

Community, Development and Heritage Committee Meeting Agenda

Tuesday, 25 September 2012
Council Chamber, 401 Greenhill Road, Tusmore

Members: Councillor Lemon – Presiding Member
Mayor David Parkin
Councillors Bills, Capogreco, Cornish, Davey, Hasenohr, Monceaux,
Osterstock, Palk, Piggott, Pocock and Wilkins

1. Apologies

2. Leave of Absence

Councillor Pocock

3. Confirmation of Minutes

Recommendation

That the Minutes of the Community, Development and Heritage Committee held on 28 August 2012 be taken as read and confirmed.

4. Officers Reports

Items where there is no discussion to be had, are voted on individually at the beginning of this section of the Agenda, then all other items are debated and voted on individually.

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5. Other Business

6. Closure

Item No: 4.1
To: Community, Development and Heritage Committee
Date: 25 September 2012
Author: Lindy Burford – Manager, Libraries, Learning and Volunteers
Contact: 8366 4143 or 8366 4284
Subject: COMMUNITY VOLUNTEER AWARDS
Attachments: A. Australia Day Awards – ‘Community Volunteer Award’ Plan
Prev. Resolution: N/A

Officer’s Recommendation

1. That the Report be received.
 2. That the City of Burnside ‘Community Volunteer Award’ be endorsed and adopted.
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Purpose

1. To seek Council's endorsement for the City of Burnside's ‘Community Volunteer Award’ to be presented at the Australia Day Ceremony commencing 26 January 2013 and every year thereafter.

Strategic Plan

2. The following Strategic Plan provision is relevant:

‘A Vibrant and diverse community that has a strong sense of belonging’

Communications/Consultation

3. Discussions held with the Australia Day Council SA confirms that this award category is compliant with their standards and the City of Burnside is empowered to have more than the customary three nominations, Citizen of the Year, Youth Citizen of the Year and Community Event of the Year.

Statutory

4. There are no specific statutory implications or requirements associated with this recommendation.

Policy

5. There are no policy implications or requirements associated with this recommendation.

Risk Assessment

6. There are no specific risks associated with the recommendation.

Finance

7. The following financial issues have been identified:
 - 7.1. The project will cost Council approximately \$200.00 per annum for the cost of certificates and frames.

Discussion

8. Following an approach to recognise a community volunteer, the Administration has given consideration to ways in which it can recognise members of the City of Burnside community who provide outstanding services that benefit the community at large.
9. Currently, Council recognises its own volunteers through annual volunteer awards and functions. To be eligible for this, the volunteer must be an enrolled volunteer with the City of Burnside and volunteering in one of Council's many formalised volunteer programs.
10. Additionally, Council implements the Australia Day Awards on behalf of the Australia Day Council. The criteria for these awards are set annually by the Australia Day Council and are divided into – Citizen of the Year, Youth Citizen of the Year and Community Event of the Year. These Awards are presented on Australia Day and generally recognise one recipient for each category.
11. However, there are members of the community who are not enrolled as Council volunteers and whose contributions may not be eligible for them to receive an Australia Day Award, but who none-the-less, make a significant difference to the community through the services they provide personally and/or through not-for-profit organisations, service clubs and other organisations that provide social and community outreach services, environmental services and other services.
12. The Community Volunteer Award aims to recognise and celebrate the way in which people are willing to give their time to the community as a non Council volunteer.
13. The Awards would be in the form of a framed certificate, presented by the Mayor at the Australia Day function. Nominations would be from Elected Members and would run on the same timetable as the nominations for the Australia Day Awards.

Conclusion

14. The 'Community Volunteer Award' acknowledges Council's appreciation and awareness to all non Council volunteers within our Community.
15. This proposed Award shows Council's innovative approach in recognising all volunteers throughout the City of Burnside.
16. A Plan is attached to the Report explaining the required criteria for nominations, selection, and presentation of the Award.

Plan for implementing and presenting new category award for 'Community Volunteer'

Presented at Australia Day Ceremonies

- Council Report submitted (with this plan attached)
- Endorsement and adoption from Council to implement new category for Award presentation held at the Council's Australia Day Ceremony.
- EM's to nominate candidates for the 'Community Volunteer Award' (noting that this category is for those who are not enrolled volunteers with City of Burnside and whose contributions do not meet Australia Day award criteria)
- EM's to discuss and select winning candidates from the selection criteria provided, by 23 November 2012. This aligns with the closure of other award categories.

Selection Criteria

In choosing the recipients of the Australia Day 'Community Volunteer' of the Year Award, regard needs to be given to the nominee's achievements during the year, 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 Community Volunteer of the Year are:

- Significant contribution to the community;
- An inspirational role model for the Burnside community; and
- The scope of impact the individual's contribution has on the local area.

PLEASE NOTE: it is not a requirement that the individual resides in the local area. The focus should be on their SPECIFIC contribution to the local area (e.g. an individual may live in a neighboring council but has made a significant contribution within the City of Burnside area)

Eligibility Criteria

- Nominees must be Australian citizens;
- Self nominations will not be accepted; and
- Unsuccessful nominees may be re-nominated in subsequent years.
- Once the nominee has been selected for the award they would be notified and congratulated and informed of who nominated them along with guidelines to attend the Council's Australia Day Ceremony – actioned by Coordinator Community Events & Volunteer Services.
- A presentation will be made at the Australia Day function by the Mayor to the Community Volunteer Award winner offering a certificate.

Item No: 4.2
To: Community, Development and Heritage Committee
Date: 25 September 2012
Author: Magnus Heinrich - Manager Development Services
Contact: 8366 4136
Subject: HERITAGE AWARDS
Attachments: Nil
Prev. Resolution: C8801, 24/7/12

Officer's Recommendation

1. That the Report be received.
 2. That a report be prepared for the October 2012 meeting of the Community, Development and Heritage Committee on the feasibility and cost necessary to initiate annual Heritage Awards, which would incorporate commendations for residents who value, maintain and conserve both Built and Natural Heritage in the Burnside Council area.
-

Purpose

1. To advise Elected Members that a report about the implications of a Heritage Awards Scheme will be presented to the Committee in October 2012.

Strategic Plan

2. The following Strategic Plan provisions are relevant:

"Preservation of the historic character of the City"

"Development that complements neighbourhood character and achieves environmental sustainability"

"Natural environments and watercourses protected and conserved"

Communications/Consultation

3. The following communication / consultation has been undertaken:
 - 3.1. Discussions have been held with other Councils that currently or have recently run Awards.

Statutory

4. There are no statutory implications or requirements associated with this recommendation.

Policy

5. There are no policy implications or requirements associated with this recommendation.

Risk Assessment

6. There are no risks associated with the recommendation.

Finance

7. There are no financial implications associated with this recommendation.

Discussion*Background*

8. At its meeting of 24 July 2012, Council resolved (C8801):

That a report be prepared for the September meeting of the Community, Development and Heritage Committee on the feasibility and cost necessary to initiate annual Heritage Awards, which would incorporate commendations for residents who value, maintain and conserve both Built and Natural Heritage in the Burnside Council area.

9. The Administration is currently investigating the feasibility of a Burnside Awards Scheme. While we have some information about schemes at Alexandrina, Norwood Payneham and St Peters and Holdfast Bay (discontinued) Councils, in order to provide a better analysis of the information and the applicability to Burnside, a detailed report will be presented in October 2012.

Item No: 4.3
To: Community, Development and Heritage Committee
Date: 25 September 2012
Author: Magnus Heinrich - Manager Development Services
Contact: 8366 4136
Subject: ADVICE ON BOUNDARY DEVELOPMENT
Attachments: A. Existing Council Advisory Notes
B. Existing Council Information Sheets
C. Fences and the Law
D. Regulation 75 of the Development Regulations
E. Schedule 15 of the Development Regulations
Prev. Resolution: C8834, 28/8/12

Officer's Recommendation

That the Report be received.

Purpose

1. To provide Elected Members with information in relation to how Council can provide clear guidance to those undertaking building or other works on the boundary of neighbouring land.

Strategic Plan

2. The following Strategic Plan provision is relevant:

"Leading best practice and compliance in Council business"

Communications/Consultation

3. The following communication / consultation has been undertaken:
 - 3.1. Discussions with Development Services staff have been held.
 - 3.2. Existing documentation, and documentation of other Councils has been examined.

Statutory

4. The following legislation is relevant in this instance:

Development Act, 1993

Policy

5. There are no policy implications or requirements associated with this recommendation.

Risk Assessment

6. Better advice provided to the community should minimise the risk of activities that cause residents to come into conflict with one another.

Finance

7. There are no financial implications for the City of Burnside in respect of the recommendation.

Discussion

Background

8. At the meeting of 28 August 2012, Council resolved (C8834):

That a Report be provided to Council's Development and Heritage Committee meeting on 25 September 2012 which addresses how Council can provide clear guidance to those undertaking building or other works on the boundary of neighbouring land.

9. There are a number of activities that can occur on or near property boundaries when development is undertaken. These activities can cause neighbours who share the common boundary, to come into conflict over some aspect of the development.
10. Works that typically occur on or near boundaries are fencing, retaining walls and site works (excavation and/or filling) and building on boundaries. Stormwater arising from site conditions can also cause concern about development or existing conditions.

Fencing

11. Fencing may require Development Approval, subject to the detail of the fencing and the zone in which it is to be established. Any fencing in the Hills Face Zone or an Historic (Conservation) Zone requires, a Development Approval, and most fences in a Watercourse Zone require similar approval. Masonry fencing over 1 metre in height (anywhere) requires a Development Approval. A non-masonry fence over 2.1 metres in height requires Development Approval. Where a fence is immediately on top of a retaining wall and the combined height exceeds 2.1 metres, Development Approval is required. This is the case even if, on an individual basis, the retaining wall and the fence on their own would not exceed thresholds.
12. If a fence is proposed on a common boundary, and it requires a Development Approval, an assessment will be made against relevant provisions in the Development Plan relating to the form and visual impact of the proposed fence.
13. The private matters associated with establishing a fence such as removal of an existing fence, choice of new fence, method of construction and costs, are not matters that the Council can consider as part of a planning assessment (if one is required) and are referred to as civil matters.
14. The Legal Services Commission of South Australia maintains a publication entitled "Fences and the Law" (Attachment C). The document has been in existence for a number of years and was last reviewed in 2010. It is a user friendly guide to the law concerning fences, principally the Fences Act 1975.

15. The Fences Act does not deal with encroachments. These are dealt with by the Encroachments Act 1944. Any person who needs advice in relation to a civil matter in relation to a fencing dispute or encroachment should seek independent legal advice, either from the Legal Services Commission or a privately funded legal practitioner.

Retaining Walls

16. As with fencing, retaining walls will only require Development Approval if certain conditions are met. Retaining walls will require Development Approval if they are to retain a difference in ground levels exceeding 1 metre. Any retaining wall in a Watercourse Zone requires Development Approval.
17. If Development Approval is required for a retaining wall, the planning assessment will be made having regard to the relevant provisions of the Development Plan as they relate to bulk, scale and visual dominance. The Building Rules assessment will be made having regard to relevant provisions of the Building Code of Australia relating to the structural integrity of the wall.
18. As with fences, any private dispute is to be resolved on a private basis without the intervention or assistance of the Council. For the purposes of the Fences Act, retaining walls are not considered to be fences. The construction of a retaining wall may be relevant in relation to the law concerning excavating and filling of land. This is discussed below.

Excavation and Filling of Land

19. The Development Act and Regulations set out the circumstances where an act of excavation or filling near a boundary will invoke a requirement for a land owner to advise the relevant neighbour of the proposed work.
20. Section 60 of the Development Act sets out a requirement for a building site owner to notify a neighbour where 'prescribed building work' is to be undertaken. The prescribed building work is described tortuously by Regulation 75 of the Development Regulations, and the reader is aided by diagrams set out in Schedule 15 of the Development Regulations (refer Attachments D and E respectively).
21. Where notice is given, the person undertaking the building work must take precautions to protect land and at the request of the neighbour, shore up an excavation, underpin or stabilize existing building foundations (as recommended by a professional engineer).
22. This notification requirements may apply to work that does not require a Development Approval, and in any case, the notification process is a private matter between the person undertaking the building work and the person on the other side of the relevant common boundary.
23. If the recipient of a notification is aggrieved, then an appeal can be made to the Environment, Resources and Development Court. There is an ability to prosecute a builder for not undertaking a notification where required. However, such a prosecution would be unlikely.

Stormwater

24. Liability for land owners generally does not exist where there is a natural flow of water across one piece of land to another. This may change where the water flow is caused directly or indirectly by a land owners' actions. Where negligence occurs through running taps or sprinklers, the careless construction of a tank, overflowing gutters, a civil issue may arise.

25. To the extent that new development will change the natural flow of water, conditions of Development Approval are imposed to ensure that roof water is collected on the site and if necessary, directed to the street water table.

Boundary Development

26. Land owners, with consent, can construct walls on boundaries. Where building occurs on boundaries, a requirement to notify a neighbour due to depth of excavation **may** be triggered (see paragraphs 19-23), depending on the detail of the work and the type of wall constructed.
27. There may also be obligations under the Fences Act that are triggered.
28. Even where there is no formal requirement to notify a neighbour, and in addition to any formal requirements, it is desirable that consultation occurs with neighbours so that there can be a minimisation of issues in dispute. Consultation will not eradicate all conflict, but it goes a long way to establishing dialogue and avoiding conflict.
29. We currently have an Advisory Note that recommends informal consultation with neighbours.

What do we currently do to advise of these matters?

30. There are currently two main tools that the Council uses in order to convey information to the community about rights and obligations in relation to development on or near boundaries. These are Advisory Notes attached to Development Approvals, and Information Sheets available at the Council's Customer Service Desk or on the website.
31. There are two key Information Sheets that are available to the public – one in relation to cut and fill affecting other land, and the other concerning fences and retaining walls (refer Attachment B).
32. There are four notes that are attached to Development Approvals where relevant. These notes are not legally required as they deal with matters that are beyond the control of the Council under the Development Act (refer Attachment A).

What could we do better?

33. The level of information already provided to community is good, and in a general sense, is consistent with the information provided by a selection of other Councils.
34. However, there is some scope to improve the information provided to the community. In particular, the Advisory Note (refer Attachment A) relating to cut and fill near boundaries, while accurate, will be augmented so that it is clearer about what it means in terms of required notifications. If possible, it will be augmented with the diagrams shown in Schedule 15 (Attachment E).
35. In addition, it is intended that the Development Services Department will develop an Information Sheet for the website and the Council's Customer Service Desk that sets out information about stormwater and when this can be controlled by actions of the Council. Further, information about the Legal Services Commission's role and details will be included on the Information Sheet.

Conclusion

36. Some activities, whether or not controlled under the Development Act, can cause neighbours to come into conflict. In order to advise the community about rights and

obligations in this regard, the Council publishes Information Sheets and includes Advisory Notes on Development Approvals. The Administration will seek to refine the information where it can be better conveyed and introduce new material in relation to storm water where there is currently a gap.

ADVISORY NOTES INCLUDED ON RELEVANT DEVELOPMENT APPROVALS

Cut and Fill adjoining boundaries

Regulation 75 of the Development Regulations 1993 prescribes work of the following nature as building work which is to be treated, for the purposes of section 60 of the Development Act 1993, as building work that affects the stability of other lands or premises:

- (a) an excavation which intersects any notational plane extending downwards at a slope of 1 vertical to 2 horizontal from a point 600mm below natural ground level at a boundary with an adjoining site; or
- (b) an excavation which intersects and notational plane extending downwards at a slope of 1 vertical to 2 horizontal from a point at natural ground level at any boundary between two sites (not being a boundary with the site of the excavation), where the boundary is within a distance equal to twice the depth of the excavation; or
- (c) any fill which is within 600mm of an adjoining site, other than where fill is not greater than 200m

Boundaries

It is recommended that as the Applicant is undertaking work on or near the boundary, the Applicant should ensure that the boundaries are clearly defined, by a Licensed Surveyor, prior to the commencement of any building work.

Fencing

The Applicant is reminded of the requirements of the Fences Act 1975. Should the proposed works require the removal, alteration or repair of an existing boundary fence, a 'Notice of Intention' must be served to adjoining owners. Please contact the Legal Services Commission for further advice on 1300 366 424 or visit www.lsc.sa.gov.au

Consultation with neighbours

In addition to notification and other requirements under the Development Act and Fences Act, it is recommended that the applicant/owner consult with adjoining owners and occupiers at the earliest possible opportunity after Development Approval, advising them of proposed development work so as to identify and discuss any issues requiring resolution such as boundary fencing, retaining walls, trees/roots, drainage changes, temporary access, waste discharges, positioning of temporary toilets etc.

Information Checklist 6 – Fences & Retaining Walls

This information checklist outlines the minimum information requirements to be provided at lodgement in order to process development applications involving the construction of fencing and retaining walls. It is intended to help applicants to submit applications which are complete and can be processed efficiently.

Please submit this checklist when lodging your application for Development Plan Consent, ensuring that all 'Applicant' boxes are ticked, the form is signed and relevant fees have been paid. Note: Applications will not be lodged unless relevant fees are paid. Applications received without payment of fees enclosed will be returned to you.

Mandatory Requirements

The term 'Mandatory Requirements' refers specifically to those items considered to constitute the bare minimum level of information required by Council at the time of lodging a development application. Such items include the Development Application form, copy of Certificate of Title, the payment of fees as well as fundamental supporting drawings and other documents.

*All items listed as Mandatory Requirements **must** be submitted to Council before an application will be accepted for consideration.*

Applicant (✓ tick)

Development Application Form (including an itemised description of proposal)

Fully completed, signed and dated. Forms are available from the Council offices at 401 Greenhill Road, Tusmore, or can be downloaded via the City of Burnside website at www.burnside.sa.gov.au – Council Services > Development & Planning > Development Application.

Development Application Fees

As prescribed by Schedule 6 of the *Development Regulations 2008* or advised by the Applications Officer.

Certificate of Title (no more than 3 months old)

A current Certificate of Title is required for all development applications as it provides Council with essential information relevant to your property, such as confirmation of ownership, the location of any easements and/or encumbrances, and whether the property is subject to any Land Management Agreements.

Please note: A copy of the Certificate of Title may be ordered at City of Burnside (\$25.00) or from the Land Services Group (formally Land Titles Office), 101 Grenfell St, Adelaide.

Building Elevations drawn to a scale of no less than 1:100

The following details must be clearly and accurately articulated on a full set of scaled elevation drawings:

- All elevations of proposed fencing and retaining walls as presented to each of the site's boundaries;
- Natural ground level and details of any excavation and/or fill clearly nominated;
- The dimensioned overall height of the proposed structure(s); and
- Details of materials, colours and finishes of all buildings and structures.

Site Plan (3 copies of each, including one A3 size)

The following details must be clearly and accurately articulated on a scaled site plan drawn to a scale of no less than 1:200:

- North point and scale;
- All boundaries of the subject land, including all measurements and site area;
- Any easements covering the property;
- Location of all existing buildings, structures and other features of interest;
- Location and nature of any retaining walls on boundary and/or within the subject land;
- Details of type, height and materials of all existing and proposed boundary and/or internal fencing;
- Location of existing vegetation, particularly significant trees or native vegetation;
- Vehicle access points from adjoining roads; and
- Location of existing street trees adjacent to the subject land.

Details and location of any significant tree on the site or on adjoining land that might be affected by the work, or that might affect the work, proposed to be performed

The *Development Act 1993* provides that any activity that affects a "Significant Tree" is development and therefore requires a development application to be lodged with Council.

The *Development Act 1993* and *Development Regulations 2008* define a "Significant Tree" as:

- Any tree which has a trunk circumference of 2 metres or more (measured at a height of 1 metre) or in the case of trees with multiple trunks, that have trunks with a total circumference of 2 metres or more and an average circumference of 625mm or more (measured at a height of 1 metre): or
- Any tree identified as a significant tree in Council's Development Plan (see Table Bur/4 – Schedule of Significant Trees).

The retention of certain trees may also be conditioned as part of a previous planning approval or land management agreement. If in doubt please be sure to seek the advice of Council prior to any work being undertaken.

Where the proposed work will result in tree damaging activity you will also need to provide a report prepared by a suitably qualified arborist, detailing any potential impacts the development may have on the significant tree and what measures can be taken to minimise these impacts.

Advisory Notes to the Applicant:

Additional information requests

Pursuant to Section 39 of the Development Act 1993, Development Applications lodged with Council must:

- Be in a form determined by the Minister;
- Include any information reasonably required by Council;
- Be lodged in the manner and accompanied by such plans, drawings, specifications or other documents as may be prescribed; and
- Be accompanied by the appropriate fee.

Three (3) copies of each document must be supplied (including a set of A3 plans).

Please be aware that your application can only be assessed when the complete set of required documents and applicable fees are provided.

Pursuant to Section 39(2) of the *Development Act 1993*, Council may also request an Applicant:

- To provide such additional documents or information (including calculations and technical details) as Council may reasonably require to assess the application;
- To remedy any defect or deficiency in any application or accompanying document of information required by or under the Act;
- To consult with an authority or body prescribed by the regulations;
- If the regulations so provide, to prepare a statement of effect in accordance with the regulations in relation to a development of a kind that is expressed to be a non-complying development under the Burnside (City) Development Plan; and
- To comply with any other requirements prescribed by the regulations.

Where a request for additional information is made, any period between the date of the request and the date of compliance is not to be included in the time within which Council is required to decide the application. If the request is not complied with within the time specified by the regulations, Council may refuse the application.

Building Rules Consent

Please note, no building work or change of classification is permitted until the Development Approval has been obtained. Development Approval will not be granted until Building Rules Consent has been obtained.

Building Rules Consent can be issued by Council, or by a registered private certifier who has been engaged by the Applicant. Information regarding the private certification process and a list of registered private certifiers is available through the "Planning in South Australia" website www.planning.sa.gov.au.

Alternatively, a separate Building Rules application should be submitted to Council for assessment.

Civil matters associated with development

Once approval has been issued, it is the responsibility of the Applicant to ensure development is undertaken in strict accordance with the details and conditions of approval and that correct procedure is carried out with regard to work affecting adjoining properties.

It is therefore strongly recommended that for work on or near the boundary, the Applicant ensures that the boundaries are clearly defined by a Licensed Surveyor, prior to the commencement of any building work.

Applicants are also reminded of the requirements of the Fences Act 1975. Should the proposed works require the removal, alteration or repair of an existing boundary fence, a 'Notice of Intention' must be served to Adjoining Owners within the prescribed time period.

It is recommended that the Applicant/Owner consult with Adjoining Owners and Occupiers at the earliest possible opportunity, so as to identify and discuss any issues needed resolution such as boundary fencing, retaining walls, drainage changes, temporary access, waste discharges, positioning of temporary toilets etc.

For assistance with regard to matters of a civil nature please contact the Legal Services Commission on 1300 366 424.

Advisory Requirements

The term 'Advisory Requirements' refers to a range of supporting documents identified as being of critical importance to the assessment of an application and will vary with different forms of development being proposed.

Although Council will accept an application that may not include all relevant Advisory Requirements, this information may be requested by the Assessing Officer prior to initiating an assessment.

**Applicant
(✓tick)**

- Streetscape Elevation drawn to a scale of no less than 1:100 (where the proposal includes the construction of a front fence within the Historic (Conservation) Zone - 3 copies including one A3 size)**

Streetscape elevation drawings must accurately depict the proposed development as viewed from each public road to which it fronts, as well as accurately depict the relationship between the proposed development and adjacent buildings and structures within the locality.

Streetscape elevation drawings are used to provide Council with an accurate indication of how the proposed development will relate to adjacent buildings and structures, with a specific focus on building height, bulk, scale and architectural style.

Please be aware that this list does not preclude Council from requesting additional information (See 'Advisory Notes to the Applicant' below for further details and clarification).

Applicant's Declaration:

I _____ being the Applicant for the development, acknowledge that incomplete provision of the above material may result in a delay in the assessment of the application.

Signature: _____ **Date** ____/____/____

Office Use Only:		
Officer: _____	DA Number: _____	Date: ____/____/____
Notes: _____		

Information Guide 10 - Cut & Fill Affecting Other Land

Introduction

Where a building owner proposes to carry out building work that affects the stability of other land or premises, Section 60 of the *Development Act 1993* requires the building owner to notify (by serving a notice) on the owner of the affected land of the intention to perform building work.

What is building work affecting other land?

This is detailed in the Regulation 75 of the *Development Regulations 2008*.

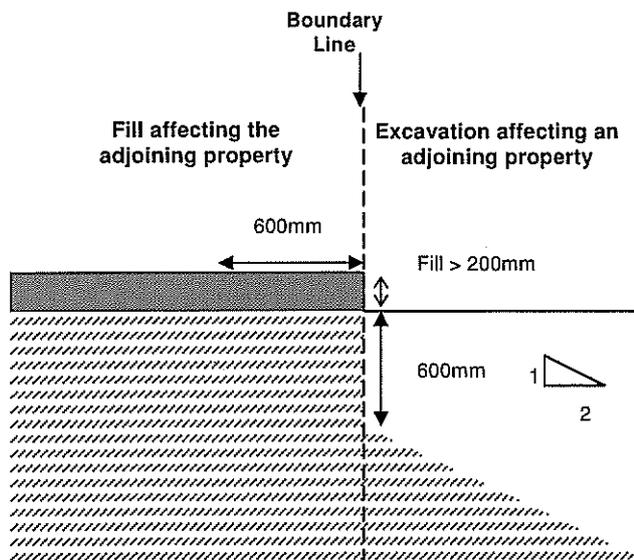
This regulation covers excavation on a block of land and asserts that when this is proposed it must be assumed in designing, and assessing the design of a building, that it is possible that an excavation extending downwards 600mm below natural ground level at a slope of 1 vertical to 2 horizontal could be undertaken on an adjoining site.

Any fill which is within 600mm of an adjoining site, other than where the fill is no more than 200mm in depth (or height) and is for landscaping, gardening or other similar purposes is deemed to be building work affecting other land.

In situations where the proposed building work is the kind that affects other land, the owner of the affected land or premises may require the building owner to shore up any excavation, or underpin, stabilise or otherwise strengthen the foundations of any building to the extent specified by a professional Engineer engaged by the owner of the affected land or premises.

The building owner must pay the reasonable costs of obtaining a report, plans and specifications from a Professional Engineer.

A building owner may apply to the Environment, Resources and Development Court for a determination of what proportion (if any) of the expenses incurred by the building owner in the performance of the building work as requested by the owner of the affected land or premises should be borne by the owner of that land or premises, and that building owner may recover an amount determined by the court from the owner of the affected land or premises as a debt.

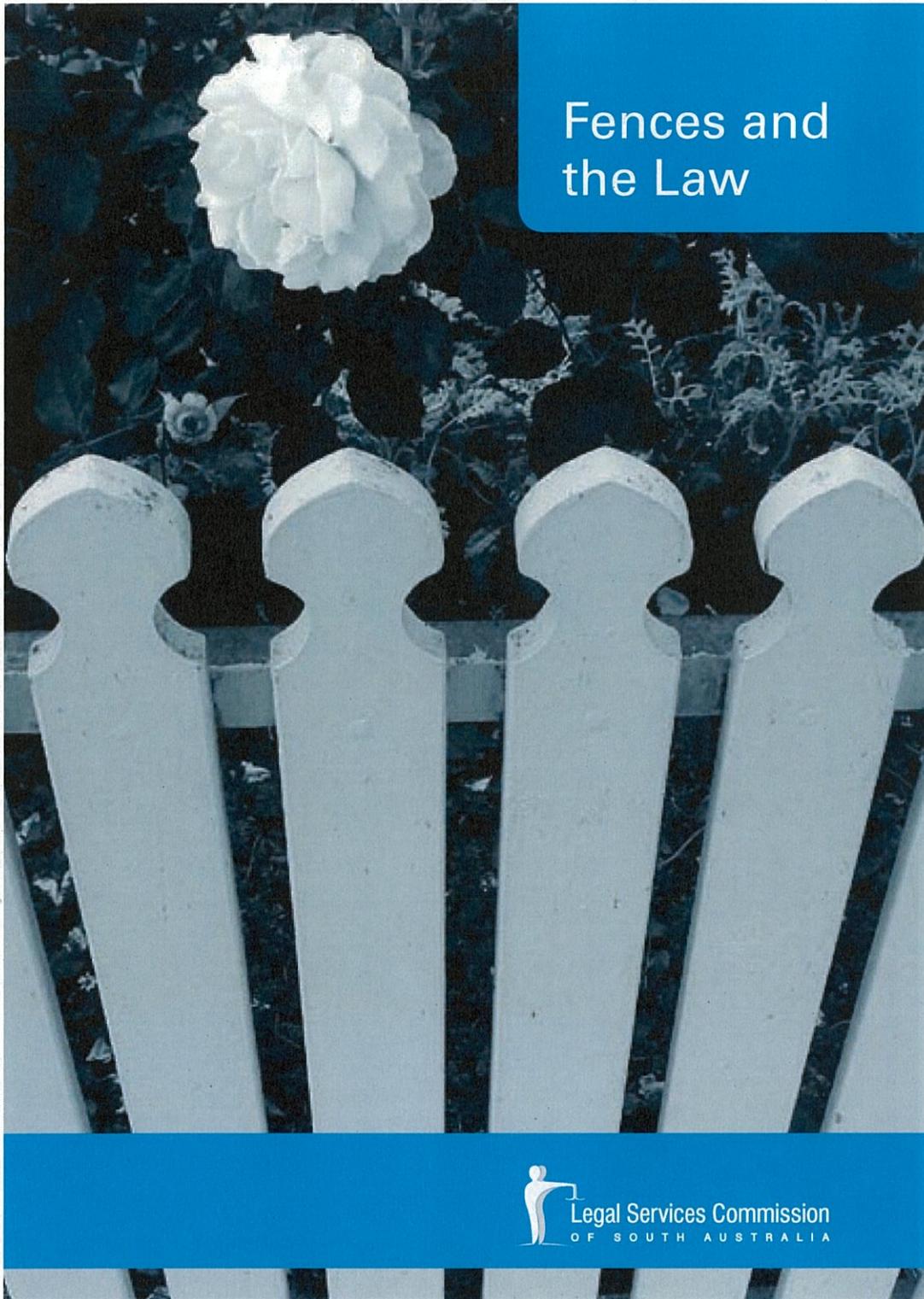


Schedule 15 of the *Development Regulations*

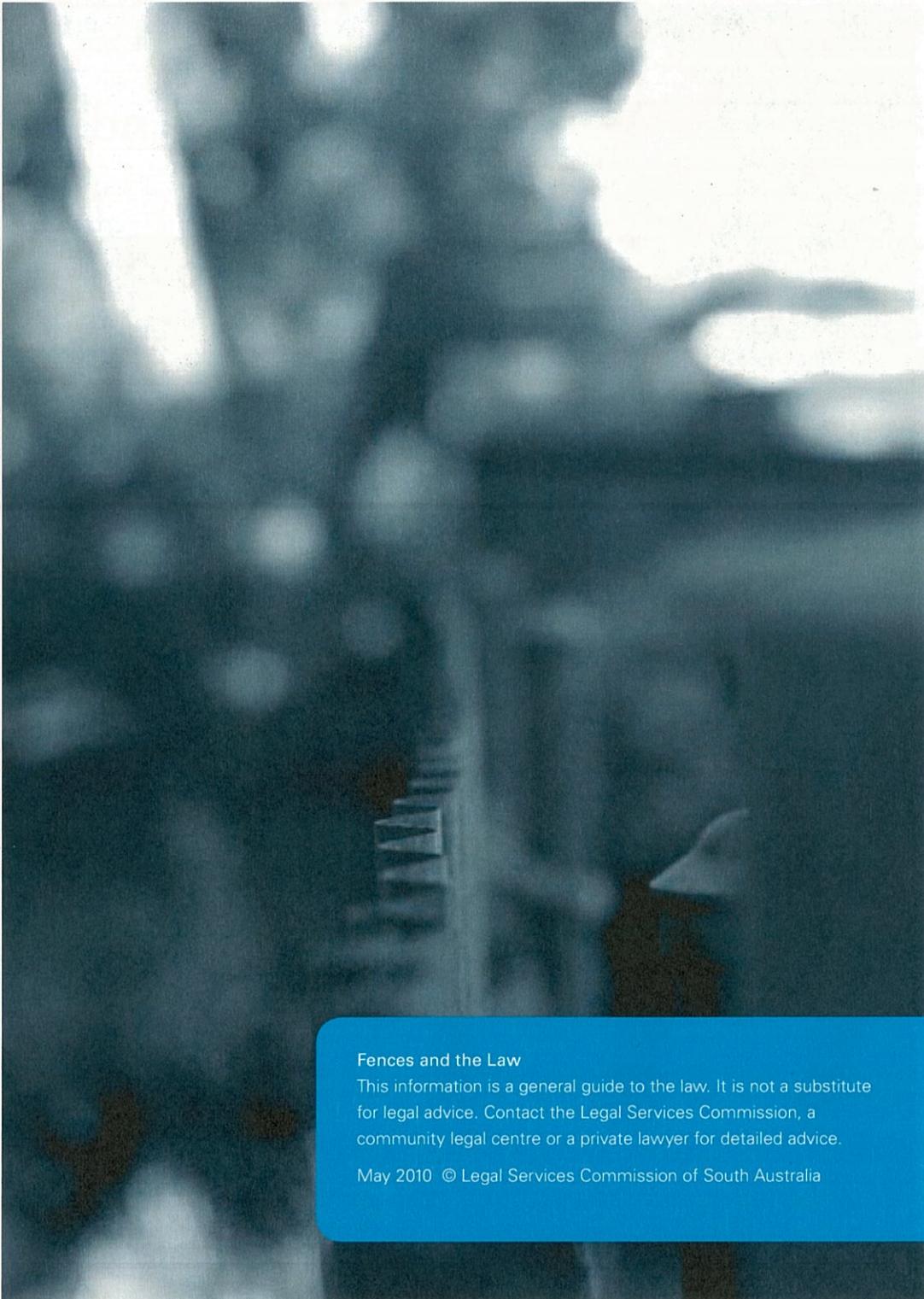
Further Information

The above information is advisory and only a guide to give you a general understanding of the key issues associated with Cut & Fill Affecting Other Land.

For further information or assistance, please contact Council's Development & Regulatory Services Department on 8366 4244.



Fences and
the Law



Fences and the Law

This information is a general guide to the law. It is not a substitute for legal advice. Contact the Legal Services Commission, a community legal centre or a private lawyer for detailed advice.

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FENCES AND THE LAW

Talk to your neighbour first!

This booklet answers common questions about dividing fences and explains the legal procedure you need to follow when you want to erect, replace or repair a boundary fence. While the legal procedure is important, so are good neighbourly relations. So, before starting the legal procedure, talk to your neighbour first. Whatever you do about a fence will affect them also. A friendly approach may help you to reach an agreement quickly and easily and avoid unnecessary conflict.

Do I need my neighbour's consent?

Fences should be regarded as a joint asset between neighbours. Even if your neighbour has not paid for the fence they are still a joint owner. This is because a fence on the boundary is legally considered to be part of the land on each side.

If you intend to remove or alter an existing fence, you should have your neighbour's permission or a court order. If you want to put up a fence where there has not been one before, your neighbour has a right to object. It makes no difference if you intend to pay the total cost. It is therefore sensible to talk to your neighbour first.

Also, your neighbour does not have to pay anything towards the fencing work unless:

- they have agreed to, or
- the proper procedure has been followed, or
- a court orders them to.

Getting their consent is the quickest and easiest way.

If there is a problem in getting your neighbour's consent, consider mediation. Your local community mediation service may be able to arrange a meeting for you both to discuss the options with a mediator who can help you to reach agreement. See page 20 for more details.

Must we have a fence?

There is no general law requiring a fence between neighbours; most people simply agree to have one. However, the courts generally consider it reasonable to have a fence and to keep it in good condition.

In particular cases, a fence can be legally required. Some examples are:

- some housing developments have restrictive covenants controlling fencing
- swimming pools must be fenced
- dog owners have a duty to prevent their dogs wandering at large, so if the dog goes outside, the yard must be fenced
- fencing may be required as a condition of council planning approval.

The wall of a building is not legally defined as a fence, though if it is on a boundary it may make one unnecessary. If the building is removed, the owner is not necessarily obliged to fence the gap.

What is fencing work?

Fencing work is defined as the erection of a new dividing fence, or replacement, repair or maintenance work in relation to an existing dividing fence. The cost can include any work reasonably required to facilitate fencing work such as a survey or clearing vegetation. If you do any of the fencing work yourself, you can include a reasonable amount for your labour.

What kind of fence?

The courts decide what kind of fence is needed by looking at what is an "adequate fence". This means a fence that is typical of good fencing in your area and is adequate for the purposes of the owner against whom contribution is sought (*Fences Act 1975*, s12 (8)(a)). In rural areas, post and wire fencing may be adequate, but in residential areas, a steel (Zincalume or Colorbond) fence is usually considered adequate.

Where residential blocks adjoin rural blocks of more than 0.8 hectares, an adequate fence is the cheaper of the rural and residential fencing options. If a residential type fence is proposed, the rural land owner does not have to contribute more than their fair share of a cheaper rural fence.

Obviously, neighbours may disagree about what sort of fence is adequate for them. There may be several adequate options. Talk to your neighbour and try to agree on a fence that suits you both.

Where should the fence be?

The fence should be on the boundary, but in practice, many fences are not precisely on the boundary. This does not change who really owns the land and need not matter if both neighbours can accept it.

Whether or not it is precisely on the boundary, a dividing fence is still the legal responsibility of both neighbours. However, if there is a dispute about where a fence should go, get a survey done which will show exactly where the boundary is. If you both want the survey, you can agree to share the cost, but if not, the person who arranges the survey will have to pay for it. Under a Fences Act notice, a survey can be included as a cost of the proposed fencing work. However, your neighbour may object to paying for a survey if they believe it is not necessary. If they object and it goes to court, a Magistrate will have to decide if a survey is reasonably required.

If necessary, a court can order the removal of a fence that is not located on the proper boundary and this can be expensive. However, a court is unlikely to order the relocation of a fence if the diversion from the boundary is minor.

A court can order that compensation be paid to a person for the loss of occupation of land as a result of the erection of a fence not on the boundary.

Generally, a fence should straddle the boundary line, but a masonry fence, which may be wider, should usually be on the land of the person who wants it, with the outer face on the boundary.

How is the cost of fencing work shared?

Usually, the cost is shared half each, though you can agree on some other arrangement. It really depends on the benefit that each owner will obtain from the fence. Where one neighbour wants a better than adequate fence, for example if they want a high fence where a lower fence would do, or a brush fence where steel sheeting is adequate, they should pay the extra cost. This might be adjusted a bit for any benefit the other neighbour gains, for example, extra privacy. If the case goes to court, the court will normally order that the objecting neighbour pay half the cost of a fence that is adequate.

Where two blocks of land abut a public road, the owner of land across the road can be asked to contribute to the cost of a fence if it also benefits them. For example, if the owner has stock animals and their neighbour's fence saves them the expense of erecting a fence on their side of the road.

Of course, the cost of a fence between neighbours is only shared if you have agreed on this, or followed the proper procedure. If you have gone ahead without doing this, you pay the whole cost.

What if we agree?

If you and your neighbour agree on the work and the cost-sharing, you do not have to follow the procedure under the Fences Act. However, even if you do not follow the procedure, it is wise to make a written agreement, signed by both of you. It should state clearly what work is to be done, what materials will be used, what quotes have been accepted, and how the cost will be shared. An example of an agreement is on page 18. Attach copies of quotes for all work. A clear, signed agreement should spell out what was agreed to - without it you could still end up in court.

What if we can't agree?

If you can't agree, try mediation first. This can be cheaper and quicker than court, and can help preserve a good neighbourly relationship. However, if this does not work, or your neighbour will not take part, you will need to follow the Fences Act procedure, unless you decide to abandon the fencing work, or to pay for it all yourself. Even if you pay the whole cost you should still get their permission before doing the work. A court may order a person who removes a fence without permission to restore the original fence or alter the new fence if it does not suit the neighbour.



If you and your neighbour agree on the work and the cost-sharing, you do not have to follow the procedure under the Fences Act. However, even if you do not follow the procedure, it is wise to make a written agreement, signed by both of you.

The Fences Act procedure

Much of the law about fences is in the *Fences Act 1975*. It applies to the fencing of all land, including vacant land, developed land, and rural properties, except for government or council land more than one hectare in size, or land forming a road or road reserve. It applies to all kinds of fences, but not to retaining walls or the walls of buildings.

However, the Fences Act does not contain all the law about fences. Common law, private contracts, planning regulations and other laws may apply. It also does not deal with encroachments, where one person's building is partly on another person's land – these are dealt with under the *Encroachments Act 1944*. Legal advice should be sought in this situation.

How do I get my neighbour to pay?

If you and your neighbour don't agree, you must use the Fences Act notice procedure. It is the only legal method if you want to build, repair or replace a boundary fence and you want your neighbour to contribute to the cost, but they don't agree. The process involves filling in a form (called a notice) with details of the work you propose and serving it on (legally delivering it to) your neighbour for response. This booklet contains notice forms which you can use. Your neighbour does not have to contribute unless you follow the procedure correctly.

Notices

If you want to put up a new fence and want your neighbour to contribute, you must serve on the adjoining owner a 'Notice of Intention to Erect a Fence' using Form 1 on page 15.

If you want to repair, replace or carry out maintenance work on the fence and want your neighbour to contribute, you must serve a 'Notice of Intention to Replace or Repair a Fence' using Form 2 on page 16.

All notices must be served on the adjoining owner either by handing them to the owner personally or by sending them by Registered Post.

Leaving it in their mailbox, putting it under the door or sending it by ordinary post does not count, even if your neighbour actually gets it. Similarly, giving it to someone else who lives there, or a family member or tenant of your neighbour does not count. If you are not sure who the legal owner is, you can ask your local council or search at the Lands Titles Office. If there is more than one owner, you should serve all of them. Keep a copy of any notice you serve, and also a record of the date, time and method of service, in case your neighbour later says they did not get it.

Once the Form 1 or 2 notice has been served on the other owner, you must wait 30 days before starting any work. In this time the other owner may object with a cross-notice, which may include counterproposals. This cross-notice should be the Form 3 on page 17.

If the adjoining owner agrees with the proposal, work can commence immediately, but you should get their agreement in writing or else wait for the 30 day notice period to expire. See the sample agreement on page 18.

If you get no reply from the other owner after 30 days, they are taken to have agreed and you can go ahead with the work described in the notice and claim their share of the cost from them. If you sent the notice by Registered Post, check with the post office to see when your neighbour actually collected the notice. You should allow 30 days from that date and also give at least two days notice of intention to commence fencing work.

Objections and counter proposals

If you receive a Form 1 or 2 notice and you object to the proposal, you should complete a Form 3 cross-notice (see page 17). This cross-notice must be served on the adjoining owner within 30 days of receiving the fencing notice. The same rules of service apply as above.

You do not have to give reasons for objecting - you may simply state "I object to your proposal". Nor do you have to make a counter-proposal. However, if the case goes to court you will be required to tell the court your objections to the proposed work, and if you do not have good reasons, the court may order the work, and may also order you to pay court costs. So, if you have good reasons, it makes sense to state them in your cross-notice. If you

want to suggest something different from what your neighbour has proposed, you should do so, giving details of the work and the cost. Your neighbour then has 30 days to answer your notice.

It is not a sufficient objection for a cross-notice that you are about to sell your land and will not get the benefit of the proposed work. As long as you are the owner, the Fences Act procedure binds you. However, you may wish to let your neighbours know that you are selling, as they may agree to wait and deal with the new owner. Nor is it reasonable to object to fencing simply because you are not living at the place where the fence is to be built.

An inability to afford the work is sometimes the reason for an objection, but this will not stand up in court, particularly if the fence is in a poor state and the work is obviously needed. If you agree that the work is required but you cannot afford to pay for it at this time, you should discuss terms of payment with your neighbour. If you cannot agree on a solution, consider using a mediation service. See 'Paying for fencing work' on page 9.

Other reasons that are not acceptable in court include that you don't care about the state of the fence, or don't think a fence is needed. The court normally considers it reasonable for neighbours to have a boundary fence and for the fence to be kept in a good state of repair. However, it may be proper to object if the proposed fence is quite different to other fences in your area.

If you have served a Form 1 or 2 and you receive a Form 3 cross-notice in reply, the same rules apply to you. If there are any counter-proposals with which you disagree, you must serve a written objection (the Form 3 notice can be used) within 30 days. If necessary you can make a counter-counter proposal if you think it will help to resolve the matter. If there are no counter-proposals in the cross-notice (that is, it contains an objection only) you do not have to reply – the notice procedure is finished without agreement or right to proceed.

If you receive a Form 1, 2 or 3 and do not object within 30 days, you will be legally bound to contribute to the proposal described on the form. This is true even if you have told your neighbour that you do not agree, or you are sure that they already know this. Serving a Form 3 or a written objection is the only legally effective way of saying that you disagree.



Whoever orders the fence is responsible to pay the contractor or supplier in full. This person then collects the agreed contribution from their neighbour.

No agreement

If the procedure does not result in agreement, then you can:

1. Negotiate with the other owner to see if you can find a fence or cost arrangement that you both accept.
2. Contact a Community Mediation Service for help to settle the dispute. (See page 20), or
3. Apply to your local Magistrates Court for a decision, or
4. Not proceed with the fencing work.

Taking the case to court

If a fencing dispute remains unresolved, either neighbour can apply to the local Magistrates Court, or to any other Magistrates Court if the other person agrees, see page 20. The case is started by filling in a form at the court counter, and arranging for it to be sent to the other person. Copies of all Fences Act notices should be attached to the court form. The court will set a date for both parties to attend for hearing.

Normally, each owner attends court in person. Lawyers do not usually appear in court unless both owners agree or there are special circumstances. However, you can get legal help to prepare the court forms. On the hearing day, be prepared to argue your case and bring any letters, quotes, photographs, surveys etc., relevant to the matter. In some cases, the magistrate may visit the fence site or ask a building expert for a report. He or she will decide what should happen and can make a wide variety of orders to end the dispute. They will also normally order the loser to pay the winner's costs.

Failure to proceed

If you reach agreement using the procedure, or a court order is made, and you do not start the work within 28 days, the other owner may do it and require you to pay your share. Similarly, if you stop work for more than 28 days, the other owner may complete it. The work must be completed within the time agreed upon or set by the court, or if no time was agreed or set, within four months. If nothing has been done after 4 months, the permission for the work lapses and the person who wants it done must start again with a Form 1 or 2, page 15 and 16.

Power of entry

You cannot go onto your neighbour's land without legal authority. The simplest way is to ask their permission. However, if they say no, and you have followed the procedure under the Fences Act or have a court order, you can obtain a legal right to enter their land with the vehicles or equipment needed for the work, by giving 2 days written notice. (Less notice may be permissible in an emergency). Again, you must serve the notice either by handing it to them in person or by registered post.

You can only go on the land to the extent necessary for the work. Take care not to do any harm or go beyond what is reasonably necessary, or legal action for trespass or negligence could result.

Paying for fencing work

Whoever orders the fence is responsible to pay the contractor or supplier in full. This person then collects the agreed contribution from their neighbour.

If the other owner cannot afford their share of the fence immediately, you can negotiate acceptable terms of repayment. If you cannot agree, a court can order regular payments according to what the other owner can reasonably afford. If an owner does not pay after all proper procedures are followed, debt enforcement proceedings through the Magistrates Court may be necessary and legal advice should be sought.

OTHER CONSIDERATIONS

Railings

There is no law saying which side of the fence the railings should be. If neither neighbour is willing to have the railings on their side, consider a style of fence that conceals the railings, such as "good neighbour" fencing.

Council approval

You normally need council approval to build any kind of fence higher than 2.1 metres, a masonry fence higher than 1 metre, or a fence over 1 metre in height within 6 metres of a road intersection (except where a 4 x 4 metre corner cut off has been provided). The height is measured from the lower side. Some areas have special regulations, so check with your Council before starting any work.

Brush fencing

Special fire safety regulations apply to buildings less than 3 metres from brush fencing. A Minister's Specification SA 76C Nov 2007 applies to new brush fences and new dwellings near brush fences. Council approval is required for a brush fence within 3 metres of a building.

Land under contract

The seller of land is required to inform potential buyers of any Fences Act notice, but problems can arise if a notice is not passed on. If a contract of sale has been signed, it may be better to postpone serving the notice until the new owner takes possession of the property.

New housing developments

In some housing developments, the contract of sale may provide that an owner cannot collect a contribution for fencing from the developer if the neighbouring block is unsold. A contract may also state that the buyer of the land has to pay the developer or the neighbour for existing fencing.

Absent or unknown owners

If you do not know who owns the land, contact the local council or the Lands Titles Office to find out who and where they are. If, after making reasonable enquiries, you cannot identify or find the other owner, your Form 1 or 2 notice must be prominently displayed on their land. If no objection or cross-notice is received after 30 days, you may proceed with the fencing work. When the other owner or the new owner later becomes known, you can require payment, and take legal action if they fail to pay. In court, you will have to prove that you made reasonable enquiries to find them and that the notice was prominently displayed. A photograph may help. Alternatively, to avoid a future dispute about whether the notice was adequately



Any owner of a dog may be prosecuted if their dog escapes through a hole in the fence and wanders at large, regardless of who has caused the hole in the fence, because dog owners have a legal duty to keep their dogs under control.

displayed, you should, before doing the work, apply to the court for approval of the proposal and for an order that the other owner pay a share.

Rental properties

A landlord cannot recover fencing work costs from a residential tenant except where the work was required as a result of an act or fault of the tenant.

Dogs

Any owner of a dog may be prosecuted if their dog escapes through a hole in the fence and wanders at large, regardless of who has caused the hole in the fence, because dog owners have a legal duty to keep their dogs under control.

Emergency repairs

Where an emergency has occurred and the situation is so urgent that notice cannot practicably be given, for example, where a storm damaged fence allows animals to escape, an owner may carry out necessary repairs without giving notice to the neighbour and still recover part of the cost. They should use a type of fencing similar to what was already there.

Even in an emergency, where it is possible to give notice, you should do so. Even where 30 days notice cannot be given it is best to give as much notice as possible, explaining the urgency and what needs to be done.

Damage

Either party may use the fence to support a trellis, grow a creeper or provide shelter for plants etc, provided they do not damage the fence. If your fence requires repair or replacement because of things your neighbour has done, for example, damage by a car or animals, or soil build up, your neighbour should pay for this fencing work. If they refuse to pay, you can arrange for the work to be done using the Fences Act procedure.

If one neighbour wrongfully damages or pulls down the fence without the agreement of the adjoining owner, or without following the procedure under the Fences Act, they may be liable to compensate the other owner. It is therefore a good idea to obtain the agreement of the adjoining owner beforehand.

Retaining walls

Retaining walls are not legally considered to be fences, although they may serve as footings for fences. The law about retaining walls is principally found under the common law of nuisance and the *Development Act 1993*.

An owner who proposes to excavate or fill near a boundary, (work which may be considered to affect the stability of neighbouring land), may need to give the neighbour 28 days notice setting out the nature of the work [*Development Act 1993* s 60]. The *Development Act 1993* (Schedule 15) and Development Regulations (Reg 75) describe when notice must be given to a neighbour. It will also be necessary to obtain development approval from council for a retaining wall if the difference in height of soil either side is more than 1 metre. People who are filling in for landscaping or gardening (less than 200 millimetres deep), do not have to give notice. If an excavation is proposed, the neighbour may be able to ask the proposer to pay for a report and specifications from a professional engineer [Development Regulations Reg.75]. The neighbour can then require that the proposer complete the work specified by the engineer. This may include building a properly designed retaining wall or even underpinning the neighbour's home [*Development Act 1993* s 60(1)(b)].

A proposer who fails to serve a notice or who fails to carry out work specified after a notice faces a fine of up to \$2000 [*Development Act 1993* s 60(2)]. However, a proposer may be able to obtain some payment from the neighbour towards the work, either by negotiation or by application to the Environment, Resources and Development Court. This may occur, for example, where the neighbour will obtain some additional benefit from the performance of the work specified by the engineer.

The common law can apply in these situations even if the *Development Act 1993* does not. Under the common law liability arises for nuisance if a person excavates near a boundary causing the neighbour's land to subside, or if fill collapses onto the neighbour's land, provided this is foreseeable. Liability can be avoided by taking reasonable precautions. This will often involve building a retaining wall, but in some cases a graduated slope with stable batter may be sufficient. If one neighbour fills and the other excavates, both may be obliged to take appropriate precautions and share the cost of retaining work in proportion to the extent to which they each altered the natural lie of the land. Failure to take reasonable precautions may result in liability if the soil collapses and causes damage, even many years later.

Subsequent owners take on the responsibility for retaining soil that a previous owner has built up or undermined. This means they are responsible for the repair or replacement of the retaining wall even though they did not do the alterations or build the retaining wall. The previous owners can also be responsible. If a retaining wall becomes dangerous the local council may order the owner responsible to repair it [*Development Act 1993* s 69].

GUIDE TO FORMS

There are three forms under the Fences Act which are used to negotiate financial contributions towards fencing work.

Form 1: To erect a fence where there is none.

Form 2: To repair or replace an existing fence.

Form 3: To object to proposals put to you by the adjoining owner, or to make counter proposals.

Special note: all notices must be delivered in person to your neighbour or sent by Registered Post. You should keep a copy of any notices you give to your neighbour.

Blank copies of these forms are attached with numbers on the left hand side. When filling in the spaces on the appropriate form, you should first look at the form and note the number on the left, and then refer to the numbered instruction below.

Note No. Instructions

1. Name(s) of owner(s) of neighbouring land.
2. Addresses or description of neighbouring land.
3. Address or description of your land.
4. Length and position of proposed fence.
5. Type of fence (eg. 1.8 metre Heritage Red Colorbond with steel posts and rails).
6. Cost of work as quoted (attach quote).
7. Amount claimed from adjoining owner (usually half the cost of work as quoted).
8. Name and address of proposed contractor.
9. Full details of day, month, year (eg. 23rd day of March, 2008).
10. Your signature.
11. Your name(s) and postal address.
12. Put the date as it appears on your neighbour's notice to you.
13. State your objection to the neighbour's proposal (eg. The type of fence proposed is higher than the surrounding fences). Read this booklet carefully for your options.
14. If you want to suggest an alternative to your neighbour's proposal, state the type of fence or fencing work you would be happy with, including the cost you propose that your neighbour contributes. If appropriate, attach a quote.

Notice of intention to erect a fence

Form 1

1 To _____

2 Owner(s) of _____

Take notice that I propose that a fence be erected between your land described above and my land at:

3 _____

The particulars of my proposal are as follows:

4 _____

5 _____

6 Total cost of fencing work \$ _____

7 Amount claimed from you \$ _____

8 Name and address of proposed fencing contractor:

N.B.—If you do not within thirty days after service of this notice serve upon me a cross notice in accordance with the Fences Act, you will be deemed to have agreed to these proposals and will be bound thereby.

This Notice is given pursuant to the *Fences Act 1975*.

9 Dated / /

10 Signed _____

11 Name and address for service

**Notice of intention to perform replacement,
repair or maintenance work**

Form 2

1 To _____

2 Owner(s) of _____

Take notice that I propose that work be performed in relation to a fence dividing your
land and my land at:

3 _____

The particulars of my proposal are as follows:—

4 _____

5 _____

6 Total cost of fencing work \$ _____

7 Amount claimed from you \$ _____

8 Name and address of proposed fencing contractor:

**N.B.—If you do not within thirty days after service of this notice serve upon me
a cross notice in accordance with the Fences Act, you will be deemed to have
agreed to these proposals and will be bound thereby.**

This Notice is given pursuant to the *Fences Act 1975*.

9 Dated / /

10 Signed _____

11 Name and address for service of a cross notice

16

Cross notice

Form 3

1 To _____

12 **Take notice** that I object to the notice given by you pursuant to the *Fences Act 1975* and dated the _____ day of _____

13 The particulars of my objection are as follows:

14 *I make the following counter proposals:

N.B.—If you do not within thirty days after service of this notice serve upon me a written notice of objection in accordance with the Fences Act, you will be deemed to have agreed to the above counter proposals and will be bound thereby.

This Notice is given pursuant to the *Fences Act 1975*.

9 Dated / /

10 Signed _____

11 Name and address

*These items are to be omitted where no counter proposals are made.

Fencing work agreement

Between _____
owner(s) of land at _____

and _____
owner(s) of land at _____

We agree to proceed with fencing work along the boundary between our properties described above. The particulars of the fencing work are as follows:

Total cost of fencing work \$ _____ as per attached quote from
_____ dated / /
_____ will pay for the fencing work and will be paid
the sum of \$ by the adjoining owner on completion OR by regular
payments of \$ commencing on / / and continuing
weekly/fortnightly/monthly until the contribution is paid in full.

Signed by _____ Date / /

Signed by _____ Date / /

CONTACTS

Legal Services Commission

www.lsc.sa.gov.au
Legal Help Line 1300 366 424
(TTY 8463 3691)

Adelaide Office

82-98 Wakefield Street
Adelaide 5000
Tel: 8463 3555

Elizabeth Office

Windsor Building
Elizabeth Shopping Centre
Elizabeth 5112
Tel: 8207 9292

Holden Hill

Tenancy 7, 560 North East Road
Holden Hill 5088
Tel: 8369 1044

Mt Barker

18 Walker Street
Mt Barker 5251
Tel: 8226 8722

Noarlunga

Noarlunga House
Colonnades Shopping Centre
Noarlunga Centre 5168
Tel: 8207 3877

Port Adelaide

306 St Vincent Street
Port Adelaide 5015
Tel: 8207 6276

Port Augusta

13 Flinders Terrace
Port Augusta SA 5700
Tel: 8648 5180

Whyalla

Tenancy 7, 169 Nicolson Ave
Whyalla Norrie 5608
Tel: 8648 8940

Community Mediation Centres

Statewide Service
For an appointment telephone
Tel: 8350 0376
1300 850 650

Magistrates Courts

Central Switchboard for all courts
Tel: 8204 2444
Magistrates Courts are located in most
metropolitan and regional centres.

Community Legal Centres

Central Community Legal Service

Shop 2/59 Main North Road
Medindie Gardens 5081
Tel: 8342 1800

Northern Community Legal Service

26 John Street
Salisbury SA 5108
Tel: 8281 6911

Riverland Community Legal Service

8 Wilson Street
Berri 5343
Tel: 8582 2255

South East Community Legal Service

9 Penola Street
Mount Gambier 5290
Tel: 8723 6236 / 1300 369 236

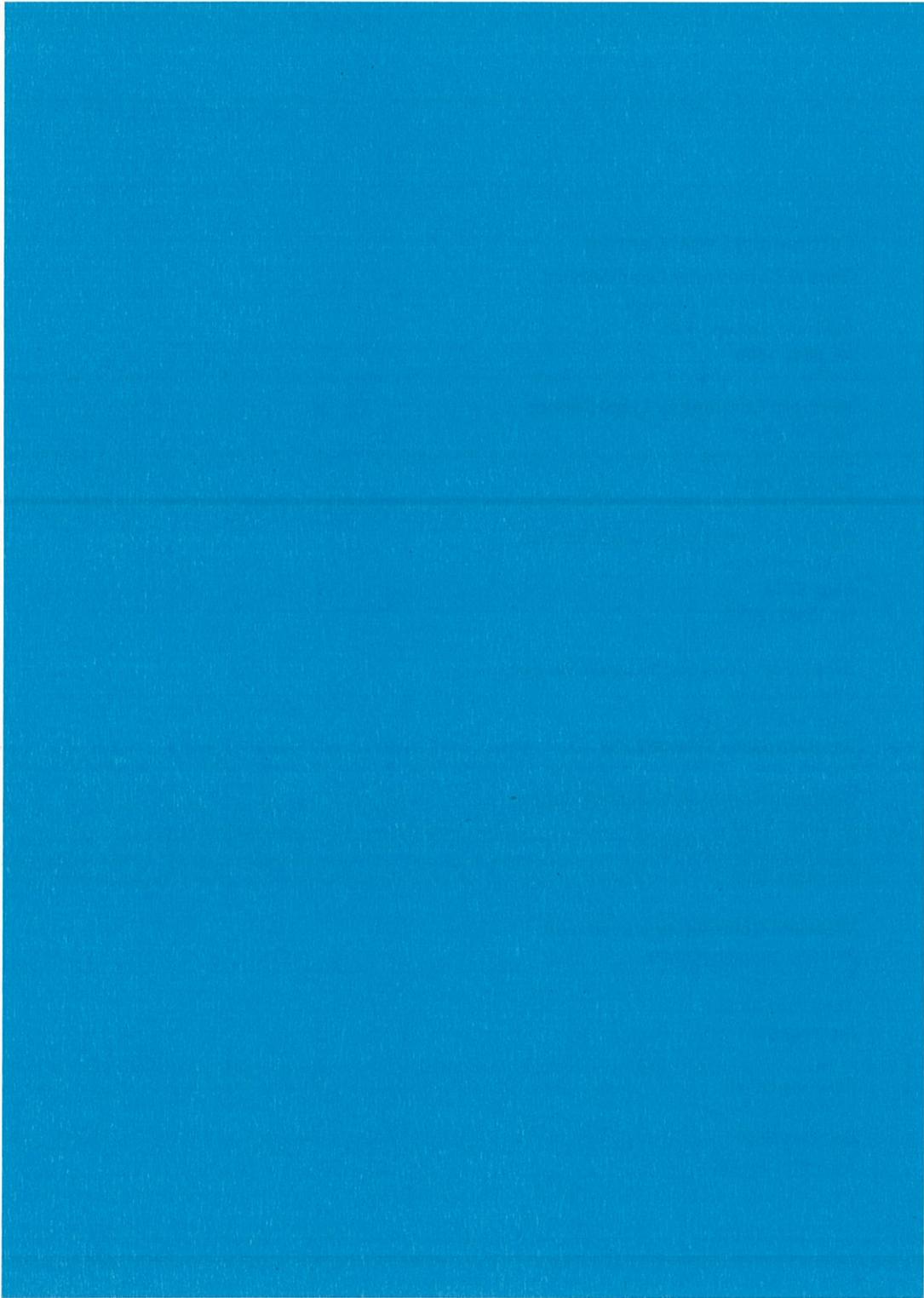
Southern Community Justice Centre

40 Beach Road
Christies Beach SA 5168
Tel: 8384 5222

Westside Community Lawyers Inc

Parks Community Centre
Trafford Street
Angle Park SA 5010
Tel: 8243 5521

Port Pirie Office
60 Florence Street
Port Pirie 5540
Tel: 1800 114 442



Division 3—Building work affecting other land

75—Building work affecting other land

- (1) It must be assumed in designing, and assessing the design of, a building that it is possible that an excavation which intersects (but does not extend beyond) a notional plane extending downwards from the boundary at the site at a slope of 1 vertical to 2 horizontal from a point 600 millimetres below natural ground level at the boundary could be undertaken on an adjoining site.
- (2) Pursuant to section 60 of the Act, work of the following nature is prescribed as building work which is to be treated for the purposes of that section as building work that affects the stability of other land or premises, namely:
 - (a) an excavation which intersects a notional plane extending downwards at a slope of 1 vertical to 2 horizontal from a point 600 millimetres below natural ground level at a boundary with an adjoining site (as depicted by the example shown as figure 1 in Schedule 15);
 - (b) an excavation which intersects any notional plane extending downwards at a slope of 1 vertical to 2 horizontal from a point at natural ground level at any boundary between 2 sites (not being a boundary with the site of the excavation), where the boundary is within a distance equal to twice the depth of the excavation (as depicted by the example shown as figure 2 in Schedule 15);
 - (c) any fill which is within 600 millimetres of an adjoining site, other than where the fill is not greater than 200 millimetres in depth (or height) and is for landscaping, gardening or other similar purposes.
- (3) For the purposes of section 60(1)(b) of the Act, the owner of the affected land or premises may require the building owner to shore up any excavation or to underpin, stabilise or otherwise strengthen the foundations of any building to the extent specified by a professional engineer engaged by the owner of the affected land or premises.
- (4) The building owner must pay the reasonable costs of obtaining a report and plans and specifications from a professional engineer for the purposes of subregulation (3).
- (5) In subregulations (3) and (4)—

professional engineer means a person who is—

 - (a) a corporate member of the Institution of Engineers, Australia who has appropriate experience and competence in the field of civil or geotechnical engineering; or
 - (b) a person who is registered on the National Professional Engineers Register administered by the Institution of Engineers, Australia and who has appropriate experience and competence in the field of civil or geotechnical engineering.

Schedule 15—Work that affects stability of other land or premises

FIGURE 1

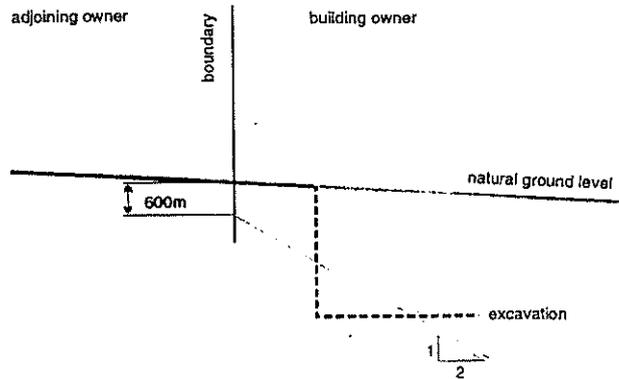
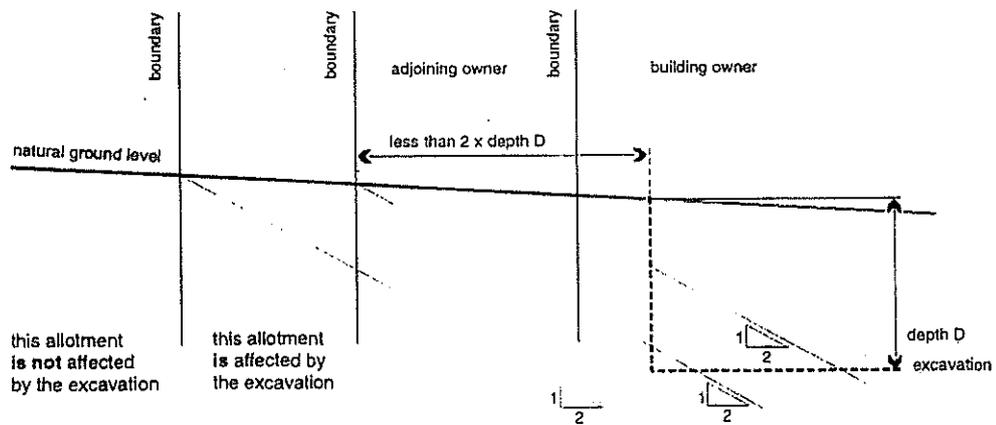


FIGURE 2



Item No: 4.4
To: Community Development and Heritage Committee
Date: 28 February 2012
Author: Louise Miller Frost – General Manager, Community and Development Services
Contact: 8366 4205
Subject: COMMUNITY AND DEVELOPMENT SERVICES DIVISION – DEPARTMENTAL ANNUAL REPORTS 2011/12
Attachments: A. Community Engagement Annual Report
B. Community Services Annual Report
C. Development Services Annual Report
D. Library, Learning and Volunteers Annual Report
Prev. Resolution: N/A

Officer's Recommendation

That the Report be received.

Purpose

1. To provide Elected Members with Annual Reports for the Departments within the Community and Development Services Portfolio.

Strategic Plan

2. The following Strategic Plan provision is relevant:

"Leading best practice and compliance in Council business"

Communications/Consultation

3. No communication / consultation has been undertaken in this matter.

Statutory

4. There are no statutory implications or requirements associated with this recommendation.

Policy

5. There are no policy implications or requirements associated with this recommendation.

Risk Assessment

6. There are no risks associated with the recommendation.

Finance

7. There are no financial implications for the City of Burnside in respect of the recommendation.

Discussion

8. The Community and Development Services Division was formed in early 2012 as a result of the corporate restructure that was undertaken and includes the Community Engagement, Community Services, Development Services and Library, Learning and Volunteers Departments.
9. The attached reports provide a summary of the activities, resourcing and outcomes achieved by each Department in the 2011/12 financial year.

Community Engagement Departmental Achievement Report 2011/12



1. Introduction

This Report presents an overview of the Community Engagement Department's activities undertaken during the 2011/12 financial year.

2. Department Functions

2.1 Community Engagement

The Community Engagement role is focused on encouraging and informing our community to become involved in Council's decision making processes. Key activities include:

- 2.1.1 Identifying appropriate levels and types of consultation for a variety of programs, events and activities;
- 2.1.2 Managing the online engagement tools: Engage.Burnside and Budget Allocator; and
- 2.1.3 Providing assistance in the development of community engagement publications or activities.

2.2 Communications

The Communications role is diverse and focuses on providing effective and efficient communication to internal audiences (staff and contractors) and external audiences (residents, ratepayers and community groups). Key activities include:

- 2.2.1 the coordination and production of external corporate publications (Annual Report, quarterly resident newsletters, fortnightly Messenger column, brochures);
- 2.2.2 the coordination and production of internal communications,
- 2.2.3 assistance to staff in the development of communications strategies;
- 2.2.4 development of advertising and promotional material;
- 2.2.5 identifying and promoting positive news stories and upcoming events;
- 2.2.6 responding to media enquiries;
- 2.2.7 corporate image and public relations activities;
- 2.2.8 speechwriting; and
- 2.2.9 graphic design.

2.3 Customer Service

The Customer Service role is focused on delivering high quality interactions with our residents through our Customer Service desk, Call Centre and cashiering roles. Key activities include:

- 2.3.1 provision of information about Council services;
- 2.3.2 receiving and documenting customer service requests;
- 2.3.3 receiving and processing electronic and customer payments (rates, green bins, dog registrations, fines, development applications, certificate searches, hire charges, etc);
- 2.3.4 answering and directing telephone enquiries;
- 2.3.5 taking bookings for parks, tennis courts, weddings, banners and possum traps;
- 2.3.6 general administration support activities; and
- 2.3.7 waste enquiries.

2.4 Regulatory Services

The Regulatory Services role is focused on delivering the following key activities:

- 2.4.1 Animal and Plant Control
 - 2.4.1.1 Ensure public safety and reduce nuisance through effective animal (Dog and Cat) management and through the accountability of their owners.
 - 2.4.1.2 Control woody weeds (link with bushfire prevention).
- 2.4.2 Parking and Traffic
 - 2.4.2.1 Ensure a safe and convenient road and pedestrian network, through the coordination and application of parking inspectors.
 - 2.4.2.2 Administer Residential Parking Permits.
 - 2.4.2.3 Administer outdoor dining permits.
 - 2.4.2.4 Enforcement of Council By-laws including signage.

2.5 Venue Hire

The Venue Hire function involves taking and administering bookings for the Burnside Ballroom, Community Centre and Dulwich Community Centre, including:

- 2.5.1 Invoicing;
- 2.5.2 Client liaison and orientation;
- 2.5.3 Volunteer organising and liaison;
- 2.5.4 Operate customer service desk at Community Centre;
- 2.5.5 Administration; and
- 2.5.6 Inductions for venue hirers.

3. Staff

The Community Engagement Department was comprised of the following 11.5 Full Time Employees (FTE) in 2011/12:

Maggie Wood, Manager Community Engagement
Corporate Communications Advisor
Senior Inspector, Regulatory Services
General Inspectors x 2
Contract General Inspectors x2
Regulatory Services Administrators x2
Customer Service Team Leader and Events Coordinator
Customer Service Officers x 4.2
Community Engagement Administration Assistant x .6
Customer Service Officer (Venue Hire)

4. 2011/12 Budget

4.1 The Department had a total budget of \$1,565,405 in 2011/12:

Operational Budget \$1,545,405

Strategic Initiatives \$50,000 (fete)

4.2 The Department had an end of year status in 2011/12:

Operational Budget \$1,464,360

Strategic Initiatives \$69,050

5. Key Performance Indicators

The Department has a number of Key Performance Indicators for 2011/12:

5.1 Parking Budget

5.1.1 Regulatory Services was expected to operate at a level that would bring in approximately \$114,000 in revenue. The actual figure for the year was \$389,497 due to increased resourcing implemented part-way through the financial year. (NOTE: this figure includes the payment of Reminder Fee and MVR Search fee).

5.1.2 For the 2012 Financial Year – 1/7/2011 to 30/6/2012 over - All Infringement Types Number of Expiations Issued: 5,675.

5.2 Customer Connections

5.2.1 Customer Service received 1713 documents over the front counter and entered into ECM mail book.

5.2.2 The Customer Service team also received a total of 76,362 phone calls during the 2011/12 financial year.

5.2.3 Front counter enquiry statistics – 10589 (This consists of enquiries taken at the front counter that are outside the general cashiering and customer service duties eg. JP, Waste, dog inquiries, library, volunteer, finance, rates, HACCC, Couriers, Swimming Pool, EHA).

5.2.4 The Customer Service team has lodged 938 ECM Customer Requests.

5.3 Communications

35 Media Releases were issued throughout the year, with four editions of Burnside Focus. Much of Communications' time was taken up from January to April in the planning and organisation of the Burnside Fete.

6. Operational Highlights

The following programs were undertaken in 2011/12:

6.1 Enhanced Parking Enforcement

After Council's decision to increase compliance of the Australian Road Rules, the Regulatory Services team increased to take in further administration and contract inspectors to deal with the workload.

6.2 Commencement of use of Engage.Burnside

Council began to use Engage. Burnside to consult with its community on various decisions, alongside the more traditional methods. From its first use in April 2012 to the end of the financial year, it was used for three consultations.

6.3 Burnside Community Village Fete

The Fete was held on 22 April 2012 at the Kensington Oval. Focussed on being both an open day for Council and a function for local residents and businesses, it was well attending, attracting in excess of 4,000 patrons. The implementation of the Fete was a cross-council effort, drawing on the skills of many staff from many sections, and boasted a number of Council displays and stalls, including the library, toy library, 3 bins system, depot / heavy vehicles, engage.burnside and arborist demonstrations.

7. Grant Funding Gained

Nil

8. Council Reports

12 reports were presented to Council in 2011/12:

Date	Report
26 July 2011	By-Laws Review
23 August 2011	Compliance and Advertising Signs
26 October 2011	Bushfire Management 2011/12
22 November 2011	Enforcement and Compliance Activity
22 November 2011	Parking of Vehicles on Public Streets
28 February 2011	Roger Rasheed Foundation Request
28 February 2012	Draft Residential Parking Policy Status
27 March 2012	City wide Parking Strategy
27 March 2012	Review of dog Registration Fees
24 April 2012	Control and Regulation of Signage
22 May 2012	Burnside Autumn Village Fete
22 May 2012	Donation Request – Aboriginal And Torres Strait Islander War Memorial

A number of Information Reports were also provided to Elected Members via the Elected Member Information Document.

Date	Info Doc
3 November 2011	Parking on Council Verges
12 January 2012	Bushfire Management Update
5 April 2012	EM Newsletter articles
13 April 2012	Comparative Performance Measurement
26 April 2012	Mayor's Reception for Fete Sponsors
10 May 2012	Aboriginal and Torres Strait Islander War Memorial
17 May 2012	Roger Rasheed Sport Foundation

9. Elected Member Workshops & Community Forums

One Elected Member Workshop was conducted by members of the Community Engagement Department, and members assisted at another:

Date	Workshop
26 April 2012	Community Engagement
3 May 2012	Parking Strategy

10. Awards and Industry Representation

Staff represented City of Burnside on a number of associations and networks:

10.1 Eastern Health Authority

Eastern Health Authority takes care of Council's environmental health responsibilities along with other Councils in the Eastern Region. The official contact person is the Manager, Community Engagement.

10.2 Local Government Communicators' Network

The Local Government Communicators' Network is a state-wide collection of communications Officers for Councils. The metropolitan network particularly is gathering pace and is a useful body to ascertain benchmarks and other Councils' experience of certain issues and initiatives.

10.3 Local Government Online Communicators' Network

Group devoted specifically to the exploration of the use of social media for local government organisations.

10.4 Well Done User group

Group of users of after hours service provider Well Done.

11. Work Experience Students

- 11.1 Megha Pandya (Bachelor in IT) and Jankhana Patel (Masters in Information Systems) were two work experience students from the University of Ballarat completing a one year Professional Year Program in Computer Science from Navitas Workforce Solutions.
- 11.2 Megha and Jankhana were asked to re-design, create and implement the Invoice and Permit template using the Centaman program for park hire and weddings. They also redeveloped the way Centaman is set out for these bookings, including checklists and procedures.
- 11.3 They commenced their placement on 18 January 2012 and finished on 4 April 2012. Subsequently Megha has continued to work for the customer Service Officer first as a casual staff member and is now contracted to cover a maternity leave vacancy.

Community Services Departmental Achievement Report 2011/12



1. Introduction

This Report presents an overview of the Community Services Department's activities undertaken during the 2011/12 financial year.

2. Department Functions

The Community Services Department administers a broad range of services, programs and activities to address community needs and enhance the quality of life for our residents.

2.1 Pepper St Arts Centre (PSAC)

The support and development of community arts and cultural activity in Burnside is provided for through the Magill based PSAC. In its function as the major cultural hub of the City of Burnside, this venue is unique to the Eastern region in its combination of programs, all of which support the social wellbeing through arts in a specialised and profiled facility. In 2011/12, the PSAC provided services for arts engagement and community wellbeing through:

- 2.1.1 Sweet 16 Project
- 2.1.2 Exhibitions
- 2.1.3 Art Workshops
- 2.1.4 Gift Shop & Artists of the Month
- 2.1.5 Dorrit's Coffee Shop
- 2.1.6 Launch Events
- 2.1.7 Volunteering

2.2 Community Arts Program

- 2.2.1 The Burnside Civic Centre Atrium showcases the creative endeavours of 'not for profit' groups, schools and other community organisations. These groups invest substantial wellbeing into the community through their arts activity. The Atrium program provides support and mentoring of these groups in a low cost central venue for arts and cultural showcases, with a community development focus.
- 2.2.2 Additional arts and cultural operations included the management of the corporate collection, support of the Glenside Lions Art Show, collaborative projects and the exploration of regional arts interests through the Eastern Region Alliance.

2.3 Youth Development Program

The Youth Development Program provides a range of activities that enable young people to participate and contribute to their local community, as well as gain valuable opportunities to develop knowledge and skills. The Program also contributes to eastern region programs and events through the Eastern Region

Alliance which enables young people to access region wide programs and services.

2.4 Community Transport Program

The Community Transport Program (CTP) utilises a fleet of four buses supported by volunteer drivers and helpers to provide shopping trips, group excursions and charter services for aged and/or frail residents and eligible non for profit community based organisations. CTP also manages the Volunteer Based Car Service which commenced in May 2012 following the generous donation of a car by the Lions Club of Glenside. The service provides car transport to medical and ancillary health appointments for older people living in Burnside and will be expanded to other destinations in the coming months.

2.5 Graffiti Program

The Graffiti Program is managed by a team of volunteers and operates in partnership with the community towards the removal of graffiti vandalism. Incidences of graffiti can be reported through a 24 hour reporting graffiti hot line which is monitored through Council.

2.6 Community Lunch Program

The Community Lunch Program offers subsidised daily lunches each Monday to Friday to aged, frail and socially isolated residents in the Burnside Community Centre dining room. The Program provides an opportunity for diners to enjoy a nutritious affordable meal and mix with peers in a welcoming and friendly atmosphere.

2.7 Home Assist

Home Assist is funded by Home & Community Care (HACC) and provides services to assist frail older residents, younger people with a disability and carers to remain living safely at home and be connected to their community through community care, minor home maintenance & modification assistance and social activities. Home Assist team members also provide a valuable service to the community through the provision of information about other services and referral to those services, if required.

2.8 Eastern Region Men's Shed Program

The Eastern Region Men's Shed is a social program, funded by Home and Community Care (HACC) for retired men over the age of 65 years, including those who have memory loss. The Program is under the auspices of the City of Burnside and includes participants who live in three eastern regional Councils.

2.9 3Rs (Respite, Recreation and Revitalisation) Program

3Rs (Respite, Recreation and Revitalisation) Program, funded by Home and Community Care (HACC), is a flexible and innovative centre and community based program for people who are socially isolated or at risk of becoming isolated. 3Rs assists participants to remain active and independent and to reconnect to their community. The Program is under the auspices of City of Burnside and operates seven groups across the eastern region of Adelaide. Participants may be frail, older, isolated, experiencing memory loss, from cultural and linguistically diverse backgrounds or be younger people with an acquired brain injury.

3. Staff

The Community Services Department was comprised of the following 12 Full Time Employees (FTE), up to 24 casually employed and brokered staff and 118 volunteers in 2011/12:

Chris Allan, Manager Community Services
Team Leader Pepper Street, Arts and Youth;
Coordinator Exhibitions and Community Arts;
Community Arts Officer- Programs Support;
Team Leader Positive Ageing Services;
Home Assist Coordinator;
Eastern Region Men's Shed Coordinator;
3Rs (Respite, Recreation and Revitalisation) Coordinator;
Regional Programs Administration Officer;
Youth Development Officer;
Home Assist Administration Officers (2);
Coordinator Community Programs; and
Catering Officer.

4. 2011/12 Budget

4.1 The Department had a total budget of \$663,521 in 2011/12:

Operational Budget \$584,771

Strategic Initiatives \$68,750

4.2 The Department had an end of year status in 2011/12:

Operational Budget \$495,521

Strategic Initiatives \$56,521

5. Key Performance Indicators

The Department has a number of Key Performance Indicators for 2011/12:

5.1 Community Arts Atrium Program Booked At Capacity Levels

Thirteen exhibitions were held in the Atrium in 2011/12, including nine Thursday evening launch events. The space was fully booked without any 'non booked' periods, responding to community need for the target groups of not for profit organisations, schools and community groups.

5.2 Community Engagement Levels At Pepper St Arts Centre Are Retained Or Increased

- 5.2.1 Eleven exhibitions were held including four Sunday community launch events offering artist demonstrations and talks, live music and special activities as well as seven Friday evening launches.
- 5.2.2 Workshop programming averaged 130 participants per week across the Centre's open hours, as well as 'after hours' including mornings, evenings, and various Sundays.
- 5.2.3 Coffee Shop, Pepper Club and Gift Shop continued to attract general visitors to the Centre, supporting the 200+ artists who display their work, as well as being an identified venue for a range of care based organisations and social participation focussed programs.
- 5.2.4 'Sweet16', a profiled project across the 12 month period, provided expanded engagement through a series of participation activities including 32 new workshops, two collaborative exhibitions, three large scale community 'legacy' projects, two digital audio and visual projects, a focus on increasing access to participants with disabilities, at risk of social isolation and cross generation benefits, achieving an overall increased profile and spotlight on the Centre within the local community.

5.3 Youth Advisory Committee (YAC) Increases Participation Through The Process Of Change To More Formal Model

The participant numbers in the YAC program have increased from three members to seven core members in 2011/12. These volunteers have significantly contributed to the Youth Development Program by assisting in the event management of the 2012 Battle of the Bands, 2012 National Youth Week, and the Burnside Autumn Fete. The YAC is progressing to a more formal model by providing members with professional development leadership training and facilitating a rotating chair with the responsibility of producing minutes.

5.4 Eastern Region Men's Shed Program To Meet Individual Participant's Needs And Numbers To Remain At Or Near Capacity

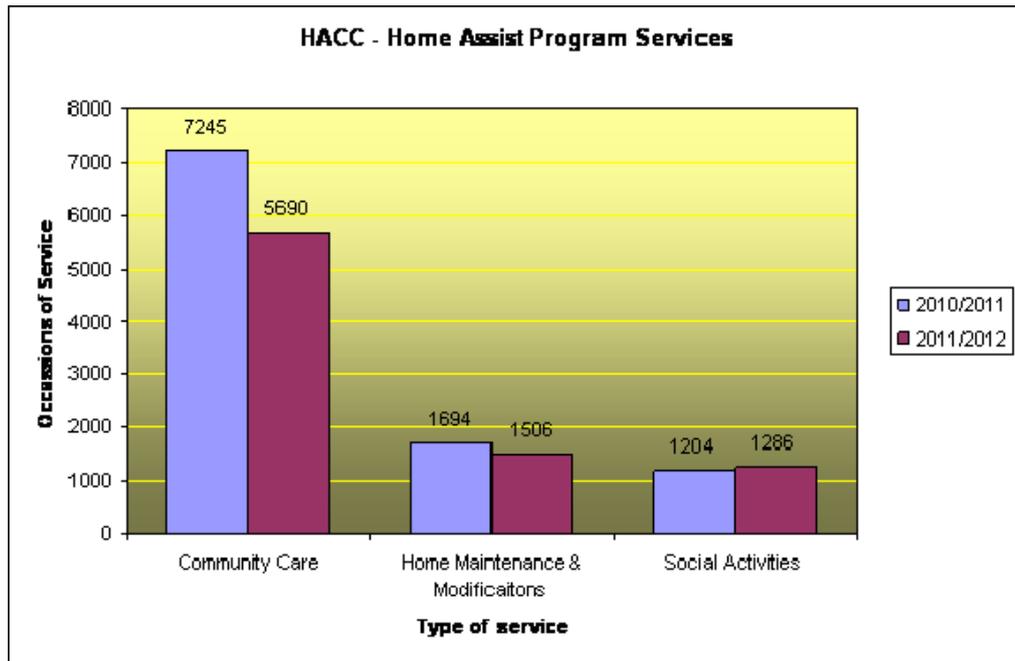
Group numbers remained at capacity for most of 2011/ 12. However, at times, to meet demand, the numbers exceeded the optimum ten participants in some groups. Two Council funded groups in 2011/12 provided flexibility and allowed an additional 20 men to participate in the program. Individual participants determine their level of involvement in activities.

5.5 Home Assist To Continue To Increase Participation Numbers In Social Activities And Support Hacc Eligible Residents To Receive A Home Assist Service

- 5.5.1 As indicated in the following graph, there has been an increase in the number of participants at social activities but a decrease in occasions of service (home visits by Home Support Workers) for Community Care.
- 5.5.2 The decrease is attributable to the change in frequency of cleaning support from fortnightly to monthly during the 2011/12 year to meet HACC funding budgetary requirements and high demand. Subsequently, an unforeseen decrease in demand due to clients being hospitalised, moving to an Aged Care Facility or dying meant that the fortnightly service was

able to be reinstated, for those clients who preferred more frequent visits, towards the end of the financial year.

5.5.3 In addition, the graph shows a decrease in occasions of service for Home Maintenance and Modification support. The drop in the number of requests for this type of HACC service is attributable to the additional safety and security services that were available in 2011/ 12 through the Federal Attorney-Generals Department POCA funding for Burnside Home Security Assistance Project. This reduced the demand for some types of HACC funded Home Modification services. The POCA statistics are not included in the graph below.



6. Operational Highlights

The following programs were undertaken in 2011/12:

6.1 Pepper St Arts Centre and Community Arts Program

6.1.1 'Sweet 16' Project – PSAC

- 6.1.1.1 A 12 month Strategic Initiative project in celebration of 16 years of the Pepper St Arts Centre (PSAC) community activities included involvement of socially isolated and disability groups, plus cross generational involvement.
- 6.1.1.2 Outcomes included three large scale artworks being developed which are now on show, 32 art workshops for mixed ability skill levels, the use of digital media for the collation of images for six local aged care facilities and for recording stories by 16 local artists, varied arts and wellbeing events, and two exhibitions highlighting different aspects of the past, present and future of the PSAC.

6.1.2 Exhibitions and Displays – PSAC and Atrium

- 6.1.2.1 Artists, themes, art mediums and events provided diverse experiences from high profile festivals, to a solo exhibition by a local Beaumont resident in his 90th year. Overall 24 exhibitions involving 425 artists included students, new artists, hobbyists and established artists. In addition 11 ‘Artists of the Month’ and over 200 local art and craft workers represented their artforms in the gift shop at PSAC.
- 6.1.2.2 Four Sunday community launch events, eight Friday evening launches and nine Thursday evening launches have been attended by approximately 3,500 guests. Organisations such as Alzheimer’s Australia (SA) and World Vision have also participated.

6.1.3 Workshops and Activities – PSAC

- 6.1.3.1 Arts participation opportunities continued to be in demand, having increased noticeably over the past four years. A program of art classes across mornings, afternoons, evenings and weekends involved approximately 130 participants per week, while a Summer Program provided additional workshops during January 2012 to maximize Pepper Street usage during the holiday period.
- 6.1.3.2 Special activities included ‘Learning Curves Artist Talks’ an initiative of ERA–Arts presented by five local artists speaking on a range of topics to increase residents’ access to artists’ lives. Also, artist demonstrations and live music complemented participatory arts activities for up to 200 visitors at launch events.

6.1.4 Volunteers – PSAC

A minimum of 50 hours per week of volunteer time supported the day to day functions of the PSAC with volunteers involved with customer service, sales and cash handling and also supporting the requirements of exhibition launches. Volunteers were involved in assisting display of artworks as well as with the selection committee responsible for monitoring quality of applications by new shop and exhibition artists. Six of the team of 40 PSAC volunteers received 5 and 10 year service awards in May 2012.

6.1.5 Other Activities – PSAC

- 6.1.5.1 Social involvement of residents included use of the PSAC’s Dorrit’s Coffee Shop for social and group interaction, as well as the on-site Burnside library art book collection. The Pepper Club membership of 81 members continued, as did weekly demonstrations by a Weaver-in-Residence. Over 30 Mahjong and Sketch Group members met weekly - with the latter group creating an estimated 564 sketches of local community faces across the year.
- 6.1.5.2 Regular use by organisations such as the Kensington Centre for youth with disabilities, the Men’s Shed, Domiciliary Care, the ACH Group and casual language conversation sessions were also supported.

6.1.5.3 Collaborations with Council programs included weekly arts workshops across three months for client groups of the 3Rs program, plus involvement of the Men's Shed participants for 'technical assistance' for relevant projects. Eight of the Youth Program's community care student volunteers were involved in PSAC activities. Additional users included the Burnside Historical Society, Art Birthday Parties for children and staff events.

6.1.6 *Glenside Lions Art Show*

The annual Glenside Lions Art Show was held in May 2012 in the Burnside Ballroom. The acquisitive prize is provided by the City of Burnside. This event continued to highlight the value and significance of arts to the community, bringing a new artwork to the corporate collection each year. The 2012 winner is a watercolour entitled "Morning Flight" by Alan Ramachanbran which will remain on display in the Civic Centre until May 2013.

6.1.7 *Corporate Collection*

A new addition to the Corporate Art Collection was generously donated by Nikki Kälberer on behalf of her late husband Richard Kälberer, entitled 'Site of Canberra' by Douglas Robert Dundas. Since Council acquired the piece it has been valued by James Bruce, of Theodore Bruce, at \$10,000. Mayor David Parkin accepted the painting on behalf of Council.

6.2 *Youth Development Program*

6.2.1 *Battle of the Bands*

In 2012, the 10th annual youth music competition, Battle of the Bands was successfully coordinated by the Burnside Youth Advisory Committee in the Burnside Ballroom from 7pm to midnight. The event was a great success with 12 local bands applying, five bands competing and over 200 young people supporting the event. Glenunga International High School, Norwood, Morialta High School and Pembroke School all had representative bands compete. Each band played hard to win one of three finalist prizes, which was ultimately won by local band 50 In the City.

6.2.2 *Youth FM Radio Program*

6.2.2.1 The Youth FM radio show is a collaborative youth program between the Cities of Burnside, Campbelltown, Norwood Payneham and St Peters and Prospect and the Town of Walkerville, with each Council contributing \$4,500 per annum.

6.2.2.2 Youth FM is produced in 3D Radio studios, (93.7 FM) in the weekly timeslot of Thursdays 4 - 5 pm with the support of an experienced and trained Youth FM Mentor. The program aims to give local young people a voice, promote youth events, activities and services and showcase the talents of local young people. Participants must be aged 15-25 years. This year 12 young people from the City of Burnside participated in the program.

6.2.3 Burnside Youth Advisory Committee (YAC)

- 6.2.3.1 The Burnside Youth Advisory Committee (YAC) is funded by an annual grant from the Office for Youth of \$3,000. Council provides in kind support by providing a Youth Development Officer to support the YAC. The Burnside YAC currently consists of seven young people aged between 12 and 25 years. The aim of this group is to:
- 6.2.3.1.1 provide opportunities for young people aged 12-25 to express their ideas and views, raise issues of concern to them, and act on issues that effect their lives;
 - 6.2.3.1.2 build skills in decision making, problem solving and event management, and become local leaders in their communities.
- 6.2.3.2 Burnside YAC Projects for 2011/12 included the National Youth Week event; the Burnside Autumn Community Fete, and Burnside Battle of the Bands event for 2012.

6.2.4 'Come and Try' Program – Youth and Community Arts

- 6.2.4.1 The 'Come and Try ' Recreation Program was delivered to Burnside, Rose Park and Linden Park Primary Schools and Norwood, Morialta High School. 60 year six students from Burnside Primary and 30 year six and seven students from Rose Park primary participated in six, one and half hour sessions and produced three to five photographs each based on the theme of 'Patterns and textures in nature/man made objects.'
- 6.2.4.2 90 Year 6 and 7 students from Linden Park Primary School produced an A3 Cartoon portrait of themselves. Each student attended three one and half hour sessions. Students from Norwood, Morialta High School participated in two three hour sessions of photography.

6.2.5 'When it Hits the Fan' Pocket Card

- 6.2.5.1 In 2011/12, the 'When it hits the Fan Pocket Card" was developed for every Year 10 student in the Eastern region. The pocket card provides young people with accurate information of all eastern youth service providers from youth participation opportunities to counselling services.
- 6.2.5.2 Pocket cards were distributed to Year 10 students at Glenunga International High School, Pembroke, Seymour College, St Peters Girls College, and Norwood Morialta High School.

6.2.6 Community Education Program – Drug and Alcohol Misuse

- 6.2.6.1 The City of Burnside Youth Community Education Program provided education sessions for young people and parents around issues relating to drug and alcohol misuse and safe partying, using harm minimisation principles and frameworks.

6.2.6.2 Every secondary school in Burnside participated in the program. A total of 1,212 secondary students received a two hour Drug and Alcohol Safe Partying Seminar facilitated by Encounter Youth. Nineteen parents also attended two parent education sessions – Safe Party for Parents addressing issues relating to hosting safe parties.

6.2.7 National Youth Week 2012

6.2.7.1 The Burnside YAC participated in National Youth Week activities for 2012. In partnership with The City of Norwood, Payneham and St Peters YAC, a consultation wall called “Tongue Tied” was developed. This gave young people an opportunity to express their thoughts in a creative and engaging way.

6.2.7.2 Participants were asked to write a response to a question on a slip of paper and place the scroll into the wall based around the theme of Mental Health and Wellbeing. The wall was set up in various locations around Norwood and at the Burnside Civic Centre and Burnside Fete with over 250 responses recorded

6.3 Community Transport Program

6.3.1 Community Transport Program bus fleet

6.3.1.1 The Community Transport Coordinator coordinated 18 volunteer drivers and 15 volunteer assistants to deliver the service. The service provides shopping trips, group excursions and charter services for older and/or frail residents.

6.3.1.2 In the reporting period, volunteers contributed 4138 hours and transported in excess of 19,700 passengers. The Aged Care Program team provided social outings and transport for older residents and utilised the Coaster bus 41 times and the Hi-Ace 151 times during 2011/12.

6.3.1.3 Council has recently updated the fleet with the purchase of two new Toyota Coaster buses to replace two of the older buses. The new buses commenced service in May 2012. Both buses have been refitted to accommodate extra package/trolley storage areas with one bus fitted with a wheelchair lift.

6.3.2 Volunteer Car Based Service

The Lions Club of Glenside generously donated a new Toyota Camry car for the new Volunteer Based Car Service to transport older residents who are over 65 to medical and other appointments. The service commenced in May 2012 with a team of 10 volunteer drivers. The program is still in its infancy and it is planned that it will expand to provide transportation to social destinations in the future.

6.4 Graffiti Program

- 6.4.1 The Program has 14 volunteers working in small graffiti removal teams that operate each Monday, Wednesday and Friday between the hours of 9:00 am and 1:00 pm with an extra shift on Wednesday afternoon.
- 6.4.2 Volunteers have contributed 1388 hours to this program over the 12 month reporting period.
- 6.4.3 The dedication of each team's rapid response to graffiti reports is very successful and in the current reporting period 1281 instances of graffiti have been removed.

6.5 Home Assist

Home Assist provides services and social activities to assist frail older residents, younger people with a disability and carers to remain living safely at home and remain connected to their community through community care, minor home maintenance & modification assistance and social activities. Statistical information for the reporting period follows:

6.5.1 Community Care

Services include home help; shopping; personal care; in-home respite and social support. In 2011/12 the following was provided:

- 6.5.1.1 215 home visits/assessments by the Home Assist Coordinator
- 6.5.1.2 170 phone reviews by the Home Assist Coordinator
- 6.5.1.3 60 older residents accessed a Community Care service for the first time
- 6.5.1.4 455 residents received one or more Community Care services
- 6.5.1.5 5,690 Community Care service visits by Home Support Workers

6.5.2 Home Maintenance and Modification

- 6.5.2.1 Services include changing of light globes and smoke alarm batteries, installation of smoke alarms (non-electrical), replacement of tap and cistern washers, essential gardening, gutter cleaning, window cleaning and cleaning of air conditioner filters. Minor home modifications include subsidised installation of handrails and ramps, as well as safety and security requests.
- 6.5.2.2 In 2011/12 the following was provided:
 - 6.5.2.2.1 846 residents received a Home Maintenance and Modification service
 - 6.5.2.2.2 65 older residents accessed the service for the first time
 - 6.5.2.2.3 1,506 service visits were undertaken by external Home Maintenance contractors
- 6.5.2.3 To assist older residents to maintain a safe, economical and efficient air conditioner we offered an annual cleaning of air conditioner filters at a subsidised rate, with 65 residents utilising the service.
- 6.5.2.4 Feedback from service users showed there was a demand to increase the number of gardening hours/services that could be

accessed per year. Due to that demand we have increased the gardening service from 2 services to 3 services per year, which has created positive feedback from our service users.

6.5.3 Social Activities

Social activities encourage older residents to remain active and stay connected and involved within their community. There has been an increase in the number of social activity participants for the 2011/12 financial year with 1286 residents attending a range of social activities.

6.5.3.1 Bus Trips

Regular fortnightly bus excursions include the Mystery Bus and Central Market trips, Lunch and Library trips and half day scenic bus tours. Approximately 900 older participants participated with the high level of interest resulting in waiting lists for some trips.

6.5.3.2 Men's Cooking

Regular weekly cooking classes offered in six week blocks provided an opportunity for older men to learn the basics of cooking. Classes were held in the Burnside Community Centre kitchen.

6.5.3.3 Monthly Community Information Sessions

These are held monthly in the Burnside Community Centre attracting an average of 60 people each session. The topics, which were selected in response to ongoing community feedback, focussed on issues of relevance to older people and their families, including options for service provision, education, safety and security and health and wellbeing.

6.5.3.4 Seniors Expo

In October 2011, over 300 people attended the City of Burnside's Senior's Expo held in the Burnside Ballroom. The event provided the opportunity for people to access the latest information on the support, services and activities that are available for senior residents living in the eastern region. 25 community organisations attended.

6.6 City of Burnside Home Security Assistance Project

6.6.1 In early 2011 the City of Burnside secured \$88,500 in grant funding from Federal Attorney General's Department Proceeds of Crime Act 2002 to establish the Home Security Assistance Project. The objectives of the Project, in partnership with SA Police Home Assist Scheme, were:

6.6.1.1 To improve the level of safety and security in the homes of older residents;

6.6.1.2 To increase the knowledge and understanding of safety and security measures needed to ensure older residents remain living in their own homes as long as possible; and

- 6.6.1.3 To improve the sense of personal safety of older residents by increasing their knowledge of personal safety and ensuring their properties are more secure.
- 6.6.2 The Project was managed through Home Assist. The 18 month project has assisted 163 older residents in improving their personal safety and security and that of their property.

6.7 3Rs (Respite, Recreation and Revitalisation) Program

6.7.1 Collaborative Art Activities

The 3Rs Program and Pepper Street Art Centre worked collaboratively on a variety of projects. This included jewellery making, marbling, polymer clay tile painting, pyrography, weaving and fabric staining. A twelve month collaborative project between 3Rs, the Eastwood Community Centre and PSAC was completed in May 2012. Group participants contributed to the native Australian mosaic that was installed on the raised garden beds in the Mairi Spedding Sensory Garden at the Eastwood Community Centre.

6.7.2 Other Activities

- 6.7.2.1 A Tai Chi/exercise therapist conducted classes fortnightly for the Payneham group. Two groups were involved in music therapy sessions twice monthly. The groups enjoy the sessions which in addition to being entertaining also stimulate memory and cognition.
- 6.7.2.2 The 3Rs has promoted the benefits of healthy eating by focussing on providing healthy options at weekly group mealtimes. Group members have shared recipes by cooking for their groups, often choosing dishes from their cultural background.

6.7.3 Christmas Program

Over the traditional Christmas break, the 3Rs Program continued conducting one group a week open for any participant within the broader program. Each session had over twenty participants in attendance. For many, Christmas can be a lonely time and the weekly sessions helped to alleviate some of those anxieties.

6.7.4 Guest Speakers

A number of guest speakers have presented to 3Rs Groups including Helping Hand, COTA, Butterfly Conservation SA, Shoes on Wheels, hearing consultants, Spring Valley and Bush Poet Jill Wherry.

6.8 Eastern Region Men's Shed Program

In 2011/12 the Men's Shed program expanded its number of groups from four to six, in response to Strategic Initiative funding from Council. 72 participants have enjoyed being involved in a wide variety of meaningful community projects and events. Highlights have included participant involvement in the 2011 Norwood Christmas pageant and operating a stall at the Burnside Autumn Village Fete.

6.8.1 Group Projects completed by the participants:

- 6.8.1.1 Several dolls houses for the Phoenix Society;

- 6.8.1.2 40 Possum boxes for Rotary, WIRES and Council;
- 6.8.1.3 A mini Men's Shed area for Gloucester House Aged Care Residential Facility including two woodwork benches and a lockable tools cupboard;
- 6.8.1.4 400 gold painted Christmas stars which were distributed at the 2011 Norwood Christmas Pageant;
- 6.8.1.5 Transformation of Toorak Bowling Club honour board into a table;
- 6.8.1.6 Signage for Eastwood Community Centre sensory garden; and
- 6.8.1.7 Go-cart designed and made for the COPMI/ Mitre 10 project.

6.9 HACC Audit 2011

- 6.9.1 The Commonwealth Government and the SA Department for Families and Communities (DFC) through the Disability, Ageing and Carers Branch have responsibility for ensuring that HACC funded organisations work towards continuous quality service improvement. Under Service Agreement conditions with the State Government, HACC funded organisations are required to undertake an external audit every three years. In September 2011, following an extensive audit process conducted by an independent external auditor, Quality Management Services (QMS), Council achieved each of the 18 Expected Outcomes within the three Community Care Common Standards.
- 6.9.2 In addition, QMS made comment on the HACC program's high level of commitment to providing quality services based on community engagement and identified need. Also noted was the high regard that both service users and stakeholders have for Council and its services.
- 6.9.3 Burnside Council was commended for the diversity of promotional strategies used to provide service information to the community including, visual displays, an extensive website, information sessions, expos, culturally and linguistically diverse (CALD) specific information, newsletters and strategies to ensure the promotion of information to consumers with sensory impairment.

6.10 Community Lunch Program

The Community Lunch Program joined the Community Services Department as a result of the organisational internal restructure in early 2012. The Program has strong synergies with the aged care program and both seek to support positive ageing in the community. The Community Lunch Program does this through the provision of nutritious, affordable meals for older people in a relaxed setting. The program is managed by a part-time catering Officer and twelve volunteers with 4,582 meals prepared with an average 20 diners each day in 2011/12.

6.11 Eastern Region Alliance (ERA) groups:

- 6.11.1 ERA Youth: Youth Development Officer participated in two joint regional ERA Youth programs. Get the Drift at the Festival Centre and the 'When it hits the fan' pocket card.
- 6.11.2 ERA Ageing: Manager, Community Services participated in the development of an ERA Regional Ageing Strategy.

6.11.3 ERA Arts: The Team Leader Pepper Street Arts and Youth participated in the new ERA-Arts portfolio, with activities including artist talks during the South Australian Living Artists' Festival in August 2011 and the preliminary development of a brochure for the community about the arts and culture of ERA Councils.

7. Strategic Initiatives

The following Strategic Initiatives were funded in 2011/12:

7.1 Eastern Region Men's Shed Program – Additional Groups

The funding for the additional groups increased the number of groups operating within the Men's Shed Program from four to six and allowed an additional 20 men to attend the Program over the 2011/12 period.

The Shed Program reduces social isolation and supports older men in the community by providing a meeting place where men can socialise with other men and be involved in group or individual woodworking activities.

7.2 Sweet 16 – Series of Arts Programs

7.2.1 A highly successful community arts and wellbeing project that provided a varied and substantial series of activities, community projects and events in recognition of the Pepper Street Arts Centre's 16th year.

7.2.2 This project included participants from five years to 90 years including socially isolated groups, disability groups and cross generation opportunities, alongside broad community involvement. Approximately 1400 participants benefitted from the multi-faceted nature of the project, which included the development of a large scale outdoor mural, a themed community mosaic and a three-panel tapestry, two digital projects involving local stories and a multi-image slide show, 32 art/craft workshops across many art mediums, 20 key facilitating artists, 74 exhibiting community and established artists, specialist artist talks and/or demonstrations, and an Arts and Wellbeing day.

7.2.3 Outcomes of this popular project demonstrate the importance of arts activities as a platform for bringing together people of all ages and the support of positive local identity.

8. Grant Funding Gained

Grant name	Home and Community Care Program
Grant funding body	Department for Families and Communities
\$\$ Amount	\$1,002,940
Council cash contribution	\$47,000
Project/Program funded	To deliver services to support frail older people, younger people with disabilities and their carers who live at home, and whose capacity for independent living is at risk or who are at risk of premature or inappropriate admission to long term residential care.

Grant name	City of Burnside Home Security Assistance Project
Grant funding body	Federal Attorney- General's Department
\$\$ Amount	\$65,200
Council cash contribution	NIL
Project/Program funded	To assist older residents to improve their personal safety and security and that of their property by implementation of recommendations from safety audits conducted by the South Australian Police Home Assistance Scheme.

Grant name	YAC Funding
Grant funding body	Office for Youth, Department of Families and Social Inclusion
\$\$ Amount	\$3,300 (inc GST)
Council cash contribution	NIL
Project/Program funded	To provide opportunities for young people to engage and contribute to their local community through a Youth Advisory Committee (YAC). The YAC provides a 'voice' and an avenue to run events and programs and to receive professional development training.

9. Council Reports

Four reports were presented to Council in 2011/12:

Date	Report
13 September 2011	Aged and Community Development Department Report
8 September 2011	Eastern Region Alliance Regional Ageing Strategy 2011-2014
13 December 2011	Community Transport Program Door to Door Car Service
26 June 2012	New Agreement with Australia Government Department of Health and Ageing Funding Agreement for the Provision of HACC Services to Older People

A number of Information Reports were also provided to Elected Members via the Elected Member Information Document.

Date	Information Report
4 August 2011	'Mad Hatter's Tea Party' Exhibition at Pepper Street Arts Centre for the South Australian Living Artists (SALA) Festival
5 September 2011	City of Burnside Youth Website
12 September 2011	Seniors Expo 2011
14 September 2011	Eastern Courier Messenger Article on Men's Shed

	Program
29 September 2011	Sweet 16 Project
13 October 2011	Seniors Expo 2011
13 October 2011	Community Care Common Standards Review
17 November 2011	Little Treasures Exhibition at Pepper Street Arts Centre
29 January 2012	ERA Youth Event – Get the Drift
23 February 2012	Neighbour Day 2012
15 March 2012	Research Project – Youth Development in Local Government Elected Member Focus Group
19 April 2012	Invitation to the Launch of the new Volunteer Based Car Service
10 May 2012	Burnside Community Leaders My Eye Health Program Presentation
31 May 2012	Aged Care Program Mid-Year Afternoon Tea
7 June 2012	Battle of the Bands 10 th Anniversary
21 June 2012	Sweet 16 Project – Community Mosaic and Mural at the Pepper Street Arts Centre

10. Elected Member Workshops & Community Forums

No Elected Member Workshops were conducted by members of the Community Services Department:

11. Awards and Industry Representation

Staff represented City of Burnside on a number of associations and networks:

11.1 ERA Region Alliance - Youth

The role of ERA Youth members is to work collaboratively to drive the direction of youth development in the East. This includes, but is not limited to, strategic planning, consultation and advocacy.

11.2 Eastern Region Alliance – Ageing and Health

Provides a forum for senior representatives from the ERA Councils to discuss and plan for the impact of the ageing demographic on Councils in the Eastern Region.

11.3 Eastern Region Alliance – Arts

Eastern region Arts, Cultural and Community Development Officers meet bi-monthly to network, share information and develop regional opportunities for arts and cultural benefit to the area.

11.4 Burnside Aged and Disability Service Providers Network

To provide a networking forum for agencies and not for profit organisations that provide services to older people in the City of Burnside.

11.5 Eastern Council HACCC Coordinators Meeting

Eastern region Home Assist Coordinators meet to share ideas and to discuss any issues.

11.6 Local Government Association Community Transport Coordinators Network Meetings

Group meets bi-monthly and is attended by local and country council representatives.

11.7 Local Government Association Graffiti Coordinators Network Meetings

Group meets quarterly and is attended by local council representatives and SA Police.

11.8 National Board of the Australian Men's Shed Association (AMSA)

This group meets to set the direction, policy and guidelines for AMSA to assist sheds across the country.

11.9 South Australian Men's Shed Association

Main focus of this group is to provide support and information to SA sheds.

11.10 Eastern Region Youth Network (ERYN)

Eastern region youth service providers who share information, network and receive professional development training.

11.11 Local Government Youth Services Forum (LGYSF)

Forum for Local Government Youth Development Officers to share information, network and develop joint regional youth engagement strategies.

11.12 Eastern Region Supported Residential Facilities Program Reference Group

Provides social support and opportunities for residents of pension only Supported Residential Facilities to engage with the community. The group provides strategic guidance with regard to program operations and directions.

11.13 Eastern Region Collaboration Project

To provide a forum for raising and acting upon issues affecting people in the Home and Community Care (HACC) target group in the Eastern region

City of Burnside received the following Awards:

11.14 Partnerships for Growth Award – Local Government Association (LGA)

ERA Youth was awarded the Partnership for Growth Award by the LGA at the annual Local Government Management Awards. 'Get the Drift' developed partnerships with seven local councils, 15 secondary schools and 42 youth service providers.

12. Major Events and Exhibitions held

Major Events	
Community Information Session - Men's Health Seminar	July
Christmas in July Afternoon Tea	July
Community Information Session - Your Rights and Prevention of Abuse by Aged Rights Advocacy Service and Scam Prevention	August
Community Information Session - Seniors Information Service	September
Seniors' Expo 2011	October
Community Information Session - Legal Issues including wills, Power of Attorney and Guardianship	October
Community Information Session - Health Seminar including hearing loss, living with vision impairment, signs of a heart attack and actions to take and the risk factors	November
Christmas Morning Tea for older residents	November
POCA – Second safety and security information session	November
Norwood Christmas Pageant - The Men's Shed shared a float built by the participants of the Men's Shed with the Norwood Lions Club.	December
Community Information Session - Energy consumption, tips to save money and how to conduct energy audits.	February
Get the Drift 2012 Youth Event	February
Community Information Session - Information and services available through the Burnside Council including HACC funded programs, Library, Depot and Community Transport program.	March
National Youth Week Event - consultation wall for young people	March
Community Information Session, "Health & Wellbeing for Seniors" How to stay fit and healthy in your senior years including Strength for Life Program, Arthritis SA and the Cancer Council of SA.	April
Burnside Autumn Village Fete – Youth, Aged Care Programs, Pepper St Arts Centre, Community Transport and Graffiti programs manned stalls, supported by volunteers.	April
Volunteer Car Based Service launch	April
Community Information Session - Seniors and Driving - Life After Driving, speakers from RAA, City of Burnside Community Transport Program and St John Community Care Program.	May
Community Information Session - Financial entitlements for seniors, retirement village options and costs and assessments required for entry to Aged Care Facilities.	June

Aged Care Program mid year afternoon tea for older residents.	June
Battle of the Bands - 10 th Anniversary	June
Eastwood Mosaic Celebration Celebration of the completed mosaic at the Eastwood Community Centre Sensory Garden.	June

Exhibitions - Pepper Street Art Centre	
<i>Icons</i> Thought provoking and contemporary art by two female artists Melissa Walker and Deborah Miller, utilising mixed media to define significant Australian 'icons' in their artwork. Launched to 150 guests.	July
<i>Mad Hatter's Tea Party</i> A large scale, popular community exhibition by 22 artists around a theme for the annual State festival - SALA (South Australian Living Artists). Launched to 200 guests. An additional feature of this exhibition was the Saturday afternoon artist talks event "Learning Curves" by five local artists, a project initiated by the ERA-Arts Councils, attended by 48 visitors.	August
<i>Flourish</i> A collaboration with Alzheimer's Australia SA (AASA) to showcase and fundraise for the work of the organisation's arts mentoring program. Launched to 100 guests.	September
<i>Colour Matters</i> A showcase of seven local, emerging and mature aged artists using a variety of mediums and techniques that best showed off their love of colour, launched to approximately 200 guests. Artists also ran 'Meet the Artist' demonstrations each Saturday during October as part of this exhibition to an average of 30 attendees each session.	October
<i>Knack</i> A partnership exhibition with the Norwood Morialta High School to support the school's annual exhibition of works by Year 8 – 12 students in a 'gallery environment', in conjunction with teachers and a student Exhibition Committee.	November
<i>Little Treasures</i> Little Treasures, the annual large scale Christmas exhibition open to over 40 local artists across at least 15 artforms, attracted a large crowd, starting with the Sunday afternoon launch on 27 November. Volunteers provided an additional 30 hours of support for the duration of the exhibition to meet community interest for extended open hours.	December
<i>In Praise of Australia</i> A fundraising exhibition raising \$5000 for the 'Little Heroes Foundation' through the artist Dr John Flett's exhibition of oil and watercolour paintings of Australian themes. Funds raised in this 10 th exhibition by the artist, went towards assisting in the provision of	January

first class services for the Michael Rice Centre for Haematology and Oncology. Launched to approximately 100 guests.	
<i>Sweet Sixteen: Celebrating 16 Years of Creativity</i> As part of the Sweet Sixteen special project PSAC for the Adelaide Fringe Festival, a celebration of the hundreds of artists who have been involved in Centre over the past 16 years, and the broad reaching benefits into the Burnside community. Launched to approximately 200 guests. [See table below for expanded information on the Sweet 16 project].	February
<i>Expressive Marks</i> Graduates of the Certificate 1V in Textile Arts from Marden Senior College showcased a broad variety of highly skilled illustration, linocut, crochet, garment and embellishment artworks. Launched to approximately 150 guests.	April
<i>Finale</i> A solo exhibition of oils, acrylics and sketch artworks by Beaumont artist A.L. (Pip) Comport to celebrate his 90th year and over 40 years of creating artwork. Launched to over 200 attendees, a record number of sales in this large scale exhibition resulted.	May
<i>Food and Wine</i> A community exhibition, the subject matter of food and wine was represented by 22 artists including still-life, landscapes and functional 3D works such as ceramic and wood-carved bowls, cheese platters and goblets. Launched to over 150 guests.	June

Exhibitions – Atrium	
<i>Calligraphy Society SA Inc</i> An engaging exhibition by 19 members of the Society ranging from novices to highly experienced in the art of calligraphy. An intriguing demonstration and verbal explanation of the techniques and history of the scripts of calligraphy provided an informative launch to a large audience.	July
<i>SALA in the Atrium</i> An event by Marden Senior College, with a mixed media display by approximately 20 developing artists was well received by the community for the South Australian Living Artists (SALA) Festival.	August
<i>The Burnside Painting Group</i> A Spring celebration of artwork by this well regarded group of approximately 25 hobbyist and established community artists.	September
<i>ECH Art Group</i> Coordinated as part of the ECH's commitment to supporting older people, this exhibition provided a colourful representation by six hobbyist artists of the value of art towards quality of life.	October
<i>'Community Connections' Exhibition</i> A 'first' for the many workshop participants at the Pepper Street Arts Centre was this opportunity to exhibit together and to share their stories on what it means to create art at Pepper Street.	November
<i>Out of the Woods</i>	December/

A popular exhibition of woodwork by approximately 30 men of the Wood Group SA, including both functional and decorative pieces.	January
<i>Neami Arts</i> Neami aims to promote health, wellbeing, choice and participation in community life for people through the arts, including this exhibition of artworks by 17 participants.	February
<i>Marden Senior College Photography Graduates</i> , celebrating the Adelaide Fringe Festival in the Atrium by 15 emerging artists of this art medium.	March
<i>World Vision</i> An exhibition of photographs representing a range of themes in conjunction with World Vision. <i>Youth Week</i> A range of artforms developed by selected high school students of the <i>Glenunga International High School</i> , celebrating National Youth Week in Burnside. <i>Eastwood Community Centre Painting Group</i> A long standing group of hobbyist artists exhibited with their tutor Sophie Dunlop, offering an insight into their artistic influences.	April
<i>MINDA – Head, Heart and Hands</i> A large display of artworks by residents of Minda Inc.	May
<i>Marden Senior College Arts Department</i> This annual student exhibition included painting, drawing, sculpture and printmaking.	June

Sweet 16 Project – Exhibitions and Events	
<i>‘Art with Friends’ – three programs of workshops plus January Summer Program:</i> Designed to increase arts participation with a focus on new participants, those at risk of social isolation and the bringing together of generations through arts. 20 artists facilitated the workshops including weaving, woodwork ‘pyrography’, watercolours, natural fabric dyeing, marbling, decorative clay, lantern making, and more.	
<i>‘Arts and Wellbeing’ afternoons</i> Connecting artists with the older Burnside community, their carers and family/friends through an ‘open day’ style afternoon and through Saturday ‘tea time with artists’ afternoons. Each afternoon focused on closing the gap between the community and artists including demonstrations and small group activities.	
<i>‘Community Connections’ Exhibition</i> 51 participants from the workshop program shared their personal stories on what it means to create art at Pepper Street, through their finished artworks. Reflecting the breadth of generations of our community who use art for their personal wellbeing, involving the kids art program alongside the senior participants, this exhibition offered a diverse range of artworks and inspirations.	
<i>‘Sweet Sixteen: Celebrating 16 Years of Creativity’ Exhibition</i> A celebration of the achievements of the PSAC over the past 16 years. Launched on Sunday afternoon, 26 February by Mayor David Parkin, to over 200 guests. The 24 exhibiting artists included long standing artists from the ‘early days’ alongside current artists. Projected images of past exhibitions, artists, artwork, events, activities and	

volunteers were an added feature. High profile speakers and topics during the exhibition included the 'Life and Works of Dorrit Black' and 'Artwork of John Dowie'.

Community Mosaic

Developed by over 80 members of the community of all ages, in conjunction with artist Luna Parrish. Including hand painted designs by participants, the mosaic took some months to complete. All physical and skill levels were encouraged to participate. Project preparation assistance was provided in collaboration with Council's 'Community Care' program by Pembroke School students.

'Making A Path' – Community Weaving

On shared looms made by the Eastern Region Men's Shed, two key weaving artists worked with 38 members of the community, young and old, for the final 3-panel tapestry which is now on display at the PSAC. Important social links were made for the participants as a new fine motor skill was learned.

'Looking Forward, Looking Back' Community Mural

At 10 metres in length, installed on the Eastern wall of the Pepper Street carpark, this project utilised historical images, references and story sharing relating to the past use of the PSAC building, provided by past students and a member of the Burnside Historical Society. The project involved students from Magill Primary School, the Kensington Centre disability youth, volunteers from Pembroke School, older members of the local community and supporting artists.

Listen Up – an oral history project relating to the past and present of the PSAC

Stories by 15 artists and one old scholar of Magill School told directly by the artist themselves, recorded by a specialist oral historian, or from 'in situ' recordings taken at the Centre during artist talks. An ipod is available at the PSAC for visitors to 'listen up' to these recordings.

Inspiring Images

A collaboration with the Lions Club of Burnside, images from 'Sweet 16' were curated into a collection of topics for show at six Burnside Aged Care Facilities. Aiming to engage the aged care residents through imagery and the background music of the Adelaide Symphony Orchestra for increased community connectivity, memory, entertainment and conversation starters. It is anticipated that this project will reach hundreds of elderly Burnside residents.

13. Work Experience Students

13.1 Pepper Street Arts Centre

Work experience students, including Pembroke Community Care students, gained valuable community experience at the Pepper Street Arts Centre. One Year 10 student from Heathfield Secondary School completed her required hours of work experience through the Sweet 16 'Art with Friends' project including assisting with a memory loss group of women and their beret weaving project.

13.2 3Rs (Respite, Recreation and Revitalisation) Program

Two fourth year physiotherapy students from the University of South Australia completed a placement in 2012. The students consulted with groups about their preferences and attitudes to exercise and then made formal presentations on health and exercise benefits to our groups. The students then developed an exercise program brochure for our groups which service users have been able to integrate into their weekly sessions as well as being able to take them home to continue independently.

13.3 *Pembroke Community Care*

The Pembroke Community Care program provided Year 10 students from Pembroke School an opportunity to volunteer two hours a week for five weeks in various departments at The City of Burnside. Youth Development, Customer Service, Planning, Pepper Street Arts Centre, 3Rs, Home Assist, Library and Toy Library all participate in the program. 15 Pembroke students volunteered through Semester One.

Development Services Departmental Achievement Report 2011/12



1. Introduction

This Report presents an overview of the Development Services Department's activities undertaken during the 2011/12 financial year. The Development Services Department is a new department and came about as a result of the Chief Executive Officer's review of the organisational structure. The previous department was Development and Regulatory Services.

2. Department Functions

The Development Services Department undertakes the functions set out in the Development Act 1993 in relation to development assessment, development compliance and development policy. The Department also manages the Council's heritage grants. Prior to the organisational restructure, the Department was also responsible for animal management, parking control, bushfire management and liaising with the Eastern Health Authority in relation to environmental health matters. The functions that are now managed by Community Engagement are described in the Community Engagement Departmental Achievement Report.

2.1 Planning and Building Assessment

- 2.1.1 A key function of the Department is the assessment of Planning and Building Applications in accordance with the Development Act, 1993. Planning applications are either assessed and approved with delegated authority or a report prepared for the consideration of the Development Assessment Panel.
- 2.1.2 In cases where planning appeals are lodged with the Environment, Resources and Development Court, staff will coordinate Council's solicitors and expert witnesses, and where relevant, give expert evidence before the Court.
- 2.1.3 Building Rules assessments are undertaken either by Council staff or by a private certifier. Where the assessment is undertaken by a private certifier, Council staff ensure that the building rules consent is consistent with the planning consent.

2.2 Planning and Building Compliance

- 2.2.1 The compliance function seeks to ensure that development undertaken has all necessary consent under the Development Act, and that it is established in accordance with the relevant consents. In relation to construction, Council's building inspectors inspect building work in accordance with Council's Building Inspection Policy.

2.3 Building Safety

- 2.3.1 The Building team coordinates the Building Fire Safety Committee. The Committee's role is to undertake audits of high risk buildings and ensure that current standards in relation to fire safety are reasonably met.
- 2.3.2 The Building team also investigates complaints about dangerous structures and where relevant will issue orders where there is a threat to safety.

2.4 Policy Planning

- 2.4.1 The Policy team undertake reviews of the Council's Development Plan and undertake Development Plan Amendments so that the Development Plan over time remains consistent with Council's Strategic Plan and the State's Planning Strategy.

2.5 Heritage

- 2.5.1 The Policy team coordinates the provision of advice in relation to local heritage, and development in historic conservation zones. The team manages the contract for the Heritage Adviser as well as the Heritage Grant Scheme.

3. Staff

- 3.1 The Development Services Department was comprised of the following 17.4 Full Time Employees (FTE) in 2011/12:

Magnus Heinrich, Manager Development Services

Team Leader Planning Services

Team Leader Building Services

Team Leader Compliance

Team Leader Development Administration

Development Officer Planning X 4

Development Officer Building x 2

Building/Compliance Officer

Planning Project Policy x 1.4

Administration Officer Planning x 3

Administration Officer Building

- 3.2 The Building/Compliance Officer position was not filled in the 2011/12 year, although the position description was finalised and the recruitment process commenced.
- 3.3 Prior to the organisational restructure, the Development and Regulatory Services Department had 4.2 FTE positions in addition to the 17.4 detailed above. The 4.2 FTE positions were associated with regulatory services and are now located within the Community Engagement Department.

4. 2011/12 Budget

4.1 The Department had a total budget of \$1,526,909 in 2011/12:

Operational Budget \$1,526,909

Strategic Initiatives \$12,000

4.2 The Department had an end of year status in 2011/12:

Operational Budget \$1,601,469

Strategic Initiatives \$13,000

5. Key Performance Indicators

The Department has a number of Key Performance Indicators for 2011/12:

5.1 Systems Indicators

The Development Regulations 2008 require that on a quarterly basis, the Council must supply the Minister for Planning with statistics about the performance of our Department. The four reports pertinent to the previous financial year are included as an attachment.

6. Operational Highlights

The following programs were undertaken in 2011/12:

6.1 Recruitment

In February, the new Manager Development Services commenced with the City of Burnside. This coincided with the recruitment of the new General Manager Community and Development Services.

6.2 Restructure

During the last financial year, the Chief Executive Officer's organisational restructure saw regulatory services join customer services and media to create Community Engagement, while Development and Regulatory Services became Development Services. Within Development Services, a restructure was finalised which confirmed planning assessment and planning compliance as separate disciplines.

7. **Strategic Initiatives**

The following Strategic Initiatives were funded in 2011/12:

7.1 **Strategic Directions Report**

The Strategic Directions Report (Development Plan Review) was commenced as a joint initiative with the review of Council's Strategic Plan.

7.2 **Development Services and Information Systems**

7.2.1 Planning for the next three years was undertaken in relation to initiatives that will improve the efficiency of operations of the Development Assessment Panel and the Administration.

7.2.2 The strategic vision is the conversion of development services to an electronic environment involving electronic lodgement of development applications, electronic storage of files, and the production of electronic Development Assessment Panel agendas and minutes.

8. **Grant Funding Gained**

Grant name	Local Heritage Incentives
Grant funding body	Dept of Environment & Heritage
\$Amount	\$5,681
Council cash contribution	\$45,600
Project/Program funded	Provide funding for the restoration of state and local heritage items and contributory buildings

9. **Council Reports**

Twenty two reports were presented to Council in 2011/12:

Date	Report
26 July 2011	By-Laws Review
26 July 2011	Development Assessment Panel Annual Report
26 July 2011	Contributory Funding Request from City of Unley Glen Osmond Road
23 August 2011	Compliance and Advertising Signs
27 September 2011	12-14 Royal Avenue Burnside LMA
27 September 2011	State Opposition Planning Policy – Developing a Better South Australia
27 September 2011	Draft Inner Metro Rim Structure Plan and Development Plan

	Amendment by the Minister
27 September 2011	Department Annual Report
26 October 2011	406 Magill Road, Kensington Park – Confidential Update
26 October 2011	Bushfire Management 2011/12
22 November 2011	Enforcement and Compliance Activity
22 November 2011	Parking of Vehicles on Public Streets
13 December 2011	Frewville Mixed Use Retail Development
27 January 2012	406 Magill Road, Kensington Park – Confidential Update
28 February 2012	Development at 3 Bedford Street Kensington Park
27 March 2012	Kensington Road Lookout Wattle Park – Continuation of Dry Zone
27 March 2012	Development at 3 Bedford Street Kensington Park
22 May 2012	Encumbrance – 53C Myall Avenue Kensington Gardens
22 May 2012	Burnside Village – Discharge of Encumbrances and Caveat
26 June 2012	Urban Tree Fund
26 June 2012	Building Inspection Policy
26 June 2012	Re-Establishment of the Building Fire Safety Committee

A number of Information Reports were also provided to Elected Members via the Elected Member Information Document:

7 July 2011	30 Year Plan for Greater Adelaide – Implementation Update
18 August 2011	Glen Osmond Road Traders
29 September 2011	Development Enforcement Issues
3 November 2011	Parking on Council Verges
10 November 2011	Moreton Bay Fig – 75 Tusmore Avenue, Tusmore
17 November 2011	Regulated Trees
24 November 2011	Glenside Mixed Use Retail Development
1 December 2011	406 Magill Road, Kensington Park – Confidential Update
15 December 2011	By-Laws Commencement of Operation
12 January 2012	406 Magill Road Kensington Park – Confidential
12 January 2012	Bushfire Management Update
5 April 2012	Frewville Shopping Centre Expansion
12 April 2012	Development by Adjoining Council
3 May 2012	Benchmarking Local Government: Productivity Commission Draft Report
3 May 2012	Barossa Valley & McLaren Vale – Revised – Protection Districts DPA by the Minister

3 May 2012	Capital City DPA & City Centre Heritage DPA
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10. Elected Member Workshops & Community Forums

Five Elected Member Workshops was conducted by members of the Development Services Department:

Date	Workshop
16 August 2011	Inner Rim Structure Plan
29 November 2011	Regulated Trees and Glenside Mixed Use
20 March 2012	30 Year Plan
31 May 2012	Section 30 Review
7 June 2012	Council Policy; Inspection of Development, Planning and Building Files; Building Inspection Policy; Building and Fire Safety Committee Membership; Urban Tree Fund

11. Awards and Industry Representation

Staff represented City of Burnside on a number of associations and networks:

11.1 Eastern Region of Council – Policy Group

The Policy team participated in this group in which discussions about common policy and strategic land use issues are held.

11.2 City of Burnside received the following Awards:

Nil

12 Work Experience Students

One work experience student from the University of South Australia was hosted in the Department. The student gained an insight into the operations of the Department and spent time with different staff in order to learn about the various functions.



Burnside

Quarter 3 - 2011 (submitted successfully)

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Section 1

Development Applications (Local Government & DAC Response Required. Do NOT include land division applications)

1. The number of applications lodged, approved and refused according to the following categories:

a) Schedule 1A Building Rules Consent only

Lodged	82
Approved	75
Refused	0

b) Schedule 4 Complying

Lodged	11
Approved	11
Refused	0

c) Schedule 4 Res Code Complying

Lodged	0
Approved	0
Refused	0

d) Merit

Lodged	216
Approved	180
Refused	18

e) Non-complying

Lodged	2
Approved	2
Refused	0

Hint - List the number of applications into each category. Exclude land division applications.

2. The aggregated estimated cost of the development applications lodged, approved and refused in the following categories:

a) Schedule 1A Building Rules Consent only

Lodged (\$)	10696952
Approved (\$)	10387181
Refused(\$)	0

b) Schedule 4 Complying

84

Lodged (\$)	529845
Approved (\$)	639104
Refused (\$)	0
c) Schedule 4 Res Code Complying	
Lodged (\$)	0
Approved (\$)	0
Refused (\$)	0
d) Merit	
Lodged (\$)	24617786
Approved (\$)	20932983
Refused (\$)	456950
e) Non-complying	
Lodged (\$)	7128000
Approved (\$)	7128000
Refused (\$)	0

Hint – Indicate the total dollar value of all estimated costs declared on development application forms into each category. Exclude land division applications. Enter number only. No dollar sign, no comma, no decimal point. eg. 120500.

3. The median number of days (business calendar days) for applications to be approved by the authority and the total dollar value of fees collected according to the following categories:

a) Schedule 1A Building Rules Consent Only	
Median (days)	12
Fees (\$) collected	10274
b) Schedule 4 Complying	
Median (days)	37
Fees (\$) collected	1144
c) Schedule 4 Res Code Complying	
Median (days)	0
Fees (\$) collected	0
d) Merit (Category 1 development)	
Median (days)	81
Fees (\$) collected	8393
e) Category 2 merit	
Median (days)	176
Fees (\$) collected	0
f) Category 3 merit	
Median (days)	413
Fees (\$) collected	52

Hint – How many business calendar days did it take for the Council to approve applications and the total dollar value of fees collected per quarter according to each category (excluding lodgement fees). Exclude land division applications.

Enter fees in number only. No dollar sign, no comma, no decimal point. eg. 120500.

i. Residential	272
ii. Industrial	0
iii. Commercial	21
iv. Public and Institutional	1

Hint – List the number of applications into each category. Residential is covered by classes 1, 2, 3, 4, and 10 of the building code; Industrial is covered by class 7 and 8 of the building code; Commercial is covered by classes 5 and 6 of the building code and Public and Institutional is covered by class 9 of the building code. Where there are multiple categories please select to largest component in terms of floor area. Exclude land division applications.

5. The aggregated estimated cost of development applications approved according to the following:

i. Residential	32728689
ii. Industrial	0
iii. Commercial	15684165
iv. Public and Institutional	0

Hint – this is the total of all estimated costs as declared on the development application forms. Residential is covered by classes 1, 2, 3, 4, and 10 of the building code; Industrial is covered by class 7 and 8 of the building code; Commercial is covered by classes 5 and 6 of the building code and Public and Institutional is covered by class 9 of the building code. Exclude land division applications. Enter costs in number only. No dollar sign, no comma, no decimal point. eg. 120500.

6. The number of applications that required requests for further information that were received -

within 30 days	
Plan Devt. Consent	22
Building Rules Consent	31
beyond 30 days	
Plan Devt. Consent	9
Building Rules Consent	13

Hint – List the number of applications to each category where a 'stop the clock' process was initiated by either authority or the applicant. Exclude land division applications.

7. The number of applications lodged in the following public notification categorisation:

a) Category 1	0
b) Category 2	55
c) Category 3	15

Hint – List the number of applications according to the public notification category. Exclude land division applications.

8. The number of planning consents issued by the relevant authority according to 1 of the following:

- A decision made by a Regional Development Assessment Panel;	0
- A decision made by a Council Development Assessment Panel;	34
- Council in lieu of a panel as exempted by the Minister (s56A)	0
- A decision made by an officer of the relevant authority under a delegation	278

Hint – List the number of decisions according to the decision maker. In most instances, Councils will only need to identify

decisions made by the Development Assessment Panel or a delegated officer. Exclude land division applications.

Building Rules (Local Government, DAC & Private Certifier Response Required)

9. The number of building rules applications assessed pursuant to the following types of consent:

a) Building rules consent only applications	243	
b) Building rules consent which require Development plan consent		251

Hint – Part a) this includes Schedule 1A Building Rules Consent only

10. The number of building rules consent applications lodged, approved and refused

a) Lodged	195	
b) Approved	195	
c) Refused	0	

Hint – List the number of applications lodged, approved and refused

11. In relation to Building Rules Consents received from Private Certifiers:

a) The total number received	90	
b) The number of privately certified Building Rules Consents lodged with Council that were inconsistent with a Planning Consent.	0	

Hint – List the number of applications determined according to the two categories.

Compliance (Local Government & DAC Response Required)

12. Building Rules related inspections undertaken after Development Approval has been granted in respect to the following:

Class 1 & 2

No. of sites inspected	93	
No. of inspections that required No further action	93	
No. of inspections that recorded non-compliant building work		0

Swimming Pools

No. of sites inspected	9	
No. of inspections that required No further action	9	
No. of inspections that recorded non-compliant building work		0

All other structures

No. of sites inspected	0	
No. of inspections that required No further action	0	
No. of inspections that recorded non-compliant building work		0

Hint – List the number of inspections undertaken following development approval according to the type of development.

13. The number of enforcement notices issued undertaken according to the following sections of the Development Act 1993:

section 69	1	
section 71	0	
section 84	17	
section 85	0	87

SECTION 03

Section 2**Appeal Processes**

5. The total cost of all charges (including GST) incurred by virtue of engaging legal counsel, consultants or expert witnesses with respect to any ERD Court proceedings (including conferences, hearing and other meetings)

67221

Hint - Enter costs in number only. No dollar sign, no comma, no decimal point. eg. 120500.

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Burnside

Quarter 4 - 2011 (submitted successfully)

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Section 1

Development Applications (Local Government & DAC Response Required. Do NOT include land division applications)

1. The number of applications lodged, approved and refused according to the following categories:

a) Schedule 1A Building Rules Consent only

Lodged	<input type="text" value="70"/>
Approved	<input type="text" value="76"/>
Refused	<input type="text" value="0"/>

b) Schedule 4 Complying

Lodged	<input type="text" value="7"/>
Approved	<input type="text" value="6"/>
Refused	<input type="text" value="0"/>

c) Schedule 4 Res Code Complying

Lodged	<input type="text" value="0"/>
Approved	<input type="text" value="0"/>
Refused	<input type="text" value="0"/>

d) Merit

Lodged	<input type="text" value="202"/>
Approved	<input type="text" value="190"/>
Refused	<input type="text" value="17"/>

e) Non-complying

Lodged	<input type="text" value="2"/>
Approved	<input type="text" value="0"/>
Refused	<input type="text" value="0"/>

Hint - List the number of applications into each category. Exclude land division applications.

2. The aggregated estimated cost of the development applications lodged, approved and refused in the following categories:

a) Schedule 1A Building Rules Consent only

Lodged (\$)	<input type="text" value="3863236"/>
Approved (\$)	<input type="text" value="5980359"/>
Refused(\$)	<input type="text" value="0"/>

b) Schedule 4 Complying

90

Lodged (\$)	428800
Approved (\$)	565424
Refused (\$)	0
c) Schedule 4 Res Code Complying	
Lodged (\$)	0
Approved (\$)	0
Refused (\$)	0
d) Merit	
Lodged (\$)	17024070
Approved (\$)	16815305
Refused (\$)	3579335
e) Non-complying	
Lodged (\$)	0
Approved (\$)	0
Refused (\$)	0

Hint – Indicate the total dollar value of all estimated costs declared on development application forms into each category. Exclude land division applications. Enter number only. No dollar sign, no comma, no decimal point. eg. 120500.

3. The median number of days (business calendar days) for applications to be approved by the authority and the total dollar value of fees collected according to the following categories:

a) Schedule 1A Building Rules Consent Only	
Median (days)	11
Fees (\$) collected	8876
b) Schedule 4 Complying	
Median (days)	85
Fees (\$) collected	326
c) Schedule 4 Res Code Complying	
Median (days)	0
Fees (\$) collected	0
d) Merit (Category 1 development)	
Median (days)	69
Fees (\$) collected	6228
e) Category 2 merit	
Median (days)	151
Fees (\$) collected	0
f) Category 3 merit	
Median (days)	69
Fees (\$) collected	0

Hint – How many business calendar days did it take for the Council to approve applications and the total dollar value of fees collected per quarter according to each category (excluding lodgement fees). Exclude land division applications.

Enter fees in number only. No dollar sign, no comma, no decimal point. eg. 120500.

i. Residential	289
ii. Industrial	0
iii. Commercial	26
iv. Public and Institutional	0

Hint – List the number of applications into each category. Residential is covered by classes 1, 2, 3, 4, and 10 of the building code; Industrial is covered by class 7 and 8 of the building code; Commercial is covered by classes 5 and 6 of the building code and Public and Institutional is covered by class 9 of the building code. Where there are multiple categories please select to largest component in terms of floor area. Exclude land division applications.

5. The aggregated estimated cost of development applications approved according to the following:

i. Residential	22075177
ii. Industrial	0
iii. Commercial	5093500
iv. Public and Institutional	0

Hint – this is the total of all estimated costs as declared on the development application forms. Residential is covered by classes 1, 2, 3, 4, and 10 of the building code; Industrial is covered by class 7 and 8 of the building code; Commercial is covered by classes 5 and 6 of the building code and Public and Institutional is covered by class 9 of the building code. Exclude land division applications. Enter costs in number only. No dollar sign, no comma, no decimal point. eg. 120500.

6. The number of applications that required requests for further information that were received -

within 30 days

Plan Devt. Consent	14
Building Rules Consent	12

beyond 30 days

Plan Devt. Consent	6
Building Rules Consent	4

Hint – List the number of applications to each category where a 'stop the clock' process was initiated by either authority or the applicant. Exclude land division applications.

7. The number of applications lodged in the following public notification categorisation:

a) Category 1	1
b) Category 2	43
c) Category 3	6

Hint – List the number of applications according to the public notification category. Exclude land division applications.

8. The number of planning consents issued by the relevant authority according to 1 of the following:

- A decision made by a Regional Development Assessment Panel;	0
- A decision made by a Council Development Assessment Panel;	28
- Council in lieu of a panel as exempted by the Minister (s56A)	0
- A decision made by an officer of the relevant authority under a delegation	288

Hint – List the number of decisions according to the decision maker. In most instances, Councils will only need to identify

decisions made by the Development Assessment Panel or a delegated officer. Exclude land division applications.

Building Rules (Local Government, DAC & Private Certifier Response Required)

9. The number of building rules applications assessed pursuant to the following types of consent:

a) Building rules consent only applications	240	
b) Building rules consent which require Development plan consent		255

Hint – Part a) this includes Schedule 1A Building Rules Consent only

10. The number of building rules consent applications lodged, approved and refused

a) Lodged	152	
b) Approved	151	
c) Refused	1	

Hint – List the number of applications lodged, approved and refused

11. In relation to Building Rules Consents received from Private Certifiers:

a) The total number received	42	
b) The number of privately certified Building Rules Consents lodged with Council that were inconsistent with a Planning Consent.	0	

Hint – List the number of applications determined according to the two categories.

Compliance (Local Government & DAC Response Required)

12. Building Rules related inspections undertaken after Development Approval has been granted in respect to the following:

Class 1 & 2

No. of sites inspected	99	
No. of inspections that required No further action	99	
No. of inspections that recorded non-compliant building work		0

Swimming Pools

No. of sites inspected	18	
No. of inspections that required No further action	0	
No. of inspections that recorded non-compliant building work		0

All other structures

No. of sites inspected	0	
No. of inspections that required No further action	0	
No. of inspections that recorded non-compliant building work		0

Hint – List the number of inspections undertaken following development approval according to the type of development.

13. The number of enforcement notices issued undertaken according to the following sections of the Development Act 1993:

section 69	1	
section 71	0	
section 84	23	
section 85	0	93

SECTION 03

Section 2**Appeal Processes**

5. The total cost of all charges (including GST) incurred by virtue of engaging legal counsel, consultants or expert witnesses with respect to any ERD Court proceedings (including conferences, hearing and other meetings)

48499

Hint - Enter costs in number only. No dollar sign, no comma, no decimal point. eg. 120500.

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Burnside

Quarter 1 - 2012 (submitted successfully)

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Section 1

Development Applications (Local Government & DAC Response Required. Do NOT include land division applications)

1. The number of applications lodged, approved and refused according to the following categories:

a) Schedule 1A Building Rules Consent only

Lodged	47
Approved	50
Refused	0

b) Schedule 4 Complying

Lodged	7
Approved	10
Refused	0

c) Schedule 4 Res Code Complying

Lodged	0
Approved	0
Refused	0

d) Merit

Lodged	130
Approved	153
Refused	16

e) Non-complying

Lodged	2
Approved	2
Refused	1

Hint - List the number of applications into each category. Exclude land division applications.

2. The aggregated estimated cost of the development applications lodged, approved and refused in the following categories:

a) Schedule 1A Building Rules Consent only

Lodged (\$)	1341890
Approved (\$)	1291617
Refused(\$)	0

b) Schedule 4 Complying

96

Lodged (\$)	102829
Approved (\$)	268480
Refused (\$)	0
c) Schedule 4 Res Code Complying	
Lodged (\$)	0
Approved (\$)	0
Refused (\$)	0
d) Merit	
Lodged (\$)	11281163
Approved (\$)	14049011
Refused (\$)	2999255
e) Non-complying	
Lodged (\$)	7128000
Approved (\$)	69500
Refused (\$)	800000

Hint – Indicate the total dollar value of all estimated costs declared on development application forms into each category. Exclude land division applications. Enter number only. No dollar sign, no comma, no decimal point. eg. 120500.

3. The median number of days (business calendar days) for applications to be approved by the authority and the total dollar value of fees collected according to the following categories:

a) Schedule 1A Building Rules Consent Only	
Median (days)	13
Fees (\$) collected	6179
b) Schedule 4 Complying	
Median (days)	71
Fees (\$) collected	400
c) Schedule 4 Res Code Complying	
Median (days)	0
Fees (\$) collected	0
d) Merit (Category 1 development)	
Median (days)	67
Fees (\$) collected	5924
e) Category 2 merit	
Median (days)	178
Fees (\$) collected	0
f) Category 3 merit	
Median (days)	195
Fees (\$) collected	0

Hint – How many business calendar days did it take for the Council to approve applications and the total dollar value of fees collected per quarter according to each category (excluding lodgement fees). Exclude land division applications.

Enter fees in number only. No dollar sign, no comma, no decimal point. eg. 120500.

i. Residential	221
ii. Industrial	0
iii. Commercial	4
iv. Public and Institutional	0

Hint – List the number of applications into each category. Residential is covered by classes 1, 2, 3, 4, and 10 of the building code; Industrial is covered by class 7 and 8 of the building code; Commercial is covered by classes 5 and 6 of the building code and Public and Institutional is covered by class 9 of the building code. Where there are multiple categories please select to largest component in terms of floor area. Exclude land division applications.

5. The aggregated estimated cost of development applications approved according to the following:

i. Residential	15647027
ii. Industrial	0
iii. Commercial	795000
iv. Public and Institutional	0

Hint – this is the total of all estimated costs as declared on the development application forms. Residential is covered by classes 1, 2, 3, 4, and 10 of the building code; Industrial is covered by class 7 and 8 of the building code; Commercial is covered by classes 5 and 6 of the building code and Public and Institutional is covered by class 9 of the building code. Exclude land division applications. Enter costs in number only. No dollar sign, no comma, no decimal point. eg. 120500.

6. The number of applications that required requests for further information that were received -

within 30 days	
Plan Devt. Consent	21
Building Rules Consent	6
beyond 30 days	
Plan Devt. Consent	2
Building Rules Consent	1

Hint – List the number of applications to each category where a 'stop the clock' process was initiated by either authority or the applicant. Exclude land division applications.

7. The number of applications lodged in the following public notification categorisation:

a) Category 1	0
b) Category 2	47
c) Category 3	12

Hint – List the number of applications according to the public notification category. Exclude land division applications.

8. The number of planning consents issued by the relevant authority according to 1 of the following:

- A decision made by a Regional Development Assessment Panel;	0
- A decision made by a Council Development Assessment Panel;	23
- Council in lieu of a panel as exempted by the Minister (s56A)	0
- A decision made by an officer of the relevant authority under a delegation	194

Hint – List the number of decisions according to the decision maker. In most instances, Councils will only need to identify

decisions made by the Development Assessment Panel or a delegated officer. Exclude land division applications.

Building Rules (Local Government, DAC & Private Certifier Response Required)

9. The number of building rules applications assessed pursuant to the following types of consent:

a) Building rules consent only applications	256	
b) Building rules consent which require Development plan consent		206

Hint – Part a) this includes Schedule 1A Building Rules Consent only

10. The number of building rules consent applications lodged, approved and refused

a) Lodged	107	
b) Approved	107	
c) Refused	0	

Hint – List the number of applications lodged, approved and refused

11. In relation to Building Rules Consents received from Private Certifiers:

a) The total number received	9	
b) The number of privately certified Building Rules Consents lodged with Council that were inconsistent with a Planning Consent.	0	

Hint – List the number of applications determined according to the two categories.

Compliance (Local Government & DAC Response Required)

12. Building Rules related inspections undertaken after Development Approval has been granted in respect to the following:

Class 1 & 2		
No. of sites inspected	71	
No. of inspections that required No further action	71	
No. of inspections that recorded non-compliant building work		0
Swimming Pools		
No. of sites inspected	18	
No. of inspections that required No further action	18	
No. of inspections that recorded non-compliant building work		0
All other structures		
No. of sites inspected	0	
No. of inspections that required No further action	0	
No. of inspections that recorded non-compliant building work		0

Hint – List the number of inspections undertaken following development approval according to the type of development.

13. The number of enforcement notices issued undertaken according to the following sections of the Development Act 1993:

section 69	0	
section 71	0	
section 84	2	
section 85	0	
		99

SECTION 03

Section 2**Appeal Processes**

5. The total cost of all charges (including GST) incurred by virtue of engaging legal counsel, consultants or expert witnesses with respect to any ERD Court proceedings (including conferences, hearing and other meetings)

34250

Hint - Enter costs in number only. No dollar sign, no comma, no decimal point. eg. 120500.

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Quarter 2 - 2012 (submitted successfully)

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Section 1

Development Applications (Local Government & DAC Response Required. Do NOT include land division applications)

1. The number of applications lodged, approved and refused according to the following categories:

a) Schedule 1A Building Rules Consent only

Lodged	70
Approved	76
Refused	0

b) Schedule 4 Complying

Lodged	7
Approved	6
Refused	0

c) Schedule 4 Res Code Complying

Lodged	0
Approved	0
Refused	0

d) Merit

Lodged	239
Approved	206
Refused	18

e) Non-complying

Lodged	3
Approved	2
Refused	0

Hint - List the number of applications into each category. Exclude land division applications.

2. The aggregated estimated cost of the development applications lodged, approved and refused in the following categories:

a) Schedule 1A Building Rules Consent only

Lodged (\$)	3863236
	5000000

Approved (\$)	5980359
	0
b) Schedule 4 Complying	
Lodged (\$)	428800
Approved (\$)	565424
Refused (\$)	0
c) Schedule 4 Res Code Complying	
Lodged (\$)	0
Approved (\$)	0
Refused (\$)	0
d) Merit	
Lodged (\$)	34098426
Approved (\$)	17824994
Refused (\$)	3459335
e) Non-complying	
Lodged (\$)	7380000
Approved (\$)	0
Refused (\$)	0

Hint – Indicate the total dollar value of all estimated costs declared on development application forms into each category. Exclude land division applications. Enter number only. No dollar sign, no comma, no decimal point. eg. 120500.

3. The median number of days (business calendar days) for applications to be approved by the authority and the total dollar value of fees collected according to the following categories:

a) Schedule 1A Building Rules Consent Only	
Median (days)	11
Fees (\$) collected	8875
b) Schedule 4 Complying	
Median (days)	85
Fees (\$) collected	325
c) Schedule 4 Res Code Complying	
Median (days)	0
Fees (\$) collected	0
d) Merit (Category 1 development)	
Median (days)	68
Fees (\$) collected	6936
e) Category 2 merit	
Median (days)	170
Fees (\$) collected	0

fees (\$) collected

f) Category 3 merit

Median (days)	69
Fees (\$) collected	0

Hint – How many business calendar days did it take for the Council to approve applications and the total dollar value of fees collected per quarter according to each category (excluding lodgement fees). Exclude land division applications. Enter fees in number only. No dollar sign, no comma, no decimal point. eg. 120500.

4. The number of applications approved that fall into each of the below types:

i. Residential	301
ii. Industrial	0
iii. Commercial	26
iv. Public and Institutional	0

Hint – List the number of applications into each category. Residential is covered by classes 1, 2, 3, 4, and 10 of the building code; Industrial is covered by class 7 and 8 of the building code; Commercial is covered by classes 5 and 6 of the building code and Public and Institutional is covered by class 9 of the building code. Where there are multiple categories please select to largest component in terms of floor area. Exclude land division applications.

5. The aggregated estimated cost of development applications approved according to the following:

i. Residential	21798197
ii. Industrial	0
iii. Commercial	5093500
iv. Public and Institutional	0

Hint – this is the total of all estimated costs as declared on the development application forms. Residential is covered by classes 1, 2, 3, 4, and 10 of the building code; Industrial is covered by class 7 and 8 of the building code; Commercial is covered by classes 5 and 6 of the building code and Public and Institutional is covered by class 9 of the building code. Exclude land division applications. Enter costs in number only. No dollar sign, no comma, no decimal point. eg. 120500.

6. The number of applications that required requests for further information that were received -

within 30 days

Plan Devt. Consent	14
Building Rules Consent	17

beyond 30 days

Plan Devt. Consent	18
Building Rules Consent	9

Hint – List the number of applications to each category where a 'stop the clock' process was initiated by either authority or the applicant. Exclude land division applications.

7. The number of applications lodged in the following public notification categorisation:

a) Category 1	1
b) Category 2	42
c) Category 3	6

Hint – List the number of applications according to the public notification category. Exclude land division applications.

8. The number of planning consents issued by the relevant authority according to 1 of the following:

- A decision made by a Regional Development Assessment Panel;	0
- A decision made by a Council Development Assessment Panel;	29
- Council in lieu of a panel as exempted by the Minister (s56A)	0
- A decision made by an officer of the relevant authority under a delegation	287

Hint – List the number of decisions according to the decision maker. In most instances, Councils will only need to identify decisions made by the Development Assessment Panel or a delegated officer. Exclude land division applications.

Building Rules (Local Government, DAC & Private Certifier Response Required)

9. The number of building rules applications assessed pursuant to the following types of consent:

a) Building rules consent only applications	153
b) Building rules consent which require Development plan consent	255

Hint – Part a) this includes Schedule 1A Building Rules Consent only

10. The number of building rules consent applications lodged, approved and refused

a) Lodged	152
b) Approved	151
c) Refused	1

Hint – List the number of applications lodged, approved and refused

11. In relation to Building Rules Consents received from Private Certifiers:

a) The total number received	44
b) The number of privately certified Building Rules Consents lodged with Council that were inconsistent with a Planning Consent.	0

Hint – List the number of applications determined according to the two categories.

Compliance (Local Government & DAC Response Required)

12. Building Rules related inspections undertaken after Development Approval has been granted in respect to the following:

Class 1 & 2	
No. of sites inspected	89
No. of inspections that required No further action	89
No. of inspections that recorded non-compliant building work	0
Swimming Pools	
No. of sites inspected	6
No. of inspections that required No further action	6
No. of inspections that recorded non-compliant building work	0
All other structures	

No. of sites inspected	0	
No. of inspections that required No further action	0	
No. of inspections that recorded non-compliant building work		0

Hint – List the number of inspections undertaken following development approval according to the type of development.

13. The number of enforcement notices issued undertaken according to the following sections of the Development Act 1993:

section 69	1
section 71	0
section 84	23
section 85	0

Hint – List the number of enforcement notices issued according to the following categories of the Development Act 1993.

Section 2

Appeal Processes

5. The total cost of all charges (including GST) incurred by virtue of engaging legal counsel, consultants or expert witnesses with respect to any ERD Court proceedings (including conferences, hearing and other meetings)

25267

Hint - Enter costs in number only. No dollar sign, no comma, no decimal point. eg. 120500.

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Libraries, Learning and Volunteers Departmental Achievement Report 2011/12



1. Introduction

This Report presents an overview of the Libraries, Learning and Volunteers Department's activities undertaken during the 2011/12 financial year.

2. Department Functions

The Library is a community hub providing for the leisure, information and recreation needs of the Burnside community. Lifelong learning and social interaction programs are offered for all age groups and for those with special needs, in a relaxed and helpful environment linking people, information and technology. The Volunteer Coordination falls under the Library portfolio as does the Family Connections Program. Family Connections is a federally funded program that focuses on enhancing the wellbeing of families in the eastern region.

3. Staff

The Libraries Learning and Volunteers Department was comprised of the following 20.2 Full Time Employees (FTE) in 2011/12:

Manager Library Services, Lindy Burford
Team Leader, Customer and Information Services
IT Systems Officer
Collection Development
Technical and Customer Services Officer
Community Library Services Coordinator
Community Library Services Officer
Family Network Librarian
Family Network Librarian
Library Officer
Children's Library Officer
Children's Library Officer
Library Customer Service Officer
Library Partnerships and Promotions Officer
Local History Librarian
IT Training Librarian
Library Administrative Assistant
Library Book Discussion Group Coordinator

Toy Library Coordinator
 Toy Library Officer
 Library Customer Services Officer
 Family Connections Officer
 Coordinator Volunteer Officer

4. **2011/12 Budget**

4.1 The Department had a total budget of \$1,757,310 in 2011/12:

Operational Budget \$1,340,934

Strategic Initiatives NA

Capital Budget \$416,376

4.2 The Department had an end of year status in 2011/12:

Operational Budget \$13,000

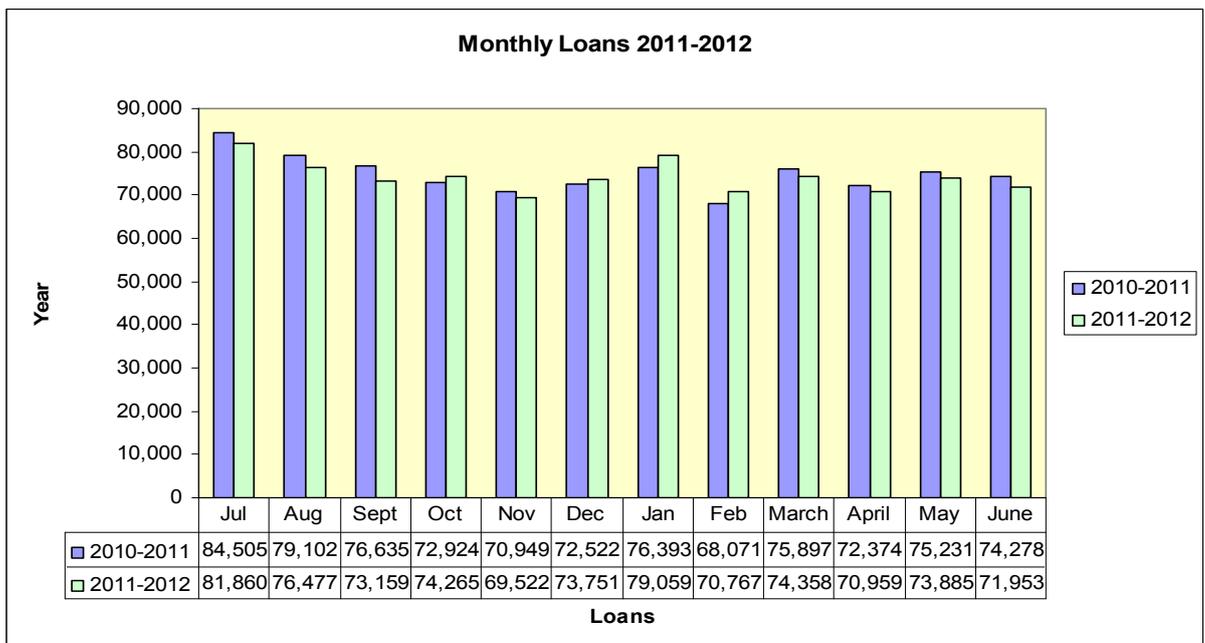
Strategic Initiatives N/A

Capital Budget -\$873.19

5. **Key Performance Indicators**

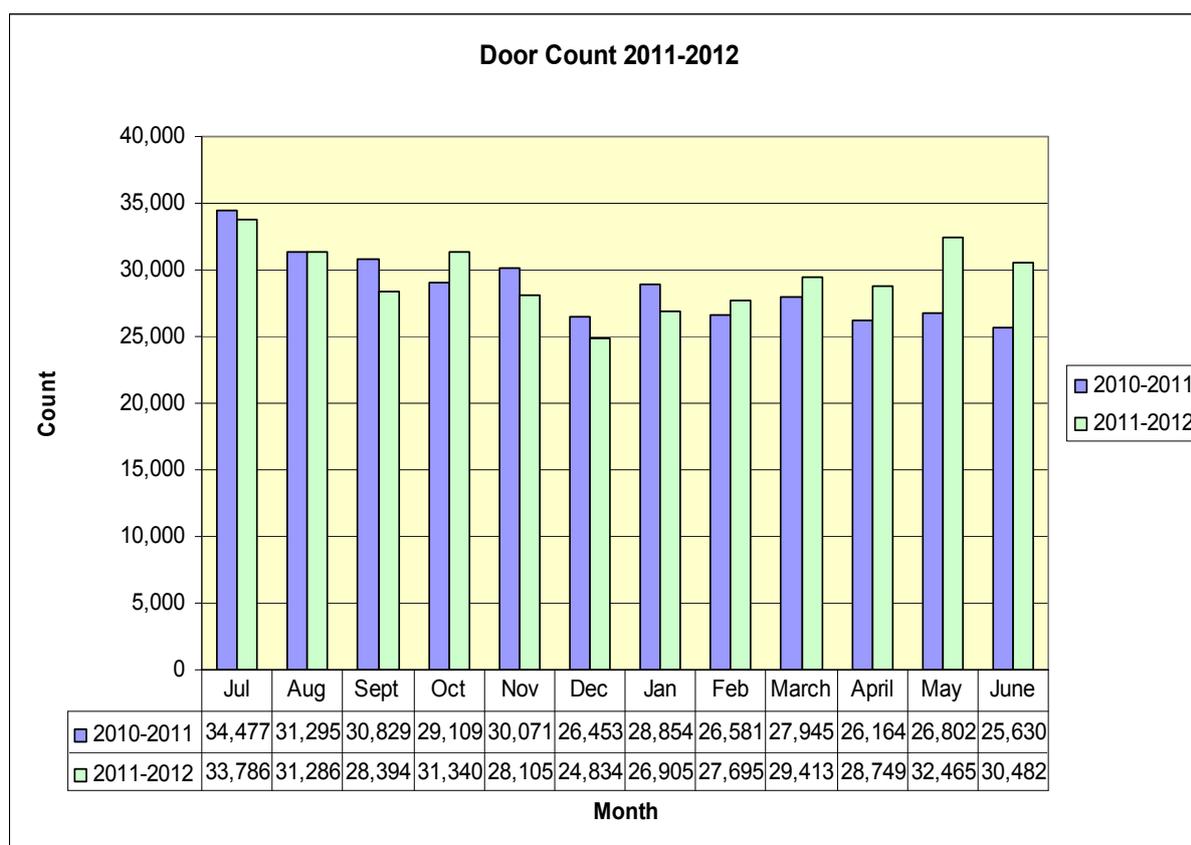
The Department has a number of Key Performance Indicators for 2011/12:

5.1 **Monthly Loans**



In the 2011/12 financial year, there has been a slight reduction in Library loans by 2,325. This may be because of increased use of e-books and other downloadable materials.

5.2 Monthly Door Count



There has been an increase in the number of people visiting the Library. The community uses the Library as a third space (a place between work and home and school and home) which has contributed to this increase.

6. Operational Highlights

The following programs were undertaken in 2011/12:

6.1 The Family Resource Centre and Toy Library

6.2.1 Staff, volunteers and the community have benefited significantly from the computerisation of the Toy Library. Students from Tafe SA computerised the Toy Library as a project for the completion of their Libraries and Information Studies Diploma. This enabled the Library to implement a major project with little financial outlay by Council.

6.2.2 Burnside Toy Library hosted a Toy Library Coordinator Library bus tour in September 2011. This event promoted staff networking between Toy Libraries in Adelaide and to share/generate ideas on promoting and running toy libraries in SA.

6.3 Children's Services

6.3.1 School and community liaison Library staff regularly visit local schools, kindergartens and childcare centres upon request to conduct Storytime/craft sessions and to promote library programming. We average 20 visits per term.

- 6.3.2 Local History Sessions were delivered to approximately 300 students from the following schools: Magill Primary, Marryatville Primary, St Peters Collegiate Girls School and Loreto College.
- 6.3.3 School holiday programs, Storytime and Babychat sessions were very well attended with an estimated 13,000 children and their parents/carers attending these sessions.
 - 6.3.3.1 Baby Bounce ages up to 2 – 4,799
 - 6.3.3.2 Preschool Storytime ages up to - 6,567
 - 6.3.3.3 School Holiday activities – 1,575.

6.4 Youth

- 6.4.1 Manga Club has been running since October last year. It is a group for young people who are fans of Manga (Japanese Graphic Novels) and Anime (Japanese Animated TV Shows). Activities such as art workshops, movies and paper craft are offered .Manga afternoons are very well attended.
- 6.4.2 Youth Week was celebrated with programs such as gaming afternoons in the computer training room, print making workshops, movies and special effects makeup. Over 120 young people attended.

6.5 Family Connection Program

- 6.5.1 Attendance at Baby Playtime and Older Playtime has tripled in the 2011/12 financial year. The Family Connections Officer worked in partnership with the children's services team at the Burnside Library to develop a 'parent lounge' space in the Children's Library.
- 6.5.2 Over 150 'New Parent Packs' were delivered to Burnside Hospital for the Mums and Dads of each baby born in the month of May and June. These packs contained a variety of relevant information, parenting resources and pamper gifts.
- 6.5.3 A new campaign entitled 'Dribble over Books' was introduced .The campaign helped raise awareness of the free resources and programs available to parents through local libraries.

6.6 Technical Services

- 6.6.1 The Chinese volunteers commenced translating the catalogue for our Chinese language collection, thus increasing the access of this collection to our Chinese community.
- 6.6.2 Technical Services staff has been involved in training a number of University of South Australia students who have been involved in the following projects.

6.7 Partnership with University of South Australia

- 6.7.1 In 2011, a partnership with the University of South Australia was established which involved providing Library & Information Studies students completing projects within library. In the latter part of 2011, this consisted of cataloguing local history files in the library management system, making them easier to find and use. In total, four students were involved in this project.
- 6.7.2 At the beginning of 2012, three more students were placed within the Library for a DVD project. This resulted in thousands of the Library's DVDs being relabelled and catalogued making them more accessible for the public and staff alike.

6.8 Volunteers

- 6.8.1 At the National Volunteers Day Length of Service and Achievement Award ceremony, Catherine Barrett received an outstanding achievement award for her contribution to the Burnside Autumn Village Fete. Forty five volunteers received Years of Service awards.
- 6.8.2 The annual volunteers Christmas dinner was held in November 2011. Over 260 volunteers attended this event.
- 6.8.3 A High Tea was held for all Library volunteers in July 2011. Library staff recognised the contribution of their volunteers, by catering for the event.

6.9 Community Events

- 6.9.1 Another successful Australia Day event was held at Hazelwood Park. Over 500 people attended; 41 candidates became Australian citizens.
- 6.9.2 The Citizen of the Year was Roger Cardwell. The Youth Citizen of the Year was Jessica Perrin.
- 6.9.3 Another successful Carols in the Park was held at Hazelwood Park in December.

6.10 Computer courses

- 6.10.1 Public interest in social media and iPads led to an introduction of the following courses:
 - 6.10.1.1 Facebook
 - 6.10.1.2 Travel online
 - 6.10.1.3 Shopping online
 - 6.10.1.4 Introduction to iPad
 - 6.10.1.5 Email with iPad.
- 6.10.2 Although the computer courses are not targeted to a specific age group, the majority of the clients are over 65 years of age.

6.11 Collection

- 6.11.1 Library acquisition procedures underwent a major audit this year which will result in significant savings and more efficient purchasing practices.
- 6.11.2 A new adult graphic novel and comic collection has been established and the science fiction fantasy collection has been significantly expanded and updated.
- 6.11.3 The past year has seen continued changes to the layout of the Library. The aim is to make the collection more accessible and attractive to patrons as part of our commitment to continuous improvement.

6.12 Local History

- 6.12.1 A number of school groups from local schools visited the local history room during the year for various sessions with library staff.
- 6.12.2 This year's History Month offered a varied program of talks and tours. Highlights included a seminar with a number of well known South Australian authors; a tour of historic Glenside Hospital; and a bus and walking tours of significant sites in Burnside.

6.13 Book Discussion Groups

- 6.13.1 The Library currently has 82 external and 10 Library based book discussion groups. This is believed this to be the largest number of book discussion groups associated with one Library in Australia. This could be a world record.
- 6.13.2 There were 5,400 loans in the 2011/12 financial year.

6.14 Community Library Service

Continuous improvement has been applied to the Community Library Service with the following initiatives:

- 6.14.1 Purchase and use of clax trolleys. These trolleys have significantly assisted staff and volunteers to deliver the service.
- 6.14.2 Purchase and use of Burnside Council bags. Library items are provided in the bags which are left with the borrower and swapped at the next visit. This reduces the loss of book and double handling of items.

6.15 Library Events & Programs

- 6.15.1 Throughout the 2011/12 financial year, the Library continued to provide a diverse range of events and programs. Some of the events included nationally recognised celebrities and authors such as Ray Martin and Sue Pieters-Hawke. Both events were held in the Regal Theatre due to the size of the audience.
- 6.15.2 Cultural Days were highly successful and last financial year saw the introduction of a German Cultural Day. The French Cultural Day saw over 1400 people attending the event.
- 6.15.3 Last year's One Book One Burnside's author was award winning author/journalist Stephen Orr with his book *Time's Long Ruin*. The launch of the program was held in the Burnside Ballroom with 60s band *Invasion*.

Over 120 people attended the event. The book was borrowed 200 times and was voted by the public as the selected title for South Australia for the National Year of Reading's – Our Country Book Discussion program.

6.15.4 Some of the other highlights were:

- 6.15.4.1 A new partnership with John Davis music allowed us to present the State Opera Company's *Carmen* in the Library.
- 6.15.4.2 Hosting of Charles Dickens 200th birthday state-wide event.
- 6.15.4.3 Partnership with State Theatre company for presentation of *Glass Menagerie*.
- 6.15.4.4 Fringe events in the Library including local author Jane Brummit who spoke about May Gibbs.
- 6.15.4.5 Event marking the 100th anniversary of the sinking of the Titanic.
- 6.15.4.6 Partnership with Mansfield/Richland Library in Ohio, USA for exchange and joint promotion.
- 6.15.4.7 Eight week Italian for Travel course.
- 6.15.4.8 Launch of the National Year of Reading which included the creation of a top 100 Library books poster and postcard.

7. **Strategic Initiatives**

The following Strategic Initiatives were funded in 2011/12:

Nil.

8. **Grant Funding Gained**

Grant name	Operating Grant/Materials Grant
Grant funding body	The State Government of South Australia
\$\$ Amount	\$328,478
Council cash contribution	-
Project/Program funded	Library operating grant – State Government contribution towards the operating costs of the Library service. Materials grant – State Government's contribution towards the purchase of Library materials for the Library service.

9. Council Information Documents

Two reports were presented to Council in 2011/12 and two Information Documents were circulated.

Date	Council Report
13/09/2011	Annual Department Report
8/11/2011	Volunteer Strategy
Date	Information Documents
20/6/2012	Information Report Toy Library Relocation
13/09/2011	Information Report Library Funding Agreement, Statewide One Library Management System, RFID

A number of Information Reports were also provided to Elected Members via the Elected Member Information Document.

10. Elected Member Workshops & Community Forums

One Elected Member Workshop was conducted by members of the Libraries, Learning and Volunteers Department:

Date	Workshop
MAY 2012	Budget Workshop

11. Awards and Industry Representation

Staff represented City of Burnside on a number of associations and networks:

- 11.1 Public Library Service of South Australia Executive – Vice President Lindy Burford. Lindy is the Vice President of the governing committee of the state-wide Library network.
- 11.2 Public Library Service of South Australia – Customer Service Group Tricia Foster-Jones. Discuss and develop customer service standards in a state-wide forum.
- 11.3 Public Library Service of South Australia- Information Technology Group Simon Gillespie. Discuss and develop technological strategies for state-wide Library network.
- 11.4 Public Library Service of South Australia, Collection Development Group Ken Lewig. Discuss and develop collection development strategies on a state-wide Library level.

11.5 Connecting Up Australia, Ken Lewig. Discuss And Develop Community Information Strategies On A State-Wide Level.

12. *Work Experience Students*

The Library had 21 people who obtained work experience in the last financial year. The areas from which they came were: UniSA, Tafe, local high schools, and a return to work program.