



AGENDA

**FOR WORKS AND SERVICES COMMITTEE MEETING TO BE HELD ON
20 JULY 2020 AT CONCLUSION OF BUDGET AND FINANCE COMMITTEE
MEETING
IN LITTLE PARA CONFERENCE ROOMS, 34 CHURCH STREET, SALISBURY**

MEMBERS

Cr S Reardon (Chairman)
Mayor G Aldridge (ex officio)
Cr M Blackmore
Cr L Braun (Deputy Chairman)
Cr C Buchanan
Cr N Henningsen
Cr S Ouk
Cr G Reynolds

REQUIRED STAFF

Chief Executive Officer, Mr J Harry
General Manager City Infrastructure, Mr J Devine
General Manager Community and Org. Development, Ms G Page
Risk and Governance Program Manager, Ms J Crook
Governance Support Officer, Ms K Boyd

APOLOGIES

LEAVE OF ABSENCE

PRESENTATION OF MINUTES

Presentation of the Minutes of the Works and Services Committee Meeting held on 15 June 2020.

Presentation of the Minutes of the Confidential Works and Services Committee Meeting held on 15 June 2020.

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OTHER BUSINESS

CONFIDENTIAL ITEMS

2.9.1 Revocation and Disposal of Lot 8 Third Avenue, Mawson Lakes

Recommendation

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 grounds that:

1. *Pursuant to Section 90(2) and (3)(b)(i) and (b)(ii) and (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 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*
 - *information the disclosure of which would, on balance, be contrary to the public interest; and*
 - *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*
 - *commercial information of a confidential nature (not being a trade secret) the disclosure of which 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*
 - *Non disclosure of this matter at this time will protect commercially sensitive information concerning the applicant's future operations.*

*On that basis the public's interest is best served by not disclosing the **Revocation and Disposal of Lot 8 Third Avenue, Mawson Lakes** item 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, except staff of the City of Salisbury on duty in attendance, be excluded from attendance at the meeting for this Agenda Item.*

CLOSE



**MINUTES OF WORKS AND SERVICES COMMITTEE MEETING HELD IN LITTLE
PARA CONFERENCE ROOMS, 34 CHURCH STREET, SALISBURY ON**

15 JUNE 2020

MEMBERS PRESENT

Cr S Reardon (Chairman)
Mayor G Aldridge (ex officio)
Cr M Blackmore
Cr C Buchanan
Cr N Henningsen
Cr S Ouk
Cr G Reynolds

OBSERVERS

Cr K Grenfell

STAFF

Chief Executive Officer, Mr J Harry
General Manager City Infrastructure, Mr J Devine
General Manager City Development, Mr T Sutcliffe
Manager Governance, Mr M Petrovski
Risk and Governance Program Manager, Ms J Crook
Governance Support Officer, Ms K Boyd

The meeting commenced at 7.26 pm.

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

APOLOGIES

An apology was received from Cr L Braun.

LEAVE OF ABSENCE

Nil

PRESENTATION OF MINUTES

Moved Cr G Reynolds
Seconded Cr N Henningsen

The Minutes of the Works and Services Committee Meeting held on 18 May 2020, be taken and read as confirmed.

CARRIED

REPORTS

Administration

2.0.1 Future Reports for the Works and Services Committee

Moved Cr M Blackmore
Seconded Cr N Henningsen

1. The information be received.

CARRIED

2.0.3 Minutes of the Asset Management Sub Committee meeting held on Wednesday 10 June 2020

Moved Cr M Blackmore
Seconded Cr N Henningsen

The information contained in the Asset Management Sub Committee Minutes of the meeting held on 10 June 2020 be received and noted with respect to the following recommendations contained therein to be adopted by Council:

CARRIED

2.0.3-AMSC1 Future Reports for the Asset Management Sub Committee

Recommendation

Moved Cr N Henningsen
Seconded Mayor G Aldridge

1. The information be received.

2.0.3-AMSC2 Review of Footpath Policy

Moved Cr N Henningsen
Seconded Mayor G Aldridge

1. The information be received.
2. That the Footpath Policy as set out in Attachment 1 to this report be endorsed subject to the following changes:
 - (a) Paragraph 12 being amended to read as follows –
“The implementation of the footpath construction program is dependent on the budget available as guided by the appropriate Asset Management Plan(s), community needs, and consultation with Ward Councillors and the Mayor.”
 - (b) The following two sentences being inserted in the draft policy prior to section F:
“FRET is required to provide a quarterly report to the Asset Management Sub Committee, presenting its deliberations to the Sub Committee by ward.”
“Any appeals to decisions of FRET are reported to the Asset Management Sub Committee.”

CARRIED

2.0.3-AMSC3 Review of Playspace Policy

Moved Cr N Henningsen
Seconded Mayor G Aldridge

1. That the information be noted and received.
2. The Playspace Policy as contained in Attachment 1 to this report (AMSC 09/06/2020, Item AMSC3) be endorsed subject to:
 - (a) Paragraphs E1 and E2 being amended to incorporate the following after the word “guide” therein -
“...guide, in consultation with Ward Councilors and the Mayor,...”
 - (b) The wording of paragraphs B3 and B4 being amended to make clear the references to irrigated reserves and non irrigated reserves as they affect playspaces.

CARRIED

2.2.1 Essential Services to Support Seniors, People with Disabilities and other Vulnerable Groups

Moved Cr C Buchanan
Seconded Cr G Reynolds

1. The information to be received.

CARRIED

Landscaping

2.4.1 Framework Development for Additional Greenspace in Salisbury

Moved Cr G Reynolds
Seconded Cr N Henningsen

1. The information be noted and Resolution 0091/2019 be closed.

CARRIED

2.4.2 Fencing for Pines School and Andrew Smith Drive Oval

Cr C Buchanan declared an actual conflict of interest on the basis of being the president of a sporting club involved in the consultation. Cr C Buchanan left the meeting at 7:35 pm.

Moved Cr S Ouk
Seconded Cr G Reynolds

1. That the information within the report be received and noted
2. That staff continue to liaise with the Pines School about the alignment of the fencing to be installed by DfE.
3. That staff be authorised to approve the installation of the DfE fencing on Council reserve to meet the field requirements of North Pines Sport and Social Club to allow senior cricket to be played on the school oval (Attachment 3 –line A) . This authority would also include the alignment of the fence along the eastern portion of the school oval boundary adjacent to Morgan Street.
4. That Council consider funding the vehicle access gates between the reserve and school oval as part of the next financial year budget, in the fencing program.
5. That the installation of hoop top pool fencing be considered for the Andrew Smith Drive frontage of the reserve as part of the next financial year budget (Attachment 3 – Line B).
6. That Council write to DfE providing in principle support to the creation of the fence following completion of the DfE boundary survey.

CARRIED

Cr C Buchanan returned to the meeting at 7:38 pm.

Property

2.5.1 Minutes of the Strategic Property Development Sub Committee meeting held on Wednesday 10 June 2020

Moved Cr G Reynolds
Seconded Cr N Henningsen

The information contained in the Strategic Property Development Sub Committee Minutes of the meeting held on 10 June 2020 be received and noted with respect to the following recommendations contained therein to be adopted by Council:

CARRIED

2.5.1-SPDSC1 Future Reports for the Strategic Property Development Sub Committee

Moved Cr G Reynolds
Seconded Cr N Henningsen

1. The information be received.

CARRIED

Public Works

2.6.1 Capital Works Report - May 2020

Moved Cr G Reynolds
Seconded Cr S Ouk

1. Include the construction of footpath and any associated ramp/s along in a section of Rayner Court, Para Hills, within the 2020/21 PR14498 Council Funded New Footpath Program and PR21412 Kerb Ramp Construction / Upgrade Programs.

CARRIED

2.6.2 COVID Stimulus Funding – Federal Government

Moved Cr C Buchanan
Seconded Cr G Reynolds

1. That the information be received.
2. That Council notes COVID Stimulus Funding be allocated to the following projects;
 - a. Verge Development Program – Treatment Type Changes \$683,000
 - b. Irrigation System Upgrades - \$0.5m
 - c. An additional \$500,000 for the School Transport Framework.
3. That \$0.5m from the irrigation upgrade program in 2021/22 be reallocated to the School Transport Framework and Priority Traffic Safety works in the 2021/22 financial year.

CARRIED

2.6.3 Gawler Rail Electrification Project Update

Moved Cr N Henningsen
Seconded Cr S Ouk

1. The report be noted.

CARRIED

Traffic Management

2.7.1 Salisbury Heights Traffic Management Plan

Moved Cr M Blackmore
Seconded Cr N Henningsen

1. Council continues to monitor the Salisbury Heights traffic with respect to speed, volumes and queueing times at Council / DPTI intersections and on the local network.

CARRIED

OTHER BUSINESS

W&S-OB1 Dunkley Green Reserve

Moved Cr N Henningsen
Seconded Cr C Buchanan

1. That the Dunkley Green Irrigation Reactivation and Dunkley Green Reserve Upgrade budget bids totalling \$337,500k from the Reserve Upgrade Program be brought forward to the 2020/21 budget.
2. That Council note the Dunkley Green Reserve Upgrade funds bought forward to 20/21 have come from the postponement of the \$450k Cockburn Green, Brahma Lodge project which is now budgeted for in the 21/22 financial year.

CARRIED

W&S-OB2 Supporting ratepayers with illegal dumping on private land

Moved Cr M Blackmore
Seconded Cr C Buchanan

1. Staff bring back a report by October 2020 about providing assistance to ratepayers who experience illegal dumping on private land. This report to include:
 1. options currently available to Council and residents to remove illegal dumping from private land
 2. consideration of using Council resources to remove illegally dumped rubbish on private property
 3. advice on whether it is feasible for Council to inspect the dumped rubbish to distinguish whether the rubbish has been generated from the site
 4. details of CRM requests regarding illegal dumping on private land since July 2018.

CARRIED

CONFIDENTIAL ITEMS

**2.9.1 Minutes of the Confidential Strategic Property Development Sub Committee meeting held on Wednesday 10 June 2020:
SPDSC2 – Strategic Development Projects Status Update Report**

Moved Cr G Reynolds
Seconded Cr S Ouk

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*
 - *information the disclosure of which 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*
 - *Non-disclosure of this matter would protect Council's commercial position as public disclosure may provide third parties with a commercial advantage*

*On that basis the public's interest is best served by not disclosing the **Minutes of the Confidential Strategic Property Development Sub Committee meeting held on Wednesday 10 June 2020** item 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, except staff of the City of Salisbury on duty in attendance, be excluded from attendance at the meeting for this Agenda Item.*

CARRIED

The meeting moved into confidence at 7.58 pm.

The meeting moved out of confidence at 8.01 pm.

**2.9.1 Minutes of the Confidential Strategic Property Development Sub Committee meeting held on Wednesday 10 June 2020:
SPDSC3 – Strategic Land Review Minor Review – Findings & Revised Short Term Action Plan**

Moved Cr M Blackmore
Seconded Cr S Ouk

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*
 - *information the disclosure of which 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*
 - *Non-disclosure of this matter would protect Council's commercial position as public disclosure may provide third parties with a commercial advantage*

*On that basis the public's interest is best served by not disclosing the **Minutes of the Confidential Strategic Property Development Sub Committee meeting held on Wednesday 10 June 2020** item 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, except staff of the City of Salisbury on duty in attendance, be excluded from attendance at the meeting for this Agenda Item.*

CARRIED

The meeting moved into confidence at 8.01 pm.

The meeting moved out of confidence at 8.02 pm.

2.9.2 Leasing of Land for Car Parking - The DiMauro Group

Moved Cr C Buchanan
Seconded Cr G Reynolds

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

- information the disclosure of which 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

- Non disclosure of this matter at this time will protect commercially sensitive information provided in the report the disclosure of which could reasonably be expected to confer a commercial advantage on a person with whom the Council is proposing to conduct business.

On that basis the public's interest is best served by not disclosing the **Leasing of Land for Car Parking - The DiMauro Group** item 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, except staff of the City of Salisbury on duty in attendance, be excluded from attendance at the meeting for this Agenda Item.

CARRIED

The meeting moved into confidence at 8.02 pm.

The meeting moved out of confidence and closed at 8.13 pm.

CHAIRMAN.....

DATE.....

ITEM	2.0.1
	WORKS AND SERVICES COMMITTEE
DATE	20 July 2020
HEADING	Future Reports for the Works and Services Committee
AUTHOR	Michelle Woods, Projects Officer Governance, CEO and Governance
CITY PLAN LINKS	4.3 Have robust processes that support consistent service delivery and informed decision making.
SUMMARY	This item details reports to be presented to the Works and Services Committee as a result of a previous Council resolution. If reports have been deferred to a subsequent month, this will be indicated, along with a reason for the deferral.

RECOMMENDATION

1. The information be received.

ATTACHMENTS

There are no attachments to this report.

1. BACKGROUND

- 1.1 Historically, a list of resolutions requiring a future report to Council has been presented to each committee for noting.

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 table below outlines the reports to be presented to the Works and Services Committee as a result of a Council resolution.

Meeting Item	Heading and Resolution	Officer
24/06/2019 2.9.1 Due:	Recreation Services Agreement Council has previously resolved this resolution to be confidential. November 2020	Adam Trottman
22/07/2019 2.9.1 Due:	Mawson Lakes Interchange Council has previously resolved this resolution to be confidential. September 2020	Terry Sutcliffe
28/10/2019 2.1.1 Due:	Burton Community Hub Project Update 1(c). Stage 3 – the functional brief will be predicated on the architect presenting a further report on the feedback from the community consultation to the Works and Services Committee. August 2020	Sean Brennan
28/10/2019 2.5.2 Due:	Proposed Declaration of Multiple Roads within the City of Salisbury 3. A further report be presented to Council following the expiry of the three month notice period to declare the listed roads public and addressing any objections (if received) as a result of the public notice. September 2020	Lavinia Morcoase
16/12/2019 2.5.2 Due:	Review of Mawson Lakes Primary School Pedestrian Bridge - Upstream of the Strand 3. Council agree in principle to build the Option 2 bridge subject to detailed design and costs coming back to the works and services committee for consideration in the 2021/22 budget. October 2020	David Boothway
16/12/2019 Cnl-OB12.2 Due:	Traffic Management Treatments 1. Staff bring back a report considering appropriate traffic management treatments for Beechwood Avenue, Mawson Lakes. 2. The report will also include the consultation with nearby businesses and residents. October 2020	David Boothway

28/01/2020 1.1.2	Bridgestone Athletics Centre - Management Model Options a. A Council managed approach for Bridgestone Athletics Centre for an initial period up to three (3) years, subject to annual review through the Works and Services Committee; b. c. A periodic report be provided on a six (6) monthly basis to Works and Services Committee regarding the performance of, and recommendations for, the management of Bridgestone Athletics Centre; and Due: July 2021	Adam Trottman
28/01/2020 2.5.1	Bins for Blokes 3. That the City of Salisbury promote this trial and a further report come back to Council on the results of this trial and recommendations on whether the trial should continue. Due: March 2021	Karen Pepe
24/02/2020 2.4.2	Motion on Notice: School Partnerships: Trees 4. Parks and Open Space Assets team report via a half yearly update to Works and Services Committee, informing Council of the Sustainability Education Programs being undertaken throughout the City. Due: September 2020	Craig Johansen
24/02/2020 2.5.1	Indoor Sporting Facilities 1. A further report be brought back to the Works and Services Committee upon completion of the condition and fit for purpose audit, patron feedback surveys, and the Sport and Recreation Infrastructure Plan being developed by the Office for Recreation, Sport and Racing. Due: August 2020	Adam Trottman
23/03/2020 6.0.2- IBDSC5	Verge Cutting Heights 2. The verge cutting height remain at 50mm for the 2020 verge cutting season trials with cutting heights evaluated as part of the end of trial review in November 2020. Due: December 2020	Mark Purdie
23/03/2020 6.4.1	Long Term Financial Plan and Budget Workshops Actions Update 2. A report on the Golf Course cost of operations as a golf course compared to the cost of open space, and including utilisation numbers be included in the Future Reports for the Works and Services committee and due to be reported back in September 2020. Due: September 2020	Adam Trottman

23/03/2020	Long Term Financial Plan and Budget Workshops Actions Update	John Devine
6.4.1	3. A report on the activation of Mawson Lakes and Salisbury City Centre commercial precincts through pedestrian protection models and associated funding options be included in the Future Reports for the Works and Services committee and due to be reported back in December 2020. Due: December 2020	
23/03/2020 MON7.4	Motion on Notice: Technology Park Carparking 1. That Council bring back a report on a strategy to improve the current car parking issues and planning for the future development agenda within Technology Park and associated areas. Due: December 2020	Dameon Roy
27/04/2020	Road Closure and Renaming of Portion of Parachilna Road, Salisbury Heights	Liz Lynch
2.5.1	4. Should no objections be received after completion of the Public Consultation Process, the Manager Property and Buildings to submit the required documentation to the Surveyor General for approval. In the event objections are made on the Road closure, a further report will be presented to Council for consideration of any objections. 6. Should no objections be received for the road renaming of the portions of Parachilna Road after completion of the Public Consultation Process, the Chief Executive Officer be delegated to authorise the Road names as outlined in this report. In the event objections are made on the Road names, a further report be presented to Council for consideration of any objections. Due: August 2020	
27/04/2020	Church and John Street - Community Consultation Findings	Jarred Collins
2.6.3	3. That the Administration investigate the installation of an additional public toilet, and the report be brought back during the detailed design stage with preferred options, suggested locations, and current requirements for business and landholders to provide facilities. Due: July 2020 Deferred to: September 2020 Reason: Detailed design is still being finalised.	

27/04/2020	Research Road Joint Animal Pound Facility Update	Jarred Collins / John Darzanos
2.6.4	3. Staff continue to refine the concept design for a joint use Animal Pound facility, and a further report is brought back by July 2020 regarding the business case and shared use agreement with the City of Tea Tree Gully. Due: July 2020 Deferred to: September 2020 Reason: The pound development is progressing, however the report is deferred to allow an opportunity to finalise critical design elements and pen selections, that are essential to finalising building design and to undertake preliminary cost estimates for the project.	
27/04/2020 MON7.1	Motion on Notice: Fee for Large Waste Bins 4. The administration bring back a report of the costs associated to cap the upgrade of a 140 litre bin to a 240 litre bin to a once off cost of \$50 or free of charge. Due: July 2020 Deferred to: October 2020 Reason: NAWMA are developing a Waste Policy that covers all three Councils. Bin upgrades will be included in the Policy and presented to Council for comment.	Andrew Legrand
27/04/2020 Cnl-OB12.2	Bike Paths 1. That a report be brought back to Council regarding a bike path to be installed on Louisa Road, Paralowie to allow a safer path for riders by July 2020. Due: July 2020 Deferred to: September 2020 Reason: Delayed to allow staff to complete a cycleway audit.	David Boothway
27/04/2020 Cnl-OB12.2	Bike Paths 2. Council review the current state of our paths throughout the City of Salisbury and allow Elected Members to voice suggestions on new paths. Due: August 2020 Deferred to: September 2020 Reason: Delayed to allow staff to complete a cycleway audit	David Boothway
25/05/2020 2.4.1	Landscape Enhancements to Major Entry Sites 4. That Council staff provide a report into additional options for Entry Statements into Salisbury and their costs by December 2020. That the report consider the following locations: - Purling Road/Commercial Road Roundabout in Salisbury East (facing north towards Purling), - The Grove Way at Salisbury Heights heading west, - Kings Road and Waterloo Corner Roads coming off of the Northern Connector, and - north and south on Port Wakefield Roads and - other locations as considered appropriate. Due: December 2020	Craig Johansen

25/05/2020 2.5.1 Due:	Pontian Eagles Sports & Social Club Inc. - Yalumba Drive Paralowie 2. That an investigation be conducted to explore opportunities to improve the onsite car parking at the site, and report back to Council. August 2020	David Boothway / Dameon Roy
25/05/2020 W&S OB1 Due:	Traffic Safety – Whites Road, Paralowie 1. That staff bring back report identifying traffic safety measures for the northern end of Whites Road, Paralowie, to reduce the impact of speeding motorists and increased safety for students of Paralowie R-12. August 2020	Dameon Roy
25/05/2020 MON7.4 Due: Deferred to: Reason:	Motion on Notice: Green Waste Bins 1. A report be prepared, in consultation with NAWMA, to provide Council with an update on the provision of green waste bins in accordance with NAWMA’s transformational waste strategy, and 2. The report include advice on: • the cost of ensuring that every appropriate household has access to a three bin waste system by December 2020, and how green bins could be rolled out over several years; • the business case for diverting green waste that would otherwise go to landfill, and • options for educating the remaining households on what can be placed in a green bin to support them in the transition to using all three bins effectively. July 2020 October 2020 NAWMA are developing a Waste Policy that covers all three Councils. Bin upgrades will be included in the Policy and presented to Council for comment.	Andrew Legrand
22/06/2020 W&S-OB2 Due:	Supporting ratepayers with illegal dumping on private land 1. Staff bring back a report by October 2020 about providing assistance to ratepayers who experience illegal dumping on private land. This report to include: 1. options currently available to Council and residents to remove illegal dumping from private land 2. consideration of using Council resources to remove illegally dumped rubbish on private property 3. advice on whether it is feasible for Council to inspect the dumped rubbish to distinguish whether the rubbish has been generated from the site 4. details of CRM requests regarding illegal dumping on private land since July 2018. October 2020	Mark Purdie

22/06/2020 MWON12.1	Restrictions of Heavy Vehicles – Mawson Lakes 1. That a report be prepared for consideration at the Works and Services Committee at its meeting in September 2020, providing advice and recommendations to Council about measures available to restrict heavy vehicles entering the residential streets in Mawson Lakes. Due: September 2020	David Boothway
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4. CONCLUSION / PROPOSAL

- 4.1 Future reports for the Works and Services Committee have been reviewed and are presented to Council for noting.

CO-ORDINATION

Officer: Executive Group
Date: 13/07/2020

ITEM	2.0.2
	WORKS AND SERVICES COMMITTEE
HEADING	Minutes of the Asset Management Sub Committee meeting held on Monday 13 July 2020
AUTHOR	John Devine, General Manager City Infrastructure, City Infrastructure
CITY PLAN LINKS	2.4 Have urban and natural spaces that are adaptive to future changes in climate. 3.3 Be a connected city where all people have opportunities to participate. 4.4 Embed long term thinking, planning and innovation across the organisation.
SUMMARY	The minutes and recommendations of the Asset Management Sub Committee meeting held on Monday 13 July 2020 are presented for Works and Services Committee's consideration.

RECOMMENDATION

1. The information contained in the Asset Management Sub Committee Minutes of the meeting held on 13 July 2020 be received and noted and that the following recommendations contained therein be adopted by Council:

AMSC1 Future Reports for the Asset Management Sub Committee

1. The information be received.

AMSC2 Place Activation Strategy Update

1. Council notes that the Economic and Community Facilities categories of the Place Activation Strategy will be presented to the Policy and Planning Committee for consideration.
2. Council notes that a report on the Linkages category of PAS will be presented to the sub committee in coming months for consideration.

AMSC3 Asset Management Policy

1. The information be received.
2. Council endorses the revised Asset Management Policy as contained in Attachments 1 and 2 to this report (AMSC 13/07/2020, Item No. AMSC3), subject to the following amendment to Attachment 1 – Asset Management Policy, to read:
 - 4.1 *Setting of service levels will be determined by Council following consultation with the community and will form the basis of the annual budget.*

3. Council notes the Strategic Asset Management Group Terms of Reference.

AMSC4 Response to Petition - Coachhouse Drive, Gulfview Heights

1. The information within the report be received and noted.
2. That Coachhouse Drive be included in the Streetscape Renewal program for the 2020/21 financial year.

AMSC5 Place Activation Strategy - Parks and Open Space Assets Listing (Informal Recreation destinations)

1. The information within the report be received and noted.

ATTACHMENTS

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

1. Minutes Asset Management Sub Committee - 13 July 2020

CO-ORDINATION

Officer:	GMCI	CEO
Date:	15/07/2020	16/07/2020



**MINUTES OF ASSET MANAGEMENT SUB COMMITTEE MEETING HELD IN
WITTBER & DR RUBY DAVY ROOMS, SALISBURY COMMUNITY HUB,
34 CHURCH STREET, SALISBURY ON**

13 JULY 2020

MEMBERS PRESENT

Cr L Braun (Chairman)
Mayor G Aldridge (ex officio) (*from 6.56 pm*)
Cr C Buchanan
Cr A Duncan
Cr N Henningsen
Cr S Reardon (Deputy Chairman)

OBSERVERS

Cr B Brug
Cr K Grenfell
Cr J Woodman

STAFF

Chief Executive Officer, Mr J Harry
General Manager City Infrastructure, Mr J Devine
Team Leader Parks and Open Space Assets, Mr C Johansen
Team Leader Civil & Transport Assets, D Boothway
PA to General Manager Community & Organisational Development, Mrs Bronwyn Hatswell

The meeting commenced at 6.55 pm.

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

APOLOGIES

There were no apologies.

LEAVE OF ABSENCE

Nil

PRESENTATION OF MINUTES

Mayor G Aldridge entered the meeting at 6:56 pm.

Moved Cr N Henningsen
Seconded Cr S Reardon

The Minutes of the Asset Management Sub Committee Meeting held on 10 June 2020, be taken and read as confirmed.

CARRIED

REPORTS

AMSC1 Future Reports for the Asset Management Sub Committee

Moved Cr N Henningsen
Seconded Mayor G Aldridge

1. The information be received.

CARRIED

AMSC2 Place Activation Strategy Update

Moved Cr C Buchanan
Seconded Cr A Duncan

1. Council notes that the Economic and Community Facilities categories of the Place Activation Strategy will be presented to the Policy and Planning Committee for consideration.
2. Council notes that a report on the Linkages category of PAS will be presented to the sub committee in coming months for consideration.

CARRIED

AMSC3 Asset Management Policy

Moved Cr C Buchanan
Seconded Cr A Duncan

1. The information be received.
2. Council endorses the revised Asset Management Policy as contained in Attachments 1 and 2 to this report (AMSC 13/07/2020, Item No. AMSC3), subject to the following amendment to Attachment 1 – Asset Management Policy, to read:
 - 4.1 *Setting of service levels will be determined by Council following consultation with the community and will form the basis of the annual budget.*
3. Council notes the Strategic Asset Management Group Terms of Reference.

CARRIED

AMSC4 Response to Petition - Coachhouse Drive, Gulfview Heights

Moved Cr A Duncan
Seconded Cr C Buchanan

1. The information within the report be received and noted.
2. That Coachhouse Drive be included in the Streetscape Renewal program for the 2020/21 financial year.

CARRIED

AMSC5 Place Activation Strategy - Parks and Open Space Assets Listing (Informal Recreation destinations)

Moved Cr N Henningsen
Seconded Cr C Buchanan

1. The information within the report be received and noted.

CARRIED

OTHER BUSINESS

Nil

The meeting closed at 7.22 pm.

CHAIRMAN.....

DATE.....

ITEM	2.1.1
	WORKS AND SERVICES COMMITTEE
DATE	20 July 2020
HEADING	Grant Funding for Community Garden at Para Hills
AUTHOR	Adam Trottman, Manager Community Planning & Vitality, Community & Org. Development
CITY PLAN LINKS	3.3 Be a connected city where all people have opportunities to participate. 4.1 Strengthen partnerships that enable us to better address our community's priorities. 3.2 Have interesting places where people want to be.
SUMMARY	<p>The City of Salisbury has been allocated \$75,000 through Wellbeing SA to deliver a new community garden at the Para Hills Community Hub.</p> <p>This location was identified by Wellbeing SA due to the absence of a community garden and the high health needs of the area (eg. High prevalence of overweight/obesity; poor nutrition; low physical activity; and/or social isolation).</p> <p>This is consistent with City of Salisbury objectives and community gardens throughout the City of Salisbury will be further supported through the delivery of programs facilitated by Wellbeing SA.</p>
RECOMMENDATION	<ol style="list-style-type: none"> 1. Council note that: <ol style="list-style-type: none"> a. Funding of \$75,000 has been allocated to the City of Salisbury through Wellbeing SA (Government of South Australia) for the development of a new community garden at the Para Hills Community Hub in 2020/21. b. An application for further funding of up to \$100,000 has been prepared through Wellbeing SA's Community Wellbeing and Resilience Grants program for community garden support programs to be delivered throughout the City of Salisbury in 2020/21 for people impacted by COVID-19 and domestic violence.

ATTACHMENTS

There are no attachments to this report.

1. BACKGROUND

- 1.1 Community gardens provide an opportunity for community members to socialize, engage in physical activity, improve nutrition and develop new skills in relation to gardening and often food preparation.

- 1.2 A report provided to Council in March 2019 advised that whilst community gardens can be beneficial, they are best located within a community centre precinct to ensure ongoing sustainability and community ownership.
- 1.3 There are a number of various scale community gardens throughout the City of Salisbury including Mawson Lakes (UniSA), several community centres (Morella, Burton, Salisbury East), as well as the large communal garden at Paralowie.
- 1.4 Locating community gardens within a community centre setting draws on the existing community engagement at the site, aligns with existing programs and services, and generally provides good accessibility for residents and existing community groups.
- 1.5 Council's Community Grants Program has previously been promoted to support existing community garden projects across the City of Salisbury.

2. CONSULTATION / COMMUNICATION

2.1 Internal

- 2.1.1 City Infrastructure
- 2.1.2 City Development
- 2.1.3 Community Development
- 2.1.4 Business Excellence

2.2 External

- 2.2.1 Wellbeing SA

3. REPORT

- 3.1 The Government of South Australia through Wellbeing SA has sought to partner with the City of Salisbury to develop a new community garden at Para Hills.
- 3.2 The location was selected by Wellbeing SA to support populations with high health needs (eg. High prevalence of overweight/obesity; poor nutrition; low physical activity; and/or social isolation).
- 3.3 In addition to the high health needs of the area, Para Hills does not currently have a community garden whereas gardens of various sizes exist in other areas including Mawson Lakes (UniSA), Paralowie (Paralowie R-12), Burton, Parafield Gardens (Morella), and Salisbury East.
- 3.4 Wellbeing SA has provided \$75,000 to the City of Salisbury to establish the community garden.
- 3.5 A community garden will be developed within the \$75,000 budget and may include fencing, minor storage, irrigation, soil improvement, plants, and minor equipment.
- 3.6 Wellbeing SA will further support the community garden programs across the City of Salisbury through additional services facilitated through Wellbeing SA. These services which will support all community gardens across the city may include training and development, workshops, and guest speakers.
- 3.7 The project at Para Hills will include:
 - 3.7.1 Establishing a new community garden at the Para Hills Community Hub.

- 3.7.2 Appropriate consultation and planning regarding the appropriate size and accessibility by high need populations.
- 3.7.3 Planted garden beds with a focus on edible plants.
- 3.7.4 Supportive activities that engage the local community, volunteers, and where possible other organisations, schools and childhood centres to maximize health and wellbeing benefits for the community.
- 3.8 A requirement of the funding is that the project is delivered in the 2020/21 financial year.
- 3.9 Previous reports to Council have advised that community gardens are best located adjoining existing community centres, schools, or education facilities to ensure longer term complimentary services, programs and management.
- 3.10 The Para Hills Community Hub has existing programs and services, as well as suitable Council land that will benefit from a new community garden.
- 3.11 In addition to the funding, Wellbeing SA have existing partnerships with providers that will deliver training programs for the City of Salisbury. Wellbeing SA view this site as being a focus for training and development to build capacity of communities in the northern region.
- 3.12 The project aligns with the aims and objectives of the Para Hills Community Hub and is complimentary to the programs and services offered.
- 3.13 Existing programs, volunteer base, and community groups based at Para Hills Community Hub, as well as ongoing in-kind support from Wellbeing SA, will help to keep ongoing costs of the community garden to a minimum. This would be difficult to achieve if the garden was not co-located at the Para Hills Community Hub and it is envisaged that a small increase in water and minor purchases can be undertaken through existing budgets.
- 3.14 An additional funding opportunity to further support Community Gardens throughout the City of Salisbury has been made available by Wellbeing SA. A new Community Wellbeing and Resilience Grants program has been released offering grants of between \$10,000 and \$100,000 for projects which support wellbeing and resilience with a focus on mental, physical (activity and nutrition), and/or social wellbeing.
- 3.15 Funding is only available for the 2020/21 financial year and staff have prepared an application for funding that will benefit community gardens throughout the City of Salisbury.
- 3.16 To align with State Government objectives, the application focuses on people that have been impacted from COVID-19 and domestic violence through community garden based programs. There is no guarantee of funding.

4. CONCLUSION / PROPOSAL

- 4.1 The Government of South Australia through Wellbeing SA has sought to partner with the City of Salisbury to develop a new community garden at Para Hills.
- 4.2 The location was selected by Wellbeing SA to support populations with high health needs (eg. High prevalence of overweight/obesity; poor nutrition; low physical activity; and/or social isolation).

- 4.3 In addition to the high health needs of the area, Para Hills does not currently have a community garden whereas gardens of various sizes exist in other areas including Mawson Lakes (UniSA), Paralowie (Paralowie R-12), Burton, Parafield Gardens (Morella), and Salisbury East.
- 4.4 Wellbeing SA has provided \$75,000 to the City of Salisbury to establish the community garden.
- 4.5 A community garden will be developed within the \$75,000 budget and may include fencing, minor storage, irrigation, soil improvement, plants, and minor equipment.
- 4.6 A community garden at the Para Hills Community Hub aligns with both City of Salisbury and State Government objectives and is consistent with previous advice to Council that community gardens are best located with existing community centres.
- 4.7 The land identified for the community garden has not been identified through the Strategic Land Review, is undeveloped, and has no other existing use.
- 4.8 Ongoing maintenance of the garden will be undertaken through programs run through the Para Hills Community Hub, volunteers, and associated community groups.
- 4.9 A further application for funding has been prepared (up to \$100,000) through the Community Wellbeing and Resilience Grants (Wellbeing SA) to deliver programs for the City of Salisbury in 2020/21 with a focus on people impacted by COVID-19 and domestic violence.

CO-ORDINATION

Officer: Executive Group
Date: 13/07/2020

ITEM	2.4.1
	WORKS AND SERVICES COMMITTEE
DATE	20 July 2020
PREV REFS	Council PET2 25/05/2020
HEADING	Response to Petition: Dunkley Green
AUTHOR	Craig Johansen, Team Leader Parks and Open Space Assets, City Infrastructure
CITY PLAN LINKS	2.3 Have natural resources and landscapes that support biodiversity and community wellbeing. 3.2 Have interesting places where people want to be.
SUMMARY	This report presents information to address the issues of the petition presented to Council in May 2020 (PET2). With Dunkley Green now included in programmed works for the 2020/21 financial year.

RECOMMENDATION

1. The report be received and noted.
2. Council notes that Dunkley Green is now budgeted for in 2020/21, for works under the following programs Playspace/ Playground and Reserve Upgrade to address the concerns of the petition presented May 2020.
3. Council notes that staff will consult with the residents within the reserve catchment (including those on the petition) and ward Councillors, as part of the project design, to provide input into the development of the reserve.

ATTACHMENTS

There are no attachments to this report.

1. BACKGROUND

- 1.1 A Petition was presented to the May 2020 Council meeting by Francis Bedford MP, Member for Florey on behalf of the residents surrounding Dunkley Green, Valley View.
- 1.2 Council resolved at its May meeting the following;
 1. *The attached notice of petitions in relation to Dunkley Green, Valley View be received.*
 2. *Council note that staff propose to report back to Council addressing the petition in July 2020.*

Resolution No. 0532/2020

2. CONSULTATION / COMMUNICATION

- 2.1 Internal
 - 2.1.1 City Infrastructure

2.2 External

2.2.1 Member for Florey

3. REPORT

3.1 As part of the budget development by staff Dunkley Green, Valley View was identified as a site for works in future years (2021/22).

3.2 Staff as part of the 2020/21 budget and the COVID 19 recovery response discussion with Council presented alternate scenarios so as to address the concerns of the petition.

3.3 The following resolutions were passed at the June 2020 Council meeting;

1. That the Dunkley Green Irrigation Reactivation, Dunkley Green Reserve Upgrade and Dunkley Green Playspace Renewal budget bids totalling \$337,500k from the Reserve Upgrade Program and Playspace / Playground Program be brought forward from 2021/22 into the 2020/21 budget.

2. That Council note the Dunkley Green Reserve Upgrade funds bought forward to 2020/21 have come from the postponement of the \$450k Cockburn Green, Brahma Lodge project which is now budgeted for delivery in the 2021/22 financial year.

Resolution 0588/2020

1. That a Non-Discretionary 1st Quarter 2020/21 Budget Review Bid for additional works at Dunkley Green Reserve at a cost of \$97,700 be approved.

Resolution 0589/2020

4. CONCLUSION / PROPOSAL

4.1 As Council resolved as above at the June 2020 Council meeting to include Dunkley Green, Valley View in the current years scope of works for the listed programs.

4.2 The project will proceed as part of the programmed works for the 2020/21 financial year delivery. With the first step being consultation with the local community for ideas and input in the development of the reserve.

CO-ORDINATION

Officer: Executive Group

Date: 13/07/2020

ITEM	2.4.2
	WORKS AND SERVICES COMMITTEE
DATE	20 July 2020
HEADING	Review the standards and user satisfaction of all Dog Parks
AUTHOR	Tamika Cook, Landscape Systems Officer, City Infrastructure
CITY PLAN LINKS	3.2 Have interesting places where people want to be. 3.1 Be an adaptive community that embraces change and opportunities. 3.3 Be a connected city where all people have opportunities to participate.
SUMMARY	This report presents the findings from the audit undertaken early 2020 and user satisfaction surveys of all dog parks within the City of Salisbury and provides recommendations for future improvements.
RECOMMENDATION	
	<ol style="list-style-type: none">1. That the information in this Report be received and noted.2. The delivery of dog parks for small dogs continues as identified throughout the budget bid process.3. Signage at all dog parks be consolidated into one single sign displaying dog park etiquette, educational material and Council contact details.4. Council investigates off-leash opportunities outside of fenced dog parks such as increasing the hours for off-leash activities particularly through daylight savings.5. Golding Oval, Para Vista to have significant improvements to bring to the same level of service as other dog parks. This work to include removal of remnant asphalt courts surfacing and reinstatement of more appropriate ground surface material such as turf, sand or mulch along with tree planting for shade. This work would be included in the proposed works program in “d” above.6. Access and functional issues, such as fencing and gate security and drainage around drinking fountains be addressed as part of the upgrade works.7. Staff to undertake more direct consultation with GAP Greyhound owners to determine if there is support for an off-leash GAP Greyhound event, along with cost estimations for hosting such an event within the City.8. Administration to prepare a program of works and associated funding for dog park improvements, to commence in 2022/23, for Council consideration.

ATTACHMENTS

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

1. Dog Park Review Balancing Act Adelaide
2. Dog Park Report Field Services
3. Number of Visitors per Dog Park
4. Number of Responses per suburb

1. BACKGROUND

- 1.1 In January 2020, Council requested in Motion on Notice 7.1, that staff undertake a review of the standards and user satisfaction of all dog parks within the City of Salisbury and report back to the Works & Services Committee;

1. That staff undertake a review of the standards and user satisfaction of all dog parks within the City of Salisbury and produce a report to the Works & Services Committee.

2. That the report also include any recommendations on capital works improvements including increased irrigated grass areas, shade, fountains, lighting and other dog amenities; including their costs.

3. That the review include comparisons of dog parks with similar sized and neighbouring Councils.

4. That the review include significant consultation and engagement with City of Salisbury dog owners, and users of the dogs parks, primarily through:

a) advertised consultation times with staff attending all dog parks to survey users - both with and without their local Elected Members;

b) an online survey promoted on COS social media networks and emailed to registered COS dog owners;

c) media release to local press;

d) that temporary signs be placed at all dog parks advising of the consultation process;

e) and any other reasonable consultation methods available as per Council's Consultation Policies to maximise engagement and response

5. That the report be completed and presented to Works & Services Committee within six months.

(Resolution No. 0398/2020)

- 1.2 This report presents the findings of the audit and user satisfaction survey of all dog parks within the City of Salisbury and provides recommendations for future improvements to enhance the Dog Owner Community Experience of the City's dog parks.
- 1.3 The City of Salisbury currently has nine dog parks with the first four (Baltimore Oval, Jenkins Reserve, Kingswood Crescent Reserve and The Paddocks) constructed in 2001 and the remaining five parks (Golding Oval, Unity Park, Happy Home, Canterbury Drive Reserve and Mawson Lakes) constructed in 2005. Salisbury was one of the first local governments to establish enclosed dog parks within the metropolitan area to facilitate off-leash activity with the introduction of by-laws requiring dogs to be on leash.
- 1.4 A number of the dog parks have undergone upgrades over the last eight years which have included an increase in amenities and facilities.

- 1.5 The addition of a small dog park area to most of the sites has commenced and is currently in progress.
- 1.6 Fenced dog parks offer a safe environment to exercise dog's off-leash. They provide social and physical well-being benefits for both dogs and their owners, in an enclosed space, whilst providing public safety benefits to other reserve users with dogs exercising within the dog park and by requiring dogs to be on-leash outside of the dog park.
- 1.7 A high rate of dog ownership, along with decreasing size of the average back yard, means an increased demand on public spaces for dog exercise and fenced dog parks have an extremely important role to play in the local community to meet this need.
- 1.8 There are a number of reasons why dog park users will choose to use certain dog parks and may choose to travel further (outside of their Council area) to visit dog parks. Some users may like the convenience of a location closer to home, others may prefer a more natural setting (such as Mawson Lakes dog park along Dry Creek trail), others may travel further to catch up with family and friends or to have a family day out and others may be members of clubs or groups (such as Para District Obedience Dog Club at Jenkins Reserve).
- 1.9 It is important to provide a unique experience at dog parks that offer a variety of activity for dogs and their owners, whilst considering the site locations and conditions.
- 1.10 Whilst there are no Australian Standards for the development of fenced dog parks, the Dog and Cat Management Board of SA produced a publication in 2013, '*Unleashed, a guide to successful dog parks*' to help guide development of new dog parks and upgrades of existing dog parks. It should be noted that all of Council dog parks were established at this time.

2. CONSULTATION / COMMUNICATION

2.1 Internal

- 2.1.1 Field Services
- 2.1.2 Environmental Health & Safety

2.2 External

- 2.2.1 Registered Dog Owners within the City of Salisbury
- 2.2.2 Fiona De Rosa, Balancing Act Adelaide

3. REPORT

- 3.1 There are approximately 13,000 registered dog owners that reside in the City of Salisbury with approximately 24,000 registered dogs. With an estimated additional 10 percent of unregistered dogs.

- 3.2 The dog parks were established with the goal of providing residents within the City of Salisbury access to a fenced dog park within a 1.5km walking distance of their residence.
- 3.3 Council currently has nine dog parks across the City;
- Jenkins Reserve, Salisbury Park
 - Canterbury Drive Reserve, Salisbury Heights
 - The Paddocks, Para Hills West
 - Golding Oval, Para Vista
 - Unity Park, Pooraka
 - Dry Creek Linear Park, Mawson Lakes
 - Baltimore Oval, Parafield Gardens
 - Kingwood Crescent Reserve, Paralowie
 - Happy Home Reserve, Salisbury North
- 3.4 These dog parks have been in service for approximately 20 years and were established when there was little or no guidance on the development of dog parks. Since then there has been considerable change in dog park designs, facilities and community needs, along with the release of *'Unleashed, a guide to successful dog parks'* by the Dog and Cat Management Board of SA.
- 3.5 *'Unleashed, a guide to successful dog parks'* identifies that the key components for a dog park include;
- Perimeter fencing
 - Entry gates/doggy airlock (2 gates per entry)
 - Maintenance vehicle access gates
 - Pathways (internal and external)
 - Ground surfaces (eg. Grass, mulch, gravel, sand, etc.)
 - Landscaping (eg. Vegetation, mounding, screening, etc.)
 - Drinking fountain
 - Bin and dog bag dispenser
 - Shelter
 - Seating
 - Signage (covering conditions of entry, user guides and dog park etiquette)
- 3.6 Whilst Council has undertaken works in previous years to upgrade all dog parks to increase amenities and develop small dog park areas to better meet the needs of the community, there is still work to be done to meet these key components. With small dog parks scheduled for construction at the following locations, Baltimore Reserve, Parafield Gardens and Canterbury Drive Reserve, Salisbury Heights in the 2020/2021 financial year.

- 3.7 It is not appropriate to compare City of Salisbury dog parks to those (newly constructed) outside the Council area due to the age. Noting the first of Council's dog parks were constructed in 2001, with the remaining constructed in 2005,
- 3.8 When comparing the City of Salisbury facilities to those of other Councils, it is important to recognise the age of our facilities in comparison to the dog parks in neighbouring Council areas.
- 3.8.1 Jo Gapper Dog Park in Hillbank (City of Playford) was constructed in 2014.
- 3.8.2 Roy Marten Dog Park in Taperoo (City of Port Adelaide Enfield) was constructed in 2016.
- 3.9 Whilst the City of Salisbury was not the first Council to develop dog parks in South Australia, Council were certainly pioneers in providing this off-leash experience for dogs in a secure environment, ensuring that there was sufficient distribution of dog parks so residents did not have to travel far for this experience at that time.

Audit of existing dog parks

- 3.10 Council engaged the consultant Balancing Act Adelaide, who has dog behavior and open space planning expertise to undertake an independent review of all nine fenced dog parks.
- 3.11 The review took place in late March and the following elements were considered within each of the dog parks;
- Fencing
 - Gates
 - Ground surfaces
 - Drink fountain
 - Seating
 - Shelter
 - Vegetation
 - Bins/Dog bag dispensers
 - Signage
 - Walking trail/s
 - Car parking
 - Lighting
 - Dog agility equipment
- 3.12 It was found that there were some common issues across many of the dog parks including;
- 3.12.1 no top or bottom rail in fencing and lifting of fencing, leaving gaps where small dogs could escape,
- 3.12.2 many of the entry/exit gates did not self-close,
- 3.12.3 ground surfaces are most susceptible to wear and tear,

3.12.4 drainage issues around drink fountains, and

3.12.5 path material which was beginning to break up.

Please refer to attachment 1 ‘Dog Park Review, Balancing Act Adelaide’ for full list of findings from dog park audit.

Please refer to the table below for a summary of key dog park elements within each of the nine dog parks which can also be found in attachment 1 ‘Dog Park Review Balancing Act Adelaide’ table 3;

Dog Park	Essential Elements							Optional Elements					
	Separate Small Dog Area	Entry/Exit Access Points	Water Fountain	Shelter	Seating	Turf with irrigated Area (%)	Fencing	Tunnel	Hurdles	Agility Posts	Slides ¹	Balance Beam	Lighting
Jenkins Reserve	Yes	Single	Yes	Yes	Yes	25	Yes, no top or bottom rail	Yes	Yes	Yes	Yes	No	No
Mawson Lakes	No	Single	Yes	Yes	Yes	40	Yes	Yes	Yes	Yes	Yes	No	Yes
Golding Oval	Yes	Multiple	Yes	Yes	Yes	10	Yes	Yes	Yes	Yes	No	No	No
The Paddocks	No	Single	Yes	Yes	Yes	20	Yes, no top or bottom rail	Yes	Yes	Yes	Yes	No	Yes
Baltimore Reserve	No	Single	Yes	Yes	Yes	0	Yes, no top or bottom rail	Yes	Yes	No	No	No	No
Happy Home Reserve	Yes	Single	Yes	Yes	Yes	30	Yes	Yes	Yes	Yes	Yes	No	Yes
Kingswood Reserve	Yes	Multiple	Yes	Yes	Yes	40	Yes	Yes	Yes	Yes	No	No	No
Unity Park	No	Single	Yes	Yes	Yes	20	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Canterbury Reserve	No	Single	Yes	Yes	Yes	10	Yes	Yes	Yes	Yes	Yes	Yes	Yes

- 3.13 Of note was the feedback on Golding Oval Dog Park which was rated below average due to its lack of shade, ground surface (old unused asphalt sports courts) and the location of the drink fountain inside of the airlock which is considered poor practice.
- 3.14 Council also carried out an internal audit of all nine dog parks in March 2020 to identify any defects and areas for improvement with majority of works completed. Please refer to attachment 2 ‘Dog Park Report Field Services’ for list of issues identified for improvement and those completed by Field Services staff.
- 3.15 The Consultant identified that the only dog park with potential to host a supervised greyhound off-leash event as per the Dog and Cat Management Board (DCMB) guidelines is Jenkins Reserve (small dog park). The small dog park area at Jenkins Reserve was found to be of reasonable size, have an open area with minimal obstructions, shade, and ample room near the entry/exit gates to act as a check in area. This reserve also has off-street parking to safely get the dogs in and out of the car.
- 3.16 An off leash greyhound event is only for eligible GAP greyhounds and must be supervised by Council staff and be run for specific times as per the DCMB guidelines. Site preparation, such as shade cloth on the park fencing is also required, as any such event is for a small number of registered dog owners (214 greyhounds within Salisbury) and will have set up and staff time costs.
- 3.17 It is recommended that there be further consultation with GAP SA, to seek support from the local GAP greyhound owners, and a further report with cost estimates for such an event be provided at a later date.

Community engagement

- 3.18 It was requested that face to face community engagement sessions were to be held at each of the nine dog parks. These sessions were cancelled due to COVID-19 restrictions so that the report timeframe could be met, with community engagement moved to an online forum.
- 3.19 An online survey was created and uploaded to Council's website under the 'Have Your Say' section. The survey link was e-mailed directly to the 13,000 registered dog owners with social media links on Council's Facebook page. The survey was open from Tuesday 7 April to Wednesday 6 May 2020 and a total of 1,908 people completed the survey.
- 3.20 The majority of respondents resided in Paralowie, Parafield Gardens, Mawson Lakes, Salisbury East and Ingle Farm.
- 3.21 There were also survey responses from dog park users in other Council areas such as City of Playford, Port Adelaide Enfield, City of Prospect and City of Marion that visited City of Salisbury dog parks. Please refer to attachment 3 which highlights number of responses per suburb.
- 3.22 59% of respondents exercised their dog in a fenced dog park, with frequency varying.
- 3.22.1 46% on a weekly basis,
 - 3.22.2 35% on a monthly basis and
 - 3.22.3 19% on a daily basis.
- 3.23 Those that did not use the fenced dog parks indicated that the barriers were relating to:
- 3.23.1 a lack of dog park supervision by owners
 - 3.23.2 too far from home
 - 3.23.3 poor amenities
 - 3.23.4 my dog is not suitable for a dog park experience and
 - 3.23.5 a lack of car parking
- 3.24 The most visited dog park within the City was Kingswood Crescent Reserve in Paralowie, followed by The Paddocks in Para Hills West, Jenkins Reserve in Salisbury Park, Dry Creek Linear Park in Mawson Lakes, Unity Park in Pooraka, Baltimore Reserve in Parafield Gardens, Canterbury Drive Reserve in Salisbury Heights and Golding Oval in Para Vista. Please refer to attachment 4 which highlights dog park usage.
- 3.25 It is noted that 57% of respondents were happy with the current level of amenities and services in Council's existing dog parks.
- 3.26 When asked what Council could do to improve its dog friendly parks, common responses included;
- 3.26.1 owner responsibility and supervision of dogs at dog parks,
 - 3.26.2 Council monitoring and patrolling of parks to ensure dog owners are doing the correct thing,

- 3.26.3 separate areas for small and large dogs,
 - 3.26.4 surfaces to include more grassed areas free of prickles and soft surfaces for dog's paws,
 - 3.26.5 fencing to be secure to ensure small dogs cannot escape underneath the fence line,
 - 3.26.6 signage for good dog park etiquette and supervision and
 - 3.26.7 Council contact details for reporting dog incidents
 - 3.26.8 Greyhound events to allow dogs off-leash in a controlled environment.
- 3.27 78% of respondents would like to see additional fenced dog parks within the City of Salisbury, with the following suburbs in order of priority being; Paralowie, Parafield Gardens, Mawson Lakes, Ingle Farm, Salisbury East, Salisbury North, Para Hills, Salisbury Downs, Salisbury and Burton.
- 3.28 A number of respondents indicated that they do travel outside of the City of Salisbury to use other fenced dog parks. The most frequently mentioned dog parks being; North Adelaide Dog Park (City of Adelaide), Golden Grove Dog Park, Bentley Dog Park and Ashley Avenue Dog Park (City of Tea Tree Gully), LJ Lewis Dog Park and Roy Marten Dog Park (City of Port Adelaide Enfield), Jo Gapper Dog Park and Stebonheath Dog Park (City of Playford) and Clonlea Dog Park (Town of Gawler).
- 3.29 When asked what features dog owners liked about the dog parks outside of the City of Salisbury, common responses included;
- 3.29.1 separate areas for small and large dogs,
 - 3.29.2 well maintained and clean parks with no litter and grass without prickles,
 - 3.29.3 dog park is near other activities and amenities such as children's playgrounds, toilets, car parking, etc.
 - 3.29.4 responsible dog owners that exhibit good supervision of dogs and good park etiquette,
 - 3.29.5 different spaces and activities in the dog park such as water play, grassed mounds, etc. and
 - 3.29.6 links to outside walking paths and trails.
- 3.30 Please refer to attachment 1 'Dog Park Review Balancing Act Adelaide' for a comprehensive list of comments received during the survey period.

Works Program

- 3.31 Following the analysis of the audit and survey data a program of potential priority improvements is being prepared with associated costings. This will be presented to Council for consideration so that an appropriate works program can be developed for consideration in future year's budgets starting from 2022/23.

4. CONCLUSION / PROPOSAL

- 4.1 Fenced dog parks are an important asset in the local community that offer many benefits for dogs and their owners, including mental stimulation and physical health for dogs as well as social interaction between dog owners.

- 4.2 Fenced dog parks are an important component of urban animal management as housing densities increase, resulting in more people living with dogs in homes with little to no backyard space.
- 4.3 Following an audit of Council's nine dog parks as well as a user satisfaction survey, Council consider a budget and program of works for minor improvements to each dog park, with significant improvement and investment for Golding Oval, Para Vista be given priority to bring the dog park up to the same level of service as the other dog parks.
- 4.4 Further investigation and consultation is recommended regarding the opportunity to develop a regional dog park within the City of Salisbury to increase usage and cater for the wider community. At this point, Jenkins Reserve has the most potential for a regional dog park in alignment with Para Districts Obedience Club located on-site.
- 4.5 Recommendations for Council consideration include;
 - 4.5.1 A budget and program of works for dog park improvements commencing in 2022/23 to implement the consultants recommendations, including:
 - Consolidation of signage to improve amenity and review of content, investigation into increasing the hours for off-leash activities particularly through daylight savings.
 - Significant improvements to Golding Oval, Para Vista as per consultants recommendations
 - Fencing, gates and drainage issues around drinking fountains are addressed at all dog parks that require this work to be undertaken.
 - 4.5.2 The delivery of dog parks for small dogs continues as identified through the budget bid process.
 - 4.5.3 More direct consultation be undertaken with GAP SA and Greyhound owners to determine if there is support for an off-leash GAP Greyhound event, along with cost estimates for hosting such an event.

CO-ORDINATION

Officer: Executive Group
Date: 13/07/2020



Item 2.4.2 - Attachment 1 - Dog Park Review Balancing Act Adelaide

ACKNOWLEDGEMENTS



Prepared by Fiona De Rosa

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Document History Status

Revision	Date	Details
Draft 1.0	27 April 2020	For council feedback
Rev A	12 May 2020	Feedback & survey results added
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1. Introduction

This report has been prepared by Balancing Act Adelaide for the City of Salisbury to guide the management and maintenance of Council's fenced dog parks (commonly referred to as dog parks).

There have been dog parks in South Australia for over 25 years¹. There are no Australian standards for the management and maintenance of fenced dog parks, however the Dog and Cat Management Board of SA have produced a publication '*Unleashed, a guide to successful dog parks*' to guide the development of dog parks in South Australia. Currently there are 36 fenced dog parks in the metropolitan area of Adelaide, most of which are located as part of multi-use parks.

1.1 Purpose

This report was prepared in response to a request from the City of Salisbury to:

- Audit and review the current condition of dog parks in the Council area (including the identification of dog parks that may be suitable for greyhound off-leash events as per the Dog and Cat Management Board guidelines)
- Assess the user satisfaction of dog parks in the Council area through an online survey²

The Council's motions on notice (Item 7) on 28 January 2020 requested that:

"... staff undertake a review of the standards and user satisfaction of all dog parks within the City of Salisbury and produce a report to the Works & Services Committee" (Council minutes, 28 January 2020).

The consultant's role was to undertake an audit of the dog parks, a series of face-to-face community sessions in the parks and assist with the preparation of a survey. The community sessions were cancelled due to the COVID-19 restrictions.

1.2 Existing dog parks in the City of Salisbury

There are currently nine (9) dog parks in the City of Salisbury (Table 1). The first four dog parks (i.e. Baltimore Oval, Jenkins Reserve, Kingswood Crescent and The Paddocks) were built in 2001, with the rest constructed in 2005. The parks range in size from 1,800 to 3,500 sq. metres and 67% (two-thirds) are co-located with other recreational activities.

A number of the dog parks have undergone significant upgrades over the years and Council plans to add a small dog park area to each of the existing parks that do not currently have a separate fenced area. In addition to the fenced dog parks within the City of Salisbury there are several dog parks in adjoining Councils including:

- City of Port Adelaide
 - Roy Marten Dog Park, Taperoo
- City of Playford
 - Blakes Crossing Pooch Park, Blakeview
 - Stebonheath Dog Park, Andrews Farm
 - Jo Gapper Dog Park, Hillbank
- City of Tea Tree Gully
 - Golden Grove Dog Park, Golden Grove
 - Bentley Dog Park, Holden Hill

¹ Based on the consultant's research, the first dog park was built in 1995 at Coonalpyn.

² Project brief emailed dated 24 Feb 2020.

1.3 Survey

An online 'Fenced Dog Park Survey' was prepared and made available to the community from 7 April to 6 May 2020 on Council's website under 'Have Your Say'.

The survey was sent to 13,000 registered dog owners (via email) with social media content posted on Council's Facebook site advising of the survey. There were 1,908 responses to the survey.

Refer to section 4 for a summary of the notification and promotional materials.

Table 1: Existing Fenced Dog Parks, City of Salisbury

Dog Park	Suburb	All dog or separate areas	Multi-purpose or single-use park	Size ³	Built (yr.)
Baltimore Oval	Parafield Gardens	All dog area	Multi-purpose	0.26 ha	2001
Canterbury Drive	Salisbury Heights	All dog area	Multi-purpose	0.22 ha	2005
Happy Home Reserve	Salisbury North	Separate large and small dog area	Multi-purpose	0.27 ha (large dog area only)	2005
Golding Oval	Para Vista	Separate large and small dog area	Multi-purpose	0.18 ha (both areas)	2005
Jenkins Reserve	Salisbury Park	Separate large and small dog area	Multi-purpose	0.61 ha (both areas)	2001
Kingswood Crescent	Paralowie	Separate large and small dog area	Single	0.32 ha (both areas)	2001
Mawson Lakes/Dry Creek Linear Park	Mawson Lakes	All dog area	Single	0.26 ha	2005
The Paddocks	Para Hills West	All dog area	Single	0.33 ha	2001
Unity Park	Pooraka	All dog area	Multi-purpose	0.35 ha	2005

³ Figures provided by council staff.

2. Review

Balancing Act Adelaide undertook a review of all dog parks within the City of Salisbury in mid to late March 2020. Along with an assessment of past and planned upgrades, including the future development of small dog areas, site visits were undertaken to audit the following elements:

- Fencing
- Gates
- Ground surfaces
- Water fountain siting and drainage
- Seating
- Shelter
- Trees and plants
- Waste bins
- Signage (dog park rules)
- Dog bag dispensers
- Walking path/s
- Car parking
- Lighting
- Dog equipment (e.g. tunnels, weave poles).

The individual audit sheets and findings are listed on pages XX-XX.

2.1 Discussion

During the site visits, the consultant identified some positive design elements within the dog parks such as the establishment of separate activity zones, internal walking paths with appropriate surfaces, and the retention of established trees for shade. Other positive elements included the natural setting of some of the dog parks.

Maintenance

Dog parks invariably experience more wear and tear due to dogs churning up surfaces and running over plants, and therefore require high maintenance to enable ongoing user satisfaction. The frequency of maintenance will be influenced by the level of use, intensity of activity, and level of visitation to the park, and some elements may deteriorate more rapidly than others, such as ground surfaces.

Some key points to minimise maintenance include:

- Well-designed perimeter fencing
- Choice of surfaces to withstand high wear and tear
- Choice of hardy plants
- Water fountains with good drainage
- Separate dog play areas, which allow for one side of the park to be shut down for maintenance purposes (such as allowing grassed areas to recover) while maintaining community access to the other area.

A maintenance and upgrade program should be informed by park usage patterns.

2.2 Suggested improvements

During the site visits, some common issues were revealed that require attention, such as:

Perimeter fencing

- In some dog parks, the fencing was starting to lift from the bottom, leaving gaps to form (refer to individual park audit sheets for exact locations where this is occurring).

Recommendation:

- Fences should be checked as part of a regular audit with regular fixes to minimise dogs escaping.

Gating

- Most of the entry/exit gates do not self-close.

Recommendations:

- It is essential that entry/exit gates are self-closing (or have a self-closing latch) so dogs cannot escape. This is particularly important if the entry/exit gates are located near roads.

Surfaces

- Ground surfaces are one of the most challenging issues in managing a dog park given dogs can tear up surfaces quickly, especially turf/grass.

Recommendation:

- Grass surfaces will require ongoing maintenance which may include re-turfing or the installation of protective matting.

Water fountains

- Many of the existing water fountains have drainage issues leading to standing water and muddy surrounds.
- Many of the water fountains are located near the entry/exit gates which creates congestion in these high traffic areas.

Recommendations:

- Locate water fountains away from entry/exit gates in the development of future dog parks.
- There was one park (Golding Oval) where the water fountain was located in the airlock which is not considered good practice and this fountain should be relocated.

Compacted rubble paths

- While internal circulation paths are considered a good design feature, many of the paths consisted of compacted rubble and the aggregate was starting to break up and become loose gravel.

Recommendation:

- Consider cement treated compacted rubble, however this treatment can be difficult to repair in small sections.

Signage

- Some dog parks with separate areas did not have signs indicating the large and small dog areas (i.e. Kingswood Crescent Dog Park and Happy Home Reserve Dog Park. The park was recently upgraded in April and opened to the public in May 2020.

Recommendation:

- Install signage on the entry/exit gates or near access points indicating the large and small dog areas for Kingswood Crescent Dog park, Happy Home Reserve and in future dog parks.

Golding Oval Dog Park

- The condition of this park was well below average. It's a very dry, stark site with limited shade, and asphalt making up the bulk of the ground surface which can get very hot for dog's paws.
- The drinking fountain for both the small and large dog areas is located in the airlock (not considered good practice).

Recommendation:

- It is suggested that this dog park be significantly upgraded including trees for shade, replacement of the asphalt with alternative surfaces that don't hold their heat, and relocation of the water fountain into the park proper.

Essential and optional elements

It is suggested that the installation of small dog areas be undertaken after the existing dog areas are up to standard, particularly with regards to the essential elements. Essential elements include:

- Perimeter fencing
- Entry/exit gates with double gating (air lock)
- Variety of suitable surface materials
- Hardy plantings
- Internal circulation path/s
- Activity zones (passive and active)
- Dual drinking fountain with good drainage
- Shade (trees and shelters)
- Seating
- Bin
- Signage.

It may also be worthwhile investigating if the existing dog equipment, such as dog hurdles, weave poles, and "slippery dips," is being used frequently, before including in all dog parks.

Refer to Table 3 for a summary of Council's existing dog parks and their key elements on page 10.

Dog Park Standards

Given there are common issues across all dog parks, the standards listed below have been prepared to guide the development of new dog parks and the upgrade of existing parks (Table 2).

The individual park recommendations are listed in the audit sheets contained in section 3.

2.3 Suggested dog parks for greyhound off-leash events

The dog park with potential for a supervised greyhound off-leash event as per the Dog and Cat Management Board guidelines is Jenkins Reserve (small dog park). The small dog park is a reasonable size, has an open area with minimal obstructions, shade, and ample room near the entry/exit gates to act as a check in area.

This reserve also has off-street parking to safely get the dogs in and out of the car.



Table 2: Dog Park Standards

Essential Elements	Standard
Perimeter fencing	<ul style="list-style-type: none"> Chain mesh fence, approx. 1.7m high with top and bottom rail, and with 50mm (nominal) mesh aperture
Double gated entry/exit way (airlock)	<ul style="list-style-type: none"> Double-gating systems at entry/exit points 1.7m high, 50mm (nominal) aperture with self-closing gates, child safety latch, and concrete surface base Gate opening device to be accessible for all (disability access)
Maintenance gates	<ul style="list-style-type: none"> Approx. 4m wide gates for light trucks with secure padlock
Surface materials	<ul style="list-style-type: none"> Combination of surfaces such as turf, mulch and coarse sand Irrigated turf High grade organic mulch (no string, plastic, rubbish) Coarse, free draining sand with flush concrete edging (e.g. sand pit)
Internal pathway	<ul style="list-style-type: none"> Concrete path, cement stabilised compacted rubble DDA compliant
Dual drinking fountain	<ul style="list-style-type: none"> 1 dual water fountain per area i.e. 1 in large and 1 in small dog park, with good drainage Preference for a round, tilt-able dog bowl to minimise mould build up around the edges Not to be located in double gating area (airlock)
Dog bag dispenser	<ul style="list-style-type: none"> 1 in each dog park i.e. 1 in large and 1 in small dog park
Rubbish bin	<ul style="list-style-type: none"> 1 per dog park area (i.e. 1 in large and 1 in small dog park) Located near the park entry/exit gate
Seating	<ul style="list-style-type: none"> Seats with back on a concrete pad
Shade structure	<ul style="list-style-type: none"> Shelter with concrete pad
Parking	<ul style="list-style-type: none"> Designated off-street parking preferable
Vegetation	<ul style="list-style-type: none"> Maintain good sightlines into park Prune vegetation where necessary
Dog park etiquette signage	<ul style="list-style-type: none"> Dog park etiquette/rules outlined on signage in each dog park area Signs erected to indicate large and small dog areas or other variations e.g. passive and active dog areas
Dog equipment	<ul style="list-style-type: none"> Optional
Lighting	<ul style="list-style-type: none"> Optional and will depend on location

Table 3: Summary of key dog park elements⁴

Dog Park	Essential Elements							Optional Elements					
	Separate Small Dog Area	Entry/Exit Access Points	Water Fountain	Shelter	Seating	Turf with irrigated Area (%)	Fencing	Tunnel	Hurdles	Agility Posts	Slides ⁵	Balance Beam	Lighting
Jenkins Reserve	Yes	Single	Yes	Yes	Yes	25	Yes, no top or bottom rail	Yes	Yes	Yes	Yes	No	No
Mawson Lakes	No	Single	Yes	Yes	Yes	40	Yes	Yes	Yes	Yes	Yes	No	Yes
Golding Oval	Yes	Multiple	Yes	Yes	Yes	10	Yes	Yes	Yes	Yes	No	No	No
The Paddocks	No	Single	Yes	Yes	Yes	20	Yes, no top or bottom rail	Yes	Yes	Yes	Yes	No	Yes
Baltimore Reserve	No	Single	Yes	Yes	Yes	0	Yes, no top or bottom rail	Yes	Yes	No	No	No	No
Happy Home Reserve	Yes	Single	Yes	Yes	Yes	30	Yes	Yes	Yes	Yes	Yes	No	Yes
Kingswood Reserve	Yes	Multiple	Yes	Yes	Yes	40	Yes	Yes	Yes	Yes	No	No	No
Unity Park	No	Single	Yes	Yes	Yes	20	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Canterbury Reserve	No	Single	Yes	Yes	Yes	10	Yes	Yes	Yes	Yes	Yes	Yes	Yes

⁴ Information provided with support of council staff⁵ Not sure why you would have a slippery slide in a dog park?

3. Audit Sheets and Findings

Baltimore Oval Dog Park, Oleander Drive, Parafield Gardens

BACKGROUND	
Upgrade	<ul style="list-style-type: none"> – 2014/15: tree removal to improve sightlines into dog park, installation of three (3) new benches, recycled 'sit stay' platform and minor works i.e. filling of eroded areas such as surrounding drinking fountain
Improvements	<ul style="list-style-type: none"> – 2020/21: small dog park planned
KEY ELEMENTS	
Fencing	<ul style="list-style-type: none"> – Post and chainmesh – No top and bottom rail
Gates	<ul style="list-style-type: none"> – 1 x double gate (airlock) – Latch half-way down with cut out for hand access – Non self-closing gates – Double maintenance gates with padlock
Ground surfaces	<ul style="list-style-type: none"> – Compacted earth in airlock – No grass area
Water fountain	<ul style="list-style-type: none"> – 1 x dual water fountain with tilt dog bowl for easy refill and bubbler for people, on concrete slab – Press button to turn on water – Missing waterspout from dog fountain, but still works – Located near entry/exit gate
Seating	<ul style="list-style-type: none"> – 3 x seats with back and no concrete slab
Shelter	<ul style="list-style-type: none"> – Structure with picnic table and 1x bench on concrete slab
Plantings	<ul style="list-style-type: none"> – Established trees (bushland feel)
Waste bin	<ul style="list-style-type: none"> – 1 x large sulo bin outside entry/exit gate
Signage	<ul style="list-style-type: none"> – Wayfinding sign on street – Dog park rules in airlock
Dog bag dispenser	<ul style="list-style-type: none"> – 1 x dispenser located in airlock
Walking path	<ul style="list-style-type: none"> – External paved path to dog park entry – Internal path (natural feel)
Carparking	<ul style="list-style-type: none"> – On-street parking
Lighting	<ul style="list-style-type: none"> – No lighting

Dog equipment	– Platform, hurdles, concrete tunnels
Observations	– Clean park
Recommendations	– Drainage: fix drainage issues around water fountain, install missing part of water fountain – Gates: install self-closing latches



Canterbury Drive Dog Park, Canterbury Drive, Salisbury Heights

BACKGROUND	
Upgrade	<ul style="list-style-type: none"> – 2014/15: new surface treatments such as irrigated turf, mulch and sand areas, compacted rubble path, bench, solar light, recycled plastic dog agility balance beam
Improvements	<ul style="list-style-type: none"> – 2022/23: small dog park planned
KEY ELEMENTS	
Fencing	<ul style="list-style-type: none"> – Chainmesh with top and bottom rail – Wooden slats attached to fence to cover holes (southern side)
Gates	<ul style="list-style-type: none"> – 1 x double gate (airlock) – Latch opening to put hand through – Non self-closing gates – Double maintenance gates with padlock
Ground surfaces	<ul style="list-style-type: none"> – Compacted earth in airlock – Grassed area (covers approx. 50% of the site)
Water fountain	<ul style="list-style-type: none"> – 1 x dual water fountain with tilt dog bowl for easy refill and bubbler for people, on concrete slab – Press button to turn on water – Located near entry/exit gates
Seating	<ul style="list-style-type: none"> – 3 x seats with back and 1 x seat without a concrete slab
Shelter	<ul style="list-style-type: none"> – Structure with picnic table and 1 x bench on concrete slab
Plantings	<ul style="list-style-type: none"> – Some established trees
Waste bin	1x large sulo bin outside entry/exit gate
Signage	<ul style="list-style-type: none"> – Dog park rules in airlock
Dog bag dispenser	<ul style="list-style-type: none"> – 1 x dispenser located in airlock
Walking path	<ul style="list-style-type: none"> – External path connecting to dog park – Internal circulation path of compacted rubble
Carparking	<ul style="list-style-type: none"> – On-street parking and parking in adjacent local shopping centre
Lighting	<ul style="list-style-type: none"> – Solar lighting
Dog equipment	<ul style="list-style-type: none"> – Concrete tunnels, hurdles, platform, slippery dip with mounding
Observations	<ul style="list-style-type: none"> – None
Recommendations	<ul style="list-style-type: none"> – Fencing: Fix perimeter fence – Gates: Install self-closing latches

Happy Home Reserve Dog Park, Waterloo Corner Road, Salisbury North

BACKGROUND	
Upgrade	– 2014/15: turf renovation, installation of concrete culverts, park bench
Improvements	– Small dog park under construction (2020)
KEY ELEMENTS	
Fencing	– Chainmesh fencing with top and bottom rail
Gates	– 1 x double gate (airlock) – Opening for hand access – Non self-closing gates
Ground surfaces	– Small grassed area with reticulation – Compacted earth in airlock
Water fountain	– 1 x dual water fountain with tilt dog bowl for easy refill and bubbler for people, no concrete slab – Drainage issues around fountain (muddy area)
Seating	– 1 x seat with back, no concrete slab
Shelter	– Structure with picnic table and 1 x bench on concrete slab
Plantings	– Some established trees
Waste bin	– 1 x large sulo bin outside entry/exit gate
Signage	– Dog park rules in airlock
Dog bag dispenser	– 1 x dispenser located in airlock
Walking path	– Shared path along perimeter fence of park
Carparking	– Designated off-street parking
Lighting	– 2 x lamp posts with two lights each (non-solar)
Dog equipment	– Concrete tunnels and planks, weave posts, platforms, logs
Observations	– Clean park, no dog poo
Recommendations	– Gates: Install self-closing latches – Drainage: Rectify drainage issues around water fountain

Golding Oval, Corner Redhill Rd and Kalina Ave, Para Vista

BACKGROUND	
Upgrade	<ul style="list-style-type: none"> - 2013/2014: fencing installed to create small dog area, two new benches, recycled plastic 'sit stay' platform
Improvements	<ul style="list-style-type: none"> - Small dog park constructed in 2013/14. No further plans at this stage
KEY ELEMENTS	
Fencing	<ul style="list-style-type: none"> - Chainmesh with top and bottom rail - Hole appearing on western side of fence
Gates	<ul style="list-style-type: none"> - 2 x double gates (airlock)/multiple access points - Common entry point for large and small dog areas (northern side) - Single gate from airlock into small dog area - Non self-closing gates - Double maintenance gates with secure padlock in both small and large dog areas
Ground surfaces	<ul style="list-style-type: none"> - Large dog park – asphalt, gravel and compacted earth - Small dog park – small area of grass - Airlock – asphalt, cement, gravel
Water fountain	<ul style="list-style-type: none"> - 1 x dual water fountain on concrete slab - Press button to turn water on - Located in airlock - Fountain serves both large and small areas - Water drains directly onto ground surface (muddy area)
Seating	<ul style="list-style-type: none"> - Large dog area – 1 x seat with back, no concrete slab - Small dog area – x1 'sit stay' platform
Shelter	<ul style="list-style-type: none"> - Large dog park - structure with picnic table and 1 x bench - Small dog park – no shade structure
Plantings	<ul style="list-style-type: none"> - Minimal trees in both large and small dog areas
Waste bin	<ul style="list-style-type: none"> - 2 x large sulo bins outside entry/exit gates
Signage	<ul style="list-style-type: none"> - Dog park rules in air locks
Dog bag dispenser	<ul style="list-style-type: none"> - 2 x dispensers located in air locks
Walking path	<ul style="list-style-type: none"> - No internal circulation path
Carparking	<ul style="list-style-type: none"> - Off-street parking (near dog park entrance, northern side)
Lighting	<ul style="list-style-type: none"> - No lighting in either large or small dog areas
Dog equipment	<ul style="list-style-type: none"> - Large dog park – hurdles, platform, concrete tunnels, logs - Small dog park – hurdles, platform

Observations	<ul style="list-style-type: none"> - Very exposed site, visited on 20C day and very hot in the park - Very dry, stark environment with no shade - Asphalt as a surface holds its heat and not an appropriate surface for a dog park Well below average park, i.e. <i>not a park I would visit</i>
Recommendations	<ul style="list-style-type: none"> - Upgrade: Requires major upgrade, different ground surfaces in large dog area with additional shade, and removal of water fountain from airlock



Jenkins Reserve, Saints Rd, Salisbury Park

BACKGROUND	
Upgrade	– 2013/14: new fencing and gates for installation of small dog area, new compacted rubble surface, and minor works to fix eroded areas
Improvements	– Small dog park constructed in 2013/14. No further plans at this stage
KEY ELEMENTS	
Fencing	– Post and chainmesh, no top and bottom rail in small and large dog parks
Gates	– One entry/exit per park – 1 x double gates (airlock) in both parks – Large dog park – cut out for hand access and gates self-closing – Small dog park – non self-closing gates – Double maintenance gates in both parks with secure padlock
Ground surfaces	– Small dog park – compacted earth, loose gravel – Large dog park – grassed area, loose gravel
Water fountain	– Small dog park – 1 x dog bowl with drainage inlet pit and concrete slab – Large dog park – 1 x dual water fountain with concrete slab – Both fountains located near entry/exit gates
Seating	– Small dog area – 2 x seat with back, no concrete slab – Large dog area – 2 x seat with back, no concrete slab
Shelter	– Large dog area – structure with 2 x seats with backs, on paved surface
Plantings	– Established trees in both parks
Waste bin	– 1 x large sulo bin located outside near entry/exit gates to large and small dog parks
Signage	– Dog park rules located in air lock
Dog bag dispenser	– 1 x dispenser located in airlock of large and small dog areas
Walking path	– Internal walking path of loose gravel in large dog area – No path in small dog park
Carparking	– Designated off-street parking
Lighting	– No lighting in either large or small dog areas
Dog equipment	– Large dog park - concrete tunnels, hurdles, logs, slippery dip, mounding – Small dog park – no equipment, flat site
Observations	– Bin near entry/exit gates overflowing, fencing lifting from bottom in large dog area
Recommendations	– Fencing: rectify fencing lifting from bottom, check bin collection schedule and possibly install additional entry/exit gates at northern section of large dog park

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Kingswood Crescent Dog Park, Bolivar Rd, Paralowie

BACKGROUND	
Upgrade	– 2014/15: concrete culverts, new picnic shelter, seating, new entry gates
Improvements	– 2019: Small dog park constructed, included bin, shelter, mulched area, irrigated turf area, and drinking fountain
KEY ELEMENTS	
Fencing	– Chain mesh fencing with top and bottom rail for large and small dog areas
Gates	– Small dog area: 2 x entry/exit points with double gates (airlock), self-closing – Large dog area: 2 x entry/exit points with double gates (airlock), self-closing – 1 x single gate between large and small dog area – Double maintenance gates with secure padlock
Ground surfaces	– Small dog park – grassed area (mound), compacted rubble in airlock – Large dog park – grassed area
Water fountain	– Small dog area – dual water fountain on concrete slab – Large dog area – dual water fountain on concrete slab
Seating	– Small dog area – no additional seating (has shelter with picnic bench) – Large dog area – 1 x seat with back, no concrete slab
Shelter	– Small dog area – structure with picnic table and bench, on concrete slab – Large dog area - shelter with 2 x seats/bench on concrete slab
Plantings	– Large dog area – established trees (good shade)
Waste bin	– Small dog area – no rubbish bin near entry point – Large dog area – 1x sulo bin located near entry/exit point (western side)
Signage	– Small dog area – no dog park rules – Large dog area – dog park rules attached to fence in airlock and freestanding sign in park near gates (western gates)
Dog bag dispenser	– Small dog park – 1 x dispenser attached to shelter pavilion – Large dog park – 1 x dispenser located in airlock and 1 x dispenser attached to eastern side shelter structure
Walking path	– Large dog area - internal circulation path of compacted rubble – Small dog area – space too small for internal path
Carparking	– On-street parking (nearby streets)
Lighting	– No lighting in either large or small dog areas
Dog equipment	– Large dog area - hurdles, concrete pipes and tunnels
Observations	– Large dog area has good shade and internal path to encourage walking through the space

	<ul style="list-style-type: none">- No signage indicating areas for large and small dogs
Recommendations	<ul style="list-style-type: none">- Bin: Install bin near small dog park entry- Signage: Install signs to indicate large and small dog areas



Mawson Lakes, Dry Creek Linear Park, Mawson Lakes

BACKGROUND	
Upgrade	– 2012/13: new picnic shelter and seating, solar lighting and rubble path
Improvements	– 2023/24: Small dog park planned
KEY ELEMENTS	
Fencing	– Chainmesh with top and bottom rail
Gates	<ul style="list-style-type: none"> – 1 x entry/exit point with double gates (airlock) – Non self-closing gates – Latch about half way down with cut out section for hand access – Large double gates with padlock (with board at bottom of gate so small dogs can't escape!)
Ground surfaces	<ul style="list-style-type: none"> – Small grass area – Asphalt in airlock
Water fountain	<ul style="list-style-type: none"> – 1 x dual water fountain on concrete slab – Press button to turn on water – Water fountain located near entry/exit gate – Concrete pavers near water fountain to help with drainage
Seating	– 1 x seat with back, no concrete footing
Shelter	– 2 x structures with bench setting on concrete slab
Plantings	– Established trees
Waste bin	– 1 x large sulo bin outside park near entry/exit gate
Signage	– 1 x free standing sign in airlock
Dog bag dispenser	– 1 x dispenser located in airlock
Walking path	– Internal path, compacted rubble
Carparking	– Off-street parking across the road
Lighting	– Solar lighting near entry/exit gates
Dog equipment	– Concrete tunnels, slippery dip, weave poles, low hurdles
Observations	– Clean park
Recommendations	– Gates: Install self-closing latches

The Paddocks, Maxwell Road, Para Hills West

BACKGROUND	
Upgrade	<ul style="list-style-type: none"> – 2013/14: new compacted rubble surface, small irrigated area of turf, solar lighting, park bench
Improvements	<ul style="list-style-type: none"> – 2021/22: Small dog park planned
KEY ELEMENTS	
Fencing	<ul style="list-style-type: none"> – Wooden posts with chainmesh fencing – No top or bottom rail
Gates	<ul style="list-style-type: none"> – 1 x entry/exit point with double gates (airlock) – Non self-closing gates – Gate latch located approximately half way down for access
Ground surfaces	<ul style="list-style-type: none"> – Small grass area – Compacted gravel in airlock (this has started to become loose)
Water fountain	<ul style="list-style-type: none"> – 1 x dual water fountain on concrete slab, located near entry/exit gate – Press button to turn on water – Drainage issue around water fountain – Rubble mats on ground to help with drainage
Seating	<ul style="list-style-type: none"> – 1 x seat with back, no concrete footing
Shelter	<ul style="list-style-type: none"> – 1 x structure with picnic table and bench on concrete slab
Plantings	<ul style="list-style-type: none"> – Established trees
Waste bin	<ul style="list-style-type: none"> – 1 x large sulo bin outside park near entry/exit gate
Signage	<ul style="list-style-type: none"> – Dog park rules in airlock
Dog bag dispenser	<ul style="list-style-type: none"> – 1 x dispenser located in airlock
Walking path	<ul style="list-style-type: none"> – Internal circulation path, compacted rubble
Carparking	<ul style="list-style-type: none"> – Off-street parking
Lighting	<ul style="list-style-type: none"> – Solar lighting
Dog equipment	<ul style="list-style-type: none"> – Concrete tunnels, hurdles, logs, platform with handle
Observations	<ul style="list-style-type: none"> – Lots of cigarette butts around the shelter – Dog poo in park and on path from car park – Entry/exit gates in odd location in relation to the car park
Recommendations	<ul style="list-style-type: none"> – Gates: install self-closing latches on all gates – Install entry/exit gates on car parking side – General clean-up of the park (butts, poo)



“Our current dog park (The Paddocks) which is located at Para Hills recently had parking area installed, however the entry gate to dog park is way down the other end which is a long walk down a walkway close to sometimes speeding cars.

There needs to be another entry gate installed nearby to the parking area. Then it would be an ideal dog park to visit. I also recently had my dog slide straight under the fence after he skidded chasing his ball which was very alarming. He slid under and was over other side of fence right by speeding cars, we were only lucky he is fairly obedient and came back to us” (survey respondent)

Unity Dog Park, South Tce., Pooraka

BACKGROUND	
Upgrade	– 2014/15: turf renovation, mulch and sand treatments, compacted rubble pathway, new bench, solar light, recycled plastic dog agility beam
Improvements	– 2024/25: Small dog park planned
KEY ELEMENTS	
Fencing	– Chainmesh fencing with top and bottom rail – Part of fencing in N/E corner lifting from bottom rail
Gates	– 1 x entry/exit point with double gates (airlock) – Non self-closing gates – Gate latch located approximately half way down
Ground surfaces	– Small grass area – Compacted rubble/gravel in airlock
Water fountain	– 1 x dual water fountain with tilt dog bowl for easy refill and bubbler for people, located near entry/exit gate – Press button to turn on water – Drainage issue around water fountain
Seating	– 1 x seat with backrest, no concrete footing – 1 x bench with concrete footing
Shelter	– 1 x shelter with picnic table/bench, on concrete slab
Plantings	– Established trees, row of trees to separate spaces in park (i.e. grassed area from dog equipment area)
Waste bin	– 1 x large sulo bin outside park near entry/exit gate
Signage	– 2 x signs with dog park rules in airlock
Dog bag dispenser	– 1 x dispenser located in airlock and 1 x dispenser in car park
Walking path	– External path from carpark leading to dog park – Internal path, compacted rubble
Carparking	– Off-street parking
Lighting	– Solar lighting
Dog equipment	– Concrete tunnels, slippery dip, weave polls, logs
Observations	– Clean park
Recommendations	– Gates: install self-closing gates – Water: rectify drainage issues

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4. Consultation Summary



An online survey was prepared and made available to the community from 7 April to 6 May 2020 on Council's website under 'Have Your Say'.

The survey was sent to 13,000 registered dog owners (via email) with social media content posted on Council's Facebook site advising of the survey. A total of 1908 people participated in the survey.

Summary of findings

Q1. In which suburb do you live?

The most frequent suburbs mentioned in the survey included:

- Paralowie
- Parafield Gardens
- Mawson Lakes
- Salisbury East
- Ingle Farm
- Salisbury North.

Q2. Do you exercise your dog in a fenced dog park?

Fenced dog park	Percentage
Yes	59%
No	41%

Q3. How often do you visit a fenced dog park?

Frequency	Percentage
Daily	19%
Weekly	46%
Monthly	35%

The majority (81%) of respondents visit fenced dog parks on a weekly to monthly basis.

Q4. What other places do you exercise your dog?

Places	Percentage
Walking along footpaths and local streets	56%
Parks and reserves	22%
Walking trails	17%
Sporting ovals	5%

Over half (56%) of respondents use local footpaths/local streets to exercise their dogs, followed by 22% using parks and reserves.

Other category

Survey respondents identified the following places to exercise their dogs included:

- “Own backyard”
- “Dog training and agility sessions”
- “Beach”
- “Wetlands”
- “School ovals”
- “Dog friendly national parks”.

Q5. What are the barriers to exercising your dog in Council's fenced dog parks?

The barriers in order of priority included:

- Lack of dog park supervision by owners
- Too far away from home
- Poor amenities
- My dog is not suitable for a dog park
- No Shade (too hot)
- Lack of parking.

Other category

"Sadly, owners who have no idea of dog body language and/or don't care, they have no control over their dog and take no responsibility for their dog's behaviour"

"Owners not picking up after their dog"

"Poo bag supply always low"

"Water fountains tend to not work 100% of the time"

"Not well maintained. Cigarette butts everywhere and rubbish"

"Inadequate fencing. Gaps in fence that small dogs can get through"

Q6. If you use any of Council's nine (9) dog friendly parks, please indicate which parks you use?

The dog friendly parks mentioned in the survey in order of priority included:

- Kingswood Crescent Reserve, Paralowie
- The Paddocks, Para Hills West
- Jenkins Reserve, Salisbury
- Dry Creek Linear Park, Mawson Lakes
- Happy Home Reserve, Salisbury Heights
- Unity Park, Pooraka
- Baltimore Oval, Parafield Gardens
- Canterbury Drive Reserve, Salisbury Heights
- Golding Oval, Para Vista.

Q7. Are you happy with the current level of amenities and services in the existing fenced dog parks?

Happy with service?	Percentage
Yes	57
No	43

Over half (57%) of the respondents were happy with the current level of amenities and services provided by the City of Salisbury, and 43% were unhappy.

Q8. Is there anything we could do to improve our dog friendly parks?

The survey respondents highlighted the following common elements for improvement:

- Owner responsibility and supervision of dogs at dog parks
- Council monitoring and patrolling of parks to ensure dog owners are doing the right thing
- Separate areas for large and small dogs
- Surfaces to include more grassed areas free of prickles and soft surfaces for dog's paws
- Fencing to be secure so small dogs can't escape underneath the fence line
- Signage for good dog park etiquette and supervision, council contact details for reporting dog incidents and reminders about vaccinations at the park
- Greyhound events to allow dogs off-leash under controlled conditions.

Survey responses also included comments on existing fenced dog parks and suggested locations for new dog parks. (Refer to Table 1 - Feedback responses on page 30).

Q9. Would you like to see additional fenced dog parks within the City of Salisbury?

More dog parks	Percentage
Yes	78
No	21
Unsure (Yes/No)	1

The majority (78%) of respondents would like to see additional fenced dog parks in the City of Salisbury.

If yes, where?

Respondents suggested the following suburbs for additional fenced dog parks in order of priority included:

- Paralowie
- Parafield Gardens
- Mawson Lakes
- Ingle Farm
- Salisbury East
- Salisbury North
- Para Hills
- Salisbury Downs
- Salisbury
- Burton.

Q10. Do you travel outside of the City of Salisbury to visit other dog friendly parks? If so, where?

The survey respondents indicated that they do travel outside the council area to visit other fenced dog parks. The most frequently mentioned dog parks in order of priority included:

Dog parks	Council area
North Adelaide Dog Park	City of Adelaide
Golden Grove Dog Park	City of Tea Tree Gully
LJ Lewis Dog Park	City of Port Adelaide Enfield
Roy Marten Dog Park	City of Port Adelaide Enfield
Bentley Dog Park	City of Tea Tree Gully
Jo Gapper Dog Park	City of Playford
Ashley Ave Park	City of Tea Tree Gully
Stebonheath Dog Park	City of Playford
Clonlea Dog Park	Town of Gawler
Other category	
Marshmallow Dog Park	City of Adelaide
Four Paws Dog Park	City of Campbelltown
Broadview Dog Park	City of Prospect
West Torrens Dog Park	City of West Torrens
St Clair Dog Park	City of Charles Sturt
Hazelmere Dog Park	City of Marion
Pooch Park Dog Park	City of Charles Sturt
Jack Watkins Dog Park	City of Port Adelaide Enfield

Q11. What do you like about the features of the park you visit outside of the City of Salisbury?

Survey respondents highlighted the following key features they liked in other fenced dog parks:

- Separate areas - large and small dog area
- Well maintained and clean parks - no cigarette butts, grass without prickles
- Near other activities and amenities – children’s playgrounds, carpark, toilets
- Responsible dog owners – good supervision of dogs and good park etiquette
- Different spaces and activities in the fenced dog park - water play for dogs, grassed mounds, plantings
- Links to outside walking paths or trails.

Other category

“Greenery rather than just dirt and mulch”

“They also have better entrances and exits provided at sensible locations near the carparking unlike the Paddocks Dog Park where the entrance is illogical.”

“Parks are cleaner, neater and tidy.”

“I’m disabled and I walk my dogs with a mobility scooter. There are few dog friendly walking trails where a wheelchair can access”

“I believe Council should be providing more off-leash opportunities that ARE NOT in a dog park”

Table 1 – Feedback responses. These survey responses are verbatim and have been categorised under the headings below.

Own responsibilities & supervision	<ul style="list-style-type: none"> — Legal implications for those who don't control their dogs — Dogs should be Vaccinated and Under Effective Control - Reminder that Owners and/or Handlers are liable if their dogs cause injury to other dogs and/or people — If no vaccine no play in the park! Don't share dog diseases — Enforcement of people not handling their dogs correctly. I'm scared to take my dogs out as people don't control their dogs and while mine are on leash, they get harassed by others — It's the owner supervision that need improvement — Smokers clean up!! — Remind people that if their dog does indeed suck at socialisation, a dog park is not going to miraculously correct their behaviour. — Reminder to owners not to take aggressive dogs to dog parks
Council monitoring	<ul style="list-style-type: none"> — Having park rules is fine but like a lot of Council rules totally useless without someone to police them — More patrolling, checking if people clean up — Monitoring at high use times, to check dog welfare and treatment of pets, cleaning up after pets, supervision is adequate and acknowledged — Surveillance/ identification of pet owners that do not clean-up after their dog — Council checking the park for excess poo and dangerous needles. My husband picks up at least 30 poos from other people's dogs while our dogs play — Spot checks by council to see owners are obeying rules — Cameras in case of dog fights
Park design	<ul style="list-style-type: none"> — Section for small dogs away from big dogs — Small fenced areas that are solely for one dog at a time only - it's not always my dog I am worried about. Too many people don't and can't control their dogs — As you've mentioned, they will be much better once divided into large and small dog sections. For us, North Adelaide is the ideal, and we drive well out of our way to attend that park. The Paddocks dog park is tiny and boring. — The dog parks that have 2 sections. One area should be a max of 2 dogs at a time. Limited to 30 minutes if others want to use it. Then if your dog isn't good with other dogs or you have no choice but have your children there it is safer and less stress on everyone — Barrier should be closed so dogs can't see each other which causes reactivity in the dogs causing potential fights

<p>Dog equipment</p>	<ul style="list-style-type: none"> — Removal of the dog jumps, they are downright dangerous when the dogs are running and I've never seen them used — More interactive equipment for dogs — Regular serviced grounds, more stimulating equipment
<p>Surfaces</p>	<ul style="list-style-type: none"> — Difficulty gaining access in either gopher or wheelchair.... mostly gopher as I cannot currently drive — Better surfaces. At present very dusty when dry and very muddy in wet weather — More greased areas — Grassed areas to prevent the park being dusty in summer and muddy in winter — Lovely jumps weaving poles etc that no one uses, due to gravel under foot. Dogs do not like gravel, so these wonderful activities are wasted — Decent grass without prickles and pathways that aren't little stones — Fill in pot holes and more dirt needed along the fence line as it tends to be mud — Grass with no prickles and new pathways as the gravel ones hurt dogs' feet — Grassed areas - admittedly I am not familiar with all the Salisbury dog-parks, but the ones we've been to are generally dusty & dirty (Paddocks and Jenkins) — Remove gravel areas — More grass less dirt — Cement path to dog park (wheel chair friendly). Roy Marten park in Taperoo is a brilliant example — The parks I attend are Maxwell Road, South Terrace, Saints Road and Waterloo Corner Road. I like the parks with bark or grass rather than just dirt. — Lawn!!! Check out LJ Lewis dog park for a good example of a nice park. — Lawn please and with no prickles Mawson Lakes is dust and dirt So is Maxwell Rd. I use Grand Junction Rd dog park. It's beautiful and nice green lawns and three separate dog pens for small, general (or large only) and a pen for singular dog only used north Adelaide as well. Nice green lawns — Lots of dirt not much grass makes it very messy, too many obstacles (equipment) that causes issues when trying to play fetch with high speed dogs — Parks not well looked after e.g. little green grass, few places to sit and little shade
<p>Fencing & gates</p>	<ul style="list-style-type: none"> — Fencing has been rolling up at the bottom. My chihuahua can get through these gaps and runs off sometimes — Holes in fenced not fixed — Fencing and gates, small dogs can fit through gaps between gate and ground and fence and ground — I wish that council would improve the dog parks, make them much bigger and have two entrances.

Amenities	<ul style="list-style-type: none"> — Dislike dumped old playground equipment and left-over building materials. I don't see this in other playgrounds or exercise facilities! — More poo bag stands and bins — More areas to sit in other areas that are also sheltered to encourage people and dogs to spread out. If one dog doesn't get on with yours, you could then move away rather than having to leave. — Toilets nearby — I don't get home until 6 pm by that time it's getting dark the dog parks NEED lights
Bins	<ul style="list-style-type: none"> — Bigger poo bags for larger breeds, move the poo bins further away from entrance, the smell is nauseating. — Have the bins on the inside of the parks as dogs can get concerned if you exit the park without them
Water	<ul style="list-style-type: none"> — Move dog water as the bees are bad and, in a corner — A small body of water that dogs could swim in would be amazing but I understand that is unlikely. Look at Marlow Lagoon pet park, Palmerston NT, that is a pet park, has a lake as well. — Larger water bowl and a timed tap to fill not a button you have to hold in
Maintenance	<ul style="list-style-type: none"> — Cleanliness - cigarette butt disposal and filling holes made by dogs — Better upkeep in particular grass — Grass maintenance and spraying to stop mosquito outbreaks — Water bowl covered in algae
Signage & park etiquette	<ul style="list-style-type: none"> — Signs on how to supervise dogs — Separate areas. Definitely like the idea of signage. Many clients do not understand dog behaviour or body language and it can become quite dangerous. Also, etiquette and a nice big reminder their dog should be VACCINATED at a minimum (I don't think unvaccinated dogs should be allowed in), and regarding the risks of fleas/worms. — Sign for sizes of dogs should be parks for just small dogs and parks for larger — A contact number for any grievances that might happen between dog owners — Have phone numbers you can ring to advise of owners with unruly dogs. Then these owners be warned followed by fines — There should be a rule on no toys and owner to stay close to dogs that have potential to critically injure/kill another dog.
Planning & suggested sites	<ul style="list-style-type: none"> — They look very old and worn down, they are too small and are not an enjoyable experience, but the City of Salisbury should invest in them and then we can prudent ourselves on the best dog parks More dog parks in the area — I would be interested in the council putting new one in the massive park area on Bayview Parade behind the playground there are many dog owners in the area — <u>Site suggestions</u>: Hailes Green (existing play space may not be required after Salisbury Oval upgrade), Electra Reserve and Cordoba Avenue Reserve — A Dog park around Bridgestone area. Bins at Bridgestone would be nice and at Neales Green — Dog park closer to my home near Whites Rd/Burton Rd would be nice — Old St. Jay's site would be perfect for a dog park

Greyhound events	<ul style="list-style-type: none"> — Greyhounds are not permitted off lead even in off lead dog parks, even with muzzle exemption permit. No signs on gates regarding greyhound rules & regulations — Port Elliot Dog Park have introduced time periods for greyhounds only where they can be off lead. I would love to see that in the Salisbury Council Area — Have Greyhound Hours - the smaller half of the Jenkins Reserve is very underutilised and would be perfect for this
Covid-19	<ul style="list-style-type: none"> — Hand washing facilities. People currently use the drinking fountain which is very unhygienic — Dog bags outside of fenced dog park to dispose of faeces. Due to current closure there is no bags available to ensure people have access to bags as gates are locked and all bags are inside! — I want to make a comment that closing the dog park means people are taking their dogs to that Salisbury Heights Primary School which is becoming full of dog turds as people don't carry poo bags with them or simply don't care. It's not up to the school to clean this up, so you should send your staff to school grounds to mow or pick it up. Maybe install a bin and poo bags as temporary measure — So, dogs can have social distancing ... chuckling
Golding Oval	<ul style="list-style-type: none"> — Grass at Golding oval park, it is all dirt and rocks — One near me is too small for big dogs and often young kids running amok sometimes with bike or skateboards (Golding Dog Park)
Happy Home Reserve	<ul style="list-style-type: none"> — At the waterloo corner dog park, the drinking fountain has a wasp's nest in it so it is unusable. And it is not well lit enough to use it unless there is day light. And currently it is closed
Canterbury Drive	<ul style="list-style-type: none"> — Our park is far from the Canterbury Rd it's hidden which I don't feel comfortable going that often due to safety and can't been seen from Canterbury Rd don't feel safe for that reason. Could have bought it closer to the street area
Jenkins Reserve	<ul style="list-style-type: none"> — 3 sides would be great, gets muddy easy at Jenkins — Jenkins needs the back park split in 2 giving 3 areas like LJ Lewis at Northfield — I wish that council would improve the dog parks, make them much bigger and have two entrances — Bins inside the enclosures so you don't have to exit to put dog poo in the bin. Also, Jenkins reserve need more bins outside the enclosures for people like me who also walk around the reserve as there are only bins on the main oval. A bin at each of the bridges would be a great help
Kingswood Crescent Reserve	<ul style="list-style-type: none"> — Maybe lighting in the Boliver Road dog park
Dry Creek linear Park (Mawson Lakes)	<ul style="list-style-type: none"> — Mawson Lakes local dog park has a strong community and would appreciate a nearby barbeque just outside the dog park as we often have Saturday lunches together while our dogs play supervised.
The Paddocks	<ul style="list-style-type: none"> — The nearest dog park to where we live is on Maxwell Rd., & is not very big, with bare dirt all year round. It's not at all enticing to visit — The Paddocks Dog Park where the entrance is illogical and Council has not added a second entrance
Unity Park	<ul style="list-style-type: none"> — Unity Park (not a dog park itself) lack rubbish bins positioned in different areas causing people throwing plastics bags with dogs' poo on the ground.

	<ul style="list-style-type: none"> — The dirt/gravel is over bitumen and cuts my dog's paws when we try to exercise him with throwing the ball — More large trees are required. During summer, it is a extremely hot dog park. There is also no grass and the dog drinking bowl is not in the fenced off area.
Para vista	<ul style="list-style-type: none"> — Para Vista: Not suitable for certain dogs, surface too rough and dangerous mounds with hurdles at the bottom so dogs that move quickly can run into them and injure themselves
Burton	<ul style="list-style-type: none"> — The small dog section in Burton needs an entrance from the bigger section instead of two on the outside — At the burton one which is closer to me remove some of the trees or put them along the outside fences rather than in the centres so people can watch their dogs - I would return to this one if this was improved - currently I have to drive to the Salisbury one as it is just safer for my dogs
General comments	<ul style="list-style-type: none"> — I have never been to a dog park, only heard (generally bad) stories about other dogs that go and know that it's not for us — small dog parks or ability to book the park for a private dog function — Single dog fenced runs for ball tossing much like cricket nets for dogs who aren't social. In this way you can safely exercise non-social dogs off leash. — Opportunities to hire the dog park for a limited time (like 20 mins) so anxious dogs can have some fun and play around without having to worry about someone else bringing their dog in that won't respect his boundaries — Need a section for slightly reactive dogs to still learn to ... This could have a limit of even 10 minutes per PERSON. If an owner like myself has two dogs, to be able to take them to run around and learn to be comfortable around other dogs, I can spend up to ten minutes (unless no one waiting to use) — A place for older people to feel secure with their older dogs. — Make sure only registered dogs can enter - maybe RFID chips in the reg. discs & scanner entry/ exit to the parks. Badly behaved dogs/humans can then be identified — Council inspection, permit to use park pay a fee with care as to enforce bad owners and hygiene — Bag dispenser is often empty, would like more spread throughout the walking trails

5. Resources

Some free downloads, posters and handouts are included below to help councils educate dog owners on good dog park etiquette.

How to use the resources

Councils may use these educational resources on their webpage, as a handout, on social media platforms and/or as a sign in the dog park.

Dog Park Safety Project

This project is by **The International Association of Animal Behavior Consultants (IAABC)**

The Dog Park Safety Project provides a series of posters to promote safety in dog parks and in dog play. Drawings by Lili Chin.

Download poster here: <https://m.iaabc.org/resources/dog-posters/>

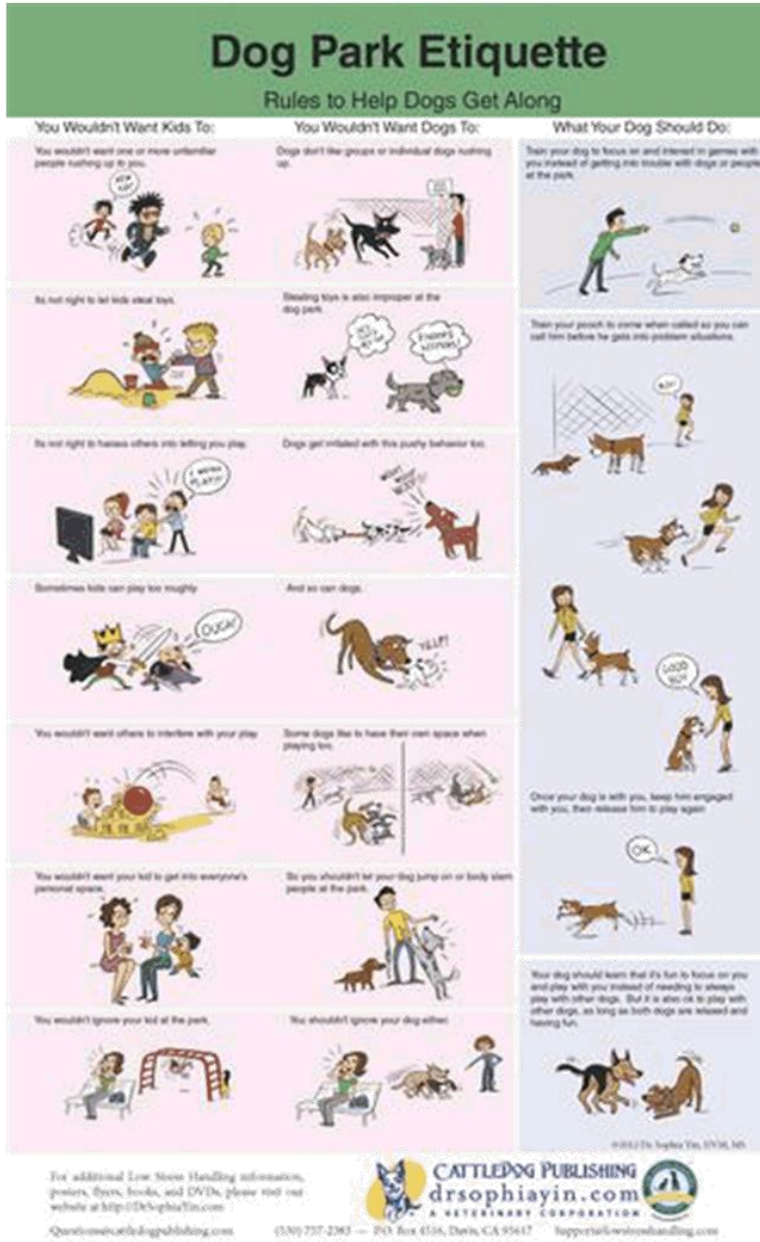


Dog Park Etiquette: Rules to help dogs get along

Cattle Dog Publishing

This is a free poster from Dr. Sophia Yin's website. It shows the basic rules to keep your dog out of trouble in a fenced dog park.

Download poster here: <http://info.drSophiaYin.com/dog-park-etiquette-poster>



Dog Body Language

Lili Chin has produced a poster on basic dog body language.

Download poster here: <https://www.doggiedrawings.net/freeposters>



Dog Park Report

Mawson Lakes





The Mawson Lakes dog park has two shelters with seating but minimal grass area.

Issues identified for improvement

- Increase irrigation to assist grass growth (arranged)
- Grass is minimal. Irrigation has been increased to assist this.
- Pruning of trees inside the park and around the boundary. (arranged)

Elements for dogs

4 x Recycled plastic agility posts 1.2 m high - at western side of Dog Park near gate

1 x Steel slide 1 meter wide x 3 m long - near the western side fence

1 x Concrete reinforced pipe tunnel 900mm x 2.5 metres - at southwestern side of Dog Park

3 x Recycled plastic hurdles 0.250m high x 1m long - at southern side of Dog Park

1 x Concrete reinforced pipe tunnel 900mm x 2.5 m long - approx. 11.5m south of shelter in Dog Park

4 x Recycled plastic hurdles 0.250 high x 1 m long - approx. 11.6m southwest from shelter in Dog Park

Kingswood





The Kingswood dog park has a new separate section for small dogs. There is quite an expanse of lawn in good condition across the site. There are three shelters with seating.

Issues identified for improvement.

- One broken permapine hurdle to be repaired. (arranged)



- Graffiti on one shelter & bin to be removed. (arranged)



- Parvovirus sign to be replaced. (arranged)



- One shelter to be painted. (arranged)



- Trees to be under pruned for clear line of sight from seats. (completed)



Elements for dogs

3 x Concrete box culverts in fan formation 1.2m x 1m x 0.400 mm - in a fan shape at the north eastern side of Dog Park and west of shelter

5 x Permapine agility posts 1.2m high - at the north eastern side of Dog Park and between 2 shelters

5 x Permapine hurdles 900mm x 0.300 high - at the northern side of Dog Park and approx. 11.2m southeast of northern shelter

1 x Concrete reinforced pipe tunnel 850mm x 2.5 m at the eastern side of Dog Park and between culverts in the grassed area

1 x Concrete reinforced pipe tunnel 850mm x 2.5 m at the centre of Dog Park between 2 grassed areas and north of culvert pyramid

3 x Concrete reinforced box culverts in pyramid formation 1.2 x 1.2 m x 400mm high - at the southern side of the dog park

5 x Permapine hurdles 900mm x 300 mm high at the southwestern side of Dog Park near box culverts in pyramid formation

Happy Home Reserve



The Happy Home dog park has one shelter plus another seating area under trees. Lawn area is in average condition. It is well positioned away from the road & close to the playground.

Issues identified for improvement

- Under prune trees over seating area. (completed)



Elements for dogs

- 1 x Steel slide 3.8m long - at the southern side of Dog Park near fence
- 4 x Recycled plastic agility posts 1.2 m high - at the southern side of Dog Park and north of slide
- 1 x Concrete reinforced pipe tunnel 900mm x 2.5 m long - at the north eastern side of Dog Park and north of light pole
- 4 x Recycled plastic hurdles 1 m long x 0.300 high - in the middle of reserve and approx. 7m north of shelter
- 1 x Concrete reinforced pipe tunnel 2.5 m long x 450 mm high - at the eastern side near fence
- 4 x Recycled plastic hurdles 1 m long x 0.350 mm high - at the southern side of the Dog Park and approx. 7m north of shelter
- 3 x Concrete box culverts in pyramid formation 1.2 m x 1.2 m x 0.400mm - approx. 5.5m northwest of shelter
- 4 x Recycled plastic agility posts 1.2 m high - at the southern side of Dog Park and approx. 7.5m east of slide
- 3 x Concrete box culverts 1 m x1 m x 0.300 in fan formation - at the western side of Dog Park by fence

Baltimore Reserve



Baltimore Dog Park has one shelter and another seat. There is shade from large trees but no lawn area.

Issues identified for improvement

- Water fountain not working. Attempted theft of the water meter has resulted in the supply being turned off.(arranged)
- Water fountain requires painting. (arranged)



- Boundary fence in poor condition. No top or bottom rails Replace fence. (suggested, quote being sought)



- Establish a lawn area. (suggested)

Elements for dogs

3 x Permapine hurdles - at western side of Dog Park and approx. 28m south of shelter

4 x Permapine hurdles - at northern side of Dog Park and approx. 6m south of shelter

1 x Plastic platform 600m x 800mm x 200mm high - at northern side of Dog Park and approx. 6.5m from shelter

2 x Concrete pipe tunnels 900mm x 2.5m long - at eastern side of Dog Park

Jenkins Reserve





Jenkins Reserve has two separate dog park areas with a dividing fence. There is a shelter and seat in one section which has all of the elements and a seat under a large tree in the open area. The side with the elements has an irrigated lawn area.

Issues identified for improvement

- Boundary fence in poor condition. No top or bottom rails. Replace fence. (suggested, quote being sought)



Elements for dogs

1 x Steel slide approx. 3.5m long - at the western side of Dog Park and approx. 10m north of shelter in Dog Park

6 x Permapine agility posts - approx. 3.5m south of shelter in Dog Park

4 x Permapine hurdles - at the eastern side of Dog Park

4 x Permapine hurdles 1.2m long x 300mm high - approx. 14m east of the shelter in Dog Park

1 x Concrete pipe tunnel approx. 2.4m long - approx. 26m northeast of shelter in Dog Park

1 x Concrete pipe tunnel approx. 2.4m long - at eastern side of Dog Park and southwest of high tension tower

Canterbury Reserve



Canterbury Reserve has one shelter plus three other seats in the Dog Park. There is an irrigated lawn area but minimal shade apart from the shelter. It is well positioned away from the road & close to the playground.

Issues identified for improvement

- Paint shelter (completed)



- Paint three seats (completed)



- Paint fountain (completed)



- Increase irrigated area (suggested)

Elements for dogs

4 x Recycled plastic hurdles 0.200 high x 1m at the southern side of Dog Park

4 x Recycled plastic agility posts northern side of Dog Park

3 x Recycled plastic agility posts 1.2m high - in middle of Dog Park and approx. 10m southeast from shelter

1 x Concrete reinforced pipe tunnel 900mm x 2.5m long - at the southern side of the Dog Park and approx. 13m south of the shelter

1 x Steel slide 3.5 Meters long - at the south eastern side of Dog Park

1 x Balance beam 1.8m long - at southern side of Dog Park and north of agility posts

The Paddocks



The Paddocks Dog Park has one shelter and a seat. There are two small irrigated lawn areas.

Issues identified for improvement

- Increase irrigated area (two additional sprinklers arranged)
- Replace table under shelter (arranged)



- Replace latches on gates (completed)



- Replace boundary fence (suggested, quote being sought)



- Install additional gate at the western end close to new carpark (suggested, quote being sought)

Elements for dogs

- 4 x Recycled plastic agility posts 1.2 m high - at western side of Dog Park near gate
- 1 x Steel slide 1 meter wide x 3 m long - near the western side fence
- 1 x Concrete reinforced pipe tunnel 900mm x 2.5 m at southwestern side of Dog Park
- 3 x Recycled plastic hurdles 0.25m high x 1m long - at southern side of Dog Park
- 1 x Concrete reinforced pipe tunnel 900mm x 2.5 m long - approx. 11.5m south of shelter in Dog Park

4 x Recycled plastic hurdles 0.250 high x 1 m long - approx. 11.6m southwest from shelter in Dog Park

Unity Park



Unity Park Dog Park has one shelter and an additional seat. It is has quite a large irrigated area and plenty of shade. It is well positioned away from the road & close to the playground.

Elements for dogs

4 x Recycled plastic hurdles 1 m long x 0.350 high - west side of Dog Park approx. 11m from western fence line

1 x Concrete reinforced pipe tunnel 900mm x 2.5 m long - at the southwestern side of Dog Park and approx. 8m from agility posts near western fence line

4 x Recycled plastic agility posts 1.2 m high - at the southwestern side of Dog Park and approx. 5m from western fence line

3 x Recycled plastic agility posts 1.2 m high - at the southwestern side of Dog Park and approx. 5m southeast from pipe tunnel

1 x Concrete reinforced pipe tunnel 550mm x 2.5 m at the south eastern side of Dog Park and approx. 6m northeast of balance beam

1 x Steel slide 1 m wide x 3 m long - at the south eastern side of Dog Park and approx. 8.6m north of eastern concrete pipe tunnel

4 x Recycled plastic hurdles 1 m long x 0.400mm high - at the southern side of Dog Park and south of agility posts

1 x Balance beam 2m - at the southern side of Dog Park between the eastern and western concrete pipe tunnels

Golding Oval



Golding Dog Park has a shelter plus other seating in the main area but there is no turf at all.

There is a separate section for small dogs with some irrigated turf but it is very limited and there is no shade in this section.

Overall this dog park is extremely dry and uninviting.

Issues identified for improvement

- Increase irrigated area. (Plans from the development appear to show that the area originally intended for irrigation was never fully covered)



- Replace missing sign on post (arranged)



- Redesign spoon drain directing water into the entrance to the dog park. (suggested)



Elements for dogs

1 x Concrete reinforced pipe tunnel 1.275 m high x 2.5 m long - at the north eastern side of larger dog park compound and opposite shelter

1 x Plastic platform 700mm x 700mm x 300mm high - in middle of the larger dog park compound between concrete tunnels

1 x Concrete reinforced pipe tunnel 1275 mm high x 2.5 m long - at southwestern side of larger dog park compound

4 x Permapine hurdles 0.400mm high x 900mm long - at the southwestern side of larger dog park compound and adjacent to southern concrete pipe tunnel

4 x Permapine agility posts 1.2m high - along the southwestern fence of larger dog park compound

4 x Permapine hurdles 0.400mm high x 900mm long - along the northern fence of smaller dog park compound

4 x Permapine hurdles 0.400mm high x 900mm long - at the north western side of larger dog park compound and northwest of platform

Item	Action	Person	Notes
	Identify current service standards	Craig	
	Identify current maintenance regimes and costs	Paul	Parks are serviced 17 or 26 x per annum & inspected monthly. Annual cost \$21,605.00 excluding admin costs to enter data & irrigation costs.
	Develop a matrix of Dog Park facilities	Paul	See below
	Obtain Irrigation Maps for Dog Parks	Paul	As supplied (Unity Park not available)
	Auditing baseline audit	Paul	All parks are audited monthly by the Leading Workers from Reserves. These audits have just gone onto the tablets as from March 2020.
	Identify and capture quick wins	Paul	As shown in report
	Summarise previous upgrades and consultation process and feedback	Craig	
	Undertake comparison with neighbouring Council's	Craig	PM. As per last section of report.
	Develop and implement Consultation Process	Craig	
	Identify Upgrades and Costs	Craig	PM. I've done this in relation to fencing upgrades

Dog Park	Separate Small Dog Area	Fountain	Shelter	Seating	Irrigated Area %	Fencing Adequate	Tunnel	Hurdles	Agility Posts	Slides	Balance Beam	Lighting
Jenkins	No	Yes	Yes	Yes	25	No top &	Yes	Yes	Yes	Yes	No	No

Reserve						bottom rail. Replacement cost \$46,430.00						
Mawson Lakes	No	Yes	Yes	Yes	40	Yes					No	Yes
Golding Oval	Yes	Yes	Yes	Yes	10	Yes	Yes	Yes	Yes	No	No	
The Paddocks	No	Yes	Yes	Yes	20	No top & bottom rail. Replacement cost \$30,651.00	Yes	Yes	Yes	Yes	No	Yes
Baltimore Reserve	No	Yes	Yes	Yes	0	No top & bottom rail. Replacement cost \$27,735.00	Yes	Yes	No	No	No	No
Happy Home Reserve	No	Yes	Yes	Yes	30	Yes	Yes	Yes	Yes	Yes	No	Yes
Kingswood Reserve	Yes	Yes	Yes	Yes	40	Yes	Yes	Yes	Yes	No	No	No
Unity Park	No	Yes	Yes	Yes	20	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Canterbury Reserve	No	Yes	Yes	Yes	10	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Dog Park	Improvements Actions Completed
Jenkins Reserve	Painted water fountain, gazebo & three seats
The Paddocks	Replaced both gate latches. Painted two seats, the gazebo, picnic table &

Item 2.4.2 - Attachment 2 - Dog Park Report Field Services

	water fountain
Unity Park	Painted two seats, gazebo, picnic table & water fountain.
Golding Oval	Painted three seats & the water fountain.
Mawson Lakes	Painted the gazebo, picnic table, water fountain & seat. Under pruned all trees & increased irrigation.
Kingswood Reserve	Fixed seat, new Parvovirus sign, fixed hurdle, installed new P.A gate between separate dog parks, removed graffiti, under pruned trees painted two gazebos, two picnic tables, the water fountain & seat.
Baltimore Reserve	Painted three seats, picnic table, water fountain & gazebo
Canterbury Drive	Painted three seats, water fountain, picnic table & gazebo.
Happy Home Reserve	Under pruned trees, painted three seats, gazebo, picnic table & water fountain.

Overview of Dog Parks in the Cities of Playford & Port Adelaide Enfield

Both neighbouring Councils have significantly less Dog Parks in their respective areas than the City of Salisbury. Playford covers an area of 345km² and has three Dog Parks; Port Adelaide Enfield covers 94km² and also only has three Dog Parks whereas the City of Salisbury has nine Dog Parks over its 158km² area.

The most noticeable difference is that the Dog Parks in the neighbouring councils have much larger irrigated areas within their Dog Parks, some with a hundred percent turf areas. All but one also had more than one separate area. Not necessarily for large or small dogs but just to provide an option if one section is being used and the owner would prefer to keep their dog away from other dogs.

The other obvious difference is that the majority of them are part of much larger high amenity park areas with playgrounds, sports courts, barbeque areas and public toilets, all in the same precinct. In Playford the 'Jo Gapper Park' is quite impressive but the 'Roy Marten Park' at Taperoo is on another level.

Not all of the parks had shelters but the majority did. Interestingly Pooch Park in Playford doubles a detention basin in winter. This is denoted on the sign at the entrance explaining that it collects excess stormwater from the Blakes Crossing development.

Some photos the sites are below.

Port Adelaide Enfield, Roy Marten Dog Park



Port Adelaide Enfield, Jack Watkins Dog Park



Port Adelaide Enfield, LJ Lewis Dog Park



Playford, Jo Gapper Dog Park

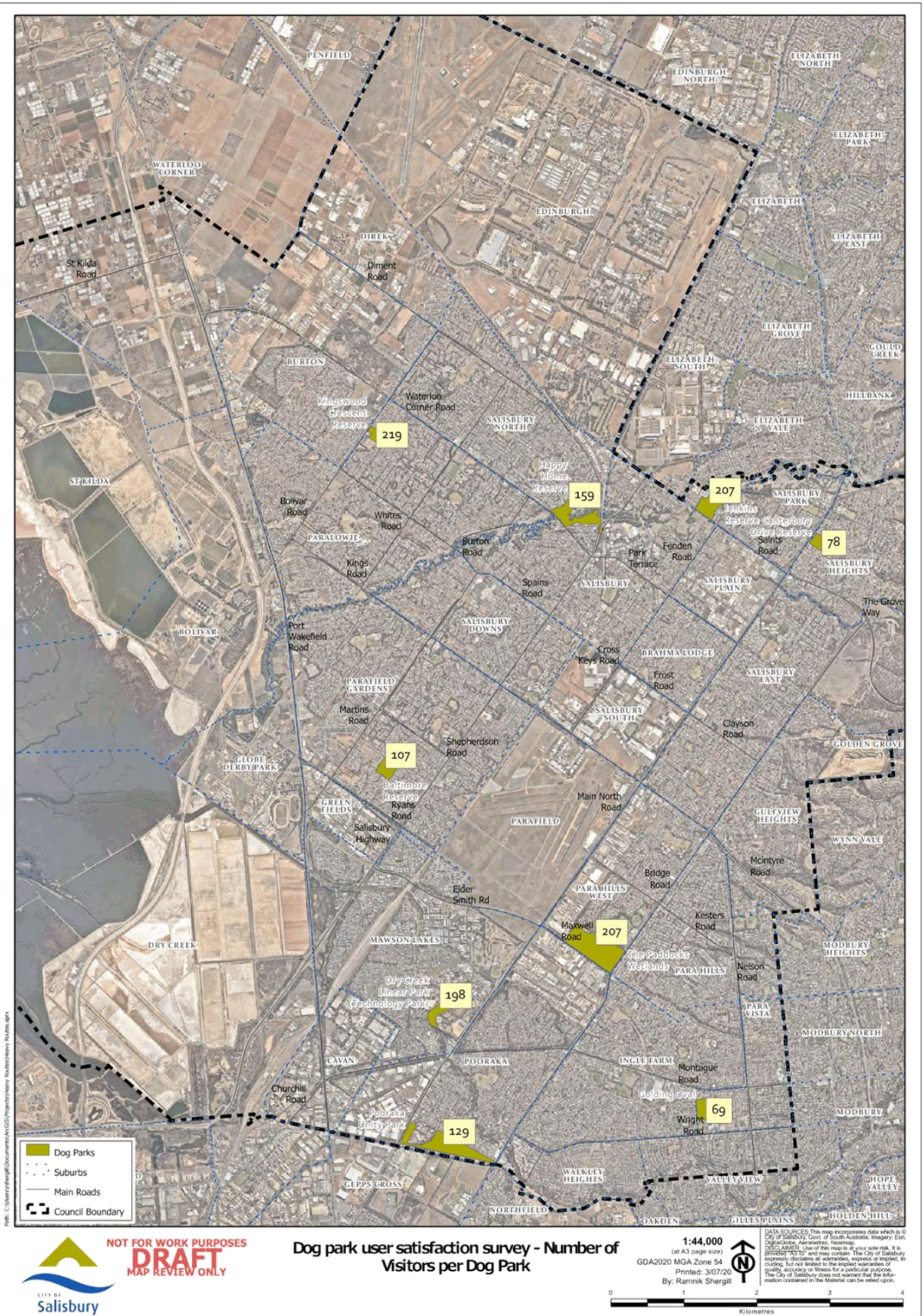


Playford, Pooch Park



Playford Stebonheath Dog Park





Item 2.4.2 - Attachment 3 - Number of Visitors per Dog Park

ITEM 2.5.1
WORKS AND SERVICES COMMITTEE
DATE 20 July 2020
HEADING Grant of Easement to SA Power Networks - Happy Home Reserve

AUTHOR Liz Lynch, Property Officer, City Infrastructure
CITY PLAN LINKS 2.4 Have urban and natural spaces that are adaptive to future changes in climate.
4.1 Strengthen partnerships that enable us to better address our community's priorities.

SUMMARY This report seeks Councils endorsement to grant an easement to the South Australian Power Networks over a portion of Council land known as Happy Home Reserve.

RECOMMENDATION

1. Council grant to SA Power Networks an easement for the installation of under ground cables over a portion of Happy Home Reserve, identified as allotment 69 in Filed Plan 1113664 as described in Certificate of Title Volume 5553 Folio 5 and delineated on Attachment 1 to this report (Works and Services Committee 20/07/2020, Item No. 2.5.1), Proposed View of new Easement at Happy Home Reserve, Salisbury for \$5,000.00 plus GST.
2. SA Power Networks are to be responsible for all costs associated with the lodgement and documentation of the easement.
3. The Manager Property and Buildings be authorised to liaise with SA Power Networks in regards to the requested easement and arrange consent of the Letter of Agreement and Grant of Easement Documents.

ATTACHMENTS

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

1. Proposed View of new Easement at Happy Home Reserve, Salisbury
2. Proposed Filed Plan FX255311 - Location of newly requested Easement, Happy Home Reserve, Salisbury

1. BACKGROUND

- 1.1 Council own allotment 69 in Filed Plan 1113664 as described in Certificate of Title Volume 5553 Folio 51 known as Happy Home Reserve, Salisbury which has an existing easement to the South Australian Power Network (SAPN), running in an east to west direction over the entire portion of land for above and below ground infrastructure.

- 1.2 SAPN work in conjunction with Electra Net and Everven, and for the purpose of this report will be known as SAPN and subsidiary companies.
- 1.3 In 2019, SAPN and subsidiary companies identified that existing infrastructure located in Happy Home Reserve, Salisbury required an upgrade to facilitate the State Government Project of electrification of the Gawler Railway Line. Council endorsed these works outlined in report dated 18th November 2019, Variation of the Grant of Easement to South Australian Power Networks Corporation Portion of Happy Home Reserve, Resolution Number 0326/2019.

2. CONSULTATION / COMMUNICATION

- 2.1 Internal
 - 2.1.1 City Infrastructure Staff
 - 2.1.2 City Development Staff
 - 2.1.3 Business Excellence Staff
- 2.2 External
 - 2.2.1 South Australian Power Networks
 - 2.2.2 Electra Net
 - 2.2.3 Everven

3. REPORT

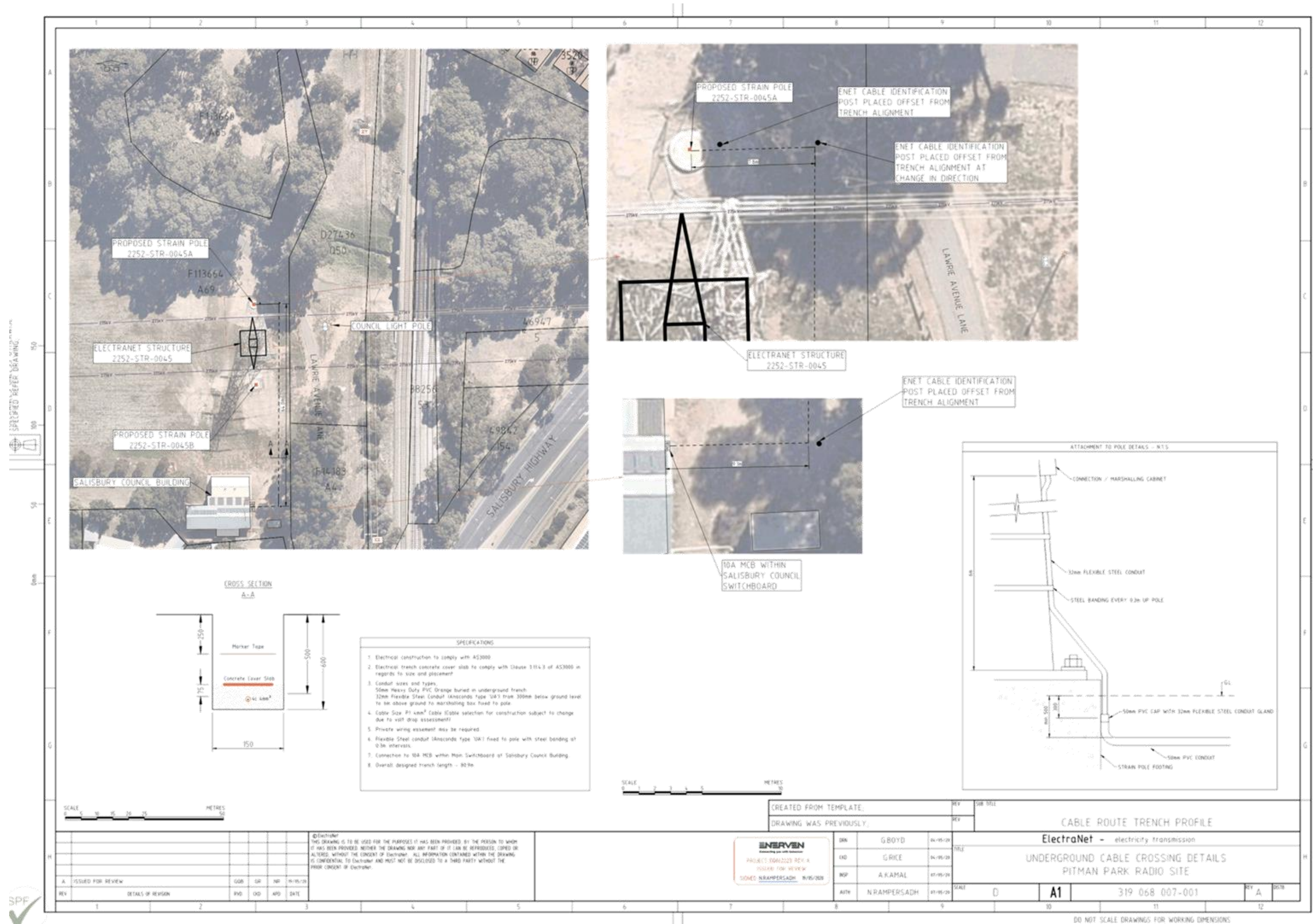
- 3.1 Upgrades to existing easements and infrastructure in Happy Home Reserve have resulted in a new easement being sort to protect the installation of the low voltage underground cable to provide power supply to the newly built tower which is located within protected air space due to its proximity to Parafield Airport. Please refer to attachment 1, Proposed View of new easement at Happy Home Reserve, Salisbury.
- 3.2 The purpose of the easement is to provide power to the antenna and equipment box on the newly installed above ground South Australian Power Networks Infrastructure to comply with airspace conditions.
- 3.3 The easement sought is for the underground cable installation and is approximately 17 metres long and 2 metres in width shown in Attachment 1, proposed view of new easement at Happy Home reserve, Salisbury.
- 3.4 Council staff have negotiated a consideration amount of \$5,000 plus GST which is the standard amount charged for these types of low impact easements. SA Power Networks will also be responsible for all costs associated with the preparation and lodgment of necessary documentation, plans and issuing new titles.

4. CONCLUSION / PROPOSAL

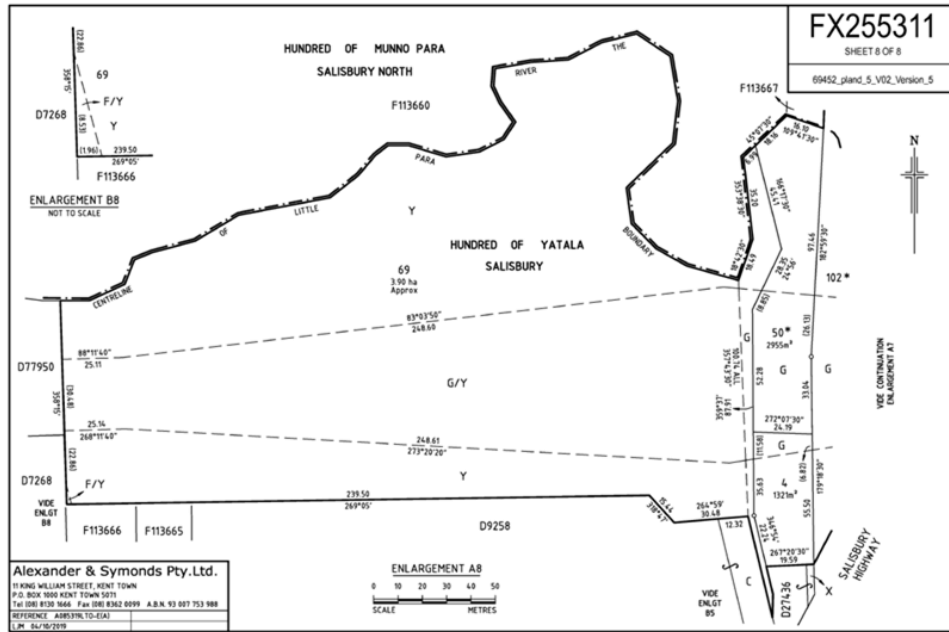
- 4.1 It is recommended that Council endorse granting the requested new easement and the Manager of Property and Buildings be authorised to arrange Council consent to all necessary documentation to grant the easement over the portion of allotment 69 in Filed Plan 113664 known as Happy Home Reserve, Salisbury.

CO-ORDINATION

Officer: Executive Group
Date: 13/07/2020



Item 2.5.1 - Attachment 1 - Proposed View of new Easement at Happy Home Reserve, Salisbury



Item 2.5.1 - Attachment 2 - Proposed Filed Plan FX255311 - Location of newly requested Easement, Happy Home Reserve, Salisbury

ITEM	2.6.1
	WORKS AND SERVICES COMMITTEE
DATE	20 July 2020
HEADING	Capital Works Report - June 2020
AUTHOR	Christy Martin, Team Leader Project Support, City Infrastructure
CITY PLAN LINKS	3.2 Have interesting places where people want to be.
SUMMARY	The following monthly status report and requests for amendments is presented to effectively manage the City Infrastructure Capital Works Program.

RECOMMENDATION

1. Council includes, at no impact to the budget, the renewal of a small bridge along the Little Para, Parafield Gardens / Paralowie, within the 2020/21 Bridge Program, and defer the renewal of Bridge 11 at the Paddocks for consideration at a future date in alignment with the implementation of the Paddocks Master Plan.
2. As result of the awarding of additional Black Spot Funding for 2021, include the junction upgrade of Wright Road and Canna Road, Ingle Farm, within PR13725 Major Traffic Program, through the approval of a non-discretionary 1st Quarter Budget Review 2021 Bid totalling \$368k income and expenditure.
3. Declare as an expenditure saving the \$545k Council contribution associated with the construction of a new roundabout at the intersection of Nelson Road and Kesters Road, Para Hills, within PR13725 Major Traffic Program, noting this project is now fully funded as a result of the awarding of additional Black Spot Funding for 2021.

ATTACHMENTS

There are no attachments to this report.

1. BACKGROUND

- 1.1 City Infrastructure is responsible for the capital works, associated plant and fleet, building, traffic and civil engineering services, landscape and environmental works. Specifically, these works involve project management, design specification development, construction and recurrent maintenance. Service provision is undertaken by both internal resources and external consultants/contractors. City Infrastructure provides periodic progress reports for these projects.

2. CONSULTATION / COMMUNICATION

2.1 As part of the management of the City Infrastructure Capital Works Program, communication of the program occurs on a monthly basis via the Works and Services Committee. In addition, a current program of works is available via the City of Salisbury internet site, social media and highlights included within the periodic publication *Salisbury Aware*.

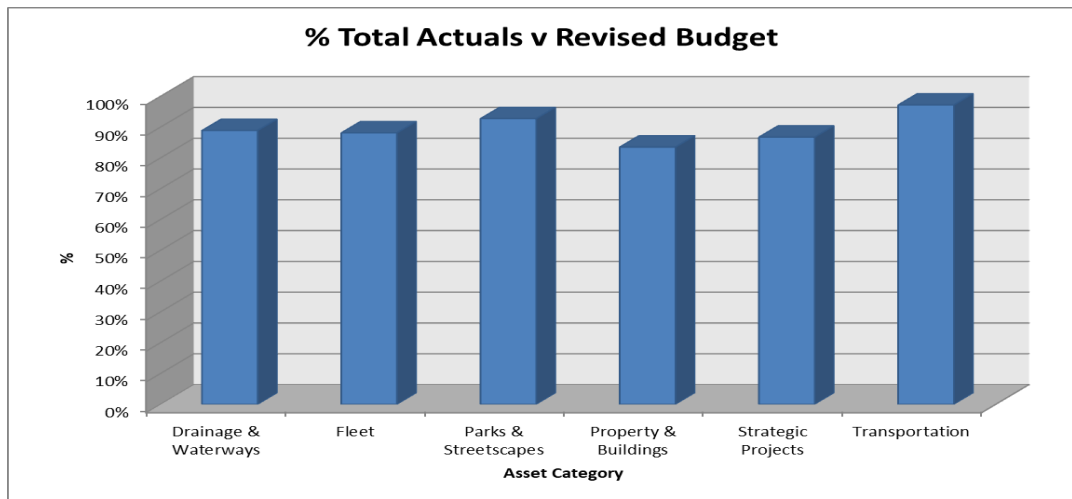
3. REPORT

3.1 Work has been occurring this month to transition into the 2020/21 Covid-19 Infrastructure Recovery Program. This involves reviewing the 2019/20 program of works, closing out completed projects, reviewing and embracing learnings, creation of new projects, resource allocation, budget management, asset management and take-up. This work occurs progressively mostly over June and July with input from various teams.

3.2 Whilst the end of the financial year is being administered at the time of preparing this report, the below graph reflects how the program was financially tracking towards the end of June 2020. It is expected in August 2020, the Carry Forward report will be presented which will detail the formal transition of programs / projects from 2019/20 into 2020/21.

3.3 As detailed in previous reports, some of the 2019/20 Programs and Projects encountered delays due to supply chain issues associated with the Covid-19 pandemic. Where this has occurred, these will continue into 2020/21 for completion.

3.4 At the end of June 2020, financially the program was tracking as follows;



NB: Total Actuals = Actual Spend + Commitments

3.5 A highlight for June 2020 was the completion of the new facility at Bridgestone Reserve;



4. PROGRAM HIGHLIGHTS

2019/20 Highlights

In amongst a challenging year, there were many achievements for 2019/20. Herewith a summary of highlights upon reflection of the year;

- Bridgestone Athletics Facility was a hive of activity prior to the pandemic. The track and associated works were well advanced, however due to the pandemic the laying of the synthetic track is proposed to occur in spring. The new change room facility, which overlooks the track, reached practical completion this month (as shown on the previous page).
- City Wide Trails Program was successfully awarded grant funding towards new network links in sections along Dry Creek, Mawson Lakes / Pooraka, including the construction of a new underpass below the busy Main North and Montague Road intersection. This work is scheduled to be completed in the first quarter of 2020/21.
- The construction of a new pedestrian and cycle path commenced along Dry Creek including to enable travel below Montague and Main North Road, Pooraka
- Erosion control works occurred along various sections of Dry Creek including bank stabilisation, waterway clearing and erosion mitigation.
- With successful joint funding, the construction of a new bridge across Dry Creek at Pauls Drive, Valley View, commenced. This is an area which has historically been subject flooding events and associated traffic issues.
- The 2019/20 Street Tree Program was a large program covering in excess of 50 streets. Community consultation occurred for each of these streets followed by the required tree removals. Planting continues to occur over this cooler climate.
- Grant funding was awarded to contribute towards the construction of new roundabouts at the intersections of George Street and Belfree Drive; and George Street and Ryans Road at Greenfields. These will be constructed in the new financial year.
- A new netball court and adjacent shelter was constructed this Salisbury North Oval. Plus the netball courts at Salisbury Downs Oval were renewed to enable community use.
- New crossings were completed this financial year to aid in safe roadway crossing. These occurred in Mawson Lakes Boulevard, Mawson Lakes; Cross Keys Road, Brahma Lodge and Carey Street, Salisbury.
- New fun run signage was installed at Carisbrooke Park, Salisbury Park, which included distance marking.
- Irrigation was reactivated in 9 sites within the City which assist in building City Pride and provide spaces which can be used and enjoyed by the community.
- As part of the Road Reseal Program the significant renewal of Mangrove Street, St Kilda, this including the renewal of the tram tracks.
- The Historical Cemetery adjacent the Salisbury Community Hub was upgraded to complement the Hub. Seating was included to enable the community to sit and reflect.
- Renewal of the detention basin on the corner of Smith Road and Main North Road was completed and finished with landscape works.
- Community engagement occurred informing the design of the stage of the Salisbury Oval Master Plan. This will result in a new regional playground delivered in 2020/21 in this location.
- Another section of major upgrade occurred along a section of Diment Road, Burton/Direk.
- Whilst not all projects were able to be completed due to supply chain issues as a result of the pandemic, the Playground Program and Inclusive Playspace Program will deliver the renewal of 10 sites by the end of the first quarter of 2020/21.
- The community is now able to access to new fitness equipment sites at Unity Park, Pooraka and Springbank Boulevard Reserve, Burton.
- Approximately 60 streets were completed this year as part of the 2019/20 Road Reseal Program. This includes where kerb works occurred reusing approximately 30% of kerb material. Other initiatives included 10 streets which were able to reuse 100% of the pavement material in the reconstruction of

ITEM 2.6.1

the road, and recycling rubber in asphalt surfacing across approximately 20 streets.

Item 2.6.1

- 4.1 Coordination and monitoring of the Capital Works Program is ongoing, partly to ensure it best meets the needs of the community whilst maintaining infrastructure condition. As a result, the following changes are requested;

Program Amendment

PR20548 Bridge Program

As part of the 2020/21 Bridge Program the renewal of a small bridge at the Paddocks was proposed to occur, however with the works occurring at the Paddocks as part of the Master Plan Implementation it is proposed to defer this to enable it to be considered as part of the site and current watercourse works occurring there. It is proposed to replace this renewal with a small bridge which requires work along the Little Para, Parafield Gardens / Paralowie. This change in program priorities can be achieved with no impact to the budget.

Recommendation: With no impact to the budget, include the renewal of a small bridge along the Little Para, Parafield Gardens / Paralowie, within the 2020/21 Bridge Program, and defer the renewal of Bridge 11 at the Paddocks which will be considered at a future date in alignment with the implementation of the Master Plan.

Impact: No impact

Budget Amendment

PR13725 Major Traffic Program

City of Salisbury were notified this month that they were successfully awarded 100% grant funding towards the following projects via the Commonwealth 2020/21 Black Spot Program;

- Installation of a new roundabout at the intersection of Nelson Road and Kesters Road, Para Hills, \$1.1M
- Installation of a new seagull island and protected right turn treatments at the junction of Wright Road and Canna Road, Ingle Farm, \$368k

Approval is sought to include Wright Road and Canna Road, Ingle Farm, junction upgrade into the 20/21 Major Traffic Program. In addition, as part of the 1st Quarter Budget Review, a bid will be submitted to return the balance of Council funding \$545k, associated with the construction of a new roundabout at the intersection of Nelson Road and Kesters Road, Para Hills, as this will now be 100% funded via the grant recently awarded.

Recommendation: As result of the awarding of additional Black Spot Funding for 2021, include the junction upgrade of Wright Road and Canna Road, Ingle Farm, within PR13725 Major Traffic Program, through the approval of a non-discretionary 1st Quarter Budget Review 2021 Bid totalling \$368k income and expenditure.

Declare as an expenditure saving the \$545k Council contribution associated with the construction of a new roundabout at the intersection of Nelson Road and Kesters Road, Para Hills, within PR13725 Major Traffic Program, noting this project is now fully funded as a result of the awarding of additional Black Spot Funding for 2021.

Impact: Additional program funding enabling return of Council contribution

5. FOR INFORMATION

- 5.1 For your information, herewith the 2020/21 Road Reseal Program which has been formulated in alignment with the Asset Management Plan.

2020/21 Road Reseal Program	
Bolivar	Jobson Road
Brahma Lodge	Dansie Crescent
Brahma Lodge	Harrow Road
Brahma Lodge	Kent Avenue
Burton	Alana Court
Burton	Angle Vale Crescent
Burton	Ash Court
Burton	Bond Avenue
Burton	Carlisle Court
Burton	Dash Avenue
Burton	Hayley Street
Burton	Kinross Avenue
Burton	Neil Street
Burton	Stan Court
Cavan	William Street
Cavan / Pooraka	Goldsborough Road
Edinburgh	Haslam Road
Ingle Farm	Lydia Avenue
Ingle Farm	Trenerry Avenue
Ingle Farm	Wanbi Avenue
Mawson Lakes	Main Street
Mawson Lakes	Mawson Lakes Boulevard
Mawson Lakes	Sanctuary Drive
Mawson Lakes	The Strand
Para Hills	Goodwin Court
Para Hills	Kimba Road
Para Hills	Mitchell Drive
Para Hills	Welsh Crescent
Para Hills	Wilson Road
Para Hills West	Bunburra Street
Para Hills West	Dienelt Drive
Para Hills West	Liana Court
Para Hills West	Warren Road
Para Vista	Kalkara Crescent
Para Vista	Wright Road (Service Road)
Paralowie	Ambervale Court
Paralowie	Amery Road
Paralowie	Blaess Drive
Paralowie	Bogart Drive
Paralowie	Cawarra Crescent
Paralowie	Cooper Place
Paralowie	Corella Court
Paralowie	Craig Court

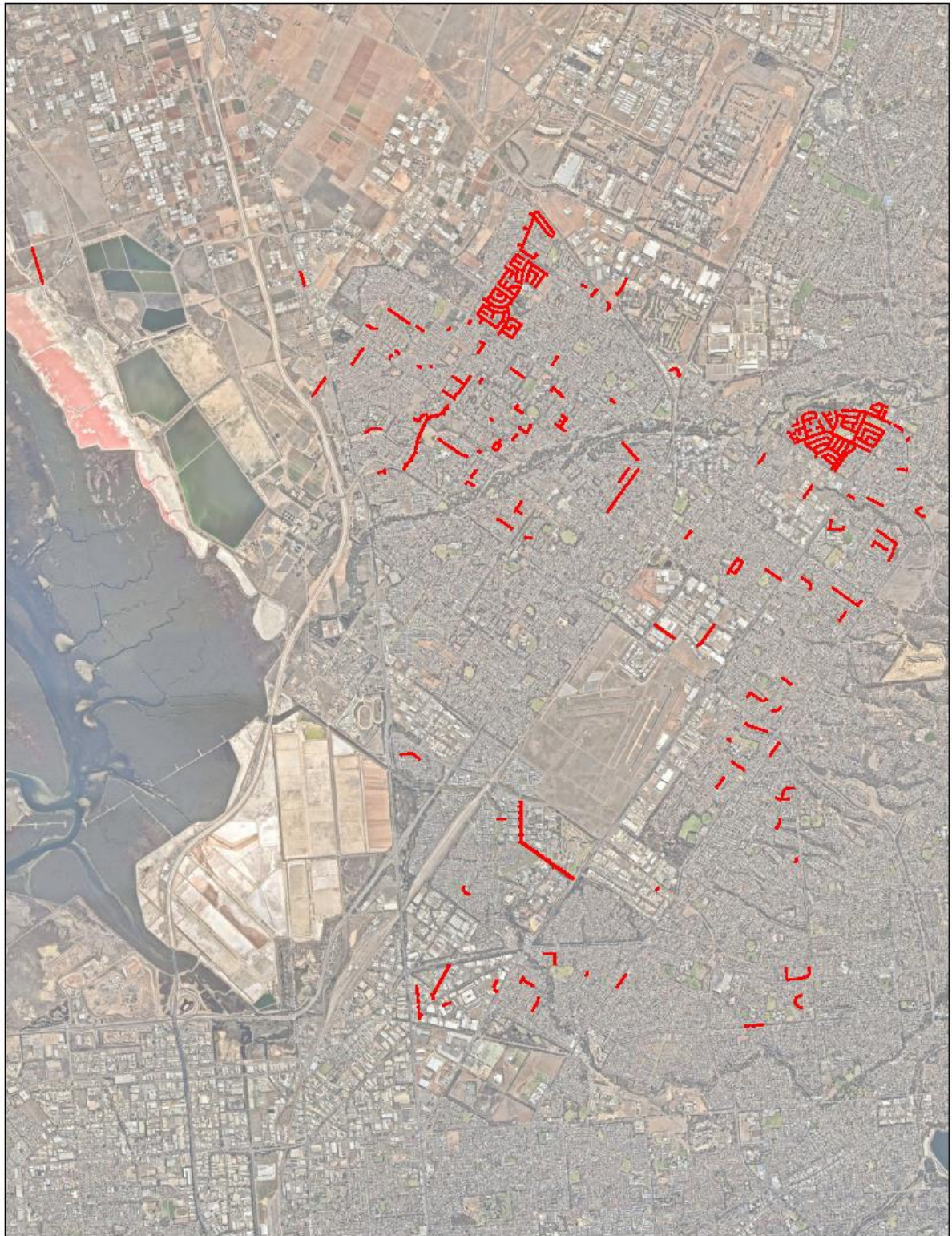
Paralowie	Elio Drive
Paralowie	Elope Court
Paralowie	Fairbanks Drive
Paralowie	Glenmore Court
Paralowie	Halba Crescent
Paralowie	Heritage Drive
Paralowie	Jon Road
Paralowie	Melanie Court
Paralowie	Mildara Avenue
Paralowie	Middle Avenue
Paralowie	Mullen Court
Paralowie	Newbury Crescent
Paralowie	Otoma Street
Paralowie	Paez Street
Paralowie	Ronaldo Way
Paralowie	Tracey Avenue
Paralowie	Winston Avenue
Pooraka	Cherry Lane
Pooraka	Commerce Crescent
Pooraka	Dobson Drive
Pooraka	Edwin Street
Pooraka	George Street
Pooraka	Hussey Terrace
Pooraka	Jay Street
Pooraka	Lawrie Street
Pooraka	Market Lane
Salisbury	Beverley Avenue
Salisbury	Casson Court
Salisbury	Eliza Street
Salisbury	Natalie Avenue
Salisbury	Norwich Road
Salisbury	Theta Street
Salisbury Downs	Elstree Street
Salisbury Downs	Petersens Parade
Salisbury Downs	St Peters Place
Salisbury Downs	Tyson Avenue
Salisbury East	Acacia Crescent
Salisbury East	Garside Crescent
Salisbury East	Hawke Crescent
Salisbury East	Oakmont Court
Salisbury East	Opal Court
Salisbury East	Rintoul Road
Salisbury East	Ronald Drive
Salisbury East	Strathpine Street
Salisbury East	Topaz Crescent
Salisbury East	Victorious Street
Salisbury Heights	Alison Close
Salisbury Heights	Ingham Way

Salisbury Heights	Radiata Grove
Salisbury Heights	The Outlook
Salisbury Heights	Truro Place
Salisbury Heights	Ward Street
Salisbury North	Andrews Street
Salisbury North	Bantanga Crescent
Salisbury North	Bilo Court
Salisbury North	Casserly Street
Salisbury North	Christopher Court
Salisbury North	Cochrane Road
Salisbury North	Coscia Avenue
Salisbury North	Diruwa Drive
Salisbury North	Garrin Street
Salisbury North	Guernsey Crescent
Salisbury North	Haughan Drive
Salisbury North	Holstein Drive
Salisbury North	Illawara Street
Salisbury North	Ilya Road
Salisbury North	Ireland Road
Salisbury North	Marti Street
Salisbury North	Mero Street
Salisbury North	Mobbs Court
Salisbury North	Moore Court
Salisbury North	Mulholland Avenue
Salisbury North	Nicks Road
Salisbury North	Noolinga Way
Salisbury North	Norsworthy Avenue
Salisbury North	Oronga Street
Salisbury North	Penong Crescent
Salisbury North	Saywell Crescent
Salisbury North	Scammel Street
Salisbury North	Shorthorn Crescent
Salisbury North	Shrewton Court
Salisbury North	Spaans Crescent
Salisbury North	Tabora Crescent
Salisbury North	Taringa Road
Salisbury North	Timani Court
Salisbury North	Uranbo Street
Salisbury North	Vivian Court
Salisbury North	Walana Avenue
Salisbury North	Waya Road
Salisbury North	Window Crescent
Salisbury North	Wirra Court
Salisbury North	Witonga Avenue
Salisbury North	Yera Road
Salisbury North	Yulti Road
Salisbury Park	Adrian Lee Court
Salisbury Park	Alfriston Walk

ITEM 2.6.1

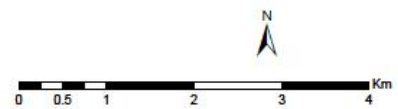
Salisbury Park	Arndell Road
Salisbury Park	Bindana Avenue
Salisbury Park	Carlingford Drive
Salisbury Park	Chatswood Close
Salisbury Park	Chatswood Way
Salisbury Park	Closeburn Crescent
Salisbury Park	Coleridge Drive
Salisbury Park	Edgar Court
Salisbury Park	Floriston Way
Salisbury Park	Foti Drive
Salisbury Park	Goddard Drive
Salisbury Park	Heathersett Drive
Salisbury Park	Jenkins Drive
Salisbury Park	Johnswood Drive
Salisbury Park	Karingal Crescent
Salisbury Park	Lambeth Court
Salisbury Park	Levanswell Road
Salisbury Park	Lorinya Road
Salisbury Park	Malinya Drive
Salisbury Park	Martinvine Court
Salisbury Park	Meralang Avenue
Salisbury Park	Millgate Way
Salisbury Park	Pemberley Avenue
Salisbury Park	Redvers Road
Salisbury Park	Riversdale Drive
Salisbury Park	Sandy Crescent
Salisbury Park	Sayers Court
Salisbury Park	Sheringa Crescent
Salisbury Park	Smedley Place
Salisbury Park	Surrey Court
Salisbury Park	Sussex Court
Salisbury Park	Terrigal Drive
Salisbury Park	Terry Court
Salisbury Park	Tina Court
Salisbury Park	Wandora Crescent
Salisbury Park	Wickes Court
Salisbury Park	Wildwood Drive
Salisbury Park	Yindarra Avenue
Salisbury Plain	Barndioota Road
Salisbury South	Essen Road
Salisbury South	Rundle Road
Salisbury Park	Sherbrooke Road
St Kilda	Samphire Road

Noting of the above the following locations are for design and investigation only in 2020/21; Trenerry Avenue, Ingle Farm; Lydia Avenue, Ingle Farm; Tracey Avenue, Paralowie; Angle Vale Crescent, Burton; Main Street, Mawson Lakes; and Goddard Drive, Salisbury Park.



Road Reseal Program 20/21

 Road Reseal Program



Recently Completed



The Strand,
Mawson Lakes,
Handrail

Andrew Smith Oval,
Reserve, Parafield
Gardens, Sports Court &
Shelter



Tregoning Green, Salisbury Park,
Fitness Equipment

Recently Completed



Andrew Smith Oval, Reserve,
Parafield Gardens,
Fitness Equipment

In Construction



Unity Park, Pooraka, New
Toilet Facilities

Pooraka Tennis
Clubrooms
Extension



6. CONCLUSION / PROPOSAL

- 6.1 This summary report regarding the City Infrastructure Capital Works Program be received.

CO-ORDINATION

Officer: Executive Group
Date: 13/07/2020

ITEM	2.6.2
	WORKS AND SERVICES COMMITTEE
DATE	20 July 2020
PREV REFS	Council MWON12.4 25 May 2020 6:30 pm
HEADING	Gulfview Heights Lake, Bayview Parade
AUTHOR	Dameon Roy, Manager Infrastructure Management, City Infrastructure
CITY PLAN LINKS	2.3 Have natural resources and landscapes that support biodiversity and community wellbeing.

SUMMARY This report gives an overview of the Budget implications for ensuring the Gulfview Heights Lake permanently holds water rather than an ephemeral lake as it was designed.

RECOMMENDATION

1. Council maintains the Gulfview lake as an ephemeral lake.
2. Administration continues to monitor the ongoing condition of the lake, including the clay liner to ensure it does not dry out, to maximise the periods of standing water in the lake.

ATTACHMENTS

There are no attachments to this report.

1. BACKGROUND

- 1.1 A Motion without Notice MWON12.4, was put forward on 25 May 2020 regarding Gulfview Heights Lake, Bayview Parade, as follows:

That a report be prepared informing Council on the indicative costings for installing appropriate infrastructure for providing a permanent supply of Salisbury water to the Gulfview Heights Lake at Bayview Parade, and for improving the lake's water retention capability. (Resolution No 0572/2020)

- 1.2 This report outlines the associated costs for a permanent water supply from Salisbury Water and discusses options to improve retention capability for the lake.
- 1.3 The lake was originally designed to rely on the stormwater from the estate and upper catchment to keep the lake with water in it for the majority of the year, (that is an ephemeral lake, meaning that it is not expected to have water in it all year round) but with the restrictions imposed by the drought, the irrigation for the landscaping around the lake was turned off. This had the effect of permanently reducing the quantity of the water content in the clay liner, thus requiring more rainfall to wet up the clay liner to allow it to expand and seal.

- 1.4 This meant a change in the level of service during last twelve years with the lake having significantly more periods of no standing water in it, compared to the early life of the sub-division and a degradation of the surrounding landscape.

2. CONSULTATION / COMMUNICATION

- 2.1 Internal
 - 2.1.1 Salisbury Water

3. REPORT

- 3.1 Council has investigated opportunities to get Salisbury Water to the Gulfview Heights Lake to increase the level of service to make the Lake a permanent water body.
- 3.2 A pipeline would have to be constructed from the Kiekebusch Reserve, roughly 1km to the lake with associated pump station. The preliminary estimate of this project would be \$210,000.
- 3.3 The ongoing costs of the water to keep the lake topped up if there is inadequate rainfall would be \$20-\$25,000 per year based on an average rainfall year.
- 3.4 Council has also investigated the modification to the clay lined area and the associated works to deepen the lake, thereby reducing the evaporation surface area to volume ratio. This would be a major Civil project to ensure the clay area, if modified is compacted adequately, with areas re-excavated and bentonite clay brought back in.
- 3.5 Based on a 2,000 m² area it is expected that the project would cost \$350,000 to renew the lake and improve the retention capability.
- 3.6 This brings the total project for the site in excess of \$550,000, with an increased estimated annual operating cost of \$20-\$25,000 to top up the water in the lake if insufficient rainfall.

4. CONCLUSION / PROPOSAL

- 4.1 Given that irrigation has been reinstated around the lake, the issues of the clay liner drying out are unlikely to occur. This means that the time at which water is clearly present in the lake will be significantly increased on that of the last 12 years. This is in line with Councils approach of being good environmental stewards as well as the original intent of the design and level of service for the subdivision.
- 4.2 Given the expense of the above project, it is preferred recommended that the level of service be maintained.
- 4.3 Similarly, a further geo-technical investigation is being undertaken this financial year, post the winter season, to ensure that the clay liner is functioning well and that the irrigation system around the lake is providing the necessary wetting of the clay liner.

CO-ORDINATION

Officer: Executive Group
Date: 13/07/2020

ITEM	2.6.3
	WORKS AND SERVICES COMMITTEE
DATE	20 July 2020
HEADING	Side Entry Pit and Drainage Pit Cleaning
AUTHOR	Simon Bartosak, Team Leader Civil Infrastructure, City Infrastructure
CITY PLAN LINKS	4.2 Develop strong capability and commitment to continually improve Council's performance. 4.3 Have robust processes that support consistent service delivery and informed decision making.
SUMMARY	This report provides budgetary information on amending Council's cyclic side entry side pit cleaning program from 5 yearly program to a 3 yearly program. In addition this report also provides information on the number of reactive side entry pit cleans which occurred more than once at any one location within the last twelve months

RECOMMENDATION

1. The information be noted and existing level of service be maintained.

ATTACHMENTS

There are no attachments to this report.

1. BACKGROUND

- 1.1 The City of Salisbury is responsible for maintaining approximately 10,500 side entry drainage pits which are currently proactively cleaned on a 5 year cyclic program.
- 1.2 Council also provides a "hot spot" list of drainage pits which are inspected regularly, and a reactive service responding to community requests.
- 1.3 At the Council meeting held on Monday, 25 May 2020 it was resolved:

12.1 Side Entry Pit and Drainage Cleaning

- 1. Council notes response to question without notice 11.1*
- 2. Staff bring back a report with costings on reducing the 5 year cleaning of side entry pits and drainage pits to 3 years.*
- 3. Staff bring back a further report on the 400 reactive side entry pit cleaning jobs to see if they are repetitive call outs and why they are needed.*

2. CITY PLAN CRITICAL ACTION

- 2.1 Proactively manage storm water to reduce its impact on communities and the natural environment

3. CONSULTATION / COMMUNICATION

3.1 Internal

3.1.1 City Infrastructure - Field Services

3.1.2 City Infrastructure – Infrastructure Management

3.2 External

3.2.1 Urban Asset Solutions (current service provider)

4. REPORT

Cycle Cleaning of Side Entry Pits (SEP)

4.1 The City of Salisbury received 400 customer enquires in the 19-20 financial year in relation to side entry pit cleaning works. Across the city there are 10 500 side entry pits that are currently cleaned proactively on a 5 year cyclic basis. Field Services has undertaken a review into increasing the frequency of cleaning the side entry pits to a 3 year cyclic basis.

4.2 The review into 3 year cyclic side entry pit cleaning has determined that there are two further options for consideration as detailed in the below:

- Option 1: This option only considered the financial cost of cleaning all pits across the City on a 3 year cyclic basis.
- Option 2: This option is based on maintaining a 5 year cleaning frequency east of Bridge Road with an increased frequency of 3 years west of Bridge Road.

4.3 Refer to Table 1 below.

Table 1: Side Entry Pit Cyclic Cleaning Service Levels and Cost Analysis

	Description	Annual Cost	Annual Cost Increase
Option 1	3 year cyclic cleaning	\$137k	\$55k
Option 2	3 year cyclic cleaning West of Bridge Road - 5 year cyclic cleaning East of Bridge Road	\$125k	\$43k
Option 3 (current state and recommended to continue)	5 year cyclic cleaning	\$82k	-

Discussion

4.4 The objective of the cyclic cleaning program is to inspect and ensure that the network of SEP's are cleaned on a suitable frequency to minimise blockages and ensure the storm water drainage system performs as intended.

- 4.5 In addition to the cyclic program, a 'hot spot' list is maintained of higher risk areas which are serviced on a six monthly basis.
- 4.6 It is recommended that the existing maintenance programs be continued (ie Option 3).

Option 1

- 4.7 Assessment of the most recent cyclic SEP cleaning data shows a high number of pits in suburbs east of Bridge Road had lower levels of debris as compared with suburbs west of Bridge Road. This is potentially due to higher gradients (steeper terrain), lower density of street trees, and types of street trees in the locations serviced.
- 4.8 For this reason, increasing the frequency of service across the entire City to 3 yearly (Option 1) is not considered warranted.

Option 2

- 4.9 Option 2 takes into account the most recent data observations and the greater potential impact of blocked SEP's where terrain has low gradient (flat terrain).
- 4.10 Increasing the frequency of service of cyclic cleaning west of Bridge Road may assist to reduce the risk of SEP blockages and reduce reactive cleaning however, given the nature of the network and tree debris influenced by climatic events, a reduction in reactive cleaning may not be realised.

Option 3

The existing cyclic frequency is considered adequate to satisfactorily address the risks of SEP blockages. The most cost effective manner to further reduce risks or increase the level of proactive cleaning is to identify 'hot spot' locations and add them to the 'hot-spot' program. The 'hot-spot' program works are currently performed on a 6 monthly basis.

Reactive Side Entry Pit Cleaning

- 4.11 In addition to the cyclic side entry pit cleans there are approximately 400 reactive pit cleans performed per annum which are reported as requiring cleaning by the community. Prior to cleaning works the pits are inspected to determine if cleaning the pit is required and if the pit is more than 10% full the pit is cleaned as per current service level.
- 4.12 In the 19-20 financial year there were 22 locations visited on more than 1 occasion. The reason why these sites were visited more than once was predominantly due to a blockage within the storm water trunk main which was commonly attributed to root invasion or failure of the pipe system.
- 4.13 Council is currently working on developing a proactive CCTV inspection program to better manage its storm water trunk main system which will reduce the instances of pipe blockages.

5. CONCLUSION / PROPOSAL

- 5.1 The assessment of the increasing the cyclic cleaning frequency councils SEP's has concluded increasing cyclic cleaning from a 5 year frequency to 3 years is not warranted. The existing 5 year cyclic frequency is considered adequate to satisfactorily address the risks of SEP blockages.

- 5.2 It's recommended that the most cost effective manner to further reduce risks or increase the level of proactive cleaning is to identify 'hot spot' locations and add them to the 'hot-spot' program. These 'hot spot' program works are currently performed on a 6 monthly basis.

CO-ORDINATION

Officer: Executive Group
Date: 13/07/2020

ITEM	2.8.1
	WORKS AND SERVICES COMMITTEE
DATE	20 July 2020
HEADING	NAWMA Lease Renewal 2020
AUTHOR	John Devine, General Manager City Infrastructure, City Infrastructure
CITY PLAN LINKS	1.2 Be the place of choice for businesses to invest and grow within South Australia, nationally and internationally. 2.3 Have natural resources and landscapes that support biodiversity and community wellbeing. 4.1 Strengthen partnerships that enable us to better address our community's priorities.
SUMMARY	The annual rent review of NAWMA's lease agreement to operate the Pooraka Waste Transfer Station has provided an opportunity to resolve a few outstanding issues. These matters have been discussed with NAWMA and key changes to the agreement are recommended in this report, including a change to the rental structure, and a transfer of the EPA licence from Salisbury to NAWMA.

RECOMMENDATION

1. Council endorse the inclusion of a flat rental payment per annum of \$180,000, commencing 2020/21 subject to CPI review, as stated in Item 5 of the Lease Agreement, replacing the existing 3 tiered rental arrangement.
2. Council notes the simplification of the Gate fee pricing mechanism, embedding this into the NAWMA Budgetary process (and Budget Review process).
3. Council notes the increased voucher fees for Salisbury rate payers in the NAWMA 2020/21 budget
4. Council transfers its existing EPA licence for the Pooraka Waste Transfer Station to NAWMA.

ATTACHMENTS

There are no attachments to this report.

1. BACKGROUND

- 1.1 The City of Salisbury owns the Research Road Waste Transfer Station (WTS) which provides various services to assist the community in disposing of waste.
- 1.2 The Northern Adelaide Waste Management Authority (NAWMA) has a 10 plus year lease agreement with Council (at the discretion of Council) to operate the

Waste Transfer Station on Research Road Pooraka. This agreement commenced on 2nd July 2018, with an annual rent review scheduled on each anniversary.

- 1.3 There are a small number of issues with the existing agreement which have been the subject of discussions between NAWMA and Council Administration. The annual review of the agreement provides the opportunity to resolve these issues.
- 1.4 NAWMA presented its draft 2020/21 budget to Council recently, and Council has now approved this budget. Included in the NAWMA budget were significant increases in the voucher fees for Salisbury residents to align Salisbury fees with the other member Councils.

2. CITY PLAN CRITICAL ACTION

- 2.1 Planning for adaptation to future changes in climate through the resourcing and implementation of the Adapting Northern Adelaide Plan

3. CONSULTATION / COMMUNICATION

- 3.1 Internal
 - 3.1.1 City Infrastructure
 - 3.1.2 Business Excellence

- 3.2 External
 - 3.2.1 NAWMA

4. REPORT

- 4.1 Discussions with NAWMA and Council staff have been occurring over recent months relating to proposed changes to the existing Pooraka Waste Transfer Station lease agreement. While the annual lease review is largely an administrative process there are four key matters for Council's attention.
- 4.2 The inclusion of a flat rental payment per annum of \$180,000. This would be in place of the existing 3 tiered rental arrangement structured on revenue, with a base of \$96,000, with the 3 tiers on top of this base being as follows:
 - 4.2.1 If the Revenue of the Business exceeds \$1,500,000 in any single Accounting Period during the Term then the Lessee must pay Additional Rent for that Accounting Period of \$24,000; or
 - 4.2.2 If the Revenue of the Business exceeds \$1,750,000 in any single Accounting Period during the Term then the Lessee must pay Additional Rent for that Accounting Period of \$84,000; or
 - 4.2.3 If the Revenue of the Business exceeds \$2,000,000 in any single Accounting Period during the Term then the Lessee must pay Additional Rent for that Accounting Period of \$154,000.
- 4.3 To date NAWMA has only reached tier one, but is likely to reach the tier 2 threshold of \$1.75m revenue. The tier 3 level commences at \$2million revenue, and is currently still unlikely to be met. The flat rate provides added incentive for NAWMA to increase its revenue base. The rate proposed of \$180,000 would

remove the rental mechanism linked to revenue, and is at the upper end of the independent market valuation recently conducted by Leedwell (this was initiated by NAWMA). This change would also provide Council with an increased rent of \$84,000 if NAWMA's revenue is less than \$1,750,000, and the same rent if NAWMA's revenue is between \$1,750,000 and \$2 million.

- 4.4 Simplifying the gate fee pricing mechanism. In January 2020 NAWMA advised Council that it was proposing to increase its gate fees at WTS (Item C6 – 28th January 2020 Council meeting). Council administration advised NAWMA that the proposed increase should be deferred pending Council consideration and endorsement of the proposed increase as the fees are endorsed as part of the budget process and any changes to the approved budget should be approved by Council. The relevant clause (12.1) under the agreement notes:

The fees and fee structure (Gate Fees) for the waste transfer station shall be set annually by the NAWMA Board in accordance with the annual budgeting process. It is acknowledged that the Lessor approves the Lessee's annual budget.

The inclusion of wording to simplify the 'gate fee' pricing mechanism and embed this into the NAWMA Budgetary process (and Budget Review process) so this process can be captured outside of the Annual Budget setting cycle.

This option still requires the NAWMA Board to propose the fees as part of the NAWMA budget process, while Council approves the budget, including fees.

- 4.5 The removal of the Voucher price from the Lease to simplify the document. While this would seem to be a sensible approach there still needs to be a mechanism for Council to approve the Voucher price. It would seem reasonable for the voucher price to reflect the average cost to process waste generated by each voucher. Salisbury has been receiving a significant discount on the cost of its vouchers compared to the other member councils, however this has been corrected in the 2020/21 budget, which was approved by Council recently.
- 4.6 Transfer Council's EPA licence to operate the WTS to NAWMA. Currently NAWMA operates the Waste Transfer Station under an EPA licence that is held by Salisbury Council. The model adopted at present is largely outdated based on a historical understanding of the operation of licences. Advice obtained indicates that the organisation that is best able to manage the risk of compliance should hold the licence and, in this situation that is NAWMA.

Provided the site remains suitable for its current use, and that largely turns on whether or not it complies with its Development Approval, there is no basis on which the EPA could refuse to grant a licence to Council unless the EPA formed the view Council is not a 'suitable person' or Council had breached the Act. Given that the activity is well known to the EPA, the site is suitable, and there is an ongoing need for a transfer station, there is no reasonable basis on which the Council would be unable to obtain a licence in the future if the circumstances required this Council to hold the licence. This would arise in circumstances where NAWMA either ceased to hold the licence

The most efficient mechanism to change this situation is for a transfer of the licence to NAWMA from Salisbury, and hence this is recommended. Following

endorsement by Council these changes will be included in the updated Lease Agreement with NAWMA.

5. CONCLUSION / PROPOSAL

- 5.1 NAWMA has a lease agreement with Salisbury Council to operate a waste transfer station in Pooraka.
- 5.2 During the annual rent review the opportunity to resolve some issues in the existing agreement has been the subject of discussions between NAWMA and Council staff.
- 5.3 It is recommended that a new flat rental structure replaces the existing three tiered approach, and also that Salisbury's EPA licence for the site is transferred to NAWMA.

CO-ORDINATION

Officer: Executive Group
Date: 13/07/2020

ITEM	2.8.2
	WORKS AND SERVICES COMMITTEE
DATE	20 July 2020
HEADING	NAWMA Service Agreement and Business Plan
AUTHOR	Dameon Roy, Manager Infrastructure Management, City Infrastructure
CITY PLAN LINKS	2.1 Capture economic opportunities arising from sustainable management of natural environmental resources, changing climate, emerging policy direction and consumer demands. 4.3 Have robust processes that support consistent service delivery and informed decision making. 4.4 Embed long term thinking, planning and innovation across the organisation.
SUMMARY	This report provides a summary and highlights key aspects of the NAWMA 2020/21 Business Plan and the 2020/20 Service Level Agreement between NAWMA and the City of Salisbury, which are attached for constituent Council endorsement.

RECOMMENDATION

1. The information be received.
2. The Northern Adelaide Waste Management Authority Business Plan 2020/21, as set out in Attachment 1 to this report (Works and Services 20/07/2020, Item No. 2.8.2), be endorsed.
3. The Service Agreement between the Northern Adelaide Waste Management Authority and the City of Salisbury (April 2020), as set out in Attachment 2 to this report (Works and Services 20/07/2020, Item No. 2.8.2), be endorsed.

ATTACHMENTS

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

1. NAWMA Draft Annual Business Plan 2020/21
2. NAWMA Draft Service Level Agreement City of Salisbury - Track changes NOT accepted
3. NAWMA Draft Service Level Agreement City of Salisbury - Final

1. BACKGROUND

- 1.1 NAWMA prepares an annual budget, service level agreement and business plan outlining goals, strategies and service provision for the ensuing financial year for approval by its constituent Council's. This report addresses the draft Business Plan and Service Level Agreement documents prepared by NAWMA for the City of Salisbury, which are attached.

- 1.2 This report contains a brief summary of the salient matters raised in the business plan and service level agreement.
- 1.3 The budget was approved as part of Council's Budgetary process through the Council in April. (Budget & Finance Committee, 20 April 2020, 6.1.1 – NAWMA Draft 2020/2021 Budget).

2. CONSULTATION / COMMUNICATION

- 2.1 Internal
 - 2.1.1 General Manager City Infrastructure
 - 2.1.2 General Manager Business Excellence
- 2.2 External
 - 2.2.1 Executive Officer NAWMA

3. REPORT

- 3.1 As part of the City Plan, Council has Critical Actions, as A Sustainable City, relating to Resource Management, as outlined below:
 - 3.1.1 *Advocacy Priorities*
 - 3.1.2 Investment in programs that reduce waste to landfill such as incentives to increase recycling and 'circular economy' initiatives
 - 3.1.3 *Operational Focus*
 - 3.1.4 Use recycled or re-used materials where possible in construction and maintenance programs
 - 3.1.5 Maintain weekly rubbish collection for residents and promote initiatives that reduce waste to landfill
 - 3.1.6 Work with and educate our community on ways to improve the environmental performance of households and our City
 - 3.1.7 *Strategic Projects*
 - 3.1.8 Involve people and use sensors to better understand and improve our environment's health
 - 3.1.9 Develop markets for recyclable materials through the Northern Adelaide Waste Management Authority
 - 3.1.10 *Future Planning*
 - 3.1.11 Review Council's sustainability strategy to include waste and energy management, cooler suburbs, biodiversity and water
- 3.2 Similarly, Council's Sustainability City Corporate Indicators that relate to resource management include:
 - 3.2.1 Percentage of total spend on recycled materials used in Council's capital projects
 - 3.2.2 Proportion of waste diverted from landfill
- 3.3 In reviewing the Critical Actions and Corporate Indicators Council believes that the NAWMA Business Plan will deliver on the critical actions and indicators.

- 3.4 The key changes in the Business Plan, which will improve the delivery of Councils Critical Actions, from the previous year, is included in the operational efficiencies and in the communication section of the plan, as outlined below:
- 3.5 Operational Efficiencies
- 3.5.1 **Implement efficiency, improvement, and austerity measures:** The Draft 2020/21 NAWMA Budget included close to \$3M in controllable savings and operational measures in order to improve NAWMA's financial sustainability. This included a temporary \$15/tonne recyclables processing gate fee for Constituent Councils. NAWMA commits to continually reviewing and implementing business improvement measures in order to repeal the temporary gate fee at the earliest opportunity.
- 3.5.2 **Landfill Alternative Project:** The NAWMA Board has established a Special Purpose Vehicle (SPV) to undertake the feasibility of landfill alternative options for NAWMA post the closure of Uleybury Landfill (circa 2025). The SPV will meet at least quarterly to accelerate the political, environmental, social, technological, legal, and economic analysis for landfill alternatives as a potential industry attraction proposition.
- 3.5.3 **Upgrade of Research Road Transfer Station:** In conjunction with site owner City of Salisbury, NAWMA have committed to the commencement and significant completion of the upgrade of the site in the 2020/2021 financial year. NAWMA will deliver a contemporary site with high customer usability and transport efficiencies.
- 3.5.4 **Develop Downstream (onshore) Markets for Glass Fines:** In line with NAWMA's commitment to onshore processing of recovered resources, a focus for this financial year will be in recovered glass fines being used as an aggregate substitute in civil applications. Ideally, this will occur in Constituent Councils own road reseal, footpath and kerbing applications, but where this is not possible, NAWMA will work with other South Australian (and interstate) based civil contractors to utilise the recycled glass.
- 3.5.5 **(Opt-out) Food Organics Garden Organics (FOGO) Business Case and Planning;** Following an independent analysis and subsequent strategy modelling, NAWMA will now work with Constituent Councils to develop the final business case for rolling out the remaining (circa) 30,000 FOGO bins to properties currently not participating in the opt-in service. It is anticipated that the business planning will culminate in a Budget Bid for Constituent Councils to subsidise the \$57 bin purchase price to increase participation, commencing in a July 2021.
- 3.6 Communications
- 3.6.1 **Anti-contamination campaign:** 'public face' of the more Board/Elected Body with a strict focus on the 'Contamination is Costly' information. NAWMA's waste disposal costs from the Materials Recovery Facility is rapidly escalating, and now forms a significant portion of the operational costs, along with labour. NAWMA needs residents to responsibly use the yellow lid recycling bin, and to date previous education and engagement campaigns have proven ineffective. By educating residents on the cost

associated with placing on-recyclable material in the yellow lid bin, it is hoped that sustained behaviour change can occur.

- 3.6.2 **Education Centre sessions (tour and training):** NAWMA undertakes many tours of our facilities, prioritising residents, business and community groups from within the Constituent Councils. NAWMA also undertakes selected tours for Client Councils, and is developing a policy to monetise these tours where they don't distract from core business. For our community that cannot attend a tour in person, NAWMA intends on virtualising information to be able to engage with residents and students. A series of virtual tours will be available in 2020/2021.
- 3.6.3 **Drive continuous improvement through feedback:** NAWMA intend to ensure continuous engagement with its community, Constituent Councils and stakeholders' feedback in order to improve the level of service it provides. From a whole of organisation perspective NAWMA is able gain feedback through various touchpoints inclusive of phone, email, website enquiry, face to face contact and SMS. A survey system that is compatible with each of the aforementioned touchpoints will be implemented to allow the quantifiable collation of data where possible.
- 3.6.4 **Staff satisfaction survey:** As part of NAWMA's commitment to being an employer of choice, and providing an opportunity for a pulse check of the organisations culture, NAWMA will undertake a staff satisfaction survey in 20/21, with the results furnished to the Board and CEO Performance Review Committee
- 3.7 As mentioned above, this has been reflected in both the business plan and the service level agreement, with the changes in the service level agreement being around the monitoring and measurement of the accountabilities to the changes made above.
- 3.8 These are the key elements of the Service Level Agreement:
- Service Agreement
 - Reporting
 - Performance
 - Cost Structures
 - Collection Services
 - Weekly Kerbside waste collection
 - Fortnightly kerbside recycling collection
 - Fortnightly kerbside garden and food organics collection
 - Hard Waste Collection Service
 - Material Processing
 - Material Recovery Facility (MRF) Operation
 - Processing of Organics

- Waste Handling and Disposal
- Customer Service

3.9 There is now a clear commitment to monitoring and reporting, in the service level agreement. For example in Section 7, the service level with respect to residential Waste, is clearly defined and KPI's reportable:

3.9.1 *Reporting*

3.9.2 *NAWMA will:*

- *Provide Council with levels of materials collected, recovered, reused and disposed of to landfill on a monthly basis*
- *Provide Council with levels of unprocessed metal collected by contractor and value of this material withheld as required by the contract between NAWMA and the contractor*
- *Advise residents of levels of materials collected in bi- annual advertisements in both The Messenger and Salisbury Aware magazine*

3.10 Council Infrastructure team is continuing to develop a close partnering relationship with NAWMA to ensure innovation continues to grow and develop in the Circular Economy and Council's own use of recycled materials and also assist NAWMA to deliver on their business plan.

4. CONCLUSION / PROPOSAL

- 4.1.1 The proposed NAWMA business plan and service level agreement for 2020/21 provides the strategic objectives, actions, metrics and initiatives to undertake the collection and management of waste, organics, and recycling in a sustainable, efficient and competitive manner.
- 4.1.2 Council staff are partnering with NAWMA both to ensure accountability of delivery of the business plan, and importantly delivering on Council's Circular Economy Agenda.

CO-ORDINATION

Officer: Executive Group
Date: 13/07/2020



Item 2.8.2 - Attachment 1 - NAWMA Draft Annual Business Plan 2020/21



1. Introduction:

The Business Plan, as prescribed in Clause 12 of the Charter, is to include an outline of NAWMA's objectives, that activities intended to be pursued, and the measurement tools defined to assess performance. It must also assess and summarise the financial requirements of NAWMA and set out the proposals to recover overheads and costs from the Constituent Councils.

The Draft 2020/2021 Business Plan documents the objectives, activities, financial requirements and metrics for NAWMA to undertake the collection and management of waste, organics, and recycling for Constituent Councils in a sustainable, efficient, and competitive manner. The Business Plan is to be read in conjunction with the broader strategic planning framework including the *Strategic Plan 2018-2025* and Long Term Financial Plan, and Risk Management Planning Framework.

2. Objectives

- 2.1. To provide a **governance framework** that allows a consultative approach to management of the Subsidiary by Constituent Councils, the Board and NAWMA Management Team
- 2.2. To actively seek **operational efficiencies** that improves NAWMA's competitive advantage in the arenas of recycling, food organics garden organics, waste management, kerbside collections and customer service
- 2.3. To incorporate **Workplace Health, Safety, and Quality** into decision making processes
- 2.4. To **educate and promote** recycling, waste diversion, and contamination management of the community in collaboration with Constituent Councils, staff and the Board
- 2.5. To provide a high-quality low-cost service and infrastructure to Constituent Councils where **financial performance** is underpinned by timely and accurate monitoring and reporting.

The overarching objectives to;

- *Deliver services efficiently and cost effectively*
- *Increase diversion from landfill*
- *Leadership in community education and information*

...will be delivered by being bold, innovative, worlds best practicing and transformational, whilst delivering local employment and business opportunities of global significance.



Table 2.1: Current Service Levels by Constituent Councils (and Client/Customer Councils)

		Services													
		Core Services													
Constituent Council		Kerbside Collection Contract	Hard Waste	Hard Waste Voucher	MSW Bin	Recycling Bin	FOGO Bin	Customer Service Function	Education and Promotion	MRF Processing	FOGO Processing	Landfill Disposal	Bin Repairs/Maintenance/Replacements	Bellchambers Road RRC/WPF	Research Road RRC Operational Lease
Constituent Councils	City of Salisbury	x	x	x	x	x	Optional	x	x	x	x	x	x	x	x
	City of Playford	x	x	x	x	x	Optional	x	x	x	x	x	x	x	
	Town of Gawler	x			x	x	Optional	x	x	x	x	x	x	x	
Client Councils	Multiple									x					



3. Activities

3.1. Governance Framework

- 3.1.1. **Implement NAWMA's new transformational Waste Management Strategy:** The NAWMA Board adopted the NAWMA Strategic Plan 2018-2025 in September 2018. The Strategy contains powerful performance drivers to lead NAWMA's pathway to increase landfill diversion, improve existing processing infrastructure, and deliver education and behaviour change campaigns to our communities. 2019/2020 was the first full year of implementation of the Strategy.
- 3.1.2. **Business Improvement – Payroll Process Automation System:** implement Wagemoch system for automation of payroll process across NAWMA's five (5) operational sites.
- 3.1.3. **Internal Risk Assessment and Controls:** As part of the Local Government Association Workers Compensation Scheme (LGAWCS) and Local Government Association Mutual Liability Scheme (LGAMLS) NAWMA is required to implement a series of Risk Management policies, reporting structures, and training in order to achieve Conformances under the Model Framework. NAWMA's Administration will work collaboratively with the Scheme to work towards Conformance.
- 3.1.4. **Implement Corporate Risk Register:** NAWMA intends to implement a Corporate Risk Register to identify both the tactical and strategic risks across the organisation. This will include a critical Staff Cross Training and Knowledge Sharing program to strengthen NAWMA's vital corporate function.
- 3.1.5. **Service Level Agreements:** The NAWMA Charter requires a Service Level Agreement (SLA) to be developed with each Constituent Council. The structure and measurement metrics of the SLA will be reviewed in 2020/2021 in consultation with Constituent Councils, with a view to constructing a more modern template for future annual updates.
- 3.1.6. **Advocacy:** Advocate with State and Federal Government on behalf of Constituent Councils on issues relating to waste management and resource recovery that have impacts across the region.

Table 3.1: Summary of activities to deliver on the Governance Framework objective

Activity number	Activity	2018-2025 Strategic Plan Linkage	Metric
3.1.1	Implement Strategic Plan 2018-2025	All	Progress made on the implementation of the Strategic Plan
3.1.2	Business Improvement – Payroll Process Automation System	Objective 3; Strategy 10	Wagemoch implemented and integrated into business as usual
3.1.3	Internal Risk Assessment and Controls	Objective 3	Progress made on the implementation of the two (2) year Action Plan
3.1.4	Implement Corporate Risk Register	All	Successful implementation and ongoing maintenance of Risk Register
3.1.5	Service Level Agreements	Strategies 1, 2, 5 & 8	SLA's adopted
3.1.6	Advocacy	All	Opportunities identified and approached where NAWMA can influence the industry



3.2. Operational Efficiencies

- 3.2.1. **Implement efficiency, improvement, and austerity measures:** The Draft 20/21 NAWMA Budget included close to \$3M in controllable savings and operational measures in order to improve NAWMA's financial sustainability. This included a temporary \$15/tonne recyclables processing gate fee for Constituent Councils. NAWMA commits to continually reviewing and implementing business improvement measures in order to repeal the temporary gate fee at the earliest opportunity.
- 3.2.2. **Landfill Alternative Project:** The NAWMA Board has established a Special Purpose Vehicle (SPV) to undertake the feasibility of landfill alternative options for NAWMA post the closure of Uleybury Landfill (circa 2025). The SPV will meet at least quarterly to accelerate the political, environmental, social, technological, legal, and economic analysis for landfill alternatives as a potential industry attraction proposition.
- 3.2.3. **Upgrade of Research Road Transfer Station:** In conjunction with site owner City of Salisbury, NAWMA have committed to the commencement and significant completion of the upgrade of the site in the 2020/2021 financial year. NAWMA will deliver a contemporary site with high customer usability and transport efficiencies.
- 3.2.4. **Develop Downstream (onshore) Markets for Glass Fines:** In line with NAWMA's commitment to onshore processing of recovered resources, a focus for this financial year will be in recovered glass fines being used as an aggregate substitute in civil applications. Ideally, this will occur in Constituent Councils own road reseal, footpath and kerbing applications, but where this is not possible, NAWMA will work with other South Australian (and interstate) based civil contractors to utilise the recycled glass.
- 3.2.5. **(Opt-out)Food Organics Garden Organics (FOGO) Business Case and Planning;** Following an independent analysis and subsequent strategy modelling, NAWMA will now work with Constituent Councils to develop the final business case for rolling out the remaining (circa) 30,000 FOGO bins to properties currently not participating in the opt-in service. It is anticipated that the business planning will culminate in a Budget Bid for Constituent Councils to subsidise the \$57 bin purchase price to increase participation, commencing in a July 2021.

Table 3.2: Summary of activities to deliver on the Operational Efficiency objective

Activity number	Activity	2018-2025 Strategic Plan Linkage	Metric
3.2.1	Implement efficiency, improvement and austerity measures	Objective 3; Strategies 1, 2, 9 & 11	Reviewing of temporary gate fee at each Budget Review
3.2.2	Landfill Alternative Project	Objectives 1, 2 & 3; Strategies 6, 8, 10 & 11	Quarterly SPV Meetings held
3.2.3	Upgrade of Research Road Transfer Station	Strategy 7 & 8	Upgrade construction significantly commenced
3.2.4	Develop Downstream (onshore) Markets for Glass Fines	Objective 2; Strategies 4 & 10	Significant recycled glass utilised in Constituent Councils civil procurement, and/or local/domestic market entered



3.2.5	(Opt-out)Food Organics Garden Organics (FOGO) Business Case and Planning	Objective 1; Strategies 1, 5, 7 &9	Business case developed, and consultation workshops with Councils held; 21/22 Budget Bid developed
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3.3. Workplace Health, Safety, and Quality

- 3.3.1. **Risk Management Software Platform (Skytrust):** NAWMA intends to continue to implement and integrate the Skytrust risk, safety and quality software platform, which will be accelerated in 20/21 through additional resourcing from NAWMA and the Scheme.
- 3.3.2. **LGAWCS and LGAMLS Risk Evaluation Action Plan:** NAWMA became a Full Member of the LGAWCS and LGAMLS as at 1 July 2019 and undertook its first formal audit in August 2019. In consultation with the Scheme’s WHS Consultant and Strategic Risk Consultant, NAWMA has developed an Action Plan to review, monitor, inform and complete the actions required within a two (2) year period to move NAWMA to a “compliant” system. The work towards conformance will become the strategic framework for NAWMA.
- 3.3.3. **Implement a Corporate Risk Register:** As per 3.1.4

Table 3.3: Summary of activities to deliver on the Workplace Health & Safety objective

Activity number	Activity	2018-2025 Strategic Plan Linkage	Metric
3.3.1	Risk Management Software Platform (Skytrust)	Strategy 10	Skytrust implemented and integrated into business as usual
3.3.2	LGAWCS and LGAMLS Risk Evaluation Action Plan	Strategy 2 & 10	50% completion (or more) made on two (2) year Action Plan
3.3.3	Implement a Corporate Risk Register	All	Successful implementation and ongoing maintenance of Risk Register

3.4. Communications

- 3.4.1. **Anti-contamination campaign:** ‘public face’ of the more Board/Elected Body with a strict focus on the ‘Contamination is Costly’ information. NAWMA’s waste disposal costs from the Materials Recovery Facility is rapidly escalating, and now forms a significant portion of the operational costs, along with labour. NAWMA needs residents to responsibly use the yellow lid recycling bin, and to date previous education and engagement campaigns have proven ineffective. By educating residents on the cost associated with placing on-recyclable material in the yellow lid bin, it is hoped that sustained behaviour change can occur.
- 3.4.2. **Education Centre sessions (tour and training):** NAWMA undertakes many tours of our facilities, prioritising residents, business and community groups from within the Constituent Councils. NAWMA also undertakes selected tours for Client Councils, and is developing a policy to monetise these tours where they don’t distract from core business. For our community that cannot attend a tour in person, NAWMA intends on virtualising information to be able to engage with residents and students. A series of virtual tours will be available in 2020/2021.



- 3.4.3. **Drive continuous improvement through feedback:** NAWMA intend to ensure continuous engagement with its community, Constituent Councils and stakeholders' feedback in order to improve the level of service it provides. From a whole of organisation perspective NAWMA is able gain feedback through various touchpoints inclusive of phone, email, website enquiry, face to face contact and SMS. A survey system that is compatible with each of the aforementioned touchpoints will be implemented to allow the quantifiable collation of data where possible.
- 3.4.4. **Staff satisfaction survey:** As part of NAWMA's commitment to being an employer of choice, and providing an opportunity for a pulse check of the organisations culture, NAWMA will undertake a staff satisfaction survey in 20/21, with the results furnished to the Board and CEO Performance Review Committee

Table 3.4: Summary of activities to deliver on the Communications objective

Activity number	Activity	2018-2025 Strategic Plan Linkage	Metric
3.4.1	Anti-contamination campaign	Objective 1; Strategies 2, 10 & 11	Anti-contamination plan implemented and distributed across Constituent Councils
3.4.2	Education Centre sessions (tour and training)	Objectives 1 & 2; Strategies 2, 10 & 11	Virtual tours implemented and business as usual. Policy developed to monetise external tours.
3.4.3	Drive continuous improvement through feedback	Objective 3: Strategy	Implementation and business as usual of survey system
3.4.4	Staff satisfaction survey	All	Staff satisfaction survey completed and reported to Board/CEO Performance Review Committee

3.5. Financial Sustainability

- 3.5.1. **Maintain financial sustainability indicators and ratio's:** NAWMA's Long Term Financial Plan, and Treasury Management Policy set out a number of financial metrics to maintain a fiscally responsible and sustainable operation on behalf of Constituent Councils. NAWMA will maintain a Net Financial Liability Ratio between 0% and 40%, a Quick Ratio of >1:1, an Operating Result +/- 5% of Budget, while maintaining a prudent mix of fixed and variable borrowing options
- 3.5.2. **Asset Management Plan:** In recent years NAWMA has embarked on an ambitious capital improvement work program, which has seen the installation of a new Materials Recovery Facility in 2017 and further significant capital upgrades in 2018 and 2020 to future proof the operation. This is in addition to a large number of fixed and mobile assets across the other operational sites. It is intended that an Asset Management Plan be developed to take a systems approach to maintaining these assets, including planned repair and maintenance, to deliver maximum utilisation, business continuity, and repeatability in the standard of service to the Constituent Councils.



Table 3.5: Summary of activities to deliver on the Financial Sustainability objective

Activity number	Activity	2018-2025 Strategic Plan Linkage	Metric
3.5.1	Maintain financial sustainability indicators and ratio's	Objective 3; Strategy 9	Financial Metrics achieved
3.5.2	Asset Management Plan	Objective 1; Strategies 7 & 8	Asset Management Plan developed.

DRAFT



Table 3.6: Summary of Business Plan activities

Draft 2020/2021 Annual Business Plan Identified Priority Activities	Primary Responsible Officer
Implement NAWMA's new transformational Waste Management Strategy	Chief Executive Officer
Business Improvement – Payroll Process Automation System	Chief Financial Officer
Internal Risk Assessment and Controls	Chief Financial Officer
Implement Corporate Risk Register	WHS & Environmental Officer
Service Level Agreements	Chief Operating Officer
Advocacy	Chief Executive Officer
Implement efficiency, improvement and austerity measures	Chief Financial Officer
Landfill Alternative Project	Chief Executive Officer
Upgrade of Research Road Transfer Station	Chief Operating Officer
Develop Downstream (onshore) Markets for Glass Fines	Chief Operating Officer
(Opt-out)Food Organics Garden Organics (FOGO) Business Case and Planning	Chief Executive Officer
Risk Management Software Platform (Skytrust)	WHS & Environmental Officer
LGAWCS and LGAMLS Risk Evaluation Action Plan	WHS & Environmental Officer
Anti-contamination campaign	Education and Projects Coordinator
Education Centre sessions (tour and training)	Education and Projects Coordinator
Drive continuous improvement through feedback	Team Leader Administration
Staff satisfaction survey	Chief Executive Officer
Maintain financial sustainability indicators and ratios	Chief Financial Officer
Asset Management Plan	Chief Operating Officer

Service Agreement

Between

**Northern Adelaide Waste Management Authority
(NAWMA)**

And

~~The~~ City ~~o~~f Salisbury (Council)

**Initiated July 2001
(to be reviewed annually)**

**Reviewed April 20~~2019~~
Endorsed by Council ~~May 2019~~**

Comment [AH1]: Date to be added once endorsed

Item 2.8.2 - Attachment 2 - NAWMA Draft Service Level Agreement City of Salisbury - Track changes NOT accepted

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1. Parties to this Agreement

This Service Agreement is between the Northern Adelaide Waste Management Authority (NAWMA) and ~~the Council of the~~ City of Salisbury (~~The~~ Council).

2. Scope of this Agreement

The Service Agreement is a negotiated statement of the services to be provided by NAWMA, the outcomes sought and the resources to be allocated. The Service Agreement is the accountability mechanism between NAWMA and ~~the~~ Council for waste management services as listed in this agreement and is subject to annual review. The broader relationship between NAWMA and Council is also defined by:

- Charter of the Northern Adelaide Waste Management Authority
- NAWMA Waste Management Strategy
- Annual Business Plan
- Annual Budget Forecasts

3. Service Agreement Principles

The Service Agreement has been jointly developed between ~~the~~ Council and NAWMA and is based on the following principles:

- The Authority has been established to:
 - Provide kerbside waste management collection services to the Constituent Councils;
 - Receive and dispose or market waste and recyclables collected from within the Region;
 - Receive and dispose or market waste and recyclables collected from outside the Region;
 - Operate and maintain the Waste Processing Facility at Edinburgh North, South Australia;
 - Operate and maintain the Baled Landfill Facility at Uleybury, South Australia;
 - Operate and maintain the public Resource Recovery Centre at Edinburgh North, South Australia;
 - Operate and maintain the public Resource Recovery Centre at Pooraka South Australia
 - Operate and maintain the NAWMA Material Recovery Facility (MRF), at Edinburgh Parks, South Australia
 - Undertake regional promotions and education on the principles of the nationally accepted waste management hierarchy to be expanded to councils outside the Region on approval of the Board;
 - Provide customer service to Constituent Councils and residents on all waste management issues to be expanded to councils outside the Region on approval of the Board;
 - Advance the optional use of waste material as a potential resource for the achievement of the highest net benefit to the Constituent Councils;
 - Oversee infrastructure requirements of local government in establishing, processing and resource recovery operations as appropriate;
 - Proactively manage its business in a competitive and changing environment;
 - Provide a forum for discussion and/or research for the ongoing improvement of management of waste;

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- Associate, collaborate and work in conjunction with other local government bodies for the advancement of waste management matters of common interest; and
- Be financially self-sufficient.
- Subject to ~~the~~Council approving the annual budget, ~~the~~Council shall contribute the funds requested by the Board for the delivery of Council's waste management services in the annual budget or actual cost if this is less.
- The Service Agreement will set out the agreed processes and accountabilities to guarantee effective operation of waste management services.
- Both NAWMA and Council are committed to the provision of quality customer service for all customers of the waste management services
- Ensure all customers have access to waste collection services.
- It is recognised that both NAWMA and Council staff participate in the delivery of enquiry and administrative service to customers for waste management services and hence we agree to collaborate in the delivery of those services.
- NAWMA to ensure that Contractors comply in all respects with the requirements of the Work Health and Safety Act 2012 and the Regulations thereunder.

4. Reporting

- NAWMA will provide to ~~the~~Council (via Council's Board representative) copies of the minutes of all meetings of the Board within 5 business days of the date on which the meeting took place.
- NAWMA must submit its annual report on its work and operations to Council before 30 September
- NAWMA must present its audited financial statements to Council by 15 September.
- NAWMA shall present and/or report, on written request from Council, on matters being undertaken by NAWMA. NAWMA shall also provide Council with documented performance data as outlined in the service specifications.
- NAWMA must prepare a budget for waste management services for the forthcoming financial year to be submitted in draft form to Council for approval before 31 March. On adoption of the budget by the NAWMA Board a copy is to be provided to Council within 5 business days.
- Prior to 31 March, NAWMA must revise this Service Agreement annually and submit it in draft form to Council for approval. On adoption of the Agreement by the NAWMA Board a copy is to be provided to Council within 5 business days.

5. Performance

The performance of NAWMA will be assessed by Council against each listed service and the associated performance measures as identified.

6. Cost Structures

NAWMA is charged with the responsibility for the identification of opportunities to reduce/maintain waste management costs to Constituent Councils. NAWMA will carry out the following in achieving this responsibility:

- Annual comparison of NAWMA's cost structures for service delivery with other local government organizations and commercial operators where the information is available.
- Identify market opportunities for utilization of the Waste Processing Facility by external sources

- Identify market opportunities for utilization of the Material Recovery Facility by external sources.
- Identify waste sources/market opportunities for materials approved in the Landfill EPA Licence to access the landfill direct.
- Annual review of contractual obligations for the purpose of cost containment and/or cost reduction
- Provide total cost transparency to Council in all financial matters.

7 Collection Services

7.1 Weekly kerbside waste collection

Description of Service

Domestic waste from Single Unit Dwellings (SUDs) is collected from the kerbside weekly using Robotic Arm Collection Vehicles (RACV) powered by Compressed Natural Gas (CNG)
The contractor is SUEZ.

Households are provided with a 140 litre red lidded MGB at no cost; but can elect to have a 140 litre or 240 litre MGB provided for an annual service fee as determined by Council.

Domestic waste from Multiple Unit Dwelling (MUDs) is collected from within the property boundary on a weekly schedule using Rear End Lift (REL) Vehicles.

MUDs are provided with either 660 litre or 1100 litre MGBs, as determined by ratio of number of units/flats.

Outputs

NAWMA will be required to:

- Provide weekly kerbside collection.
- Implement waste analysis programs to measure the amount of waste going to landfill and the amount of waste being diverted from landfill.
- Conduct bi annual waste stream audits to identify the type of waste and volume of recyclable materials still evident in the waste stream.
- Submit monthly invoices to Council based on the cost per service multiplied by the number of households at the end of each billing month.
- Co-ordinate delivery of MGB's for new residents and replacements/repairs for bins stolen or damaged.
- Subject to a formal request by Council in writing, and the provision of all necessary information (bin database, fee structure etc) at least ten (10) eeks prior to the new financial year, cCo-ordinate requests for bin upgrades/additions and payments. Annual payments are to be credited to Council's accounts.

Performance Measures

- To maintain missed waste collections at less than 4 households per day (less than 0.02% of the total Regional daily services).
- ~~To ensure D~~delivery of mobile garbage bins to new residents occur on Monday, Wednesday and Friday within 24 business hours of occupation of premises and after receiving information by NAWMA.
- ~~To ensure D~~elivery of replacement bins and bin repairs is carried out by the contractor within 48 hours on Monday, Wednesday and Friday, after receiving notification by NAWMA.
- Annual evaluation of costs per service.
- Annual analysis of customer enquiry levels.
- Contractor to comply with contract specifications in regards to rectifying service complaints.

Reporting

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NAWMA will:

Provide Council with the following:

- Schedule of Services at the completion of each monthquarter
- Waste Statistics at the completion of each month (in spreadsheet and graphical form).

~~It is normal procedure for the above information to be issued via the NAWMA Board Agenda as a data pack on a quarterly basis.~~

7.2 Fortnightly kerbside recycling collection

Description of Service

Recyclable material is collected from the kerbside fortnightly using Robotic Arm Collection Vehicles (RACV) powered by Compressed Natural Gas (CNG).

The contractor is SUEZ.

Households are provided with a 240 litre MGB for storage of recyclables at no cost. (this MGB is dedicated for a co-mingled recyclable collection and has a bright-yellow lid).

Recyclables from Multiple Unit Dwellings (MUDs) are collected from shared 240 litre MGBs on a ratio of 1 MGB per 3 units or a shared 360 litre MGB on a ratio of 1 MGB per 5 units.

~~Materials allowed to be placed in this bin include paper, cardboard, clean glass jars and bottles, food cans, milk and juice cartons, plastic containers Numbered 1-5, aluminium cans and foil trays.~~

Outputs

NAWMA will be required to:

- Provide fortnightly kerbside collection.
- Collect statistical data to ascertain participation levels and presentation rates for the kerbside recycling collection service.
- Maintain and/or improve recovery rate of recyclables from the domestic kerbside collection, currently averaging 8.5 kilograms per household per service.
- Submit monthly invoices to Council based on the cost per service multiplied by the number of households at the end of each billing month.
- Co-ordinate delivery of MGB's for new residents and replacements/repairs for bins stolen and damaged.
- Subject to a formal request by Council in writing, and the provision of all necessary information (bin database, fee structure etc) at least ten (10) eeks prior to the new financial year, Co-ordinate requests for bin upgrades/additions and payments. Annual payments are to be credited to Council's accounts.
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Performance Measures

- To maintain missed recycling collections at less than 4 households per day (less than 0.02% of the total regional daily services).
- To maintain or improve the recovery rate of recyclables from the domestic kerbside recycling service.

- ~~To ensure D~~elivery of mobile garbage bins to new residents occurs on Monday, Wednesday and Friday within 24 business hours of occupation of premises and after receiving information by NAWMA.
- ~~To ensure D~~elivery of replacement bins and bin repairs is carried out by the contractor within 48 hours on Monday, Wednesday and Friday, after receiving notification by NAWMA
- Annual evaluation of costs per service.
- Analysis of customer enquiry levels.
- Contractor to comply with contract specifications in regards to rectifying service complaints.

Reporting

NAWMA will:

~~p~~rovide Council with the following;

- Schedule of Services at the completion of each monthquarter.
- Recycling statistics at the completion of each month (in spreadsheet and graphical form).
- Graphical data on monthly recycling volumes and diversion rates.

~~It is normal procedure for the above information to be issued via the NAWMA Board Agenda as a data pack on a quarterly basis.~~

7.3 Fortnightly kerbside garden and food organics collection

Description of Service

The kerbside garden and food organics collection is available to those residents who register for the service and complies with any other Council or NAWMA requirements.

Organics are collected from the kerbside fortnightly (opposite week to the recycling collection) using Robotic Arm Collection Vehicles (RACV) powered by Compressed Natural Gas (CNG)

The contractor is SUEZ.

Residents may elect to purchase a new or second hand 240 litre MGB. If the bin is purchased outside of NAWMA then residents must contact NAWMA to register the service. Residents must also register for the service with NAWMA to receive the identification sticker. Once the bin is registered with NAWMA and the appropriate sticker displayed, NAWMA contractors will empty the bin as the cost is met by the Council.

~~Materials allowed to be placed in this bin include prunings (no greater than 100mm in diameter) grass clippings, weeds, leaves and flowers.~~

~~In addition to the above, kitchen food organics can also be placed in the organics MGB. A free kitchen bench-top basket for food organics is delivered with each new bin purchased from NAWMA or can be collected by the resident from the offices of NAWMA or Council.~~

Outputs

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NAWMA will be required to:

- Facilitate discussions about increasing participation in the opt-in service through the removal of the price point (or similar mechanism), funded by Council
- Provide fortnightly kerbside collection as required.
- Provide a kitchen benchtop caddy or similar for households obtaining a garden and organics collection.
- Increase participation above the ~~201918/202019~~ levels for organics collection services.
- Submit monthly invoices to Council based on the cost per service multiplied by the number of participating households at the end of each billing month.
- Explore options for use of composted material which have greater benefits and/or reduced costs.
- Provide literature ~~and order forms~~ for residents wanting to participate in the organics collection.
- Subject to a formal request by Council in writing, and the provision of all necessary information (bin database, fee structure etc) at least ten (10) eeks prior to the new financial year, co-ordinate requests for bin upgrades/additions and payments. Annual payments are to be credited to Council's accounts.

➤

Performance Measures

- To maintain missed garden and food organics collections at less than 4 households per day (less than 0.10% of the total regional daily services).
- To achieve annual forecasted participation levels for the organic collection service.
- Annual evaluation of costs per service.
- Annual analysis of customer enquiry levels.
- Contractor to comply with contract specifications in regards to rectifying service complaints.

Reporting

NAWMA will:

Provide Council with the following:

- Organics statistics at the completion of each month (in spreadsheet and graphical form).
- Graphical data on organics registrations, volume of material collected and percentage of services.

It is normal procedure for the above information to be issued via the NAWMA Board Agenda as a data pack on a quarterly basis.

7.4 Household ~~Hardwaste~~Hard waste Collection

Description of Service

To provide residents with a household hard waste collection service. The service is an-shifting-to an at-call booking system whereby service is provided within~~4-6-5~~ weeks of resident contacting NAWMA. Residents are entitled to two hard waste services per financial year as of 1 July 2018, being either two kerbside at-home collection services, or two ~~drop off codes~~vouchers enabling access to the Research Road-~~Resource Recovery Centre~~Waste Transfer Station, or a mix of one kerbside at-home collection service and one ~~Drop Off code~~Transfer Station voucher.

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In addition, NAWMA will issue ~~vouchers~~ Drop Off Codes to Non Profit Organisations who may access the Resource Recovery Centre ~~Waste Transfer Station~~ (not the home collection service) up to six times in any calendar year with no more than two Drop Off Codes ~~vouchers~~ per quarter. Trailer size for non profit organisations should not exceed 2.1 x 1.5 x 2.0 metres.

The contractor is SUEZ.

In the event that the collection contractor fails to perform its obligations in accordance with the contract and the contract is terminated, ~~the~~ Council may at its discretion, choose to:

- Not continue with the provision of a household hard waste collection service; or
- Request NAWMA to re-contract the service and negotiate the new service with Council

NAWMA will advise Council of any breaches by the contractor that may lead to termination of the Contract and any actions NAWMA has taken to minimise the likelihood of Contract termination.

NAWMA will use every endeavour to ensure the Contractor complies with the Contract conditions and will require from the Contractor a bank guarantee or other method of security equivalent to three (3) months full operational costs.

Outputs

NAWMA will be required to:

- Superintend the collection contract
- Provide call centre/administration/customer contact management Promote public awareness of the service
 - Salisbury Aware advertisements
 - Residents advised of WTS drop off code ~~voucher~~ system in all advertisements
 - Utilisation of Council, social media, news networks, web-site and NAWMA web sites.
 - ~~Notification to all residents of the service change~~
- Provide education on acceptable/non acceptable items for collection
- Manage voucher ~~drop off code~~ system for residents and ~~Non-profit~~ Nonprofit Organisations
- Manage co-contribution from residents for the household collection
- Manage on call booking system
- Facilitate disposal of residual waste
- Submit monthly invoices to Council based on the following:
 - the cost per service multiplied by the number of households at the end of each billing period
 - the cost of disposal of the residual fraction of the collected hard waste; and
 - the monthly promotion costs.
- Submit monthly recovery of resident contribution at the end of each billing month

Performance Measures

- In conjunction with the collection Contractor minimise residual waste to landfill – to achieve at least 90% resource recovery in accordance with the budget allocation
- To carry out the service on the booked day of collection
- Six monthly reviews of actual costs versus budget forecasts
- Six monthly reviews of participation levels for both the household collection and take-up for the voucher system in comparison to forecast levels.

Reporting

NAWMA will:

- Provide Council with levels of materials collected, recovered, reused and disposed of to landfill on a monthly basis
- Provide Council with levels of unprocessed metal collected by contractor and value of this material withheld as required by the contract between NAWMA and the contractor
- Advise residents of levels of materials collected in bi- annual advertisements in both The Messenger and Salisbury Aware magazine

8. Material Processing**8.1 Material Recovery Facility (MRF) Operation****Description of Service**

The material collected from the kerbside recycling service is received at the MRF where it is sorted and prepared for markets both ~~within Australia and worldwide domestically, or internationally where Australian markets cannot be secured~~

Outputs

NAWMA will be required to:

- Pursue opportunities to increase volume of material through the MRF by additional services (external sources ie., rural Councils) or bulk material from commercial or industrial sources or schools.
- Actively seek to market processed material establishing best market prices
- Achieve <30% of waste material discarded from the MRF operation.
- Submit monthly invoices to Council based on the costs of disposing of the contamination fraction from Councils recyclables.

Performance Measures

- Income generated as a result of:
 - additional external services
 - additional bulk material received.
 - Marketing of processed material
- <30% of waste material discarded from the MRF operation.
- Annual analysis of costs per tonne of material received.
- Annual analysis of percentage recovered from the waste stream.

Reporting

- The ~~quarterly~~ Budget Reviews will contain detail on ~~income the operating result received as a result from of~~ the MRF operation.

8.2 Processing of Garden and Food Organics

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Description of Service

The material collected from the kerbside garden and food organics collection service is delivered to accredited processors for mulching and composting.

The processing contractor is Peats Soil.

Outputs

NAWMA will be required to:

- Explore options for the mulching and composting of organics or alternative processing technologies which may have greater benefits and/or reduced costs.
- Submit monthly invoices to Council based on tonnage of organics collected and delivered for processing.
- Provide on-going promotions/education targeting contamination and the need to eliminate plastics being placed in the bin.

Performance Measures

- <2% contamination received at processors.
- Annual analysis of cost per tonne of materials collected.
- Annual analysis of percentage recovered from the waste stream

Reporting

NAWMA will:

Provide Councils with the following:

- Data on tonnage of material collected per quarter.
- Reports on alternative technologies as developments are released.

It is normal procedure for the collection information to be issued via the NAWMA Board Agenda as a data pack on a quarterly basis.

9. Waste Handling and Disposal**Description of Service**

The commercially unrecoverable material collected from;

- the Council's households via the kerbside waste collection services; and
 - household ~~hardwaste~~ hard waste collection service,
- is delivered to NAWMA's Waste Processing Facility (WPF) at Edinburgh North for processing. This is achieved by:
- Baling and transport to the EPA licensed Uleybury Landfill for disposal, or
 - Transported directly to SuezSita ResourceCo for further processing into a fuel source (material not suited to the baling process).

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Outputs

NAWMA will be required to:

- Receive waste from the abovementioned source, process and bale waste, transport baled waste and dispose of baled waste or transport off site for further processing.
- Submit monthly invoices to Councils based on tonnage of waste collected.
- Identify State Waste Levy charges.
- ~~Actively source waste streams from external sources.~~
- Explore and evaluate options for alternate waste disposal.

Performance Measures

- Safe and responsible disposal of kerbside collected waste material.
 - Stabilisation/reduction in waste to landfill from kerbside collections (on a per service basis).

Reporting

NAWMA will:

Provide council with the following:

- Data on tonnage of waste collected per month, and kilograms of waste per household per week. It is normal procedure for the collection information to be issued via the NAWMA Board Agenda as a data pack on a quarterly basis.
- Reports on the operation of the WPF and Uleybury landfill.
- Reports on waste diverted from landfill.
- Regular presentations to council and/or committees.

10. Customer Service**Description of Service**

Customers of the waste management services are the residents and businesses of ~~The~~ Council who utilise these services. NAWMA provides a comprehensive customer service directly to these customers by way of:

- ~~An over the counter enquiry service~~
- [Phone](#)
- Service provision by NAWMA contractors
- [Web page informationWebsite](#)
- [Direct mailEmail](#)
- [Mobile phone appMy Local Services App](#)

Outputs

NAWMA will be required to:

- .
- Prepare and document customer service procedures for waste management services

- Maintain a 24-hour contact service to include office hours of 8:30am to 5.00pm with phones diverted to [an answering service-Voicemail](#) outside these hours.
- Action all requests from residents within a 24 hour period of notification being received [\(48 hour period during a pandemic\)](#)
- Facilitate the management of any conflict resolutions that may arise between residents and collection contractors.
- Assist Council staff in the management of service issues with residents.
- Provide information and advice to residents to promote the responsible disposal of waste in accordance with the Waste Hierarchy, NAWMA Waste Management Strategy and Business Plan

Performance Measures

- Maintain a level of customer satisfaction acceptable to Council and verified through regular community attitudes survey (as conducted by Council).
- Successful resolution of complaints
- Annual analysis of residents service contacts.

Reporting

NAWMA will:

- Provide Council with statistical information on service performance on a [quarterly request](#) basis.
- Implement alternative means of ascertaining degree of customer satisfaction of services provided.

11. Promotions/Education**Description of Service**

The provision of facilities, programs and information designed to create awareness towards waste minimisation, household resource recovery activities and the environment.

Outputs

NAWMA will be required to consult with Constituent Councils to:

- Develop and deliver a new contemporary recycling behaviour change campaign in consultation with Council and relevant agencies
- Engage with Councils business community on strategies to reduce business waste
- Produce and disseminate promotional/informational literature on services provided in accordance with the NAWMA Waste Management Strategy and Business Plan.
- Develop and implement an educational campaign that has a succinct and clear message to avoid, reduce, re-use and recycle.
- Where appropriate, promote/encourage the use of the ~~Environment Adult~~ Education Centre and landfill interpretive display observation deck.
- Maintain and progressively develop NAWMA's web site.
- Develop social media presence to provide promotional opportunities.
- Facilitate the disbursement of funds provided by contractors for promotional activities.
- Encourage schools to participate in the kerbside recycling collection service.
- Visit schools and community organisations on request.
- Utilise the various means of advertising available ie social media, local papers, community radio and cinema screen advertising.
- Develop the programming of promotional activities.
- Seek funding from outside sources for specific projects ie contractors, State Government.
- Provide staff (NAWMA) to attend Council/community activities and functions.

Performance Measures

- Level of recyclables collected being maintained or increased.
- Feedback from residents, schools and community groups.
- Higher quality end product from MRF due to reduced contamination.

Reporting

NAWMA will:

Provide Council with the following:

- Reports on promotional activities will be provided as a Board Agenda item, as required. Board meetings are held bi-monthly.
- Forecasted promotional spending on planned programs in accordance with the Promotions Business Plan.

~~It is normal procedure for the Education/Promotional information to be issued via the NAWMA Board Agenda on a monthly basis.~~

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13. Other

As defined in the Lease Agreement and associated Schedules, NAWMA will manage and operate the Research Road Transfer Station.

It is acknowledged that NAWMA will operate the Research Road Transfer Station and Edinburgh North (Bellchambers Road) Resource Recovery Centre/Waste Processing Facility in a harmonised way, so that Constituent Councils and residents can utilise both facilities in a consistent manner.

As a general principal, NAWMA will continually strive to find avenues to reduce the amount of waste going to landfill. Wherever funding opportunities or other initiatives enable financially sustainable methods of recycling or reuse, NAWMA, pending Board approval, will participate in those programs. A current example is NAWMA’s active participation in the E-Waste Product Stewardship Program where electronic goods can be disposed at NAWMA at no charge to the resident. These programs, while contractual in nature, are subject to external funding decisions and therefore may not be ongoing.

NAWMA will also continually investigate ways to offset the overall cost of providing waste management services to Constituent Councils by growing the commercial aspects of its business.

As an employer, NAWMA will also strive to promote the employment of local staff either directly or via its partnerships with recognised social enterprise organisations.

14. Incident and Emergency Management

This matter is covered in detail in NAWMA’s Business Continuity Plan however the following principles apply:

- NAWMA will notify Council via email within a reasonable timeframe
- During emergency events NAWMA and Council will maintain daily contact
- In emergency events, collection of putrescible waste is of the highest priority

15. Endorsement of Service Agreement

The Parties to this agreement hereby agree to the intent, implicit or implied, of this Service Agreement.

Signed: _____
Mr John Harry
City of Salisbury CEO

Date Endorsed by Council

Signed: _____
Mr Adam Faulkner
NAWMA CEO

Date Endorsed by Board

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Service Agreement

Between

**Northern Adelaide Waste Management Authority
(NAWMA)**

And

City of Salisbury (Council)

**Initiated July 2001
(to be reviewed annually)**

**Reviewed April 2020
Endorsed by Council **

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1. Parties to this Agreement

This Service Agreement is between the Northern Adelaide Waste Management Authority (NAWMA) and City of Salisbury (Council).

2. Scope of this Agreement

The Service Agreement is a negotiated statement of the services to be provided by NAWMA, the outcomes sought and the resources to be allocated. The Service Agreement is the accountability mechanism between NAWMA and Council for waste management services as listed in this agreement and is subject to annual review. The broader relationship between NAWMA and Council is also defined by:

- Charter of the Northern Adelaide Waste Management Authority
- NAWMA Waste Management Strategy
- Annual Business Plan
- Annual Budget Forecasts

3. Service Agreement Principles

The Service Agreement has been jointly developed between Council and NAWMA and is based on the following principles:

- The Authority has been established to:
 - Provide kerbside waste management collection services to the Constituent Councils;
 - Receive and dispose or market waste and recyclables collected from within the Region;
 - Receive and dispose or market waste and recyclables collected from outside the Region;
 - Operate and maintain the Waste Processing Facility at Edinburgh North, South Australia;
 - Operate and maintain the Baled Landfill Facility at Uleybury, South Australia;
 - Operate and maintain the public Resource Recovery Centre at Edinburgh North, South Australia;
 - Operate and maintain the public Resource Recovery Centre at Pooraka South Australia
 - Operate and maintain the NAWMA Material Recovery Facility (MRF) at Edinburgh Park, South Australia
 - Undertake regional promotions and education on the principles of the nationally accepted waste management hierarchy to be expanded to councils outside the Region on approval of the Board;
 - Provide customer service to Constituent Councils and residents on all waste management issues to be expanded to councils outside the Region on approval of the Board;
 - Advance the optional use of waste material as a potential resource for the achievement of the highest net benefit to the Constituent Councils;
 - Oversee infrastructure requirements of local government in establishing, processing and resource recovery operations as appropriate;
 - Proactively manage its business in a competitive and changing environment;
 - Provide a forum for discussion and/or research for the ongoing improvement of management of waste;
 - Associate, collaborate and work in conjunction with other local government bodies for the advancement of waste management matters of common interest; and

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- Be financially self-sufficient.
- Subject to Council approving the annual budget, Council shall contribute the funds requested by the Board for the delivery of Council's waste management services in the annual budget or actual cost if this is less.
- The Service Agreement will set out the agreed processes and accountabilities to guarantee effective operation of waste management services.
- Both NAWMA and Council are committed to the provision of quality customer service for all customers of the waste management services
- Ensure all customers have access to waste collection services.
- It is recognised that both NAWMA and Council staff participate in the delivery of enquiry and administrative service to customers for waste management services and hence we agree to collaborate in the delivery of those services.
- NAWMA to ensure that Contractors comply in all respects with the requirements of the Work Health and Safety Act 2012 and the Regulations thereunder.

4. Reporting

- NAWMA will provide to Council (via Council's Board representative) copies of the minutes of all meetings of the Board within 5 business days of the date on which the meeting took place.
- NAWMA must submit its annual report on its work and operations to Council before 30 September
- NAWMA must present its audited financial statements to Council by 15 September.
- NAWMA shall present and/or report, on written request from Council, on matters being undertaken by NAWMA. NAWMA shall also provide Council with documented performance data as outlined in the service specifications.
- NAWMA must prepare a budget for waste management services for the forthcoming financial year to be submitted in draft form to Council for approval before 31 March. On adoption of the budget by the NAWMA Board a copy is to be provided to Council within 5 business days.
- Prior to 31 March, NAWMA must revise this Service Agreement annually and submit it in draft form to Council for approval. On adoption of the Agreement by the NAWMA Board a copy is to be provided to Council within 5 business days.

5. Performance

The performance of NAWMA will be assessed by Council against each listed service and the associated performance measures as identified.

6. Cost Structures

NAWMA is charged with the responsibility for the identification of opportunities to reduce/maintain waste management costs to Constituent Councils. NAWMA will carry out the following in achieving this responsibility:

- Annual comparison of NAWMA's cost structures for service delivery with other local government organizations and commercial operators where the information is available.
- Identify market opportunities for utilization of the Waste Processing Facility by external sources
- Identify market opportunities for utilization of the Material Recovery Facility by external sources.

- Identify waste sources/market opportunities for materials approved in the Landfill EPA Licence to access the landfill direct.
- Annual review of contractual obligations for the purpose of cost containment and/or cost reduction
- Provide total cost transparency to Council in all financial matters.

7 Collection Services

7.1 Weekly kerbside waste collection

Description of Service

Domestic waste from Single Unit Dwellings (SUDs) is collected from the kerbside weekly using Robotic Arm Collection Vehicles (RACV) powered by Compressed Natural Gas (CNG)

The contractor is SUEZ.

Households are provided with a 140 litre red lidded MGB at no cost; but can elect to have a 140 litre or 240 litre MGB provided for an annual service fee as determined by Council.

Domestic waste from Multiple Unit Dwelling (MUDs) is collected from within the property boundary on a weekly schedule using Rear End Lift (REL) Vehicles.

MUDs are provided with either 660 litre or 1100 litre MGBs, as determined by ratio of number of units/flats.

Outputs

NAWMA will be required to:

- Provide weekly kerbside collection.
- Implement waste analysis programs to measure the amount of waste going to landfill and the amount of waste being diverted from landfill.
- Conduct bi annual waste stream audits to identify the type of waste and volume of recyclable materials still evident in the waste stream.
- Submit monthly invoices to Council based on the cost per service multiplied by the number of households at the end of each billing month.
- Co-ordinate delivery of MGB's for new residents and replacements/repairs for bins stolen or damaged.
- Subject to a formal request by Council in writing, and the provision of all necessary information (bin database, fee structure etc) at least ten (10) eeks prior to the new financial year, co-ordinate requests for bin upgrades/additions and payments. Annual payments are to be credited to Council's accounts.

Performance Measures

- To maintain missed waste collections at less than 4 households per day (less than 0.02% of the total Regional daily services).
- Delivery of mobile garbage bins to new residents occur on Monday, Wednesday and Friday, after receiving information by NAWMA. Delivery of replacement bins and bin repairs is carried out by the contractor on Monday, Wednesday and Friday, after receiving notification by NAWMA.
- Annual evaluation of costs per service.
- Annual analysis of customer enquiry levels.
- Contractor to comply with contract specifications in regards to rectifying service complaints.

Reporting

NAWMA will provide Council with the following:

- Schedule of Services at the completion of each month
- Waste Statistics at the completion of each month (in spreadsheet and graphical form).

7.2 Fortnightly kerbside recycling collection

Description of Service

Recyclable material is collected from the kerbside fortnightly using Robotic Arm Collection Vehicles (RACV) powered by Compressed Natural Gas (CNG).

The contractor is SUEZ.

Households are provided with a 240 litre MGB for storage of recyclables at no cost. (this MGB is dedicated for a co-mingled recyclable collection and has a yellow lid).

Recyclables from Multiple Unit Dwellings (MUDs) are collected from shared 240 litre MGBs on a ratio of 1 MGB per 3 units or a shared 360 litre MGB on a ratio of 1 MGB per 5 units.

Outputs

NAWMA will be required to:

- Provide fortnightly kerbside collection.
- Collect statistical data to ascertain participation levels and presentation rates for the kerbside recycling collection service.
- Maintain and/or improve recovery rate of recyclables from the domestic kerbside collection, currently averaging 8.5 kilograms per household per service.
- Submit monthly invoices to Council based on the cost per service multiplied by the number of households at the end of each billing month.
- Co-ordinate delivery of MGB's for new residents and replacements/repairs for bins stolen and damaged.
- Subject to a formal request by Council in writing, and the provision of all necessary information (bin database, fee structure etc) at least ten (10) weeks prior to the new financial year, co-ordinate requests for bin upgrades/additions and payments. Annual payments are to be credited to Council's accounts.
-

Performance Measures

- To maintain missed recycling collections at less than 4 households per day (less than 0.02% of the total regional daily services).
- To maintain or improve the recovery rate of recyclables from the domestic kerbside recycling service.
- Delivery of mobile garbage bins to new residents occurs on Monday, Wednesday and Friday, and after receiving information by NAWMA.
- Delivery of replacement bins and bin repairs is carried out by the contractor on Monday, Wednesday and Friday, after receiving notification by NAWMA
- Annual evaluation of costs per service.
- Analysis of customer enquiry levels.
- Contractor to comply with contract specifications in regards to rectifying service complaints.

Reporting

NAWMA will provide Council with the following:

- Schedule of Services at the completion of each month
- Recycling statistics at the completion of each month (in spreadsheet and graphical form).

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- Graphical data on monthly recycling volumes and diversion rates.

7.3 Fortnightly kerbside garden and food organics collection

Description of Service

The kerbside garden and food organics collection is available to those residents who register for the service and complies with any other Council or NAWMA requirements.

Organics are collected from the kerbside fortnightly (opposite week to the recycling collection) using Robotic Arm Collection Vehicles (RACV) powered by Compressed Natural Gas (CNG)

The contractor is SUEZ.

Residents may elect to purchase a new or second hand 240 litre MGB. If the bin is purchased outside of NAWMA then residents must contact NAWMA to register the service. NAWMA contractors will empty the bin as the cost is met by Council.

A free kitchen bench-top basket for food organics is delivered with each new bin purchased from NAWMA

Outputs

NAWMA will be required to:

- Facilitate discussions about increasing participation in the opt-in service through the removal of the price point (or similar mechanism), funded by Council
- Provide fortnightly kerbside collection as required.
- Provide a kitchen benchtop caddy or similar for households obtaining a garden and organics collection.
- Increase participation above the 2019/2020 levels for organics collection services.
- Submit monthly invoices to Council based on the cost per service multiplied by the number of participating households at the end of each billing month.
- Explore options for use of composted material which have greater benefits and/or reduced costs.
- Provide literature for residents wanting to participate in the organics collection.
- Subject to a formal request by Council in writing, and the provision of all necessary information (bin database, fee structure etc) at least ten (10) weeks prior to the new financial year, coordinate requests for bin upgrades/additions and payments. Annual payments are to be credited to Council's accounts.
-

Performance Measures

- To maintain missed garden and food organics collections at less than 4 households per day (less than 0.10% of the total regional daily services).
- To achieve annual forecasted participation levels for the organic collection service.
- Annual evaluation of costs per service.
- Annual analysis of customer enquiry levels.

- Contractor to comply with contract specifications in regards to rectifying service complaints.

Reporting

NAWMA will:

Provide Council with the following:

- Organics statistics at the completion of each month (in spreadsheet and graphical form).
- Graphical data on organics registrations, volume of material collected and percentage of services.

It is normal procedure for the above information to be issued via the NAWMA Board Agenda as a data pack on a quarterly basis.

7.4 Household Hard waste Collection

Description of Service

To provide residents with a household hard waste collection service. The service is an at-call booking system whereby service is provided within 4-6 weeks of resident contacting NAWMA. Residents are entitled to two hard waste services per financial year as of 1 July 2018, being either two kerbside at-home collection services, or two drop off codes enabling access to the Research Road Resource Recovery Centre, or a mix of one kerbside at-home collection service and one Drop Off code

In addition, NAWMA will issue Drop Off Codes to Non Profit Organisations who may access the Resource Recovery Centre (not the home collection service) up to six times in any calendar year with no more than two Drop Off Codes per quarter. Trailer size for non profit organisations should not exceed 2.1 x 1.5 x 2.0 metres.

The contractor is SUEZ.

In the event that the collection contractor fails to perform its obligations in accordance with the contract and the contract is terminated, Council may at its discretion, choose to:

- Not continue with the provision of a household hard waste collection service; or
- Request NAWMA to re-contract the service and negotiate the new service with Council

NAWMA will advise Council of any breaches by the contractor that may lead to termination of the Contract and any actions NAWMA has taken to minimise the likelihood of Contract termination.

NAWMA will use every endeavour to ensure the Contractor complies with the Contract conditions and will require from the Contractor a bank guarantee or other method of security equivalent to three (3) months full operational costs.

Outputs

NAWMA will be required to:

- Superintend the collection contract
- Provide call centre/administration/customer contact management Promote public awareness of the service
 - Salisbury Aware advertisements
 - Residents advised of WTS drop off code system in all advertisements
 - Utilisation of Council, social media, news networks, web-site and NAWMA web sites.

- Provide education on acceptable/non acceptable items for collection
- Manage drop off code system for residents and Nonprofit Organisations
- Manage co-contribution from residents for the household collection
- Manage on call booking system
- Facilitate disposal of residual waste
- Submit monthly invoices to Council based on the following:
 - the cost per service multiplied by the number of households at the end of each billing period
 - the cost of disposal of the residual fraction of the collected hard waste; and
 - the monthly promotion costs.
- Submit monthly recovery of resident contribution at the end of each billing month

Performance Measures

- In conjunction with the collection Contractor minimise residual waste to landfill – to achieve at least 90% resource recovery in accordance with the budget allocation
- To carry out the service on the booked day of collection
- Six monthly reviews of actual costs versus budget forecasts
- Six monthly reviews of participation levels for both the household collection and take-up for the voucher system in comparison to forecast levels.

Reporting

NAWMA will:

- Provide Council with levels of materials collected, recovered, reused and disposed of to landfill on a monthly basis
- Provide Council with levels of unprocessed metal collected by contractor and value of this material withheld as required by the contract between NAWMA and the contractor
- Advise residents of levels of materials collected in bi- annual advertisements in both The Messenger and Salisbury Aware magazine

8. Material Processing

8.1 Material Recovery Facility (MRF) Operation

Description of Service

The material collected from the kerbside recycling service is received at the MRF where it is sorted and prepared for markets both domestically, or internationally where Australian markets cannot be secured

Outputs

NAWMA will be required to:

- Pursue opportunities to increase volume of material through the MRF by additional services (external sources ie., rural Councils) or bulk material from commercial or industrial sources or schools.
- Actively seek to market processed material establishing best market prices
- Achieve <30% of waste material discarded from the MRF operation.

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- Submit monthly invoices to Council based on the costs of disposing of the contamination fraction from Councils recyclables.

Performance Measures

- Income generated as a result of:
 - additional external services
 - additional bulk material received.
 - Marketing of processed material
- <30% of waste material discarded from the MRF operation.
- Annual analysis of costs per tonne of material received.
- Annual analysis of percentage recovered from the waste stream.

Reporting

- The Budget Reviews will contain detail on the operating result from the MRF operation.

8.2 Processing of Garden and Food Organics

Description of Service

The material collected from the kerbside garden and food organics collection service is delivered to accredited processors for mulching and composting.

The processing contractor is Peats Soil.

Outputs

NAWMA will be required to:

- Explore options for the mulching and composting of organics or alternative processing technologies which may have greater benefits and/or reduced costs.
- Submit monthly invoices to Council based on tonnage of organics collected and delivered for processing.
- Provide on-going promotions/education targeting contamination and the need to eliminate plastics being placed in the bin.

Performance Measures

- <2% contamination received at processors.
- Annual analysis of cost per tonne of materials collected.
- Annual analysis of percentage recovered from the waste stream

Reporting

NAWMA will:

Provide Councils with the following:

- Data on tonnage of material collected per quarter.
- Reports on alternative technologies as developments are released.

It is normal procedure for the collection information to be issued via the NAWMA Board Agenda as a data pack on a quarterly basis.

9. Waste Handling and Disposal

Description of Service

The commercially unrecoverable material collected from;

- Council's households via the kerbside waste collection services; and
- household hard waste collection service,

is delivered to NAWMA's Waste Processing Facility (WPF) at Edinburgh North for processing. This is achieved by:

- Baling and transport to the EPA licensed Uleybury Landfill for disposal, or
- Transported directly to Suez ResourceCo for further processing into a fuel source (material not suited to the baling process).

Outputs

NAWMA will be required to:

- Receive waste from the abovementioned source, process and bale waste, transport baled waste and dispose of baled waste or transport off site for further processing.
- Submit monthly invoices to Councils based on tonnage of waste collected.
- Identify State Waste Levy charges.
- Explore and evaluate options for alternate waste disposal.

Performance Measures

- Safe and responsible disposal of kerbside collected waste material.
 - Stabilisation/reduction in waste to landfill from kerbside collections (on a per service basis).

Reporting

NAWMA will:

Provide council with the following:

- Data on tonnage of waste collected per month, and kilograms of waste per household per week. It is normal procedure for the collection information to be issued via the NAWMA Board Agenda as a data pack on a quarterly basis.
- Reports on the operation of the WPF and Uleybury landfill.
- Reports on waste diverted from landfill.
- Regular presentations to council and/or committees.

10. Customer Service

Description of Service

Customers of the waste management services are the residents and businesses of Council who utilise these services. NAWMA provides a comprehensive customer service directly to these customers by way of:

- Phone

- Service provision by NAWMA contractors
- Website
- Email
- My Local Services App

Outputs

NAWMA will be required to:

- .
- Prepare and document customer service procedures for waste management services
- Maintain a 24-hour contact service to include office hours of 8:30am to 5.00pm with phones diverted to Voicemail outside these hours.
- Action all requests from residents within a 24 hour period of notification being received (48 hour period during a pandemic)
- Facilitate the management of any conflict resolutions that may arise between residents and collection contractors.
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NAWMA will:

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- Develop and deliver a new contemporary recycling behaviour change campaign in consultation with Council and relevant agencies
- Engage with Councils business community on strategies to reduce business waste
- Produce and disseminate promotional/informational literature on services provided in accordance with the NAWMA Waste Management Strategy and Business Plan.
- Develop and implement an educational campaign that has a succinct and clear message to avoid, reduce, re-use and recycle.
- Where appropriate, promote/encourage the use of the Adult Education Centre and landfill interpretive display observation deck.
- Maintain and progressively develop NAWMA's web site.
- Develop social media presence to provide promotional opportunities.
- Facilitate the disbursement of funds provided by contractors for promotional activities.
- Encourage schools to participate in the kerbside recycling collection service.
- Visit schools and community organisations on request.
- Utilise the various means of advertising available ie social media, local papers, community radio and cinema screen advertising.
- Develop the programming of promotional activities.
- Seek funding from outside sources for specific projects ie contractors, State Government.
- Provide staff (NAWMA) to attend Council/community activities and functions.

Performance Measures

- Level of recyclables collected being maintained or increased.
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Signed:

Mr John Harry
City of Salisbury CEO

Date Endorsed by Council

Signed:

Mr Adam Faulkner
NAWMA CEO

Date Endorsed by Board