



**2009/10 Annual Report**

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## About our City

Burnside is one of Adelaide's oldest residential areas and in 2010 celebrated 154 years of its proclamation as a District Council. Encompassing 28 suburbs, the City of Burnside is located just 10 minutes from the Central Business District and has its south-eastern boundaries nestled into the Adelaide Hills.

The Burnside name originates from Peter Anderson, a Scottish immigrant farmer who leased land near Second Creek in 1839. He named the property Burnside, as his farm was alongside the creek and the Scottish word for creek is 'Burn'.

The City offers residents a full range of community facilities, including a library, swimming pool, sporting facilities and art gallery, plus a diverse mix of shopping and retail outlets. The City of Burnside is also well known for its established tree lined streets and period architecture. Open space is another key feature, with 113 reserves and parks within our 30 square kilometres Council area.

## About our Residents

### Age and Demographics

Burnside has approximately 44,000 residents, of which 47% are male and 53% are female.

- 16% of our population are aged between 0-14 years, 14.3% between 15-24, 37.3% between 25-54, 13.5% between 55-64, and 19% over 65 years.
- 87.6% of our residents are Australian citizens, with 70.3% of our residents being born in Australia. Only 97 people (0.2%) are of indigenous background. The highest other regions of birth were England (5.5%), Italy (1.9%), Malaysia (1.6%) and China (1.3%).
- English is spoken at home in 79.7% of Burnside. The most common other languages spoken at home were Italian 3.0%, Greek 1.8%, Cantonese 1.8% and Mandarin 1.8%.
- There are 11,090 families in Burnside; 45.3% were couple families with children, 40.5% were couple families without children, 12.3% were one parent families and 1.9% were other families.
- 52.6% of our population aged over 15 years are married, 30.1% never married, 9.5% separated or divorced and 7.9% widowed.

### How we Live

- There are almost 19,000 private dwellings in Burnside; 69.3% are separate houses, 16.2% are semi-detached terrace or townhouses, 14.4% are flats, units or apartments and 0.1% are other dwellings.
- 43.6% of occupied private dwellings are fully owned, 29.0% are being purchased and 20.1% are rented.
- 64.7% of occupied private dwellings are family households, 28.4% are lone person households and 2.8% are group households. The average household size was 2.4 people.

INFORMATION FROM AUGUST 2006 CENSUS



## Welcome

Welcome to the City of Burnside's 2009/10 Annual Report. The Annual Report is a key tool in disclosing our financial, social, environmental and developmental actions that support the community and help build a better future for our residents.

## Ministerial Investigation

2009/10 was a challenging year for the Burnside Council. An investigation into Council activities was called by the State and Local Government Relations Minister Gail Gago, under Section 272(1) of the Local Government Act 1999, and led by former South Australian Auditor-General Ken MacPherson.

The investigation created a difficult work environment for staff and required a great deal of time, resources and persistence to meet the requirements of the investigation. I hope all staff worked openly, co-operatively and constructively to assist the investigation team in its processes and reporting obligations.

The investigation, with specific terms of reference, came after a few years of acrimonious personal relationships between several Elected Members, the leaking of confidential Council information and documents to the media and outside sources and the refusal of an Elected Member to accept discipline within Council or mediation from outside independent sources.

In addition, there were a number of cases of legal action relating to either the Council itself or some of the Elected Members, which in some cases were extensively covered in the media.

Many of the disruptive actions I believe were taken for public and election media attention.

The investigation, whatever its findings, will achieve nothing if the Local Government Act 1999 is not amended to allow greater discipline to be implemented by the Presiding Member and Chairs.

I still believe that, in spite of these challenges, the resolutions carried by Council were always in the best interests of the Burnside community.

Burnside needs conciliation not confrontation.

## Financial Position

The 2009/10 budget was a fiscally responsible budget that represented a significant investment in the future of the community. All expenditure had been clearly prioritised following extensive consultation with our community. Council has worked hard to identify ways to minimise operational costs and to ensure the budget met community expectations.

Capital expenditure on maintaining and upgrading assets in 2009/10 was over \$5.1 million, which included completing a number of major infrastructure projects and maintaining community buildings. \$1.3 million was spent on upgrading footpaths, \$1.1 million on replacing damaged kerbing, \$1 million on road pavements, \$785,000 on improving stormwater drainage, almost \$500,000 on building maintenance and \$470,000 on upgrading road surfaces.

## Chelsea Cinema

I would like to congratulate Council on its decision to abandon the Expression of Interest process for the sale or lease of the Chelsea Cinema. There were no binding or unqualified offers received and the offers received conflicted with Council's agreed conditions for sale or lease.

I wish to put on record a summary of the Council's actions during this whole process:

- Council was in a position with the Chelsea Theatre where the lessee declined to sign a long-term lease and could vacate at one month's notice. It was financially irresponsible for the Council to allow this to continue as, with a deteriorating asset, considerable funds had to be spent on maintaining and eventually upgrading this Burnside community asset with no guarantee of an income.
- Council by resolution decided to start an Expression of Interest process to consider the sale or long-term lease of the Chelsea Cinema.
- Council sought professional evaluation of the buildings on the site and likely future maintenance costs.
- Council undertook a professional survey of Burnside residents via a questionnaire and had this evaluated. This showed that those surveyed were happy to see a sale or long-term lease provided the heritage agreement was preserved and the Chelsea remained a theatre. An on-line survey came up with the same result.
- Some Elected Members attended the public meeting organised by the Save the Chelsea Group and I offered to meet with them at any time. It should be noted that the public meeting was open to the general public and not just the Burnside ratepayers who have to provide this public amenity.
- Council ensured that the Expressions of Interest were handled and evaluated by a professional commercial advisor and independent probity auditor, with final negotiations being undertaken by a professional land agent.
- Council took legal advice to ensure proper process.
- Council in the end made the only responsible financial and community decision it could with the offers received.

The Council process was not helped by some Elected Members using this important financial and community issue for political purposes. The blatant encouragement of disruptive behaviour in the public gallery showed their true motives and lack of understanding of the financial ramifications the current situation presents for the ratepayers.

I hope a future Council will pursue a long-term solution to this situation and ensure Burnside residents have an upgraded Chelsea Cinema that provides the amenity required by and for Burnside residents whether it be by long-term lease or sale.

## Highlights

Highlights have included:

- the upgraded JB Ware Reserve, located in Glen Osmond, officially opened in January 2010,
- securing an additional \$113,500 per annum in recurrent funding to expand the Home Assist Program, as part of the Burnside Aged and Disability Program,
- adoption of the Ageing Strategy,
- implementation of the Electronic Waste Subsidy Scheme,
- adopted plans for an all-access playspace at Hazelwood Park,
- increased street and reserve tree maintenance, and
- reconstruction of the two tennis courts at Mellor Reserve in Beulah Park.

In 2010/11 a new playground installation will complete the redevelopment of the neighbourhood reserve in Beulah Park.

## Our Community Celebrates

This year's Carols in the Park was again attended by several thousand residents who enjoyed the festivities, entertainment and a special visit by Father Christmas. The evening was a fantastic display of Burnside's community and Christmas spirit. Sincere thanks are extended to the Burnside Lions Club, Burnside Country Fire Service and the Burnside Village for their fantastic contribution.

More than 700 people attended our Australia Day Celebrations in Hazelwood Park. This special day marks the birth of our great nation, honours our rich heritage and celebrates our cultural diversity. Council also

presented Australia Day Awards to outstanding community members. Congratulations to Burnside Citizen of the Year John Caddy, Burnside Young Citizen of the Year Erin Gear, and our Community Award recipients Felicity Lord, Arthur MacDonald, and Nasso and Hryssoula Heisler. The celebrations also included a commemorative Citizenship Ceremony in which 93 immigrants from 22 different countries took the Australian Citizenship Pledge and were presented with a certificate in the presence of the Governor of South Australia, His Excellency Rear Admiral Kevin Scarce AC CSC RANR. The ceremony is a significant and indeed a proud moment for everyone involved.

National Volunteer Week, held in May, was a great opportunity to highlight the role of volunteers in our community and extend our appreciation for their valuable contribution. Approximately 400 volunteers attended a function where Certificates of Appreciation were presented to volunteers who have provided 5, 10, 15, 20 and 25 years of dedicated service. A special congratulations to Bill Dean and Beryl Quayle who have given 25 years of outstanding service to our community. Volunteers also enjoyed the annual Volunteer Christmas Dinner in December.

## **Recognition of Excellence**

The City of Burnside's Online Community Panel continues to provide Council with an important community consultation tool. The Online Community Panel won the coveted 2009 Australian Marketing Institute for Excellence Award for Consumer Insight for South Australia. It also came second in the University of South Australia's 2009 Chancellor's Awards in Community Engagement. The awards highlight the innovative and successful initiative which aims to engage communities, enhance governance, and improve research and business performance. Burnside is extremely proud to have received the awards, highlighting the project's remarkable success and the outstanding work of everyone involved.

## **Conclusion**

I would like to thank Paul Deb who assumed the position of Acting Chief Executive Officer in March 2010. He has worked in Local Government since 1990 and been part of the Burnside Council team for seven years. Paul has worked professionally and enthusiastically in this role and supported me at all times. I have enjoyed working with him. Paul has been greatly assisted by Simon Bradley and Nigel Morris who have also been working tirelessly for our city.

I would also like to thank sincerely the volunteers and service clubs in the community for their outstanding contribution and ongoing support in the development of our City.

I wish to thank my fellow Elected Members for their hard work, commitment and effort to our wonderful City. I would like to particularly acknowledge the contributions of Councillor Chris Collins, Councillor Rob Gilbert and Councillor Andrew Hillier who have all given more than ten years of outstanding service to our community.

As the longest serving Mayor of Burnside with more than ten years of continuous service it has been a real privilege.

The goals I set on being elected as Mayor were:

- to act with honesty and integrity in carrying out my duties,
- to act at all times in the long term interests of the Burnside community,
- to act responsibly in all financial and budget matters to ensure financial stability was maintained at Burnside,
- to maintain a professional relationship with all staff and Elected Members,
- to be involved in the community and have an open door policy and be available through the Mayor's Listening Post to see residents on a regular basis.

I believe I have held to those goals and it has been an honour to serve the Burnside community; it is something I will cherish for the rest of my life.

# Acting Chief Executive Officer's Review



## Welcome

When I assumed the role of Acting Chief Executive Officer in March 2010 following the resignation of Neil Jacobs, I inherited responsibility for the health and wellbeing of the Organisation; moving forward a number of major projects, strategies and plans; as well as dealing with the significant administrative responsibilities associated with the Ministerial Investigation.

## New Plans and Strategies

The City of Burnside is committed to engaging the community in its decision making process, improving business performance, and providing quality customer service, information delivery, facilities and services for the community.

Council strives to meet the emerging needs and interests of the community in an economically and environmentally sustainable way. Council also understands the need to integrate, enhance and adapt the City to meet the changing climate and social needs, while ensuring the distinct vibrant and inspirational character of our area is sustained.

One key area of focus in 2009/10 was the development of new plans and strategies which contribute to the process of achieving our short terms goals and long term strategic vision.

Strategic planning is an integral part of managing organisations by providing clear directions for its future. Strategies and plans are ongoing processes, which require assessment and monitoring, and by engaging with the community in their formulation, provides clear direction into the future for the Council and community we serve.

In 2009/10, Council adopted a comprehensive Ageing Strategy for the City of Burnside, a draft Property Strategy and a major Climate Change Adaption Project. All of these Strategies and Projects focus on long term sustainability issues for our community, and go hand in hand with a multitude of short term projects and activities developed by staff.

## Developing the Eastern Region Alliance (ERA)

Another focus for the organisation was fostering the working relationship between the City of Burnside and the other Councils in the Eastern Region Alliance (City of Campbelltown, City of Norwood Payneham St Peters, City of Prospect, City of Tea Tree Gully, City of Unley, and Town of Walkerville).

By working together, there is an opportunity to better serve our communities in order to secure a sustainable lifestyle and excellent services and facilities and to advance the interests of Adelaide's Eastern Metropolitan Region.

Regional cooperation can enhance our purchasing power or develop shared services or infrastructure that could lead to financial savings. 2009/2010 was a year of establishment for this group, and I see that moving forward there will be many benefits gained for both our residents, and also for other people living within the ERA area.

## Helping the Environment

Managing environmental expectations and requirements has also been another key focus this year for Council. In 2009/2010, in compliance with the State Government's Code of Practice for Irrigated Public Open Space, Burnside Council effectively reduced its water consumption by approximately 40% since the introduction of water restrictions. Council also continued to purchase 20% accredited Green Power for all electricity needs, including buildings and street lighting, which reduced Council's emissions by around 798 tonnes of green house gas.

On a smaller scale, Council installed switch off timers and occupancy sensors in various sections of the Civic Centre, water saving devices including automatic flushers and taps within the Civic Centre, new energy efficient hot water services within a number of community facilities and also participated in a showerhead exchange program. A successful series of community environmental awareness sessions focusing on issues such as composting, recycling, biodiversity and energy and water consumption reduction were also held during 2009/2010.

## **Financial Performance**

This financial year saw the development of the Council's Annual Business Plan and Budget for the 2010/2011 financial year. Consultation on the Plan was undertaken with the community through public meetings, the Online Community Panel and written submissions. Feedback was provided to Council and considered as part of the Council budget adoption process.

The City of Burnside achieved an operating deficit before capital amounts in 2009/2010 of \$2,634,000. A key element in this deficit was higher depreciation charges of \$9,161,000 as required by our Infrastructure and Asset Management Plan. Council investigations highlighted additional funding needed to be identified to ensure appropriate resources are allocated to maintaining and replacing our built assets such as community centres, halls and sporting clubrooms for future generations. Our Long Term Financial Plan aims to move Council's financial performance into surplus in coming years.

## **Achievements and Initiatives**

In a year that saw many of Council's achievements and initiatives overshadowed by attention on the Chelsea Cinema sale / lease process and the ongoing Ministerial Investigation, Council delivered many projects that improved the quality and efficiency of our services and our environment, including:

- Implementation of a new corporate call centre,
- Planting of 700 new trees on Council sites,
- Development of an additional two kilometres of walking trails,
- 45% reduction in graffiti incidents,
- Spending of \$1.3 million on footpath renewals and upgrades,
- Winning of a Marketing award for the Online Community Panel,
- Upgrade to the JB Ware Reserve and Michael Perry Reserve.

As part of Council's commitment to staff development, our Customer Service staff participated in an exchange program with the Port Adelaide Enfield Council. The process saw the exchange of new ideas at both workplaces and it is hoped that this initiative can be continued in the future.

## **Ministerial Investigation**

The administrative responsibilities for the City of Burnside in relation to the Ministerial Investigation into Council, led by former South Australian Auditor-General Ken MacPherson, were significant. While the Investigation required significant staff resources, time and energy, staff worked collaboratively with the Investigation team, to ensure that it met its process and reporting obligations.

## **Conclusion**

Over the past 12 months, the City of Burnside has achieved many significant outcomes. The achievements highlighted in this report are a reflection of the energy, enthusiasm and commitment of the Elected Members, staff, volunteers, community groups and community members who make up the City of Burnside. We look forward to continuing and building on the services that we provide in the future.

## VISION 2020 DESIRED OUTCOME:

### **Representation that instils confidence and reflects the best interests and values of the community**

The Burnside Council governs on behalf of the community, setting directions and priorities for the administration. It also delegates authority to the Chief Executive Officer and administrative staff to implement programs and activities in accordance with Budgets and the Strategic Planning Policy.

The City is divided into six electoral wards, with two Councillors being elected every four years by residents and ratepayers to represent each ward. The Mayor is elected by voters across the whole Council area. The next election is scheduled to occur in November 2010.

### **Burnside Council Meetings**

The Burnside Council meets on the third Tuesday of each month in the Burnside Council Chambers, and also holds four committee meetings. All meetings are open to the public. To help make decisions on behalf of the community, Burnside has four committees:

- Finance and Administration Committee, chaired by Councillor Paterson
- Strategic Planning and Environment Committee, chaired by Councillor Howard
- Community and Information Services Committee, chaired by Councillor Quirke
- Operation Services Committee, chaired by Councillor Zacharakis.

The basic functions of these committees are to deliberate on and formulate ideas, policies and procedures, and make recommendations on any powers, functions and duties to be delegated to any Committee and/or staff member.

### **Elected Member Council Meeting Attendance**

The Burnside Council met on 31 occasions in 2009/10. There were 20 Council meetings (including committees) and 11 special Council meetings.

<b>Elected Members</b>	<b>Council Meetings attended</b>	<b>Special Council Meetings attended</b>	<b>Total</b>
Mayor Greiner	20	11	31
Councillor Zacharakis	12	9	21
Councillor Carbone	19	11	30
Councillor Pavan	20	11	31
Councillor Collins	20	11	31
Councillor Henderson	16	10	26
Councillor Jacobsen	20	11	31
Councillor Quirke	18	7	25
Councillor Howard	17	9	26
Councillor Gilbert	20	10	30
Councillor Paterson	20	11	31
Councillor Lincoln	15	10	25
Councillor Hillier	16	7	23

Note: Leave of Absence for one meeting granted to Councillor Quirke; Leave of Absence for two meetings granted to Councillor Howard and Councillor Zacharakis; Leave of Absence for three meetings granted to Councillor Lincoln; Leave of Absence for six meetings granted to Councillor Hillier.

### **Allowances and Benefits**

The City of Burnside provides Elected Members with access to a computer and photocopier within the Council Civic Centre. Elected Members must meet their own out of pocket expenses in relation to stationery, photocopying and telephone calls. A mobile phone and computer is available for the Mayor if required, and Mayor Greiner is provided with both these items. The register of benefits and allowances are available for public inspection upon request at the Civic Centre.

Elected Members receive an allowance each year in recognition of the role they perform to the community. Councillors in charge of chairing a committee are paid an additional allowance. Since December 2006 Elected Member allowances have been:

Councillor	\$12,750
Committee Chair	\$15,938
Mayor	\$51,000

Note: Some Elected Members may receive additional allowances if they represent the Council on boards or committees.

## **Council Representation on Boards and Committees**

### **Review Committee**

In August 2009 a Review Committee was established by Council with the following terms of reference:

- to consider information and Statutory Declarations from the Mayor and Chief Executive Officer,
- to consider systems, policies, procedures, and measures and recommendations to allow appropriate reporting, investigation and record keeping of OHS matters involving Elected Members,
- to consider future reports of OHS matters involving Elected Members on a confidential basis, other matters as reported or referred by Council, Elected Members, and/or the Chief Executive Officer,
- to consider quarterly reports from the Chief Executive Officer on performance and organisational development issues,
- to make recommendations to Council on other associated matters arising from its terms of reference.

The Mayor is the Presiding Officer of the Committee, and membership of the committee consists of the Mayor and Committee Chairs. There is no sitting fee and they met once in 2009/10.

### **Audit Committee**

The primary objective of the Audit Committee is to assist Council in the effective conduct of its responsibilities for financial reporting, auditing, management of risk and maintaining reliable internal controls. Since December 2006 the Committee has consisted of Mayor Greiner, Councillors Collins, Carbone and Hillier, plus independent member Laurie Kozlovic. It meets on a bi-monthly basis and as otherwise required. There is no sitting fee for Elected Members, but the independent member received \$400 per meeting attended.

### **Burnside Retirement Services Inc**

This organisation runs the Pine View retirement facility. Council has three Members represented on the Board by virtue of association's constitution. As from January 2010 the sitting fee is \$1,518 for the Chairperson and \$1,014 for board members per annum. Since December 2006 Council has been represented by Councillors Howard, Lincoln and Quirke.

### **Burnside War Memorial Hospital Inc**

The Burnside Council owns the land on which the Burnside War Memorial operates. The Hospital constitution requires Council to appoint three Elected Member representatives to the board. The sitting fee is \$500 per annum and meetings are 11 times per year. Burnside Council is represented by Councillors Carbone, Lincoln and Zacharakis.

### **District Bushfire Prevention Committee**

Two Elected Members are appointed to represent the Council, Councillors Hillier and Howard. There is no sitting fee and the board only met once during 2009/10.

### **CEO's Performance Appraisal Committee**

Council is required to undertake an annual performance appraisal of the Chief Executive Officer. All members participate in determining the CEO's annual goals and objectives and conducting performance review and assessment. A committee is appointed to oversee the process. Since December 2006, this role has been undertaken by Mayor Greiner and Councillor Quirke. Councillor Collins sat on this committee for two years and was then followed by Councillor Paterson for the remaining two years of their term. This committee meets as many times as required and there is no sitting fee.

### **Eastern Health Authority**

The principal activity of the Eastern Health Authority is to provide health services to Councils in the Eastern Region. EHA is managed by a board of directors comprised of two representatives from each of the three member Councils. The Board meets a minimum of five times a year and there is no sitting fee. Councillors Lincoln and Hillier represent Burnside Council on this board.

### **Eastside Business Enterprise Centre Inc**

The Eastside Business Enterprise Centre was established to promote economic development in the Eastern Region. Council has one member on the board by virtue of the constitution. Meeting monthly, there is no sitting fee. Councillor Carbone represents Burnside Council on this board and has been Chairman since November 2008.

### **East Waste Management Authority**

This regional subsidiary was established to collect and dispose of household waste, recyclable materials and green organics. The City of Burnside owns 18.9% of East Waste. Meeting monthly, the board of directors comprises of one representative from each of the member Councils plus two independent directors. Council appointed members are each paid a sitting fee of \$4,800 per annum, plus \$300 for additional subcommittee meetings, to a maximum of \$1,200 per annum. Since December 2006 Councillor Peter Pavan has represented the Burnside Council, with Councillor Hillier as the Proxy. The Chair receives \$13,800 per annum.

### **Eastwood Community Centre Inc**

The Eastwood Community Centre Inc operates as a community centre for the City of Burnside and the City of Unley. Council has two positions on the committee, which can be two Elected Members or one Elected Member and one staff member. There is no sitting fee and the board meets on a monthly basis. Council's representatives on the Management Committee are Councillor Quirke and Councillor Paterson.

### **Highbury Landfill Authority**

The City of Burnside is one of three member Councils of the Highbury Landfill Authority. The role of the Authority is to oversee and fund the rehabilitation of the Highbury Landfill site. The board meets monthly and there is no sitting fee for Council Board Members. Since December 2006 Councillor Pavan has represented the Burnside Council and is the chairperson, with Councillor Hillier as a Proxy.

### **Local Government Finance Authority**

The Mayor remains Council's delegate for the Local Government Finance Authority Annual General Meeting with voting rights on behalf of Burnside Council. Meeting annually, there is no sitting fee.

### **Local Government Association**

The Mayor remains Burnside Council's delegate with voting rights. Meeting annually, there is no sitting fee.

## **National General Assembly of Local Government and Local Government Managers Australia**

The Mayor and the Chief Executive Officer are appointed as delegates to the annual National General Assembly of Local Government, and the annual Local Government Managers Australia Conference.

### **Local Government Association State Executive Committee**

The Local Government Association (LGA) State Executive Committee meets six times a year and provides leadership for Local Government, pursues the objectives of the LGA Constitution, and received comment from Councils. The Committee meets six times per year. Voting members receive \$100 per meeting attended. Councillor Quirke is a Proxy for the Metropolitan Councils' representatives on the Committee. Councillor Quirke attended four meetings as a voting Proxy.

### **Development Assessment Panel (DAP)**

The Development Assessment Panel meets on the first Tuesday of each month at the Burnside Civic Centre. All meetings are open to the public. The basic function of the Panel is to make decisions on planning applications and advise Council on development assessment trends and issues.

In accordance with the Development Act (2006), Council's Development Assessment Panel is composed of four independent members, the Presiding Member and three Elected Members from the Burnside Council.

Mike Canny is the current Presiding Member and David Lincoln is the current Deputy Presiding Member.

### **Panel Allowances and Benefits**

The July 2009 – June 2010 payment schedule per meeting attended is as follows:

Elected Council Member	\$200
Independent Member	\$350
Presiding Member	\$550.

### **DAP Attendance 2009/10**

The total number of DAP meetings in 2009/10 was 13, including a Special Meeting.

### **Attendance by DAP Members in 2009/10**

Mike Canny	Presiding Member	13
Peter Dungey	Independent Member	12
John Hunt	Independent Member	12
Don Donaldson	Independent Member	9
Joanne Howard	Councillor	12
David Lincoln	Councillor	10
Con Zacharakis	Councillor	8

### **Allowances received by DAP members in 2009/10**

Mike Canny	Presiding Member	\$7,700
Peter Dungey	Independent Member	\$4,500
John Hunt	Independent Member	\$4,500
Don Donaldson	Independent Member	\$3,150
Joanne Howard	Councillor	\$2,600
David Lincoln	Councillor	\$2,200
Con Zacharakis	Councillor	\$1,800

No other allowances or benefits are paid and members must meet their own out of pocket expenses in relation to such items as stationery, photocopying and telephone calls.

### **Voter representation and Boundary Review**

Reviews of ward boundaries are required every eight years or when the number of electors in each ward varies by more than or less than 20%. The next review is scheduled for 2013.

### **2009/10 Representation Quota for Burnside and Similar Sized Councils**

<b>Council</b>	<b>Councillors + Mayor</b>	<b>Electors</b>	<b>Representation quota</b>
Norwood/Payneham/ St Peters	16	24,143	1,508
Holdfast Bay	13	25,682	1,975
Unley	13	26,227	2,017
Burnside	13	31, 514	2,424
Campbelltown	15	33,118	2,207
West Torrens	15	37,761	2,517
Adelaide Hills	13	28,106	2,162

## **The 2006 - 2010 Council**

### **Her Worship the Mayor**

**Wendy Greiner**- DipT, BA, GradDipRec, FAIM, FAICD

Mayor since May 2000

### **Beaumont Ward**

**Cr Andrew Hillier** - BE(Hons), GradDipBus, MIEAust, CPEng

Councillor since May 2000

**Cr Davina Quirke**

Councillor since December 2006

### **Burnside Ward**

**Cr Rob Gilbert**

Councillor since May 2000

**Cr David Lincoln** - MBBS

Councillor since December 2006

### **Eastwood and Glenunga Ward**

**Cr Jim Jacobsen** - BBus(Mkt), AAPMA

Mayor from 1993 -1995

Councillor 1989 -1993, 2003-2006 and since March 2007

**Cr Robert Paterson**- BEc(Hons), CA, MAICD, GCM

Councillor since March 2007

### **Rose Park and Toorak Gardens Ward**

**Cr Con Zacharakis** – BE, BSc, MIEAust, CPEng, CPPD, DipPM

Councillor since December 2006

**Cr Maurice Henderson** – FAICD, FAIM, FFIA, FAHP, JP

Councillor since July 2009

### **Kensington Gardens and Magill Ward**

**Cr Chris Collins** - FFin

Councillor since May 2000

**Cr Joanne Howard** – MScIP, BA, AdvDipJA

Councillor since December 2006

### **Kensington Park Ward**

**Cr Peter Pavan** - BSc, MACS, PMP, AIMM, JP

Councillor since December 2006

**Cr Julian Carbone** - MBA, BEc, JP

Councillor since December 2006



## VISION 2020 DESIRED OUTCOME:

### **A broad range of successful businesses and organisations that attract increased wealth to the City**

In 2009/10, the Burnside Council continued its support of the Eastside Business Enterprise Centre (EBEC). EBEC is an independent organisation supported by a unique partnership between Federal, State and Local Governments, together with the corporate sector. Other Councils involved in 2009/10 were Norwood, Payneham and St Peters, Prospect, Campbelltown and Walkerville.

EBEC provides free, confidential and independent counselling and advice to small business and focuses on the micro and small business sectors, in and around the eastern suburbs. It works towards creating or supporting economic development and jobs, through the growth of new and existing businesses. The majority of assistance provided in 2009/10 related to queries on leasing, marketing, business planning and cash flow. Federal government funding enabled EBEC to offer small business owners specific, specialised advice on a range of legal, financial, marketing and human resource matters through free referrals to professional network members. This service has been offered to more than 50 businesses located in the City of Burnside.

There are approximately 4,500 registered businesses in Burnside, a mix of home based, commercial/retail, offices and professional businesses. Approximately 13,000 people are directly employed by these businesses.

Burnside is well serviced by retail centres and shops including the Burnside Village precinct, which plays a district centre function, four neighbourhood centres and several local convenience centres that complement the area's predominantly residential character. There are also numerous local corner stores and several commercial and service centres that offer specialist retail products and services at a regional level.

Key EBEC activities in 2009/10 have included:

- assisting many businesses to survive the lingering effects of the downturn in consumer spending caused by the global financial crisis, involving advocating for business owners in tax and lease issues, customer service training and shop floor presentation programs,
- conducting bi-monthly Starting Your Own Business Workshops at the Burnside Civic Centre, which regularly attract an average of 25 business intenders obtaining information on start-up costs, break even analysis etc,
- extending the workshops to include a second stage training session looking at viability assessment, marketing and business plan preparation,
- holding monthly networking breakfasts, a variety of workshops and business evenings to provide opportunities for business owners to meet and exchange information on their business activities,
- engaging under 35 year olds through GR8 young business owners and entrepreneur events to encourage networking and business growth,
- visiting more than 1,000 Burnside businesses to provide advice about expanding their business, legal obligations, employing additional staff and exporting goods and services,
- offering a range of 35 free Better Business workshops on a range of matters such as e-commerce, business planning and commercial lease interpretation through association with the Department of Trade and Economic Development.

## VISION 2020 DESIRED OUTCOME:

### **Access to diverse shopping, transport and professional services that meet changing community needs**

In addition to local businesses, residents are also in close proximity to the nearby business precincts of Norwood and the Adelaide Central Business District. Both of these areas can be accessed easily by Burnside residents travelling by public transport or by car.

### **Providing Community Transport**

The City of Burnside's Community Transport Program provides isolated residents with an easy and convenient bus service to access shopping centres, Burnside Community Centre support programs and group excursions.

The Community Transport buses are driven by qualified volunteers and supplement the existing public transport available to residents.

The bus fleet consists of three buses, ranging in capacity from 12 to 26 seats. The largest bus is fitted with an access ramp for people with disabilities and older passengers. The City of Burnside also owns another 12 seat minibus, which is used primarily by the Eastwood Community Centre.

In 2009/10, the community transport buses transported 21,600 passengers, with 26 volunteers contributing 4,656 hours to provide the Community Transport Program.

As part of Council's Vision 2020 Strategic Plan, the Community Transport Program aims to provide 'access to diverse shopping, transport and professional services that meet changing community needs'. To achieve this Council plans to extend the community bus service to and from the Civic Centre via shopping precincts, with a target to increase usage from 21,600 passengers per year to 25,900 by 2020.

The Council plans to purchase a Hi-Ace bus to expand the services to isolated residents in the foothills of the Council area. The 11 seater bus, funded by donations, will be modified to accommodate shopping bags, trolleys and walkers. It will also have three baby restraint points for mothers and babies.



## Justice of the Peace

The City of Burnside provides a free Justice of the Peace Service, operating from the Burnside Community Centre during the week and in the Burnside Library on Saturday mornings. In 2009/10, our 36 JPs met with 6,911 people, performing 23,680 tasks.

### VISION 2020 DESIRED OUTCOME:

**A vibrant and diverse community that values, supports and creates a sense of belonging for its people**

## Providing Community Grants

To help develop programs that benefit the local community, in 2009/10 the City of Burnside provided \$24,268 in grant funding to community groups and organisations. Key recipients in 2009/10 were:

Burnside Symphony Orchestra	\$1,500
Baha'i Community of Burnside	\$1,500
Burnside Players	\$1,500
Beaumont Bowling Club	\$1,950
Burnside Youth Concert Band	\$1,500
Rotary Club of Burnside	\$2,000
Eastern Districts Little Athletics	\$1,000
Cats Assistance to Sterilise (CATS)	\$1,000
Glenunga Football Club	\$1,500
Knightsbridge Baptist Church	\$1,500
Toorak Burnside Bowling Club	\$2,000.

Fourteen other groups and associations received amounts ranging from \$200 to \$1,000.

## Providing Community Centres

The Burnside Community Centre has been operating for more than 25 years and offers a diverse collection of programs. Community groups and organisations as well as commercial hirers, regularly use the facilities at Burnside Community Centre for meetings, educational and training sessions, workshops and displays. More than 50 Council and community group programs are offered to the community through the centre. The Administration undertook a service review and implementing a framework for long term planning of social and community activities in the centre. Community consultation will be undertaken, and new classes and activities in the centre commencing 2011 will comply with this standard. This will ensure a responsive and diverse mix of programs being delivered to our residents for the long term, growing and changing with our community.

Located within the Civic Centre, the Burnside Ballroom is a State Heritage listed building that was completed in 1954. Almost all of the fittings and fixtures of the current day ballroom are original. Use of this facility is high with the venue being an ideal setting for many private events as well as corporate functions.

The Dulwich Community Centre is a community supported venue, whose daily operations are managed by staff from the Burnside Community Centre. Several community groups use the centre for meetings, and children's karate, ballroom dancing and Latin dance classes held in the centre continue to enjoy good attendance rates.

Funded by the Burnside Council with a contribution from the City of Unley, the Eastwood Community Centre provides a variety of different activities for all age groups. Many community groups and organisations meet regularly at the centre.

## **Volunteer Program**

With the support and commitment of our volunteers, the City of Burnside is able to offer a broad range of programs to its residents. This year approximately 400 volunteers worked in more than 30 Council programs.

To recognise the importance of volunteers, each year the City of Burnside hosts two Council wide functions and presents service awards.

In December 2009, a Christmas Dinner was held in the Burnside Ballroom that was attended by volunteers and their partners.

In May 2010, as part of National Volunteer Week, the Burnside Council hosted several events for volunteers and their partners, including an afternoon tea and a free screening of the latest released films. The Mayor also presented Service Awards to volunteers.

Individual Volunteer Programs are also encouraged to hold their own celebrations to recognise their volunteers in a more personalised way before Christmas, during National Volunteer Week and at other times throughout the year.

To ensure that volunteering continues to remain relevant to the needs of the community and that the Council is able to offer a varied program of volunteering opportunities, the development of a Volunteering Strategy has commenced as part of the Council's Vision 2020 Strategic Plan.

Phase 1 of the development of the Strategy, completed in July 2010, consists of sourcing relevant information by conducting a volunteer trends survey, reviewing current volunteers, supervisors and programs, and linking with other local Council research and National Volunteering Standards. The second phase, to be completed by July 2011, will analyse the outcomes of Phase 1 and provide recommendations..

## **Provision of Community Events**

### **Australia Day**

More than 700 people attended the 2010 City of Burnside Australia Day Celebrations in Hazelwood Park. The celebrations included a commemorative Citizenship Ceremony in which 93 migrants from 22 different countries took the Australian Citizenship Pledge and were presented with a certificate by Mayor Greiner, in the presence of His Excellency Rear Admiral Kevin Scarce AC CSC RANR, Governor of South Australia.

The 2010 Australia Day Award recipients were:

Burnside Citizen of the Year                      John Caddy

Burnside Young Citizen of the Year      Erin Gear

Community Award Winners                      Felicity Lord, Arthur MacDonald, Nasso and Hryssoula Heisler.

The barbeque brunch and refreshments, operated by the Burnside CFS and the Adelaide Achievers Aktion Club, proved once again to be very popular, as were the performances by the Burnside Youth Concert Band.

### **Carols in the Park**

In association with the Burnside Lions Club, every December the Burnside community is invited to sing Christmas carols in Hazelwood Park. This year's event attracted close to 4,000 people and featured musical support from the Kensington and Norwood Brass Band and a variety of choirs and soloists.

## Battle of the Bands

Seven local bands showcased their musical talents to a crowd of more than 250 people in the eighth annual Burnside Battle of the Bands competition in 2009.

Coordinated by the Council's Youth Advisory Committee, the event aims to promote the abilities of youth and provide the opportunity to showcase their talents; both the quality young bands performing and the volunteers applying practical skills and experience they have acquired on the Youth Advisory Committee.

More than 14 bands registered for the event, which seeks to meet a consistent need in the local community for young people.

## National Youth Week Activities

Held between 28 March and 5 April, National Youth Week focuses on the issues and concerns of young people from all regions and backgrounds, and highlights the positive contribution made by young people to our community.

The City of Burnside, in collaboration with the cities of Norwood Payneham and St Peters, Prospect and the Town of Walkerville, presented the interactive youth event, Get the Drift!, which encourages young people to 'stay positive, keep active and cope with life's challenges'. Held on Thursday, 25 March, 275 students from eight local high schools attended the all day event at the Festival Theatre in Adelaide.

Students participated in physical fitness and education based interactive workshops such as:

- Drugs and alcohol: Avoid the dangers,
- Reducing stress, releasing energy and increasing health,
- Playing it brave,
- Keeping it real, looking at the bigger picture, and
- Planning for the future.

The Burnside Library also held a variety of events and competitions during Youth Week including the Youth Photo Competition. The competition showcased a range of photographs capturing what the entrants love about Burnside and was a huge success. All entries were displayed in the Library and on the Library's Facebook page. Winners received some fantastic prizes including JB Hi-Fi vouchers. Other activities held included a cooking demonstration by Lisa Fitzgerald, Halo 3 tournament, MarioKart Wii playoff, and a natural skincare workshop with Pam Marshall from The Shoppe. A week long youth book, CD, DVD and magazine sale was also a huge success, raising hundreds of dollars for the Library.



## **Burnside Youth Concert Band**

Established in 2003, the Burnside Youth Concert Band consists of 20 young people between 13-19 years of age, playing brass, woodwind and percussion. Supported by the Burnside Council, the group undertakes weekly rehearsals in the Burnside Town Hall. Performances held over the past year included:

8 September	Annual Cabaret performance at the Burnside Town Hall,
6 December 2009	City of Burnside Carols by Candlelight in Hazelwood Park,
26 January	Australia Day Celebrations in Hazelwood Park, and
25 April	Anzac Day dawn service at the Myrtle Bank War Veterans' Home.

## **Burnside Symphony Orchestra**

Founded in 1956, the Burnside Symphony Orchestra is a community orchestra supported by the Burnside Council. Rehearsing weekly in the Burnside Town Hall, they perform four concerts a year in the Burnside Ballroom, raising funds for South Australian charities. This year the Burnside Symphony Orchestra performed an additional concert in Tanunda, as part of their goal to hold performances across Metropolitan Adelaide and the Hills Region.

## **Burnside Players**

The Burnside Players are a community theatre group supported by the Burnside Council. They rehearse in the Burnside Town Hall and usually perform two weeks (one season) per year in the Burnside Ballroom and an additional performance in another venue. They also conduct workshops for the community.

### **VISION 2020 DESIRED OUTCOME:**

**Access to a range of education, health and support services that meet community needs and enhance lifestyles**

## **City of Burnside Ageing Strategy**

The 2009-2012 City of Burnside Ageing Strategy has been developed within the context of the Vision 2020 Strategic Plan and follows an extensive consultation process within the community, service providers and neighbouring Councils.

The Ageing Strategy and its companion document the Ageing Strategy Action Plan guide a 'whole-of-Council' approach to understanding and responding to the emerging needs of the ageing community. It is based on encouraging positive ageing and facilitating the opportunity for older people to age-in-place if that is their choice.

While many of the activities included in the Ageing Strategy Action Plan recognise diversity and encourage supportive, happy and healthy people, there are others that specifically focus on integrating urban form and living spaces or protecting and valuing the environment. However, the Ageing Strategy is not only about the aged members in the community, it's about guiding how the community manages its ageing, for the benefit of everyone.

The vision of the Strategy is:

"In the City of Burnside older people are valued and fully engaged in the community. They have opportunity to age-in-place in a safe, attractive and accessible city and find ageing a positive experience because they are empowered through the optimisation of health, activity and independence."

To achieve the Ageing Strategy goals the City of Burnside will:

- embrace its local and regional leadership role, encouraging others to recognise and support the value of older people in a community,
- maximise opportunities for older people in the community to live in safe accommodation appropriate for their life stage,

- deliver or facilitate appropriate support and services so that older people have the choice to age-in-place,
- maximise opportunities for older people to access external services and facilities to ensure their health and well-being, and
- maximise opportunities for social connectedness and for older people to fully participate.

## **Burnside Aged and Disability Care Program**

The Aged and Disability Care Program provides support, services and activities for frail older people, younger people with a disability and carers.

Funded by Home and Community Care (HACC) and the State and Federal Governments the Program aims to maximise opportunities, encourage social inclusion, support independence and facilitate the provision of health, education and other support services in the community.

The Burnside Aged and Disability Program is managed by Home Assist and its three related areas, Community Care, Home Maintenance and Modification, and through social activities, including the Eastern Region Men's Shed Program; and the 3Rs (Respite, Recreation and Revitalisation) Program.

### **Burnside Home Assist**

Home Assist provides subsidised Community Care, Home Maintenance and Modification assistance and social activities for residents who meet the HACC eligibility criteria.

In 2009 the City of Burnside Home Assist Program was successful in its HACC funding application to expand Home Assist services. The Program was awarded an additional \$113,500 in recurrent annual funding.

Community care services include personal care, social support, domestic assistance, shopping and respite. In 2009/10, 588 people were provided a service totalling 5,065 home visits.

Home Maintenance and Modification assistance includes minor home maintenance, changing light globes and smoke alarm batteries, replacement of tap washers, fitting of security locks and doors, grab rail installation, gutter cleaning and gardening services. In 2009/10, 894 people were provided service with 1561 visits.

Regular social activities include fortnightly mystery and Adelaide Central Market bus trips, afternoon teas, movies and lunch outings, monthly community information sessions and cooking classes for older men. These activities provide opportunities for older residents to remain connected to their community, to learn new skills and gain new knowledge about many issues of interest to the elderly. More than 200 people participated in one or more social activity.

### **Community Lunch Program**

The City of Burnside's Community Lunch Program has been providing nutritious and affordable meals in a social setting to older Burnside residents for more than 25 years. Different from other meal provider services, the Community Lunch Program encourages older and/or socially isolated people out of their homes to meet and socialise with other Burnside residents.

Operating from the kitchen in the Burnside Community Centre, the Community Lunch Program operates five days a week and is staffed by volunteers and a paid Catering Officer. In 2009/10, 5,120 meals were prepared and served to Burnside residents in the community centre dining room.

### **The 3Rs (Respite, Recreation and Revitalisation) Program**

The 3Rs Program is a regional activity based program funded by HACC and managed under the auspices of the City of Burnside. It operates across the Eastern Adelaide Region within seven Council areas and aims to:

- assist participants to reconnect to their community through the provision of activities, outings and social interaction,
- help maintain the cognitive skills of those with memory loss, and
- provide carers with respite.

Seven groups, consisting of isolated older people, those with memory loss and younger people with an acquired brain injury (ABI), met weekly throughout 2009/10. Individual group numbers are limited to a maximum of nine participants to allow a suitable staff/participant ratio. Over the year 78 people were involved with the 3Rs Program.

The 3Rs group highlights have included art classes, a Christmas Holiday Program, the completion and unveiling of a mural by ABI Group participants at Pepper Street Art Centre, a Mosaics Art Program, ongoing music therapy sessions and horticultural therapy at Eastwood Community Centre.

### **Eastern Region Men's Shed Program**

The Men's Shed is a regional community based program supporting isolated older men including those living with memory loss who live in the cities of Burnside, Norwood Payneham and St Peters and Campbelltown. The Program is funded by HACC and managed under the auspices of the City of Burnside.

The Men's Shed runs four groups each week; three are for older isolated men while the fourth group is specifically for older men with memory loss. The focus of the Program is primarily as a place of social interaction where older men can be involved in community projects, make or repair items for themselves and socialise with other men.

Each group can accommodate up to 11 participants with the average attendance being 7- 8 men. During the year 54 men were registered as participants.

Projects for 2009/10 included:

- designing and constructing a new bench for the City of Burnside Community Centre Kitchen,
- making and repairing toys for the Family Resource Centre,
- making bird, possum and bat boxes for the Bio-diversity Unit, City of Burnside and for Fauna Care and Rescue, and
- making and donating toys to a range of charitable organisations.

### **Eastern Region Alliance (Ageing)**

The Eastern Region Alliance (ERA) Ageing Group provides a forum to address and plan for the impact of the ageing demographic on Eastern Region Councils. The Council representatives on this group have worked as a close knit team and share the common goal of wanting to ensure that our Councils, individually and collectively, are best prepared to meet any challenges. The group shares information and identifies opportunities to work together on joint projects and community consultation. The intention is to develop a partnership approach with funding bodies such as Home and Community Care to advance funding opportunities.

### **Providing Library Services**

The Burnside Library is a community hub and cultural centre, engaging the community through a range of innovative and interesting programs, services and events. It not only offers people the opportunity to borrow from a diverse collection of library materials, it also provides people with the chance to learn new skills, discover fascinating facts, cultivate friendships, relax, and enjoy an array of informative and entertaining events.

The range of services and programs that the Library offers include:

- information literacy and lifelong learning,

- lending recreational, reading and audio visual materials,
- popular programs including French and German classes, genealogy club and a range of computer classes,
- book discussion groups including one for people with a vision impairment,
- online databases including newspapers from around the world,
- magazines,
- internet access, social networking sites, wireless access, and
- local history services.

In 2009/10 there were around 34,000 active library members. During the year the Library received more than 1,951 customer requests, with 1,769 being successfully filled, a success rate of 90.67%. This is an increase of around 880 requests from 2008/09.

This year the Library undertook its first stock take where a number of materials were debited and the database updated to reflect the current stock. Burnside Library currently has an estimated 132,564 items in its collection, with approximately 25% on loan at any one time.

DVD's and Blu-Ray DVD's continue to be the most popular items borrowed by library patrons with 169,331 DVD loans from the 6,327 strong DVD collection in 2009/10. Burnside Library was the first library in the state to introduce Blu-Ray DVD's for loans. The Blu-Ray collection continues to grow with 327 titles currently held. These were issued to borrowers 3,363 times during 2009/10.

A number of books continue to be donated by the public, which if not needed for the collection, are put into the book sale. The sale is a regular event, with more than \$16,500 raised for the Library through sales in 2009/10.

### **Achievements in the Implementation of New Services and Technologies**

Over the past year the Library has developed and enhanced technological initiatives by focusing on building its communities on various social networking sites. The new initiative enables the Library to promote its services, events and programs available to the community and encourage discussion and connection between patrons. The Library also utilises a range of state-wide and national library networks to promote new films, which has served to promote its image as an innovative and leading library.

Five movies were created by the library team and published on YouTube, Facebook and the Library website. Filming and editing skills have improved dramatically with each production, which has assisted staff with planning for future projects.

The social cataloguing web application, LibraryThing, was also installed on the catalogue. The tool catalogues books into various commonalities, including suggesting books that are similar to previous books borrowed based on authors, subjects and genres. LibraryThing will be further developed with the introduction of a review package that enables users to access book reviews.

The Library also implemented a genre label system to the children's collection. Each book has been labelled with a genre sticker, improving access to books and enabling children to find the books they like more efficiently.

### **Library Events, Promotions and Partnerships**

Burnside holds regular events throughout the year that require ongoing collaboration with community groups, musicians, theatre groups, service clubs and local businesses, attracting thousands of people to the Library.

Internationally renowned Australian authors, Paul Barry and Alex Miller, made special presentations for Burnside residents. The events, held at the Chelsea Cinema, provided an opportunity for the authors to talk about their books and share their experiences with enthusiastic readers.

This year the Library in partnership with the State Theatre Company launched Scene It, an initiative embracing creativity and culture. Each season the director and actors of a play visit the Library to speak with people and provide insight into the creative thinking, tactical processes and precise delivery of the play.

The Library further strengthened its partnership with the Scottish Associations of SA by hosting Tartan Day Celebrations. More than 300 people attended the four day event which included a bagpipes demonstration, haggis ceremony, Scottish highland dancing and historical talks.

Special guest, Consul of Japan for Australia, Mr Susumu Hasegawa, visited South Australia in July 2009 to open the Burnside Library's inaugural Japanese Cultural Day. The event which encourages cultural exchange, featured music, dancing, singing from the Kimono Choir, a weaponry display and talk as well as the opportunity for visitors to experience a traditional Japanese tea ceremony.

Burnside Library's annual Community Reading Program, One Book One Burnside, returned again with the book *The Stone Crown* by South Australian author Malcolm Walker. Walker promoted *The Stone Crown*, his first book, which is a creative Arthurian tale of myth, magic and fantasy based on the dark and dangerous adventures of King Arthur. The successful One Book One Burnside Program, launched in August 2009, is a collaboration between local authors, SA Writer's Centre, local book stores and businesses.

French Café Classes (French conversation classes) have thrived and grown into an active social group with friendships being cultivated through a common interest. The Program includes guest speakers, activities, excursions and social dinner parties. This year, approximately 20 people were involved in the Program.

This year the Library partnered with Trak Cinemas in a bid to engage the community further with the arts. Throughout the year Trak Cinemas extended invitations to library patrons for special screenings to a number of films. *The Girl with the Dragon Tattoo*, based on one of the most popular book series in the Library, was one of the most popular screenings, with more than 200 people attending.

The Library has also continued its partnership with Council on the Ageing (COTA)/Every Generation, which is an independent consumer organisation that protects and promotes the well-being of Australian seniors through policy and advocacy, representation, and providing a range of programs and services. The Burnside Library contributed regular book reviews to the MyCOTA magazine, further promoting the Library and its resources. In conjunction with the Tea Tree Gully Library, the Burnside Library wrote articles for the magazine, highlighting the evolving role each individual has in their community and the benefits it reaps. This is the third year the Burnside Library has partnered with COTA/Every Generation.

### **Engaging Families, Children and Youth with Library Services and Spaces**

Burnside Library supports youth and families and promotes child development by providing a range activities and services. These services include:

- resources for parents and expectant parents provided through the Library's Family Information Zone,
- regular Baby Chat and Storytime sessions for babies, pre-schoolers and their caregivers,
- school liaison services for teachers,
- school holiday programming and after-school activities, and
- a Youth Lounge aimed at 12-25 year olds, equipped with Wii, X-Box and Play Station consoles.

To promote early literacy and lifelong learning, Baby Chat and Storytime sessions encourage parents and caregivers to share books with their children from birth, as do free Little Big Book Club packs provided to parents of 6-12 month olds. Due to the high success rate of the sessions the Library now holds three Storytime sessions every week with more than 80 children attending each week and weekly Baby Chat sessions with nearly 50 people attending each session. The Library has specialist staff who undertake ongoing professional development in children's literacy and literature to ensure they are equipped with current skills and knowledge to assist customers.

To further encourage child development and growth, the Library also undertakes visits to local childcare centres and schools and conducts guided library tours. Since November 2009, three schools visited the Library, sourcing a vast range of information for school assignments including local history as well as learning about library services and facilities. The mobile library service, was taken to Magill Primary School three times during the year, with the first visit in December including a special visit from Father Christmas.

The Library's annual DEAR (Drop Everything and Read) Reading Program was another big success, with 220 children registering to read as many books as possible over the summer period.

National Book Week is an annual event celebrating books and Australian authors and illustrators. More than 500 children attended a range of activities and events hosted by the Burnside Library, including an illustration workshop with popular children's illustrator, Greg Holfeld. The Library also organised story-time and craft sessions for visiting schools.

In November 2009 over 300 children were captivated by the funny and interesting stories of internationally renowned children's author, Andy Griffiths. Organised by the Library through its partnership with Angus and Robertson, the special event was filmed and posted on YouTube. This was Andy Griffith's first foray into YouTube and to date has had approximately 600 hits.

The 14<sup>th</sup> annual Miss Polly's Picnic, held in March 2009, was again a big success. Over 230 pre-school children and their parents and carers enjoyed a day of fun and entertainment at Hazelwood Park. Miss Polly's Picnic will now be hosted on a bi-annual basis.

### **The Toy Library**

The Toy Library, located in L'Estrange Street, Glenunga, aims to assist in the development of children's fine and gross motor skills by providing a range of toys for loan. Over the past 12 months the Toy Library enhanced the efficiency and effectiveness of customer service by streamlining the party booking procedure and reconfiguring customer service areas, installing purpose built shelving, and modifying existing shelving to maximise storage. Warning labels on resources with small parts/and or balls were upgraded following new legislation requirements introduced in January.

In February Story time in the Playground and the mobile library van commenced monthly visits to the Toy Library. This service enables children and their parents and carers to borrow and return library books via the mobile van. Staff also encourage children and their parents and carers to relax and read at the playground prior to visiting the Toy Library.

### **Community Library Service**

The Community Library Service, made possible by a dedicated team of volunteers and staff, is a mobile library service available to local residents who cannot access the Library easily. The City of Burnside has two mobile library vehicles that carry approximately 3,000 loan items. Approximately 400 borrowers use the mobile library service every four weeks. The truck visits nursing homes and independent living apartments for seniors, as well as the Burnside Toy Library and Pepper Street Arts Centre on selected days. The Community Library Service can be used by any member of the Library when they see the truck out and about.



## **Helping Vision Impaired People Access Written Information**

Introduced in 2004, Books in the Sky (BiTS) is a partnership between the Library and the Royal Society for the Blind (RSB) to help blind or vision impaired people access information and reading material. Using broadband technology and facilitated by library staff, blind or vision impaired users can quickly and easily download up to 30 hours of written material from a central computer into a battery powered audio handset the size of a mobile phone, called a 'navigator'.

The navigators continue to be popular with borrowers with vision impairment and the demand for additional navigators continues as more borrowers are diagnosed with macular degeneration. In 2009/10 56 people participated in our BiTS Program, borrowing a total of 1,810 books.

The Audio Book Discussion Group for vision impaired continues to meet in the community centre once a month with the support of volunteers.

The Grapevine newsletter is also published in a digital format.

## **Adult Education Computer Courses**

The Burnside Library recognises that lifelong learning and computer literacy are key elements to information literacy and offer a varied selection of adult education computer courses. A range of courses are available to meet the needs and skills of individuals, ranging from introductory courses on basic computer skills, email and the internet to intermediate courses on learning how to buy and sell items on Ebay. In 2009/10, 482 people participated in the five different computer courses that were available.

## **Local History**

The City of Burnside is committed to preserving information and artefacts relating to the history of Burnside. A project to consolidate and preserve historical paper-based files continued this year and is expected to be completed in late 2010 to early 2011.

Throughout the year, a number of school groups attended a range of information sessions in the Local History room at the Burnside Library. Themes studied included: what is history?, the indigenous history of Burnside, and the history of Burnside since white settlement.

To celebrate History Week, held in May, the Library hosted 10 events including tours of Penfolds Winery, Chelsea Cinema, and Burnside sites.

The Library has also formed a family history support group which meets once a month. A series of guest speakers have provided information, training and tips to the group. Training in online genealogy resources is scheduled for late 2010.

## **Book Discussion Groups**

Book groups provide a great way for people to actively comment, analyse and review books in an interactive discussion with others. This year there were 90 external book discussion groups (private) and 8 internal groups (Library based) serviced by the Burnside Library. The Library continues to add new titles and DVDs as well as audio CDs to the collection.

The book discussion group's newsletter, Book Chat, has been a highly successful communication tool in keeping groups updated with new additions to the collection and informing people about what other groups are discussing.

## Environmental and Health Services

The City of Burnside is part of the Eastern Health Authority, a regional initiative undertaken with five Eastern Region Councils to provide a range of environmental and health services. These services include:

- **Immunisation Services**  
A monthly public clinic is held at the Burnside Civic Centre. Immunisation services are also undertaken at high schools and primary schools within the Burnside Council area.
- **Food Surveillance**  
Food premises within Burnside are monitored by Environmental Health Officers for compliance with the Food Act and Food Hygiene Regulations. Any concerns regarding food premises, food safety and food handling are also handled and investigated by the Authority. Food business proprietors can also obtain information from the Authority.
- **Environmental Health**  
Officers monitor a wide range of premises and conditions under various legislations but primarily under the Public and Environmental Health Act and Regulations. Premises monitored include public swimming pools and spas, hairdressing and beauty salons, cooling towers, public toilets, and public buildings. Officers will also investigate and act on complaints and any concerns regarding general sanitation and environmental pollution matters.
- **Supported Residential Facilities Licensing**  
The Authority licences facilities such as nursing homes under the Supported Residential Facilities Act and investigates any complaints or concerns raised against these premises.
- **Communicable Diseases Investigation**  
Officers investigate reports of infectious and communicable diseases reported to the Department of Human Services and considered by that Department which require investigation.

Full details of their activities during 2009/10 are available in their annual report in the subsidiary section of this publication.

## Supporting Future Generations

### Child Care Links (East)

Child Care Links (East) Program aims to improve the health and wellbeing of young children. The Program offers families across the Eastern Region of Adelaide the opportunity to build community capacity and empower them in their day to day life as parents.

The Program also supports six community based childcare centres across the Eastern Region reaching 820 families and 130 child care professionals.

Child Care Links is an Early Childhood – Invest to Grow initiative funded by the Australian Government under the Family Support Program. Child Care Links (East) has been operating since October 2005 and is supported by the cities of Burnside, Unley, and Norwood Payneham and St Peters.

The Child Care Links Officer is employed to support families in their parenting role and develop relationships between childcare services, children's services and families. In addition to increasing parents' knowledge, skills and understanding of the facilities and services available in their community, the Program raises awareness of the importance of early childhood development.

During 2009/10 the Program provided families, carers and communities with:

- regular information sessions to develop knowledge and skills on toilet training, food additives, literacy development, social and emotional effectiveness, and wellbeing,
- social networking opportunities such as morning tea and playgroup, and
- support and practical advice through a seven week parenting course, Connection Parenting, the Child Care Links newsletter and early childhood books available for borrowing.

## **Youth Development Recreation Program - Come and Try**

The Burnside Come and Try Program, developed in 2006, encourages youth to participate in sporting and recreational activities, increase physical activity and engage with their local community.

The Program promotes local sporting and recreational clubs to young people by offering an opportunity to try new physical activities for free.

This year Glenunga International High School and Norwood Morialta High School (Senior Campus) partnered with Council to host the Program. In total, more than 400 students participated in the Program.

More than 16 sporting and recreation groups, the majority local to Burnside, participated in the Program providing expert instructors and equipment to deliver a stimulating six-week program.

## **Burnside Youth Advisory Committee (BYAC)**

The Burnside Youth Advisory Committee consists of 12 young people aged between 12 and 25. Funded by the Office for Youth, the Committee meets monthly at the Council.

The aims of the Committee are to:

- provide opportunities for young people to express their ideas and views, raise issues of concern, and act on issues that affect their lives,
- consult with the wider youth community on issues of importance, and
- encourage youth to become leaders in their communities.

The Committee coordinated two main projects in 2009/10, the eighth annual Battle of the Bands competition and the National Youth Week event, Get the Drift.

## **Eastern Regional Youth Network**

Coordinated by the Cities of Burnside, Campbelltown, Norwood Payneham and St Peters and Prospect, the Eastern Region Youth Network (ERYN) is a network of people who represent relevant youth agencies and/or provide services and support to young people in the Eastern Region. The aim of the network is to ensure young people in the Eastern Region have access to appropriate support and services.

In 2009/10 the Eastern Regional Youth Network and supporting Eastern Councils executed the actions of the September 2008 Eastern Youth Action Plan, which highlighted 10 key issues for attention by Councils and the wider youth sector in the east.

The Eastern Youth Action Plan, available on the Council website, indicated the areas that a broad range of stakeholders will act on to address four issues of significance that, based on previous reports and anecdotal evidence, are emerging for young people in the Eastern Region. They included social pressures, drug and alcohol use, resilience and access to support and services.

In response to the findings, the Eastern Regional Youth Network developed the Eastern Region Youth Services Directory, When it Hits the Fan. The wallet-sized card aims to assist young people in getting help quickly and inform them of the available support services in time of need. The youth card was developed in consultation with local young people to ensure maximum appeal and usage by providing the most relevant content, colour, design and layout. Since its inception, more than 30,000 copies have been distributed in the five partnering Eastern Council areas.

## **Eastern Regional Alliance (Youth)**

One of the key focus areas of the ERA is youth. It aims to ensure Councils work collectively to deliver a high standard of collaborative services to young people in the Eastern Region.

In 2010 the Eastern Regional Alliance (Youth) released two ERA Youth newsletters to local schools, teachers, and key service providers in the east. The newsletter provides information on the various activities and youth programs hosted by supporting Councils in the Eastern Region. The first edition of the newsletter was released in March 2010.

## **Youth Radio - Youth FM**

Youth FM is a collaborative Youth Radio Program developed as a regional initiative of the Cities of Burnside, Campbelltown, Norwood Payneham and St Peters, and Prospect.

Youth FM ensures the voice of Eastern Region young people is heard by promoting youth related activities, events, programs, music and opportunities. The Thursday afternoon radio show is a supportive and hands-on training environment, where new presenters have an opportunity to develop and practice their radio production skills under the guidance of a mentor.

In April 2010 six Burnside Youth volunteers attended the Outside Broadcast Training for Youth FM. These volunteers have become an integral part of the Youth FM Program by providing an edited outside broadcast story for each show.

Youth FM presenters developed eight live-to-air sessions featuring young local bands playing live in the studio to dedicated fans of the show.

## **Burnside Youth Branding**

Branding was created to streamline Burnside Council's youth development activities including the Library community engagement events for young people in the City.

The new Burnside Youth Branding will be used to promote all youth programs for the City of Burnside. The Youth section of the Library is now signed with the Burnside Youth logo to provide a sense of identity and ownership for young people and strengthen the partnership between the Library and youth programs.

## **Provision of Regulatory Services**

### **Animal Management**

The City of Burnside continues to adhere to the Animal Management Plan adopted by Council in May 2008 as result of changes to the Dog and Cat Management Act. The Plan requires all dogs to be on a lead within 20 metres of a playground when in use, or when organised sport is in progress on Council parks and reserves.

### **Managing our City's Dogs**

The City of Burnside has 5,113 registered dogs living within the City and received \$101,336.95 in registration fees. During 2009/10, 136 fines were issued, delivering revenue of \$10,210.

Council's total expenditure on animal management for 2009/10 was \$144,185.42

### **Parking and Abandoned Vehicles**

During 2009/10, revenue from 1841 traffic or parking infringement notices resulted in income of \$106,046.60. Six abandoned vehicles were impounded.

## Our Places and Spaces



## **VISION 2020 DESIRED OUTCOME:**

### **A safe and well maintained standard of infrastructure consistent across the City**

#### **Council Infrastructure**

- 245km of local and major roads
- 460km of kerbing
- 349km of footpaths
- 412km of stormwater drains
- 29,000 street trees
- 19 toilet blocks
- 35 playgrounds
- 53 tennis courts
- 109 litter bins
- 10,000 parking and street signs
- 60 community buildings.

The City of Burnside undertakes major maintenance, renewal and new construction of infrastructure through a number of capital works programs. In 2009/10 these included the following:

#### **Improving Stormwater Drainage**

Burnside is responsible for management of stormwater in suburban streets and in 2009/10 the original budget was \$785,000 for extending and upgrading the drainage network. The projects will reduce the risk of minor flooding within the City, and increase capacity of side entry pits in association with other road reconstruction. An approximate total of 1.6km of pipe and 65 pits were installed.

Significant system enhancement projects occurred in:

- Stuart Road, Dulwich (\$275,000)
- Sydney Street, Glenside (\$250,000)
- Lerwick Avenue, Hazelwood Park (\$70,000).

#### **Upgrading Road Surfaces**

In 2009/2010, about \$470,000 was spent repairing and renewing 45 segments of main roads primarily with both spray seal and with thin hotmix asphalt overlays. In total about 41,000m<sup>2</sup> was renewed (about 6km of 6m wide road).

#### **Upgrading Road Pavements**

In addition to the road surface works, 19 segments of roads were overlaid in hotmix asphalt in 2009/10, typically repairing failed sections and overlaying a full depth hot mix asphalt layer over approximately 13,000m<sup>2</sup> at a cost of approximately \$1 million. Several of the major overlays were in conjunction with the Kerb and Gutter Renewal Program, resulting in completely renewed streets. The major project for the financial year was resurfacing of Devereux Road at a cost of approximately \$110,000.

#### **Replacing Kerbing and Guttering**

Council undertook eight major kerb and gutter replacement projects at a cost of \$1.1 million in 2009/10, resulting in approximately 5km of new kerb and gutter. The major projects were:

- Devereux Road, Hazelwood Park and Linden Park (\$355,000)
- Broughton Street, Glenside (\$170,000)
- Duke Street, Beulah Park (\$130,000).

## Removing Graffiti

Coordinated by Council staff, the City's Graffiti Removal Program maintains an active base of 16 volunteers allowing removal teams to operate each weekday.

The Volunteer Graffiti Team has enjoyed considerable success in the removal of reported graffiti in the Council area. Statistics for 2009/10 indicate that graffiti has been reduced by 45% from the previous year. This is largely due to the persistence of the graffiti removal team. We rely on public information, the Volunteer Graffiti Team and Council staff to report any graffiti incidents. The safety of volunteers is maintained through appropriate training and use of contractors for graffiti removal in difficult locations.

## Maintenance of Community Buildings

The Burnside Council owns and manages a wide range of properties on behalf of its community. These vary in size and purpose and include the Chelsea Cinema, a number of halls, public toilets, kindergartens, and sports clubrooms.

Each year the Burnside Council undertakes a number of infrastructure maintenance programs across the City on these facilities. In 2009/10 key projects included:

- installation of roof safety devices to the Depot roof for contractors,
- major repairs on the Burnside Community Centre sliding doors,
- installation of switch off timers and occupancy sensors in various sections of the Civic Centre,
- installation of water saving devices including automatic flushers and taps within the Civic Centre,
- installation of new energy efficient hot water services within a number of community facilities, and
- major upgrades to several buildings within our City.



### **VISION 2020 DESIRED OUTCOME:**

#### **A connected system of open spaces that are well designed and maintained**

### **Managing Community Land**

Community land is an important component of the urban environment, providing open space for recreation and leisure. Open space means land or water in an urban area that is not covered by cars or buildings, or any undeveloped land in an urban area that has value for park or recreation purposes, conservation or natural resources, and historic or scenic purposes.

There are 113 parks and reserves within Burnside, with 98% of all private properties located within a 500 metre radius of usable open space. Approximately 101 hectares are managed as parks or reserves, with more than 98 hectares undeveloped or managed as Hills Face Reserves.

A Community Land Management Plan is a document that identifies important features of the land, and clarifies to both Council staff and residents the purpose for which it is held and how the Council will manage and maintain the asset. The plans also provide a means to control future use, development and maintenance of that land, and aim to balance the unique site conditions with community requirements for open space recreation opportunities and facilities.

The City of Burnside has in place Management Plans encompassing all its major parks and reserves, with specific plans for key parks or reserves of regional or cultural importance including community centres, cemeteries, kindergartens and car parks.

### **VISION 2020 DESIRED OUTCOME:**

#### **A safe road network adequate for traffic volumes and movement**

Each year the Burnside Council receives enquiries from residents relating to traffic issues and speeding in residential streets. In response, Council staff undertook a study of each location and determine a course of action.

In 2009/10 Council investigated traffic calming in Eastwood and Rose Park, and undertook minor enhancements to Penfold Road and Heatherbank Terrace.

### **VISION 2020 DESIRED OUTCOME:**

#### **A safe and well maintained pedestrian and cycle network**

### **Footpath Renewal and Upgrade**

As part of Council's normal \$1.3m annual program, Council has continued to replace asphalt concrete footpaths in block paving, frequently widening them out to a standard 1.5m width. Council has also continued to install new footpaths on local roads that do not have footpath on either side, and major roads that only have one footpath. In total Council constructed approximately 10km of footpath.

Major projects for 2009/2010 were:

- West Terrace, The Parade to Kensington Road
- Park Road, Shipsters Road to Glynburn Road
- Alexandra Avenue, Victoria Avenue to Prescott Terrace.

### **Cycle Network**

In 2009/10 Council completed a draft Bicycle Strategy and determined to undertake public consultation in 2010/11 before considering it for adoption. This draft Policy contains proposed enhancements to Council's planning and development practices as well as physical improvements. Key findings are that crossing arterial roads represents the largest impediment to more cycling, and that the preferred on-road treatment for bicyclists is an exclusive bike lane.

With the exception of some of the higher hills face areas, the City of Burnside is reasonably well serviced with a number of bike direct roads and bike lanes. The Burnside Council constructed no new cycle lanes or paths in 2009/2010.

## **Improving Bus Shelters**

Burnside has 234 bus stops and 103 bus shelters within its Council area. The Disability Discrimination Act 1992 requires existing public transport stops and shelters to be progressively upgraded to be disability compliant by December 2022. Upgrading a shelter may involve some or all of the following:

- installing tactile ground surface indicators, which warn people with visual disabilities of the shelter and the location of the stop pole,
- relocating shelters or benches to provide sufficient room to accommodate wheelchairs, and
- providing an even surface to reduce trip hazards.

In 2009/10, in addition to the upgrades as part of our Footpath Construction Program, Council funded a specific program to make bus stops compliant. This Program upgraded a further 20 bus stops to be DDA compliant in 2009/10. Burnside continues to be well ahead of schedule in making our bus stops and shelters compliant. In addition, Council audited every stop and is using this information to prioritise future works.

Two substandard bus shelters were upgraded to Council's new style steel shelter.

### **VISION 2020 DESIRED OUTCOME:**

#### **Preservation of the historic character of the city**

### **Heritage Grants**

One of Adelaide's oldest residential areas, the City of Burnside has a rich heritage and a diverse range of buildings, established trees, and open spaces. All of these elements contribute to the City's unique character and streetscape, and help make our city a desirable place to live.

The City of Burnside has nine Historic Conservation Policy Areas. These Policy Areas contain approximately 1,500 properties which are considered to be Contributory Items. The City of Burnside also has 367 Local Heritage Places.

The Historic Conservation Policy Areas differ from heritage-listed properties in that they aim to cover an entire area, rather than just an individual property. These policy areas include elements, such as buildings and fences, open spaces and land division patterns that contribute to the historic character of the area, and are typically based around the period in which the area was developed and the types of architecture constructed at that time.

The City of Burnside offers Heritage Grants to residents to assist in minor conservation works to restore, conserve, enhance, and reinstate heritage properties. Council may refund up to 50% of the cost of the conservation work, up to \$2,000 per annum.

### **VISION 2020 DESIRED OUTCOME:**

#### **Development that reflects neighbourhood character and achieves environmental sustainability; and a range of housing that meets the diverse needs of the community**

Development that requires Development Approval in accordance with the Development Act 1993 is required to be consistent with the objectives and principles described in the Burnside (City) Development Plan. Development applicants are encouraged to undertake developments that reflect the character or style of the neighbourhood as it is described in the Burnside (City) Development Plan.

### **Applications and Approvals**

In 2009/10, 1,090 applications for Development Plan Consent were registered by the Development and Regulatory Services Department, compared with 1,159 for 2008/09.

There were a total of 1,033 applications finalised in 2009/10:

- 862 applications were finalised by Council staff,
- 57 applications were finalised by the Council's Development Assessment Panel (DAP),
- 72 applications were withdrawn,
- 31 applications were finalised by the State Government's Development Assessment Commission, and
- 8 were finalised by the Environment, Resources and Development Court.

Of the applications finalised in 2009/10, Development Plan Consent was granted to 875 Development Applications, 83 applications were refused consent and 75 applications were withdrawn by the applicant.

The average time taken by Council staff to finalise Development Applications was 35 working days and an average time of 77 working days for applications finalised by the DAP. Across all application types Council was able to achieve 84% of applications assessed within the Minister's ambitious timeframes for the assessment of Development Applications.

In 2009/10 Council produced a range of documents (14) to encourage best practice development and help residents, customers and the building industry understand the development process within Burnside and our Development Plan. These documents are available either from our website or from the Planning Counter in the Civic Centre.

### **Updating our Development Plan**

- **Residential Character**  
In conjunction with the South Australian government's planning reforms and the Residential Code-South Australian, all Councils were requested to undertake character studies to identify which areas contain concentrations of pre-1940 residential buildings. The purpose is to identify particular character elements to be incorporated in the Residential Code as it will apply and guide development in these areas. Council is awaiting the Minister's decision on the study before it can embark on its periodic and comprehensive review of the Development Plan. The study will also include identifying the future housing needs for the residents of the City of Burnside.
- **Centres Policy**  
Council continued to advance progress in the review of the Development Plan policies as they presently apply to the City's centres, shopping and office areas. Data collection and basic information has been provided to the Minister and Council is awaiting the Minister's Statement of Intent so that Council can then prepare draft new Development Plan Policy and consult the community.

### **VISION 2020 DESIRED OUTCOME:**

#### **A well maintained and aesthetic streetscape consistent across the city**

### **Maintaining our Tree Lined Streets**

There are more than 29,000 street trees within the City of Burnside. To help manage these trees and keep our suburbs green and leafy for future generations, the Burnside Council operates a comprehensive and strategic Tree Replacement Program.

There are two main elements of the Tree Replacement Program. The first element is inter-planting, where between one and three trees are replaced in a street as a result of building development and or health and safety issues.

Recent drought conditions and water restrictions have significantly impacted Council's ongoing and long term tree replacement initiatives. This year Council maintained replacement plantings at a maximum of 250 trees and aims to increase this number in the future. Council undertook a number of streetscape upgrades which implemented a number of common Water Sensitive Urban Design principles. These included Tudor Street, Dulwich and Hauteville Terrace, Eastwood. The total number of replacement plantings within these initiatives exceeded 50 trees.

The second initiative is called the Second Generation Street Tree Replacement Program. Unfortunately due to the drought conditions Council has delayed any further large scale replacement initiatives until a clearer and longer term resourcing and maintenance strategy has been considered under the continuing drought conditions. It is hoped that further initiatives will occur over the coming years.

To improve water efficiency when irrigating trees, Council continued with the Fitting Program, providing all new street trees planted during the year with plastic tree bowls. Council has commenced trialling a number of alternative irrigation methods to improve the delivery of water and nutrients to many of the existing mature trees growing within Council parks and gardens including soil additives, water granule supplements and increased mulching programs. Further initiatives will be developed in the coming years to combat the expected drought conditions experienced across the state.

In addition, Council staff planted more than 100 trees into existing biodiversity sites, as well as Council's parks and reserves; many of these are indigenous species propagated from local seed stock.

## **Verge Mowing and Street Sweeping**

During 2009/10 as part of Council's Streetscape Maintenance Program, the Council mowed and maintained 3,510 verges across the City five times throughout the year and swept 7,488km of roads. This maintenance and clearing work is undertaken on a cyclical basis, ensuring all areas within Burnside receive similar levels of maintenance.



## **VISION 2020 DESIRED OUTCOME:**

### **Access to a range of high quality passive and active recreational facilities**

#### **Managing Parks, Playgrounds and Sporting Fields**

Burnside residents are fortunate to have a significant proportion of open space devoted to recreation activities throughout their suburbs. Council is responsible for the management and maintenance of 37 playgrounds, 46 tennis courts, 12 playing fields and 101 hectares of parks and developed open space.

In 2009/10 major projects included:

- completion of the upgrade of JB Ware Reserve including a new playground, cycle paths, basketball court, toilet, expanded car park, art work, fencing and general landscaping at a cost of \$235,000,
- completion of a new playground and sun shade sail at Penfold Park, at a cost of more than \$90000,
- construction of the new play space at Hazelwood Park at a cost of more than \$500,000,
- reconstruction of 2 tennis courts at Mellor Reserve,
- redevelopment of the old playground at Kensington Park Reserve,
- design and fabrication of a new shade sail over the Tusmore Park wading pool, and
- redevelopment of the automatic irrigation system on Langman Reserve, including new drip fed irrigation to the existing woodland forests that surround the main sports oval.



## **Development of Master Plans and Strategies**

### **Open Space Strategy**

Council endorsed its Open Space Strategy in November 2008. The Strategy will enable Council to determine priorities and achieve future improvements in a strategic manner. This will ensure that resources are appropriately allocated to achieve the greatest benefit to the community.

Given the City of Burnside has significant parks and reserves that are highly valued and well used by the community, it is essential to maintain and, where required, enhance this open space. To ensure the preservation of these resources it's important to identify needs, address areas of concern and implement directions that strategically guide the future development and management of parks and reserves. A Strategy enables Council to understand the issues and determine a strategic response and rationale.

The Strategy also equips Council with the necessary information and guidelines to respond strategically to environmental changes such as climate change and to ensure effective water and environment management. It enables Council to strengthen grant funding and strategic alliances.

### **Walking Trails**

There are a number of walking trails in the Hills Face Reserves, and each year the City of Burnside is increasing the numbers of trails available in its Reserves.

In 2009/10 Council staff, assisted by volunteers, added a further 2km of walking trails to the existing walking trail network. The network is being developed with a long-term aim of creating a continuous walking opportunity across the entire Hills Face Reserve System. Council is currently developing a Recreational Trails Policy, which will direct future use of the reserves and the integration of walking and bike trails.

There are now 13km of maintained walking trails in the Burnside Hills Face Reserves, with plans to expand this level over the coming 12 months.

### **Helping Develop the Natural Environment**

The Conservation and Land Management Program continued in 2009/10, with conservation work being undertaken within Council's 101 hectares of Hills Face Reserves and at 50 urban sites.

Further revegetation and creek line rehabilitation work was undertaken at Michael Perry Reserve, which included the removal of woody weeds to improve reconstruction of the existing creek banks. One of the key achievements was the integration of fish ladders within the creek banks supported by local indigenous wetland shrubs and rushes. Erosion control work will continue in stages and includes further vegetation works down the creek line.

This year the Burnside Biodiversity Volunteer Group continued to make significant progress with the re-establishment of native flora at their project site at Waterfall Gully Reserve. The Reserve received a High Commendation Award at the 2009 Global Restoration Network Search for the top 20 Ecological Projects in Australasia, recognising the reclamation works of the gully area.

Work at the Tusmore Park flood mitigation site continues to expand, with the assistance of eight dedicated volunteers. Ongoing independent volunteers also assist with Beaumont Common, Gully Reserve and the development and maintenance of the walking trail network.

### **Community Arts**

The City of Burnside's Community Arts Program provides opportunities for the community to participate in a variety of arts and cultural activities at the Pepper Street Arts Centre and the Burnside Civic Centre Atrium. These include exhibitions, art classes, events, artist demonstrations, talks, and volunteering.

Located in Magill, the Pepper Street Arts Centre is a vibrant community arts hub which supports and promotes cultural activities and programs. The Centre aims to foster community involvement, provide equitable access to the arts, recognise cultural diversity, and acknowledge the value of art and cultural activity in the community.

During 2009/10 the City of Burnside hosted 22 exhibitions including showcases for the Adelaide Fringe Festival, South Australian Living Artists Festival (SALA), Every Generation Festival, Sunday afternoon community launch events and a range of themed exhibitions.

Highlights of the 2009/10 Pepper Street Arts Centre Exhibition Program included:

- **Fused, September 2009**  
Works by members of the Studio Potters Club, a long established community club of ceramic artists and potters, this was a stunning contemporary exhibition of a wide variety of techniques including hand building and wheelwork.
- **Cats, Cats, Cats, February/March 2010**  
The Adelaide Fringe Festival group exhibition inspired by the theme of 'feline'. An entertaining display of mixed media artworks by almost 30 South Australian artists launched with a community event including live music, face painting, artist demonstrations and roaming cat characters.
- **Creative Century, June 2010**  
Celebrating 100 years of the Norwood Morialta High School (1910-2010), a respected contributor to the education of many young South Australians, this exhibition acknowledged those members of the school community, both students and staff, who have pursued artistic careers.

The Pepper Street Arts Centre also provides a range of artistic, recreational and social participation opportunities such as:

- Artist of the Month, a showcase new works by 11 hobbyist, emerging and established artists,
- daily art/craft classes, facilitated by experienced tutors in painting, drawing, textiles, digital photography, children's art, mosaics, and the community based Sketch group,
- recreational arts learning activities through the January Summer Workshop Program,
- on-site artist demonstrations including weaving, ceramics, oils and watercolour painting, printmaking, and jewellery making,
- collaborative community arts projects with other Council Programs,
- the Gift Shop for a range of handcrafted art and craft gifts, supporting local artists,
- the Pepper Club member scheme for various benefits,
- Dorrit's Coffee Shop, and
- volunteering, providing more than 50 hours of support per week to the activities of the Centre.

The Burnside Civic Centre Atrium provides a facility for local Burnside hobbyist and emerging artists, community groups, schools, cultural organisations, and artists to display and showcase their artwork. It aims to foster an appreciation of the arts and embrace creative expression within the Burnside community.

Highlights of the Civic Centre Atrium Program during 2009/10 included:

- **Nature Society Exhibition – Endangered Species, October 2009**  
Eleven well-established SA artists participated with more than 30 artworks in this fundraiser, which supported the work of the Nature Foundation. The exhibition theme was nature and threatened or endangered species.
- **Out of the Woods, December 2009/January 2010**  
A large group exhibition by members of community group Wood Group SA. Sales supported their ongoing work.
- **The Calligraphers' Garden, May 2010**  
An exhibition of calligraphy and lettering arts featured demonstrations of the intricate art form.

## **Glenside Lions Art Show, May 2010**

The annual Glenside Lions Art Show, held at the Burnside Ballroom, was a fantastic success raising vital funds for SPELD SA Inc. The exhibition featured more than 400 artworks by over 150 hobbyist and established artists. A variety of works were on display including painting, printmaking, photography, glass, ceramics, sculpture and textiles.

The winning artwork by artist Gail Kellett, a lino-cut titled Field of Poppies, is now included in the City of Burnside's corporate art collection. A number of Highly Commended Awards were also presented on the day by the judges.

## **Operation of the Burnside Swimming Centre**

Since 1966 the Burnside Swimming Centre has been a popular warm weather attraction for Burnside residents. Situated within Hazelwood Park and surrounded by gum trees and large expanses of lawn areas, the Centre comprises a 50 metre main pool, learner's pool and wading pool, spa, steam room and is open annually for a 26 week season from October until April.

More than 109,000 people visited the facility in 2009/10, proving the Centre to be a very popular choice for residents during summer.

Key programs or activities in 2009/10 included the following:

- **Watch Around Water**  
In conjunction with The Royal Life Saving Society and other Metropolitan pools, the Centre has an ongoing commitment to ensure the aquatic industry promotes and educates Centre users on the importance of parental supervision and responsibility when their children are in and around the water. The Burnside Swimming Centre prides itself with its professional and educational approach to water safety.
- Many local schools and community groups visited the Centre to take part in learn to swim and life saving skilled programs and recreational days.
- Pro-swim provided learn to swim classes for the community, from babies to adults, offering lessons six days a week. The Centre provided the ideal location for all, with the majority of classes at capacity.
- The annual VACSWIM Program, held every January at all centres across the State, once again proved very successful at the Centre, attracting a capacity number of children. During January 650 children attended classes for a seven-day period, learning valuable skills in a fun environment.
- Department of Education swimming lessons ran during school terms one and four, with children from approximately twenty primary schools from the surrounding Metropolitan area attending. Thousands of children were taught during this time with some great weather to make for enjoyable lessons.
- Nine school swimming carnivals were held in the traditional two week block in March.
- Instruction and training classes were undertaken for numerous local groups from the social Seniors Swim Group to the dedicated Adelaide Masters and Burnside Swim Club. The opportunity was available for all abilities to get involved.
- A condition audit is currently being undertaken on the Centre to assist with the future management and strategic direction of the Centre.
- Ongoing tree management within the Centre grounds continued to be a priority with the Centre undertaking maintenance on certain trees. A previous report details the short, medium and long term actions required.



## VISION 2020 DESIRED OUTCOME:

### Natural environments and watercourses protected and conserved

#### Helping Develop the Natural Environment

This year the Burnside Biodiversity Volunteer Group, working with Council staff at the Council Nursery (Linden Park), propagated a further 800 indigenous plants for community environment projects. This year's 'plant give away' was highly successful with more than 900 local indigenous trees and shrubs supplied to the local community.

Sixteen volunteers from Trees for Life assisted Council staff with the conservation management of eight sites in the Hills Face Reserves network. A particular effort has been made at Heatherbank Terrace Reserve.

#### Conducting Environmental Bus Tours

During spring of 2009, two bus tours were conducted showing the work Council was undertaking to maintain and improve the natural environment of Burnside. The trips followed different routes and showed examples of creek zone restoration, remnant flora conservation, local flora in urban reserves and Hills Face Land management. This year's tours included 40 residents as well as a number of visitors from surrounding Council areas interested in local indigenous vegetation.

#### Working with the Adelaide and Mt Lofty Ranges NRM Board

The Burnside Council continued its Catchment Care Program, in partnership with other Councils, community groups, schools and individuals. It is managed by the Adelaide and Mount Lofty Ranges Natural Resources Board and the City of Burnside hosts a Catchment Care Project Officer. The Catchment Care Program encourages the community to actively participate in the rehabilitation and management of local natural assets. The aims are to protect biodiversity, improve water quality, provide community education and improve amenity through education and on the ground works.

The Program supplements Council's Conservation and Land Management Program with financial and material support, and provides an interface with the local community as an addition to the Burnside Biodiversity Volunteers Program.

Within Burnside, the groups that participated were:

- St. Peters Girls College,
- Pembroke College,
- Magill Primary School,
- First Beaumont Cubs and Scouts,
- Burnside Rotary Club, and
- The Burnside Lions.

There are six Our Patch sites registered in the program, where community planting and biodiversity projects are undertaken. The sites, located within the City of Burnside area include Dashwood Gully, Chambers Gully, Wheal Watkins Mine Reserve, Auldana Drainage Reserve, Waterfall Gully Reserve, and the Old Bullock Track. Approximately 900 locally indigenous species of trees and shrubs were been planted at the sites in 2009. As part of the National Tree Day and Schools' Tree Day events more than 400 trees were planted on Council sites in 2009/10.

## **Managing Flood Risks**

### **Brown Hill and Keswick Stormwater Project**

The City of Burnside, together with the Cities of Adelaide, Unley, Mitcham, and West Torrens, commenced the process of implementing recommended flood mitigation projects in the Brown Hill and Keswick Creek Flood Management Master Plan, in 2007/08.

In early 2008/09, the City of Mitcham withdrew from the consortium of Councils implementing the project, being concerned about proposed flood water detention basins proposed for the upper reaches of Brown Hill Creek.

A number of factors have been considered, including:

- Mitcham Council concerns about proposed infrastructure in its area,
- Stormwater Management Authority Plan approval process, and
- Mediation involving Mitcham Council and the other partner Councils.

A review of the hydrology of Brown Hill Creek has led to agreement that the existing Brown Hill and Keswick Creeks Stormwater Master Plan should be reviewed and re-endorsed by all the catchment Councils. It is expected that this review will commence in September 2010 and be completed by June 2011.

In the meantime, work is proceeding on investigation of other flood mitigation components of the overall plan, including an enlarged detention basin in the north west corner of the Glenside Campus, flood detention basins in the South Park Lands and at Ridge Park Reserve, Myrtle Bank, diversion of flows from Keswick Creek to Brownhill Creek and upgrading parts of Keswick Creek in West Torrens.

### **Eastern Adelaide Urban Stormwater Management Plan**

The Eastern Adelaide Urban Stormwater Management Plan aims to provide a coordinated basis for stormwater management across Burnside, Norwood, Payneham and St Peters, and Campbelltown Councils, as well as part of the City of Adelaide.

Stage 1 of the Eastern Adelaide Urban Stormwater Management Plan, a scoping study identifying issues, data availability and potential opportunities for long term management of stormwater quantity and quality, has been completed. The information collected in the study forms the basis of stage two, which delivers a blueprint for stormwater management across the eastern suburbs.

Stage 2 commenced in 2009/10 and is expected to be completed in early 2011.

### **Erosion Control Works**

Stage 2 of extensive remedial works on Second Creek in Michael Perry Reserve continued in 2009/10. A previous study of the creek highlighted concerns of siltation and a need to stabilise the creek bed to avoid possible erosion. Siltation is the result of fibrous willow tree roots trapping sediments and altering the natural slope of the creek bed, which could trigger erosion during floods.

The work completed during 2009/10 focused on ensuring the existing reserve infrastructure is protected from erosion and that downstream properties are protected from flooding. Rock ramps, rock bars and rock beaching have been installed at critical locations to protect the stream bed.

The rock ramps were designed to allow an endangered local fish, the Mountain Galaxia, to swim up the rocky rapids. Fishway channels and resting pools were also created to assist the fish to migrate upstream during late spring as part of their breeding cycle. Boral Quarries generously donated around 1,000 tonnes of mass rock, which was used to construct the rock ramps and other structures.

Re-vegetation, now in its second year, is thriving and blending into the natural surrounds.

The Adelaide and Mount Lofty Ranges Natural Resources Management Board awarded the City of Burnside a \$50,000 grant over the next six years to assist with re-vegetation work.

## Reducing Bushfire Risk

The majority of the City of Burnside area has no direct bushfire risk; however the eastern extremes are considered at risk. Known as the Burnside Bush Fire Area, the section extends along the foothills of the southern Mount Lofty Ranges.

The combination of the Adelaide climate, extensive natural reserves and difficult terrain in the hills face areas increases the possibility of fire in these areas of Burnside. The City of Burnside is committed to reducing the risk and impact of bushfires by undertaking a range of prevention measures such as effective land management and enforcement.

During 2009/10 the City of Burnside spent more than \$188,000 on fire prevention strategies such as grass slashing and removal of woody weeds and pest plants.

Council undertook fuel reduction activities at:

- Chimney Reserve, Mt Osmond
- Danthonia Reserve, Mt Osmond
- Gully Reserve, Mt Osmond.

Each year Burnside Council reminds residents in the Hills Face Zone of their responsibility to minimise bushfire risk by undertaking clearing around their property and reducing the potential fuel load for any bushfires.

Residents in Council Hills Face Zones are permitted to burn for the purpose of bushfire prevention in the months of May, September and October. Conditions apply and residents should contact Council's Inspectors Department before burning.

### **VISION 2020 DESIRED OUTCOME:**

#### **Sustainable use of water, energy and natural resources, and minimisation of waste**

### **Water Conservation**

Burnside's Sustainable Water Action Plan was endorsed by Council in October 2008. The Plan addresses key water management issues and recommends actions to be pursued.

In continuing to comply with the State Government water restrictions, Burnside Council has maintained its water consumption level for the irrigation of its parks and gardens at a sustenance level. This level is determined by applying the SA Water's Code of Practice for Irrigated Public Open Space. In complying with the Code of Practice for Irrigated Public Open Space, Burnside Council has effectively reduced its irrigation water consumption by approximately 40% from when water restrictions were introduced. This has been achieved by making a number of operational changes including the upgrade of some equipment and changes to watering schedules.

### **SA Water Swap and Save Showerhead Exchange Program**

The City of Burnside participated in the SA Water Swap and Save Showerhead Exchange to encourage greater water conservation and increase education on effective water management. Council participated in the program in October and November 2009, during which 646 old inefficient showerheads were exchanged for efficient showerheads at no cost. The exchange has the potential to save 27 million litres of water annually across our community.

### **WaterWise Communities Program**

To encourage the further reduction of water consumption and increase awareness of effective water management, the City of Burnside promoted WaterWise Communities. The initiative encourages residents, businesses and community groups to sign up and pledge their commitment to reducing their water consumption. WaterWise Communities kits are available free from Burnside Customer Service in exchange for a completed registration form. The initiative is a partnership between the Local Government Association, SA Water and the State Government.

## Energy Conservation

The City of Burnside's Climate Change Action Plan, endorsed by Council in October 2008, addresses key energy conservation and management issues and the actions required to direct appropriate management.

The City of Burnside continued to purchase 20% accredited Green Power for all electricity needs, including buildings and street lighting in 2009/10, thereby further reducing Council's greenhouse gas emissions by approximately 798 tonnes.

Furthermore, approximately 300 halogen lamps and magnetic transformers have been replaced with energy efficient 7 watt LED (light emitting diode) lamps and LED drivers within the Burnside Civic Centre. These efficient products produce far less heat, have much longer lifetimes and require no maintenance, as well as saving an estimated 73,584kWh of power and \$13,280 in electricity costs. Total CO<sup>2</sup> emissions saved from this initiative is approximately 76 tonnes.

## Climate Change Adaptation

In May 2008, the City of Burnside was awarded almost \$48,000 in Federal funding to tackle climate change at a local level. This grant funding was matched by Council and was used to assess the risk climate change poses to the City, its people and infrastructure and to create a plan to combat it. Burnside was one of three South Australian Councils to receive this grant funding and the only Council to involve its community in gauging their perceptions of climate change.

The City of Burnside's Climate Change Adaptation Plan was endorsed by Council on 15 September 2009.

This report on the Adaption Plan included:

- a detailed climate change scenario analysis,
- community perceptions of climate change risks and social impacts identified from the five community focus group sessions, and
- detailed corporate risk identification of the impacts of climate change to Council operations and activities.

Overall participants identified 23 key social impacts and rated these impacts on their likelihood of occurring within the next 30 years. The five highest ranking risks span across health and nutrition, wellbeing, amenity and related psychological concerns, as well as financial concerns. These illustrate the breadth of climate change related issues likely to be felt across the community.

The Climate Change Adaptation Plan has been developed to reduce the severity of the identified risks and as a guiding framework for the implementation of Council's adaption projects (subject to funding).

## Rubbish and Recycling

The City of Burnside provides its residents with an integrated rubbish and recycling service that includes:

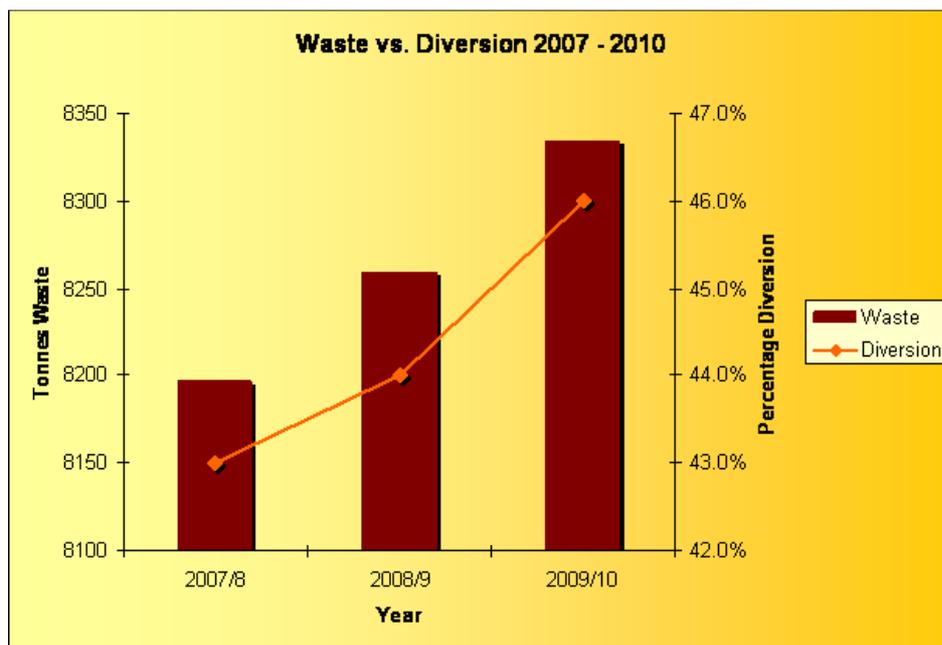
- weekly domestic waste collection,
- weekly recycling collection,
- four weekly green waste collection,
- biennial (regional) hazardous waste collection, and
- annual hard waste collection.

The Council also provides an electronic waste recycling subsidy available to residents.

In 2009/10, the following tonnages were collected from City of Burnside kerbsides and processed:

- 8,334 tonnes of waste,
- 4,576 tonnes of recyclables, and
- 4,497 tonnes of green organics.

Of all material collected 46% was diverted from landfill and recycled.



**Figure 1: Waste and Diversion rates 2006/07 – 2009/10**

The collected household waste was compacted into bales and disposed to landfill at Integrated Waste Services (IWS) bale fill site at Dublin, north of Adelaide. This site utilises the latest technologies in landfill management, including clay lining of the storage cells, ensuring site management complies with all relevant environmental standards.

Recyclables from the City of Burnside residents are sorted at a materials recovery facility operated by VISY Recycling at Wingfield. All recyclables are sorted and on sold into new markets.

In 2009/10 653 tonnes of hard waste were collected over a six week period as part of the hard waste collection program for households.

**Community Workshops**

Burnside Council provided two compost and worm farm workshops to a total of 47 residents as a means of encouraging domestic scale onsite composting to reduce the amount of organic waste being sent to landfill from kerbside collection.

**Electronic Waste (e-waste)**

Council introduced a subsidy for residents in January 2009 to encourage environmentally responsible recycling of unwanted electronic goods. The City of Burnside was successful in gaining Zero Waste SA funding in January and June 2010. This State Government funding, combined with Council funding, allows residents to recycle their un-wanted electronic items through E-Cycle Recovery for one third of the normal recycling costs. Recycling with E-Cycle Recovery ensures that all e-waste items are diverted from landfill for reuse in new products. Since its inception in January 2009 until 30 June 2010, 1,173 residents have made use of this subsidy and a total of 2,855 electronic items, or 32 tonnes of e-waste have been recycled and diverted from landfill.

**Regional Hazardous Household and E-waste Recycling Day**

In March 2010 the City of Burnside hosted the Regional Hazardous Household Chemical and E-waste Recycling Day in conjunction with Campbelltown and Norwood, Payneham and St Peters Councils, with financial support from Zero Waste SA at the Burnside Depot. More than 1,000 residents visited the Burnside Depot bringing a total of 22 tonnes of hazardous household chemicals and 8.4 tonnes of e-waste. The next Regional Hazardous Household Chemical Recycling Day will be hosted by the City of Norwood, Payneham and St Peters in 2011 (subject to funding).

## Recycling on Council Premises

Burnside Council is proactive in recycling within its own premises with each office area equipped with recycling bins for paper, recyclable containers and rubbish. The majority of Council's organic waste from tree pruning is chipped and mulched, and later reused as mulch on garden beds throughout the City's parks and gardens.

## Community Environment Awareness Program

The City of Burnside has implemented the Community Environmental Awareness Program designed to engage and inform Burnside residents on a range of environmental issues. Seminars and workshops have included the following topics and themes:

- composting and worm farming workshops,
- recycling presentations and promotions to schools utilising Burnside's Waste Education Resource Pack,
- chemical free household workshop – making chemical free household cleaning products,
- natural skin care workshop - making chemical free skin care products,
- an Eastern Region Alliance biodiversity tour in conjunction with Parks and Leisure Australia,
- revegetation projects with schools and community groups, including National School Tree Day,
- Clean Up Australia Day event,
- electronic waste information session,
- rainwater tank and grey water system seminar,
- promotion of the Gutter Guardian Program to local schools,
- local school 'Name Burnside's new street sweeper' competition,
- SA Water Swap and Save Showerhead Exchange (646 showerheads exchanged), and
- WaterWise Communities Program.

These have proven to be extremely popular with Burnside residents, with more than 384 attendances in total at these community events.





As at June 30 2010, the City of Burnside had 153.5 full time equivalent employees (FTE).

Providing equal opportunity and selection on merit in employment, the City of Burnside appointed new and talented staff to vacant positions during the year.

Council maintained its commitment to supporting the encouragement of youth working in Local Government through the provision of two traineeship and four apprenticeship opportunities within the City's administrative and operational areas.

## **Allowances and Benefits**

Senior executive staff are employed on five year fixed term contracts and are paid a salary package that contain compulsory super. Salary sacrifice for a motor vehicle is optional and allows for private use.

### **Management Executive Team (as at June 30 2010)**

Acting Chief Executive Officer	Paul Deb
General Manager - Corporate and Community Services	Nigel Morris
Acting General Manager - Planning and Infrastructure Services	Simon Bradley

The total salary packages in 2009/10 for these three executive positions ranged between \$130,000 - \$191,540 per annum.

### **Leadership Team (as at 30 June 2010)**

Manager Facilities and Community Programs	Barry Cant
Manager Aged and Community Development	Chris Allan
Manager Information Systems	Matthew Spearman
Manager Library Services	Lindy Hillman
Manager Finance and Administration	Tony Amato
Manager Organisational Development	Liz Razzano
Acting Manager Open Space and Recreation	John Draper
Manager Development and Policy	Anthony Rowe
Acting Manager Strategy and Environment	Belinda Portelli
Manager Assets and Capital Works	Kevan Delaney
Manager Operations Services	Mario Catalano
Manager Community Relations	Chris Marks

## **VISION 2020 DESIRED OUTCOME:**

### **Leading best practice and compliance in Council business**

#### **Ensuring Compliance**

The City of Burnside is committed to the highest standards of integrity and transparency in its operations on behalf of the Burnside community. The Executive Team is responsible for ensuring our compliance in relation to statutory requirements, policies and procedures, and that we operate in an accountable and transparent way.

The City of Burnside also has an Audit Committee that reviews risk and statutory compliance, and the annual financial statements. In 2009/10, independent accounting firm Bentleys MRI audited the Council's financial statements.

#### **Awards and Commendations**

This year Council received awards for the Online Community Panel, which was developed in conjunction with the City of Tea Tree Gully and the Ehrenberg Bass Institute. The awards highlight the innovative and successful initiative which aims to engage communities, enhance governance, and improve research and business performance. The awards included:

- 2010 Australian Institute of Marketing for Excellence Award (SA title) Consumer Insight for Council's Online Community Panel  
The Award recognises the innovative and successful use of research or database development and analysis, providing insights into customer behaviour which are used to create improvements in brand or business performance.
- Second Place in the University of South Australia 2009 Chancellor's Awards - Community Engagement: for Council's Online Community Panel  
The Award was received for the innovativeness of the project, strength of the relationship between collaborating partners, outreach inclusiveness, the wider outcomes achieved and cultural impact on the partners and organisation.

#### **Comparing our Performance**

In 2009/10 Burnside again participated in the Local Government Association's Annual Customer Service Survey, providing a benchmark performance of our Council compared to other South Australian Councils.

Each year approximately 400 Burnside residents are selected at random and participate in a telephone survey measuring customer service levels in Local Government. More than 7,000 people across South Australia were surveyed. A score of 100 is the target benchmark for Councils to achieve, with any results exceeding that deemed to be above community expectations or satisfaction levels.

The survey, conducted by Roy Morgan Research in conjunction with the Local Government Association covered a number of areas from strategic objectives, community consultation, to asset and infrastructure management and overall performance as shown in the table below.

<b>Key Performance Indicators</b>	<b>South Australian Average</b>	<b>Burnside</b>
Strategic Objectives	81.4	76.4
Community Consultation	82.3	77.0
Council Services	104.5	104.1
Quality of Life	92.9	86.3
Public Access to Information	87.3	80.9
Asset Infrastructure Management	104.1	107.7
Safety and Security	93.3	91.5
Overall Performance	6.8 /10	6.9 /10

## **VISION 2020 DESIRED OUTCOME:**

### **Leading edge technologies that assist management and support the delivery of efficient services and communication to our community**

#### **Information Technology**

In 2009/10 the City of Burnside made significant technological improvements to provide more efficient services while considerably reducing the carbon footprint throughout the Council.

Some green initiatives included:

- modification of several existing servers, allowing increased flexibility, efficiency and important energy savings,
- updating the corporate intranet, enabling internal electronic dispersion of information and promotion of events, and
- converting many paper-based forms to an electronic format, providing Council with cost savings on printing and manual handling, while reducing waste.

Other key activities included:

- establishing and installing a new telephone system, offering improved customer service through the ability to have more than one operator providing responses to community enquiries at one time,
- implementing a new complaints system to increase efficiency and accountability and improve customer service,
- scanning and filing 159,624 documents into our electronic document management system during 2009/10, an increase of 33,000 from the previous year,
- completing over 3,000 Information Technology and Records requests successfully,
- improving Spam Filtering to decrease the risk of phishing, virus, and junk emails, while also reducing Council's productivity cost associated with spam email.

#### **Online Community Panel**

In early 2008 the Burnside Council introduced an Online Community Panel as part of its community consultation options. Community consultation is an important part of the way Local Government operates.

The community based Online Panel gives the community a voice and a greater role in local decision making, building a sense of community and enhancing governance. The Panel is also used as a primary research and engagement tool.

Using a computer, residents are asked to respond online to a small number of surveys each year, most of which will take only a few minutes to complete. The feedback is collected and compiled by Council's research partner, the Ehrenberg Bass Institute, a research organisation associated with the University of South Australia.

Surveys undertaken in 2009/10 included:

- Burnside Library Services and Facilities, November 2009,
- Burnside Service Quality Survey and Panel Validation Study, December 2009,
- communications with ratepayers, March 2010,
- 2010 Annual Budget and Business Plan, June 2010,

There are currently more than 750 Community Panel members.

## **VISION 2020 DESIRED OUTCOME:**

### **A leading organisation that is healthy, progressive and flexible, with a diverse culture that encourages safety, learning and development**

The City of Burnside aims to develop staff in line with our corporate values of Caring and Supportive, Transparent and Honest, Enjoyment and Involvement and Innovative and Creative. We pride ourselves on recruiting and keeping high quality employees, and our future success will be influenced by our ability to motivate, develop, and retain staff.

### **Healthy Lifestyle Program**

To support staff to maintain their work/life balance, in 2009/10 the City of Burnside also participated in the Healthy Lifestyle Program coordinated by the Local Government Association and facilitated by a private sector provider. Program events included:

- information sessions for staff on healthy lifestyle and nutrition,
- provision of healthy lifestyle tips via email,
- health assessment incorporating aerobic fitness, blood cholesterol readings, lower back care, strength and health ratings.

### **Leadership Program, Ignite**

The City of Burnside provides a Leadership Development Program, Ignite, to help participants maximise future opportunities within Council as well as their leadership potential. It enables the Council to develop future leaders and succession plans for the organisation.

### **Participation in Local Government Management Challenge**

Since 2003, the City of Burnside has participated in the Local Government Management Challenge. This scenario-based event saw the 2010 Burnside team compete with Metropolitan and Regional Councils from across South Australia to resolve issues or determine actions across a wide range of scenarios. They were not only graded on their actions, but also on their teamwork and decision-making processes.

## **Training**

### **Staff Training**

Through Council's Learning and Development Program, a range of training opportunities were provided to staff during 2009/10 including:

- higher education
- Occupational Health, Safety and Welfare (OHS&W) training
- seminar and conference attendance
- leadership development
- Ignite Program
- scholarship opportunities.

## Elected Member Training and Education

Each year the Elected Members of the Burnside Council have an opportunity to attend training sessions, workshops or conferences to help develop their knowledge of particular areas or processes of Local Government. In 2009/10 Elected Members were invited to attend the following workshops.

8/9/2009	Strategic Climate Change Adaptation Plan Presentation
8/9/2009	Waste Management Review – Bin System
8/9/2009	City of Burnside Ageing Strategy
11/9/2009	Leabrook, Hazelwood Park and Tusmore Traffic Calming
11/8/2009	30 Year Plan for Greater Adelaide
29/9/2009	Preparing a Recreation Facilities and Programs Directory
29/9/2009	Revised Version of Community Consultation Policy
29/9/2009	Increasing Community Participation
10/11/2009	6 Conyngham Street, Glenside Operational Options
10/11/2009	Glenunga Community Hub Phase 2 – Conceptual Options
8/12/2009	Waste Management Review
8/12/2009	ERA Stormwater Harvesting Funding Application
9/3/2010	EM Budget Workshop #1 – Introduction and General Overview of 2010/11 Budget
23/3/2010	Budget - Operating Statement and Recurrent Operation
30/3/2010	Budget Workshop No. 3
30/3/2010	Use of EM Room Policy
30/3/2010	Bicycle Strategy
30/3/2010	Open Space and Property Acquisition Plan
13/4/2010	Draft Budget Discussion
11/5/2010	Glenunga Hub Feasibility Study – Design Report
11/5/2010	Council Committee Structure
11/5/2010	Bicycle Strategy
11/5/2010	Open Space and Property Acquisition Plan
7/6/2010	East Waste Contract

In addition, the following Elected Members attended the following training or conferences:

Mayor Greiner

30/10/2009	LGA AGM
22-23/4/2010	LGA General Meeting and Showcases
5/5/2010	ERA Decision Making for Elected Members during Caretaker Period

Councillor Collins

10/3/2010	ERA Financial Governance
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Councillor Henderson

27/7/2009	Conflict of Interest / Register of Interest Forms
12/2/2010	LGA Council and Committee Meetings

Councillor Hillier

9/11/2009	ERA Regional Subsidiary Governance Requirements
10/3/2010	ERA Financial Governance
5/5/2010	ERA Decision Making for Elected Members during Caretaker Period

Councillor Howard

27/7/2009	Conflict of Interest / Register of Interest Forms
23/4/2010	Step Up Women in Local Government – Onkaparinga Council
21/5/2010	Step Up Women in Local Government – Adelaide City Council

Councillor Jacobsen

9/11/2009	ERA Regional Subsidiary Governance Requirements
29-30/10/2009	LGA AGM
27-28/11/2009	Council Members Strategic Issues Residential Seminar
22-23/4/2010	LGA General Meeting and Showcases
5/5/2010	ERA Decision Making for Elected Members during Caretaker Period

Councillor Paterson

27/7/2009	Conflict of Interest/Register of Interest Forms
9/11/2009	ERA Regional Subsidiary Governance Requirements

Councillor Pavan

9/11/2009	ERA Regional Subsidiary Governance Requirements
5/5/2010	ERA Decision Making for Elected Members during Caretaker Period

Councillor Quirke

12/9/2009	LGA Media Skills for Council Members
16/10/2009	LGA CEO Performance Appraisal
17/10/2009	LGA Public Speaking Skills for Council Members
5/5/2010	ERA Decision Making for Elected Members during Caretaker Period

## Occupational Health, Safety and Welfare (OHS&W)

During 2009/10, Burnside continued to develop its OHS&W System. The system has a number of programs that operate as part of an integrated OHS&W Policy to ensure that all legislative and operational issues are effectively managed.

Various changes have now occurred with respect to new standards implemented by WorkCover on the scheme for Self Insurers. Council has been working with the scheme to ensure processes, policies and procedures are developed, implemented and used to meet the new stricter requirements to minimise injuries in the workplace. This audit forms part of Council's overall OHS&W Program, indicating areas of non-compliance with recommendations for improvement.

Council regularly reviews its gap analysis to ensure we meet our requirements for WorkCover Self Insured Standards. This forms the basis, in consultation with our Occupational Health Safety and Welfare Committee, for Council's OHS&W Action Plan.

## Risk Management

Council has a strong commitment to integrating the principles of risk management into our leadership, business planning, culture and delivery of services. We use a strategic risk management framework to provide a consistent and systematic analysis of the risks facing the organisation as it conducts its business activities. Council's processes are in line with the Australian Risk Management Standard AS/NZS 4360.

### **VISION 2020 DESIRED OUTCOME:**

**A community that is confident its views are heard, understood, genuinely valued and reflected in Council business**

## Community Consultation

A key part of Local Government operations is consulting with the community about proposed policies or operational events occurring within their Council area. Burnside Council has a Community Consultation Policy that is strongly committed to achieving or exceeding a best practice standard on all community consultation issues.

In 2009/10 the Burnside Council undertook community consultation in areas such as:

- footpath upgrades,
- traffic calming, parking and road upgrades,
- playground and open space upgrades,
- service and facilities performance,
- budget and annual business plan,
- leases and licenses,
- community buildings and venues.

### **VISION 2020 DESIRED OUTCOME:**

#### **An equitable rating system**

In 2009/10, the City of Burnside's total revenue was \$33 million, of which 84% was derived from rates. The average rate increase to ratepayers in 2009/10 was 3.1% for existing properties (excluding rates received from new property development).

Despite providing a high number of community services, the City of Burnside receives minimal State or Federal Government funding compared with other Metropolitan Councils. Grant levels are influenced by property values within the Council area.

While property values in Burnside are generally higher than the Adelaide Metropolitan average, this asset wealth does not always correlate with the capacity of residents to pay for services. The City of Burnside

continues to recognise this and has maintained rating policies to provide assistance to ratepayers experiencing genuine financial hardship. This assistance can take the forms of rate capping, rate remissions and postponement of rates payment.

### **VISION 2020 DESIRED OUTCOME:**

#### **A financially accountable and sustainable organisation**

The City of Burnside achieved an operating deficit before capital amounts in 2009/10 of \$2,567.192. Key elements in this deficit were higher depreciation charges of \$9,161,000 as required by our Infrastructure and Asset Management Plan and additional provisions required in accordance with the accounting standards for regional subsidiaries amounting to \$440,000.

Total borrowings as at 30 June 2010 were \$2.728 million and cash and investments were \$6.594 million.

The financial year saw the development of the Council's Annual Business Plan and Budget for the 2010/11 financial year. Consultation on the Plan was undertaken with the community through public meetings, the Online Panel and written submissions. Feedback was provided to Council and considered as part of the Council budget adoption process.

This resulted in Council adopting a budget for the 2010/11 financial year that will provide for an average rate increase to ratepayers of 4.75% for existing properties (excluding rates received from new property development).

## Application of Competition Principles



## **Contestability and Competitive Neutrality**

The Council has adopted the following policies with respect to contestability and competitive neutrality:

### **Contestability**

The City of Burnside is committed to:

- 1) Developing a 'competitive' organisation
- 2) A continued role as a service provider
- 3) An explicit policy with clear goals based on:
  - Maintaining its commitment to staff,
  - Providing appropriate resources to ensure staff can compete successfully,
  - Adopting the client/service provider philosophy,
  - Changing the organisation structure at the appropriate time,
  - The provision of Civil and Parks and Gardens Maintenance Services through the operation of service units working to specifications with the proviso that these continue to provide service in a cost-effective manner.

### **Competitive Neutrality and Local Government Guidelines**

Clause 7 – Compliance Statement – Business Activities

#### **Identification of Categorisation of Business Activities**

That the City of Burnside, having undertaken a review to identify and categorise all business activities in accord with the Competitive Neutrality and Local Government Guidelines, hereby determines:

##### Category One

That East Waste, a Council regional subsidiary, falls within Category One;

##### Category Two

That in accordance with the following criteria:

- Significance – income generated must exceed 5% of the budget,
- Costs must be met predominantly by the user,
- Activity must be undertaken predominantly with a view to earning a return.

There are no business activities falling within Category Two to which the principles of Competitive Neutrality are to be applied.

Clause 7 Statement on the Application of Competition Principles to Local Government under the Competition Principles Agreement:

In accordance with the Revised Clause 7 Statement on the Application of Competition Principles to Local Government under the Competition Principles Agreement adopted May 2000, The City of Burnside reports the following in respect to the financial period 1 July 2009 to 30 June 2010:

Determination of significant business activities, and the creation or cessation of significant business activities.

The City of Burnside was not required to determine or alter the basis of its significant business activities during 2009/10.

### **Application, or Change in Application, of Competitive Neutrality**

The City of Burnside was not required to apply or modify its application of the principles of Competitive Neutrality during 2009/10.

### **Review and Reform of By-Laws, including By-Laws Created or Repealed**

Council has commenced the procedure of re-declaring its by-laws pursuant to Section 246 of the Local Government Act a brief outline of the procedure is as follows.

- Draft By-Laws are prepared for Council consideration.
- Prior to consideration draft By-Laws need to be checked by Lawyers to ensure compliance with the Act – By-Laws concerning Dogs and Cats need to be approved by Dog and Cat Management Board prior to Council consideration.
- Council considers and passes Draft By-Laws.
- By-Laws then must go through public consultation.

A copy of each By-Law must be available at Council office and appear on Council's website.

- A notice must appear in local newspaper and given notification and brief description of By-Laws and what they relate to.
- Public Consultation period must be greater than 21 days.
- At conclusion of 21 days Council must give due consideration to public comment. Should any By-Laws be amended they need to be checked again by lawyers.
- Should By-Laws remain the same they are passed by Council (by a majority and 2/3 members must be present).
- By-Laws then sent to Lawyers to obtain certificate of validity.
- By-Laws must be laid before House of Parliament within 6 days of being made (eg. Date of Council resolution) via legislative review committee.
- By-Laws must be published in full in the Government Gazette and come into effect four months after the Gazettal date.
- By-Laws then come into effect, By-Laws must be included in Council's register of By-Laws.

#### NOTE

Generally the review from start to operation date takes 12 months.

It is anticipated the reviewed By-Laws will come into effect in January 2013.

## **Complaints about the Application of Competitive Neutrality**

No complaints were received.

## **Competition and Competitive Neutrality Complaints Mechanism**

The following complaints mechanism has been adopted:

- All complaints are to be submitted in writing to the Chief Executive Officer.
- The Chief Executive Officer is to investigate, seek external assistance where appropriate, and report to Council.
- Council will consider and determine each complaint on its merits in accordance with the Competition Guidelines and current policy statement.

## 2009/10 Information Statement



## Information Requests

Requests for information that are not generally readily available to the public will be considered in accordance with the Freedom of Information Act 1991 (SA). Under this legislation an application fee must be forwarded with the completed request form unless the applicant is granted an exemption.

Freedom of Information request forms and a list of fees and charges applicable to requests are available from the Council office and the Library. The form and the list of charges can also be downloaded from the Council's web site at [www.burnside.sa.gov.au](http://www.burnside.sa.gov.au) or from the State Records website at [www.archives.sa.gov.au](http://www.archives.sa.gov.au).

Freedom of Information enquiries and requests should be addressed to:

Freedom of Information Officer  
City of Burnside  
PO Box 9  
GLENSIDE SA 5065

Applicants will be responded to as soon as possible and within the statutory 30 calendar days of Council receiving the properly completed Freedom of Information request form together with the application and search fees.

During 2009/10 Council processed eleven Freedom of Information requests and provided its annual return to State Records.

## Meetings Held in Confidence

### Council Meetings

During 2009/10, Section 90 (2) provisions of the Local Government Act 1999, which enable the exclusion of the public from Council meetings, were invoked on 65 occasions, and Section 91 (7) provisions, which keep minutes confidential, were invoked on 57 occasions. These related to:

Category	Section No.	How many
Personal affairs	90(3)(a)	31
Commercial advantage to a person or prejudice Council's position	90(3)(b)	4
Commercial (not trade secret) confer advantage on third party	90(3)(d)	3
Legal advice	90(3)(h)	9
Litigation (actual or potential)	90(3)(i)	24
Information provided on confidential basis by or to a Minister	90(3)(j)	1

Note: some items were confidential under more than one subsection of Section 90(3).

## Internal Review

A person who may have been aggrieved by a Council decision may request an Internal Review of the Council decision in accordance with Section 270 of the Local Government Act 1999.

There were five requests for Internal Review in 2009/10. Three requests related to the Chelsea Cinema, one related to the compilation of a Council Agenda, and the other about the construction of a footpath. The requests relating to the Chelsea Cinema and the Council Agenda were resolved and the footpath request was withdrawn.

Members of the public may also lodge a complaint with the Ombudsman's Office.

## Development Assessment Panel Meetings

During 2009/10, Section 56A (12) provisions of the Development Act 1993, which enable the exclusion of the public from Development Assessment Panel Meetings, were invoked on 7 occasions in order that the Panel could discuss items in a confidential forum.

## Policies, Codes, Procedure and Registers

### Local Government Act 1999

<b>Policies</b>
Contracts and Tenders
Public Consultation
Elected Member Allowances and Benefits
Elected Members Training and Development
Order Making
<b>Codes</b>
Elected Members Code of Conduct
Code of Practice – Access to Meetings and Documents
Employee Code of Conduct
Code of Practice – Meeting Procedure
<b>Procedure</b>
Internal Review Procedure
<b>Registers</b>
Delegations
Register of Interests – Elected Members
Register of Allowances and Benefits – Elected Members
Register of Remuneration, Salaries, and Benefits - Employees
Register of Interests - Employees

Rates Assessment Record
Fees and Charges (list of)
Community Land
Public Roads
By-laws

**Local Government (Elections) Act 1999**

Caretaker Policy

Register of Campaign Donations Returns

## Measures to Ensure Cost Effectiveness



## The Principles

In fulfilling Council's purchasing role, the following principles will apply:

The purchasing practice adopted by Council needs to be able to demonstrate that public money has been well spent and that the procurement process is conducted with open competition and recognised purchasing principles. These principles include:

- the purchasing system shall be designed to provide for best value,
- the procedures used must be able to withstand public scrutiny,
- suppliers of intellectual services must provide high ethical standards and professional conduct,
- suppliers who wish to compete for the future business of the Council should, within reasonable limits, be given the opportunity to do so where Council seeks an external supplier,
- the quality of the product is appropriate for the circumstance,
- in the case of plant and equipment, the total cost over the life of the asset is considered, requiring an assessment of its purchase, installation, operating costs and its residual value,
- the ecological consequences of the procurement decisions need to be considered and evaluated as well as a simple financial assessment,
- consideration be given to favouring local suppliers and Australian made products,
- staff responsible for purchasing maintain their independence and uphold high standards of ethical conduct,
- State and Federal legislative requirements are adhered to.

Activities such as the opening and recording of tenders, obtaining of quotations and the allocation of purchase orders is carried out strictly in accordance with Council's established procedures.

All persons invited to tender or quote for Council business shall be given equal information. Information provided to the Council on a confidential basis should be treated as commercial-in-confidence and restricted to persons concerned with the specific purchase or contracts. Care shall be taken that tender evaluation is not inadvertently displayed or otherwise communicated to competitors in the course of supplier evaluation.

Officers engaged in contracting and purchasing shall at all times demonstrate that open competition and fair and ethical procedures have been employed throughout the process, and that the selection process is objective and impartial. Specifications should generally be designed so as not to inadvertently advantage one potential supplier over another.

Where a Council officer is involved within the contracting or purchasing procedure, either in awarding, evaluating or administering a contract, and has or could have a direct or indirect personal interest in the outcome of the decision making process, the officer shall disclose that interest prior to any involvement with the tender process including specification preparation. Responsibility for notifying a potential conflict of interest rests with each individual involved in the tender process.

Gifts, gratuities and hospitality must not be solicited. Adherence to Council's code of conduct is required at all times.

## **Local Suppliers**

Subject to price and quality of goods being equal or better, purchases made by Council shall be for products:

- from suppliers operating in the Burnside area.
- that are Australian made.

An appropriate premium may be paid where goods produced from recycled material collected in Burnside are not competitive in terms of price.

## **Sustainable Development**

An appropriate premium may be paid where the use of a particular product or technique is not competitive in terms of price but is considered justifiable in terms of ecological benefit.

## **Purchasing Options**

Generally, Council will purchase goods through adoption of the following approaches:

- Direct purchase – where there is only a single supplier or the particular circumstances warrant involvement of only one potential supplier.
- Quotation – seeking quotations from two or more suppliers.
- Open Tender – seeking tenders from the market at large through an open invitation process e.g. advertisement.

In identifying the circumstances in which to apply these options, Council will consider a number of issues, e.g.:

- The number of known suppliers of the goods or services.
- The existence of local suppliers of the goods or services.
- The estimated value of the purchase.
- Delegation limits taking into consideration accountability, responsibility, operational efficiency and urgency of supply.
- Previous experience with suppliers.
- Compliance with statutory obligations.

## **2009/10 Tenders and Contracts**

Council undertakes the vast bulk of the Capital Renewal Program as well as several studies and service provision activities via contract. This is tendered under the newly adopted Procurement-Contract Tenders and OHSW Policy. This Policy provides guidelines to ensure best value is provided, competition is ensured, and that due process is followed.

In 2009/10 41 contracts were offered to external organisations to perform work on behalf of the Burnside Council. Of these, 32 were publicly advertised tenders, and 9 were invited or selected tender contracts that were undertaken in accordance with Burnside policy.

## Appendix 1 - Subsidiary 2009/10 Annual Reports



## Appendix 2 – 2009/10 Financial Statements

