



## **AGENDA**

### **FOR INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE MEETING TO BE HELD ON**

**13 JANUARY 2020 AT CONCLUSION OF THE SPORT, RECREATION AND  
GRANTS COMMITTEE**

**IN THE WITTBER AND DR RUBY DAVY ROOMS, 34 CHURCH STREET,  
SALISBURY**

#### **MEMBERS**

Cr K Grenfell (Chairman)  
Mayor G Aldridge (ex officio)  
Cr L Braun  
Cr C Buchanan (Deputy Chairman)  
Cr A Duncan  
Cr D Hood  
Cr P Jensen  
Cr J Woodman

#### **REQUIRED STAFF**

Chief Executive Officer, Mr J Harry  
General Manager Business Excellence, Mr C Mansueto  
Manager Governance, Mr M Petrovski

#### **APOLOGIES**

#### **LEAVE OF ABSENCE**

#### **PRESENTATION OF MINUTES**

Presentation of the Minutes of the Innovation and Business Development Sub Committee Meeting held on 11 November 2019.

#### **REPORTS**

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## **OTHER BUSINESS**

**CLOSE**



**MINUTES OF INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE  
MEETING HELD IN COMMITTEE ROOMS, 12 JAMES STREET, SALISBURY ON**

**11 NOVEMBER 2019**

**MEMBERS PRESENT**

Cr K Grenfell (Chairman)  
Mayor G Aldridge (ex officio)  
Cr L Braun  
Cr C Buchanan (Deputy Chairman)  
Cr A Duncan  
Cr D Hood  
Cr P Jensen  
Cr J Woodman

**OBSERVERS**

Cr N Henningsen  
Cr K Grenfell

**STAFF**

Chief Executive Officer, Mr J Harry  
General Manager Business Excellence, Mr C Mansueto  
Manager Governance, Mr M Petrovski  
Governance Support Officer, Ms K Boyd  
Manager Infrastructure Management, Mr D Roy  
Project Manager, Mr P Levett  
Graduate Engineer – Civil and Transport, Mr J Ward

The meeting commenced at 8.07 pm.

The Chairman welcomed the members, staff and the gallery to the meeting.

**APOLOGIES**

Nil

**LEAVE OF ABSENCE**

Nil

## PRESENTATION OF MINUTES

Moved Cr L Braun

Seconded Cr J Woodman

The Minutes of the Innovation and Business Development Sub Committee Meeting held on 14 October 2019, be taken and read as confirmed.

**CARRIED**  
UNANIMOUSLY

## REPORTS

### **IBDSC1 Future Reports for the Innovation and Business Development Sub Committee**

Moved Cr J Woodman

Seconded Cr A Duncan

1. The information be received.

**CARRIED**  
UNANIMOUSLY

*Cr C Buchanan and Cr D Hood entered the meeting at 8.08 pm.*

### **IBDSC2 Civil Works and Services Circular Economy Opportunities Presentation**

*Mayor G Aldridge left the meeting at 8.34 pm.*

*Mayor G Aldridge returned to the meeting at 8.38 pm.*

Moved Cr C Buchanan

Seconded Cr A Duncan

1. Council notes the City of Salisbury's innovation in creating a circular economy in the use of re-usable local resources.
2. Staff provide a report on how we can increase the use of local resources to 50% for gutters, roads and other infrastructure.
3. Staff bring back a policy to be included in the sustainability strategy to construct new roads, re-seal programs and carparks with the highest recycling material amount.
4. Staff provide a report including comparisons with what the City of Salisbury is doing, with the Fulton Hogan report.

**CARRIED**  
UNANIMOUSLY

### **IBDSC3 Community Requests - Response Dashboard**

Moved Cr C Buchanan

Seconded Cr A Duncan

1. The information be received.
2. Council acknowledges the year to date of 95% responses achieved within the endorsed target, and commend staff on the result.
3. That future dashboard response reports be broken down by departments.

**CARRIED**  
UNANIMOUSLY

#### IBDSC4 Verge Maintenance Review

*Cr A Duncan left the meeting at 9.14 pm.*

*Cr A Duncan returned to the meeting at 9.17 pm.*

*Mayor G Aldridge left the meeting at 9.17 pm.*

*Mayor G Aldridge returned to the meeting at 9.21 pm.*

Moved Cr C Buchanan

Seconded Cr P Jensen

1. That Council notes the report.
2. That Council endorse the trial of adjusted verge service levels for the 2020 cutting season, including additional operating budget provision of \$240k to be made through 2019/20 second quarterly review process, to be made as a non-discretionary budget bid.
3. A further report be provided at the completion of 2020 on the effectiveness of the trial.
4. Further work be undertaken over the next 12 months to identify sites for alternative verge treatments with consideration to aligning and funding through existing strategies and capital works programs., and a report be brought back recommending other sites and verge treatments.
5. A further report be provided on implementing changes to the Verge Development Policy with advice on the potential to provide financial and other incentives to residents to maintain their own verges.
6. Further advice also be provided discussing issues and costings of reducing verge cutting heights to 30-40mm.

**CARRIED**  
UNANIMOUSLY

#### OTHER BUSINESS

Nil

The meeting closed at 9.45 pm.

CHAIRMAN.....

DATE.....



<b>ITEM</b>	IBDSC1  <b>INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE</b>
<b>DATE</b>	13 January 2020
<b>HEADING</b>	Future Reports for the Innovation and Business Development Sub Committee
<b>AUTHOR</b>	Michelle Woods, Projects Officer Governance, CEO and Governance
<b>CITY PLAN LINKS</b>	4.3 Have robust processes that support consistent service delivery and informed decision making.
<b>SUMMARY</b>	This item details reports to be presented to the Innovation and Business Development Sub Committee as a result of a previous Council resolution.

**RECOMMENDATION**

1. The information be received.

**ATTACHMENTS**

There are no attachments to this report.

**1. BACKGROUND**

- 1.1 A list of resolutions requiring a future report to Council is presented to each sub committee and standing committee for noting.
- 1.2 If reports have been deferred to a subsequent month, this will be indicated, along with a reason for the deferral.

**2. CONSULTATION / COMMUNICATION**

- 2.1 Internal
  - 2.1.1 Report authors and General Managers.
- 2.2 External
  - 2.2.1 Nil.

### 3. REPORT

- 3.1 The following table outlines reports to be presented to the Innovation and Business Development Sub Committee as a result of a previous Council resolution:

Meeting Item	- Heading and Resolution	Officer
23/09/2019 IBDSC2 <b>Due:</b>	<b>Salisbury Water Business Unit - Expression of Interest</b> 2. Further update be provided following the finalisation of the Dry Creek proposal. February 2020	Bruce Naumann
28/10/2019 1.1.3 <b>Due:</b>	<b>Collaboration Agreement between Council and Community Centres</b> 3. That the Innovation and Business Development Sub Committee conduct a review of the Collaboration Agreement over the next 12 months and conduct a review of the management model for Community Hubs (Burton, Para Hills and Ingle Farm) by June 2020. November 2020	Jo Cooper
28/10/2019 6.0.2- IBDSC3 <b>Due:</b> <b>Deferred to:</b> <b>Reason:</b>	<b>Community Experience Charter Framework</b> 2. Administration bring back a final draft of the Community Experience Charter to the <del>December 2019</del> January 2020 Informal Strategy session before presenting to the Innovation & Business Development Sub Committee. January 2020 February 2020 The presentation to Informal Strategy will occur in February prior to the report being presented to the sub committee.	Charles Mansueto
25/11/2019 MON7.3 <b>Due:</b>	<b>Motion on Notice - Community Bus to Service Western Suburbs</b> 1. That staff bring back a report to the Innovation and Business Sub Committee on the viability and service options of a bus service to connect the western suburbs with the rest of Salisbury. (Parts 2-5 of resolution detail requirements of report) March 2020	Pippa Webb



25/11/2019 6.0.2- IBDSC2	<b>Civil Works and Services Circular Economy Opportunities Presentation</b> 2. Staff provide a report on how we can maximise, including the setting of targets and timeframes, and in conjunction with NAWMA, the re-use of materials and use of local recycled resources for gutters, roads and other infrastructure. 3. Staff bring back a policy to be included in the sustainability strategy to construct new roads, re-seal programs and carparks with the highest recycling material amount, and incorporating the targets and timeframes as per part 2. 4. Staff provide a report including comparisons with what the City of Salisbury and Port Adelaide Enfield Councils are doing in road surface trials, with particular reference to the Fulton Hogan report. <b>Due:</b> March 2020	Dameon Roy
25/11/2019 6.0.2- IBDSC4	<b>Verge Maintenance Review</b> 3. A further report be provided at the completion of 2020 on the effectiveness of the trial. <b>Due:</b> December 2020	Mark Purdie
25/11/2019 6.0.2- IBDSC4	<b>Verge Maintenance Review</b> 4. Further work be undertaken over the next 12 months to identify sites for alternative verge treatments with consideration to aligning and funding through existing strategies and capital works programs, and a report be brought back recommending other sites and verge treatments. <b>Due:</b> December 2020	Mark Purdie
25/11/2019 6.0.2- IBDSC4	<b>Verge Maintenance Review</b> 5. A further report be provided on implementing changes to the Verge Development Policy with advice on the potential to provide financial and other incentives to residents to maintain their own verges. <b>Due:</b> March 2020	Mark Purdie
25/11/2019 6.0.2- IBDSC4	<b>Verge Maintenance Review</b> 6. Further advice also be provided discussing issues and costings of reducing verge cutting heights to 30-40mm. <b>Due:</b> March 2020	Mark Purdie

#### 4. CONCLUSION / PROPOSAL

- 4.1 Future reports for the Innovation and Business Development Sub Committee have been reviewed and are presented to Council for noting.

#### CO-ORDINATION

Officer: Executive Group  
Date: 06/01/2019



<b>ITEM</b>	IBDSC2
	<b>INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE</b>
<b>DATE</b>	13 January 2020
<b>HEADING</b>	Salisbury Plays Events
<b>AUTHORS</b>	Gemma Murray, Community Planner: Place Activation, Business Excellence Julie Kushnir, Communications & Customer Relations, Business Excellence
<b>CITY PLAN LINKS</b>	3.2 Have interesting places where people want to be. 3.3 Be a connected city where all people have opportunities to participate. 3.4 Be a proud, accessible and welcoming community.
<b>SUMMARY</b>	This report presents options to consider for 2020 Salisbury Plays calendared events, to increase place curation across the City of Salisbury.

## RECOMMENDATION

- Following learnings from the 2019 Salisbury Plays events it is recommended the 2020 Salisbury Plays events will be hosted at the following locations, with re-branding at one site:
  - Mawson Lakes Gourmet Event (rebranded from Salisbury Plays)
  - Salisbury Plays at Carisbrooke Reserve
  - Salisbury Plays at Bridgestone Reserve
  - Nature Play Festival at St Kilda

## ATTACHMENTS

This document should be read in conjunction with the following attachments:

- Salisbury Plays at Para Vista - Post Event Information
- Salisbury Plays at Mawson Lakes - Expenses Breakdown
- Salisbury Plays at Mawson Lakes - Post Event Information
- Salisbury Plays at St Kilda - Post Event Information

## 1. BACKGROUND

- Events form an important part of the cultural and economic fabric of the City of Salisbury. They are designed to stimulate activity, provide interesting places for people to engage, provide learning and healthy lifestyle opportunities. The City Plan 2030 contains the following commitment that we will:
  - Provide experiences that make our places livelier and more interesting

- Encourage wellbeing through healthy lifestyles, sport, social and recreational opportunities
  - Develop a community where peoples' culture, ideas and their capacity to achieve is supported and valued
- 1.2 A core set of principles is used by staff to assess the impact and purpose of events for inclusion as part of the City of Salisbury Events calendar. These include:
- Activation of spaces across the City
  - Broad community appeal
  - Showcasing new places and spaces
  - Future ability to grow and expand to increase impact
  - Relatively low cost with maximum impact, in terms of place activation and ongoing use of space (return on investment)
- 1.3 The following events form a part of the endorsed events for the City of Salisbury:
- Australia Day
  - Salisbury Secret Garden
  - Salisbury Fringe Venues
  - International Women's Day
  - Watershed Art Prize
  - Salisbury Plays x4
  - SALA (South Australian Living Artists) Exhibition
  - Vietnam Veterans Day Ceremony
  - Salisbury Writers' Festival
  - Matsuri on Mobara
  - Asbestos Victims Memorial Service
  - Supporting Aussie Era Car Show (hosted by the Salisbury Business Association)
  - Christmas Parade (hosted by the Salisbury Business Association)
  - Salisbury Food and Cultural Festival (partnered with Salisbury Business Association)
  - Art Exhibitions
  - Community Event Sponsorship Program (CESP) - funded events
  - Legends Awards
  - Citizen of the Year Awards Program

1.4 Further at the October 2019 meeting of the Innovation and Business Development Subcommittee, the committee resolved that:

1. *That a report be provided to the Innovation and Business Development Sub Committee giving a detailed summary of expenditure for all “Salisbury Plays” events.*
2. *That the Innovation and Business Development Sub Committee undertake a review of the Salisbury Plays program.*

1.5 This report aims to also address this resolution.

## **2. CONSULTATION / COMMUNICATION**

2.1 Internal

2.1.1 Community Planner: Place Activation

2.2 External

2.2.1 Nil

## **3. REPORT**

### **SALISBURY PLAYS**

3.1 The Salisbury Plays concept has been well received by the community and engages with local community groups providing residents with the opportunity to interact with local clubs, experience new and existing play spaces and draw attention to parks and places within the City of Salisbury.

3.2 Attendance at these events attracts between 500 to 2,000 people and building alliances with local schools has proved to be the best method to ensure high participation rates. There is also an ongoing benefit as people return to the location to utilise the space they have experienced, thus ensuring that our open spaces are well utilised.

3.3 There is an opportunity to replicate the Salisbury Plays concept at other locations across the council area.

3.4 Salisbury Plays is funded for four events annually and in 2019 it was hosted at the following sites:

3.4.1 Mawson Lakes

- This event was hosted on Mawson Lakes Boulevard and included activity and food stalls, with a high level of trader engagement.
- Attendance at this event was approximately 1,500-2,000 people. The Salisbury Plays budget was \$17,500, of which \$11,839 was spent, whilst the Fishing Competition was funded via a Community Event Sponsorship Program grant of \$10,000.
- Please refer to attachments 2 and 3 for further post event information.

#### 3.4.2 Para Vista

- This event was hosted at Golding Oval and included nature play, Specky Football activities, Adelaide United FC involvement and bike education, with a high level of local school engagement.
- Attendance at this event was approximately 1,000-1,500 people, despite the wet weather, which lead to an early finish of the event. The budget for this event was \$15,000.
- Please refer to attachment 1 for further post event information.

#### 3.4.3 St Kilda

- This event was part of Nature Play SA Festival, hosted in partnership with Nature Play SA. The budget for this event was \$17,500 inclusive of \$11,550 allocated to Nature Play SA for activities and execution.
- Attendance at this event was approximately 1,500 – 2000 and received fantastic feedback from patrons.
- Please refer to attachment 4 for further post event information.

3.4.4 The fourth event scheduled for Bridgestone Reserve originally budgeted at \$15,000 was postponed due to construction works being undertaken on site. A Ground Breaking Ceremony was delivered on 1st November to commemorate the commencement of works. \$3,327 of the original Salisbury Plays event budget was spent on this. The remaining funds of \$11,673 will be used towards a large opening event in July 2020, held in conjunction with Bridgestone Athletics and other athletics clubs.

3.5 Further information on the success of the 2019 Salisbury Plays program is demonstrated in the attached Post Event Information sheets, all of which have been taken into consideration when planning the 2020 locations and format.

## 4. OPPORTUNITIES FOR CONSIDERATION 2020

4.1 Following learnings from the 2019 Salisbury Plays events it is recommended the 2020 Salisbury Plays events will be hosted at the following locations, with potential re-branding at one site:

### 4.2 Mawson Lakes - Mawson Lakes Gourmet Event - 26th April 2020, Sunday (Within Financial Year 2019/20 budget)

- 4.2.1 Following high engagement from Mawson Lakes Boulevard restaurants and cafes during the 2019 event, a lakeside activation is recommended in 2020. The intention of this event will be to re-invigorate this picturesque dining strip within the City of Salisbury, promoting return visitation and a potential increase in the local economy.
- 4.2.2 The event will involve traders throughout Mawson Lakes, encouraging them to bring their business / products to the lakeside event site. The 2019 event demonstrated the need for further alignment to trader engagement, although this does not have a specific 'Play' focus it is proposed the Salisbury Plays \$17,500 (plus wages) budget be utilised.

- 4.2.3 It is envisaged a Gourmet Event will be well suited to activate Mawson Lakes dining traders. Following the event, an event de-brief will be presented to Council by August 2020, evaluating the success and future of this style event. The proposed budget for this event is \$15,000

**4.3 Carisbrooke Reserve - Salisbury Plays – 17th May 2020, Sunday (Within Financial Year 2019/20 budget)**

- 4.3.1 Carisbrooke Reserve is a key play space within the City of Salisbury, offering shaded play areas, large shelter / green spaces and plenty of parking. With the relocation of the 2020 Australia Day Breakfast to the Salisbury Community Hub it was recommended another event be considered for Carisbrooke Reserve in 2020. Given the active nature of Salisbury Plays events, this site is well suited for a Salisbury Plays event. The site also hosts “Come and Try” sports and athletics development activities such as “Park Run”. We would encourage these groups to be part of the event. The proposed budget for this event is \$15,000

**4.4 Bridgestone Reserve - Salisbury Plays –TBC July 2020 (Financial Year 2020/21)**

- 4.4.1 Staff will work in collaboration with athletics organisations to host a Salisbury Plays event at the Bridgestone Reserve Athletics site. This event will also include events for juniors and seniors, demonstrating and celebrating the new facility. The proposed budget for this event is \$15,000 plus the additional funds of \$11,673 remaining from 2019 event which will need to be carried forward.

**4.5 St Kilda - Nature Play Festival – 10th October 2020, Saturday (Financial Year 2020/21)**

- 4.5.1 2020 will be Council’s third year hosting a nature focused Salisbury Plays event at St Kilda in the October school holidays. Given the natural significance of the area and opportunity to further promote it as a domestic tourism destination, it is recommended this event is held again in partnership with Nature Play SA and the Nature Play SA Festival. The event will continue to promote and engage with the tram museum, mangrove trail, coastal environment, playground and local businesses. The proposed budget for this event is \$17,500

## **5. CONCLUSION / PROPOSAL**

- 5.1 Events offer opportunities to increase tourism and visitation by residents and visitors to the city, participation, skills development, volunteering and social, cultural, economic and environmental development.
- 5.2 Events’ role and purpose align with the following City Plan Objectives:
- Provide experiences that make our places livelier and more interesting
  - Encourage wellbeing through healthy lifestyles, sport, social and recreational opportunities
  - Develop a community where people’s culture, ideas and their capacity to achieve is supported and valued.

5.3 Following learnings from the 2019 Salisbury Plays events, it is recommended the 2020 Salisbury Plays events will be hosted at the following locations, with re-branding across one site:

- Mawson Lakes Gourmet Event (rebranded from Salisbury Plays)
- Salisbury Plays at Carisbrooke Reserve
- Salisbury Plays at Bridgestone Reserve
- Nature Play Festival at St Kilda

## **CO-ORDINATION**

Officer: Executive Group  
Date: 06/01/2020





### General Event Detail

**Event:** Salisbury Plays at Golding Oval

**Event Date:** Sunday 19 May 2019

**Event Time:** 12pm – 3pm

**Event Location:** Golding Oval, Crn Redhill Road & Kalina Avenue, Para Vista, 5093

**Event Coordinator:** Gemma Murray 0884068593 [gmurray@salisbury.gov.au](mailto:gmurray@salisbury.gov.au)

**ON EVENT DAY CONTACT:** Gemma Murray **Mobile:** 0481037648

### ATTENDANCE ON THE DAY

Attendance was anticipated at approximately 1000 - 1500 across the day.

Facebook event 'interested' recorded at 512

Eventbrite Pre Registrations - NA

Weather definitely could have impacted attendance on the day as it was extremely windy in the morning, showers forecasted most of the day and unfortunately had heavy rain from 2pm resulting in the event packing down early around 2.30pm.

### FEEDBACK

**Participants** – Appreciated the free ponchos given out in the rain, enjoyed the range of children's activities available. 80% of feedback said they would return to Golding Oval again.

**Schools**- 3 local schools participated in the day including Prescott Primary, Ingle Farm East and Valley View High school. All expressed how much they enjoyed and appreciated the day.

**Businesses** - Parkour and Bike SA expressed they would love to be part of the event again.

**Counsellors** – Cr. Julie Woodman and Cr. Natasha Henningsen were very pleased and keen to strengthen the event further next time.

Salisbury Plays at Golding Oval – Information Pack



**MAWSON LAKES SALISBURY PLAYS EXPENSES BREAKDOWN**

	Budget	Actual
EXPENSES - Activities	\$3,045	\$2,605
EXPENSES - Food	\$150.00	\$60.43
EXPENSES - Marketing	\$4,700.00	\$1,579.00
EXPENSES - COS Services (security, site prep, waste etc.)	\$1,440.00	\$1,440.00
EXPENSES - Other (traffic mgt, first aid, Rotary marquee hire & labour, toilets etc.)	\$5,572.65	\$6,154.10
Total	\$14,908	\$11,839





#### **General Event Detail**

**Event:** Salisbury Plays at Mawson Lakes in conjunction with the 'Catch a Carp' Fishing Competition

**Event Date:** Sunday 14 April 2019

**Event Time:** 12pm – 3pm

**Event Location:** Mawson Lakes Boulevard, Mawson Lakes, 5095

**Event Contact:** Gemma Murray 0884068593 [gmurray@salisbury.gov.au](mailto:gmurray@salisbury.gov.au)

**ON EVENT DAY CONTACT:** Ann-Marie Arthur 0481037648 [aarthur@salisbury.sa.gov.au](mailto:aarthur@salisbury.sa.gov.au)

#### **ATTENDANCE ON THE DAY**

Attendance was anticipated at approximately 1500 - 2000 across the day including 900 who took part in the fishing competition.

Facebook event 'interested' recorded – unknown (page deactivated)

150 'interested' on the 'Catch a Carp' competition page

Eventbrite Pre Registrations NA

Weather was sunny all day with temperatures around 28-30 degrees.

#### **FEEDBACK**

**Participants** – not captured.

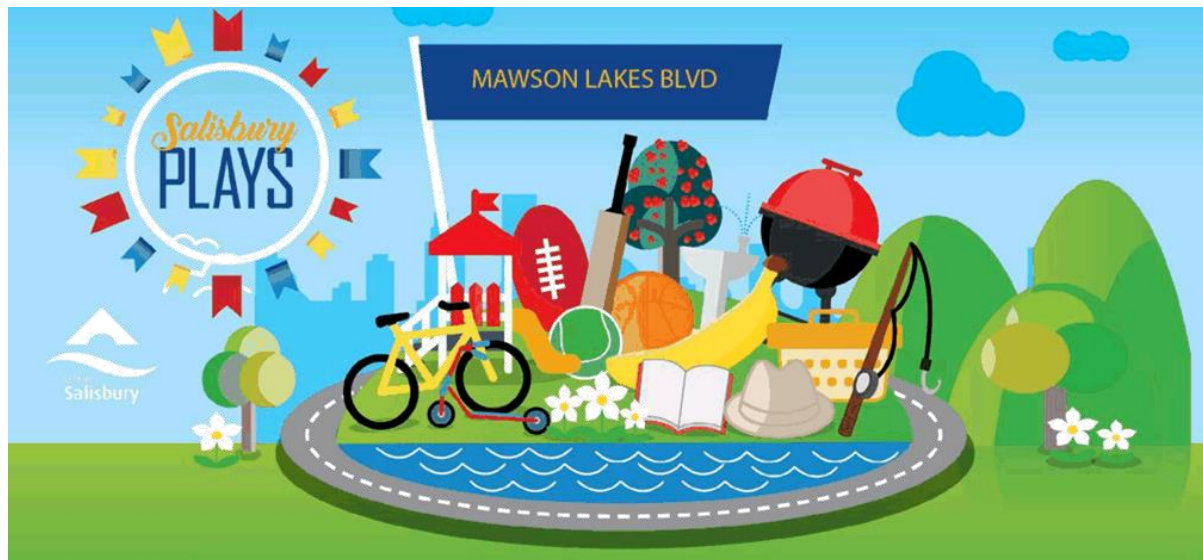
**Businesses** – Whilst each restaurant along the Boulevard had comments (see food vendor section) everyone was in favour of the having the event again and to further to be involved.

**Counsellors** – Cr. Beau Brug and Cr. Lisa Braun – expressed they believed the event was a success and have received positive reviews in the residential and business community.

**Staff** - Street Party feel rather than a Salisbury Plays event. Fishing competition could stand alone as a community grant funded event from fishing club.

Salisbury Plays at Mawson Lakes – Post Event Information





**FREE ACTIVITIES ON THE DAY**

CITY OF SALISBURY ACTIVATION  
THE MAWSON CENTRE MERCHANDISE GIVEAWAY  
GKR KARATE  
MAD HATTERZ ARTS & CRAFTS  
MAWSON LAKES LIONS  
PAISLEY EARLY LEARNING  
MAWSON LAKES BOAT CLUB  
INGLE FARM RECREATION CENTRE ACTIVATION  
ROBERTS ACADEMY OF IRISH DANCING  
MAWSON LAKES MAZDA  
BALLOON DECORS BY TEI  
UNISA SQUASH AND TENNIS INFLATABLES  
ADELAIDE BOUNCE-A-ROUND  
MAWSON LAKES HOTEL  
YOGA

**FOOD VENDORS – BUSINESSES OPEN ON MAWSON LAKES BOULEVARD**

Comments received were generally positive.  
Some businesses saw a 300% economic growth on the event day whilst others didn't.  
The street lay out of activities and marquee could be improved.

**BUDGET**

Overall cost of the event was **\$11,839** excluding the \$10,000 community grant for the Catch a Carp fishing competition.

Salisbury Plays at Mawson Lakes – Post Event Information



#### General Event Details

**Event:** Salisbury Plays at St Kilda – In partnership with Nature Play SA

**Event Date:** Sunday 13 October 2019

**Event Time:** 11am – 3pm

**Event Location:** St Kilda Playground, 470 St Kilda Rd, St Kilda SA 5110

**Event Coordinator:** Gemma Murray 0884068593 [gmurray@salisbury.gov.au](mailto:gmurray@salisbury.gov.au)

**ON EVENT DAY CONTACT:** Gemma Murray    **Mobile:** 0481037648

#### ATTENDANCE ON THE DAY

Attendance was anticipated at approximately 1500 - 2000 across the day.

Facebook event 'interested' recorded at 1k +

Eventbrite Pre Registrations 800+

Weather could have impacted attendance on the day as it was threatening to rain all day, with temperatures around 18 degrees.

#### FEEDBACK

**Participants** – 18 attendees left reviews on our survey, all of which were extremely positive.

**Businesses** – Food vendors were generally happy with the attendance and income taken from the day. A suggestion was made to move the date forward so it isn't on the last day of holidays to potentially help increase expenditure of patrons.

**Mangrove Cultural Walks** – 50 + people took part in the walk. Frank and staff received fantastic feedback with attendees expressing they 'loved' the experience and learnt a lot about the history and culture from the tour guide (Frank Wanganeen).

Salisbury Plays at St Kilda – Post Event



#### **FREE ACTIVITIES ON THE DAY**

**NATURE SPRING MASK MAKING  
LOOSE PARTS PLAY TENT  
MANGROVE CULTURAL WALKS  
KITE FLYING  
NATURE POTIONS  
JUNK PLAY  
READING TENT  
KITE FLYING DEMONSTRATION  
PARKOUR COURSE  
DIGBY THE DIGGER  
FACE PAINTING  
PLANT YOUR OWN SEEDS  
DISCOVER BIRDS OF THE ADELAIDE INTERNATIONAL BIRD SANCTURY**

#### **FOOD VENDORS ON THE DAY**

**MAWSON LAKES LIONS BBQ  
MAXINES BAKED POTATOS  
TACKLE AND TUCKER, ICECREAM, COFFEE  
XPRESSO COFFEE**

#### **BUDGET**

Overall cost of the event came in at approx. \$19,500 – This includes the \$11,550 partnership fee with Nature Play SA

Salisbury Plays at St Kilda – Post Event



<b>ITEM</b>	IBDSC3
	<b>INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE</b>
<b>DATE</b>	13 January 2020
<b>HEADING</b>	Community Requests - Response Dashboard
<b>AUTHOR</b>	Charles Mansueto, General Manager Business Excellence, Business Excellence
<b>CITY PLAN LINKS</b>	4.3 Have robust processes that support consistent service delivery and informed decision making.
<b>SUMMARY</b>	As per Council resolution a monthly report on the Community Requests - Response Dashboard is provided for information.

**RECOMMENDATION**

1. The information be received.

**ATTACHMENTS**

This document should be read in conjunction with the following attachments:

1. Community Service Requests - Response Dashboard 2 January 2020

**1. BACKGROUND**

- 1.1** At the council meeting held on 26/08/2019 item IBDSC-OB2 was considered and the following resolved:

*'That, in order to regularly monitor customer service performance, an update report on the "customer review dashboard" be a standing item on the agenda for the innovation and business development subcommittee, and be provided at each meeting.'*

*Resolution No 0250/2019*

- 1.2** Further, at the November 2019 meeting, the committee also requested that the information be provided by department.

**2. CONSULTATION / COMMUNICATION****2.1 Internal**

- 2.1.1** General Manager Business Excellence

**2.2 External**

- 2.2.1** Nil

**3. ORGANISATION**

- 3.1** The Community Request - Response Dashboard for the period 1 July 2019 to 2 January 2020 is attached for reference.

- 3.2 Only service requests received through the Community Experience Centre are included in this report
- 3.3 A total of 8,814 (76.7%) requests were closed within 10 days.
- 3.4 Since 1 July the administration has achieved a 95.0% closed/response outcome within the 10 day target from a total of 11,492 requests received.
- 3.5 Year to date, of the requests that had not been closed within the 10 days, 78.5% had been responded to within the 10 day period.

## 2. DEPARTMENT

Department	Requests Received	% Responded < 10 Days	% Closed < 10 Days	% Not Met 10 Day Response	% Closed/ Responded
Business Excellence	792	0.0%	99.6%	0.4%	99.6%
City Development	3,298	6.3%	81.4%	12.3%	87.7%
Community Development	124	0.0%	96.8%	3.2%	96.8%
City Infrastructure	7,199	26.3%	71.4%	2.3%	97.7%
Epathway	29	0.0%	100.0%	0.0%	100.0%
Information Requests	50	-	-	-	-
<b>Total</b>	<b>11,492</b>	<b>18.3%</b>	<b>76.7%</b>	<b>5.0%</b>	<b>95.0%</b>

- 2.1 The requests captured as Epathway are request previously received online before Council commenced CityWatch (new E-Services application). There will be no further Epathway requests but have been included to reconcile to the total requests received.
- 2.2 Information requests are for when a community member contacts Council to provide some information but it doesn't generate any action.

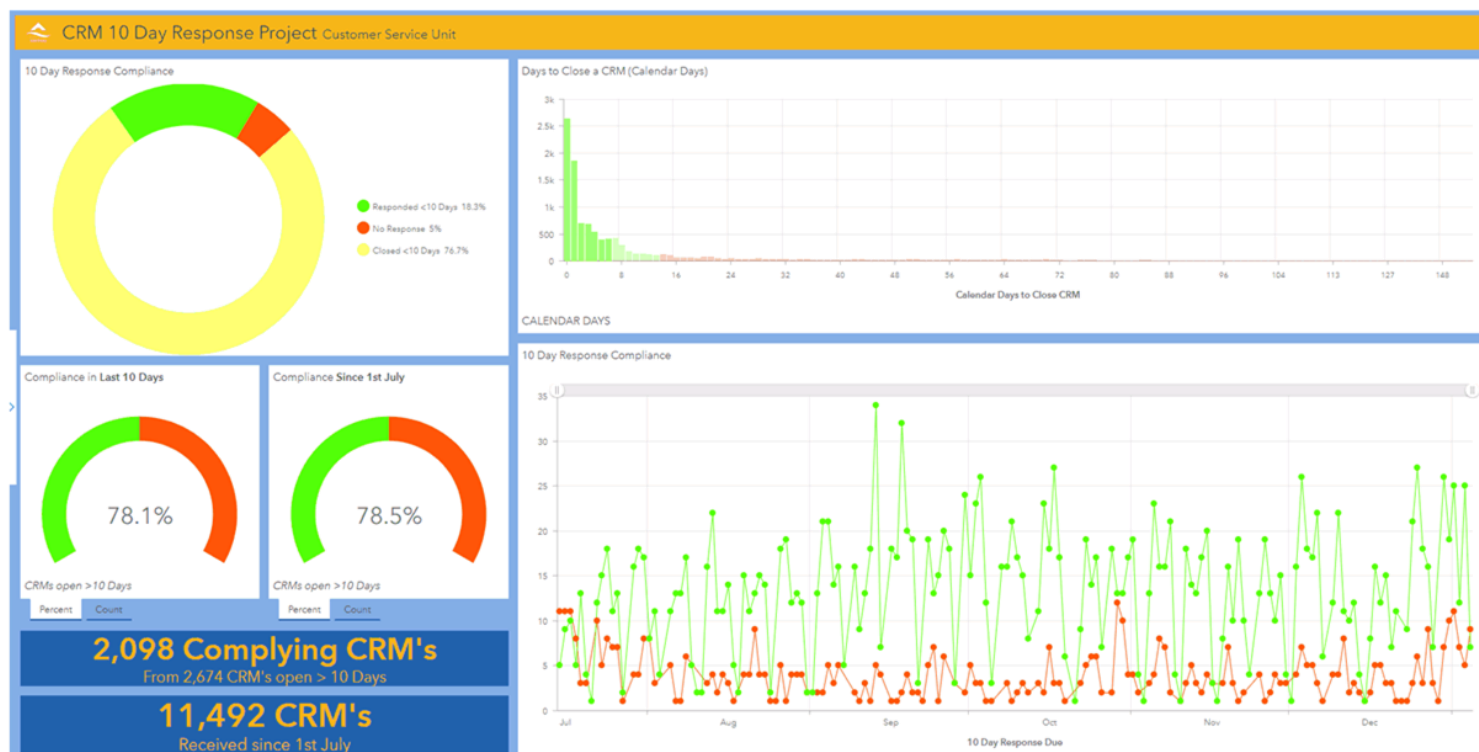
## 4. CONCLUSION / PROPOSAL

- 4.1 The monthly report on the Community Requests - Response Dashboard be received.

## CO-ORDINATION

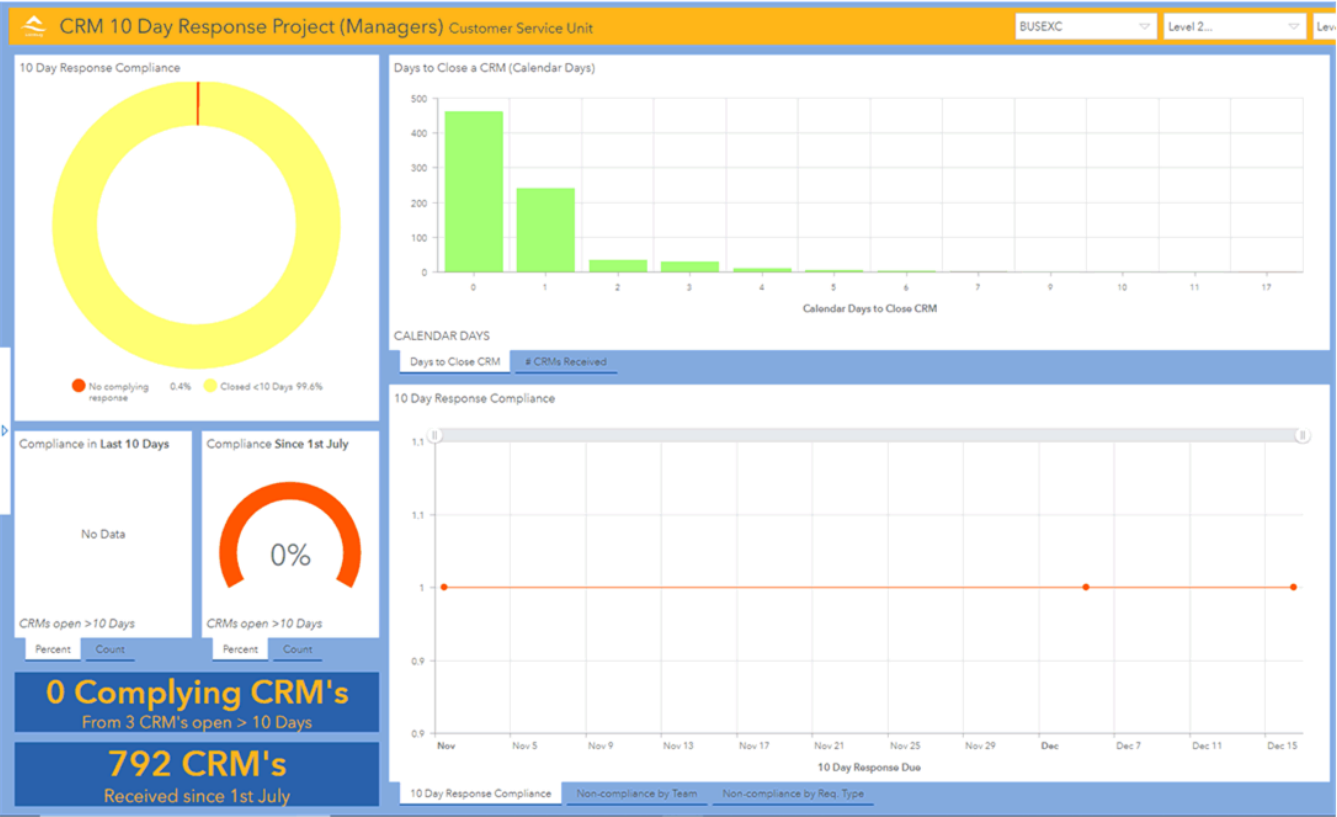
Officer: Executive Group  
Date: 03/01/2020

## 10 Day Service Standard Response – 1 July 2019 to 2 January 2020

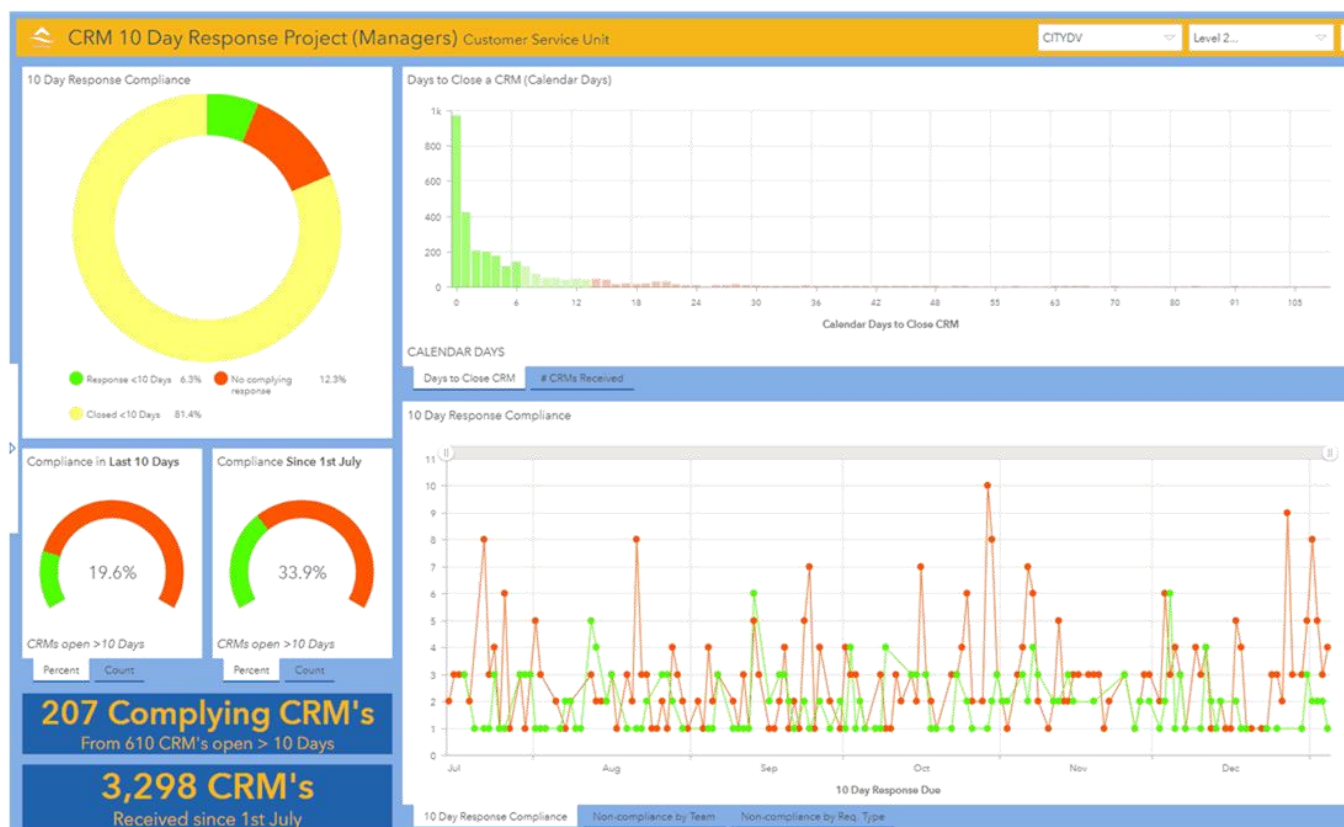


# 10 Day Service Standard Response – 1 July 2019 to 2 January 2020

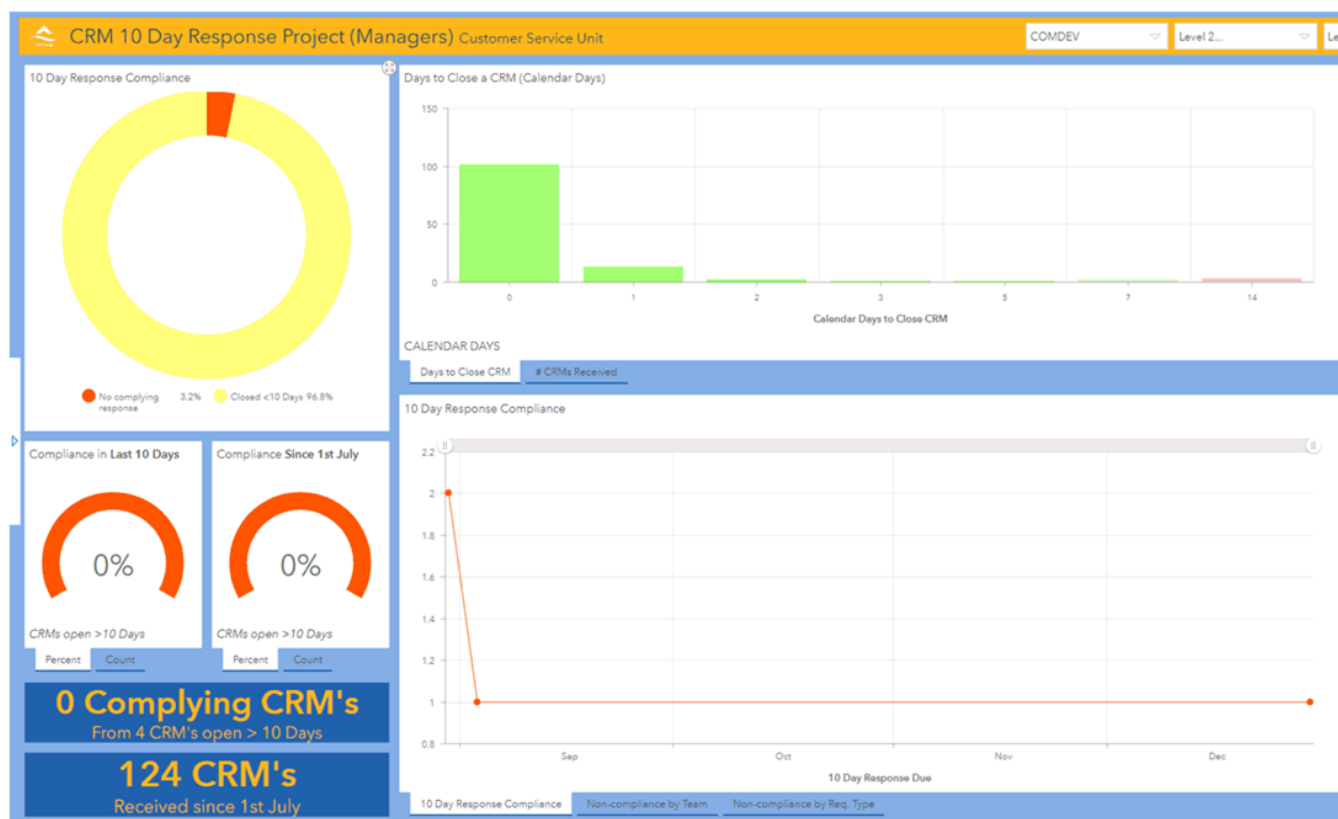
## Business Excellence



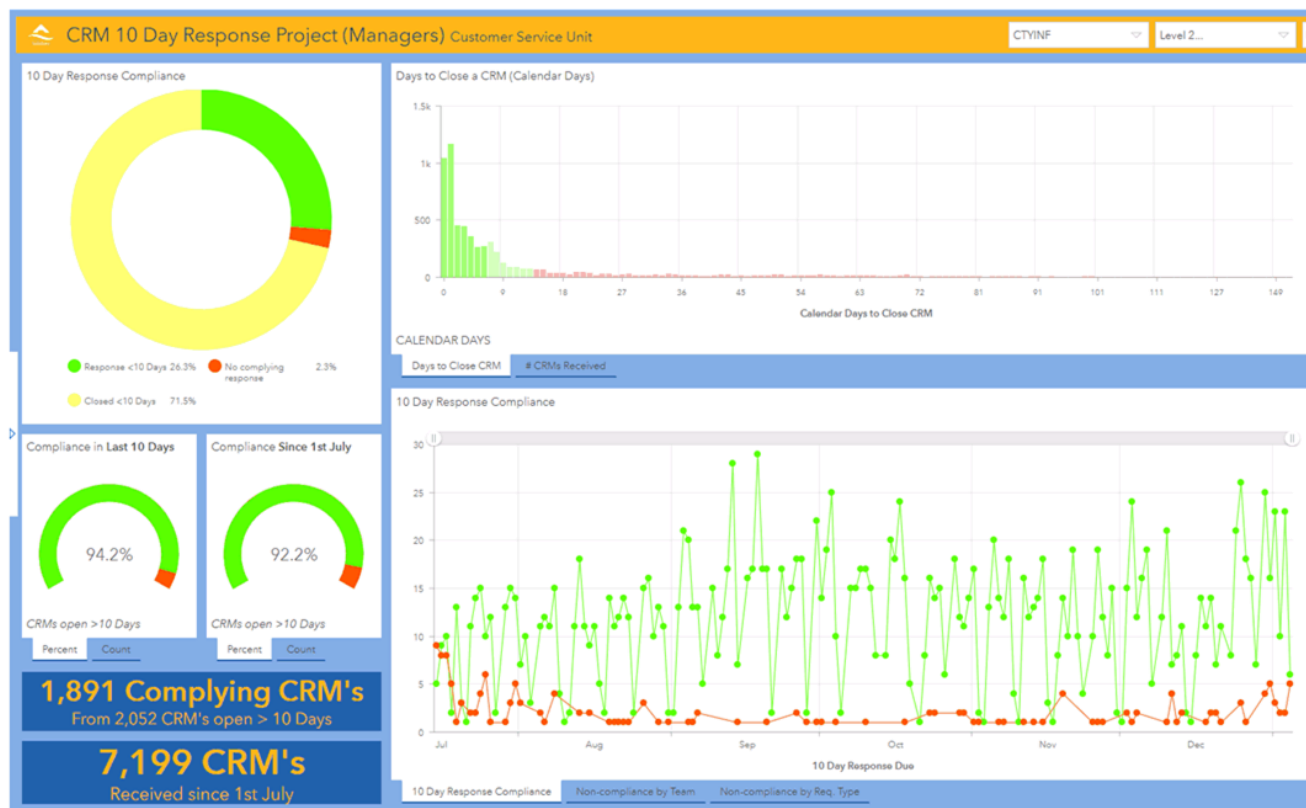
## 10 Day Service Standard Response – 1 July 2019 to 2 January 2020 City Development



## 10 Day Service Standard Response – 1 July 2019 to 2 January 2020 Community Development

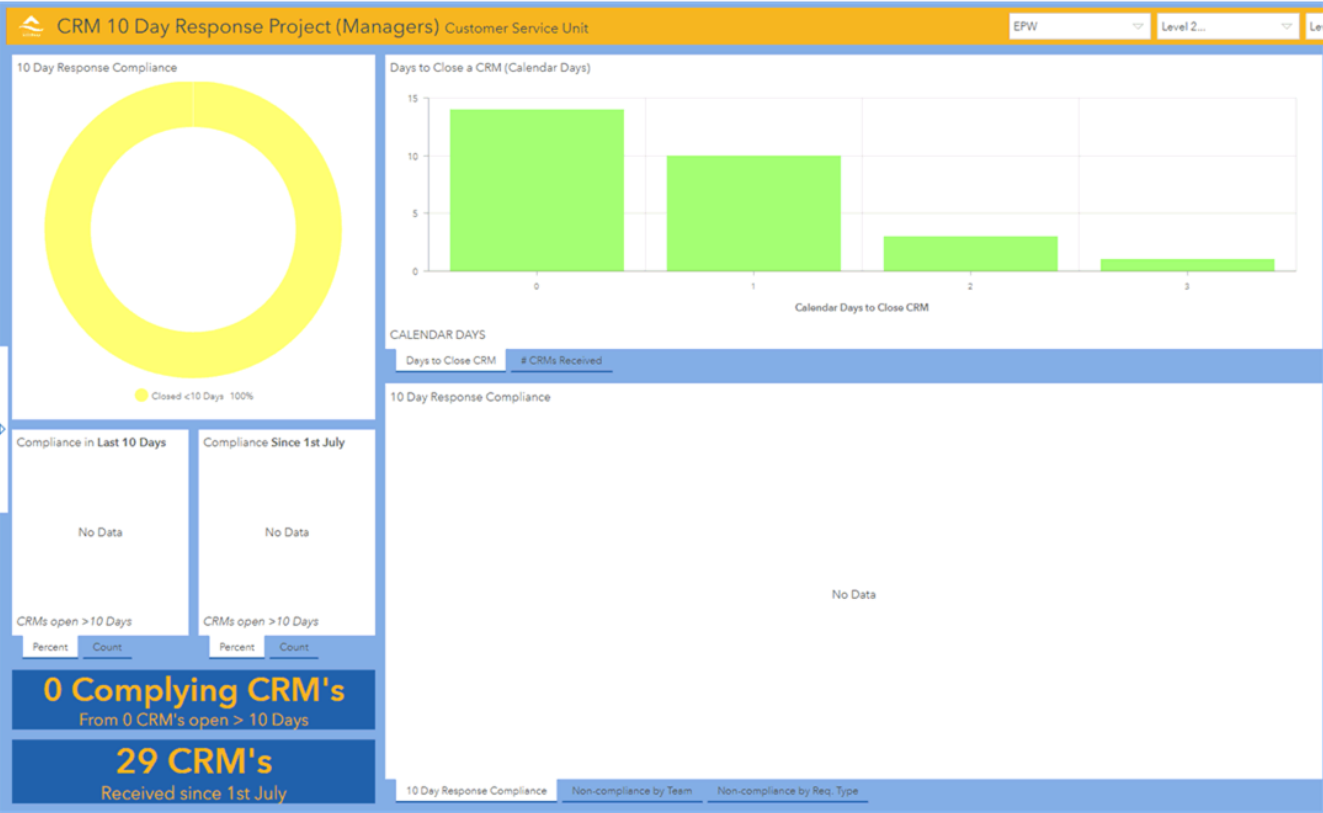


## 10 Day Service Standard Response – 1 July 2019 to 2 January 2020 City Infrastructure



# 10 Day Service Standard Response – 1 July 2019 to 2 January 2020

## Epathway





## 10 Day Service Standard Response – 1 July 2019 to 2 January 2020 Information Requests

