performance Report, which provides Council with a performance report on a quarterly basis, ensures that Council is demonstrating ongoing and improved public accountability. The report provides evidence and opportunities to drive and support continuous improvement.

5. DISCUSSION

The State Government has introduced “Councils in Focus”, a website which draws data from annual Grants Commission reporting and allows for comparisons between councils. The website is publicly available.

As part of the consultation process prior to the go live of the “Councils in Focus” website, Administration provided feedback that supported the proposed framework but raised concerns about the integrity of the Grants Commission data. It was suggested that the data input methodology be reviewed and clearer supporting documentation be developed to ensure comparisons were undertaken on a ‘like for like’ basis.

Access and the collection of data from source corporate systems for the corporate performance report has been automated where possible. Automation has improved data quality and created significant efficiencies in the data collection and process. The automation process is extended to include notification to commentary writers and the generation of the report.

This report covers the first period of the 2021-22 financial year from 1 July 2021 to 30 September 2021. Some of the deliverables have been impacted by the COVID-19 pandemic and these are detailed within the report.

The Corporate Performance Report is provided as Attachment 1.

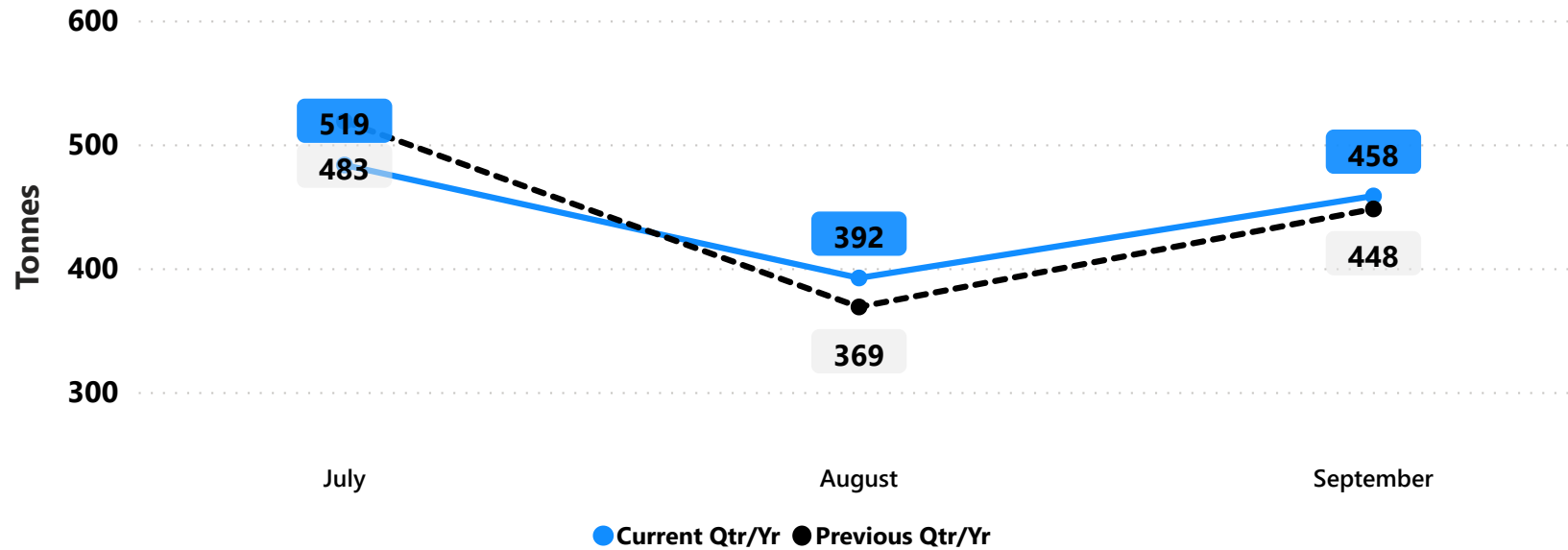
Attachment 1

6. REPORT AUTHORISERS

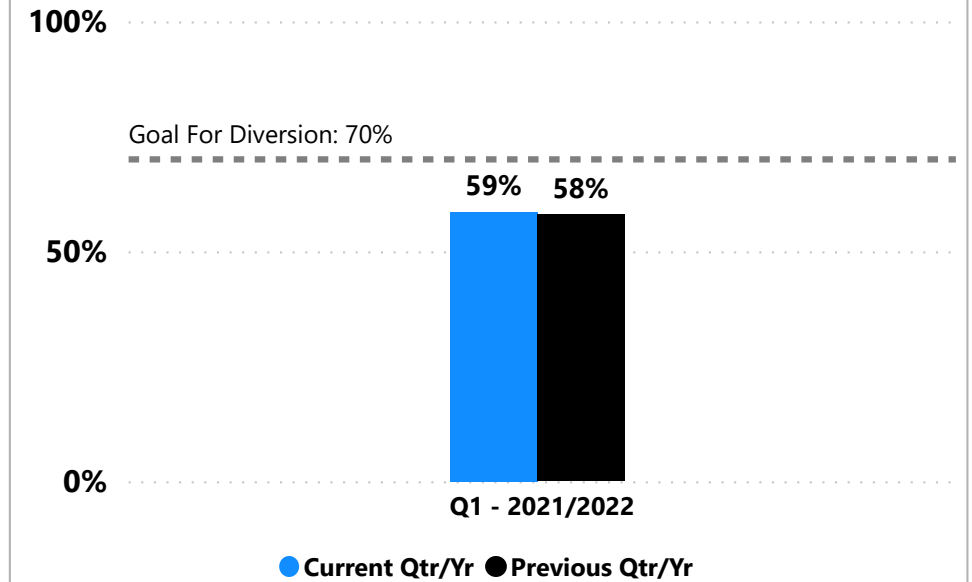
Name	Title
Peter Tsokas	Chief Executive Officer



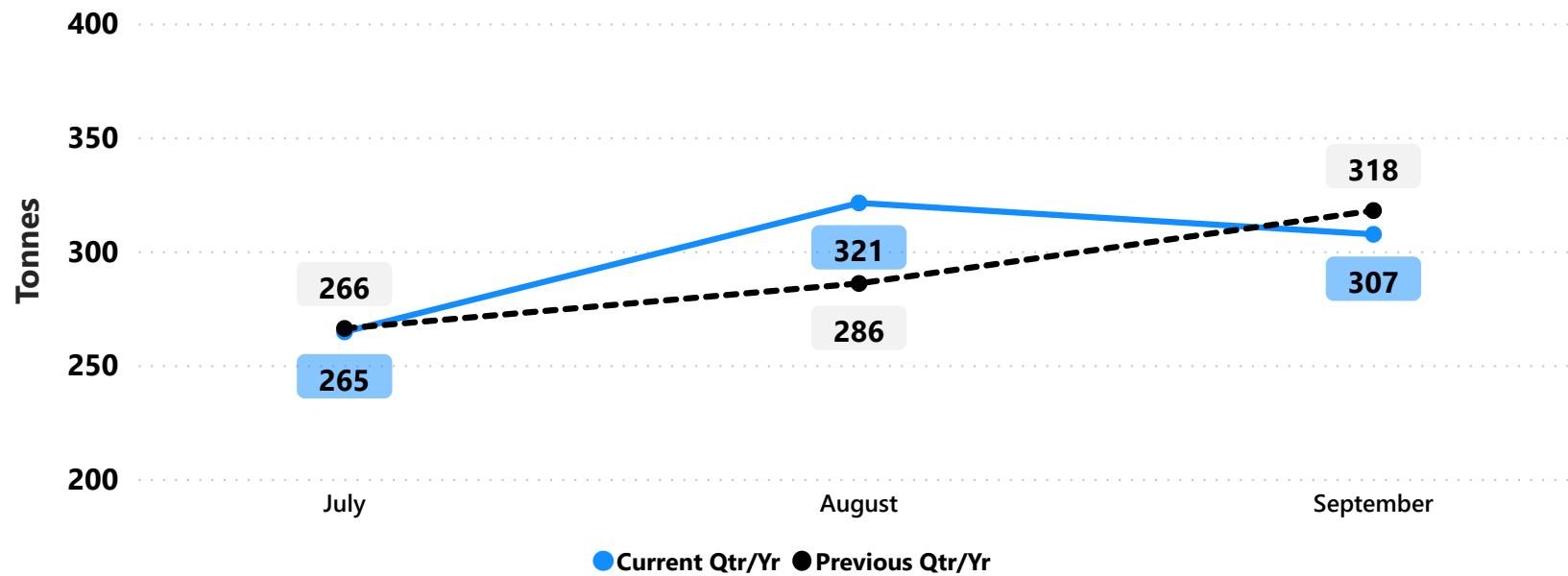
Kerbside Organics Trend (Tonnes)



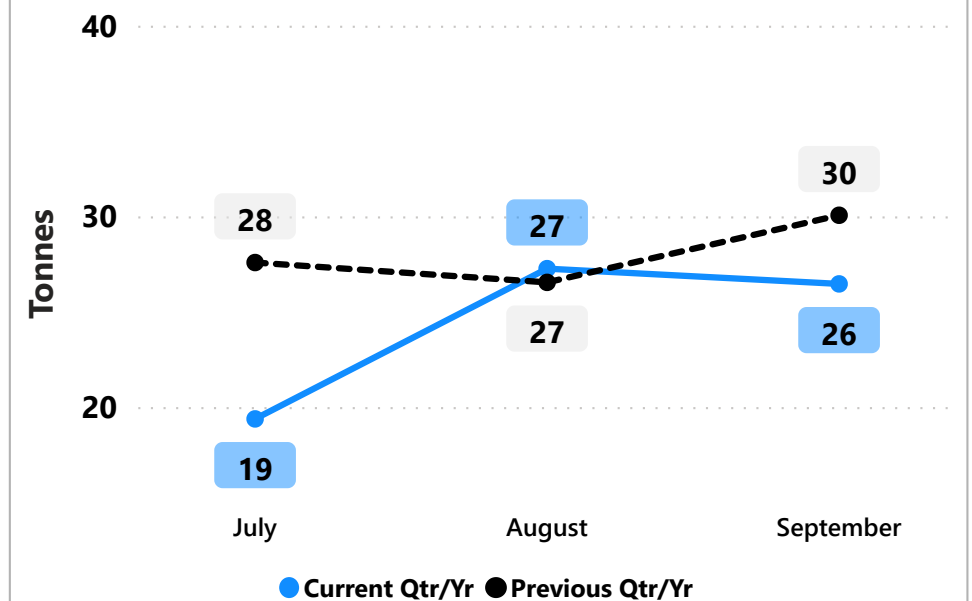
Residential Waste Landfill Diversion

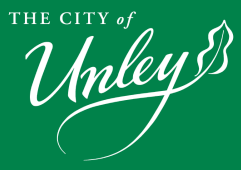


Kerbside Recycle Trend (Tonnes)



Hard Rubbish Trend (Tonnes)





ENVIRONMENTAL STEWARDSHIP

Residential Waste

Financial Year and Quarter For Comments

2021/2022 Q1



Comments

The data for Quarter 1 for 2021-22 compared to same Quarter for 2020-21 indicates that there is still a trend of less waste going to landfill, an increase in recycling product and minimal change for organics. This is a good result which could indicate that residents may be separating their recyclables better by placing into the correct bin. The organics tonnage has not changed much and this could be attributed to the cold winter with not much vegetation being placed into the organics bin.

Education and promotion of correct waste separation and avoidance will continue to be provided to our residents, so that they can continue to be ranked highly in the state statistics for being good recyclers, as proven in our 2019 kerbside audit. It will be interesting to see the results of the next Kerbside Audit being conducted in October-November 2021.



COMMUNITY LIVING - Development Applications

Financial Year

2021/2022

Financial Quarter

Q1



UNDER CONSTRUCTION



COMMUNITY LIVING

Development Applications - Planning Consents Granted

Financial Year and Quarter For Comments

2021/2022 Q1



Comments

This data is still under development with the transition to the new planning system. When the reports are available through the e-planning portal, this information will be included in the Corporate Report



COMMUNITY LIVING - Value of Approved Development Applications

Financial Year

2021/2022

Financial Quarter

Q1



Average Development Value

\$230K

Financial Year 2019/2020

Average Development Value

\$208K

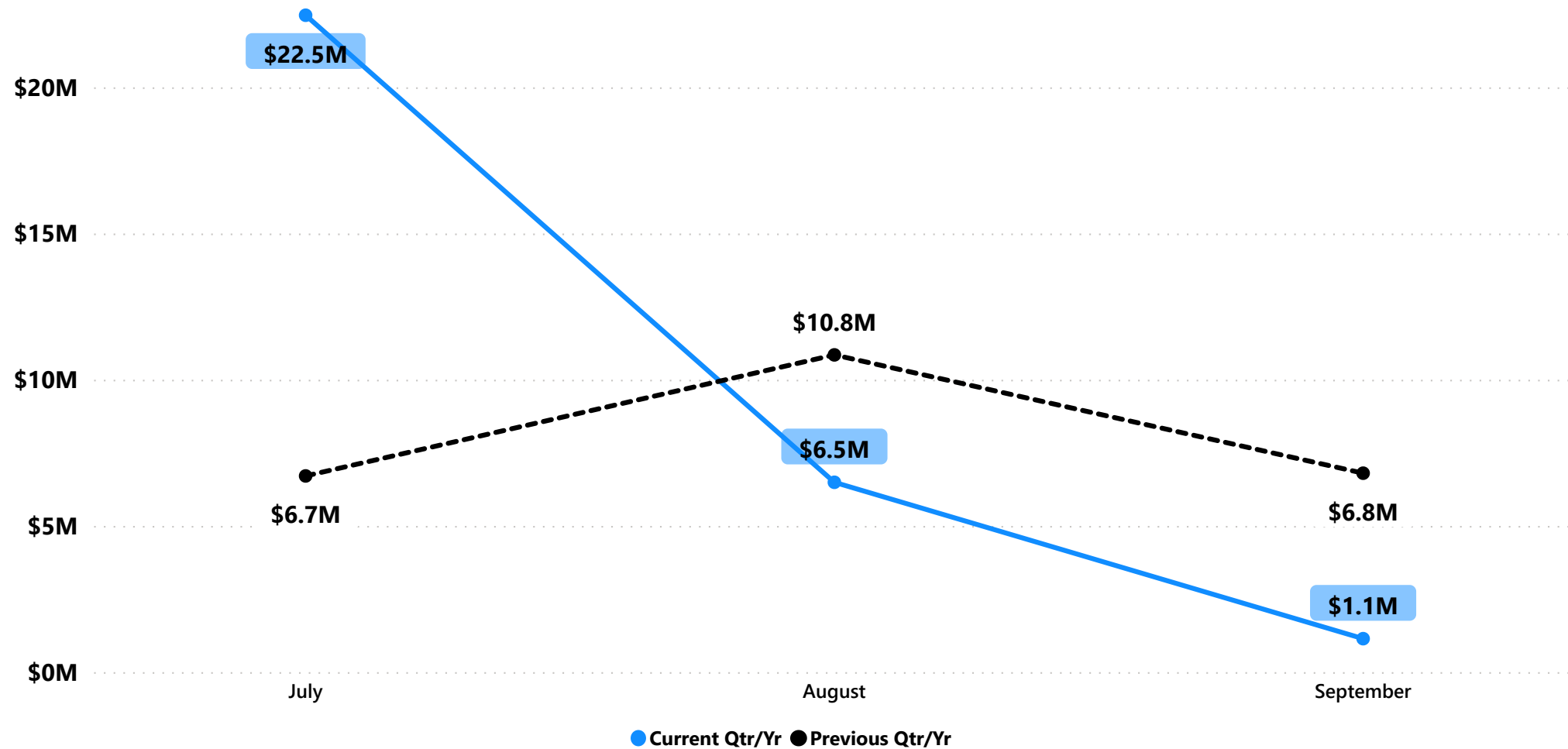
Financial Year 2020/2021

Average Development Value

\$289K

Financial Year 2021/2022 YTD

Total Value of Approved Applications





Comments

This report indicates the total and average value of development in the City lodged during the quarter.

Quarter 1 has continued the considerable fluctuation in total value of development applications lodged each month, noting that there has been an increase in overall value for the year to date in comparison to the previous two full financial years.

The average development value (\$289k) is an increase from the previous quarter (\$151k) and is reflective of the value of the types of development applications lodged with Council. This includes major developments that were determined in July, that have increased the average value.



Total Completed Requests



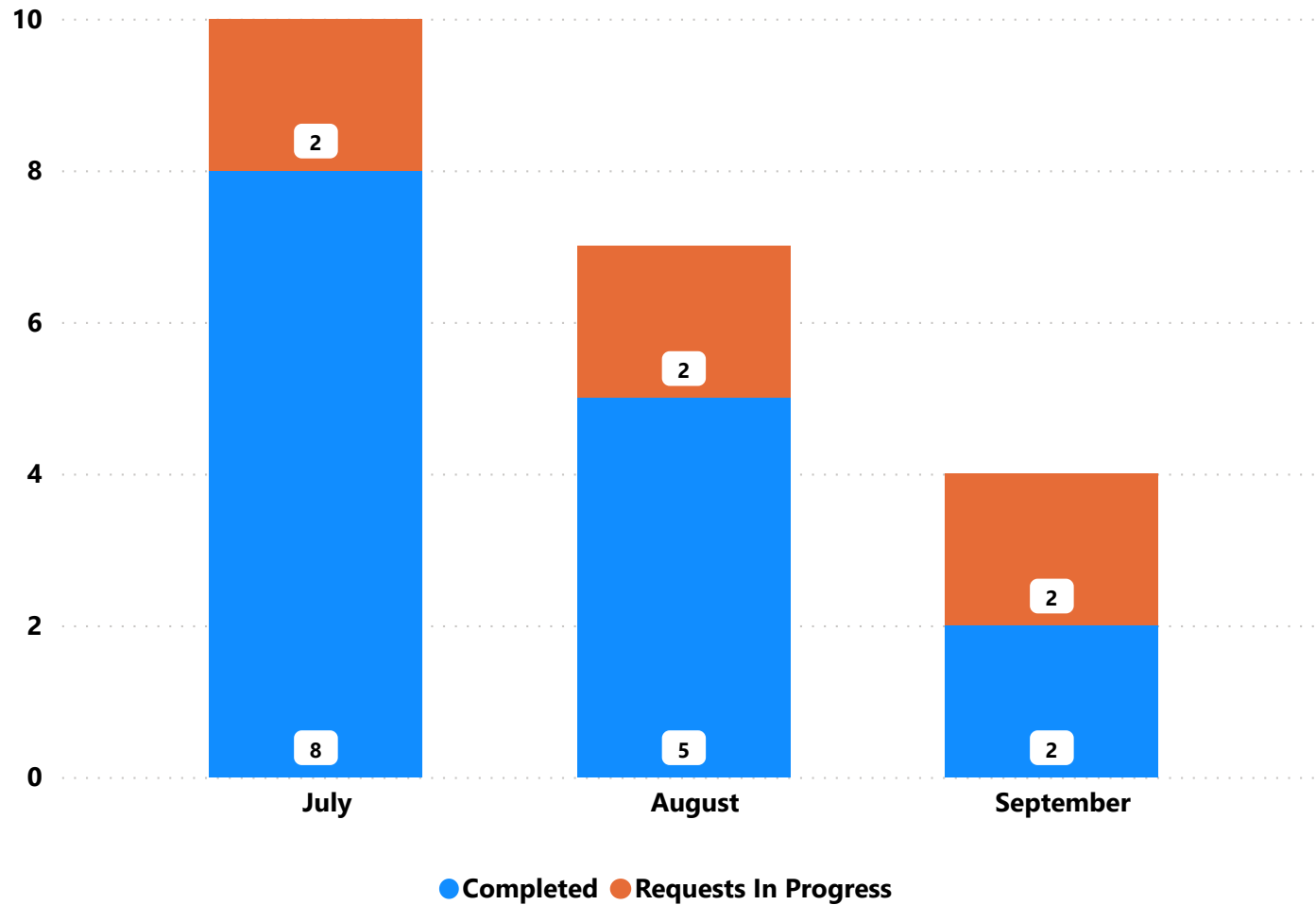
15

Compliance Requests In Progress

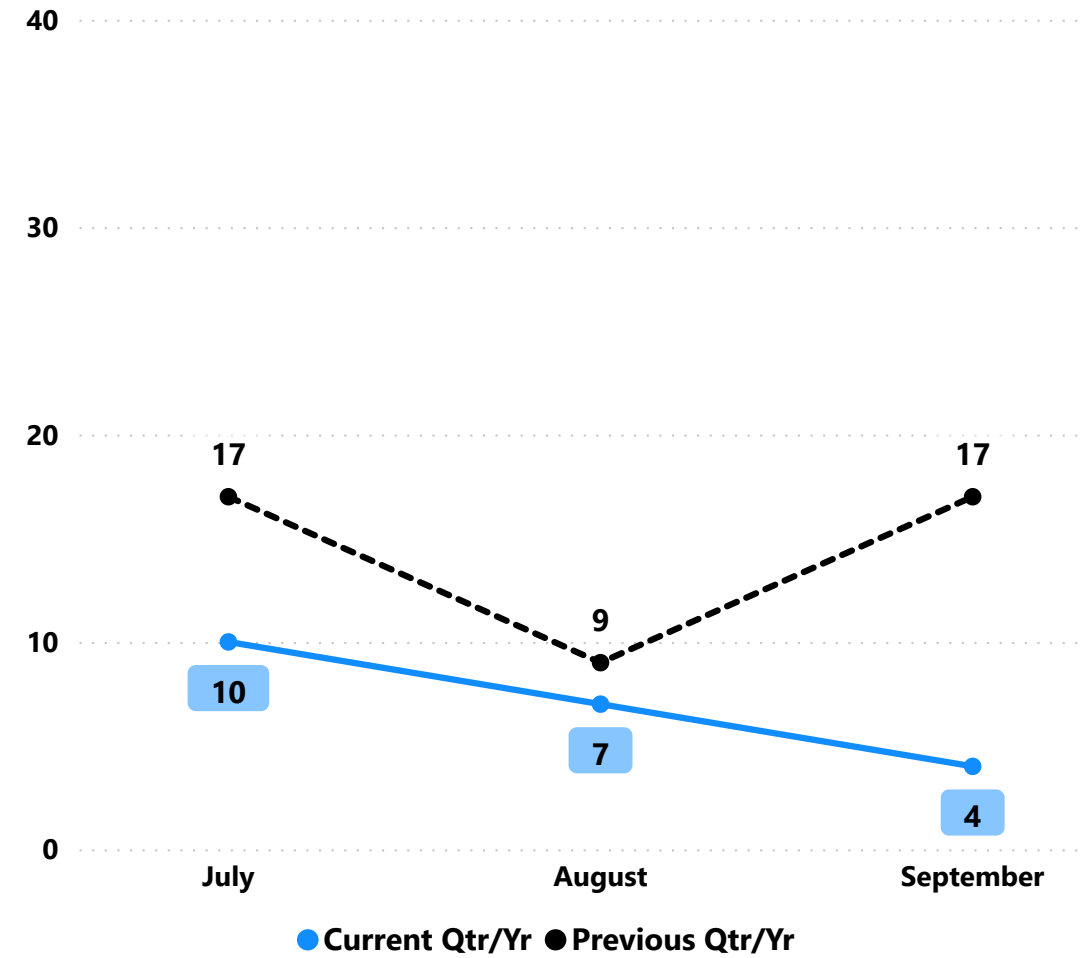


6

The Status of Current Compliance Requests



The Total of Compliance Requests



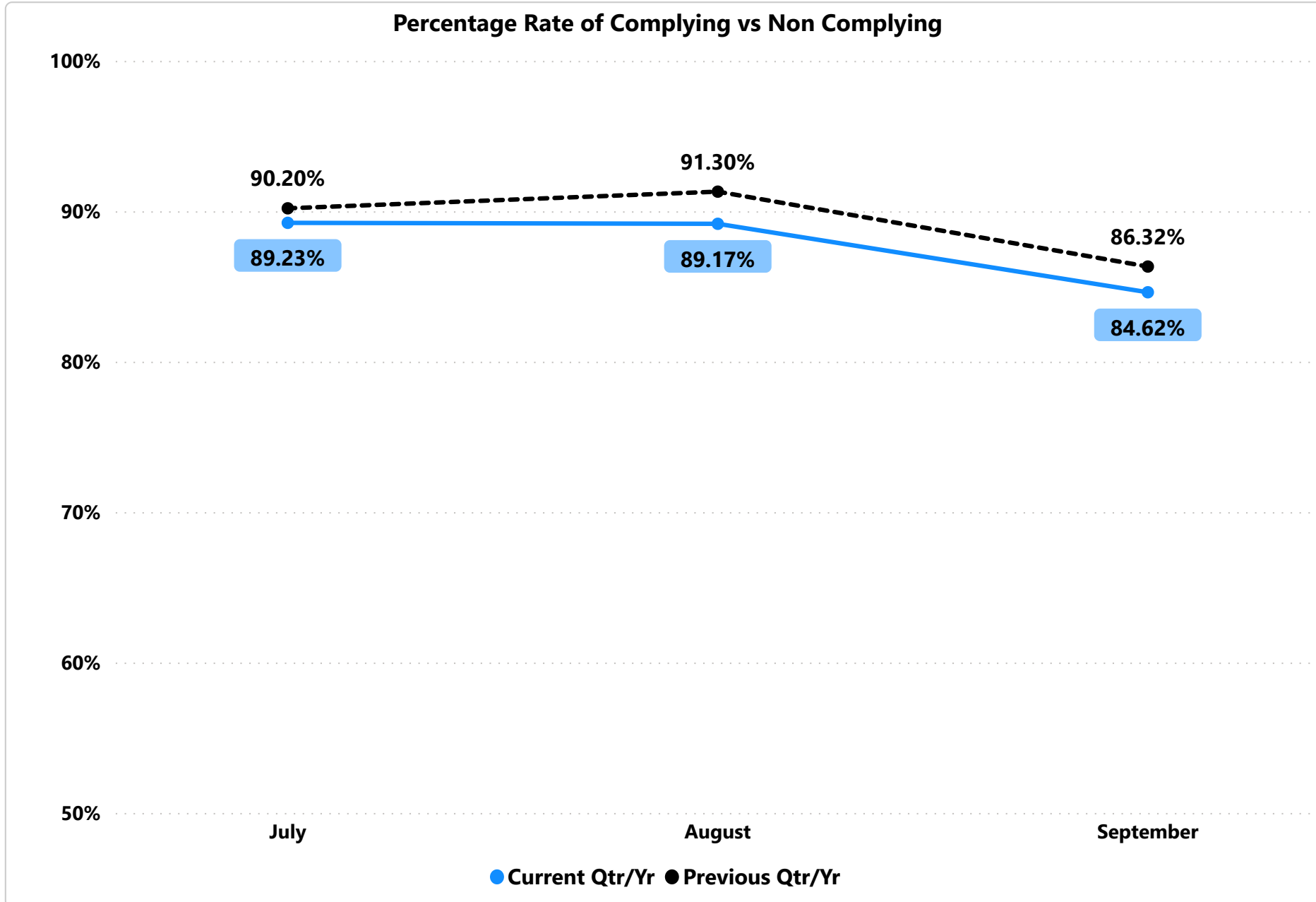


Comments

This report demonstrates the number of planning compliance matters that Council's Planning Compliance Officer investigates and actions. The matters are lodged as customer requests and investigations include unauthorised developments, development contrary to an approval, and unsightly premises.

The total number of planning compliance matters that have been completed has dropped from 43 (Q4) to 21 this quarter; while matters under review has decreased from 14 to 4. The decrease in completed matters is a result of the long-term absence of Council's Planning Compliance Officer, with the associated duties needing to be absorbed within the Planning team. Matters have been prioritised by other team members amongst their other tasks to ensure that appropriate action is taken based on the impacts of the issue identified. As the planning compliance position has now recently been resourced, an increase in completed requests is anticipated next quarter.

The compliance matters underway reflect the complex negotiation and enforcement process required. This process is guided by the Council's Compliance Policy where officers use their discretion to resolve the matter in the most efficient and effective manner, aiming to negotiate a successful resolution in the first instance, and thereafter considering more formal action if appropriate. All outstanding matters are actioned accordingly, and customers kept informed of their progress.





Comments

The purpose of this report is to demonstrate the level of compliance found overall for Planning and Building Compliance inspections. These are a result of customer complaints or proactive inspections by Council staff and considers whether the development has obtained the proper consents and complies with the relevant approvals granted.

Overall, compliance this quarter is slightly lower than previous quarters; however it is reflective of the lower inspection rate and prioritisation of matters in the Planning Compliance area. Overall, this indicates that building work is generally being undertaken in line with the approvals granted and that applicants are gaining the proper consents. Additionally, the Planning Compliance role has been effective in investigating a number of priority compliance matters in a timely manner when complaints have been received. Non-compliances relate to:

1. Failed building inspections, primarily roof framing and swimming pools;
2. Developments that have not obtained the appropriate consents; and
3. Developments proceeding contrary to their approvals.

These matters are followed up by staff through negotiation or formal enforcement in accordance with the Compliance Policy, with further inspections undertaken to confirm the works have been satisfactorily resolved.

The new Planning, Development and Infrastructure Act requires a greater number of inspections overtime. As new developments are improved, compliance inspections will increase accordingly.



Total Roof Frame Inspections

44

Total Inspections Passed

37

Total Inspections In Progress

2

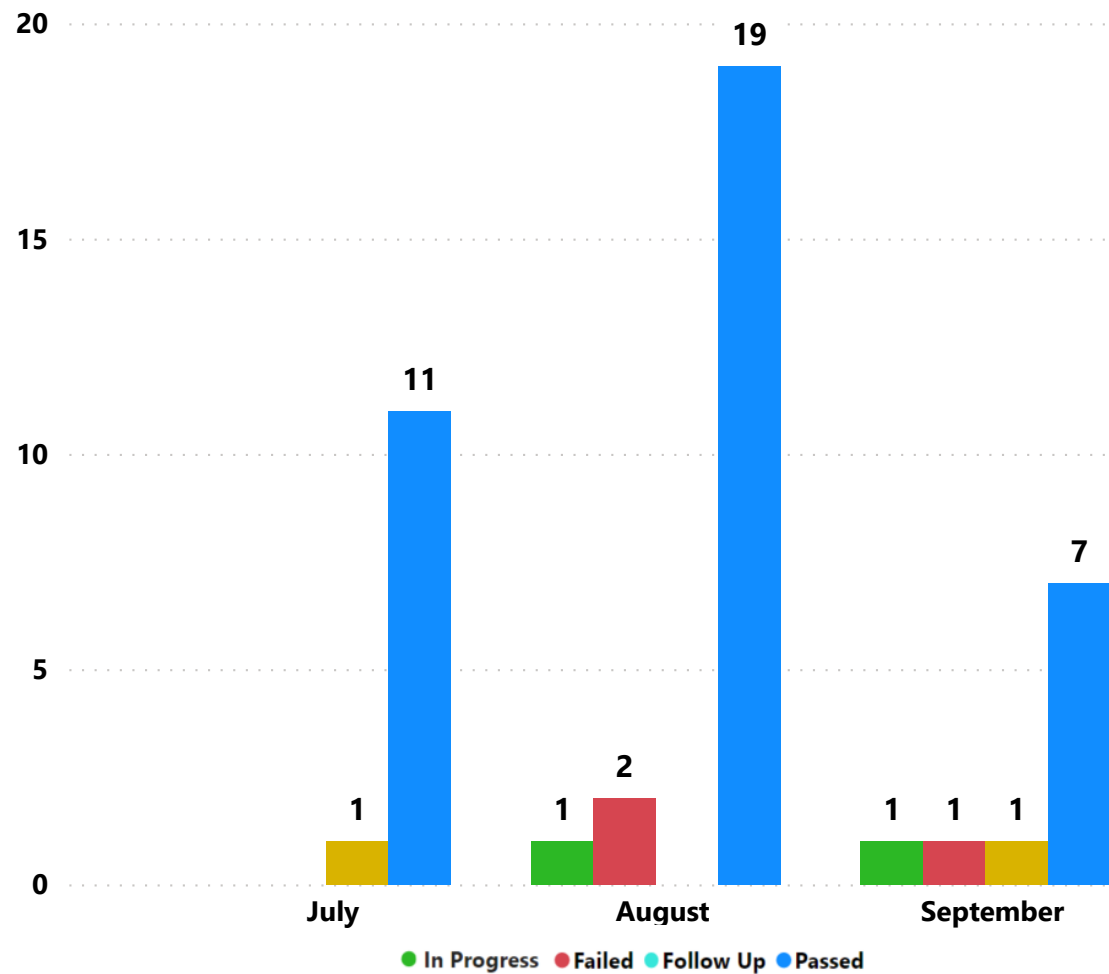
Total Inspections Follow Up

2

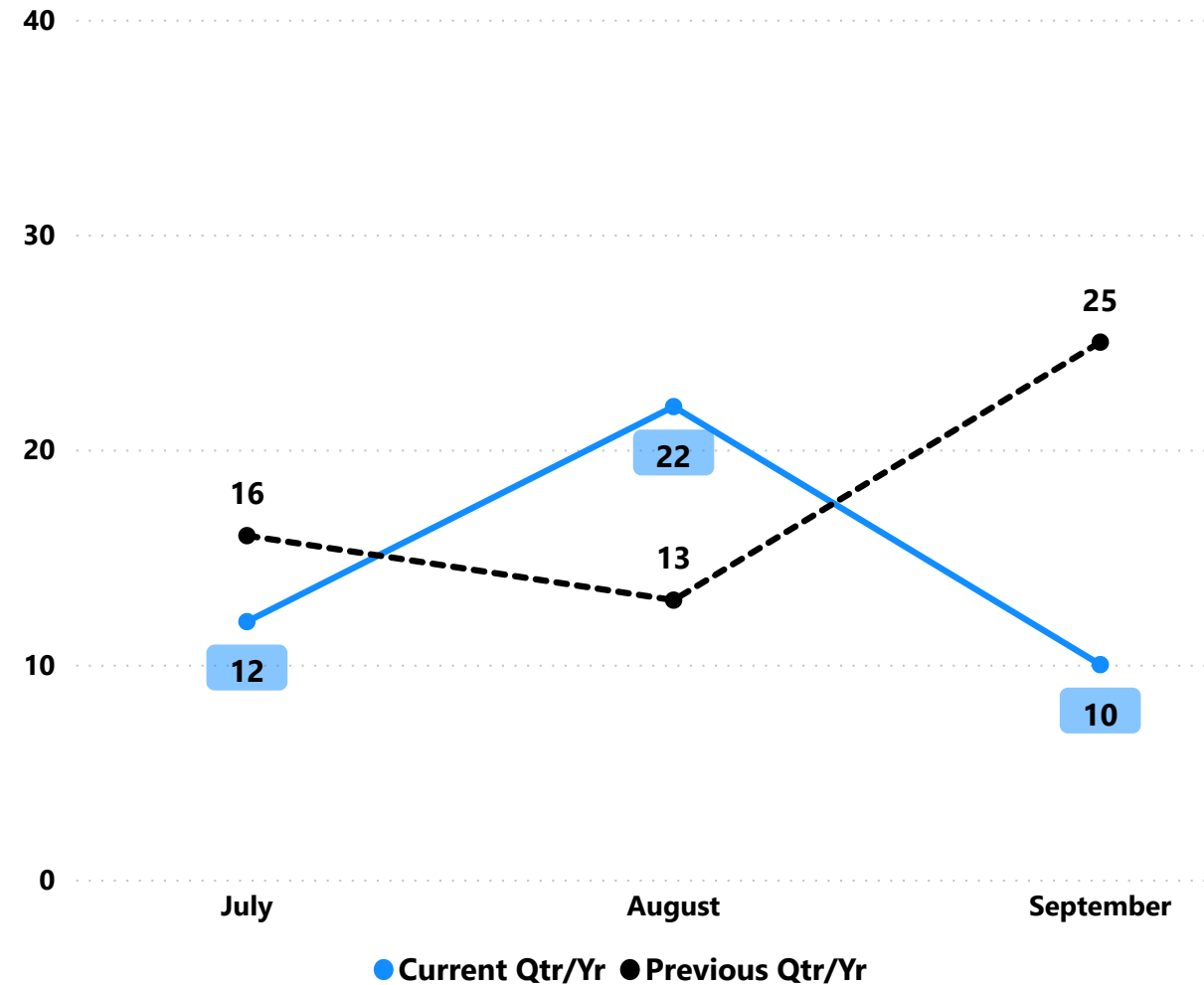
Total Inspections Failed

3

Total Roof Frame Inspections - Results



Total Roof Frame Inspections





Comments

The above report details the number of roof frame inspections undertaken by the Building department. It is noted that the previous Building Inspection Policy has been revoked and replaced with a new inspection regime as legislated under the Planning, Development and Infrastructure Act 2016. This new inspection regime no longer prescribes an inspection rate of roof frames as specifically reported and instead requires a minimum of 66% of building work related to residential dwellings commenced in the year and 90% of commercial building work are to be inspected. The inspection requirement does not relate specifically to roof framing.

Reporting specifically related to residential and commercial building work is being established under the new Plan SA portal and it is envisaged that this will assist in new reports being presented on inspection rates relative to the new scheme in due course.

The number of inspections undertaken compared with the previous quarter overall, is down with 44 undertaken this quarter in comparison to 54 the previous quarter, with 100% of inspections notified undertaken. It's noted that there was a lower failure rate of 3 compared to 5 last quarter, with all failed inspections reinspected by the Building Compliance Officer to ensure that they are compliant prior to the continuation of work.



Total Swimming Pool Inspections

21

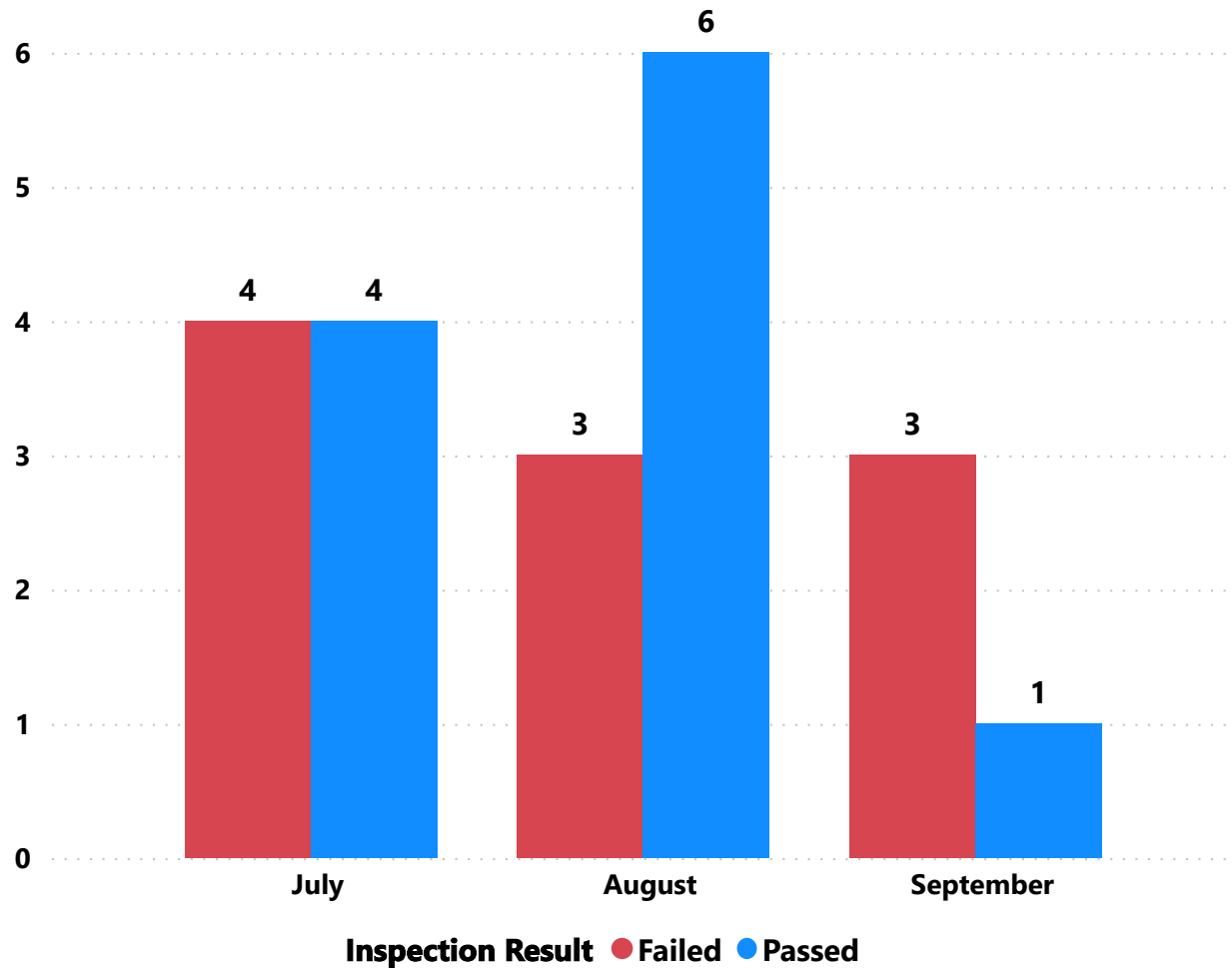
Total Inspections Passed

11

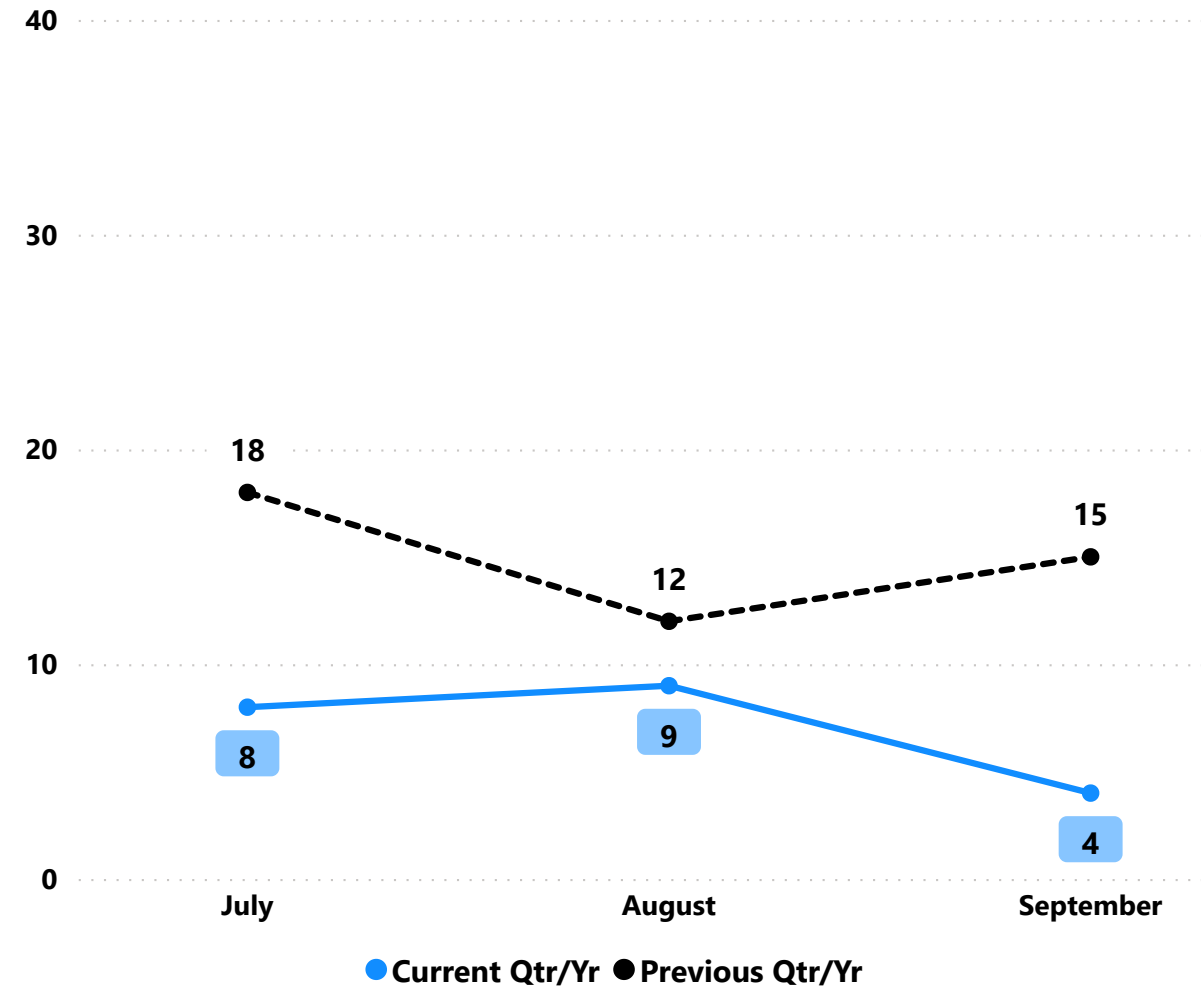
Total Inspections Failed

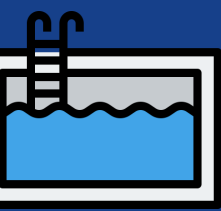
10

Swimming Pool Inspections - Results



Total Swimming Pool Inspections





Comments

The above data details the number of mandatory swimming pool safety barrier inspections undertaken by the Building Department to ensure swimming pools and associated safety barriers are constructed in accordance with the Building Code of Australia and applicable Australian Standards. Additionally the Planning, Development and Infrastructure Act 2016 practice directions as adopted by Council dictate statutory obligations to swimming pool inspections requiring Council to inspect 100% of all notified swimming pools and associated barriers within 10 business days of being notified.

Historically, swimming pool safety barrier inspections tend to peak prior to or during summer; however this is contrary to the number of inspections undertaken for this quarter which was for a total of 21 inspections down 7 on the previous quarter. This may be attributed to a reduced number of swimming pool barriers being notified to Council as complete as a result of contractors and materials being difficult to secure due in part to external factors such as COVID-19 and home owners grants.

Building officers continue to take a proactive approach with pool safety barriers given the number of building approval for swimming pools and the inherent safety risk associated with non-compliant safety barriers.

The number of failed barrier inspections recorded this quarter (10) highlights the importance of Council maintaining a robust pool safety inspection regime in accordance with statutory requirements. Where any non-compliance is noted during an inspection, Building Officers will work with the customer and provide specialist advice, often resulting in several follow up inspections to ensure a 100% compliance rate for all swimming pool barriers notified in line with legislative requirements. For reporting purposes, only the initial inspection is counted against any development and subsequent inspections required to achieve compliance are not included as part of the data for this report.



Total Health Food Inspections

72

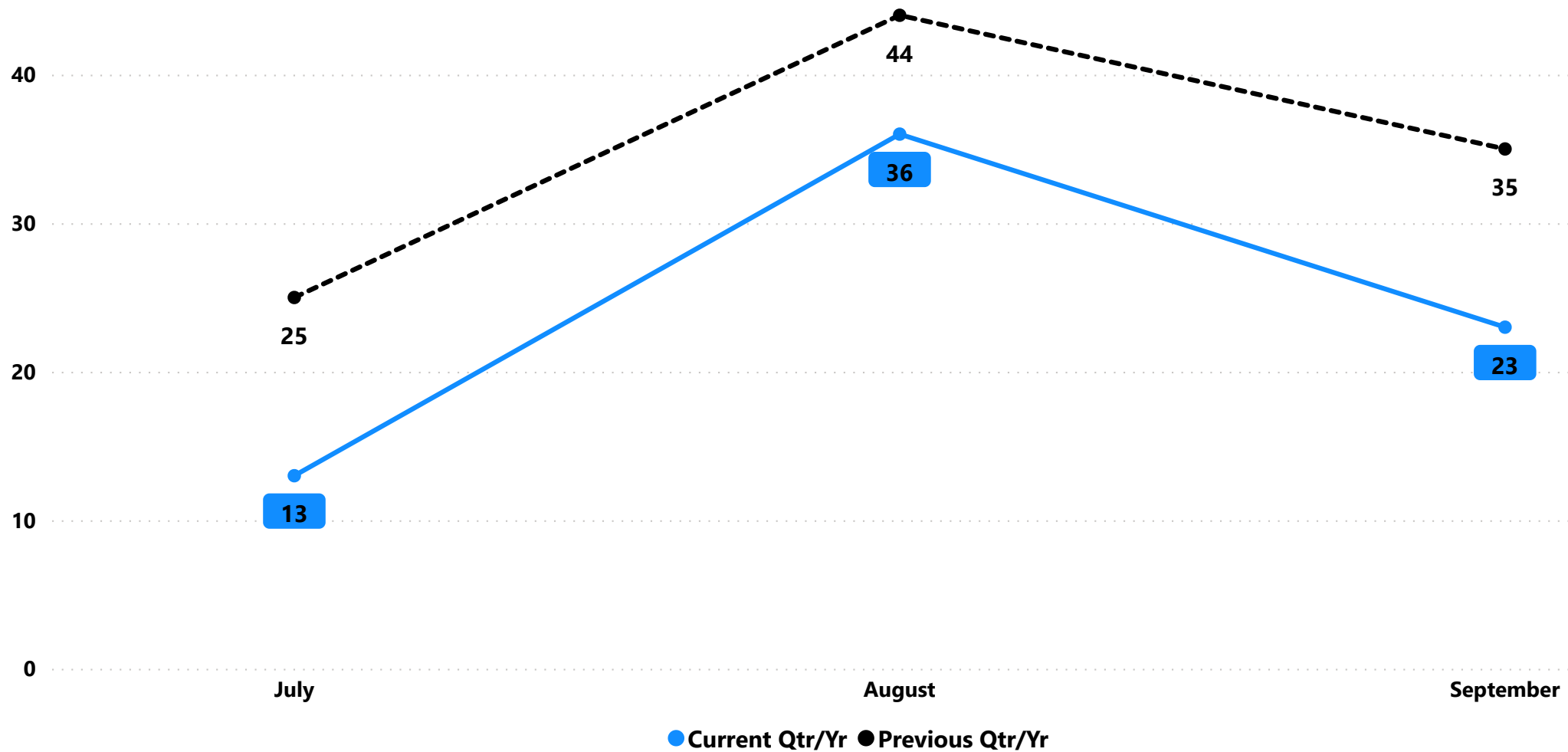
Number of Routine Inspections

48

Number of Written Warnings

22

Food Hygiene Inspections





Comments

The purpose of this report is to demonstrate the number of food premises inspections undertaken by Environmental Health Officers to ensure businesses are compliant with food safety requirements. In the case of post-inspection, where a non-compliance is noted during inspection, officers will conduct a risk assessment and take either no action, informal action or formal action as outlined in Council's Compliance Policy. 'Routine Inspections' refer to the general inspections undertaken as scheduled, while the 'Total Inspections' refers to the routine inspections along with the additional follow up inspections undertaken where action has been requested by officers during a previous inspection.

This quarter a total of 72 food premises inspections were undertaken, which is a decrease from the last quarter. A total of 22 written warnings were issued for minor non-compliances noted during inspections. These are checked at a follow-up inspection or at the next routine inspection if minor non-compliances are noted. Should a more serious issue be found, this would be actioned immediately and improvement notice issued. There are currently 5 improvement notices issued this quarter relating to unsanitary conditions or processes.



Total Health Premise Inspections

0

Self Audit Inspections

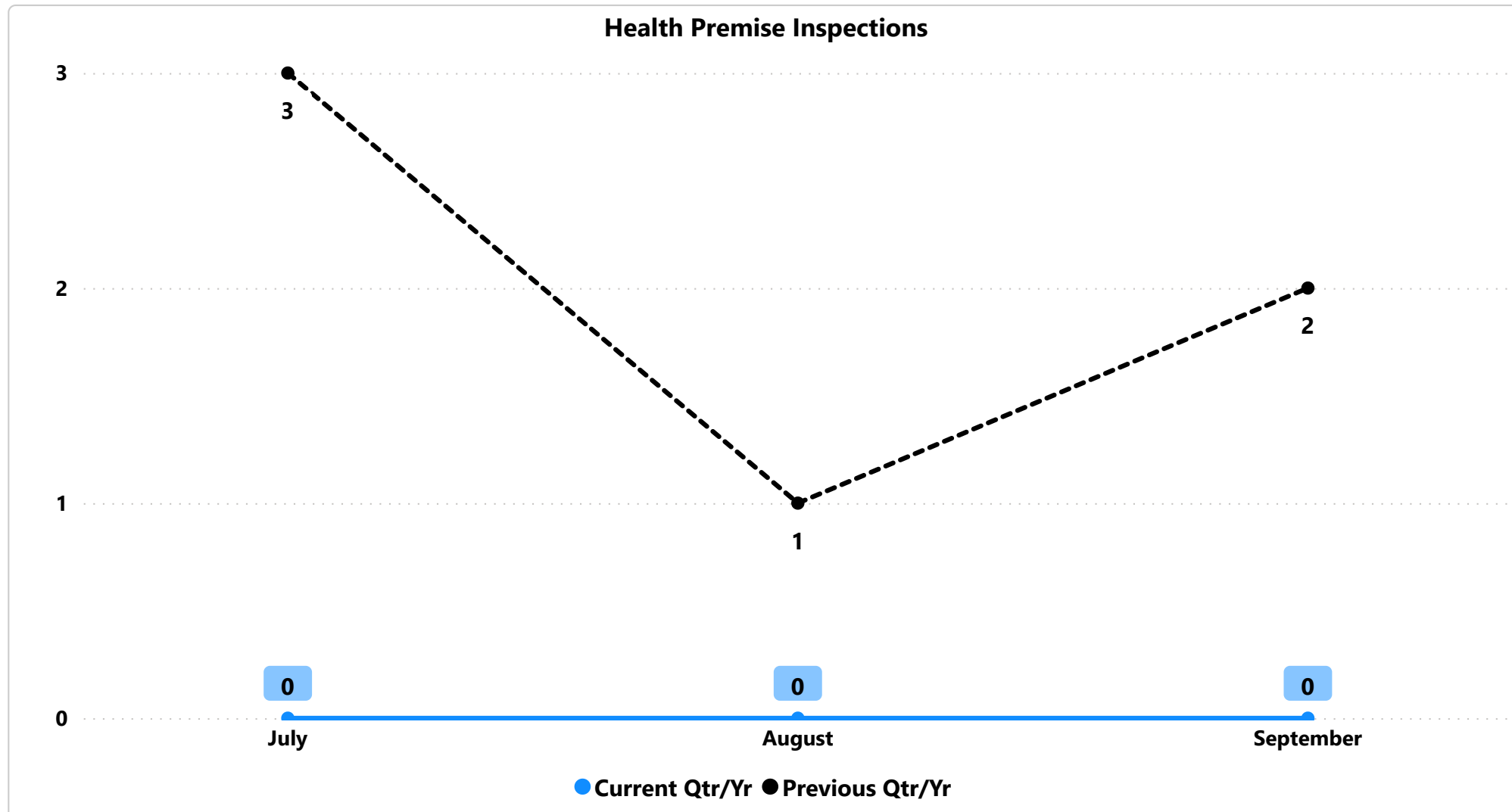
0

Compliant Inspections

0

Non-Compliant Inspections

0





Comments

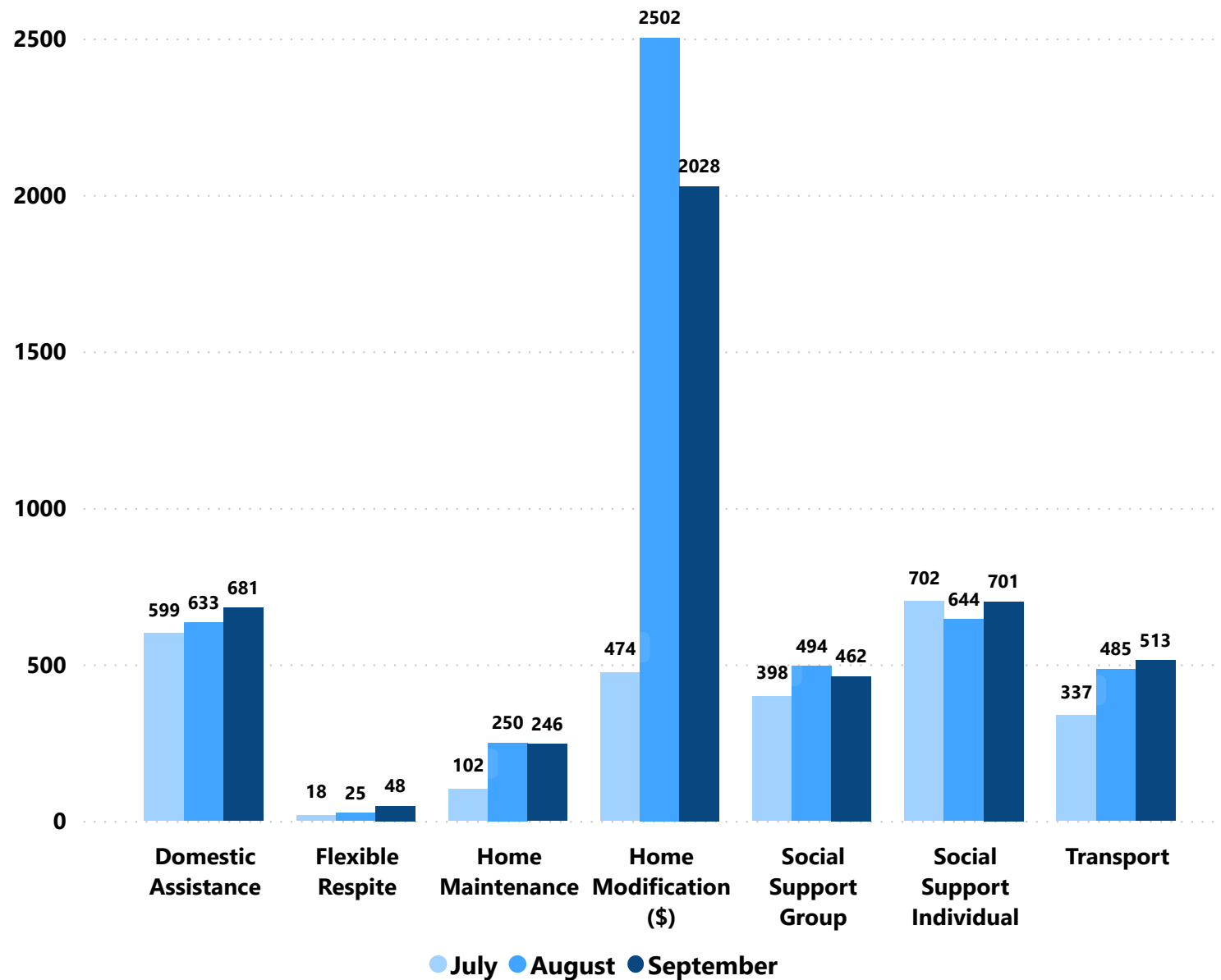
This report indicates the total number of health inspections undertaken under the Public Health Act. This includes inspections of swimming pools, hairdressers and beauty premises, tattoo parlours, supported residential facilities and high risk manufactured water systems.

These inspection types are largely self audited with inspections undertaken either onsite or via a desktop assessment where the business provides information relating to compliance.

No health inspections were undertaken in quarter 1. These are scheduled and will be undertaken in quarter two.



CHSP Actuals Per Month



CHSP Outputs Table

CHSP Program	Annual Outputs	Required (KPI)*	Actuals
Domestic Assistance	5935	1485	1913 ↑
Flexible Respite	1080	270	91 ↓
Home Maintenance	2312	579	598 ↑
Home Modification (\$)	23482	5871	5004 ↓
Social Support Group	2102	528	1354 ↑
Social Support Individual	7196	1800	2047 ↑
Transport	4333	1086	1335 ↑

*As at the end of the quarterly reporting period



Comments

Council's Commonwealth Home Support Program is funded by the Commonwealth Government and Council. The program provides services to eligible older residents who have a My Aged Care referral to support them to remain living independently within their own homes.

For the quarter there were 997 clients who received a service, with many receiving multiple service types.

Overall, we are tracking well towards meeting the required grant funding agreement KPI's.

Below are the required grant agreement KPIs for each area of service, as of the end of September 2021 and our corresponding actual achievements against each, for the same period. (Cumulative figures).

<u>Service Types</u>	<u>September KPIs</u>	<u>September Actuals</u>
Domestic Assistance (hours)	1,485	1,911
Flexible Respite (hours)	270	91
Social Support Individual (hours)	1,800	2,647
Social Support Group (hours)	528	1,353
Home Maintenance (hours)	579	598
Transport (trips)	1,086	1,335
Home Modification (\$)	\$5,871	\$5,003

Respite support is not currently meeting the required KPIs, this is due to a lack of referrals from the My Aged Care regional assessors. This is not a unique situation to the City of Unley, with many providers experiencing a similar situation. It is believed to be due to the new Commonwealth Carer Gateway that was launched last year, now supporting a greater number of those in need of this service.

Home Modifications are also underperforming, and this is due to a backlog of My Aged Care Occupational Therapy assessments that are required to be carried out before organisations can provide these services.

The areas that we have exceeded KPIs are taken into consideration when reporting to the Commonwealth. We are confident that these areas will see an increase in performance throughout the year, narrowing the gap between the required KPIs and the actuals, if not achieved by the end of the financial year.

Ongoing discussions to adjust KPIs for the service types continue with the Commonwealth, particularly in re-negotiation of grant agreements that are due to occur before the current agreements end on 30 June 2022.



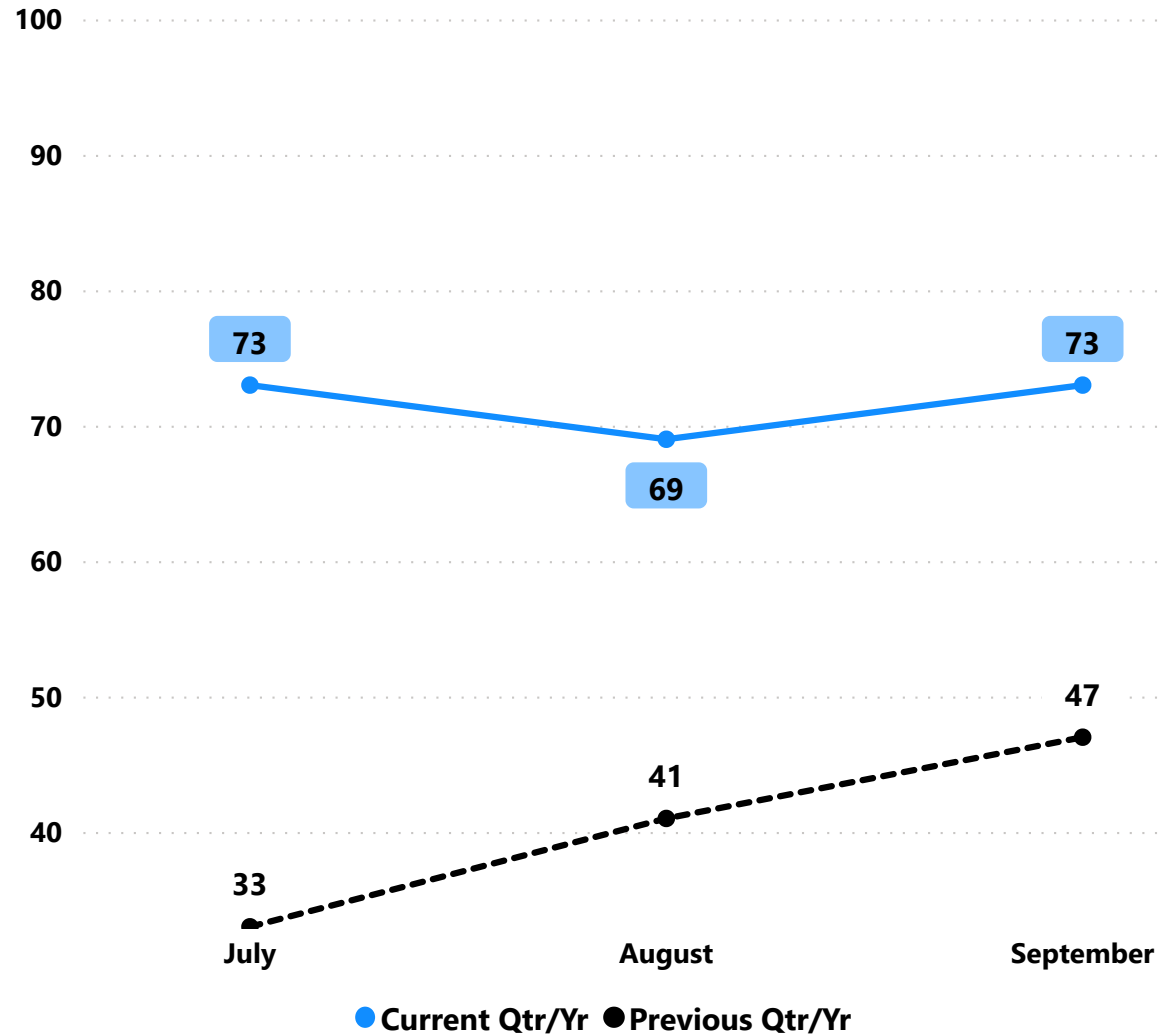
Total Community Bus Passengers

215

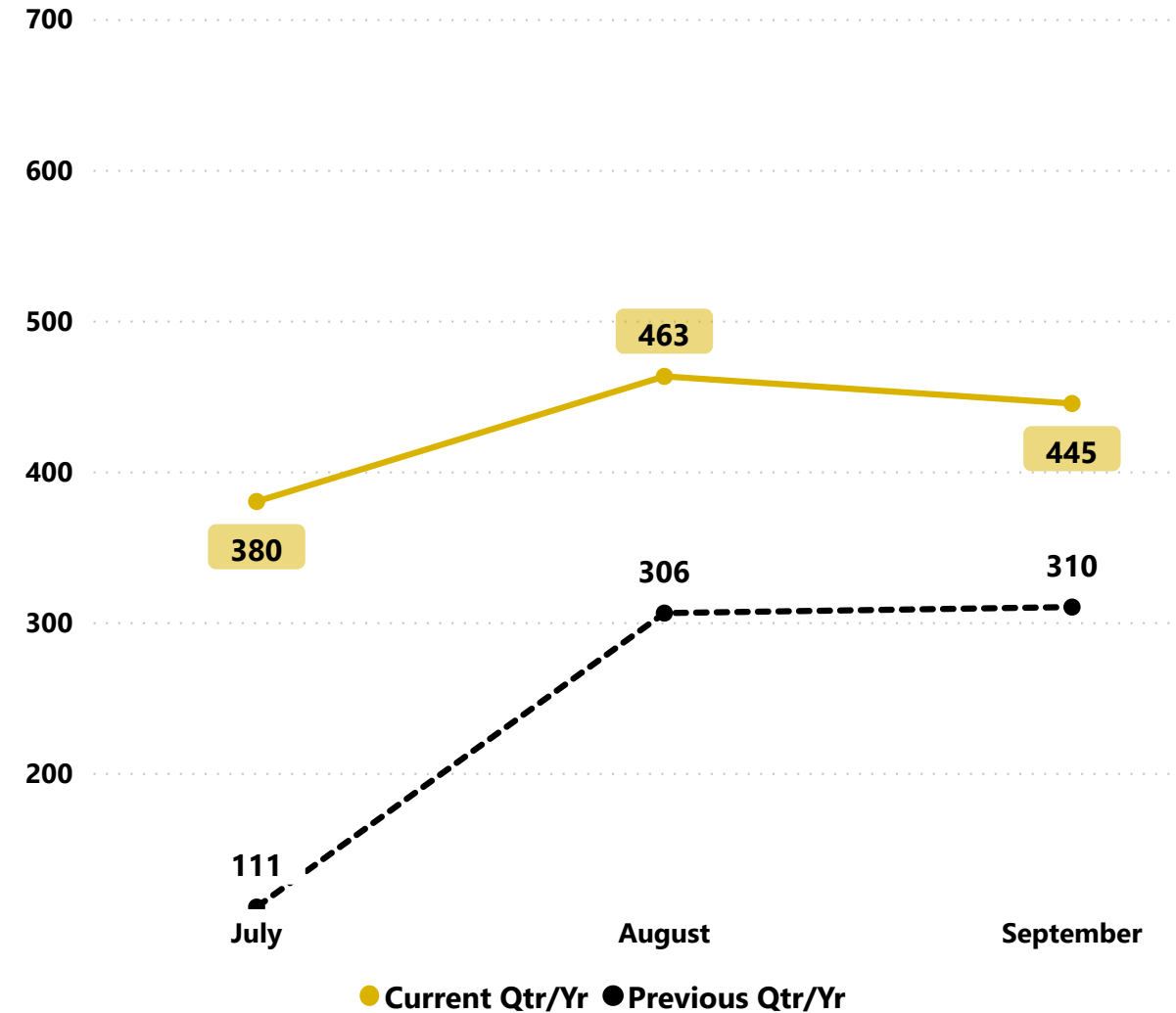
Average Passengers Per Month

72

Community Bus Number of Passengers



Community Bus Number of Trips





Comments

The Community Bus service is comprised of a fleet of three buses all of which are driven by volunteer drivers and supported by volunteer helpers who assist the passengers as required. The Program primarily provides door-to-door transport to local shopping centres and other community-based venues, with most passengers utilising the service multiple times each month. There are currently 110 residents registered to use the service.

For the quarter, an average of 72 individual passengers used the bus each month, noting most passengers use the bus multiple times every quarter, the average being five times a month, this saw the program providing 1,288 one way trips for the period.

There has been a slight increase in the number of passengers and trips compared to the same period last year.

The cumulative year to date totals reported for the same period last year July- September 2020-21 is below for comparison:

Average number of passengers: 68

Number of trips: 1,185



Total Website Visits

62K

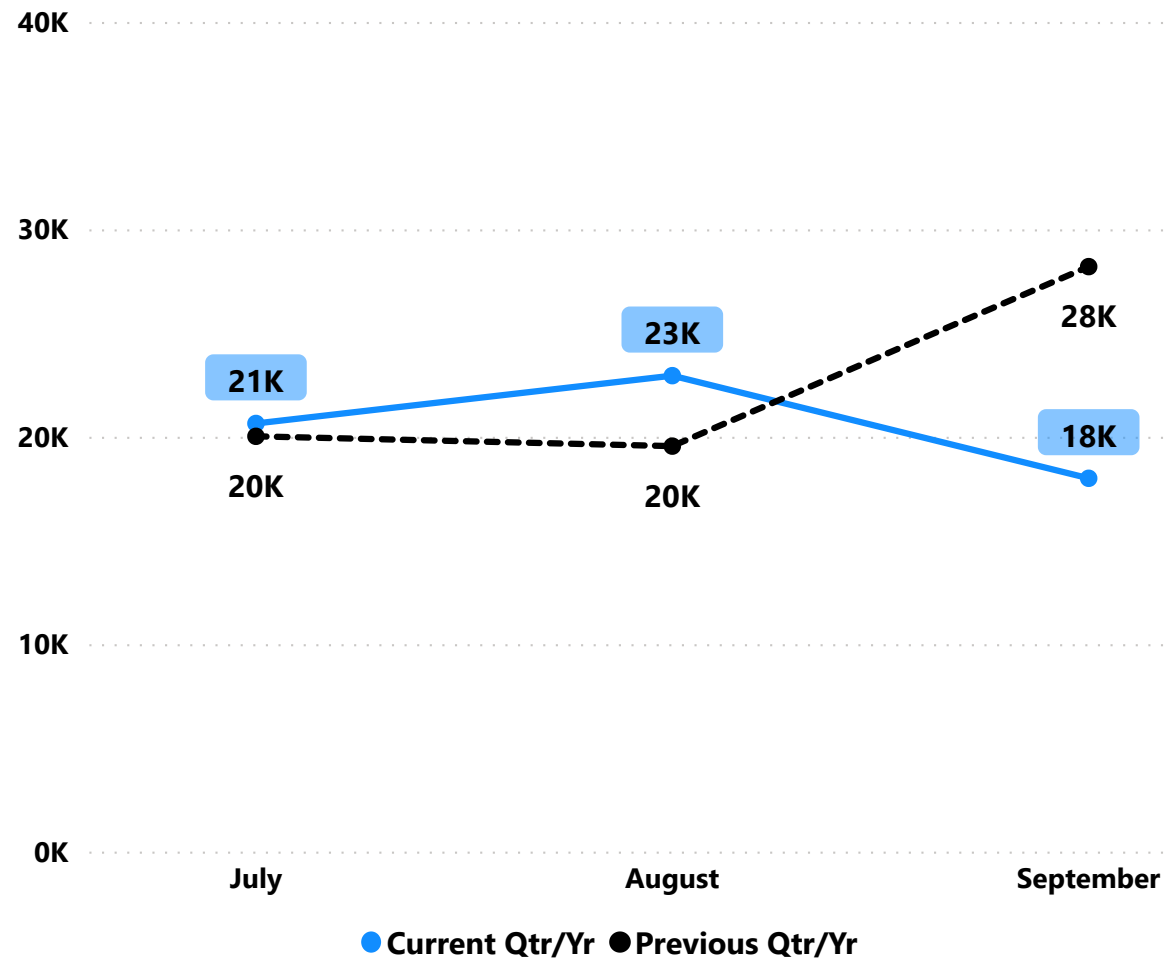
Total Website Visits Outside Aus

3041

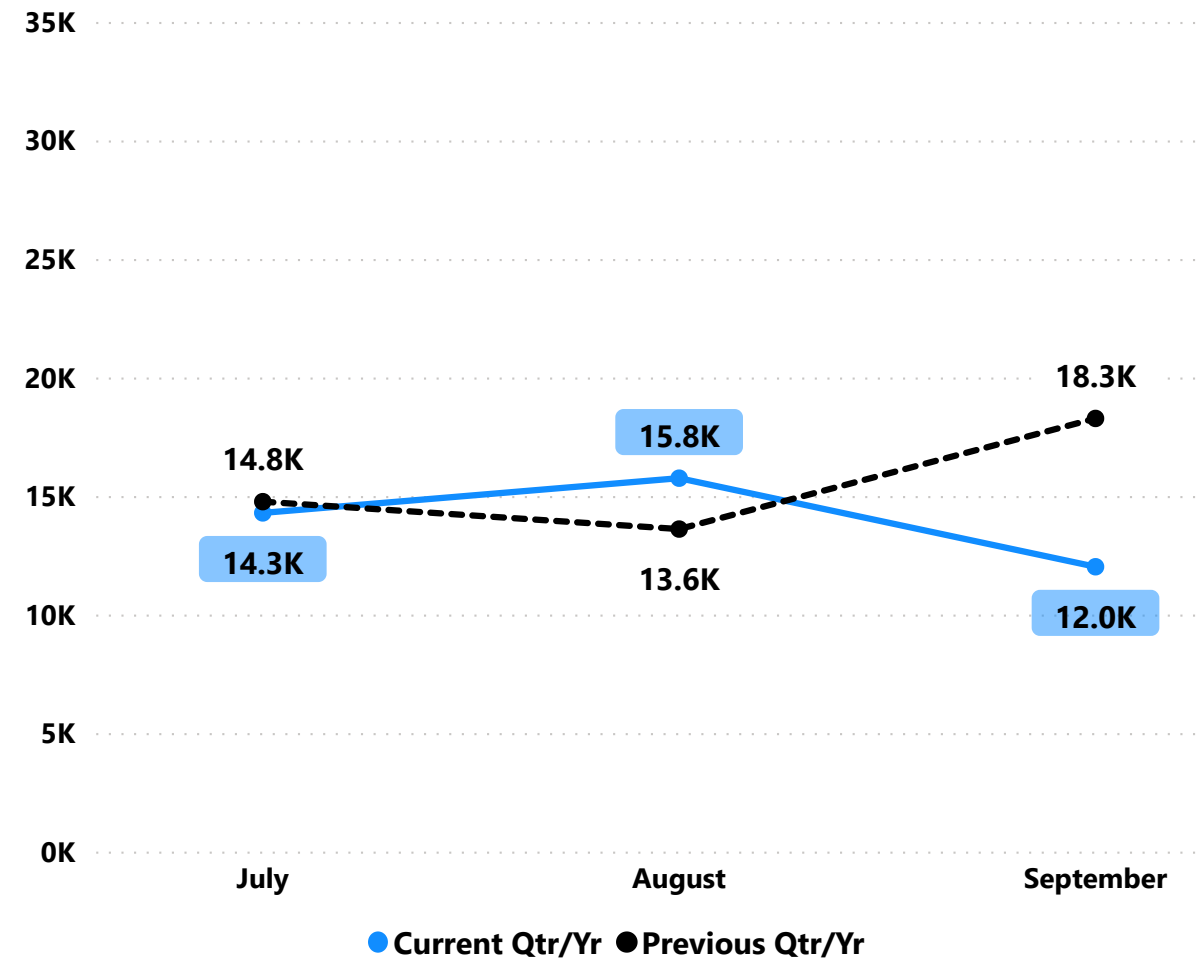
Total New Users

42K

Website Visits



New Users





Comments

Q1 website data 21-22

Comparing Q4 for 2020-21 to Q1 2021-22, a similar sized audience (return visitors and new visitors) visited our corporate website. Q1 data 21-22

- Total web visitors 49.9k
- Total new users 46.4k

Previous quarter - Q4 data 20-21

- Total web visitors 50.2k
- Total new users 46.2k

Page views

There were 157,287 unique page views on Council's website for this quarter. (Previous quarter 158,100).

Google Analytics show us popular pages visited during July, August and September 2021. Our landing page received the most visits at 12.29%.

Top 10 content pages for Q1 21-22:

1. Home page
2. Unley Swimming Centre
3. Unley Libraries
4. Contact Us
5. Rubbish collection dates
6. Council (landing page for About the Council, rates, street maintenance and business).
7. Events programs & facilities
8. Hard waste collection
9. Bins pets & parking (landing page)
10. Development projects.

Content that attracted the most website visitors, aside from the home page) for this period included:

- Unley Swimming Centre pages - attracting 4.34%
- Development related pages attracted 4.21%
- Search function 3.7%
- Unley Libraries 3.23%.



Target Time Frame Met Average

59%
Of the Time

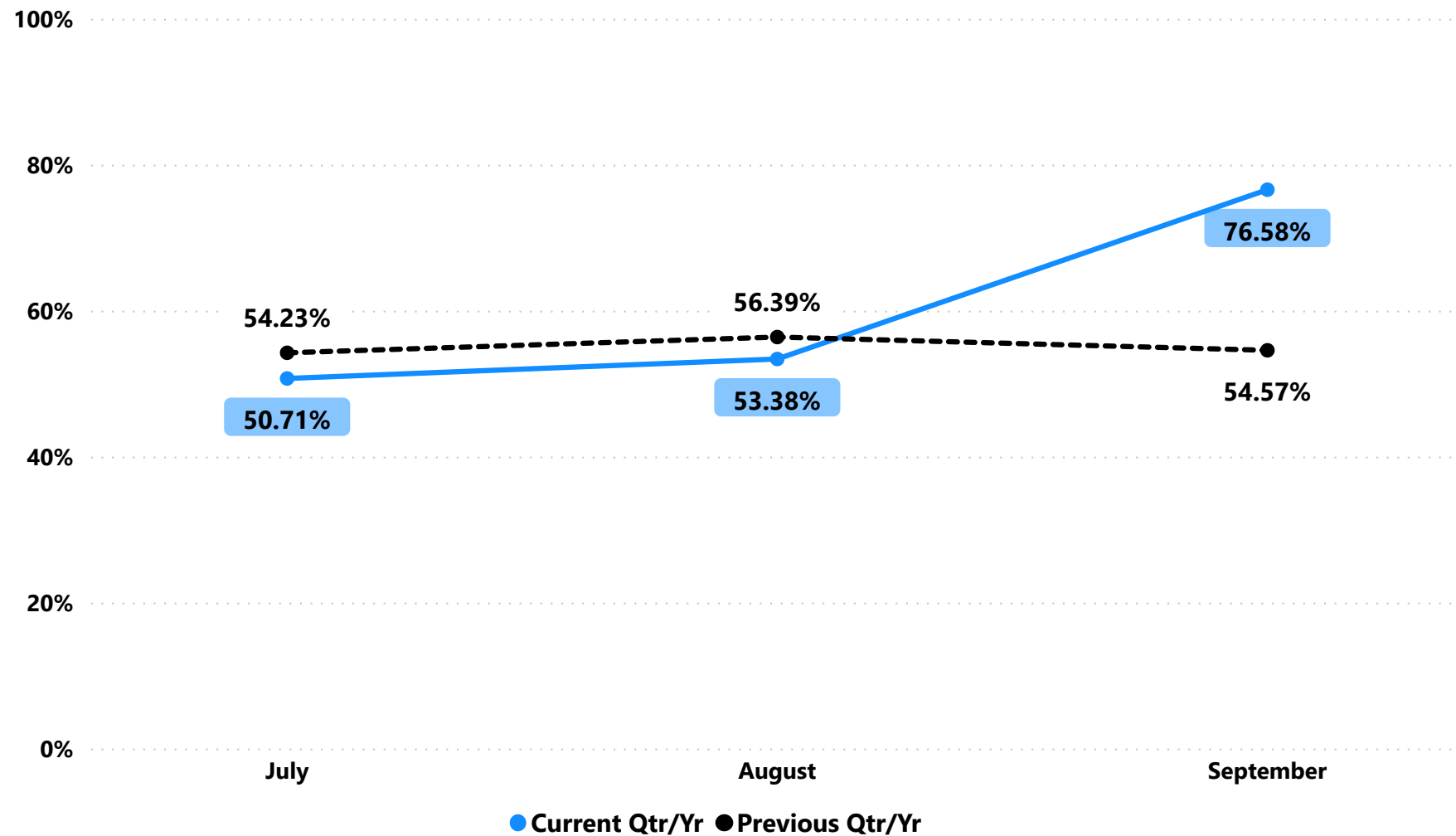
Most Common Request

Planning Enquiry

82.09%

Requests Done in Time frame

Percentage of Customer Requests Completed Within Targeted Timeframes





Comments

This data represents the percentage of customer requests lodged as completed within set timeframes, noting timeframes vary based on the request type. This quarters average of 59% reflects a 4% increase on the same period last year.

Planning Enquiries continue to produce the highest number (82%) of requests closed within the targeted timeframe. This can be attributed to a recent change of process whereby Planning Enquiries are triaged and managed through a single point of contact.

September has the highest amount of customer request completed within the targeted timeframe (76%).



Total Customer Requests

3944

Suburb with Most Requests

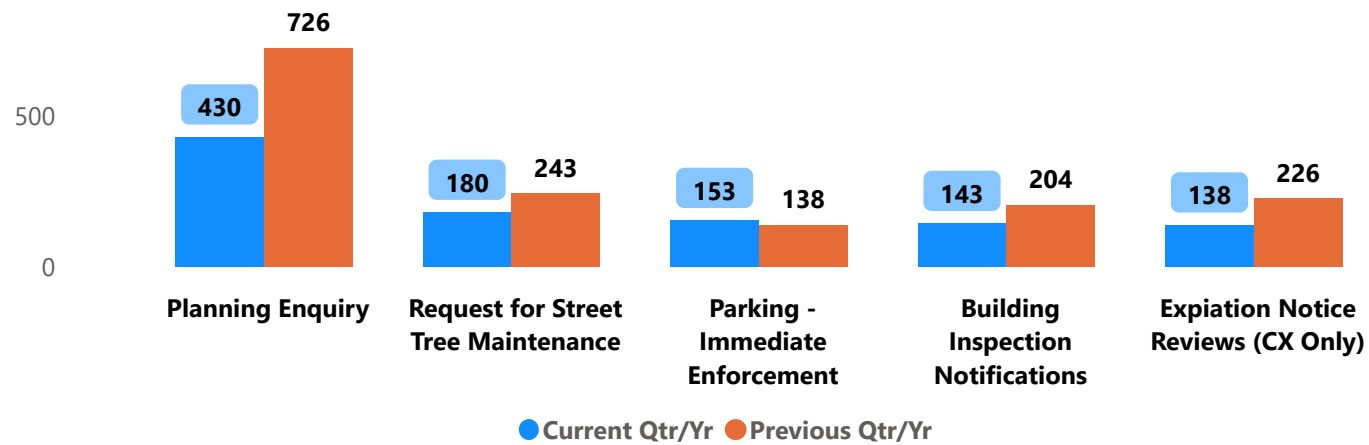
UNLEY

265 Requests

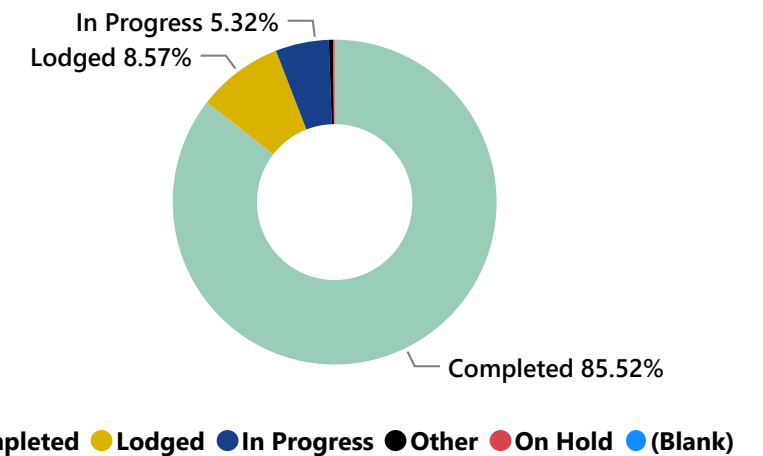
Week Day with Most Requests

Monday

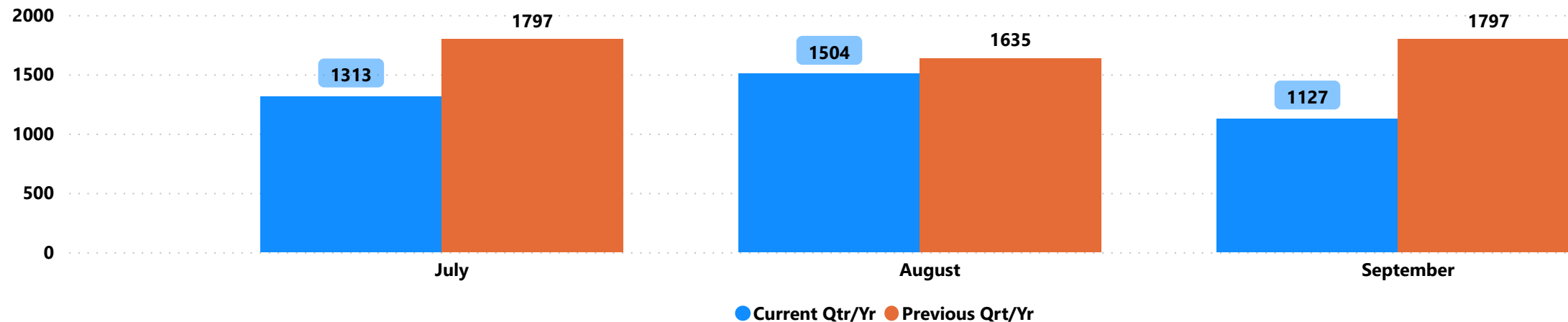
Top 5 Customer Request Types



Customer Request Status



Total Customer Requests Per Month





Comments

Customer requests include seeking information, action, or assistance in line with Council's service offering. It does not include phone messages for staff

This Quarter, a total of 3,944 requests were received, a reduction of 1,285 requests from the same period last year.

The state Covid-19 shutdown from 21/7/21 to 28/7/21 directly impacted the reduction of requests lodged this Quarter, with the civic centre closing and therefore ceasing the ability for customers to provide requests via the front counter. Of the requests received in Q1, 85% were completed.

The top five lodged customer requests of planning, tree maintenance, parking, building inspections and expiation reviews continue to remain the highest request types, only altering in volumes each quarter.

Planning enquiries continue to be the top request type received, consistent with both the previous quarter (Q4) and compared to the same time last year (Q1 20/21).



Total Complaints Received

13

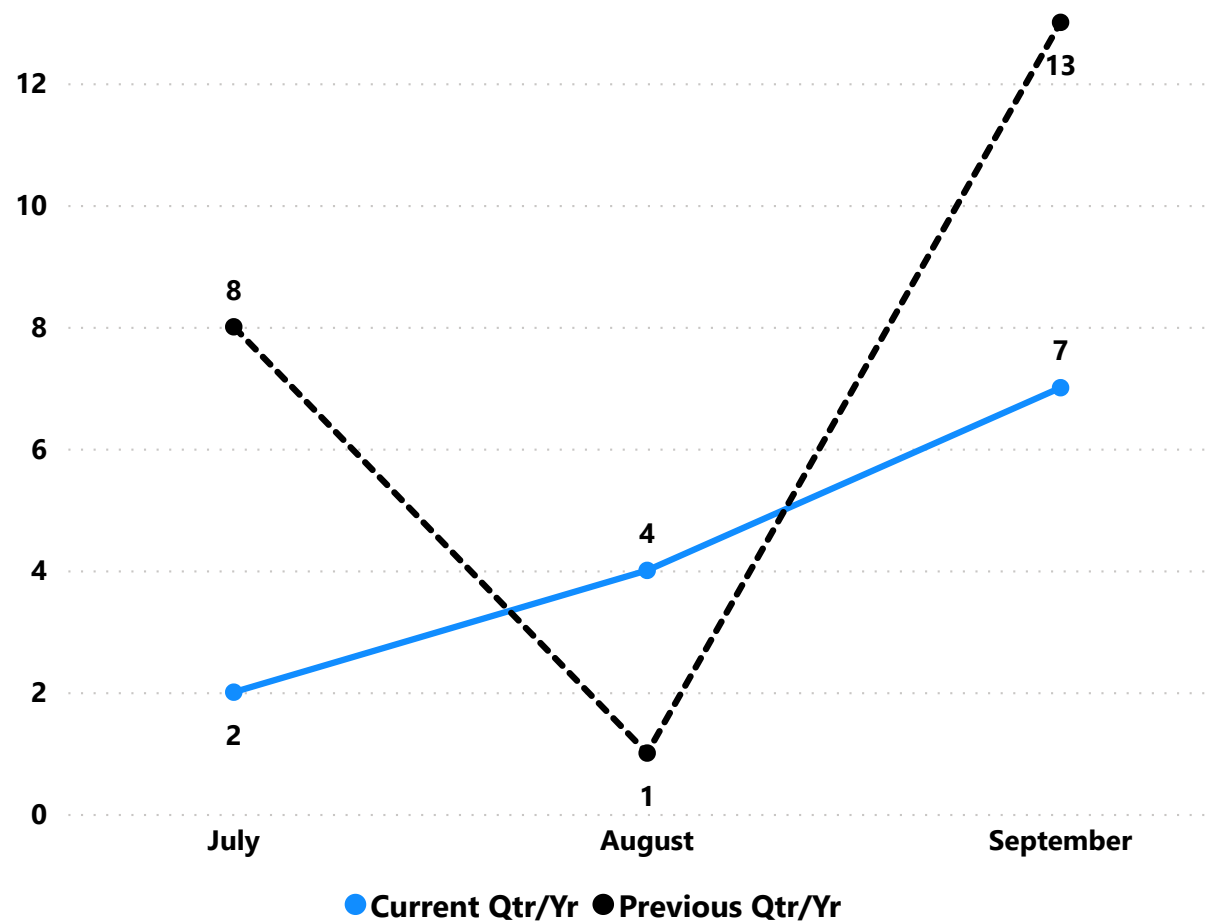
Complaints Under Review

1

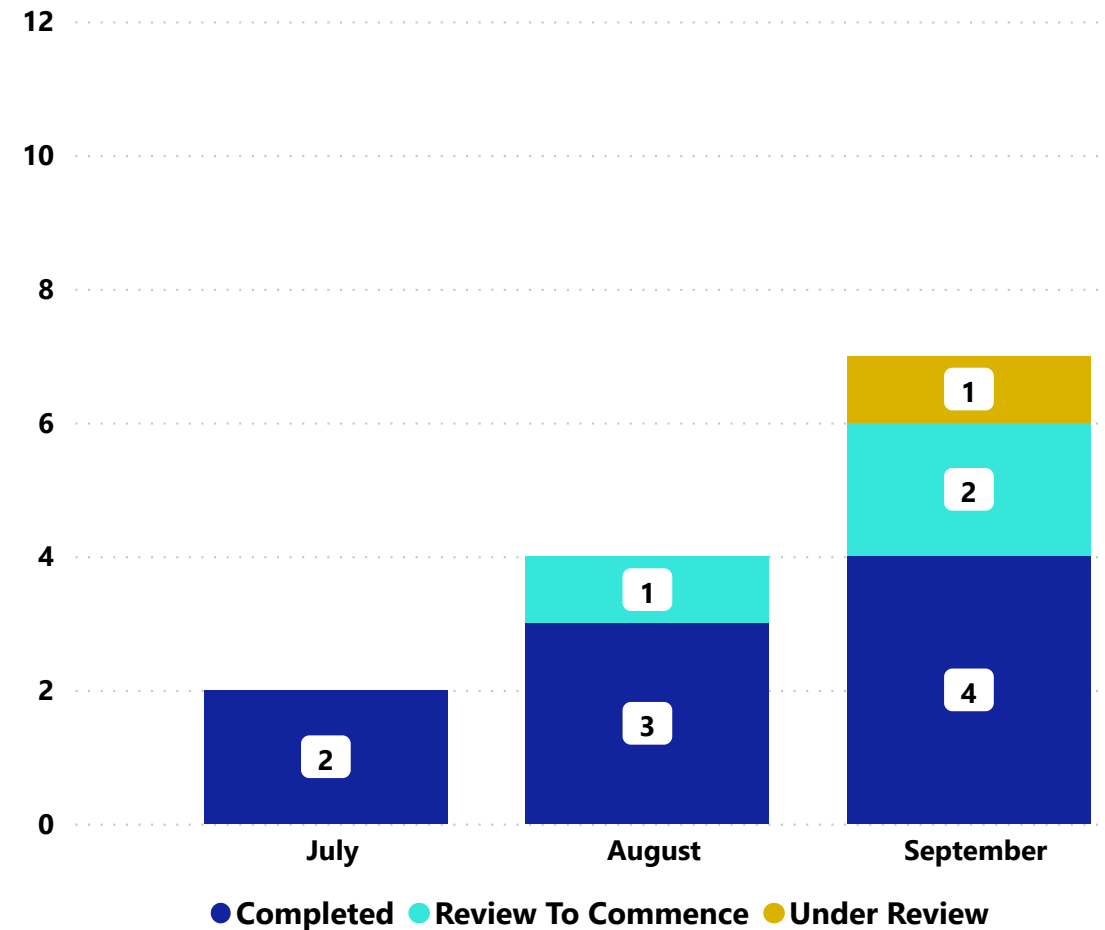
Complaints Review To Commence

3

Customer Complaints Per Month



Customer Complaints Per Month - Status





Comments

A total of 13 complaints were received this quarter, a 40% decrease in complaints from the same period last year.

The majority of complaints related to the areas of Development and Regulatory Services (5) and Assets and Operations (4).



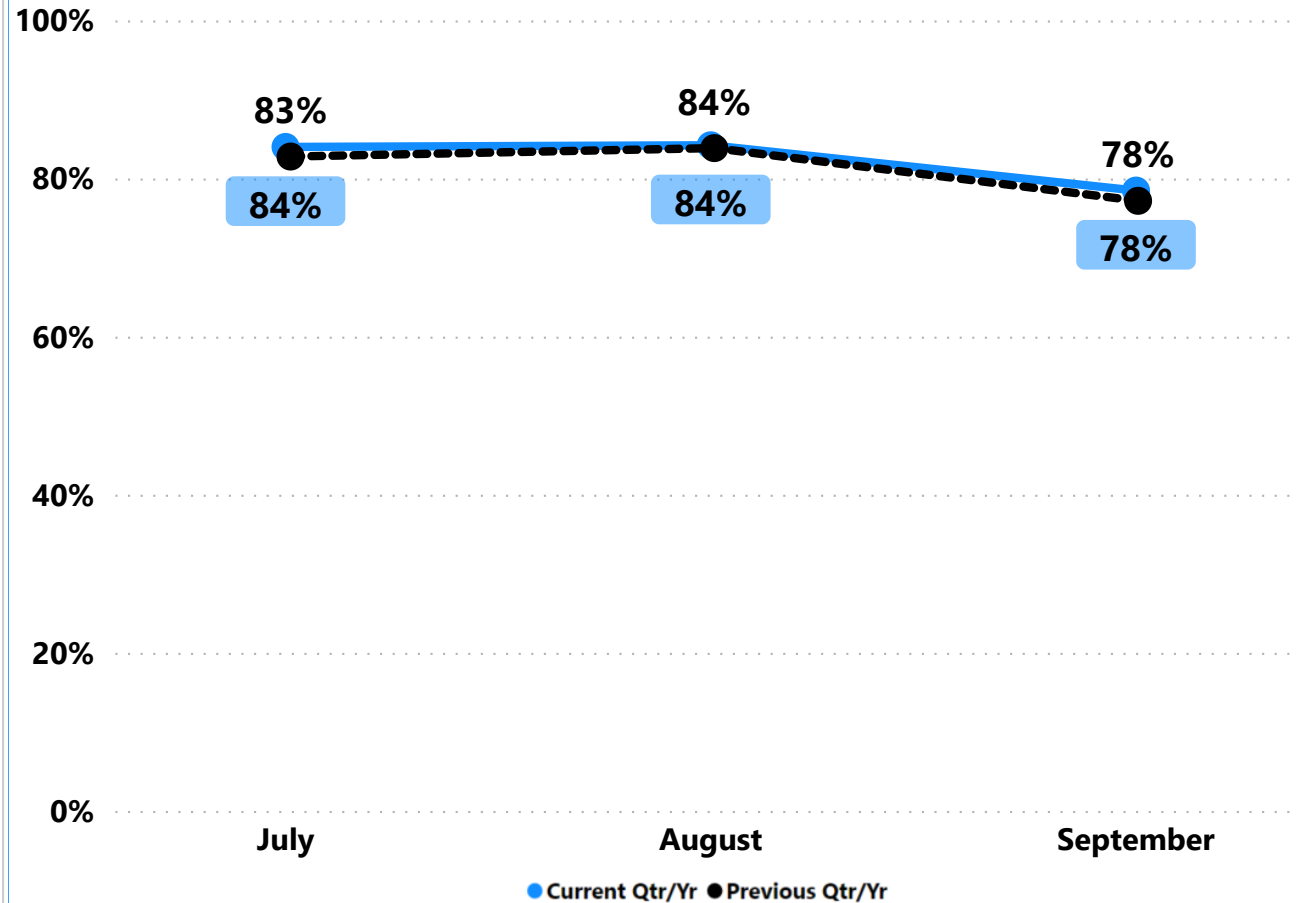
Average Satisfaction Rating

82%

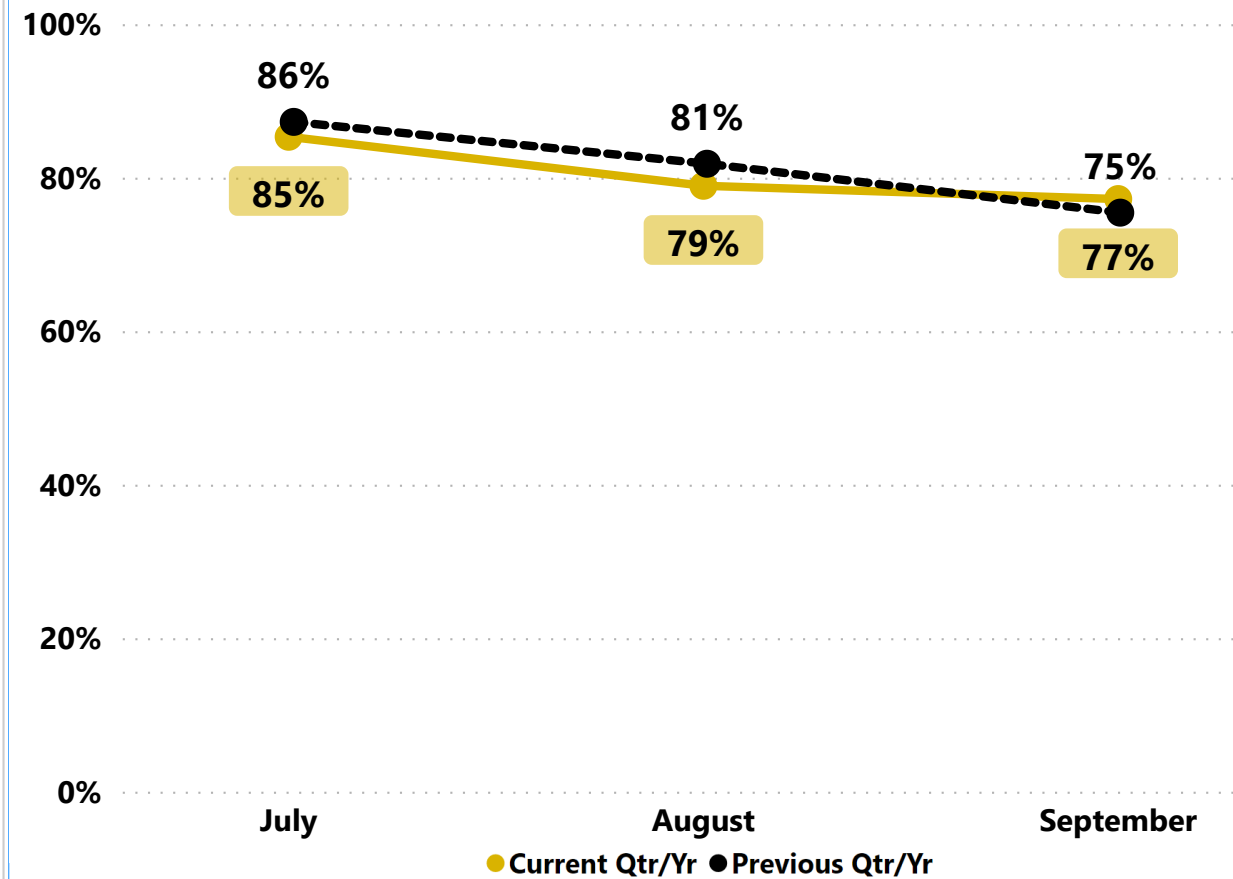
Average First Contact Resolution

80%

Satisfaction Rating



First Contact Resolution





Comments

A total of 230 customers participated in an independent phone survey regarding their satisfaction with the services provided by the City of Unley in Quarter 1. This represents a 51% take-up rate, or 230 customers agreeing to be surveyed from the 450 randomly selected phone numbers.

The 82% satisfaction score achieved for this period continues to be above both the SA council benchmark of 71% as well as above the City of Unley's target of 80%.

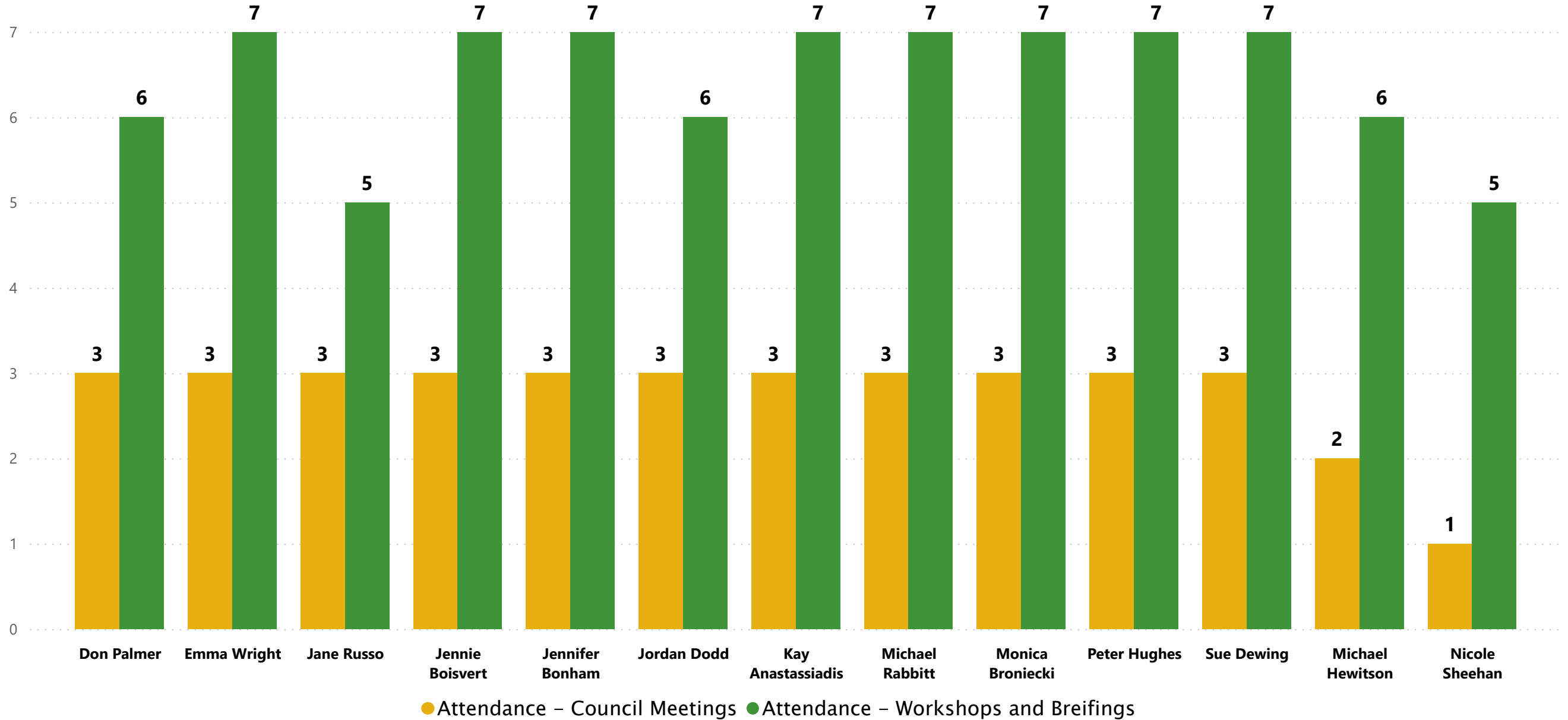
First Call Resolution (addressing the customers need the first time they call, thereby eliminating the need for a customer to follow-up with a second call) is currently at 80%, which is also considerably above the industry benchmark of 57% and meets the City of Unley target of 80%.

Whilst there is no pattern in terms of the areas our customers defined as being dissatisfactory, low-rated responses for this quarter included :

- Delay in receiving a call back and/or no call back
- Lack of contact ability regarding planning queries
- Didn't agree with process
- Disgruntled about receiving parking expiations



Council Meetings, Briefings and Workshops Attendance FYTD 2022





Comments

A total of 3 Council meetings were held in the first quarter of the 21/22 financial year, along with 7 Elected Member Briefings and Workshops.

QUESTIONS OF WHICH NOTICE HAS BEEN GIVEN

REPORT TITLE:	QUESTION ON NOTICE FROM COUNCILLOR K. ANASTASSIADIS RE: FULLARTON PARK COMMUNITY CENTRE HIRE FROM LATE DECEMBER 2021 TO JANUARY 2022
ITEM NUMBER:	5.3.1
DATE OF MEETING:	08 NOVEMBER 2021
ATTACHMENTS:	NIL

The following question was asked without notice by Councillor K. Anastassiadis at the Council Meeting 25 October 2021. At that time the question was taken on notice. The answer is now provided:

QUESTION

1. Item 4.9—Variation to operating hours for the Festive Season noted that the Fullarton Park Community Centre is to be “fully occupied by a hirer until 18 January 2022”. How many days has the Centre been hired out for?

ANSWER

1. Fullarton Park Community Centre will be closed from midday 21 December 2021, reopening 19 January 2022. During this time, asset maintenance will be undertaken including a detailed clean of the facility.

From 6 January to 18 January 2022, the Centre has been hired in its entirety by Pelican Productions, a youth music theatre company, who will utilise the entire building to deliver their school holiday program. Their total hire is for 13 consecutive days.

QUESTIONS OF WHICH NOTICE HAS BEEN GIVEN

REPORT TITLE:	QUESTION ON NOTICE FROM COUNCILLOR J. BOISVERT RE: UNLEY LIFE PUBLICATION PRINTING AND CIRCULATION
ITEM NUMBER:	5.3.2
DATE OF MEETING:	08 NOVEMBER 2021
ATTACHMENTS:	NIL

The following questions were asked without notice by Councillor J. Boisvert at the Council Meeting 25 October 2021. At that time the questions were taken on notice. The answers are now provided:

QUESTIONS

1. When and how was a decision made to print and circulate Unley Life again?
2. I note a budget variation (page 37 of Council Meeting Agenda 25 October 2021) for \$29,560. Why was this not brought as a Motion on Notice? Is this for 1 or 4 editions of the publication?
3. Why were 5 photos of the Mayor included in the Spring 2021 edition? Were no other suitable people available to include?
4. How do staff ensure that this cannot be used as an election advantage?
5. I received my Spring edition this week. When was it distributed to residents?
6. If the Spring edition has events for September/October/November, but it was delivered in early October, the timing seems off.

ANSWERS

1. **When and how was a decision made to print and circulate Unley Life again?**

The decision to revert to print and distribution of Unley Life was made by the Administration in June, following the electronic production and distribution of the Winter edition. Print distribution will continue until Council considers future options as part of the Communication Strategy review currently underway. It is anticipated that this will be completed in 2021/22.

2. **I note a budget variation (page 37 of Council Meeting Agenda 25 October 2021) for \$29,560. Why was this not brought as a Motion on Notice? Is this for 1 or 4 editions of the publication?**

The budget variation relates to the production of four editions of Unley Life. As the decision to change the production and delivery format was made by the Administration, the proposed budget variation was submitted for Council's consideration as part of the Administration's report.

3. **Why were 5 photos of the Mayor included in the Spring 2021 edition? Were no other suitable people available to include?**

Administration can confirm that there was 5 photos of the Mayor in the Spring Unley Life edition.

Page 2 *a photo of the Mayor was included with the Mayors message.*

This occurs in every edition of Unley Life.

Page 7 *the launch of GigCity included a group photo in which the Mayor was present.*

The photo also included Shaun Lyon (Little City Business Hub), Deputy Mayor Jordan Dodd, Minister David Pisoni, and Laetita Perrot (French Australian Chamber of Commerce). This was the group of people in attendance at the launch and deemed most relevant to accompany the story.

Page 10 *a photo of the Mayor was included in the article for an update of Wilberforce Walk.*

Following the decision to include an article on the completion of the Wilberforce Walk project in the Spring edition of Unley Life, a photographer was engaged to take pictures. The photographer suggested people riding bikes would provide a more realistic representation of how the pathway would be used, however, at the time public access to the pathway was not possible as final documentation was still being processed. The Media and Communications Officer proposed that a still photo of the Mayor be taken to provide some indication of the purpose of the pathway. The photos for inclusion in Unley Life are chosen by the Administration to positively convey the City of Unley.

Page 18 *the article which highlighted Council's commitment to our Economic Development and Growth Strategy 2021-2025.*

A photo was featured of the Mayor with Business SA CEO Martin Haese. The Media and Communications Officer has advised that this photo was the most suitable to accompany the article.

Page 27 *a photo of all Elected Members including the Mayor.*

The page was included to advise the community who the Council Members are and which wards are represented by which Elected Members. This occurs in every edition of Unley Life.

4. How do staff ensure that this cannot be used as an election advantage?

As the Principal Spokesperson for the Council, it is not uncommon for the Mayor to feature in publicity materials. However, the Administration reviews the articles that are being drafted and prepared for publications to ensure they are apolitical and do not provide a platform for council members. In the lead up to the Local Government Elections November 2022, all staff will be reminded of the legislative requirements relating to caretaker provisions/elections to ensure council resources are not used for the advantage of a particular candidate or group of candidates.

5. I received my Spring edition this week. When was it distributed to residents?

The residential deliveries of the Spring Unley Life Edition occurred on 14 and 15 September 2021. Administration can confirm that copies of the Spring Unley Life edition were placed in Elected Members pigeon holes on 14 September. Where correspondence remained in Elected Member pigeon holes at the time of distribution of the October Council Meeting Agenda, that correspondence was included in the delivery bag with the Council Agenda.

6. If the Spring edition has events for September/October/November, but it was delivered in early October, the timing seems off.

Residential deliveries were conducted on 14 and 15 September 2021. Commercial deliveries were conducted on 16 and 17 September 2021 and Aged Care Homes deliveries were conducted on 14 September 2021.

The calendar of events commenced from 18 September 2021 and Administration are confident that timing of the distribution of the Unley Life publication is taken into account when complying the calendar of events.

QUESTIONS OF WHICH NOTICE HAS BEEN GIVEN

REPORT TITLE:	QUESTION ON NOTICE FROM COUNCILLOR J. DODD RE: SUCCESS RATE OF DISTRIBUTION OF THE UNLEY LIFE PUBLICATION
ITEM NUMBER:	5.3.3
DATE OF MEETING:	08 NOVEMBER 2021
ATTACHMENTS:	NIL

The following question was asked without notice by Councillor J. Dodd at the Council Meeting 25 October 2021. At that time the question was taken on notice. The answer is now provided:

QUESTION

1. Do we know the success rate of distribution of the Unley Life publication?

ANSWER

1. To inform the response to this question, Administration contacted the distribution companies used for the 2021 Spring Unley Life edition.
 - The company responsible for the residential distribution advised that delivery occurred on 14 and 15 September 2021.

Advice received at that time was that the success rate of this delivery was 83.87%. Unfortunately, this advice was not provided shortly after distribution and Administration are currently in discussion with the distributor regarding the process and advice regarding success rate.

Following the enquiry regarding distribution success rate, the distribution company has advised that that there were several residential properties that did not receive the letterbox drop of the Spring Unley Life edition. The following breakdown of undelivered magazines has been provided:

- 508 copies of parts of Black Forest
 - 718 copies of parts of Unley Park
 - 806 copies of parts of Parkside
 - 642 copies of parts of Fullarton
- A separate business was contracted for the commercial business distribution of the Spring Unley Life edition and they have advised that delivery occurred on 16 and 17 September 2021. It has been reported that delivery was successful with no reported issues regarding distribution.

- A third arrangement was in place for delivery of the Spring Unley Life edition to aged care facilities and have advised that delivery occurred on 14 September 2021. It has been reported that there were no issues with the delivery of this edition and that the quantity delivered overall was 580 copies.

Administration has undertaken investigations to understand which companies currently provide the required delivery service and there has been a reduction in these service providers since the previous hard copy distribution occurred. Australia Post has been considered by Administration; however, they have weight limitations for deliveries due to COVID-19 restrictions which mean the service cannot be utilised at this time as the Unley Life publication exceeds the weight limit.

QUESTIONS OF WHICH NOTICE HAS BEEN GIVEN

REPORT TITLE:	QUESTION ON NOTICE FROM COUNCILLOR N. SHEEHAN RE: DISTRIBUTION OF THE UNLEY LIFE PUBLICATION TO FORESTVILLE
ITEM NUMBER:	5.3.4
DATE OF MEETING:	08 NOVEMBER 2021
ATTACHMENTS:	NIL

The following question was asked without notice by Councillor N. Sheehan at the Council Meeting 25 October 2021. At that time the question was taken on notice. The answer is now provided:

QUESTION

1. Does the Unley Life publication get delivered to Forestville?

ANSWER

1. Administration has contacted the distribution company who were responsible for the delivery of the residential component in the Forestville area and they have confirmed that there appears to be no issue with the delivery of the Spring Unley Life Publication in Forestville.
-

REPORT OF COMMITTEE

REPORT TITLE: CONFIDENTIALITY MOTION FOR ITEM 7.2 -
CONFIDENTIAL MINUTES OF AUDIT
COMMITTEE

ITEM NUMBER: 7.1

DATE OF MEETING: 08 NOVEMBER 2021

AUTHOR: TAMI NORMAN

JOB TITLE: EXECUTIVE MANAGER, OFFICE OF THE CEO

Pursuant to section 83(5) of the *Local Government Act 1999* the Chief Executive Officer has indicated that, if Council so determines, this matter may be considered in confidence under Part 3 of the *Local Government Act 1999* on the grounds set out below.

1. **RECOMMENDATION**

That:

1. Pursuant to Section 90(2) and (3)(b)(i) and (ii) of the *Local Government Act 1999*, the principle that the meeting should be conducted in a place open to the public has been outweighed in relation to this matter because it relates to 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.
2. In weighing up the factors related to disclosure:
 - disclosure of this matter to the public would demonstrate accountability and transparency of the Council's operations; and
 - non-disclosure of this item at this time will enable Council to consider a recommendation from the Audit Committee in relation to the Prudential and Probity Reports for the Waste Collection and Processing Tender.

On that basis, the public's interest is best served by not disclosing Item 7.2 Confidential Minutes of Audit Committee, Report and discussion at this point in time.

3. Pursuant to Section 90(2) of the *Local Government Act 1999* it is recommended the Council orders that all members of the public be excluded, with the exception of staff of the City of Unley on duty in attendance.

ITEM 7.2

Confidential – removed from the public agenda – pages 111 - 116

REPORT OF COMMITTEE

REPORT TITLE: CONFIDENTIALITY MOTION TO REMAIN IN
CONFIDENCE FOR ITEM 7.2 - CONFIDENTIAL
MINUTES OF AUDIT COMMITTEE

ITEM NUMBER: 7.3

DATE OF MEETING: 08 NOVEMBER 2021

AUTHOR: TAMI NORMAN

JOB TITLE: EXECUTIVE MANAGER, OFFICE OF THE CEO

1. RECOMMENDATION

That:

1. Pursuant to Section 91(7) of the *Local Government Act 1999* the following elements of Item 7.2 Confidential Minutes of Audit Committee, considered at the Council Meeting on 08 November 2021:

- Minutes
- Report
- Attachment

remain confidential until the execution of the Waste Management Contract for the collection and processing of waste and not available for public inspection until the cessation of that period.

2. Pursuant to Section 91(9)(c) of the *Local Government Act 1999*, the power to revoke the order under Section 91(7) prior to any review or as a result of any review is delegated to the Chief Executive Officer.

DECISION REPORT

REPORT TITLE: CONFIDENTIALITY MOTION FOR ITEM 7.5 - SPORTING CLUB REQUEST TO WAIVE OR REDUCE LEASE FEES FOR 2020/21

ITEM NUMBER: 7.4

DATE OF MEETING: 08 NOVEMBER 2021

AUTHOR: KATHRYN GOLDY

JOB TITLE: PRINCIPAL GOVERNANCE OFFICER

Pursuant to section 83(5) of the *Local Government Act 1999* the Chief Executive Officer has indicated that, if Council so determines, this matter may be considered in confidence under Part 3 of the *Local Government Act 1999* on the grounds set out below.

1. **RECOMMENDATION**

That:

1. Pursuant to Section 90(2) and (3)(d)(i) and (d)(ii) of the *Local Government Act 1999*, the principle that the meeting should be conducted in a place open to the public has been outweighed in relation to this matter because it relates to:
 - commercial information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected to prejudice the commercial position of the person who supplied the information, or to confer a commercial advantage on a third party;
 - and would on balance, be contrary to the public interest.
2. In weighing up the factors related to disclosure:
 - disclosure of this matter to the public would demonstrate accountability and transparency of the Council's operations and decision making; and
 - non-disclosure of this item at this time will enable Council to consider relevant information without unreasonably disclosing commercial information of the applicant prior to making a decision in relation to this application.

On that basis, the public interest is best served by not disclosing Item 7.5 Sporting Club Request to Waive or Reduce Lease Fees for 2020/21, Report and discussion at this point in time.

3. Pursuant to Section 90(2) of the *Local Government Act 1999* it is recommended the Council orders that all members of the public be excluded, with the exception of staff of the City of Unley on duty in attendance.

ITEM 7.5

Confidential – removed from the public agenda – pages 120 – 126

DECISION REPORT

REPORT TITLE: CONFIDENTIALITY MOTION TO REMAIN IN CONFIDENCE FOR ITEM 7.5 - SPORTING CLUB REQUEST TO WAIVE OR REDUCE LEASE FEES FOR 2020/21

ITEM NUMBER: 7.6

DATE OF MEETING: 08 NOVEMBER 2021

AUTHOR: KATHRYN GOLDY

JOB TITLE: PRINCIPAL GOVERNANCE OFFICER

1. **RECOMMENDATION**

That:

1. Pursuant to Section 91(7) of the *Local Government Act 1999* the following elements of Item 7.5 Sporting Club Request to Waive or Reduce Lease Fees for 2020/21, considered at the Confidential Council Meeting on 8 November 2021:

- Minutes
- Report
- Attachment

remain confidential until 30 December 2022 and not available for public inspection until the cessation of that period.

2. The Chief Executive Officer be authorised to provide details of the decision to relevant parties in order to enable implementation of the decision.
3. Pursuant to Section 91(9)(c) of the *Local Government Act 1999*, the power to revoke the order under Section 91(7) prior to any review or as a result of any review is delegated to the Chief Executive Officer.

DECISION REPORT

REPORT TITLE: CONFIDENTIALITY MOTION FOR ITEM 7.8 -
GOODWOOD COMMUNITY CENTRE LEASE
EXTENSION

ITEM NUMBER: 7.7

DATE OF MEETING: 08 NOVEMBER 2021

AUTHOR: KATHRYN GOLDY

JOB TITLE: PRINCIPAL GOVERNANCE OFFICER

Pursuant to section 83(5) of the *Local Government Act 1999* the Chief Executive Officer has indicated that, if Council so determines, this matter may be considered in confidence under Part 3 of the *Local Government Act 1999* on the grounds set out below.

1. **RECOMMENDATION**

That:

1. Pursuant to Section 90(2) and (3)(b)(i) and (b)(ii) of the *Local Government Act 1999*, the principle that the meeting should be conducted in a place open to the public has been outweighed in relation to this matter because it relates to 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.
2. In weighing up the factors related to disclosure:
 - disclosure of this matter to the public would demonstrate accountability and transparency of the Council's operations; and
 - non-disclosure of this item at this time will enable Council to consider the lease arrangement of an existing property without compromising the commercial position of Council.

On that basis, the public's interest is best served by not disclosing Item 7.8 Goodwood Community Centre Lease Extension, Report and discussion at this point in time.

3. Pursuant to Section 90(2) of the *Local Government Act 1999* it is recommended the Council orders that all members of the public be excluded, with the exception of staff of the City of Unley on duty in attendance.

ITEM 7.8

Confidential – removed from the public agenda – pages 129 – 135

DECISION REPORT

REPORT TITLE: CONFIDENTIALITY MOTION TO REMAIN IN CONFIDENCE FOR ITEM 7.8 - GOODWOOD COMMUNITY CENTRE LEASE EXTENSION

ITEM NUMBER:

DATE OF MEETING: 08 NOVEMBER 2021

AUTHOR: KATHRYN GOLDY

JOB TITLE: PRINCIPAL GOVERNANCE OFFICER

1. **RECOMMENDATION**

That:

1. Pursuant to Section 91(7) of the *Local Government Act 1999* the following elements of Item 7.8 Goodwood Community Centre Lease Extension, considered at the Council Meeting on 8 November 2021:

- Minutes
- Report
- Attachment

remain confidential until 30 June 2023 or until arrangements for the operating model for the Goodwood Community Centre have been fully implemented, whichever is the earlier, and not available for public inspection until the cessation of that period.

2. The Chief Executive Officer be authorised to provide details of the decision to relevant parties in order to enable implementation of the decision.
3. Pursuant to Section 91(9)(c) of the *Local Government Act 1999*, the power to revoke the order under Section 91(7) prior to any review or as a result of any review is delegated to the Chief Executive Officer.