



AGENDA

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

**12 OCTOBER 2020 AT CONCLUSION OF SPORT, RECREATION AND GRANTS
COMMITTEE**

**IN WITTBER & DR RUBY DAVY ROOMS, SALISBURY COMMUNITY HUB,
34 CHURCH STREET, SALISBURY**

MEMBERS

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

REQUIRED STAFF

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

APOLOGIES

LEAVE OF ABSENCE

PRESENTATION OF MINUTES

Presentation of the Minutes of the Innovation and Business Development Sub Committee Meeting held on 14 September 2020.

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OTHER BUSINESS

CLOSE



**MINUTES OF INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE
MEETING HELD IN WITTBER & DR RUBY DAVY ROOMS, SALISBURY
COMMUNITY HUB, 34 CHURCH STREET, SALISBURY ON**

14 SEPTEMBER 2020

MEMBERS PRESENT

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

OBSERVERS

Cr N Henningsen

STAFF

Chief Executive Officer, Mr J Harry
General Manager Business Excellence, Mr C Mansueto
General Manager Community and Org. Development, Ms G Page
Manager Governance, Mr M Petrovski
Governance Support Officer, Ms K Boyd

The meeting commenced at 6.41 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

Moved Cr P Jensen
Seconded Cr J Woodman

The Minutes of the Innovation and Business Development Sub Committee Meeting held on 10 August 2020, be taken and read as confirmed.

CARRIED
UNANIMOUSLY

REPORTS

IBDSC1 Future Reports for the Innovation and Business Development Sub Committee

Moved Cr L Braun
Seconded Cr P Jensen

1. The information be received.

CARRIED
UNANIMOUSLY

IBDSC2 Community Requests - Response Dashboard

Moved Cr L Braun
Seconded Cr J Woodman

1. The information be received.

CARRIED

OTHER BUSINESS

Nil

CLOSE

The meeting closed at 6.47 pm.

CHAIRMAN.....

DATE.....

ITEM	IBDSC1 INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE
DATE	12 October 2020
HEADING	Future Reports for the Innovation and Business Development Sub Committee
AUTHOR	Michelle Woods, Projects Officer Governance, CEO and Governance
CITY PLAN LINKS	4.2 We deliver quality outcomes that meet the needs of our community
SUMMARY	This item details reports to be presented to the Innovation and Business Development Sub Committee as a result of a previous Council resolution.

RECOMMENDATION

1. The information be received.

ATTACHMENTS

There are no attachments to this report.

1. BACKGROUND

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

2. CONSULTATION / COMMUNICATION

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

3. REPORT

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

Meeting Item	Heading and Resolution	Officer
28/10/2019 1.1.3 Due: Deferred to:	Collaboration Agreement between Council and Community Centres 3. That the Innovation and Business Development Sub Committee conduct a review of the <u>Collaboration Agreement over the next 12 months</u> and conduct a review of the management model for Community Hubs (Burton, Para Hills and Ingle Farm) by June 2020. October 2020 November 2020 To allow for further review of the implications of the management model options.	Jo Cooper
28/10/2019 1.1.3 Due: Deferred to:	Collaboration Agreement between Council and Community Centres 3. That the Innovation and Business Development Sub Committee conduct a review of the Collaboration Agreement over the next 12 months and <u>conduct a review of the management model for Community Hubs (Burton, Para Hills and Ingle Farm) by June 2020.</u> October 2020 November 2020 To allow for further review of the implications of the management model options.	Jo Cooper
28/10/2019 2.1.1 Due: Deferred to:	Burton Community Hub Project Update 2. That development of a management model be considered as part of a review of community hub models, including the Paddocks Hub by the Innovation and Business Development Sub Committee to be reported to the sub committee by April 2020. October 2020 November 2020 To allow for further review of the implications of the management model options.	Jo Cooper
25/11/2019 6.0.2- IBDSC4 Due:	Verge Maintenance Review 3. A further report be provided at the completion of 2020 on the effectiveness of the trial. 4. Further work be undertaken over the next 12 months to identify sites for alternative verge treatments with consideration to aligning and funding through existing strategies and capital works programs, and a report be brought back recommending other sites and verge treatments. December 2020	Mark Purdie

25/11/2019 6.0.2- IBDSC4	Verge Maintenance Review 5. A further report be provided on implementing changes to the Verge Development Policy with advice on the potential to provide financial and other incentives to residents to maintain their own verges. Due: December 2020	Craig Johansen
23/03/2020 6.0.2- IBDSC-OB1	Improvement of Organisational Operations That staff bring back a report to the Innovation and Business Development Sub Committee that: a. details the current status of the existing operations covering building, property and land development related functions; b. identifies opportunities to improve the alignment and interface across organisation operations associated with the delivery of property related strategic outcomes and service delivery and support to leaseholders of Council facilities. Due: October 2020	John Devine / Terry Sutcliffe
Deferred to: November 2020 Reason: Finalisation of report by consultants and management review/response has been delayed		
25/05/2020 6.0.3- IBDSC2	Update on the proposed Dry Creek Project 2. A Dry Creek project business case be presented to Council, following successful completion of the Dry Creek Stormwater Management Plan (SMP) and a community/stakeholder engagement process. Due: November 2020	Bruce Naumann
25/05/2020 6.0.3- IBDSC3	City of Salisbury Calendar of Events & Exhibitions Review 5. With regard to the potential of a community market being established in future, a report be prepared for further consideration and inclusion in the budget process for the next financial year. Due: November 2020	Julie Kushnir

4. CONCLUSION / PROPOSAL

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

CO-ORDINATION

Officer:	Executive Group	GMCOD	GMCD	GMBE	GMCI
Date:	02/10/2020	24/09/2020	01/10/2020	01/10/2020	01/10/2020

ITEM	IBDSC2
	INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE
DATE	12 October 2020
HEADING	Salisbury Fringe - Change to Friday Night Event
AUTHOR	Julie Kushnir, Manager Community Experience & Relationships, Business Excellence
CITY PLAN LINKS	4.1 Members of our community receive an exceptional experience when interacting with Council 1.4 We are proud of our strengths, achievements and cultural diversity 4.5 We engage meaningfully and our community is aware of Council initiatives
SUMMARY	In response to Council's resolution from its August 2020 meeting, this report provides information with respect to a suitable list of invitees to the Salisbury Fringe Event (Friday Night) made up of community groups, in recognition of their contribution to the community.

RECOMMENDATION

1. The information contained within this report be received and noted, in particular the following:
 - a. The invitation list as contained in Attachment 2 to this report (IBDSC 12/10/2020, Item No IBDSC2) be used to invite community groups to the 2021 Fringe Event Friday Night.
 - b. A formal acknowledgement be made within the Mayor's opening address to reference the contribution the community clubs and groups make to the City of Salisbury.
2. Other invitees to the event are in line with the existing policy.

ATTACHMENTS

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

1. Protocol for Civic Events and Function Policy
2. Community Group List

1. BACKGROUND

- 1.1 The Salisbury Fringe (previously called the Secret Garden) is a major event in the City of Salisbury calendar of events held to align with the Adelaide Fringe Festival.

- 1.2 Over the past few years the event over its 3 day course has attracted in the vicinity of 5000+ to 6,000+ people each year, reflecting its significant contribution to the community.
- 1.3 The event delivers a mix of shows aimed at ensuring it appeals to a broad sector of the community, for example, family fun day targeted at providing free events for families to enjoy, a key music act on a Saturday night, with the a number of other smaller acts spread across the three days.
- 1.4 At its August 2020 meeting, Council considered its event calendar and resolved to make various amendments to this to create greater community value through the delivery of various events.
- 1.5 One of the key changes to the Salisbury Fringe event was to move to holding the event over a Friday night and a full day Saturday, whereas previously the event was also held on the Sunday.
- 1.6 As part of the change Council further resolved that:
 - 1.6.1 *The (proposed) 3 Year Exhibition & Events Calendar as provided by staff in report IBDSC 10/08/2020, Item IBDSC3 be endorsed subject to the following changes:*
 - (a) *Secret Garden – Option C, with the variation that the Friday night event is a City of Salisbury Community Recognition event and the Administration is requested to provide a further report with a proposed list of community groups to be invited.*

(0663/2020)
- 1.7 This report aims to respond to this resolution, specifically to focus the Friday night to promote local community groups via the official opening event.

2. CONSULTATION / COMMUNICATION

- 2.1 Internal
 - 2.1.1 Community Experience & Relationships
 - 2.1.2 Community & Organisational Development

3. REPORT

- 3.1 At the meeting of August 2020, it was proposed that the City of Salisbury extends invitations to its Friday night event of the Salisbury Fringe to include a greater representation of local community groups/clubs, in recognition of the contribution they make to the community overall.
- 3.2 The past two years (2019 and 2020) invitations have been extended to a wide, diverse and considerable number of community members such as:
 - 3.2.1 Community groups and clubs (with interests wide and varied from sports, craft, art, dance and other hobbies)
 - 3.2.2 Churches and parishes, including their associated community groups
 - 3.2.3 Past recipients of various City of Salisbury awards
 - 3.2.4 Cultural groups and associations
 - 3.2.5 Business sector

- 3.2.6 Rotary and Lions Service Clubs
 - 3.2.7 Local primary, secondary, public and private schools and education providers
 - 3.2.8 Mayors and Elected Members from other metropolitan councils
 - 3.2.9 Local Members of South Australian Parliament
 - 3.2.10 City of Salisbury Elected Members, Executive, Divisional Managers and some staff.
- 3.3 This is in line with the existing Protocol for Civic Events and Functions Organised by the City Of Salisbury Policy (Attachment 1), which states that where a Civic event or function is organised by the City of Salisbury, the following protocol will apply when determining the invitation list for those occasions.
- 3.3.1 State/Federal Members of Parliament
 - 3.3.2 Members of the Upper House (Senators and Legislative Council)
 - 3.3.3 Representatives from Local Businesses
 - 3.3.4 Representative from the Education sector (Schools, Universities & TAFEs)
 - 3.3.5 Relevant State Government Departments
 - 3.3.6 Elected Members
 - 3.3.7 Appropriate community and not for profit representatives
 - 3.3.8 City of Salisbury Staff (Executive, Managers, and relevant officers as determined by the Chief Executive Officer)
- 3.4 Given the above approach as defined in the policy, it is likely that the approach and messaging in the past may have limited the number of community groups attending compared to other invited guests.
- 3.5 To address this it is proposed that the 2021 invitation specifically focus on the contribution to the community made by our local groups/clubs, and also reference (within the invitation) the intended public acknowledgement of their participation by a special mention made by the Mayor, in her opening address, in an effort to better stimulate attendance numbers and participation.
- 3.6 To clarify the community groups invited to the event Attachment 2 is provided for information. These groups will again be invited along with the other category of invitees as noted in the existing policy.
- 3.7 It would be appropriate that a representative from each club/group would be invited, in addition to the other invitees identified in points 3.3.1 to 3.3.8 above.
- 3.8 Based on previous year's attendances, and now introducing a different approach to a community group acknowledgement, we may see an increase in acceptances, bringing anticipated attendances up to 180 people (based on an estimated 20% response rate to an invitation list of 900+ people).
- 3.9 It is proposed that the food and beverage package is maintained to the catering standards of the previous two years and the increased costs are covered by the existing budget.

4. CONCLUSION / PROPOSAL

- 4.1 It is recommended that the invitation list for the Friday Night Salisbury Fringe Event 2021 be derived from City of Salisbury's previous years' databases and in line with the existing Protocol for Civic Events and Functions Organised by the City Of Salisbury Policy and inclusive of the Council decision to specifically invite community clubs.
- 4.2 The format of the Friday Night Salisbury Fringe Event include a specific acknowledgement by the Mayor regarding the valued efforts and contributions of the community clubs/groups.

CO-ORDINATION

Officer: Executive Group
Date: 02/10/2020



Protocol for Civic Events and Functions organised by the City of Salisbury Policy

Policy Type:	Policy		
Approved By:	Council	Decision No:	2014/2470, 2014/2644, 2017/1603, 0075/2019
Approval Date:	23 June 2014	Last Reapproval Date:	January 2019
Review Date:	January 17, 2021	Internal Reference No.:	
Department:	CEO and Governance	Division:	CEO
Function:	9 - Governance	Responsible Officer:	Executive Assistant to the CEO/Mayor

A - PREAMBLE

The City of Salisbury seeks to ensure that:

1. Appropriate representatives from the community are invited to its events and functions and that individuals attending events and functions on behalf of the City of Salisbury represent the Council appropriately.
2. Events are organised and delivered appropriately and to a standard that presents the City of Salisbury in the best light and considerate of community expectations.

B - SCOPE

1. This Policy applies to Civic Events or functions hosted by the City of Salisbury and Elected Members /or staff attending those events or functions.

C - POLICY PURPOSE/OBJECTIVES

This Policy provides guidance to ensure appropriate representatives are invited to City of Salisbury Civic events or functions and that appropriate protocols for the provision of catering services and dress code for City of Salisbury representatives attending the event/function are in place.

D - DEFINITIONS

1. *Elected Members* mean the Mayor and Councillors of the City of Salisbury.
2. *Civic Events or functions* are those activities hosted or organised by the City of Salisbury to celebrate special occasions and to promote the City. Such events would include the Mayoral Breakfast, Living Legends, Australia Day Awards, Citizenship Ceremonies and launches of key publications and projects, as well as functions that celebrate organisational milestones or achievements.

3. **Events of Strategic/City Wide importance** are events that relate to activities or initiatives of relevance to the entire city, or provide the opportunity to promote the City of Salisbury as a whole, for example, the launch or opening of initiatives or community programs/infrastructure, or launch/release of key strategic publications or the Mayoral Breakfast. These events may also have direct relationships with State or Federal Government initiatives, activities or programs affecting the Northern region and would generally be relevant to the City of Salisbury's Strategic Directions, and include occasions like visiting delegations, e.g. Sister City visits.
4. **Events of Local importance** are events that relate to activities or initiatives occurring within specific parts of the City and have particular relevance to that area. It also includes events that provide the opportunity to promote a particular program, piece of work or location within the City, for example opening of a local community centre or park, or a local community event.
5. Functions that acknowledge organisational milestones or other social/cultural activities and festivals are functions designed to acknowledge achievements and contribution of the City of Salisbury in its service to the community, and the contribution that individuals or groups, including Elected Members, have made to that outcome.
6. **Appropriate attire** means clothing appropriate for the business environment, which does not indicate party/political preference or affect the reputation or neutrality of Council, or a decision before the Council.
7. **Candidate** means a person seeking election to federal, state or local government at an upcoming election.

E - POLICY STATEMENT

1. Where a Civic event or function is organised by the City of Salisbury, the following protocol will apply when determining the invitation list for those occasions.
 - Where the Civic event/function is of strategic/city wide importance, the following are to be considered:
 - State/Federal Members of Parliament
 - Members of the Upper House (Senators and Legislative Council)
 - Representatives from Local Businesses
 - Representative from the Education sector (Schools, Universities & TAFEs)
 - Relevant State Government Departments
 - Elected Members
 - Appropriate community and not for profit representatives
 - City of Salisbury Staff (Executive, Managers, and relevant officers as determined by the Chief Executive Officer)
 - Where the Civic event or function is of local importance invitations may be directed to the following, depending on the nature of the event:
 - State/Federal Members of Parliament
 - Representatives from Local Businesses
 - Representative from the Education sector (Schools, Universities & TAFEs)
 - Representatives from Local Churches
 - Community Group Presidents (e.g. RSL, Rotary etc)
 - Relevant State Government Departments
 - Australia Day Award Winners from previous five years
 - Past and present Living Legends of Salisbury
 - Sporting Club Representatives
 - Youth Council Representatives
 - Local Developers

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Version 2 Version Date: 18/04/2018

- SAPOL
 - Elected Members
 - Metropolitan Council's Mayors and CEOs
 - Former Mayors of the City of Salisbury
 - City of Salisbury Staff (Executive, Managers, and relevant officers as determined by the Chief Executive Officer)
2. Elected Members are required to wear appropriate attire when representing Council at Civic events/functions and also at Council, Committee and Sub-Committee meetings.
 3. Where a Civic event or function is organised by the City of Salisbury, the catering (food and beverages served) should be appropriate to the nature of the function from a community/social benefit, economic advancement, or organisational benefit perspective.
 4. Where alcohol is available for consumption, this will be done in accordance with Council's Drug and Alcohol Policy.

F - GUIDELINES FOR CANDIDATES ATTENDING CIVIC EVENTS AS REPRESENTATIVES OF INVITED GUESTS DURING THE LEAD UP TO FEDERAL, STATE OR LOCAL GOVERNMENT ELECTIONS.

1. From time to time invited guests may not be able to attend a Civic Event they are invited to. It is common practice in those situations for a representative to be nominated to attend in their place. In some instances, candidates for election to federal, state or local government may be nominated as that representative.
2. Where a candidate for election at any level of government is in attendance at a City of Salisbury Civic Event as a representative of an invited guest, it is expected that they will not use the event for campaigning purposes. Actions at the event should be consistent with celebrating the occasion for which it has been convened and with the roles and responsibilities of the invited guest the candidate is representing.
3. The City of Salisbury Caretaker Policy provides specific guidance regarding the use of council resources during a local government caretaker period and current Elected Members must be cognisant of their obligations under that policy when attending Civic Events during a caretaker period.

G - LEGISLATION

1. Nil

H - REFERENCES

1. Nil

I - ASSOCIATED PROCEDURES

1. Nil

Document Control

Document ID	Civic Events/Functions Policy
Prepared by	Mick Petrovski
Release	5.00
Document Status	Endorsed
Date Printed	

Churches, Community Groups and Service Clubs

Anglican Church - St Augustine of Canterbury, Para Hills	Salisbury Catholic Parish Centre
Anglican Church - St Barbara's, Parafield Gardens	Salisbury Family Church
Anglican Church - St John's, Salisbury	Salisbury Lutheran Church
Anglican Church of the Holy Redeemer	Salisbury Uniting Church
Baptist Church - Northside, Para Vista	Salisbury Uniting Church
Baptist Church - Salisbury	Salvation Army - Ingle Farm
C3 Church Salisbury	Significance Church
Catholic Church - Holy Trinity, Para Hills/Modbury Parish	St Andrew's Presbyterian Church - Para Hills
Catholic Church - St Augustine, Salisbury	St Augustine's Catholic Church, Salisbury
Catholic Church - St Finbar, Salisbury North	St Dimitrios Greek Orthodox Parish of Salisbury
Christian City Church	St Johns Anglican Church
Church of Christ - Salisbury East	St Johns Anglican Church, Salisbury
Church of Jesus Christ of Latter Day Saints	The Anglican Parish of Parafield Gardens
Eternity Christian Church	Uniting Church - Freedom Worship & Community Centre
Gardens Community Church	Uniting Church - Parafield Gardens
Gateway International Church	Uniting Church - Salisbury
Holy Trinity Catholic Church	Active Ageing SA Inc
Ingle Farm Baptist Church	Adelaide Benevolent Society
Ingle Farm Community Church	Adelaide Honbu Dojo Japan Karate Association
Lakes Edge Community Church	Air Youth of SA Inc
Life Church	Allistragh Irish Dancing School
Lutheran Church - Good Shepherd	Arati Tribal Belly Dance
Lutheran Church - Salisbury	Arts In Action
Montague Community Church	Australian Lace Guild SA Branch
New Community Church	Australian White Tiger School of Combined Martial Arts Incorporated
Newhope Bible Church	Bailendella Gymnastics Club Inc
Para Hills Uniting Church	Border Celts & Scottish Step & Reel Dance Team
Para Hills Uniting Church	Boys' Brigade 4th Salisbury Company
Para Vista Uniting Church	Brahma Lodge Football & Sports Club
Parafield Gardens Uniting Church	Brahma Lodge Indoor Sports Centre
Paralowie International Adventist Church	Brahma Lodge Soccer Club
Brahma Lodge Sports Club Inc	Guides - City of Salisbury

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Brahma United Netball Club	Guys Out North
Carlsbrook Calisthenics	Harlequins Netball Club
CKD Martial Arts	Horizon Social Club
Committee of Globe Derby Community Club Inc	Hurrell School of Irish Dancing
Community Bridging Services Inc	Ingle Farm Amateur Soccer Club
Country Women's Assoc. Ingle Farm	Ingle Farm Helping Hand centre
Country Women's Association (Salisbury)	Ingle Farm Junior Soccer Club
Cross Keys BMX Club	Ingle Farm Little Athletics Centre
Dare To Dance	Ingle Farm Over 50's Club Inc
Edinburgh Community Centre	Ingle Farm Scout Group
Eels Rugby League Club Inc	Ingle Farm Sporting Club
Elite Command Precision Drill & Dance Club Inc	Ingle Farm Squash Centre
Elizabeth - Salisbury & Districts Tennis Assoc Inc	Ingle Farm Women's Group
Elizabeth & Districts Junior Soccer Association	Ingle Farm/Para Hills Girl Guides
Elizabeth Spinners & Weavers	Johansen Academy of Dance
First Manor Farm Scouts	Just Entertainment Group Inc
First Northridge Scouts	Just Kicks
First Salisbury Downs Scout Group	Karatedo Goju-Kai
First Salisbury Scout Group	KD Dance Centre
Flamingo Freindship Club	Kenshukai Karate Club Inc
Friday Group	KMA Black Belt Success Schools
Friends of Salisbury High	Kyokushin Karate
Friends of the Salisbury Public Library Service	Licensed Clubs Darts Association Inc.
Friendship Force of Salisbury & Northern Districts	LifeWorks Community Centre
Funky Fun Dance for Kids	Loong Fu Martial Arts Club
German Club of Elizabeth Inc Seniors Group	Macedonia United Lions Soccer Club Inc
Glen's Shoten Karate Do	Macedonian Social Club
Golden Dragon Budo - Ryu Karate	Manor Farm Scout Group
Graham Starkey Tennis Coaching Centre	Mawson Lakes City Beach Volleyball
Greek Macedonian Social Club Inc	Mawson Lakes Lions Club Branch
Greek Pensioners Group	Micken School of Irish Dancing Inc
Group North Historical Wargames Society	Modbury Jets Soccer Club
Northern District Cricket Club	Parabury Scout Group
Northern Districts Baseball Club	Parafield Gardens Community Club

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Northern Districts Calisthenics Club	Parafield Gardens Over 50's Club
Northern Districts Canoe Club	Parafield Gardens Soccer Club & Sports Club Inc
Northern Districts Card & Board Games Association	Parafield Gardens Swimming Centre
Northern Districts Cricket Club	Parafield Gardens Table Tennis Club Inc
Northern Districts Gern Club	Paralowie R-12 Community Centre
Northern Italian Community	Paralowie Sports & Social Club
Northern Jazz & Swing Club	Penfield Bowling Club Inc
Northern Plains Golf Club Inc	Penfield Cricket Club
Northridge Para Vista Scout Group	Penfield Pistol, Rifle & Archery Club
Para Hills Amateur Boxing Club	Penfield Tennis Club
Para Hills Community Club	Polish Seniors Club Salisbury
Para Hills Community Seniors Club Inc	Pontian Eagles Sports & Social Club Inc
Para Hills Cricket Club	Pooraka Farm Neighbourhood House Inc
Para Hills Cricket Club Inc	Pooraka Football/Cricket Club Inc
Para Hills East Junior Soccer Club	Pooraka Netball Club
Para Hills East SAWSA Girls Soccer Team	Pooraka Tennis Club Inc
Para Hills East Sports Club	Rhee International Tae Kwon-Do
Para Hills Football & Sports Club	Salisbury Baptist Over 50's Fellowship
Para Hills Gymnastics Club Inc	Salisbury Bowling Club Inc.
Para Hills Junior Soccer Club	Salisbury Croquet Club
Para Hills Knights Soccer Club	Salisbury Cycle Speedway Inc
Para Hills Lions Soccer Club	Salisbury Districts Cricket Club
Para Hills Senior Citizens Club	Salisbury East Girl Guides
Para Hills Soccer Club	Salisbury East Junior Soccer Club
Para Hills Tennis Club Inc	Salisbury East Little Athletics Centre
Para Hills United Soccer Club	Salisbury Florina Soccer Club
Para Hills Wanderers Netball Club	Salisbury Football Club Inc.
Para Hills West Soccer Club	Salisbury Gymnastics Club
Para Teachers Cricket Club	Salisbury Heights Scout Group
Para Vista Calisthenic School	Salisbury Hunt Club
Para Vista Lutheran Cricket Club Inc	Salisbury Inter Soccer Club Inc
Salisbury Invitation Pigeon Club	Wanderers Golf Club
Salisbury Karate Club	White Tiger Combined Martial Arts
Salisbury North Community Centre	World Harvest Christian Centre

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Salisbury North Football & Community Club	World Taekwon Do
Salisbury North Hawks Over 50's Club	Zen Do Ryu Freestyle Karate
Salisbury North Scout Group	SERVICE CLUBS
Salisbury Senior Citizens Club	Lions Club of Paralowie
Salisbury Stitches	Lions Club of Pooraka
Salisbury Tennis Club Inc	Lions Club of Salisbury Inc
Salisbury United Football Club	Lions Club of Salisbury Inc
Salisbury United Junior Soccer Club	Mawson Lakes Lions Club Branch
Salisbury United Soccer Club Inc	Para Districts Service Assoc - National Servicemans Assoc
Salisbury Villa Garibaldi Soccer Club Inc	Rotary Club of Mawson Lakes
Salisbury Villa Soccer Club	Rotary Club of Mobara
Salisbury Villa Social and Sports Club	Rotary Club of Mobara
Salisbury West Scout Group	Rotary Club of Salisbury
Scoil Rince NI Cashel - Irish Dancing	Rotary Club of Salisbury
Scouts SA	Rotary Club of Salisbury
Scouts SA	Salisbury RSL
Sharmels Dance Academy	
Shotokan Karate Club Adelaide Inc	
South Australian Gun Club Inc	
South Australian Harness Racing Club	
South Australian Radio Yacht Club Inc	
Southern Go Kart Club	
St Kilda Scout Group	
Tai Chi & Chi Kung Institute - Para Hills	
The Desalyne Dancers	
The Dutch Club	
The Para Hills Community Seniors Club Inc	
Valley View Tennis Club	
Vietnam Veteran's Association	
Vietnamese Community in Australia/SA Chapter Inc.	

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ITEM	IBDSC3
	INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE
DATE	12 October 2020
HEADING	Salisbury Community Achievement Awards incorporated into the Australia Day Awards Program
AUTHOR	Julie Kushnir, Manager Community Experience & Relationships, Business Excellence
CITY PLAN LINKS	1.3 People are valued and they feel safe, included and connected 4.1 Members of our community receive an exceptional experience when interacting with Council 4.5 We engage meaningfully and our community is aware of Council initiatives
SUMMARY	This report provides information on the incorporation of the Salisbury Community Achievement Awards which can be incorporated into the Australia Day Awards Program, with further advice on the new award category which has recently been introduced by the Australia Day Council called 'Award for Active Citizenship.'

RECOMMENDATION

1. The information contained within this report be received.
2. The brand new Award for Active Citizenship in the 2021 Australia Day Awards Program introduced by the Australia Day Council is supported.
3. That a separate award called 'The Salisbury Community Achievement Award' is awarded only in the instance that the selection panel deems a nomination not eligible for any of the Citizen of the year Awards listed in this report, and
 - a. If required, the award will be presented at the Australia Day breakfast event as part of the awards ceremony.
 - b. All award winners will be engaged after the awards ceremony and remain connected to our Salisbury Community by becoming an invited guest at future City of Salisbury events.

ATTACHMENTS

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

1. Australia Day Council Guidance & Criteria (Draft Document 2021)

1. BACKGROUND

- 1.1 At the Innovation and Business Development Sub Committee meeting of 10 August 2020, the proposed 3 Year Exhibition & Events Calendar (IBDSC3) as provided by staff was endorsed subject to a couple of changes, one of which included:
 - 1.1.1 *Salisbury Community Achievement Awards to be incorporated into the Australia Day Awards Program, and a further report to be provided with advice on a potential award category, if required.*
- 1.2 This change was part of a broader review of the City of Salisbury calendar of events to better align events and create value to our community.
- 1.3 Specifically in regard to the Salisbury Community Achievement award Council previously awarded the Legend Awards which over time started to experience declining interest.
- 1.4 The aim would be to celebrate the outstanding efforts and achievements of local individuals who contribute more widely to the City of Salisbury's efforts to enable a "progressive, sustainable and connected community".
- 1.5 To that end, consideration has been undertaken to identify how best to incorporate such an award to complement the official categories of the Australia Day Awards while also providing Council with the capacity to award a separate award to recognize an individual or community group if a worthwhile nomination is identified.

2. CONSULTATION / COMMUNICATION

- 2.1 Internal
 - 2.1.1 Community Experience & Relationships
- 2.2 External
 - 2.2.1 General Manager: Events and Programs of Australia Day Council South Australia

3. REPORT

- 3.1 In discussions with the Australia Day Council it has been identified that the Australia Day Council has introduced a brand new award category into their Citizen of the Year Awards. This award is called "Award for Active Citizenship" and seeks to identify suitable community candidates (person or group) that in short, delivers outstanding work or for an event or cause, staged in our community during the past year. The award will be assessed on:
 - Demonstrated leadership in and for the community
 - Demonstrated involvement in the community
 - The efforts have made a significant impact on the community in which they work
- 3.2 A draft copy of the guidance and criteria for local government authorities is attached to this report for reference.

- 3.3 It should be noted that it is **not** a requirement that the individual or group nominated for this new award is an Australian citizen nor resides in our local government area, making this the most inclusive award in the program. The focus is rather their specific contribution to our local government area or community (ie, the individual may live in a neighbouring council but has made a significant contribution to a community organisation within the respective council).
- 3.4 In the event the Active Citizen Award cannot be suitably awarded from entries to the Australia Day Council Awards, the judging panel can award a Salisbury Achievement Award to a suitable nominee, as it sees fit.
- 3.5 The current Citizen of the Year Awards Categories (for reference) therefore now includes the following;

Citizen of the Year Award:

- To be eligible, the person must be an Australian Citizen.

Young Citizen of the Year Award:

- To be eligible, the person must be an Australian Citizen under 30 years of age on January 26.

Senior Citizen of the Year Award:

- To be eligible, the person must be an Australian Citizen 60 years or over on January 26.

Community Event of the Year Award:

- This is presented to the person/group who has staged the most outstanding community event during the past year.

Award for Active Citizenship* Brand new Australia Day Council category for 2021

- This Award would be for a group or individual delivering outstanding work for an event or cause staged in the community during the past year. They do not have to be an Australia Citizen.

- 3.6 Selection panels will give consideration to the following in assessing and comparing nominations and against the above criteria:
- Personal, academic and professional achievements
 - Contribution in the relevant field (how has the nominee 'put back' into their field to benefit others)
 - Demonstrated leadership, innovation and creativity
 - Personal interests and community involvement
 - Contribution to development of regional community and/or economy
 - Future goals and likely impact
 - Degree of difficulty of the achievement and sacrifices made
 - Country of residence
 - Previous awards and recognition
 - Voluntary work beyond paid employment
 - Nature and length of activity or service
 - Achievements as an individual or as part of a group or organisation
 - Availability and commitment to promote national pride and active citizenship through the year of the recipient's appointment

- 3.7 It will be at the selection panel's discretion to choose a winner for each category. The City of Salisbury is under no obligation to present an award for every category if they do not wish. Due to the past year being challenging for most as a result of the pandemic, it may be that nominations will be lower due to less activity and events taking place. Conversely, we may identify a resounding community effort indeed due to the pandemic and how individuals and community groups have met the challenges of COVID-19.
- 3.8 The nomination period for all categories opens on the 1st day of October and closes on the 3rd Friday in November.
- 3.9 In recognising the similarities between the Australia Day Council's new initiative (Award for Active Citizen) and our desire to award a 'Salisbury Community Achievement Award,' it's been found that a separate award may not necessarily be required.
- 3.10 Only in a rare instance that the selection panel may deem a nomination not eligible for any of the Citizen of the year Awards listed in this report, the panel may decide to present a separate award called 'The Salisbury Community Achievement Award' at their own discretion. In this instance, the award will not impact or take away from the existing Australia Day Awards, but simply will be an additional opportunity to recognise an outstanding achiever in our community which will also be presented at the Australia Day celebrations during the Awards ceremony.
- 3.11 The City of Salisbury Australia Day selection panel will assist with judging the Achiever's Award if required and if deemed not eligible for the above categories.
- 3.12 All award winners will be engaged after the awards ceremony and remain connected to our Salisbury Community by becoming an invited guest at future City of Salisbury events.

4. CONCLUSION / PROPOSAL

- 4.1 It is recommended that the City of Salisbury supports the Australia Day Council's new Award for Active Citizenship in its inaugural year of 2021.
- 4.2 This award is able to serve as our acknowledgement to a group or individual's outstanding achievement within the City of Salisbury, noting that the Australia Day Council's selection criteria does not require the recipient to be a resident of the local government area, but rather their contribution is paramount to an impact in a particular local government area.
- 4.3 In recognising the similarities between the Australia Day Council's new initiative (Award for Active Citizen) and our desire to award a 'Salisbury Achievement Award' it has been found that a separate award would not necessarily be required.
- 4.4 Only in a rare instance that the selection panel may deem a nomination not eligible for any of the Citizen of the year Awards listed in this report, the panel may decide to present a separate award called 'The Salisbury Community Achievement Award' at their own discretion.

- 4.5 The criterion for all categories in the Citizen of the Year Awards program is attached for reference. The City of Salisbury's Australia Day selection panel will assist with judging the Achievers Award, if required, against the same criterion and if deemed not eligible for the Australia Day Citizen of the Year existing categories. This award, if required, would be presented at the Australia Day breakfast event.

CO-ORDINATION

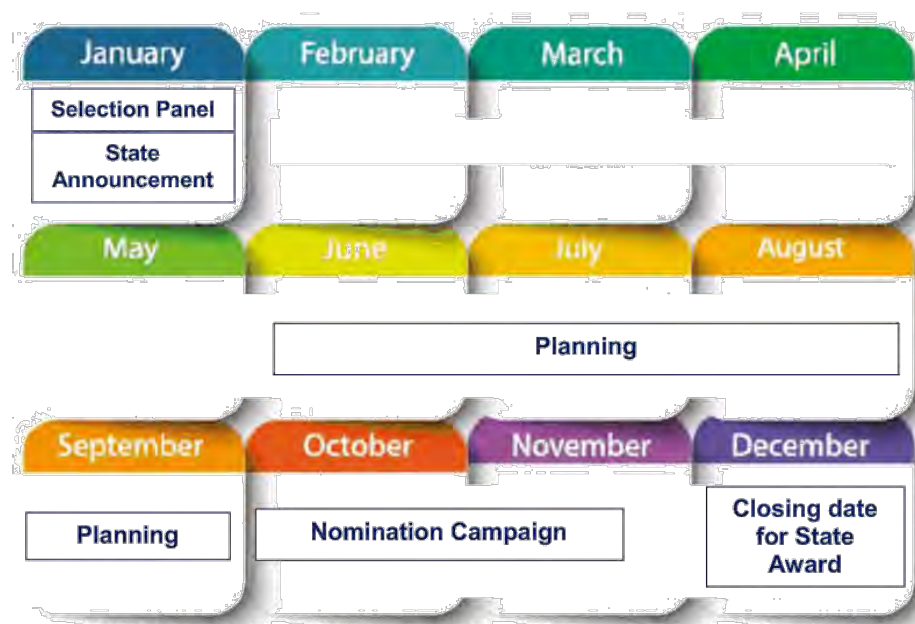
Officer: Executive Group
Date: 02/10/2020



DRAFT

The Australia Day Citizen of the Year Awards, Young Citizen of the Year Awards, Community Event of the Year Award and Award for Active Citizenship are presented annually to local citizens/community organisations who have made outstanding contributions to the community.

The Awards are provided by the Australia Day Council of South Australia and are administered by Local Government Authorities throughout the State on behalf of the Council.



About the Awards

Each year, communities across South Australia celebrate the achievements and contributions of outstanding members of their communities through the Australia Day Citizen of the Year Awards. Award recipients inspire us to get involved in our communities and contribute to our neighborhoods.

The Australia Day Citizen of the Year Awards gives the opportunity to recognise someone who makes a difference in their community across 4 major categories:

Australia Day Citizen of the Year Award:

The most outstanding Citizen for the local government authority

Australia Day Young Citizen Award:

The most outstanding Young Citizen for the local government authority

The Community Event of the Year Award:

The person or group who has staged the most outstanding community event during the year

Award for Active Citizenship:

A person or group delivering outstanding work or for an event or cause, staged in the community during the past year

Local government authorities may also present their own awards to reflect other achievement in their community.

Selection Criteria

In choosing the recipients of the Australia Day Citizen of the Year Awards, regard is given to the nominee's achievements in the year immediately prior to receiving the award, as well as their past achievements and ongoing contribution to the community.

An individual need only be nominated once to be considered. The number of nominations received per nominee bears no weight in their selection.

The selection criteria for Citizen of the Year and Young Citizen of the Year are:

- Significant contribution to the community
- An inspirational role model for the Australian community
- The scope of impact the individual's contribution has on the local government area

The selection criteria for Community Event of the Year:

- The quality of the work for the event
- The scope of impact the work has on the local government area
- The event's contribution to the community

The selection criteria for Award for Active Citizenship:

- The person or group has demonstrated leadership in and for the community
- The person or groups involvement in the community
- The scope of impact the person or groups work has on the community

PLEASE NOTE: it is not a requirement that the individual resides in the local government area. The focus should be on their SPECIFIC contribution to that local government area or community (e.g. an individual may live in a neighbouring council but has made a significant contribution to a community organisation within the respective council).

Selection panels will also consider the following in assessing and comparing nominations against the above criteria:

- Personal, academic and professional achievements

- Contribution in the relevant field (how has the nominee, event or group 'put back' into their field to benefit others)
- Demonstrated leadership, innovation and creativity
- Contribution to development of regional community and/or economy
- Future goals and likely impact
- Degree of difficulty of the achievement and sacrifices made
- Previous awards and recognition
- Voluntary work beyond paid employment
- Nature and length of activity or service
- Achievements as an individual or as part of a group or organisation
- Availability and commitment to promote community pride and active citizenship throughout the year of the recipient's appointment

Eligibility Criteria

- Nominees must be Australian citizens (except for Award for Active Citizenship)
- Awards will not be granted posthumously
- Self-nominations will not be accepted
- Nominees must be at least 16 years of age in the year of the award presentation
- Nominees for the category of Young Citizen of the Year must be 30 years of age or less on 26 January in the year of the award presentation
- Sitting state and federal politicians, current vice-regal officers and current elected members of council are not eligible
- Retired politicians, elected members and vice-regal officers will be considered for work undertaken in addition to their official duties
- Unsuccessful nominees may be re-nominated in subsequent years
- Groups of people, organisations or couples will not normally be eligible for Citizen of the Year and Young Citizen of the Year, though in exceptional cases the selection panels reserve the right to consider such nominations.
- Both individuals and organisations should be considered for the Community Event of the Year as this recognises the organising body or committee responsible for the event
- Absolutely NO weight is given to the number of times a person or organisation is nominated
- Previous recipients of the award categories may receive the award in the future however the work that this person or organisation made in receiving the original award may not be considered.
- Councils may choose to re-submit nominations that do not receive an award for future consideration in subsequent years of the program

Marketing Templates

A marketing toolkit has been developed to assist in providing consistent materials for the nomination forms, advertisements and posters. This will be distributed each year to every council and is available on the website at;

www.citizenoftheyear.com.au/council-admin/

The Password is sacouncil1

Online nominations are now possible via the website also with the nominations being emailed directly to the respective council.

Please also see the following attachments;

- 1) Template for nominee assessment

Nomination Period

The following dates are recommended for the nomination period;

Nominations Open: 1st day of October

Nominations Close: 3rd Friday in November

Nominations received before 1st of October will still be accepted.

Nominations received after the closing date will be carried forward to the next nomination period in the following year.

The Australia Day Citizen of the Year Awards rely on nominations from the public.

Nominations are open all year round, but there is a targeted marketing campaign from 1 October to the 3rd Friday in November.

The Australia Day Council of South Australia will:

- Develop all marketing materials including nomination forms, posters, messaging for social media, e-newsletters and websites etc
- Accept and process nominations through the Citizen of the Year Awards website and nominations sent directly to ADCSA
- Provide a Media Release Template for the Awards (see www.citizenoftheyear.com.au/council-admin).

Ideas for Councils to encourage nominations

- Engage with committees and community groups in the nomination period to source nominations
- Promote the call for nominations to all appropriate contacts, websites, and/or social media pages
- Mail out to Community Organisations in the community
- Invite previous recipients to nominate others
- Staff to nominate deserving recipients (e.g. the Community Development area)
- Have previous recipients on the selection panels
- Need to educate communities on what is "Community effort\involvement" - i.e. not necessarily big actions (such as a medical breakthrough) but rather actions that impact on others within the community (such as saving lives through teen suicide intervention)
- "Think tanks" of some of the key stakeholders in the community may assist in identifying key people from the community that should be recognised

- Ask your Mayor to record a direct to camera video to promote on social media (see example [here](#))
- Ask your Mayor to weave active citizenship discussions throughout all speeches given and ask that they ask people to consider nominating at public events throughout the year
- Develop a communications strategy to promote the awards
 - Talk more about WHY it is important for Council to have these awards - what do these awards mean for our community?
 - Consider connecting with previous recipients, Elected Members and community services sector to get buy in and promote the awards
 - Share stories of previous recipients – where are they now? Animate powerful stories
 - Consider how your current recipient can help promote the awards – can they speak at an event?

Messaging to use for marketing campaigns

Please find below some messaging that weaves together the meaning and the importance of the Citizen of the Year Awards. This messaging can be used at Council public facing events during the year, on your Councils social media channels, incorporated in your e-newsletter or on your website. We encourage you to use the following messages provided or use it as inspiration for your own messaging.

The below templates can be used all year round.

Example 1 –

[insert image]

Ever wondered how you can express your gratitude to an extraordinary individual who is impacting your community? **[insert Council name]** encourage you to nominate for the Citizen of the Year Awards – awards that reward and recognise individuals and groups that have made a noteworthy contribution to their community.

Categories for these Awards are:

- Citizen of the Year Award
- Young Citizen of the Year Award
- Community Event of the Year Award
- Award for Active Citizenship

Nominations open **[insert date]** and close **[insert date]** and you can nominate by visiting citizenoftheyear.com.au

#CitizenoftheYear #COTY #NominateNow

Example 2 –

[insert image]

Each year on Australia Day, [insert Council name] acknowledge and celebrate remarkable individuals and groups who do exceptional things for our community. If you know someone making a real difference, we encourage you to put them forward for the Citizen of the Year Awards. To find out more visit citizenoftheyearawards.com.au
 #CitizenoftheYear #COTY #NominateNow

Example 3 –

[insert image]

Who makes a real difference in your community?
 The Citizen of the Year Awards recognize the incredible efforts of those in our community who rise to the challenge and demonstrate leadership, initiative and active citizenship. Their influence significantly contributes to the value of [insert Council name] community life. To learn more visit citizenoftheyearawards.com.au
 #CitizenoftheYear #COTY #NominateNow

Example 4 –

[insert image]

[insert Council name] has inspiring active citizens who don't do work for praise or recognition. These individuals simply roll up their sleeves and offer their helping hand for those in need – this deep sense of community spirit and wellbeing for others is their motivation. Does this sound like someone you know? Nominate them for the Citizen of the Year Awards! To find out more visit citizenoftheyearawards.com.au
 #CitizenoftheYear #COTY #NominateNow

Example 5 –

[insert image]

The Australia Day Citizen of the Year Program is an opportunity to acknowledge the remarkable local individuals across our regions that place others need before their own and in doing so go above and beyond in enriching their local communities. Do you know the next [insert Council name] Citizen of the Year?
 Nominations open [insert date] and close [insert date] and you can nominate by visiting citizenoftheyear.com.au
 #CitizenoftheYear #COTY #NominateNow

The below templates can be utilised while nominations are open.

Example 6 –

[insert image]

Citizen of the Year nominations are open! Make sure you nominate someone you admire; they may be working or volunteering in your community to make the world a better place. A young person who is going above and beyond or a community event that you want to celebrate. Go to citizenoftheyear.com.au and acknowledge that someone!
#CitizenoftheYear #COTY #NominateNow

Example 7 –

[insert image]

Does someone in your community make you proud?
The Citizen of the Year Awards are designed to acknowledge and reward local residents and groups for their contribution to community life and their active participation in local projects. The four awards highlight active citizenship, outstanding contribution to the local community and Australian pride and spirit. It only takes one nomination to recognise an extraordinary individual. Nominate today at citizenoftheyear.com.au
#CitizenoftheYear #COTY #NominateNow

Example 8 –

[insert image]

Every community has unsung heroes and we believe you know one of them! These individuals don't do it for the praise or for the recognition – they do it simply because it makes a difference for people in their communities. Thank those community leaders by nominating them now for the Citizen of the Year Awards by visiting citizenoftheyear.com.au
#CitizenoftheYear #COTY #NominateNow

Example 9 –

[insert image]

Play your part in recognizing South Australians who make you proud. Nominations for the Citizen of the Year Awards are closing soon – it only takes one nomination for an extraordinary community role model to be recognised. Nominate now at citizenoftheyearawards.com.au
#CitizenoftheYear #COTY #NominateNow

Example 10 –

[insert image]


Our Citizen of the Year recipients are leading citizens that shape South Australia, inspire us and are role models for us all. Who do you know that deserves this Award? Express your gratitude and nominate before **[insert nomination closing date]**!
#CitizenoftheYear #COTY #NominateNow

Ideas for photos to accompany marketing campaign

- Previous recipients holding their certificate
- Previous recipients with your Councils Mayor
- Citizen of the Year marketing material which can be downloaded from citizenoftheyear.com.au/council-admin. There are multiple assets to use -
 - Email signature (ensure to link through to the citizenoftheyear.com.au webpage)
 - Web banners
 - Advert
 - Social media cover image
- Images of people working together in your Council area
- Images of people in your local community centre
- Images of people in nature or playing sport
- Volunteers assisting at an event
- Volunteers participating in a community project
- Generic photos of your Australia Day Awards event
- Generic 'Australia Day' photos e.g. Australian flag
- If your Council doesn't own these types of images, please find below links to websites where you can download stock images
 - canva.com/photos
 - pexels.com
 - pixabay.com

Inspiring Community Leader video assets and example content for digital platforms

Some of our Inspiring Community Leaders here in South Australia who have gone above and beyond in supporting others in our communities were asked why giving back is important to them and captured their response by filming themselves. These insights are now available to download and use by simply:

1. Visiting this link - www.citizenoftheyear.com.au/council-admin/
2. Enter password - `sacouncil1`
3. Scroll down to 'Social Media Video Packages'
4. You will see the Community Leaders Name and underneath 4 options to download. You can download the videos with captions or no captions. There is also the 'Square' option which **will fit perfectly on Instagram**.
5. Click on your preferred option and once the video has loaded in an additional page, click on this icon  on the top right-hand side of the screen.
6. The video will then start to download onto your desktop.

Insert inspire video piece.

Nominate those inspiring individuals amongst us insert call to action

Allan Mayfield South Australian Citizen of the Year 2020

When Allan was asked why it is important to give back to society this is his response –

"I think communities just don't function well without volunteers. I feel it's very important to have volunteers in society to have a much more worthwhile community that what you would otherwise" Allan Mayfield the South Australian Citizen of the Year 2020

Know someone like Allan? Then nominate them insert call to action

Insert Allan's video asset link

Monu Chamlagai 2020 City of Salisbury Young Citizen of the Year

When Monu was asked what volunteering has given her this is her response –

"volunteering has given me an opportunity to explore new ways to add value to the community...I believe it's important to give back to society because this society has given me so much,"

Monu Chamlagai 2020 City of Salisbury Young Citizen of the Year

Know someone like Monu? Then nominate then insert call to action

Insert Monu's video asset link

Caitlin McMahon 2020 Young Citizen of the Year for South Australia and Joseph McMahon Young Citizen of the Year for South Australia – Commendation Award 2019

When Caitlin and Joseph were asked why giving back to others is important this is their response –

"Volunteering gives me a sense of achievement and purpose and helps me feel part of the community. Being an active member of the community, especially in these tough times, provides support to everyone and encourages us to look after each other" Caitlin McMahon 2020 Young Citizen of the Year for South Australia and Joseph McMahon,

Young Citizen of the Year for South Australia – Commendation Award 2019

Know someone like Caitlin and Joseph? Then nominate them insert call to action

Insert Caitlin and Joseph's video asset link

Edwards (Ned) Roberts South Australian Citizen of the Year 2018

When Ned was asked why is it important to give back to society this his is response -

"Volunteering is very important for regional communities for without them we would not have our emergency services, sporting organisations, surfer's clubs and the list goes on"

Ned Roberts the South Australian Citizen of the Year 2018

Know someone like Ned? Then nominate them insert call to action

Insert Ned's video asset link

Dr James Muecke AM 2020 Australian of the Year

Insert video asset

Emmah Money 2020 SA Local Hero

Insert video asset

Carmen Garcia 2020 Inspiring South Australian Women's Award - Commendation

Insert video asset

Zahra Bayani 2020 Leadership in Languages and Cultures Award recipient

Insert video asset

Inspiring community Leaders video insights offering

- awareness opportunities on active citizenship
- acknowledging the vital role of volunteering within our community

These video assets can be used throughout the year for example in alignment with Volunteers Week in May

Or encourage nominations for -

Australian of the Year Awards across June and July

Inspiring South Australian Women Awards across August and September

Leadership in Languages and Cultures across August and September

Enhance Citizen of the Year Awards Program locally

Template: Letter to Community Groups

Good Afternoon,

Nominations for the [insert year] Australia Day Citizen of the Year Awards for [Insert Council] are live and we need your help to give our community's best the recognition they deserve.

We're looking for someone who makes a difference in our Council. Someone who contributes to our community and inspires those around them. They could be quiet achievers, community members or unknown heroes.

We are reaching out to organisations, like yours, that can help us by identifying and nominating community members who are doing outstanding things. The Awards rely on members of the public to nominate, so we encourage you to consider putting someone forward in your networks for the [insert year] Awards.

Your nominee could be recognised in one of our four categories:

- Citizen of the Year
- Young Citizen of the Year (16 to 30 years)
- Community Event of the Year
- Award for Active Citizenship

Nominating someone and highlighting the work they do can mean the world to a person. Just tell us who they are, what they've achieved and why you'd like to see them recognised. You can nominate online at citizenoftheyear.com.au.

Nominations for the 2021 Awards close soon, so make sure you get yours in by **midnight on [insert closing date]**.

Kind regards,

[Insert signature block]

Panel Composition and Guidelines

- The Local Government Authority may compose the selection panel as it sees fit however the following composition is recommended;
 - 2 elected members
 - 3 community representatives

Ranking sheet templates are available to download from www.citizenoftheyear.com.au/council-admin. It is recommended that nominee details are entered into the ranking sheet template before sending nominations to your panel. It is recommended that Councils shortlist their nominations in each of the categories before sending on to the panel.

All nominations are eligible to be considered for the Citizen of the Year Award. Anyone aged 16-30 can be also considered for Young Citizen of the Year.

When selecting community representatives you may wish to consider asking previous Citizen of the Year Award recipients to contribute in this capacity.

Template: Initial Email to Selection Panel Members

Subject: [insert year] Australia Day Citizen of the Year Awards selection panel for [insert Council]

Dear [insert name],

I understand you have been nominated as the [insert organisation]'s representative for the [insert year] Australia Day Citizen of the Year Awards selection panel for [insert Council]. Thank you for volunteering your time to participate in this significant program.

The selection panel meeting will be held at [insert venue name and address], on [insert date] from [insert time]. Please take the time to put this in your diary. The meeting will be chaired by [insert Chair name, position].

Prior to the selection panel meeting you will need to read through all the shortlisted nominations across the four Award categories. All the nominations will be delivered to you via [insert how nominations will be delivered].

It is important that you read through this material before the meeting, please set aside a few hours to do so. We appreciate it is a little time consuming but you will find that you are able to participate fully in the selection process with this background. I have attached a guide about the Awards and the selection panel meeting to help guide your thinking.

In advance of receiving the nominations I want to take the opportunity to remind you that the contents of the nominations and the discussions that will occur in the meeting are to be kept in the strictest confidence. We ask this to protect the dignity of all the shortlisted individuals.

Thank you once again for taking the time to participate in this important process to help us select our Award finalists and recipients for [insert year]. I think you will find it a very rewarding process and I look forward to seeing you at the meeting.

If you have any questions in the meantime, please don't hesitate to contact me on [insert phone number] or by email [insert email address].

Yours sincerely,

[insert signature block]

Template: Thank you email to panel Members**Subject:** Thank you for your help

Dear [insert name],

Thank you once again for your generous and insightful contribution to the assessment of the [insert Council] nominations for the [insert year] Australia Day Citizen of the Year Awards. We sincerely appreciate the time you dedicated to both reading the nominations and participating in the discussion at the selection meeting.

On behalf of [insert Chair name], the Chair of the meeting, and all of us working on the Awards program, we hope you found it enjoyable and a reminder of the extraordinary contribution people are making in [insert Council].

As mentioned in the meeting you will receive your invitation to the [insert Council] presentation in due course but if you would like to mark your diary now the presentation will be held at [insert venue] on [insert presentation date] commencing from [insert time].

Also, a reminder that we value your continued confidentiality on the discussions and decisions made at the selection panel meeting. We will advise you when the results are made public.

Nominations are now open for the [upcoming year] Australia Day Citizen of the Year Awards. If you know of someone you'd like to see recognised for their inspiring work please consider nominating them.

Thank you again,

[insert signature block]

Presentations of Awards

The Australia Day Citizen of the Year Awards are usually presented at Australia Day events across South Australia. Consider adding the following people to your event invitations (if sent)

- Nominators of your finalists
- Past Australia Day Citizen of the Year recipients
- The selection committee members

Certificates and Frames

The Australia Day Council of SA provides a frame and certificate for each of the category winners for Members. Orders for this are due by Friday 27 November 2020.

Extra certificates or frames can also be supplied however there will be a small cost recovery charge.

State Awards

An overall state award will be presented for each category. This presentation will occur at Government House in the week prior to Australia Day, with presentations made by the sponsor and the Governor of South Australia. All councils are encouraged to forward their recipient in each category to be considered for the overall state awards. The closing dates for the state nominations is **Friday 11 December 2020** and should be forwarded to the Australia Day Council of South Australia via this website <https://www.citizenoftheyear.com.au/sa-state-citizen-of-the-year-awards/>.

State recipients will be announced in the lead up to the event at Government House. If Councils wish to keep their recipients a surprise until Australia Day they are welcome to submit their previous year's recipient for the Award.

In the past, press releases on Australia Day, for the Awards, have not been very successful. Since trialling media releases about 4 days prior to Australia Day eve media coverage has increased considerably. Many councils have advised that they used to release winner's names on Australia Day but found a greater response and benefits from releasing those details early.

Each Mayor in South Australia is invited to attend the State announcement. Should your recipient be announced as the State Citizen of the Year you may wish to encourage your Mayor to attend the announcement.

Social Media

When using social media channels to promote the Awards please consider tagging the Australia Day Council as follows

Facebook: @Australia Day in South Australia

Twitter: @AustraliaDaySA

Instagram: @AustraliaDaySA

Please also consider using the below hashtags

#CitizenoftheYear

#COTY

#NominateNow

It would also be appreciated if the Sponsors – Local Government Association of South Australia, OTR and Sarah Constructions are acknowledged, where appropriate.

Major Sponsor

The Australia Day Citizen of the Year Awards are proudly presented by the Australia Day Council of South Australia, sponsored by Local Government Association of South Australia, On the Run and Sarah Constructions. Where possible it is requested that they are acknowledged, and their logos displayed on marketing materials.

After the presentation – suggested ways to support your recipient

- Recipients become your Council VIPs – invite them to events, special meetings, places on committees, networking opportunities
- Establish a mentor program to formally match new recipients with past recipients
- Sit down with recipients following the presentation to discuss what they would like to achieve and focus on during their year as an award recipient
- Facilitate introductions with key council figures and with people and organisations relevant to their individual goals
- Present recipients with a list of events and opportunities so that they can determine how involved they would like to be throughout the year in additional activities
- Personally invite recipients to as many events as possible and ask them to contribute when appropriate
- Some Councils give a letter of congratulations with the award – include in that letter the details of your marketing coordinator and ask the recipient to email them with any achievements they have throughout the year. This will give you more content to use year-round
- Invite your recipient to have a coffee or lunch with your Mayor – these recipients are doing great things and they would love the opportunity to share their passion with your Mayor
- Ask them to be the guest speaker at Council events such as Citizenship Ceremonies – their commitment to your Council will inspire others
- Engage with Community groups such as Lions or Apex Groups – there could be the potential for your recipient to speak at one of their lunches or events and share their stories
- Ask recipients to contribute on committees or in workshops
- Have your previous recipients sit on your selection panels
- Feature the Community Event of the Year on your Council events page
- Ask them to tell their experiences on camera of receiving the award
- Recipients are regular contributors to local e-newsletters or magazines – they could have a monthly blog?

FOR MORE INFORMATION PLEASE CONTACT:

Australia Day Council of South Australia Inc.
Office 18
240 Currie St
Adelaide SA 5000

Email: adcsa@adcsa.com.au

Ph: (08) 8212 3999

DRAFT

Frequently asked questions

How rigid are the Guidelines for the COY Award selection process?

The Guidelines are exactly that, guidelines. They were developed as a standardised process for the COTY Awards. However, it is recognised that some Councils are not able to fully comply with the guidelines because of their operations and may prefer a minor, local modification to a particular rule rather than ignore that rule entirely. It is simply hoped that Councils will try to standardise their procedures in accordance with the Guidelines to simplify the awards process and assist with marketing, nominations, selection, etc.

Does a person have to live in a Council area to be eligible for an award in that Council area?

- The ADCSA would prefer the person to be considered in the Council area where the activity/contribution actually occurred;
- Noted that most Councils seem to adopt a more flexible interpretation for eligibility rather than 'living' in the area.

What happens if a nominee dies before Australia Day?

Although the Guidelines do not allow for posthumous awards Councils have the flexibility to consider each case on its merits. For example, in one Council a nominee was selected but then they died before Australia Day. The Council still made the presentation because of the outstanding contribution this nominee had made. On the contrary, another Council has stuck by the Guidelines and not presented a posthumous award (although the person was duly recognised at the awards ceremony with an explanation).

Can a person win an award in more than one Council?

- Yes they can however when considering a previous winner the contribution they made for the previous award should not be considered

Do Nominees need to be advised of their nomination?

- Nominees do not have to be advised;
- Nominees also do not have to accept their award.

What if my recipient doesn't want to participate?

Try to ascertain what their reservations are about participating in the Awards program. Some of the most common reasons people don't want to participate are:

- They feel uncomfortable being associated with Australia Day or the date
- They are in a team and don't want to be singled out for their work
- They don't do the work for recognition

ITEM	IBDSC4 INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE
DATE	12 October 2020
HEADING	Roxby Downs Public and Environmental Health Services
AUTHOR	John Darzanos, Manager Environmental Health & Safety, City Development
CITY PLAN LINKS	Identify opportunities to increase non-rates revenue.
SUMMARY	The report is providing an overview of the Public and Environmental Health Services to Roxby Downs and due to the decline in service demand and recent changes associated with the COVID-19 travel restrictions, it is recommending the cessation of these services to Roxby Downs.

RECOMMENDATION

1. The information be received.
2. The City of Salisbury withdraws from the provision of Public and Environmental Health Services for the Roxby Downs Council.
3. Staff formally write to Roxby Downs and advise of the intent to withdraw and cease Public and Environmental Health services at the end of 2020/21 or until such time that a new service provider is engaged (whichever occurs first).
4. The City of Salisbury provides Roxby Downs with remote support for the duration of the 2020/21 period or until such time that a new service provider is engaged (whichever occurs first).

ATTACHMENTS

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

1. Roxby Business Plan 2019-2020

1. BACKGROUND

- 1.1 The City of Salisbury has been providing Roxby Downs Council with staff for the provision of Public and Environmental Health and Development Services since the 1990's when the Environmental Health and Building services were offered by a single dual-qualified officer.
- 1.2 Roxby Downs and Salisbury have continued this service arrangement with an officer from both Environmental Health and Development Services attending periodically as required.

- 1.3 There is no record of any contracts or formal procurement arrangements for the delivery of the Environmental Health Services. However a historical service agreement has been identified from 2001 which has been superseded with the current Business Plan structure since 2002 to the current period. The signed Business plan is the formal acceptance of services by Roxby Downs with the last one being 2019-2020. (copy attached)
- 1.4 The decline in service demand and recent changes associated with staffing and the COVID-19 pandemic have resulted in the opportunity to review the service provision and consider the cessation of the Public and Environmental Health Services.
- 1.5 This report is not recommending any changes to the provision of Development Services.

2. CONSULTATION / COMMUNICATION

- 2.1 Internal
 - 2.1.1 Manager Development Services

3. REPORT

- 3.1 The services provided by the City of Salisbury for the provision of Public and Environmental Health are as per the attached Business Plan are low in volume, summarised below:
 - 3.1.1 Food premises inspections (Approximately 30 per annum).
 - 3.1.2 Food complaints (Average 2 per year).
 - 3.1.3 Assessing new food premises (Average 4 per year).
 - 3.1.4 Food safety education (As required).
 - 3.1.5 Health premises inspections:
 - Pools (3 per year); and
 - Hairdressers (6 per year).
 - 3.1.6 Environmental health complaints (Average 2 per year).
- 3.2 A review of services and frequency of visits was undertaken in 2017/18 with the change in Administrators at Roxby Downs, which is reflected in the above program activity overview.
- 3.3 This review resulted in the frequency of visits changing from on average 10 to 5 per annum. The services were provided by staff flying in and flying out during one day, with the span of hours being approximately 6am to 7pm. Table 1 presents a summary of Visits and hours to provide the services to Roxby Downs including hours spent by staff at the City of Salisbury for administrative purposes. The hours at Roxby in the attached table include the overtime provision applicable to staff attending.

TABLE 1 Visits and hours for Roxby Downs.

	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15
Visits per annum	3	5	6	9	9	10
Total Hours	61.7	99.5	109.4	170.5	177.5	182
as FTE	0.03	0.05	0.06	0.09	0.09	0.09

The variance in attendances for 2019/20 is associated with COVID-19 Restrictions

3.4 The cost structure requires Roxby Downs to pay all costs associated with the service including staff time, overtime and travel with a small margin applied to the labour component.

3.5 A summary of the costs associated with the service are presented in Table 2:

TABLE 2: ROXBY DOWNS BUDGET (442 100 External Services Health)

Estimated	2019/20	2018/19	2017/18
Income	10100	10100	10100
Expenditure	8850	8850	8850
Net	(1250)	(1250)	(1250)
Actual	2019/20	2018/19	2017/18
Income	6327	9986	10785
Expenditure	4741	6846	9106
Net	(1586)	(3140)	(1679)

3.1 The service demands and FTE allocation has declined over time from 0.09FTE to 0.05 FTE, and income generated is low, and as a result of this it has led to the opportunity to review this service and consideration of ceasing the provision of these services.

3.2 The service initially was seen as unique and provided staff with some development opportunities to provide services in a different and diverse community.

3.3 Whilst employees do receive variety and experience at a different work environment, as well as a small financial reward in overtime, it is not perceived as an enticing development opportunity and also has an impact upon the resources able to be dedicated to the City of Salisbury at times staff are servicing Roxby Downs.

3.4 The review of the Roxby Service will enable an increase in City of Salisbury resources focused on Food Safety Auditing. This has benefits for the Salisbury community through preventative and educative public health actions undertaken as a core purpose of Food Safety Auditing. In addition the Food Auditing Services generate revenue, off-setting the loss of revenue arising from ceasing the services provided to Roxby Downs. Two staff members in the Environmental Health team have recently qualified in Food Safety auditing, replacing staff that have resigned that were similarly qualified, and auditing income is expected to increase with the opportunity to increase the number of audits conducted. The income from auditing has reduced over the last three years due to loss of qualified Auditors on staff and the concurrent reduced capacity to undertake audits, but the recent qualification of additional staff in Food Safety Auditing will restore capacity.

Year	440-100-1111 Food Safety Auditing Fees
2019/2020	(\$22,950)
2018/2019	(\$29,477)
2017/2018	(\$31,574)

- 3.5 Other factors that have compounded the inability to provide the service include the current COVID-19 restrictions and risks associated with flying to Roxby Downs.
- 3.6 Alternatives can include travel by road, however this requires three days, with one day travel, one day working and one day return, increasing the cost to Roxby Downs and also the disruption to Council services.
- 3.7 The limitations of the services provided by City of Salisbury have also highlighted a potential business continuity risk for Roxby Downs, in the event that City of Salisbury are unable to attend to provide services (e.g. as a result of the current COVID-19 pandemic) or a decision is made to withdraw from this service arrangement.
- 3.8 Salisbury is supporting Roxby Downs currently by the provision of remote advice and written correspondence and desk top self-audits for their food and health premises, and Salisbury can continue this capacity in the event we withdraw services and until they can find a replacement service provider.

4. CONCLUSION / PROPOSAL

- 4.1 The decline in the service requirements, which have scaled down from an average of 10 visits per annum to 5, along with the minimal income generated, and the current travel concerns associated with the COVID-19 pandemic are considered grounds for a review and cessation of this service.
- 4.2 Increasing food safety auditing will ensure the section can recover income from alternative more cost effective opportunities.
- 4.3 As a result of the above it is recommend that:
- 4.3.1 Staff write to Roxby Downs Council and advise that the City of Salisbury is withdrawing from the provision of Public and Environmental Health services.
- 4.3.2 Salisbury provide Roxby Downs with remote support for the duration of the 2020/21 financial year or until such time that they engage a new service provider (whichever occurs first).

CO-ORDINATION

Officer: EXECUTIVE GROUP

Date: 02.10.2020



Municipal Council of Roxby Downs
(Council)

**Public & Environmental
Health Services**

Business Plan

2019-2020

PREPARATION DETAILS

Division	Public and Environmental Health
Responsible Manager: City of Salisbury	John Darzanos
Preparation Date	July 2019
Responsible General Manager City of Salisbury	Terry Sutcliffe – General Manager City Development
Responsible Officer (Council)	Roy Blight - Chief Executive Danielle Moore – Governance Support
Council Endorsement Date	

PART 1: CORE ACTIVITIES

FOOD CONTROL
Food Premises Inspections Ensure that food premises and food handlers are complying with the Food Act and Food Safety Standards and are maintaining proper standards.
Food Safety Auditing Implement the requirements of Food Safety Standard 3.3.1 – Food Safety Programs and undertake the required audits of all applicable premises.
Enforcement generated by complaints or other agencies Enforce the relevant sections of the Food Act and Food Safety Standards where breaches are detected through customer generated complaints.
Other Services Provide other relevant services as required in the area of food handling, including the assessment of new food premises, projects, and general advice.
Education and Promotion Strive for a more aware and better-informed community and promote food safety through information and education.
PUBLIC AND ENVIRONMENTAL HEALTH
Health Premises Inspections Ensure that Public swimming pools and the operators are complying with the applicable legislation and codes of practise and are maintaining proper standards. Ensure that the high risk manufactured water systems and the operators are complying with the legionella regulations and relevant standards. Provide inspections and investigation service for complaints registered against health premises, including hairdressers, beauticians, child care centres and public pools.
Enforcement generated by complaints or other agencies Enforce the relevant sections of the Public Health Act and Local Government Act.
Other Services Provide other relevant services in the area of Public Health as required, including, septic tank approvals, mosquito control, sharps disposal service, projects, infectious disease notifications, and general advice.
OTHER ACTIVITIES
Business Unit Management Ensure that high standards of management and reporting are provided to the Roxby Downs Council to ensure services are delivered efficiently and effectively and to the satisfaction of the Roxby Downs Council.

PART 2: WORK PLAN

Table 1 Food Control

Table 2 Public and Environmental Health

Table 3 Other Activities

Table 4 Expenditure Items and Income

Table 1 Food Control

STRATEGY	ACTION	ACTIVITY	OTHER KPI's
Food Premises Inspections Ensure that food premises and food handlers are complying with the applicable legislation and standards and are maintaining proper standards.	Inspect food premises with frequency based on the SA Food Business Risk Classification. 20 Priority 1 and Priority 2 Food Businesses (Inspection frequency 6 to 12 monthly inspections depending on compliance history) 8 Priority 3 Food Businesses (inspection frequency 12 to 18 months) 8 compliance follow up inspections 14 P4 (Negligible Risk) Premises (No routine food inspections required)	28-39	Number of inspections conducted Increase in Percentage of premises that comply with the Standards
Food Safety Auditing	Undertake the required audits of all applicable premises. Currently no premises applicable- Possibly new childcare centre later in 2018.	NIL	100 % of required Food Safety Program Audits conducted Number of Satisfactory audits
Enforcement generated by Complaints or other agencies. Enforce the Food Act and Food Safety Standards.	Investigate reports of Food Act and Food Safety Standards breaches, and conduct on site visits as required.	Average 2 recorded per year	All complaints investigated to a satisfactory standard
Other Services Provide other relevant services in the area of food handling, including: - Assessment of new food premises; - Notification process	Conduct other relevant services as required	Average 4 recorded per year	Number of activities completed
Education and Promotion Strive for a better-informed community and business sector by promoting food safety through information and education.	Distribute SA Food Bulletins and Information kits to businesses	As required	Number of bulletins/ food safety kits distributed

Table 2 Public and Environmental Health

STRATEGY	ACTION	ACTIVITY	OTHER KPI's
Health Premises Inspections Ensure that Health premises and the operators are complying with the applicable legislation and codes of practise and are maintaining proper standards.	Regularly inspect health premises with frequency based on a risk assessment rating (RAR). • 3 x Swimming Centres @ 2 inspection per year • 6 x Hairdresser/beautician @ 1 inspection per 18mths • High Risk Manufactured Water System inspections (3 rd Party Compliance Inspection)	6 + 6 1	Number of inspections conducted to a satisfactory standard
Enforcement generated by complaints or other agencies. Enforce the relevant sections of the Public Health Act, Local Government Act.	Investigate reports of legislative breaches, and conduct on site visits as required	Average 2 recorded per year	All complaints investigated to a satisfactory standard

Other Services Provide other relevant services as required in the area of Public and Environmental Health, including: - Septic tank applications; - Mosquito control; and - Infectious disease notifications	Conduct other relevant services as required	As required	All other service completed to a satisfactory standard
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Table 3 Other Activities

STRATEGY	ACTION	ACTIVITY	OTHER KPI's
Business Unit Management Ensure that high standards of management and reporting are provided to the Roxby Downs Council	Undertake activities as required for the effective management and reporting of services provided to Roxby Downs Council Develop and maintain computer records for the computer system at the City of Salisbury Complete annual Public Health Act Report and Food Act Report at the end of each financial year and send to SA Health.		Activity Reports provided at the end of each visit Computer records maintained Reports are completed and sent to SA Health

Table 4 Expenditure Items and Income

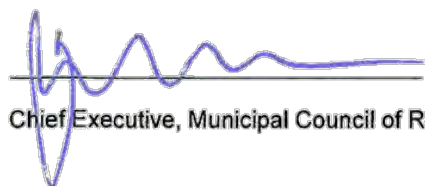
Item	Explanation
Wages (plus direct labour on costs @ 32.5%)	Hourly Rate Charged at the attending Officers level. Direct labour costs
50% loading	Additional 50% loading to direct labour costs for material overheads and profit margin
Travel (includes Airfare, parking and cab charge)	Direct costs charged to Council
Miscellaneous (Other additional expenses including meal allowances, stationary)	Direct costs charged to Council

Budget Estimates

Wages	Actual 17-18	Actual 18- 19	Estimate 19-20
Total Attendance to Council	6	5	6
Hours at Council	97.4	89.5	100
Hours at Salisbury	12	10	12
Total Hours	109.4	99.5	112
Total Wages Cost	\$6787	\$6195	\$7000
Travel			
Airfares	\$4500	\$4000	\$4000
Cab Charge	\$0.00	\$0.00	\$0.00
Total Travel Cost	\$4500	\$4000	\$4000
Miscellaneous			
Parking	\$283.00	\$202	\$250
Meals	\$214.00	\$180	\$200
Personal car use	\$375.80	\$329	\$350
Total Miscellaneous Cost	\$872	\$711	\$800
Expenditure			
50% loading	\$3393	\$3098	\$3500
Total Expenditure	\$15,552	\$14,004	\$15,300

Note: All costs are variable which may result in positive and negative variations to the estimates.
Airfares are booked and paid directly by Council staff and all other costs are invoiced to Council monthly

Roy David Blight
Chief Executive
Municipal Council Of Roxby Downs



Chief Executive, Municipal Council of Roxby Downs

ITEM	IBDSC5
	INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE
DATE	12 October 2020
HEADING	Community Requests - Response Dashboard
AUTHOR	Hannah Walters, Project Manager Community Experience, Community & Org. Development
CITY PLAN LINKS	4.1 Members of our community receive an exceptional experience when interacting with Council
SUMMARY	As per Council resolution a monthly report on the Community Requests - Response Dashboard is provided for information.

RECOMMENDATION

1. The information be received.

ATTACHMENTS

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

1. Community Requests - 30 September 2020

1. BACKGROUND

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

'That, in order to regularly monitor customer service performance, an update report on the "customer review dashboard" be a standing item on the agenda for the Innovation and Business Development Sub Committee, and be provided at each meeting.'

Resolution No 0250/2019

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

2. CONSULTATION / COMMUNICATION**2.1 Internal**

- 2.1.1 The Project Manager Community Experience has followed up with relevant business units to ensure the 10 Day Service Standard process is understood with the aim to reduce the number of non-compliance CRM's in the future.

2.2 External

- 2.2.1 Nil

3. ORGANISATION

- 3.1 The Community Request - Response Dashboard for the period 1 October 2019 to 30 September 2020 is attached for reference.
- 3.2 Only service requests received through the Community Experience Centre are included in this report. No anonymous requests are included in this report.
- 3.3 Of the 22,304 requests received in the past rolling 12 month period:
- 1.2.1 75.6% of requests were closed within 10 days.
 - 3.3.1 97.8% were either closed or a response provided within 10 days.
- 3.4 The target response listed in the City Plan Corporate Dashboard - Innovation and Business Development is to respond to 94.4% of requests within 10 working days. (This is reported as closed or responded to within 10 days).

4. DATA SETS

4.1 12 Month Rolling Report - CRM data

Department	Requests Received	% Responded < 10 Days	% Closed < 10 Days	% Not Met 10 Day Response	% Closed/ Responded
Business Excellence	1,305	0.1%	99.9%	.1%	99.9%
City Development	5,175	10.6%	87.4%	2%	98%
Community Development	180	0.0%	100.00%	0.0%	100%
City Infrastructure	15,565	28.2%	69.3%	2.6%	95.3%
Epathway	5	0.0%	80%	20%	80%
Information Requests	74	2.7%	95.9%	1.4%	98.6%
Total	22,304	22.1%	75.6%	2.2%	97.8%
		97.8%		2.2%	

- 4.1.2 The table below shows data for each month over the past 12 months relating to requests closed or responded to within 10 business days.

The City Plan Corporate Dashboard target is 94.4%.

Month	% Closed or Responded within 10 Days
Oct-19	95.5
Nov-19	95.5
Dec-19	95.5
Jan-20	95
Feb-20	95
Mar-20	94.4
Apr-20	94.5
May-20	94.5
Jun-20	94.2
Jul-20	94.3
Aug-20	94.3
Sep-20	97.8

- 4.1.3 The requests captured as Epathway are requests previously received online before Council commenced CityWatch (new E-Services application). No new Epathway requests will be received going forward and requests received via CityWatch are captured in the relevant Department stats.
- 4.1.4 Information requests are for when a community member contacts Council to provide some information but it doesn't generate any action.

4.2 10 Days Prior to End of Month Data

- 4.2.1 In the 10 days prior to, and including 30 September 2020, of the requests that had not been closed within the 10 days, 90.8% had been responded to within the 10 day period, compared to last month which was 100%.
- 4.2.2 This decrease is primarily a result of a drop in the number of requests closed or responded to for the City Infrastructure Department. The Project Manager Exceptional Community Experience will undertake further analysis with the relevant teams.
- 4.2.3 However the rate of 90.8% for the 10 day period prior to 30 September 2020 is an improvement from 81.1% for the previous 12 month rolling period.

5. FURTHER ANALYSIS

- 5.1 After viewing the "Snap Send Solve" dashboard, we are now preparing a similar dashboard report for review by the Innovation and Business Development Sub Committee using our own CRM data, however this is still progressing with the Business Systems and Solutions Team.
- 5.2 In preparation for the dashboard similar to "Snap Send Solve", we have undertaken some initial data analysis of the requests received in September 2020.
- 5.3 We logged a total of 2,049 CRM requests in September 2020.

5.4 The top 5 CRM requests types for September 2020 are:

- Dumped Rubbish 124
- Fast Response/Rapid Response 118
- Tree Pruning 114
- Fallen Tree/Branch 102
- Change of Address 95

5.5 The top 5 suburbs where CRM requests were logged are as follows:

- Mawson Lakes 216
- Paralowie 203
- Parafield Gardens 178
- Salisbury North 151
- Pooraka 114

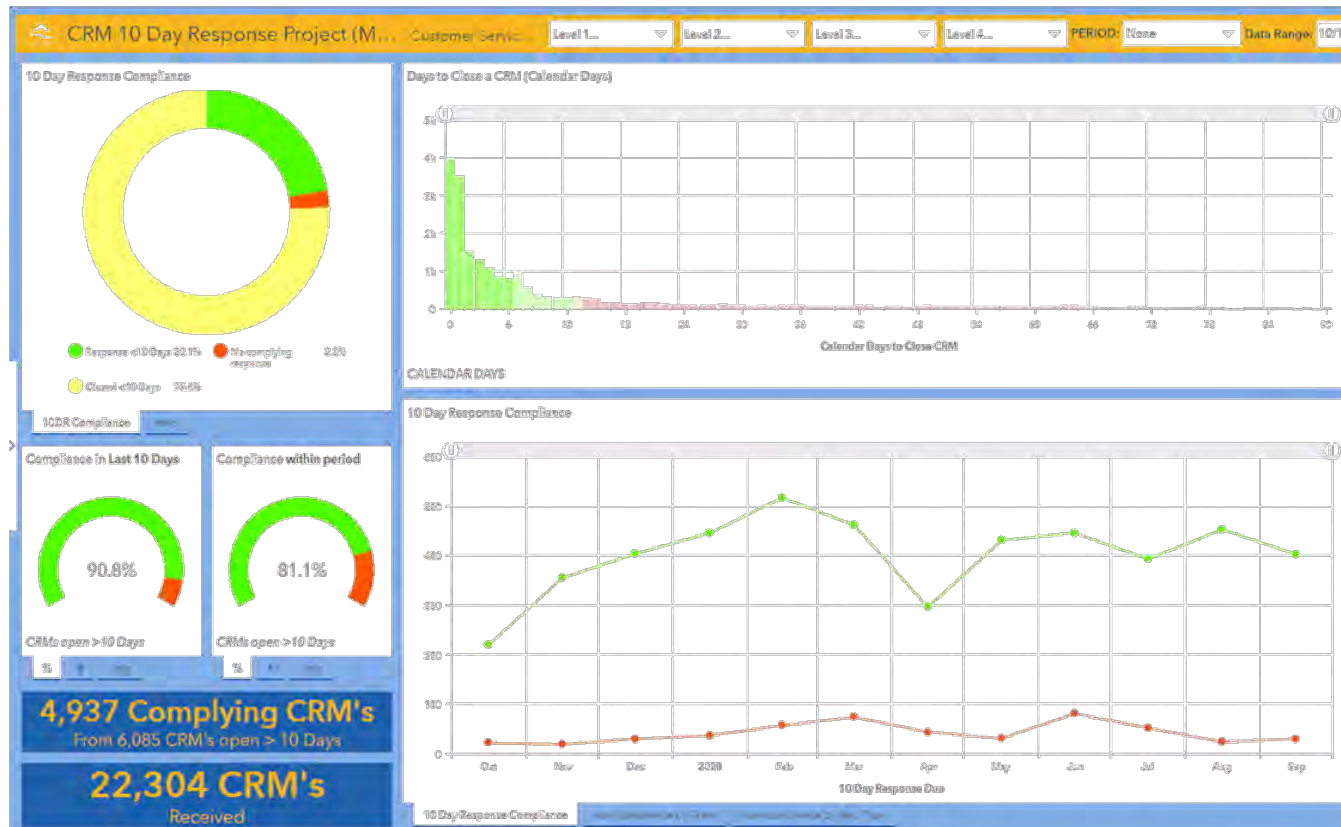
6. CONCLUSION / PROPOSAL

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

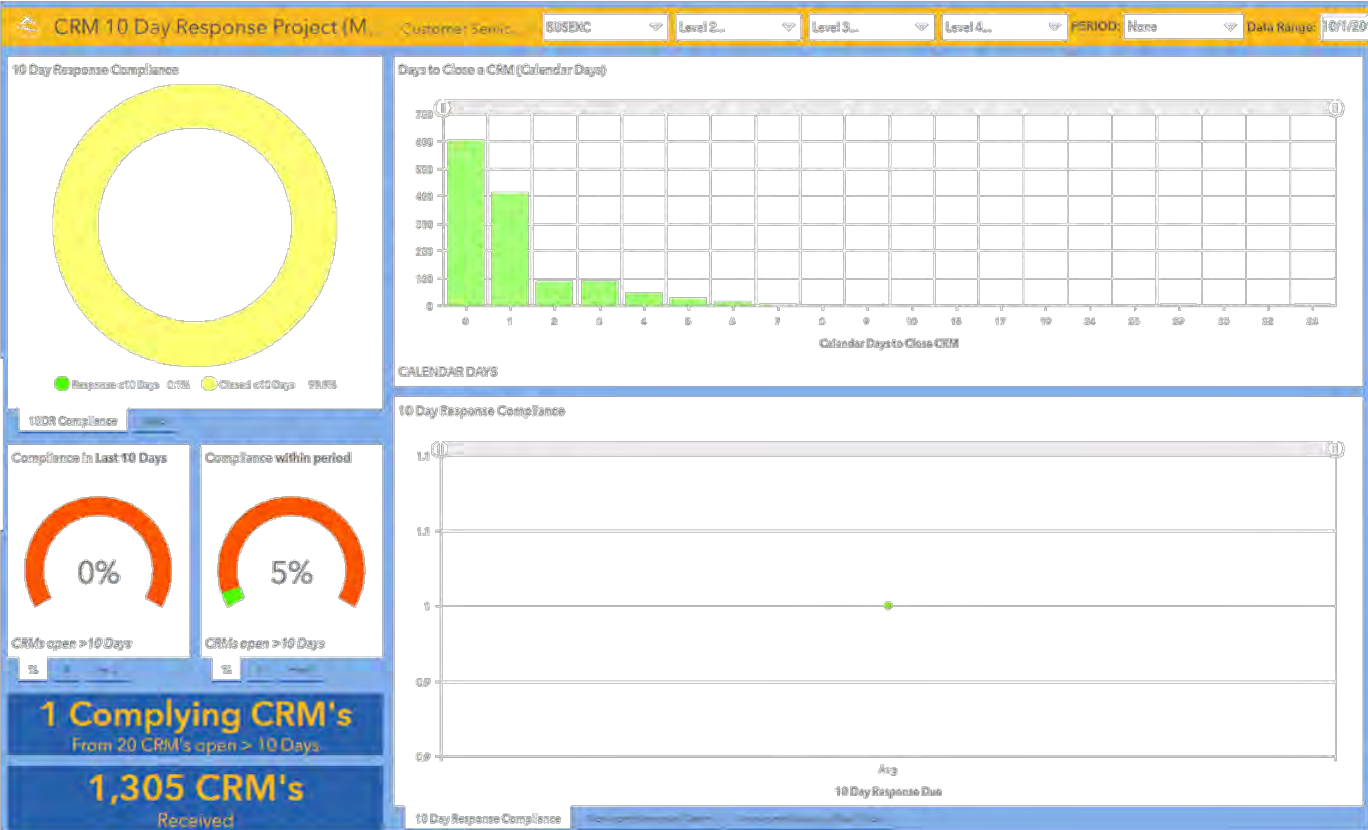
CO-ORDINATION

Officer: EXECUTIVE GROUP
Date: 02/10/2020

10 Day Service Standard – 1 October 2019 to 30 September 2020



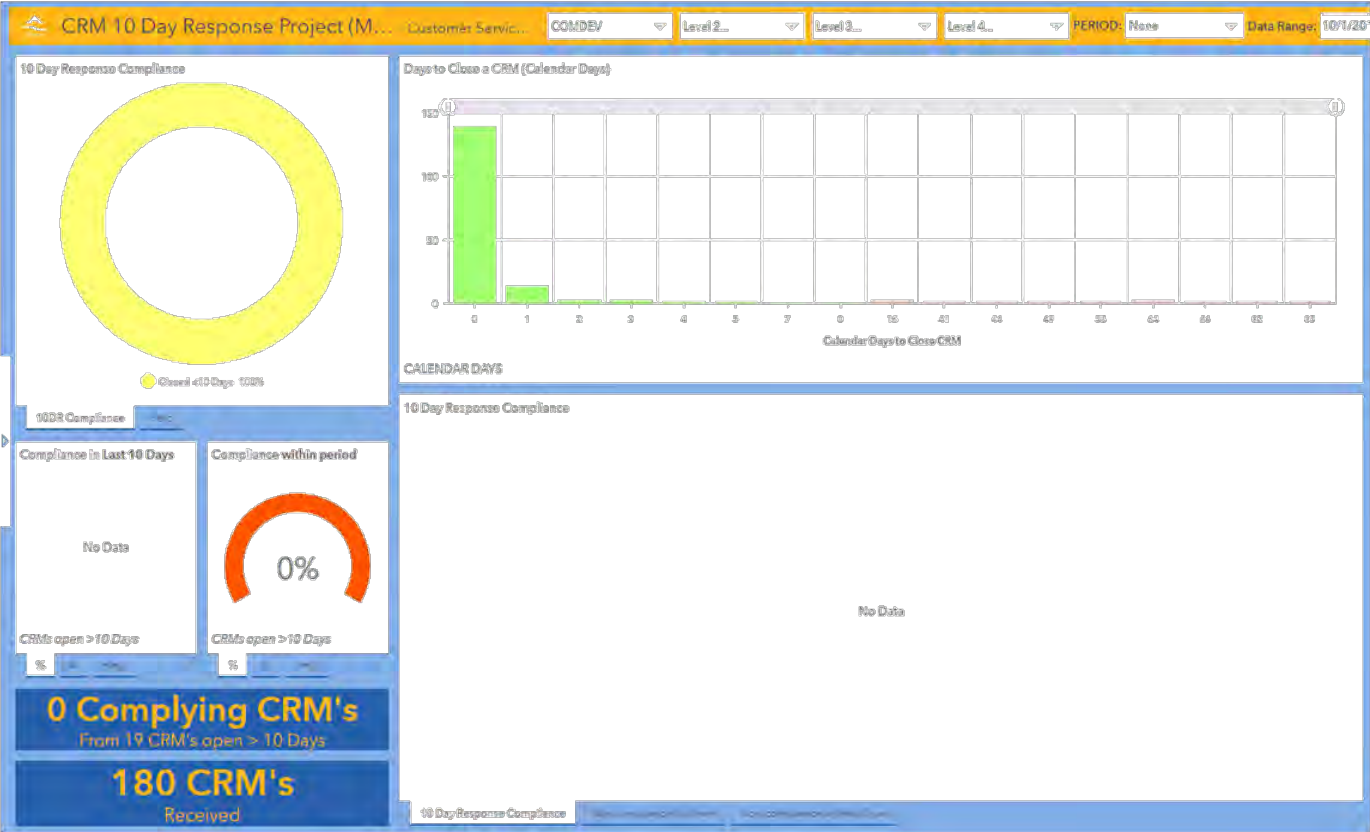
Business Excellence – 1 October 2019 to 30 September 2020



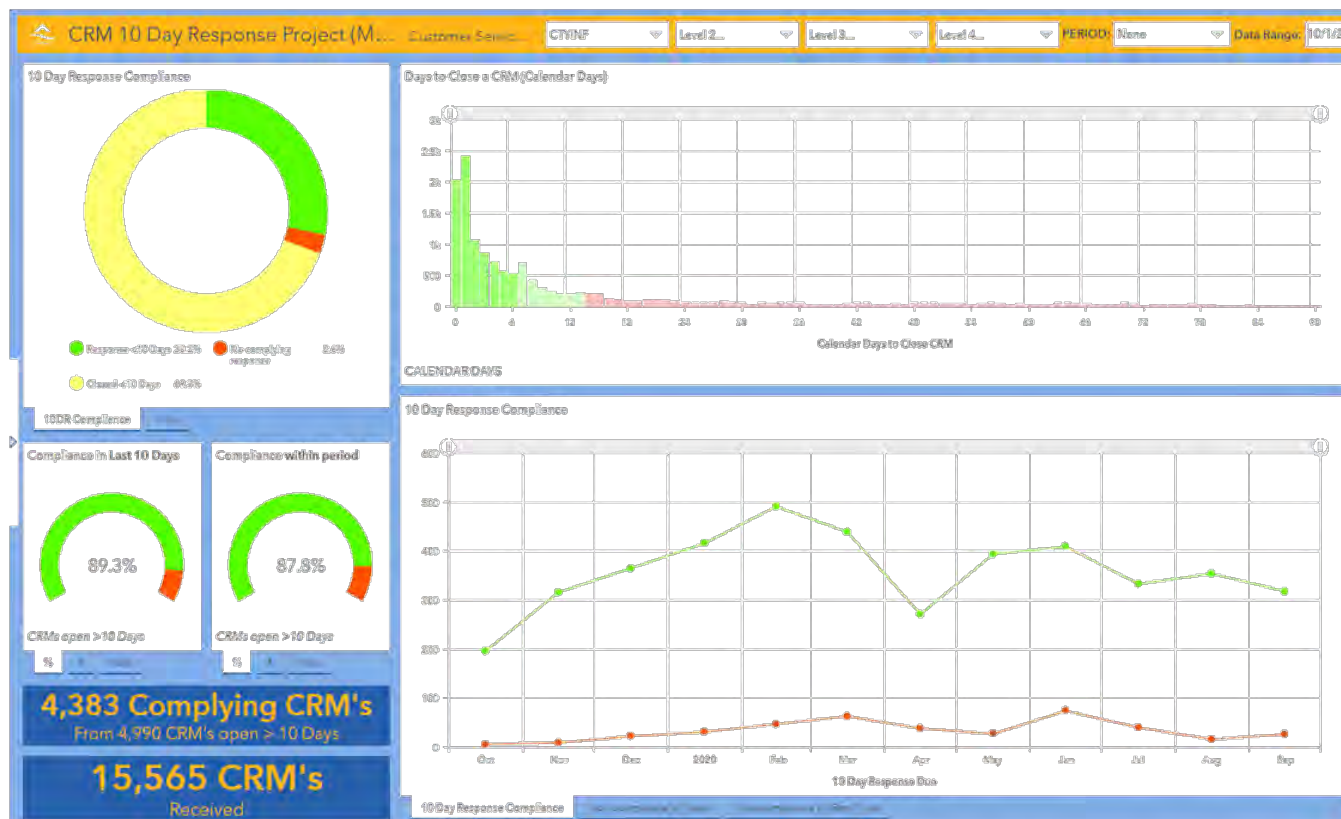
City Development – 1 October 2019 to 30 September 2020



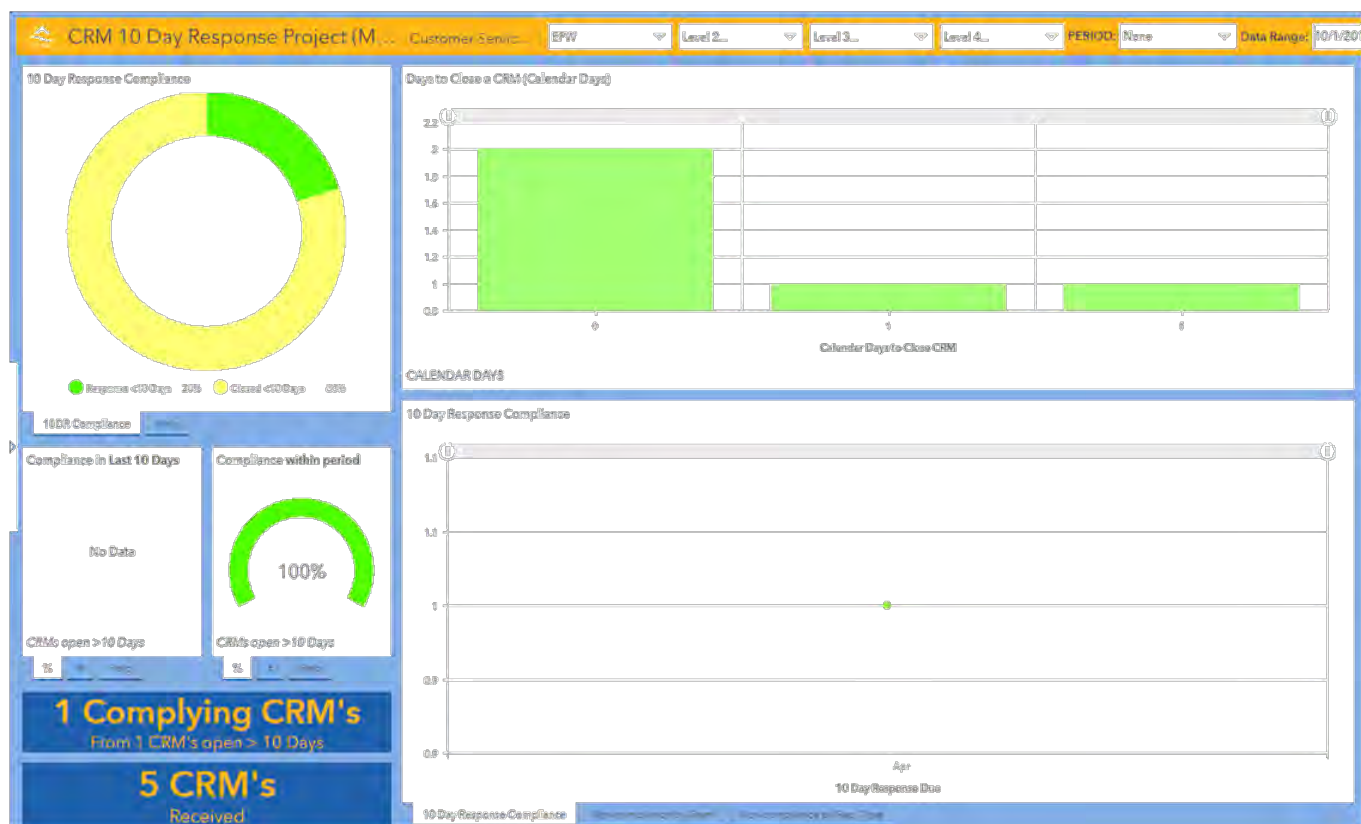
Community Development – 1 October 2019 to 30 September 2020



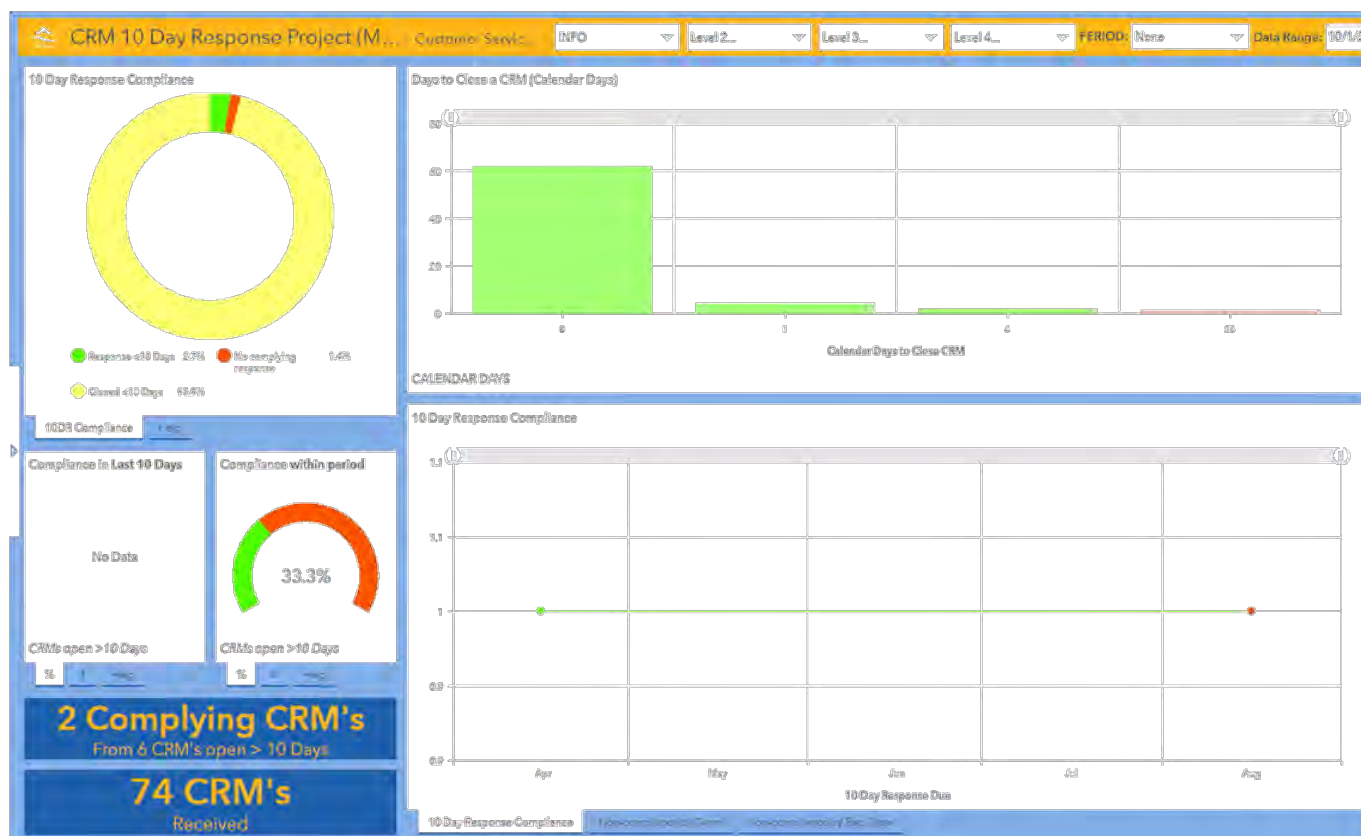
City Infrastructure – 1 October 2019 to 30 September 2020



Epathway – 1 October 2019 to 30 September 2020



Information Only – 1 October 2019 to 30 September 2020



ITEM	IBDSC6		
	INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE		
DATE	12 October 2020		
PREV REFS	IBDSC	IBDSC2	10/06/2020
HEADING	Community Bus to Service Western Suburbs		
AUTHOR	Julie Douglas, Senior Social Planner, Community & Org. Development		
CITY PLAN LINKS	1.3 People are valued and they feel safe, included and connected 4.4 We plan effectively to address community needs and identify new opportunities		
SUMMARY	<p>This report responds to Council resolutions regarding the viability and service options of a bus service to provide better connectivity to the western side of the Salisbury Council area.</p> <p>It outlines options for the provision of a community bus service including: fully subsidised model; partially subsidised model; user pays model; fixed route service; on demand services.</p>		

RECOMMENDATION

1. That the information contained in this report be noted.

ATTACHMENTS

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

1. Mayor's letter promoting Salisbury Home & Community Services transport service for eligible older residents
2. Salisbury Healthy Ageing & Access Flyer
3. My Aged Care brochure
4. Letter to Minister for Transport, Planning & Local Government
5. Letter to Shadow Minister for Transport & Infrastructure
6. Response from Minister for Transport, Planning & Local Government
7. City of Salisbury Bus/Train Routes
8. Proposed Fixed Bus Route

1. BACKGROUND

1.1 At its meeting on 27 July 2020 Council resolved the following:

- 1. That this report be received.*
- 2. Staff promote Salisbury Home and Community Care transport services and deliver letter drop offs to all senior residents in the Western suburbs to identify need for service and inform the further development of potential service and model options.*
- 3. That opportunities are explored with the Department of Planning, Transport and Infrastructure for development of an on-demand bus service within the City of Salisbury.*

Further Motion

- 1. Staff bring back a further report following assessment of the impact of implementing parts 2 and 3 of the previous motion regarding the Community Bus to Service Western Suburbs, and*
- 2. The report to include advice on possible cost structures and service levels for the provision of a dedicated community transport service to commence in 2021/22 for the western part of the city and link residents to shopping precincts such as Springbank Plaza and the Salisbury Hub, including a:*
 - a. fully funded Council-subsidised community bus service;*
 - b. partially subsidised model;*
 - c. user pays model*

Resolution Number 0631/2020

1.2 The previous motion referred to in resolution number 0631/2020 is as follows:

- 1. That staff bring back a report to the Innovation and Business Sub Committee on the viability and service options of a bus service to connect the western suburbs with the rest of Salisbury.*
- 2. That the report identifies gaps in currently available public transport particularly to suburbs west of Port Wakefield Road, including Globe Derby Park, Bolivar and St Kilda.*
- 3. That the report include different service levels and models of:*
 - a. fully funded Council-subsidised community bus service*
 - b. partially subsidised model*
 - c. user pays model.*
- 4. That the report considers the cost versus benefit of servicing the local community and residents of Salisbury in line with the City Vision of being a Liveable and connected city.*
- 5. That the report considers the potential financial benefits in increased tourism to the City of Salisbury, notably destinations such as the Globe Derby Harness Racing Club, the St Kilda Interpretative Centre and the St Kilda Adventure Playground, in line with the City vision of being a Prosperous City and Enabling Excellence.*

6. *That Council write to the Minister and Shadow Minister for Transport about its concern of no provision of public transport as part of the growth strategy for the western side of Port Wakefield Road and calls on the government to provide public transport option.*
7. *That staff identify state and federal government funding opportunities to assist with the cost of providing a community bus service for isolated communities.*

Resolution Number 0322/2019

- 1.3 In response to part 2 of Council resolution 0631/2020, a promotional campaign has commenced to promote Council's existing Salisbury Home and Community Services (SHCS) transport services to eligible older residents in the western suburbs based on a demographic analysis to ensure effective targeting of the promotional campaign. The mail out of promotional material has been staged so as to ensure that the SHCS transport service has sufficient capacity to accommodate any new demands for service. The promotional material incorporates a letter signed by the Mayor promoting Councils SHCS transport service for older people (attachment 1), a healthy ageing and access flyer promoting a range of services including transport (attachment 2) and a My Aged Care brochure outlining eligibility for service (attachment 3). The staged promotional mail out schedule is as follows:
 - 1.3.1 St Kilda and Bolivar – mail out to 86 residents from 15 September 2020;
 - 1.3.2 Globe Derby Park and Greenfields – mail out to 131 residents from 15 September 2020;
 - 1.3.3 Burton - mail out to 161 residents from 15 September 2020;
 - 1.3.4 Salisbury North - mail out to 390 residents from 22 September 2020;
 - 1.3.5 Salisbury Downs - mail out to 446 residents from 29 September 2020;
 - 1.3.6 Parafield Gardens (west of Salisbury Highway) - mail out to 593 residents from 6 October 2020;
 - 1.3.7 Additional promotion can potentially be undertaken with several aged care independent living units located west of Salisbury Highway, pending agreement with the management of each unit complex. This is staged to commence from 13 October 2020, pending this agreement.
- 1.4 In response to part 3 of Council resolution 0631/2020, letters have been sent to the Minister for Transport, Planning and Local Government (attachment 4), and the Shadow Minister for Transport and Infrastructure (attachment 5) requesting the provision of public transport services west of Port Wakefield Road. A response has been received from the Minister for Transport, Planning and Local Government advising that the correspondence is currently under consideration and a response will be provided in due course (attachment 6).
- 1.5 The remainder of this report will identify public transport gaps in the western side of the City of Salisbury, and outline options for a community bus service to improve connectivity for residents living in this area.

2. CONSULTATION / COMMUNICATION

2.1 Internal

2.1.1 Community & Org Development – Community Health & Wellbeing

2.2 External

2.2.1 Various Bus Hire Companies

3. REPORT

3.1 An analysis of public transport in the City of Salisbury indicates that 49,775 households, or 90% of total households, are located within 600m walkable distance to a public transport stop. A map of existing bus / train routes and stops servicing the City of Salisbury is included as attachment 7. For residents living west of Port Wakefield Road the walkable distance to a public transport stop is significantly greater, or not walkable at all, and made more difficult by the barrier of a major thoroughfare - Port Wakefield Road - which substantially reduces connection with the rest of the local government area.

3.2 In order to improve connectivity for residents living adjacent to, or west of, Port Wakefield Road Council could initially trial a limited community bus service for an initial 6 month period to gain a better understanding of the demand, optimum service levels and best route configuration to service resident's transport needs. The trial could inform future or ongoing service delivery of a community bus service.

3.2.1 The trial could be staged to run from October 2021 to March 2022, as this will coincide with the warmer months and daylight savings hours when people are more likely to be seeking outdoor travel and activities.

3.2.2 An evaluation of the trial could be conducted at the culmination of the 6 month trial to assess the effectiveness of the community bus to meet the transport needs of residents.

3.2.3 As per sections 1 and 2 of the further motion in resolution number 0631/2020 and section 2 and 3 of resolution number 0322/2019, the trial targets residents living west of Port Wakefield Road (Globe Derby Park, Bolivar and St Kilda), as well as residents living on the western side of the city. It could seek to link residents to shopping precincts such as Springbank Plaza and the Salisbury Hub.

3.3 The options considered for this trial are a fixed route model (fully subsidised and partially subsidised options), and a flexible on-demand model (fully subsidised and partially subsidised options). The previous report (IBDSC2, 10 June 2020) advised against further consideration of fully user paid options due to the high cost to consumers of the service.

3.3.1 It should be noted that the models proposed for this trial and any potential future service do not rely on volunteer staff and/or drivers, for the following reasons:

- Significant challenges in attracting and retaining experienced volunteer bus drivers due to high demand for this type of volunteer, and the ageing demographic of the volunteer profile;

- Service reliability will need to be a core component of the model to ensure community confidence in the service. This may be difficult to maintain if relying on volunteers to provide the service;
- Additional risk associated with Council using volunteers to provide such public bus services which may lead to additional insurance costs.
- The pricing structure and insurance costs differ when leasing a vehicle compared to hiring a service, in addition to the increased administration and coordination costs; and
- Council adopts a socially ethical stance in relation to maximising opportunities for paid employment through its procurement policies.

3.3.2 Furthermore, Community Health and Wellbeing experience significant challenges in attracting and retaining volunteer drivers to meet the requirements of the existing Commonwealth funded service which is at capacity.

3.4 **Fixed Route Community Bus Model** - The options for a fixed route community bus service is as follows:

3.4.1 Fully funded, council-subsidised model – this option provides the western suburbs community with an affordable and convenience option. A potential route model is provided in attachment 8, and has been designed to service residents in the western suburbs, particularly those living in Globe Derby Park, Bolivar and St Kilda. It also provides opportunities for other members of the community to access Globe Derby Park, Bolivar and St Kilda for recreation purposes.

3.4.2 This model proposes pick up / drop off at the following locations:

- Salisbury Community Hub / Parabanks;
- Hollywood Plaza;
- Globe Derby Park;
- Bolivar (Highway One);
- Paralowie Village Shopping Centre;
- Springbank Plaza; and
- St Kilda.

3.4.3 The model has been developed based on a service provision level of 3 days a week (Tuesday, Thursday and Saturday), and running 3 times a day (commencing at the Salisbury Community Hub at 9am, 12 noon, 3pm). The service could originate from the Salisbury City Centre, travelling via the proposed route to St Kilda and return via the same route to the Salisbury City Centre. The trial would need to be extensively marketed to the target area to build a sufficient level of community awareness before and during the trial to ensure patronage of the service.

3.4.4 The cost of delivering this option is in the order of \$68,000 for a 6 month trial. This figure is based on the following estimates and assumptions:

- Contracted bus hire and driver costs for a 13 seater minibus @ \$1,530 per week for 26 weeks based on fixed route of 60km x 3 per day x 3 days per week (approximately \$40,000 for the term of the trial);

- Promotion and marketing expenses (inclusive of bus stop signage) of \$15,000;
 - Council staffing costs of approximately \$13,000 (to facilitate establishment of the trial, ongoing coordination, evaluation and reporting).
- 3.4.5 Partially subsidised model – this option provides many of the same benefits as the fully subsidised model outlined in paragraphs 3.4.1 to 3.4.4 and is based on the same service and route model. However affordability and convenience of use is lower, and the costs for delivery are higher due to the need for additional administration staff costs.
- 3.4.6 The cost of delivering this option is in the order of \$78,000 (potentially offset by \$5,000 income) for a 6 month trial. This figure is based on the following estimates and assumptions:
- Contracted bus hire and driver costs for a 13 seater minibus @ \$1,530 per week for 26 weeks based on fixed route of 60km x 3 per day x 3 days per week (approximately \$40,000 for the term of the trial);
 - Promotion and marketing expenses (inclusive of bus stop signage) of \$15,000;
 - Overall cost to deliver this model is offset by a small user pays contribution (\$3 per person per trip used), which will vary according to usage but conservatively estimated at \$5,000 income over the course of the trial;
 - Council staffing costs of approximately \$23,000 (to facilitate establishment of the trial, ongoing coordination, handling cash transactions, evaluation and reporting). Increased staffing costs for this model would need to be borne by Council as contracted bus hire services do not have the capacity to undertake cash handling.
- 3.4.7 This model will require an additional point of sale component added to the model and will add to the cost of delivering this model. Potential point of sale systems includes vouchers or online pre-payment, but will require additional staff resources to establish and coordinate over the course of the trial. There is also added inconvenience to the service users, which may impact on service desirability and usage.
- 3.5 **On-Demand Flexible Route Community Bus Model** - The options for an on-demand flexible route community bus service are as follows:
- 3.5.1 Fully funded, council-subsidised model – this option provides the western suburbs community with the most affordable and convenient flexible route option. The option allows service users to determine the destination and time of service to suit their individual needs, but it will not have the value add of promoting local retail patronage or providing opportunities for other members of the community to access Globe Derby Park, Bolivar and St Kilda for recreation purposes.
- 3.5.2 Estimating the cost of delivering this option is significantly less precise than the fixed route model options, which are based on set travel times and mileage. External bus hire companies have advised they are unable to quote on this option as their business models are typically based on

more defined mileage and pre bookings, they are generally not equipped to dispatch buses without appropriate advance notice – which reduces the capacity for flexibility and demand response for potential service users.

- 3.5.3 The estimated cost of delivering this option may be in the order of \$131,000 for a 6 month trial. This figure is based on the following estimates and assumptions:
- Contracted bus hire and driver costs for a 13 seater minibus @ a minimum of \$2,550 per week for 26 weeks based on assumed similar hours and mileage of the fixed bus route options x 5 days per week to ensure service availability (a minimum of \$66,300 for the term of the trial);
 - Promotion and marketing expenses (inclusive of bus stop signage) of \$15,000;
 - Council staffing costs of approximately \$49,000 (@ 5 days per week for ongoing coordination, handling cash transactions - in addition to 3 weeks for establishment, evaluation and reporting on the trial). This figure could be reduced should a suitable online solution be purchased (cost currently unknown) to assist with automating booking and coordination processes.
- 3.5.4 Partially subsidised model – similar to the fully subsidised model outlined in paragraphs 3.5.1 to 3.5.3 this option provides the western suburbs community with an affordable and convenience option for patrons. The option allows service users to determine the destination and time of service to suit their individual needs, but it will not have the value add of promoting local retail patronage or providing opportunities for other members of the community to access Globe Derby Park, Bolivar and St Kilda for recreation purposes.
- 3.5.5 Similar to the fully subsidised model, estimating the cost of delivering this option is significantly less precise than the fixed route model options. However, similar to the fixed route partially subsidised model outlined in paragraphs 3.4.5 to 3.4.7 this option may be offset by \$5,000 income for a 6 month trial.
- 3.5.6 The estimated cost of delivering this option is anticipated to be the same as for the fully subsidised model and may be in the order of \$131,000 for a 6 month trial. This figure is based on the following estimates and assumptions:
- Contracted bus hire and driver costs for a 13 seater minibus @ a minimum of \$2,550 per week for 26 weeks based on assumed similar hours and mileage of the fixed bus route options x 5 days per week to ensure service availability (a minimum of \$66,300 for the term of the trial);
 - Promotion and marketing expenses (inclusive of bus stop signage) of \$15,000;
 - Council staffing costs of approximately \$49,000 (@ 5 days per week for ongoing coordination, handling cash transactions - in addition to 3 weeks for establishment, evaluation and reporting on the trial).

- 3.6 A desktop analysis of other on-demand services indicates that on-demand services can be a more expensive option compared to a fixed route regular service due to the additional coordination required and that bus services still need to be paid for even to be on standby for potential users.
- 3.7 On the basis of the cost estimates and anticipated benefit to community from providing the service, the fully subsidised fixed route model is considered more appropriate should council consider trialing such a service in in 2021/2022 to inform future service delivery.

4. CONCLUSION / PROPOSAL

- 4.1 This report has outlined actions taken to promote Council's existing Salisbury Home and Community Services (SHCS) transport services to eligible older residents in the western suburbs; letters sent to the Minister for Transport, Planning and Local Government, and the Shadow Minister for Transport and Infrastructure requesting the provision of public transport services west of Port Wakefield Road; identification of public transport gaps in the western side of the City of Salisbury; and options for a community bus service to improve connectivity for residents living in the western side of the City of Salisbury, particularly Globe Derby Park, Bolivar and St Kilda.
- 4.2 A fully subsidised fixed route model outlined in paragraphs 3.4.1 to 3.4.4 of this report could be considered for implementation in 2021/2022 as a trial to inform future service delivery, at an estimated cost of \$68,000 for a 6 month trial.
- 4.3 An evaluation of the 6 month trial could be used to inform further consideration of community bus service option for potential further and ongoing service.
- 4.4 Provision of a trial service may reduce pressure on the State Government to consider improved services in these areas and may also set a precedent whereby Council is prepared to accept the financial burden for public transport for its residents.

CO-ORDINATION

Officer: EXECUTIVE GROUP
Date: 02/10/2020



City of Salisbury
ABN 82 615 416 895
34 Church Street
PO Box 8
Salisbury SA 5108
Australia

Telephone 08 8406 8222
Facsimile 08 8281 5466
city@salisbury.sa.gov.au
www.salisbury.sa.gov.au

15 September 2020

Office of the Mayor
Gillian Aldridge OAM

Dear Resident

Re: Services for Older People through City of Salisbury

One of the major challenges our senior population is facing as their mobility declines is how to manage their transport requirements.

Transport provides seniors with an essential link to friends, family and the wider community. It helps them maintain independence and quality of life as their physical health declines, and it helps them when they are unable to continue driving. The Salisbury Home and Community Services team provides basic support services to help older people who do not have any other support services in place to continue living independently at home and in the community. This includes transport assistance.

City of Salisbury provides transport assistance to aid seniors who are not able to find any other transport alternatives to assist them to stay independent, mobile and connected in our community. The program is funded by the Commonwealth Home Support Programme (CHSP), the South Australian Home and Community Care Program, and City of Salisbury.

Salisbury residents eligible for transport services are:

- Frail older people who need assistance to continue living independently at home and in the community aged 65 years and over (or 50 years and over for Aboriginal and Torres Strait Islander people), and who need assistance with daily living to continue living independently at home and in the community.

Transport assistance is provided for medical appointments, shopping and social trips. The information on how to access these services, and other services available for seniors, is included in the pamphlet attached to the letter. If you wish to receive your service through Salisbury Home and Community Care you will need to be registered with My Aged Care (the Australian Government aged care assessment service). We have attached a My Aged Care brochure to this letter.

If you need assistance to register with My Aged Care, or for more information about this letter (including questions regarding to costs associated with these services), please contact the Salisbury Home Assist office.

- Phone: 8406 8225
- Email: has@salisbury.sa.gov.au
- In person: Salisbury Home Assist Office, 34 Church St, Salisbury
- Web: www.salisbury.sa.gov.au/has

I hope you enjoyed learning about these services.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Gillian Aldridge".

Gillian Aldridge OAM
Mayor



**Supporting you to stay living at home in
your community for as long as possible.**

- Gardening
- Regular cleaning
- Spring/seasonal cleaning
- Minor home maintenance
- Safety installations - grab rails, ramps, hand held shower, etc.
- Supported shopping
- Social trips to places of interest
- Support to relink into community activities
- Transport.

**Local services by local people supporting
older people and people living with
disability.**

**Phone Home Assist on 8406 8225
or email has@salisbury.sa.gov.au
www.salisbury.sa.gov.au/has**



**Supporting you to live an active, healthy,
happy & full life in your local community.**

- Social and recreational activities
- Jacks Cafe - have a meal, coffee and chat with friends
- Hobbies, art and crafts
- Learning opportunities
- Exercise groups
- Friendship and support groups
- Aboriginal social group
- Men's group
- Come and try groups
- Cultural social groups - Bhutanese, Bosnian, Italian, Intercultural, South Eastern Asian and Vietnamese.

**Phone Jack Young Centre on 8406 8525
or email jyc@salisbury.sa.gov.au
www.salisbury.sa.gov.au/jyc**

How to access services

1 Call My Aged Care on 1800 200 422* or apply for an assessment online

- You will be asked questions over the phone to help work out your needs and care arrangements – this takes at least ten minutes.
- You can also apply for an assessment on the My Aged Care website.
- You will need your Medicare card.
- If you're applying for someone else, they will need to give their consent.

2 Have a face-to-face assessment

- My Aged Care may arrange for a trained assessor to come to your home.
- With your consent they will assess your care needs and eligibility for services. They will then work with you to develop a support plan which addresses your needs, goals and preferences.
- Someone else can be with you during this visit.

3 Find out about costs

- My Aged Care and service providers can give you information about how much you might have to pay. You may need to complete a financial assessment through the Department of Human Services.

4 Find a provider

- The My Aged Care website can help you find and compare providers in your area.
- Your assessor and My Aged Care can also help you find a provider(s) in your local area that meets your needs.

My Aged Care

My Aged Care is the entry point to access Australian Government aged care services and information about:

- the different types of aged care services available
- your eligibility for services
- referrals to service providers that can meet your needs
- your contribution to the cost of your aged care.

Contact My Aged Care

Website: myagedcare.gov.au

Call: **1800 200 422***

Weekdays – 8am to 8pm

Saturdays – 10am to 2pm

Closed on Sundays and public holidays

National Relay Service select your preferred access option at communications.gov.au/accesshub/nrs and ask for **1800 200 422***

Translating and Interpreting Service call **131 450**, tell the operator the language you speak and ask them to call **1800 200 422***

If you are a veteran or war widow/er you may also be eligible for Department of Veterans' Affairs services or programs. Ask My Aged Care for more information.

*1800 calls are free from landlines and most Australian mobile phone providers now offer free calls to 1800 numbers. Check with your mobile phone provider.



**Find the help
you need with
myagedcare**

Freecall: 1800 200 422*
myagedcare.gov.au

1800 200 422

It's never too early to talk about getting some extra help. Knowing what services are available before you need them will help you be prepared to make decisions about your future.

What services are available?

Care at home

My Aged Care can help you access services at home which can improve your wellbeing and help you stay independent. Receiving help with regular activities at the right time can help you manage better at home.

You may be eligible to receive services such as:

- personal care like help with getting dressed
- transport
- modifications to your home like hand rails or ramps
- nursing, physiotherapy and other care
- meals
- household jobs like cleaning or gardening
- equipment like walking frames
- social activities.

Short-term help

My Aged Care can also help you access short-term care services for situations such as:

- recovery from an illness, including after a hospital stay
- when you have had a setback and want to get your independence back
- when you or your carer needs a break (respite care).

Care in an aged care home

If you find you need ongoing help with day-to-day tasks or health care, a residential aged care home lets you live in a supported environment where help is available 24 hours a day.

Who pays for services?

The Australian Government contributes to the cost of aged care services. You are expected to contribute to the cost if you can afford to. How much you pay may depend on:

- your financial situation
- the number and types of services you receive
- the service provider.

Are you eligible for services?

A call to My Aged Care can help you understand:

- what services may be available
- how much they cost
- how you can access them.

My Aged Care may arrange a face-to-face assessment of your care needs.





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20 July 2020

The Honourable Stephan Knoll, MP
Minister for Transport, Planning & Local Government
GPO Box No. 1533
ADELAIDE, SA 5001

Dear Minister Knoll,

RE: Request for public transport services on western side of Port Wakefield Road

The City of Salisbury has long held concerns in regards to the availability and accessibility of public transport services to residents living adjacent to Port Wakefield Road, and most particularly those living west of Port Wakefield Road.

Currently public transport service provision along Port Wakefield Road is limited to one bus route, with services restricted to operating twice a day on weekdays only. Residents and businesses adjacent to Port Wakefield Road have contacted Salisbury Council elected members to request support for greater access to public transport services to meet their transport needs, and to support the visitor and local business economy by providing public transport options for people to visit the area.

Salisbury Council has resolved to investigate options for community transport provision but recognises that public transport provision is necessary in supporting the longer term population growth forecast for the area, in addition to meeting the immediate needs of the residents and businesses located along and west of Port Wakefield Road.

As bus services and routes within metropolitan Adelaide are the responsibility of the State Government, the City of Salisbury is requesting that the South Australia Passenger Transport Authority please consider providing public transport services that are accessible to, and service the transport needs of, residents residing west of Port Wakefield Road in the Salisbury Council area.

We would welcome the opportunity to discuss further and request details of the best contact person in order to facilitate this.

Yours sincerely,

Gillian Aldridge, OAM
Mayor - City of Salisbury
Telephone: (08) 8406 8262
Email: galdridge@salisbury.sa.gov.au



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20 July 2020

The Honourable Tom Koutsantonis, MP
Shadow Minister for Transport & Infrastructure
229 Henley Beach Road
Torrensview SA 5031

Dear Mr Koutsantonis,

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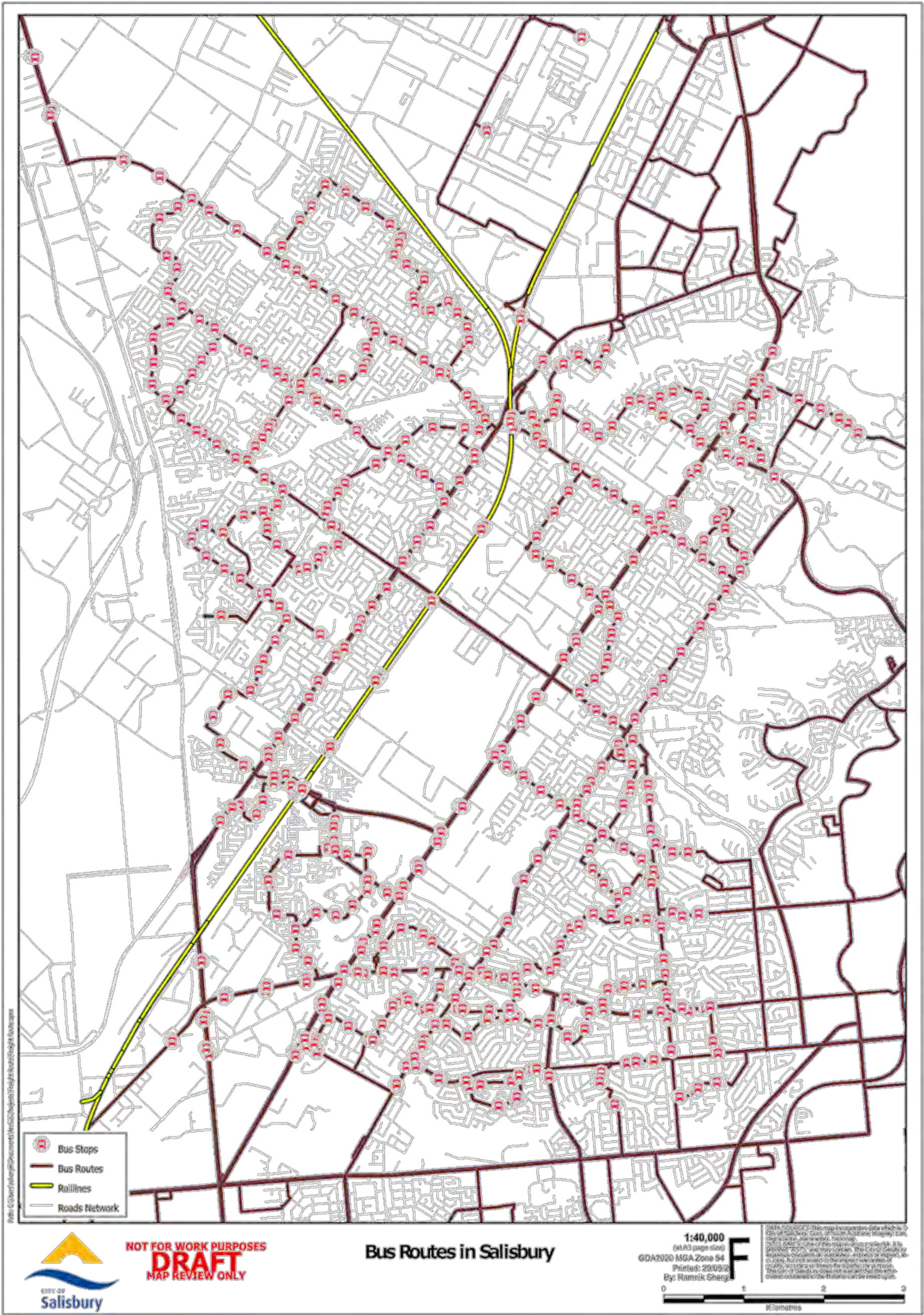
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Yours sincerely,

Gillian Aldridge, OAM
Mayor - City of Salisbury
Telephone: (08) 8406 8262
Email: galdridge@salisbury.sa.gov.au





Item IBDSC6 - Attachment 7 - City of Salisbury Bus/Train Routes

Proposed Fixed Bus Route

