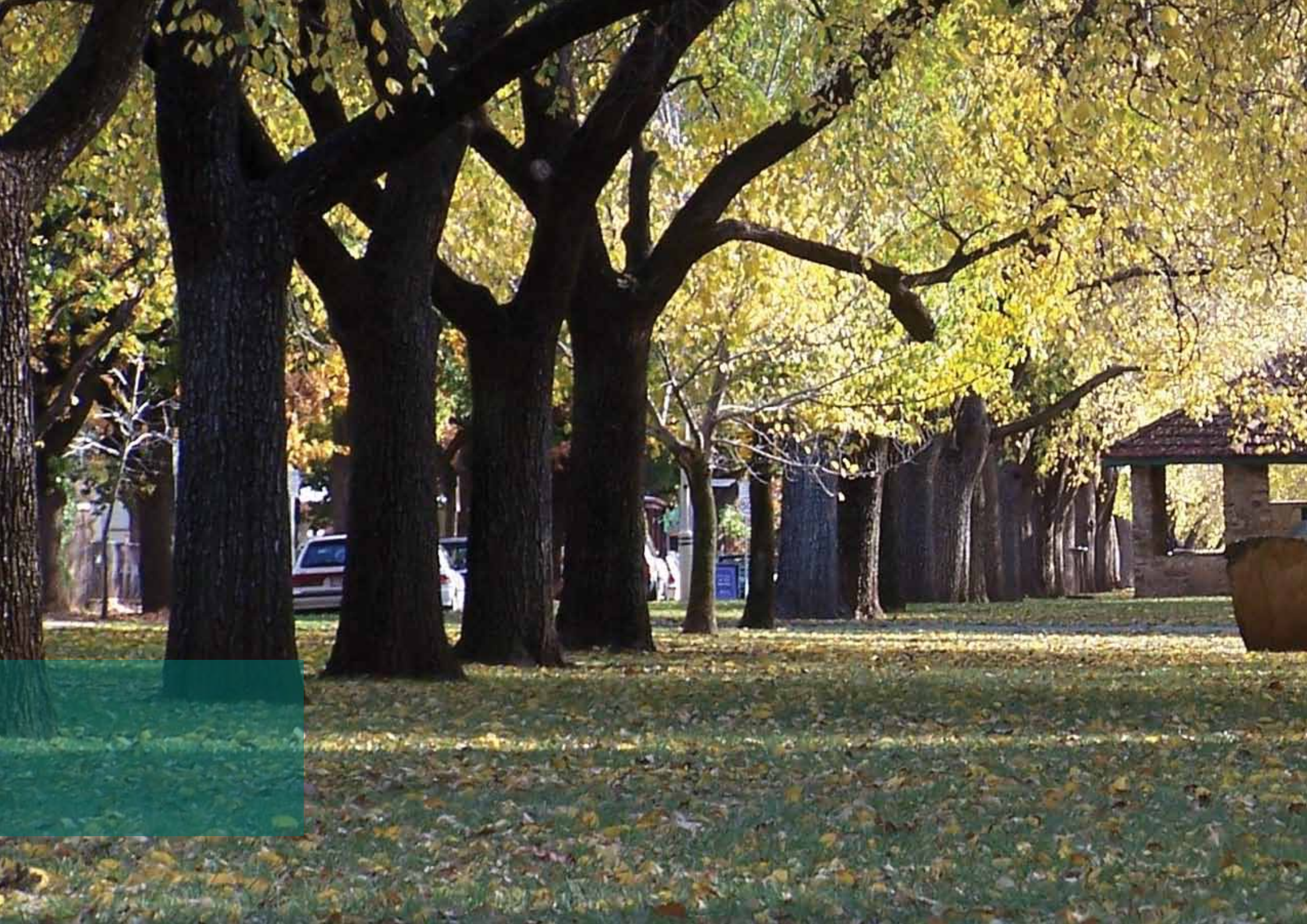




 *City of  
Burnside*

**2010/11 Annual Report**













Welcome

The City of Burnside is proud to present its 2010/11 Annual Report.

The Annual Report is a key tool for disclosing the City of Burnside's financial, social, environmental and development actions.

It also demonstrates Council's performance against its Vision2020<sup>ii</sup> strategic outcomes and Annual Business Plan. Council adopted the 2010/11 Annual Report at its meeting on 22 November 2011 following a review by Council's Audit Committee.

Hard copies of the 2010/11 Annual Report are available from the Customer Service Centre at the Civic Centre or by telephoning (08) 8366 4200.

Electronic copies are available on the City of Burnside website at [www.burnside.sa.gov.au](http://www.burnside.sa.gov.au)



Page	Contents	Page	Contents
2	Mayor's Report	46	Local Government
6	Acting Chief Executive Officer's Report	60	Assets and Capital Works
10	Our City	62	Community Development and Services
12	Shaping Our City	66	Community Relations
14	Financial Summary and Expenditure	68	Development and Regulatory Services
16	Achievements	72	Facilities and Procurement
18	Highlights	76	Finance
22	Community Engagement	78	Information Services
24	Community Grants	80	Library, Learning and Volunteers
26	Awards and Recognition	84	Open Space and Environment
32	Australia Day	88	Operations Services
34	Events	92	Organisational Development and Governance
40	Eastern Region Alliance		
44	Our People		



# Mayor's Report



Mayor Wendy Greiner chose not to contest the November 2010 Council elections after three terms in the mayoral role. She is entitled to reflect with satisfaction on her many achievements as Burnside's longest serving mayor and I sincerely thank her on behalf of the Burnside community.

I have the honour and privilege of being elected the City of Burnside's first new mayor in over a decade. The role has been an interesting challenge for me, as I had no previous Local Government experience.

I stood for election because I had become concerned at the behaviour and antics of some elected members during formal Council meetings. I believed these elected members were doing the City of Burnside a disservice and that Burnside deserved better representation.

The verdict of the Burnside electors was conclusive and unambiguous. The community rejected a Council forum riven by factions and undermined by tactics.

It elected an entirely new Council of independent men and women intent on undertaking the affairs of Council in a dignified and respectful manner and prepared to act in the best interests of the City.

From the outset I have been impressed by the commitment and cooperation of the 2010 - 2014 Council. Elected members attended an extensive series of workshops and briefings organised by the administration to develop our understanding of the issues and opportunities we need to address.

As a consequence, debates in the Council Chambers have been considered, informed and at times, lively, but always civil and respectful.

Your Council is restoring appropriate pride and dignity to the City of Burnside and is now focused on providing a high quality of service, events and governance that is expected of Council.

## Chief Executive Officer

Paul Deb was thrust into the role of acting chief executive officer in March 2010 following the resignation of Neil Jacobs. In this role he was required to weather the last nine months of the previous Council, which was a particularly difficult time for both the administration and elected members.

The *Local Government Act 1999* required the new Council to seek formal applications for the chief executive position and many high calibre candidates were appraised for the role. Paul Deb was an applicant and after a prolonged assessment process, Council unanimously confirmed him in the role.

I was already aware of the high respect for Paul within Local Government circles and I believe Council has made an excellent choice. Paul and I have developed a constructive and effective working relationship.

One of Paul's first acts as permanent chief executive officer was to instigate a comprehensive review of the structure of the City of Burnside Administration. An external consultant was appointed to benchmark each department to establish its efficiency and effectiveness and to develop a range of structural options for the administration that may better suit future challenges.

The outcome is a plan for effective change management along a process that maintains long term high performance sustainability. The findings of the review are expected to be completed and adopted by the end of 2011.

## Annual Business Plan

Under Section 123 of the *Local Government Act 1999*, Council is required to develop a budget for each financial year. An annual business plan, which details the proposed programs and achievements for the year, is part of the budget process.

Some key features of the 2011/12 Annual Business Plan and Budget approved by Council are:

- New Capital Projects with a value of \$2.584 million
- Capital Works Program with a value of \$6.437 million
- Plant Replacement with a value of \$0.570 million
- Discretionary Operating Projects with a value of \$0.949 million.

The City of Burnside is financially robust with minimal debt. Council inherited a sound and well administered budgeting process. Although we are budgeting for an operating deficit of \$403,000 (2010/11 \$991,000), the Long Term Financial Plan plans to return to an operating surplus within two financial years. We intend to honour this commitment.

## Australia Day Celebrations

In January 2011, nearly 700 people attended the City's premier community event of the year, the Australia Day celebrations in Hazelwood Park. Australia Day Awards were presented to Sadako Fukuda and Madeleine Broadbridge. Celebrations also included a citizenship ceremony in which 64 people from 18 countries took the citizenship pledge.

## Volunteers

I have learned much about Local Government in general and the City of Burnside in particular during my first nine months in the mayoral role. I have become profoundly impressed with the breadth and depth of community services administered by the City of Burnside but dependent on an army of volunteers to deliver the services.

Burnside has over 400 volunteers within its programs. In May I was proud to present milestone certificates to volunteers who have provided 5, 10, 15, 20 and 25 years of service.

Congratulations and thank you to Don Drake and Audrey Dunn for 25 years of service, Reece Stevens for 20 years of service and James Hugo, Trish Israel, Marjorie Molyneux, Ruth Rayfield, Dorothy Short and Alan Swan for 15 years of service. I sincerely thank all volunteers for their contribution to the Burnside community.

I would also like, sadly, to acknowledge the passing of volunteers Bill Dean, Pam Wright and June Jellis. Their commitment and contribution over the years is appreciated and they will all be fondly remembered.

## Service Clubs

The role of mayor has brought me into contact with the network of service clubs within Burnside and I now better appreciate the dual role of fellowship and community service that each club plays. I encourage all civic minded citizens to consider contributing to your community through membership of a service club and/or by direct voluntary work for the City.

## Development Assessment Panel

In June 2011 Council appointed four new independent members to our Development Assessment Panel (DAP) which makes decisions on development applications in accordance with the requirements of the *Development Act 1993*. Three elected members, Councillors Piggott, Lemon and Hasenohr, make up the balance of the seven member panel. Paul Leadbeter is the new presiding member and Stephanie Johnston, Bruce Harry and former Councillor Andrew Hillier have become panel members.

I sincerely thank former panel members Mike Canny (Presiding Member), Peter Dungey, Don Donaldson and John Hunt for their service to the Burnside community through their considered contributions on the panel.

## Audit Committee

Independent Audit Committee Member Laurie Koslovic recently stepped down from the role and Council decided to increase the number of independent members to two. I welcome Peter Agars and Lisa Scinto to the committee. Both have extensive relevant experience and I look forward to their contribution to the committee.



## Ministerial Investigation

During 2009/10, an investigation into Council activities was called by the State and Local Government Relations Minister under Section 272(1) of the *Local Government Act 1999*. The investigation came after a lengthy period of acrimonious personal relationships between several elected members, the leaking of confidential Council information and the refusal of an elected member to accept discipline. I understand that the investigation created a very difficult work environment for staff and required a great deal of staff time, resources and persistence.

A draft report on the investigation was suppressed in October 2010 following a legal challenge. The challenge was on the grounds that much of the brief prepared for the investigator was outside the power of the Act. In May 2011, the courts upheld most aspects of the challenge and the minister subsequently announced that the investigation would be shelved without publication.

Your Council is disappointed that Burnside residents may not get to see some form of report on this matter. Nevertheless, it will work with the Local Government Association and the minister to identify and remedy shortcomings in the *Local Government Act 1999* exposed by this unfortunate episode to ensure that lessons learnt are not lost.

None of this recent history has any bearing on your present Council. It is working cooperatively and effectively for the Burnside community.

## Conclusion

I sincerely thank the Burnside community for its enthusiastic support and encouragement of the 2011 - 2014 Council. The goodwill in the community is profound. I thank my fellow elected members for their commitment to the task of fair-minded representation in the interests of City of Burnside as well as for their tolerance of my ignorance of process and protocol in the early days of this Council.

Finally, I sincerely thank Paul Deb and the administration for the constructive and instructive way they have supported this new Council. Prior to the election, I know it was very difficult for staff to maintain morale and pride in their workplace. The 2010 - 2014 Burnside Council is making a constructive contribution in this important respect.



**David Parkin**  
Mayor  
City of Burnside







Acting  
Chief Executive Officer's Report





Welcome to the City of Burnside's 2010/11 Annual Report. This year we have taken significant steps towards being a more engaging and transparent organisation. Each year brings new challenges and opportunities as we strive to meet our short and long term objectives.

A major event in 2010/11 was the Local Government elections. I would like to acknowledge the contribution of the 13 Elected Members of the 2006 – 2010 Council, and in particular, former Mayor Wendy Greiner.

The November 2010 elections saw 13 new elected members appointed as community representatives at the City of Burnside, including new Mayor David Parkin. The administration has enjoyed working with the 2010 – 2014 Council and we look forward to jointly tackling the many and varied challenges ahead.

Achieving our goals has required a high level of commitment by the elected members, the administration and our community. By working as a cohesive community and staying focused on our targets, the City of Burnside has prospered and delivered several desirable outcomes over the course of the year.

We maintained a strong focus on strategic planning, financial management, community engagement and partnerships to ensure we provide effective and cost-efficient services and programs to our community.

During the year, we developed and implemented several new plans and strategies such as the Draft Magill Cemetery Plan, Draft Southern Hills Vegetation Management Plan and Chelsea Cinema Management Plan. These help to provide us with clear directions on meeting the current and emerging needs of our community and also pave the way for a sustainable environment and improved quality of life.

We also strengthened management practices, increased internal and external communications, identified and managed risks and improved record keeping responsibilities.

Our budget performance throughout the 2010/11 year was positive with the highlight of achieving no interest-producing borrowings with the final loan repayment of the Civic Library.

The City of Burnside has in place a 10 Year Long Term Financial Plan which provides strategic guidance for future operational performance and service delivery to the community. Council continued to track towards the Long Term Financial Plan goal of achieving an operating surplus by 2012/13.

I would like to thank elected members and the administration for their efforts in achieving a fiscally responsible budget whilst continuing to provide quality services and programs for the community.

This financial year also included the development and implementation of the 2011/12 Annual Business Plan and Budget. The plan anticipates a total income of \$36.098 million, with a total expenditure of \$37.530 million in 2011/12.



Key outcomes of the plan include improved tree maintenance and management, additional funding for core infrastructure services plus more funding for community services and facilities.

In developing the Annual Business Plan and Budget, Council was able to balance the continuation of existing services and the addition of new projects with a rate increase of 6 per cent.

Projects must be delivered in the most efficient and cost effective way possible. This year we completed several projects which have improved the quality of services, programs and our City as a whole.

Some of the highlights include:

- opening of Hazelwood Park Playspace, Wombat Waterhole, and winning two awards at the Landscape Association of South Australia's 'Awards of Excellence' for the project
- upgrades to Langman Reserve and Mellor Reserve
- a 39 per cent reduction in graffiti instances
- implementing the Disability Discrimination Action Plan for Facilities
- spending over \$5 million on the Infrastructure Capital Works Program in the areas of road, drainage, kerb, footpath and traffic
- planting of 200 trees on Council sites
- completing new street line-marking in 13 suburbs
- completing Stage 2 of the Michael Perry Reserve Erosion Control Works which included significant planting and vegetation establishment work
- propagating 8,722 local indigenous plants at the Burnside Nursery.

We also continued to work on long term projects and works in progress such as the Brown Hill / Keswick Creek Stormwater Management Plan.

An integral part of proposing and delivering our projects is engaging with the community. Community engagement helps us to understand the community's needs, expectations and opinions, and it equips us with the necessary information to plan for our future.

We encourage the community to get actively involved in the decision making process and shaping of the City by providing a number of innovative ways in which people can participate.

Throughout the year we undertook a comprehensive Community Engagement Program, consulting on over 95 projects and initiatives. The program covered a number of areas including capital works, traffic, open space, road names, playspaces, facilities and sponsorship.

One of our main consultation projects included the 2011/12 Annual Business Plan and Budget. Almost 400 responses were received via two public meetings, written submissions, the Online Community Panel and the budget allocator. We were the first Council in South Australia to use the budget allocator tool, which was very successful.

I would like to thank all of those who participated in our Community Engagement Program and look forward to your involvement next year.

Part of community engagement is also about developing and building long term partnerships with government, businesses, groups, media and the community.

Our partnerships have enabled us to achieve a number of significant objectives and deliver quality, efficient and cost effective services that benefit the community. They also allow shared knowledge, skills and resources, professional development opportunities and feedback.

This year we continued to foster the working relationship between the City of Burnside and Councils in the Eastern Region Alliance (ERA). The partnership aims to achieve agreed social, economic, environmental, cultural and other related priorities for local communities and eastern metropolitan Adelaide as a whole. The Eastern Region Alliance worked on a number of projects throughout the year such as the Draft Regional Ageing Strategy, online economic profile, environmental education programs, youth specific initiatives and a joint submission in response to the 30 Year Plan for Greater Adelaide.

Each year the City of Burnside also strengthens its relationship with community groups through its Community Grants Program. This program aims to encourage, develop and support local programs, services, facilities and projects of a health, recreational, social or community development nature.

This year 23 community groups shared in over \$29,000 of funding. A special function was held for the groups which gave them the opportunity to speak about their projects with elected members and staff.



We will continue to work on establishing new partnerships and building on our existing relationships to deliver the best outcomes for our community.

Over the past few years the City of Burnside has endured a number of challenges. We are now a healthy and progressive organisation that prides itself on professional development and delivering service excellence. This has been achieved due to a variety of reasons, including fostering the growth and development of the administration.

A great organisational culture, matched with professional development and training, and safety and risk strategies, provides a caring, supportive and motivational working environment for staff.

Over the course of the year, new training and professional development opportunities were available across the organisation. Team leaders commenced Certificate IV in Management while managers started a Diploma in Management. It was recognised that there was a need for a program that linked all levels of management within the organisation, as well as provide opportunities for learning and developing leadership. The program assists with personal, professional and leadership development and ensures leadership consistency across the organisation.

Our healthy and motivated organisation has the drive to overcome challenges and achieve in all areas, and this has been evident in the outcomes delivered this year.

The administration is enthusiastic about working with elected members and the community to improve its service delivery and business performance and I would like to thank the elected members for their efforts and commitment to our City.

I would also like to thank the administration and volunteers for their tremendous commitment and dedication to achieving the best outcomes for our community. The administration looks forward to the next 12 months with a great sense of enthusiasm in building on the services and programs we provide.

On behalf of the administration, I would like to acknowledge community groups and the community for their support and valuable contribution to this City.

It's now with excitement that I launch into 2011/12 in the permanent position of chief executive officer after acting in the role for 17 months. I would like to thank everyone for their support and confidence in me. I feel honoured to be given the opportunity to lead the City of Burnside; a Council that is respected for its commitment to its heritage, environment and service delivery. Together we will continue to take significant steps in achieving our collective vision.



**Paul Deb**

Acting Chief Executive Officer  
City of Burnside





# Our City

Proclaimed as a District Council in 1856 and a City in 1943, the City of Burnside is one of Adelaide's oldest residential areas.

Encompassing 28 suburbs, the City of Burnside is located 10 minutes from the central business district of Adelaide and has its south eastern boundaries nestled into the Adelaide Hills. The City has a residential population of approximately 44,000 people.

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 name for creek is 'burn'.

The area is renowned for its green and leafy character, period architecture and unique integrated urban form. Open space is also a key feature, with 113 reserves and parks within the 2,600 hectare Council area.

The Burnside community can access a range of support and services provided by the Council, including:

- aged support programs
- community development programs
- community swimming pools
- development and regulatory services
- environmental services such as animal management, bushfire prevention and traffic management
- events for people of all ages
- Justice of the Peace
- library and toy library facilities
- parks and reserves
- Pepper Street Arts Centre
- road, footpath and street tree development and maintenance
- transport assistance
- waste management and recycling services
- youth programs and events.

The City of Burnside acknowledges that the City is located on the traditional country of the Kaurna people of the Adelaide Plains. Burnside recognises and respects their cultural heritage, beliefs and relationship with the land. The City of Burnside acknowledges that these of continuing importance to the Kaurna people living today.



# Interesting Facts in 2010/11:

9,400	tonnes of waste collected
908	tonnes of recyclables collected
779	tonnes of hard waste collected
9	kilometres of new and replacement footpath
22	kilometres of road resurfaced
70,000	calls answered by the Customer Service Centre
344,210	visitors to the library
5,019	dogs registered
\$27,976	given to property owners to assist with restoration work to heritage dwellings
8,722	local indigenous plants propagated by the Burnside Nursery
105	European wasp nests destroyed
894	minor home maintenance or modification services received by frail residents, through the Home Assist Program
21	outdoor/on-street trading permits issued
\$5,300 +	raised by staff for various charity groups
63%	of call centre calls resolved at first point of contact
\$29,000 +	community grants provided to 23 groups





# Shaping Our City



## Strategic Plan

Vision2020<sup>i</sup> is the City of Burnside's 15 year strategic plan for the Burnside community.

It is a key document that clearly identifies issues that are critical to the community and defines a path to achieving the City's collective vision for the future.

Vision 2020<sup>ii</sup> provides a framework and specifies the strategies and processes the City of Burnside will use to assess and monitor Council's progress against the desired outcomes.

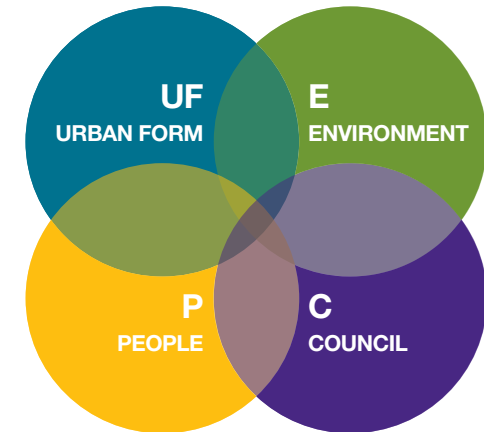
The City of Burnside is committed to monitoring the plan continually to ensure it remains relevant to the City's current and future lifestyle and economic requirements.

## Strategic Directions

To achieve the vision as a community we need to undertake planning and action within four broad strategic directions:

- 1 Our integrated urban form and living spaces, climate change ready
- 2 Our protected and valued environment
- 3 Our diverse, supportive, happy and healthy people
- 4 Our leading, inclusive and connected Council

Each strategic direction is interlinked and interdependent upon others.



Legend:



## Desired Outcomes

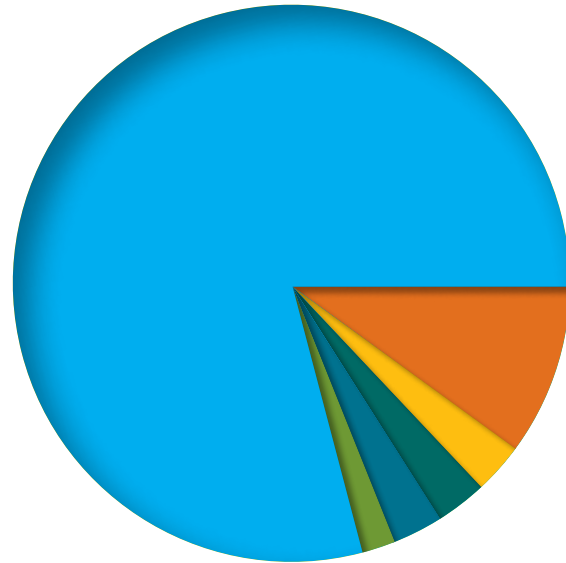
Each of the strategic directions has a number of related desired outcomes. The desired outcomes are goal statements based on key messages from the community.

# Vision

We are renowned for our City's green and leafy character and unique integrated urban form.

We are highly regarded for our sense of community spirit, support for one another, social diversity and commitment to the environment.





### Sources of Revenue

Rates General	79%
Grants, Subsidies & Contributions	10%
User Charges	3%
Other Income	3%
Rates Other (NRM Levy)	3%
Statutory Charges	2%

# Financial Summary and Expenditure

Strategic direction -



Desired outcome -

A financially accountable and sustainable organisation



Health & immunisation 0.8%

Children's (family) services 0.5%

Street cleansing 1.8%

Transport & conservation 0.9%

Local laws regulation 1.8%

Governance 1.5%







# Achievements

## Achievements Against 2010/11 Annual Business Plan and Budget

In the 2010/11 budget, the following projects were identified and allocated budget funding. All of these projects are listed in the 2010/11 Annual Business Plan and Budget, which can be viewed on the City of Burnside website.

## New Operating Projects (completed by 30 June 2011)

Electronic Waste Recycling Subsidy Program

ICLEI Water Campaign Milestone 5

Online Community Panel

Internal Audit Program

Parks Maintenance - Additional Verge Cutting and Increased Playground/Park Maintenance

Turf Renovation Program

Memorials and Monuments Maintenance

Tree Maintenance Service - Additional Two Team Members

Dashwood Landfill - New Monitoring Wells

Compliance - Building Inspection Policy Target

Information Systems - Electronic Records Management Software Upgrade

Reprint of Historic Walking Trails Brochures

Finance - Writing of Policy and Procedures

Burnside Swimming Centre Tree Management Program - Year 2

Urban Stormwater Management Plan Stage 2 Funding

Tree Management Strategy Review

Waste and Recycling Service Review Consultation

Carbon Footprint Inventory





## New Capital Projects (completed by 30 June 2011)

- Rehabilitation of the Auldana Heritage Shed
- Road Repair at Knox Terrace, Skye
- Reduction of Feral Cats in Burnside
- Magill Cemetery Project
- Walking Trails and Footpaths for Mt Osmond
- Kindergarten Asbestos Removal
- Information Systems - Booking System Upgrade
- Artwork Restoration - Corporate Art Collection
- Proclaim Planning Update
- Removal of Asbestos from Community Facilities
- Essential Safety Provisions in Community Facilities
- Mellor Reserve Playground Upgrade
- Langman Reserve Tennis/Basketball Court Upgrade
- Irrigation Upgrades to Various Reserves (Salop St Reserve/ Glyde St Reserve/Glenunga Reserve)
- Burnside Swimming Centre Pool Replacement Blankets
- Rubberised Speed Cushion Trial - Tusmore Avenue
- Watercourse Connection
- Tusmore Park Wading Pool Upgrade
- Hazelwood Park Playspace
- Adelaide Park Lands Perimeter Bike Path Design

## Capital Works Programs (completed by 30 June 2011)

- Guardrail Renewal Program
- Drainage Capital Works
- Kerb Capital Works
- Footpath Capital Works
- Crackseal Capital Works
- Spray Seal Capital Works
- Hotmix Resurfacing Capital Works
- Traffic Capital Works
- Property Management 2010/11 Program
- Library Purchasing of Materials

## Plant Replacement (completed by 30 June 2011)

- Depot Communication for Field Staff (Two Way System)
- Toyota 4x4 Dual Cab Utility
- Skid Steer
- Jackhammer
- Tip Truck
- Minor Plant Replacement Program
- Trailers



# 2010/11 Highlights

Strategic directions -





July 2010

## Kensington Park Upgrade

Slides, swings, spring toys and climbing structures were among the new equipment installed at Kensington Park. The \$45,000 upgrade was centred around creating a tree-house and jungle themed playground which complements the natural surroundings.

August 2010

## Michael Perry Reserve Works

Michael Perry Reserve on Second Creek, located in Stonyfell, underwent extensive construction work. The \$400,000 project, assisted by a \$50,000 grant from the Adelaide and Mount Lofty Ranges Natural Resources Board, ensures the existing reserve is protected from erosion and downstream properties are protected from flooding. Five rock ramps were installed and native vegetation planted to preserve and enhance pleasant vistas and create a visually attractive watercourse habitat.



September 2010

## Opening of Wombat Waterhole Playspace

The City of Burnside's newest playspace, Wombat Waterhole, located at Hazelwood Park opened on 4 September 2010. The \$600,000 all-access playspace offers children a range of physical, sensory, explorative, interactive and imaginative play opportunities, creating hours of fun and adventure. The playspace was funded by the City of Burnside, in addition to a Federal Government grant of \$220,000 from the Regional and Local Community Infrastructure Program and a \$165,000 State Government grant from the Department of Planning and Local Government.

October 2010

## Toy Library's 15th Birthday

Children and their families shared in a day full of fun, laughter and games at the Burnside Toy Library's 15th birthday celebrations on 30 October 2010. Fritz the Clown had everyone mesmerised with his magic acts and funny antics and face painters turned children into glittery fairies, scary monsters and roaring tigers.

November 2010

## Beyond the Kerbside Tours

A number of residents had a behind the scenes experience in waste management through the 'beyond the kerbside' bus tours, which were held during National Recycling Week. The fun and interactive tours explored the processing of rubbish, recyclables and green waste, electronic and building waste, and addressed a range of issues including environmental sustainability, reducing waste to landfill and the increasing markets for recycled products.

December 2010

## Community Grants

The City of Burnside's 2010/11 Community Grants Program awarded grant funding to 23 community groups and organisations. More than \$29,000 was allocated to encourage, develop and support local programs, services, facilities and projects of a health, recreational, social and community development nature. The grants supported projects that contribute to a sense of community and belonging. These included community projects that strengthen the community's capacity to respond to identified needs and projects that encourage participation in social, cultural, sporting and recreational activities.



**January 2011**

## City of Burnside Celebrates Australia Day

More than 600 people attended the City of Burnside's annual Australia Day celebrations on 26 January 2011 in Hazelwood Park. Mayor David Parkin officiated at a citizenship ceremony and presented Citizen of the Year Awards. This was followed by a barbecue brunch coordinated by the Kiwanis Club, Adelaide Achievers Aktion Club and Burnside Country Fire Service. Musical entertainment was provided by the Burnside Youth Concert Band and Olga Strizhak.

**February 2011**

## Chinese Celebrations Generate Record Attendance

More than 1,600 people attended the Burnside Library's Chinese Lunar New Year celebrations on 12 February 2011, double the normal daily attendance. The event included activities such as a lion dance, Chinese tea tastings, singing, dancing, martial arts, calligraphy and brush painting demonstrations.



**March 2011**

## Adelaide Fringe Visual Arts Program

As part of the Adelaide Fringe Visual Arts Program, a mixed media exhibition of flora and fauna was held at the Pepper Street Arts Centre from 20 February 2011 to 18 March 2011. Exciting activities included African drumming, face painting and artist demonstrations.

**April 2011**

## Langman Reserve Upgrade

A \$130,000 upgrade to Langman Reserve facilities was completed in April 2011. Two existing tennis courts were rebuilt with a new backstop fence installed around both courts. New public access gates were installed on the southern, eastern and northern sides. A new basketball net and backboard and a new netball hoop were also installed.



**May 2011**

## SA History Month

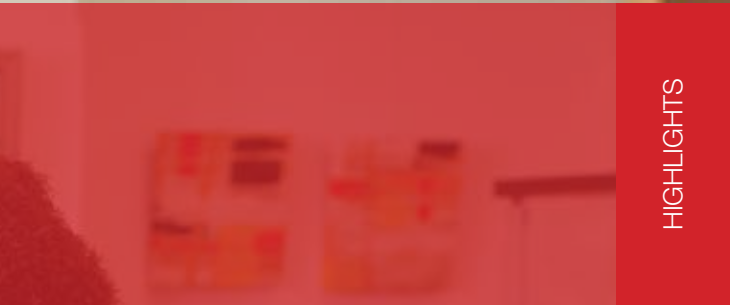
Members of the community delved into the wonders and secrets of history in May 2011 during AboutTime, South Australia's history festival. The Burnside Library held a number of events to celebrate including bus tours, author expos, performances and presentations.

**June 2011**

## Battle of the Bands

Five local bands took to the stage and showcased their musical talents in the ninth annual Burnside Battle of the Bands competition on 10 June 2011. Love Cream took out the 2011 title and won 10 free music lessons and five hours of studio recording time.







# Community Engagement

A key part of Local Government operations is consulting with the community about proposed policies or operational events occurring within the Council area.

The City of Burnside has a Community Consultation Policy that is strongly committed to achieving or exceeding a best practice standard on all community consultation issues.

Consultation is a key tool in engaging the community, understanding the community's needs, expectations

and opinions, providing information and improving Council's research and business performance.

The City of Burnside has undertaken extensive community consultation during the past 12 months using a variety of methods such as surveys, feedback forms, workshops, online surveys and public meetings.

**Strategic direction -**



**Desired outcome -**

The community's views are heard, understood, genuinely valued and reflected in Council business



The following is a list of the key projects, for which Council undertook consultation during 2010/11:

Project	Department	Level
Aged and Disability Care Program Client Consultation	Community Development and Services	3
Bicycle Strategy	Assets and Capital Works	2
Bus Route Change: Gurney, Dashwood, Sunnyside and Glynburn Roads	Assets and Capital Works	1
Chapel Street Community Garden	Open Space and Environment	2
Community Garden - Linden Park (CALM nursery)	Open Space and Environment	2
Draft 2011/12 Annual Business Plan and Budget	Community Relations	3
Draft Disability Discrimination Action Plan for Facilities	Facilities and Procurement	2
Draft Southern Hills Face Reserves Management Plan	Open Space and Environment	2
Drainage Construction - 9 Projects	Assets and Capital Works	1
Eastwood Community Garden Renaming (Mairi's Garden) and Opening	Open Space and Environment	1
Footpath Renewal - 29 Projects	Assets and Capital Works	1
Glenside Road Name Themes	Assets and Capital Works	1
Hazelwood Park, Leabrook and Tusmore Avenue Traffic Precinct – 40 km/h Precinct Speed Limit	Assets and Capital Works	2
Hazelwood Park Playspace Naming Competition	Open Space and Environment	2
Kensington Park Reserve Playground Update	Open Space and Environment	2
Kingsley Avenue and Sydney Street Reserve Draft Landscape Masterplan	Open Space and Environment	2
Prescott Terrace Cannon Restoration	Open Space and Environment	1
Road Rekerbing - 7 Projects	Assets and Capital Works	1
Road Resurfacing - 34 Projects	Assets and Capital Works	1
Rochester Street Traffic Control Device	Assets and Capital Works	1
Skye Bushfire Water Tank	Assets and Capital Works	2
Sponsorship Policy	Community Relations	2
Stormwater Management in the South Park Lands	Open Space and Environment	2
Tusmore Avenue Speed Cushion Trial Questionnaire	Assets and Capital Works	2
Verdun Street Traffic Calming	Assets and Capital Works	1

The five levels of community consultation are based on the International Association for Public Participation (IAP2) spectrum and the City of Burnside's Community Engagement Policy.

They also reflect the minimum statutory requirements for consultation under the *Local Government Act 1999*.

### The objective of each level is as follows:

#### Level 1 - Inform

Objective: To provide the community with balanced and objective information to assist them in understanding the problem, alternatives and solutions.

#### Level 2 – Consult

Objective: To obtain public feedback on analysis, alternatives or decisions.

#### Level 3 - Involve

Objective: To work directly with the public during the process to ensure that their concerns are constantly understood and considered.

#### Level 4 - Collaborate

Objective: To work with stakeholders in each aspect of the decision, including the development of alternatives and the identification of a preferred solution.

#### Level 5 - Empower

Objective: To place the decision making process in the hands of the community while Council undertakes to implement the public decision.



# Community Grants



Strategic direction -



Desired outcome -

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

Each year the City of Burnside offers community grants to encourage, develop and support local programs, services and projects of a health, recreational, social and community development nature.

In 2010/11 there were two categories of funding.

### Community Projects

Up to \$2,000 may be provided to groups or organisations seeking to undertake projects that strengthen community capacity to respond to identified needs within the community.

### Community Events

Up to \$2,000 may be provided to groups or organisations seeking to run an event that encourages residents to participate in social, cultural, sporting or recreational activities, contributing to a sense of community, belonging and pride.

Over \$29,000 was allocated to 23 community groups and organisations as part of the 2010/11 Community Grants Program. Council held a small function in the Mayor's Parlour in March 2010 where the recipients were formally acknowledged. This function provided an opportunity to learn more about the activities the groups undertake within the community and gave groups the chance to meet each other.

Organisation	Amount
Australian Breastfeeding Association	\$1,400
Beaumont Bowling Club Inc	\$1,950
Burnside Historical Society	\$650
Burnside Kindergym	\$224
Burnside Legacy Widows Club	\$500
Burnside Neighbourhood Watch	\$300
Burnside Painting Group Inc	\$1,000
Burnside Players	\$2,000
Burnside Rostrum Club	\$1,800
Burnside Rugby Union Football Club	\$2,000
Cats Assistance To Sterilise (CATS)	\$1,500
Combined Probus Club of Burnside	\$1,500
Dulwich Neighbourhood Watch	\$500
Erindale Neighbourhood Watch	\$500
Glenunga Croquet Club	\$1,005
Jewish Adelaide Zionist Youth (JAZY)	\$2,000
Knightsbridge Baptist Church	\$2,000
LSA of the Baha'is of Burnside Inc	\$2,000
Massada College	\$2,000
Morialta Uniting Church Netball Club	\$758.20
Sahaja Yoga Meditation	\$500
Toorak Burnside Bowling Club	\$1,900
Treats for Seniors 'Morning Melodies'	\$1,134
<b>Total</b>	<b>\$29,121.20</b>



# Awards and Recognition

Strategic direction -

**C**

Desired outcome -  
Leading best practice and compliance  
in Council business



The City of Burnside was recognised throughout 2010/11 for its efforts in delivering quality programs, services and initiatives by receiving a number of coveted awards and grants. The City of Burnside is extremely proud to have received the awards, which highlight the remarkable success of programs and the outstanding work of everyone involved.

<p><b>Award</b> 2010 SA Lifeguard of the Year  <b>Association</b> South Australian Royal Life Saving Society  <b>Department</b> Facilities and Procurement</p>	<p>One of Burnside Swimming Centre’s lifeguards received the 2010 South Australian Royal Life Saving Society’s Lifeguard of the Year Award. The lifeguard, who has been at the Burnside Swimming Centre for 25 years, was recognised for the individual’s professional skills, outstanding contribution, training, dedication and continuous focus on workplace safety.</p>
<p><b>Award</b> 2011 Emerging Leader Finalist  <b>Association</b> Local Government Management Association  <b>Department</b> Information Systems</p>	<p>A member of staff was a finalist for the Emerging Leader Award, which recognises leadership as evidenced by way of corporate process improvements, a particular project initiative, innovation in management and leadership practices or demonstrated practicality and resourcefulness.</p>
<p><b>Award</b> Best Construction of Commercial Landscape (\$100,000 - \$500,000) for Hazelwood Park Playspace  <b>Association</b> Landscape Association of South Australia  <b>Department</b> Open Space and Environment</p>	<p>Hazelwood Park Playspace received the Landscape Association of South Australia’s award for Best Construction of Commercial Landscape (\$100,000 - \$500,000) in 2011. Since its completion the playspace has become recognised as one of the premier play destinations in South Australia.</p>
<p><b>Award</b> Best Design of Commercial Landscape (\$100,000 - \$500,000) for Hazelwood Park Playspace  <b>Association</b> Landscape Association of South Australia  <b>Department</b> Open Space and Environment</p>	<p>The City of Burnside’s playspace at Hazelwood Park received the 2011 Best Design of Commercial Landscape (\$100,000 - \$500,000) Award from the Landscape Association of South Australia. The playspace was recognised for providing a range of graded challenges, using a variety of equipment, play elements, natural material and art pieces, to create a unique experience for children of all ages and abilities.</p>

<b>Award</b>	Certificate IV in Local Government Administration Scholarship
<b>Association</b>	Maxima
<b>Department</b>	Community Relations
<b>Award</b>	Community Action Grant
<b>Association</b>	Australian Government through the Caring for Country Initiative
<b>Department</b>	Open Space and Environment
<b>Award</b>	Diploma of Management Scholarship
<b>Association</b>	Maxima
<b>Department</b>	Development and Regulatory Services
<b>Award</b>	Home Security Assistance Grant
<b>Association</b>	Federal Attorney General's Department <i>Proceeds of Crime Act 2002</i>
<b>Department</b>	Community Development and Services
<b>Award</b>	High Commendation
<b>Association</b>	Australian Library and Information Association (ALIA)
<b>Department</b>	Library, Learning and Volunteers

A member of the Customer Service department was awarded a scholarship to undertake Certificate IV in Local Government Administration. The course covered areas such as working effectively in Local Government, financial management, project management, change management, team leadership, business planning and policy development.

The City of Burnside's Biodiversity Volunteer Group received an \$8,000 grant for the Caring for our Country Initiative, undertaking wetland rehabilitation works at the Waterfall Gully Reserve. The \$8,000 grant was specifically to address the removal of feral weed trees and revegetation of the cleared areas.

A staff member received a scholarship to undertake a Diploma of Management to help develop their technological and interpersonal skills, which effectively support core business activities. The course covered areas such as managing quality customer service, budgets and financial plans, human resources strategic planning, employee relations, people performance, operational plans, projects and developing a workplace learning environment.

Senior residents living in the City of Burnside were able to receive assistance from the City of Burnside to improve their personal safety and security and that of their property following the awarding of an \$88,500 federal grant. The grant, received through the Federal Attorney General's Department *Proceeds of Crime Act 2002* funding round, was awarded for the City of Burnside's Home Security Assistance Project. Safety and security improvements up to a maximum of \$500 per household were offered to older residents, based on recommendations from safety audits conducted by the South Australian Police (SAPOL) Home Assist Program.

The Burnside Library received a High Commendation in the Australian Library and Information Association's (ALIA) 2010 Library Stars Awards, which recognise new, exciting and inspirational programs for library users. The award was received for Burnside Library's 5 Ps of Public Libraries presentation by library staff members at the ALIA Access 2010 conference and exhibition. The 5 Ps of Public Libraries presentation highlighted the Burnside Library's Popular Programs, Progressive Promotions and Partnerships, which contribute to the library's commitment to offering a range of quality, engaging and educational programs, services and events.











<b>Award</b>	Natural Disaster Resilience Grant Scheme
<b>Association</b>	Joint Scheme Federal, State and Local Government
<b>Department</b>	Open Space and Environment
<b>Award</b>	Regional and Local Community Infrastructure Program (Federal RLCIP Grant)
<b>Association</b>	(Federal Government) Department of Regional Australia, Regional Development and Local Government
<b>Department</b>	Open Space and Environment
<b>Award</b>	Third Place in the 2011 LGMA Challenge
<b>Association</b>	Local Government Management Association
<b>Department</b>	Administration

A \$25,500 grant was received under the Natural Disaster Resilience Grant Scheme to focus on issues that address key safety issues related to disaster management. The funding was committed towards the management of bushfire access trails/paths adjacent to Council land throughout the City.

The City of Burnside received \$80,000 grant funding to undertake the installation of irrigation utilising recycled water to irrigate Alexandra Avenue and Prescott Terrace Memorial Tree Avenues.

Each year the City of Burnside participates in the LGMA Challenge, a professional and team development program. This year's team, Burnside Synergy which comprised six staff from across the organisation, placed third out of 21 Councils throughout South Australia and the Northern Territory.

# Australia Day

Hazelwood Park was a mass of Australian flags on 26 January 2011 when over 600 people gathered for the City of Burnside's Australia Day celebrations.

The celebrations are a great opportunity to acknowledge and appreciate Australia and its achievements, and to recognise individuals and community groups who have made outstanding contributions to the local and wider community.

City of Burnside Mayor David Parkin, honoured two community members with Australia Day Awards in front of fellow councillors, members of Parliament, Council staff and members of the community.

Volunteer Sadako Fukuda received the 2011 Citizen of the Year Award for her extensive work in maintaining

the Japanese book collection and implementing the user-friendly online catalogue for all Japanese library items at the Burnside Library, making it one of the most advanced collections within the state.

Ms Fukuda also initiated the Japanese Cultural Day at the library and assisted the Public Library Service with selecting Japanese books for all South Australian libraries.

Madeleine Broadbridge was presented with the 2011 Young Citizen of the Year Award for her community service, including fundraising to contribute towards a swimming pool at the Madras Institute to Habilitate Retarded Afflicted (MITHRA) in Chennai, India.

Miss Broadbridge was also congratulated for being an active service executive at Seymour College during 2010 and receiving a Social Justice Award from the St Vincent de Paul Society.

## Strategic direction -



## Desired outcome -

A vibrant and diverse community that has a strong sense of belonging

The day also included entertainment by the Burnside Youth Concert Band and local vocalist Olga Strizhak, a barbecue brunch and citizenship ceremony in which 64 people from 18 different countries were officially welcomed as Australian citizens.











## Events

Throughout the year, the City of Burnside conducts a number of community and cultural events. These events promote social inclusion, participation and active lifestyles.

Strategic direction -



Desired outcome -

A vibrant and diverse community that has a strong sense of belonging



The following events were held in 2010/11.

2010/11

## Art Exhibitions

Community Development and Services

Pepper Street Arts Centre hosted 21 different art exhibitions during the year. The exhibitions, held at both Pepper Street and Burnside Civic Centre Atrium, displayed a range of works including paintings, photography, ceramics, textiles, drawing, jewellery, mosaics, design, printing and 3D.

## Citizenship Ceremonies

Council

Six citizenship ceremonies were held throughout the year. 118 people from 20 different countries officially declared Australia their home.

## Community Information Sessions

Community Development and Services

The Burnside Home Assist Program held 11 community information sessions on topics relevant to seniors and their families. The informative sessions, which attracted an average of 60 attendees each session, covered a range of topics such as home security, home assistance, living independently, falls prevention, safety and health and wellbeing.



July 2010

## 2010 Battle of the Bands

Community Development and Services

Burnside youth showcased their musical talents in the eighth annual Burnside Battle of the Bands competition. Eight bands battled it out in front of 200 youth for the chance to win 10 free music lessons and five hours of studio recording time at the AIMMS School of Rock. Chic melodic rock band, Lipsmack, took out the title. This was the first of the two Battle of the Bands competitions held in 2010/11.

## Dolls of Japan Exhibition and Japanese Cultural Day

Community Development and Services in conjunction with Library, Learning and Volunteers

75 traditional handcrafted Japanese dolls were on display at the Burnside Civic Centre during July 2010 as part of the national Dolls of Japan Exhibition. The collection of dolls, drawn from across the world, represented a part of everyday life in Japan since ancient time. The library also hosted a Japanese Cultural Day to coincide with the exhibition which featured music, dance and entertainment.

## Tartan Day

Library, Learning and Volunteers

The Burnside Library in conjunction with the Scottish Associations of South Australia celebrated International Tartan Day for the fourth consecutive year. Held over two days, the celebrations included highland dancing, music, singing, recitals and presentations.

September 2010

## Burnside Seniors Expo

Community Development and Services

More than 250 people attended the City of Burnside's inaugural Seniors Expo held in the Burnside Ballroom. Opened by Australia's Ambassador for Ageing, Noeline Brown, the event provided the opportunity for people to access the latest information on the support, services and activities that are available for senior residents living in the eastern suburbs. More than 24 organisations attended.

## One Book One Burnside

Library, Learning and Volunteers

Burnside Library's annual community reading program One Book One Burnside was a great hit. The book, *The Last Explorer*, by Simon Nasht is a fascinating and captivating account of the life of South Australian explorer, aviator, adventurer, photojournalist and war hero Sir Hubert Wilkins. People participated in the program by reading the book, meeting the author, taking part in discussions and attending exciting events.

## The Doug Moran Photographic Art Prize Exhibition

Community Development and Services

Some of Australia's top photographic pieces were on display in the 2010 Moran Contemporary Photographic Art Prize Exhibition. The national touring exhibition was hosted by the Royal South Australian Society of Arts and Pepper Street Arts Centre at the Burnside Civic Centre Atrium. An impressive range of work was also exhibited by primary and secondary school students.

September 2010

## The Girl Who Played With Fire Special Preview

Library, Learning and Volunteers

Approximately 100 people enjoyed a free preview of *The Girl Who Played With Fire* at Trak Cinema. The event was part of Burnside Library and Trak Cinema's Read the Book, See the Movie Program.

October 2010

## Every Generation Festival

Library, Learning and Volunteers

The Burnside Library held a number of events for the Every Generation Festival, which encourages all generations to come together and celebrate positive ageing and the achievements of older people.

## National Water Week Tours

Open Space and Environment

Burnside residents learned about Adelaide's water issues and gained greater understanding of climate change and environmental sustainability on the City of Burnside's water tours. Held as part of National Water Week, the entertaining and interactive tours included finding out what makes Adelaide's watershed unique, meeting scientists, understanding the social and economic influences that have shaped our environment and seeing sustainability in action.

## Toy Library's 15th Birthday

Library, Learning and Volunteers

Children and their families had a day full of fun, laughter and games at the Burnside Toy Library's 15th birthday celebrations. Fritz the Clown captivated everyone with his magic acts, face painters turned children into fantasy characters and Miss Polly entertained everyone with storytime, puppets and craft.

November 2010

## National Recycling Week: Beyond the Kerbside Waste Tours

Open Space and Environment

Residents enjoyed a behind the scenes experience in waste management through the Beyond the Kerbside waste tours. The free tours explored the processing of rubbish, recyclables, green waste, electronic and building waste and addressed issues such as environmental sustainability, reducing waste to landfill and the increasing markets for recycled products.

## Official Swearing in of Elected Members

Council

The City of Burnside's elected members were officially sworn in at a special ceremony in the Council Chambers on 23 November 2010 in front of their family, friends, the administration and community members.

December 2010

## Aged and Disability Care Program Client Christmas Morning Tea

Community Development and Services

Approximately 100 clients of the Aged and Disability Care Program attended the Client Christmas Morning Tea at the Burnside Ballroom. Entertainment was provided by Concordia College and Father Christmas also made a special appearance. The event was a great opportunity to acknowledge the contribution of everyone involved and celebrate the festive season.

## Little Treasures

Community Development and Services

45 artists exhibited at Pepper Street Arts Centre in this annual Christmas showcase of local art and craft with a gift focus. The exhibition featured unique jewellery, beaded earrings, trinkets, pottery, paintings, fabric bags, leatherwork and glass works.

## Volunteers Christmas Dinner

Library, Learning and Volunteers

To recognise the contribution of the City of Burnside's volunteers, a special Christmas dinner was held with over 270 volunteers attending.





## January 2011

### **A Tribute to Robert Burns**

Library, Learning and Volunteers

For the third consecutive year, the Burnside Library in conjunction with the Scottish Associations of South Australia hosted A Tribute to Robert Burns. The day featured Scottish dancing, bagpipe performances, food and wine tastings, recitations and door prizes.

### **Australia Day**

Council

More than 600 people attended Burnside's annual Australia Day celebrations at Hazelwood Park. The day included the presentation of Australia Day Awards, a citizenship ceremony, entertainment and a barbecue brunch.

### **Flood Fundraiser**

Council

Over 860 people had fun in the sun at the Burnside Swimming Centre on Australia Day to help raise funds for the victims of the Queensland flood disaster. The Burnside Swimming Centre charged just \$2 for entry on Australia Day, with all funds being donated to the Queensland Flood Relief Appeal. Donations and entry fees raised \$2,161, a great effort by the City of Burnside community.

## February 2011

### **Chinese Cultural Day**

Library, Learning and Volunteers

The Burnside Library celebrated its Chinese Cultural Day with a variety of Chinese traditions and elaborate performances. The inaugural event attracted over 1,600 people, double the average Saturday attendance. Activities included Chinese tea tastings, singing, dancing, martial arts, lion dancing, tai chi and calligraphy and brush painting demonstrations.

### **Growing Food in your Suburb Workshop**

Open Space and Environment

More than 40 residents attended the free workshop, which taught them the basic skills they need to design, set up, maintain and harvest their own productive garden full of fresh and healthy produce. The free session is part of the Community Environment Awareness Program which inspires residents to consider local actions they can take to minimise their impact on the environment.

## March 2011

### **Earth Hour**

Open Space and Environment in conjunction with Facilities and Procurement

The City of Burnside demonstrated its support for action on global warming by switching off all non-essential lights and computer equipment for one hour at the Civic Centre.

### **Get the Drift**

Community Development and Services  
An Eastern Region Alliance Initiative

Over 350 teenagers came together for the Eastern Region Alliance youth initiative Get the Drift to learn how to cope with life's challenges. Held at the Adelaide Festival Centre, students in years eight to 10 from 13 high schools took part in a number of workshops covering topics such as alcohol and drugs, career planning, stress management, health and wellbeing, positive self-image and cyber safety.

### **Solar Seminar**

Open Space and Environment

As part of Burnside's Community Environment Awareness Program, the administration, together with three experts, ran a solar seminar which was attended by over 60 residents. Topics discussed included minimising energy usage and solar systems.

### **St Patrick's Day**

Library, Learning and Volunteers

The Burnside Library went green in March 2011 celebrating St Patrick's Day. Approximately 80 people enjoyed an evening concert featuring humorous poet Jill Wherry, Irish dancing and entertainment by the band Celticklish.

April 2011

## Burnside Library Celebrates 50 Years

Library, Learning and Volunteers

In April 2011 the Burnside Library celebrated 50 years. To celebrate this milestone, the library held a special celebration which was attended by members of the community, the mayor and staff. Staff also wrote and produced a film on the history of the library, which was uploaded to the history section of the library's website.

## Compost and Worm Farm Workshops

Strategy and Environment

Nearly 40 residents participated in the free workshops which covered the theory of composting and practical demonstrations on how to set up and maintain compost bins and worm farms.

## Fiona McIntosh Visits the Library

Library, Learning and Volunteers

Author Fiona McIntosh made a special appearance at the library and shared her experiences on juggling genres as a writer and making the shift into mainstream writing.

May 2011

## Men's Shed Event: Shed Talk

Community Development and Services

The City of Burnside hosted the inaugural South Australian Men's Shed Conference, which was opened

by Mayor Parkin. Approximately 40 representatives from across the state gathered to highlight the importance of men's sheds and the valuable role they play in the community. It was also an opportunity to celebrate the achievements made through the program and learn about the different projects the sheds are undertaking.

## National Volunteers Day

Library, Learning and Volunteers

To celebrate National Volunteers Day, a special screening of the motion picture Water for Elephants at the Chelsea Cinema was held for volunteers. A presentation of service certificates and light refreshments followed.

## SA History Month

Library, Learning and Volunteers

A great program of events to celebrate SA History Month was held by the Burnside Library, including a special function at the Adelaide Festival Centre, historical bus tours of Burnside, a speed dating style author expo and a range of interesting presentations.

## Scene It

Library, Learning and Volunteers

In partnership with the State Theatre Company, the Burnside Library presented Scene It, which provided an opportunity for people to meet the director and actors of the stage show, Speaking In Tongues.

May-July 2011

## Solar Easy Program

Strategy and Environment  
An Eastern Region Alliance Initiative

The Solar Easy Program was a bulk purchasing scheme for solar panels established to assist the community to invest in solar energy. The objective was to make selecting and installing solar panels an easy and efficient process, as well as to provide exceptional value for money. Over 200 residents across the Adelaide eastern region participated in the scheme.

June 2011

## 2011 Battle of the Bands

Community Development and Services

250 people watched seven local artists perform in the ninth annual Burnside Battle of the Bands competition. Love Cream took out the title, winning music lessons and studio recording time.

## Don't Waste It Puppet Shows

Open Space and Environment  
An Eastern Region Alliance Initiative

To celebrate World Environment Day, the Eastern Region Alliance (ERA) Environment Officers Group hosted puppet shows to teach children the importance of waste management and reduction. Over 1,200 primary school children from 21 schools in the eastern region participated in the Don't Waste It shows during June.







A group of five children are huddled together, smiling broadly at the camera. They are wearing bright, colorful clothing: a blue shirt, a green shirt, a yellow shirt, an orange shirt, and a red shirt. The background is a clear blue sky with some light clouds. The children are of various ethnicities and are all looking directly at the viewer with joyful expressions.

# Eastern Region Alliance



Working with our neighbouring Councils to achieve our overall strategic directions -



The Eastern Region Alliance (ERA) is a group of eastern metropolitan Councils comprising the Cities of Burnside, Campbelltown, Norwood Payneham and St Peters, Prospect, Tea Tree Gully, Unley and the Town of Walkerville.

The Councils work together voluntarily for the benefit of their local communities and the eastern region community as a whole. The combined population of the ERA region is over 289,000 with a diverse mix of household family types, ages and incomes.

For more information on ERA visit [www.era.sa.gov.au](http://www.era.sa.gov.au)

## Vision

Adelaide's eastern metropolitan Councils working together to better serve their communities.

## Mission

To secure a sustainable lifestyle, excellent services and facilities for their communities and to advance the interests of Adelaide's eastern metropolitan region.

### Project

Ageing

### Level

#### ERA Draft Regional Ageing Strategy

In 2010/11 ERA commenced the development of the Draft Regional Ageing Strategy, to cater for the changing needs of older persons in the ERA region. The draft strategy is structured around five key strategic themes that capture the priorities of the Age Friendly Cities Model and reflect the primary structure of the individual Council's ageing strategies:

- information and services
- access and mobility
- housing
- community engagement and participation
- wellbeing.

Below each strategic theme sits an objective or a series of objectives that are linked to the four pillars that underpin the Active Ageing Philosophy participation, health, security and lifelong learning.

Business and Economic Development

#### ERA Online Economic Profile

In 2010/11 ERA purchased a regional economic profile to provide up to date, easy to understand information about the ERA economy. Suitable for use by the administration, elected members, local businesses, investors and community groups, the ERA online economic profile enables the detailed description, exploration and promotion of the local ERA economy.

Corporate Communications and Media

#### Website

The ERA website outlines the objectives of the ERA group and the achievements and goals across the 12 portfolios. The ERA Corporate Communications and Media Portfolio has oversight of the website development and ongoing maintenance.

## Project

### Corporate Services

## Level

### Shared Services

Many shared services are already in place across the ERA group in functions such as information technology, waste, administration and governance, and more opportunities for resource sharing are being explored.

### Environment

### Education Programs

A comprehensive series of informative seminars and children's programs were held in 2010/11, with a view to educating, informing and raising awareness of a wide range of environmental issues. Some of the topics discussed included waste, climate change, sustainable living, rainwater and grey water and sustainable housing. More than 1,000 local people attended the seminars.

### Governance

### Regional Training and Development for Elected Members

Training needs for elected members were assessed across the ERA region and sessions were developed and delivered.

The sessions held included:

- financial governance
- regional subsidiary training
- register of interests
- conflict of interest
- meeting procedures
- decision making for elected members including election caretaker period training.

### Infrastructure/Assets

### Water Harvesting and Re-use

ERA's goal is for all seven participating Councils to have no reliance on mains water for Council operations, including the maintenance of irrigated parks and sporting facilities. One method of achieving this is to develop a cross-Council linked network of aquifer storage and recovery (ASR) sites in Eastern Adelaide, which will treat stormwater, store it (in underground aquifers) and distribute to demand sites within Eastern Adelaide as well as link to the Waterproofing Northern Adelaide water distribution line. Work is underway to develop a comprehensive plan for this project and funding applications have been made.

### Libraries

### State-wide Library Management System

In 2010/11 a project was initiated to standardise the technology used in public libraries in SA, including the libraries in the ERA group.

This project has the potential to deliver a wide range of benefits to community members.

A single, state-wide integrated library management system's vision is to:

- create a cost-effective, single system that provides greater access to information resources for all South Australians through the public library network
- provide the South Australian community with seamless access to a greater array of information resources from across the state and improved levels of service from their local public library.



**Project**

Open Space and  
Leisure Facilities

**Level****Regional Facilities**

Open space and leisure facilities need to be developed on a regional basis, as people seeking recreation often do not recognise Council boundaries. In 2010/11 it was agreed by ERA that it would be good to identify projects that will benefit the region as a whole to help avoid duplication of facilities. The Open Space and Leisure Facilities Portfolio has begun a series of workshops to develop potential opportunities.

Organisational  
Development

**Recognition of Women in Local Government**

To recognise the role of women in Local Government and to provide greater opportunities for women, in 2010/11 ERA developed an award and scholarship program. The scholarship provides funding and support for a certificate or diploma level qualification and in 2010/11 two such scholarships were awarded.

Planning Policy

**Submission – 30Year Plan for Greater Adelaide**

A joint submission was prepared in response to the 30Year Plan for Greater Adelaide, highlighting key issues that will affect the population and business sector in the eastern region. Pooling resources and placing a regional emphasis on the response allowed a more comprehensive, cohesive view of the challenges and opportunities for the ERA region.

Youth

**Youth Initiatives**

ERA Youth hosted two regional activities: Get the Drift event and the development of the When it Hits the Fan pocket card.

Get the Drift is an annual event which aims to engage and educate youth about issues of resilience. Over 350 local secondary school students participated in workshops hosted by various youth service providers.

ERA Youth developed the When it Hits the Fan pocket card. This youth services directory aims to inform young people about local support services. In 2010/11 14,000 copies were distributed.

# Our People

The Council's administration is accountable for the coordination, implementation and management of Council decisions, services and activities in accordance with the City of Burnside's Strategic Plan.



## Strategic direction -



## Desired outcome -

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

In addition, the administration also reviews operational matters and considers and comments on policies, strategies and services prior to their review and adoption by Council.

The administration is overseen by executive staff comprising the chief executive officer and two general managers. The chief executive officer is also responsible for establishing and maintaining the organisational structure of Council administration.

Executive staff are employed on five year fixed term contracts and are paid a salary package that contains compulsory superannuation. Salary sacrifice for a motor vehicle which allows for private use is offered.

The total salary packages in 2010/11 for the three executive positions ranged between \$140,828 and \$174,420 per annum.



# Organisational Structure





# Local Government



## 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.

### Local Government aims to:

- provide a representative, informed and responsible decision-maker in the interests of developing the community and its resources in a socially just and environmentally sustainable manner
- ensure a responsive and effective provider and coordinator of public services and facilities at the local level
- provide an initiator and promoter of effort within a local community and represent the interests of a local community to the wider community.

## Elections

The City is divided into six electoral wards, with two councillors elected to represent each ward and a mayor for across the City. Elected members are selected by the community for a four year term. Together the councillors make decisions on matters which affect the community and help shape the City's future.

A Council election was held in November 2010. The election was coordinated and managed by the Electoral Commission of South Australia, which also provided information and voting packs, voting instructions and promotional materials. Voting packs were sent to all residents and ratepayers of the City on the electoral role. Counting for the Council election was undertaken by the Electoral Commission in accordance with the *Local Government (Elections) Act 1999*. 42 candidates stood for election and there was a 34.42 per cent turnout.

## Voter Representation and Boundary Review

The representation quota specifies the number of electors for each elected member, including the mayor.

Reviews of ward boundaries are required every eight years or when the number of electors in each ward varies by more or less than 20 per cent. Council's next review is scheduled for 2013 at which time the community will be invited to express their views on the composition of Council in accordance with the City of Burnside's Community Consultation Policy.

**The table below illustrates the City of Burnside's representation quota and that of similar sized South Australian Councils.**

Council	Elected members	Electors	Representation quota
Adelaide Hills	13	28,813	2,216
Burnside	13	31,800	2,446
Campbelltown	11	33,456	3,041
Holdfast Bay	13	26,048	2,003
Norwood Payneham and St Peters	14	24,463	1,747
Unley	13	26,708	2,054
West Torrens	15	38,510	2,567

### Strategic direction -



### Desired outcome -

Leading best practice and compliance in Council business

## Council Decision Making Process

Council, comprising the mayor and councillors, is recognised as a single entity responsible for the direction of the Council and for making significant decisions on community matters.

The *Local Government Act 1999* provides for decisions to be made by committees, by the chief executive officer specifically in relation to operational matters, and by the administration and other authorised people, through delegated powers from Council.

The *Development Act 1993* delegates planning and development responsibilities to Council and the Development Assessment Panel (DAP).

The DAP makes decisions on development applications in accordance with the requirements of the *Development Act 1993* and provides advice to Council on trends, issues and other matters relating to planning or development that have become apparent during the assessment of development applications.

## Council Meetings

Regular Council and committee meetings are held throughout the year in the Burnside Council Chambers. Meetings are open to the public, with Council encouraging members of the community to attend.

Some matters, due to their nature, may be closed to the public and considered in confidence by resolution of Council in accordance with the provisions of the *Local Government Act 1999*.

Agendas and minutes of Council and committee meetings can be viewed on the City of Burnside website.

## Council Committees

Between July 2010 and November 2010 Council had the following five standing committees that met during this timeframe:

- Finance and Administration Committee
- Strategic Planning and Environment Committee
- Community and Information Services Committee
- Operation Services Committee
- Audit Committee.

From July 2010 to November 2010, Council met once a month, including four committee meetings held at each meeting. The Audit Committee met bi-monthly.

It must be noted that the following committees did not convene during the period between July 2010 and November 2010:

- Chief Executive Officer's Performance Appraisal Committee
- Review Committee.

On 14 December 2010, the new elected Council decided to consolidate its standing committees established in accordance with Section 41 of the *Local Government Act 1999* to:

- Corporate and Community Services Committee
- Planning, Heritage and Infrastructure Committee
- Audit Committee.

Council also established the Chief Executive Officer Recruitment, Performance Appraisal and Remuneration Review Committee (formally Chief Executive Officer Performance Review and Recruitment Committee) as a standing committee on 1 February 2011. The Review Committee was removed from the list of standing committees.

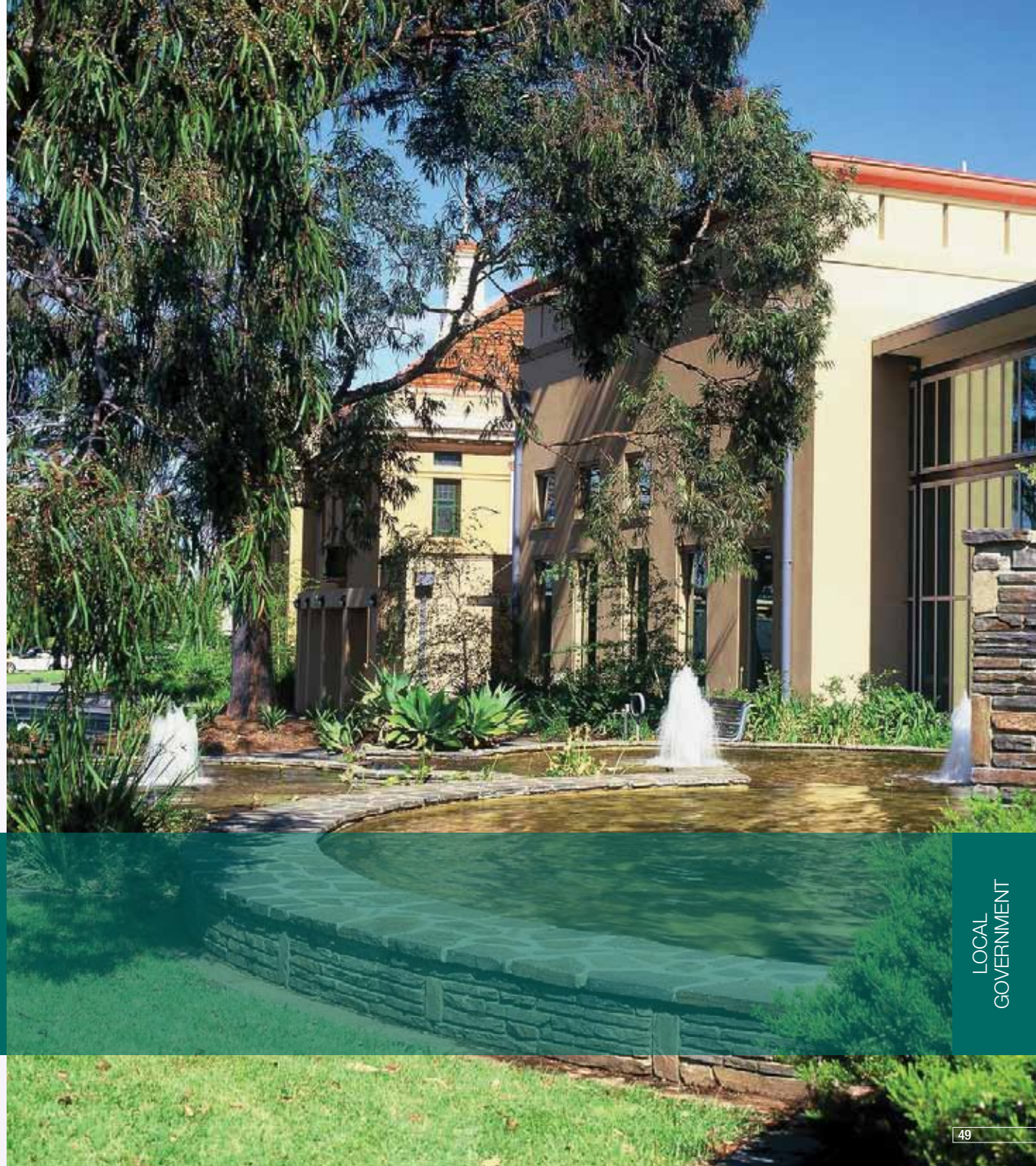
Between February 2011 and June 2011 Council met twice a month, holding the Corporate and Community Services Committee meeting on the second Tuesday of each month and the Planning, Heritage and Infrastructure Committee meeting on the fourth Tuesday of each month, as part of Council meetings.

The Audit Committee met bi-monthly. The Chief Executive Officer Recruitment, Performance Appraisal and Remuneration Review Committee met as required.





## City of Burnside Wards





**Elected Council  
2010/11  
Elected Members**

1 July 2010 -  
9 November 2010\*

**Mayor**  
Wendy Greiner



**Beaumont Ward**  
Cr Andrew Hillier



Cr Davina Quirke



**Burnside Ward**  
Cr Rob Gilbert



Cr David Lincoln



**Eastwood and Glenunga Ward**  
Cr Jim Jacobsen



Cr Robert Paterson



**Kensington Gardens and Magill Ward**  
Cr Chris Collins



Cr Joanne Howard



**Kensington Park Ward**  
Cr Julian Carbone



Cr Peter Pavan



**Rose Park and Toorak Gardens Ward**  
Cr Maurice Henderson



Cr Con Zacharakis



\* Note: Council elections were held on 10 November 2010 and the 2010 - 2014 Burnside Council was confirmed on 14 November 2010.



**Elected Council  
2010/11  
Elected Members**

14 November 2010 -  
30 June 2011\*

**Mayor**  
David Parkin



**Beaumont Ward**  
Cr Anne Monceaux



Cr Mark Osterstock



**Burnside Ward**  
Cr Graham Bills



Cr Michael Capogreco



**Eastwood and Glenunga Ward**  
Cr Helga Lemon



Cr Di Wilkins



**Kensington Gardens and Magill Ward**  
Cr Grant Piggott



Cr Tony Pocock



**Kensington Park Ward**  
Cr Jane Davey



Cr Leni Palk



**Rose Park and Toorak Gardens Ward**  
Cr Peter Cornish



Cr Robert Hasenohr



\* Note: Council elections were held on 10 November 2010 and the 2010 - 2014 Burnside Council was confirmed on 14 November 2010.

## Elected Member Council Meeting Attendance

### Total meetings held in 2010/11

A total of 26 Council meetings were held during the 2010/11 financial year, of which 17 were ordinary Council meetings and nine were special Council meetings.

### Meetings held

#### 1 July 2010 - 9 November 2010

A total of six Council meetings were held from 1 July 2010 to 14 November 2010 during the 2010/11 financial year, of which four were ordinary Council meetings and two were special Council meetings.

The number of meetings attended by each elected member during this period is listed.

Elected Members	Council meetings attended	Special Council meetings attended	Total
Mayor Greiner	3	1	4
Cr Carbone	4	2	6
Cr Collins	4	2	6
Cr Gilbert	4	2	6
Cr Henderson	2	2	4
Cr Hillier	3	1	4
Cr Howard	4	2	6
Cr Jacobsen	4	2	6
Cr Lincoln	3	2	5
Cr Paterson	4	1	5
Cr Pavan	4	1	5
Cr Quirke	4	2	6
Cr Zacharakis	3	1	4
<b>Total number of available meetings</b>	<b>4</b>	<b>2</b>	<b>6</b>

*Note: Leave of absence granted to Mayor Greiner for 2 September 2010 (special meeting), 21 September 2010; and Cr Henderson for 19 October 2010.*



## Meetings held 14 November 2010 – 30 June 2011

A total of 20 Council meetings were held from 14 November 2010 to 30 June 2011, of which 13 were ordinary Council meetings and seven were special Council meetings.

The number of meetings attended by each elected member during this period is listed.

Elected members	Council meetings attended	Special Council meetings attended	Total
Mayor Parkin	13	7	20
Cr Bills	9	6	15
Cr Capogreco	13	6	19
Cr Cornish	13	6	19
Cr Davey	12	4	16
Cr Hasenohr	12	7	19
Cr Lemon	13	6	19
Cr Monceaux	12	4	16
Cr Osterstock	11	4	15
Cr Palk	13	7	20
Cr Piggott	13	5	18
Cr Pocock	13	7	20
Cr Wilkins	13	6	19
<b>Total number of available meetings</b>	<b>13</b>	<b>7</b>	<b>20</b>

*Note: Leave of absence was granted to Cr Bills for 22 March 2011, 24 May 2011, 14 June 2011, 28 June 2011, 29 June 2011 (special meeting); Cr Monceaux for 14 June 2011; and Cr Osterstock for 24 May 2011, 14 June 2011.*

## Training and Development

The City of Burnside is committed to providing training and development for elected members. Training helps to ensure Council accountability and transparency.

It assists Council to remain compliant with all relevant legislation, standards and codes. Elected members have the opportunity to attend training sessions, workshops and conferences throughout the year to broaden their knowledge and skills.

In 2010/11 elected members were invited to the following workshops held by the City of Burnside.

Date	Workshop
8/7/2010	Elected Member Briefing – Burnside Village Redevelopment, North South Interconnection Water Security Program, Spray Seal Program, Open Space and Property Acquisition Plan
2/12/2010	Post Election Local Government Training
6/12/2010	Council and Committee Structure
6/1/2011	Elected Members Briefing – Wheal Watkins Mine and North South Interconnection System Pipeline Project (SA Water)
13/1/2011	North South Interconnection System Pipeline Project (SA Water) and Elected Members Briefing
20/1/2011	Elected Members Briefing – Introduction to Organisation and Strategic Directions Overview and 2011/12 Budget Process Workshop One
27/1/2011	Elected Members Briefing – Supreme Court Challenge
3/2/2011	Elected Members Briefing – Local Issues One
10/2/2011	Elected Members Briefing – Local Issues Two
17/2/2011	Elected Members Briefing – Local Issues Three
24/2/2011	Elected Members Briefing – 30 Year Plan and Water Sensitive Urban Design
3/3/2011	Budget Workshop Two
11/3/2011	Elected Members Briefing – Local Issues Four
15/3/2011	Budget Workshop Three
17/3/2011	Elected Members Briefing – Local Issues Five
29/3/2011	Budget Workshop Four
7/4/2011	Budget Workshop Five
5/5/2011	Elected Members Briefing – By-Law Review and Inner Metro Rim Structure Plan
19/5/2011	Elected Members Briefing – Council Facilities Management
26/5/2011	Elected Members Briefing – Draft Road Management Plan for Penfold Road, St Bernards Road Newton Road and Darley Road
9/6/2011	Elected Member Training - Code of Practice and Elected Members Training Plan, Strategic Conversations about Safer, Greener and more Active Travel with the City of Burnside and the Department for Transport Energy and Infrastructure's Community Programs Section.
16/6/2011	Elected Member Training – Delegations, Budget Consultation Feedback and Preparation of Final Budget, <i>Development Act 1993</i> and <i>Development Regulations 2008</i> – Annual Review of Delegations – Instrument of Delegation
21/6/2011	Elected Members Briefing – Hard Waste Review, Glenunga Hub and National Broadband Network



## Additional Training

The City of Burnside is committed to providing learning and development activities for its elected members to assist them in the performance and discharge of their functions and duties.

Each year a substantial budget allocation is made to allow for important activities such as:

- information sessions
- briefing on topical matters
- elected member workshops
- skills development
- external training opportunities.

Learning and development was provided by the Local Government Association of SA (LGA SA) and other providers. Training included:

- Council Section 43 Subsidiary Board Member
- Council Meeting Procedure and Chairing Skills
- LGA Conference and General Meeting
- Local Government NBN Summit
- Greater Adelaide Plan Forum
- National General Assembly of Local Government
- Audit Committee
- Online Training Self Assessment.

This year, through the Eastern Region Alliance (ERA) Councils, elected members were provided the following workshops:

- Conflict of Interests and Register of Interests
- Regional Subsidiaries Governance.



## Committee Representation

Under Section 41 of the *Local Government Act 1999*, Council may establish committees to:

- assist the Council in the performance of its functions
- inquire into, and report to the Council on, matters within the ambit of the Council's responsibilities
- provide advice to the Council
- exercise, perform or discharge delegated powers, functions or duties.

When establishing a committee Council must determine the reporting and other accountability requirements that are to apply in relation to the committee. Committees that are performing a regulatory activity of the Council must report to the Council on its activities at least quarterly.

Elected members receive an annual allowance to assist with expenses incurred in undertaking their role and to recognise the role they perform on behalf of the community. Councillors in charge of chairing a committee are also paid an additional allowance.

From November 2010, the elected members' annual allowances were set by the Remuneration Tribunal of South Australia.

In addition, elected members have access to a computer and photocopier within the Civic Centre. The mayor is provided with a mobile phone and computer.

Council maintains a register of allowances which details the specific allowances and benefits paid to elected members.

In addition, elected members are able to claim for the reimbursement of further costs in accordance with Council's Elected Members' Allowances and Benefits Policy.

Note: Some elected members may receive additional allowances if they represent Council on boards or committees.

### Member allowances

#### 1 July 2010 – 22 November 2010

Mayor - \$51,000

Councillor - \$12,750

Committee Chair - \$3,188\*

\*All Committee Chairs, other than the Review Committee Chair, were entitled to the allowance.

### Member allowances

#### 23 November 2011 - 30 June 2011

Mayor - \$56,000

Councillor - \$14,000

Committee Chair - \$3,500\*

\*This allowance is only applicable to the Audit Committee, Corporate and Community Services Committee and the Planning, Heritage and Infrastructure Committee.

## Audit Committee

#### 1 July 2010 - 9 November 2010

Presiding member: Cr Collins

Members: Mayor Greiner, Cr Carbone, Cr Hillier

Independent members: Laurie Kozlovic

Independent member sitting fee: \$400 per meeting increased to \$500 on 14 December 2010

Meetings held: Two

#### 14 November 2010 – 30 June 2011

Presiding member: Cr Osterstock

Members: Mayor Parkin, Cr Capogreco, Cr Cornish

Independent members: Laurie Kozlovic

Independent member sitting fee: \$500 per meeting

Meetings held: Two

## Chief Executive Officer's Performance Appraisal Committee

#### 1 July 2010 - 9 November 2010

Presiding member: Mayor Greiner

Members: Cr Paterson, Cr Quirke

Meetings held: Nil

## Chief Executive Officer Recruitment, Performance Appraisal and Remuneration Review Committee

#### 14 November 2010 – 30 June 2011

Presiding member: Mayor Parkin

Members: Cr Davey, Cr Osterstock, Cr Palk

Meetings held: 10

## Community and Information Services Committee

#### 1 July 2010 - 9 November 2010

Presiding member: Cr Quirke

Members: Mayor Greiner, Cr Carbone, Cr Collins,

Cr Gilbert, Cr Henderson, Cr Hillier, Cr Howard,

Cr Jacobsen, Cr Lincoln, Cr Paterson, Cr Pavan,

Cr Zacharakis

Meetings held: Four



## Corporate and Community Services Committee

**14 November 2010 – 30 June 2011**

Presiding member: Cr Lemon

Members: Mayor Parkin, Cr Bills, Cr Capogreco, Cr Cornish, Cr Davey, Cr Hasenohr, Cr Monceaux, Cr Osterstock, Cr Palk, Cr Piggott, Cr Pocock, Cr Wilkins

Meetings held: Five

## Development Assessment Panel (DAP)

**1 July 2010 - 9 November 2010**

Presiding member: Mike Canny

Members: Cr Howard, Cr Lincoln (Deputy PM), Cr Zacharakis

Independent members: Don Donaldson, Peter Dungey, John Hunt

Presiding member sitting fee: \$550

Elected member sitting fee: \$200

Independent member sitting fee: \$350

Meetings held: Five

**14 November 2010 – 30 June 2011**

(December meeting consisted of the Independent Members)

Presiding member: Mike Canny

Members: Cr Bills (Deputy PM until May 2010), Cr Hasenohr, Cr Lemon, Cr Piggott (Deputy PM)

Independent members: Don Donaldson, Peter Dungey, John Hunt

Presiding member sitting fee: \$550

Elected member sitting fee: \$200

Independent member sitting fee: \$350

Meetings held: Seven

## Finance and Administration Committee

**1 July 2010 - 9 November 2010**

Presiding member: Cr Paterson

Members: Mayor Greiner, Cr Carbone, Cr Collins, Cr Gilbert, Cr Henderson, Cr Hillier, Cr Howard, Cr Jacobsen, Cr Lincoln, Cr Pavan, Cr Quirke, Cr Zacharakis

Meetings held: Four

## Operation Services Committee

**1 July 2010 - 9 November 2010**

Presiding member: Cr Zacharakis

Members: Mayor Greiner, Cr Carbone, Cr Collins, Cr Gilbert, Cr Henderson, Cr Hillier, Cr Howard, Cr Jacobsen, Cr Lincoln, Cr Paterson, Cr Pavan, Cr Quirke

Meetings held: Four

## Planning, Heritage and Infrastructure Committee

**14 November 2010 – 30 June 2011**

Presiding member: Cr Bills

Members: Mayor Parkin, Cr Capogreco, Cr Cornish, Cr Davey, Cr Hasenohr, Cr Lemon, Cr Monceaux, Cr Osterstock, Cr Palk, Cr Piggott, Cr Pocock, Cr Wilkins

Meetings held: Five

## Review Committee

**1 July 2010 - 9 November 2010**

Presiding member: Mayor Greiner

Members: Cr Collins, Cr Howard, Cr Paterson, Cr Quirke, Cr Zacharakis

Meetings held: Nil

## Strategic Planning and Environment Committee

**1 July 2010 - 9 November 2010**

Presiding member: Cr Howard

Members: Mayor Greiner, Cr Carbone, Cr Collins, Cr Gilbert, Cr Henderson, Cr Hillier, Cr Jacobsen, Cr Lincoln, Cr Paterson, Cr Pavan, Cr Quirke, Cr Zacharakis

Meetings held: Four

## Council Representation on Boards and Committees

### Adelaide Mount Lofty Ranges Bushfire Management Committee

(formally District Bushfire Prevention Committee)

**1 July 2010 - 9 November 2010**

Council representation: Cr Hillier, Cr Howard

Sitting fee: N/A

**14 November 2010 – 30 June 2011**

Council representation: Cr Monceaux

Sitting fee: N/A

## Burnside Retirement Services Inc

**1 July 2010 - 9 November 2010**

Council representation: Cr Howard, Cr Lincoln, Cr Quirke  
Sitting fee: \$1,014 p/a

**14 November 2010 – 30 June 2011**

Council representation: Cr Monceaux, Cr Osterstock,  
Cr Wilkins  
Sitting fee: \$1,014 p/a

## Burnside War Memorial Hospital Inc

**1 July 2010 - 9 November 2010**

Council representation: Cr Carbone, Cr Lincoln,  
Cr Zacharakis  
Sitting fee: \$500 p/a

**14 November 2010 – 30 June 2011**

Council representation: Cr Cornish, Cr Davey,  
Cr Pocock  
Sitting fee: \$500 p/a

## Eastern Health Authority

**1 July 2010 - 9 November 2010**

Council representation: Cr Hillier, Cr Lincoln  
Sitting fee: N/A

**14 November 2010 – 30 June 2011**

Council representation: Cr Cornish, Cr Monceaux  
Sitting fee: N/A

## Eastside Business Enterprise Centre Inc

**1 July 2010 - 9 November 2010**

Council representation: Cr Carbone  
Sitting fee: N/A

**14 November 2010 – 30 June 2011**

Council representation: Cr Capogreco  
Sitting fee: N/A

## East Waste Management Authority

**1 July 2010 - 9 November 2010**

Council representation: Cr Pavan  
Sitting fee: \$4,800 p/a

**14 November 2010 – 30 June 2011**

Council representation: Cr Piggott  
Sitting fee: \$4,800 p/a

## Eastwood Community Centre Inc

**1 July 2010 - 9 November 2010**

Council representation: Cr Paterson, Cr Quirke  
Sitting fee: N/A

**14 November 2010 – 30 June 2011**

Council representation: Cr Lemon, Cr Wilkins  
Sitting fee: N/A

## Highbury Landfill Authority

**1 July 2010 - 9 November 2010**

Council representation: Cr Pavan  
Sitting fee: N/A

**14 November 2010 – 30 June 2011**

Council representation: chief executive officer  
Sitting fee: N/A

## Kensington Community Park Inc

**1 July 2010 - 9 November 2010**

Council representation: Cr Carbone, Cr Pavan  
Sitting fee: N/A

**14 November 2010 – 30 June 2011**

Council representation: Cr Davey, Cr Palk  
Sitting fee: N/A

## Local Government Association

**1 July 2010 - 9 November 2010**

Council representation: Mayor Greiner  
Sitting fee: N/A

**14 November 2010 – 30 June 2011**

Council representation: Mayor Parkin  
Sitting fee: N/A



## Local Government Finance Authority

**1 July 2010 - 9 November 2010**

Council representation: Mayor Greiner

Sitting fee: N/A

**14 November 2010 – 30 June 2011**

Council representation: Mayor Parkin

Sitting fee: N/A

## Local Government Association State Executive Committee

**1 July 2010 - 9 November 2010**

Council representation: Cr Quirke (proxy)

Sitting fee: N/A

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

**1 July 2010 - 9 November 2010**

Council representation: Mayor Greiner and

Chief executive officer

Sitting fee: N/A

**14 November 2010 – 30 June 2011**

Council representation: Mayor Parkin and

Chief executive officer

Sitting fee: N/A







# Assets and Capital Works

## Did you know?

In 2010/11 the City of Burnside collected condition data on every road surface, pavement and footpath in the City. This data will be used to prepare short and medium term capital works plans and projects.



The Assets and Capital Works Department is responsible for the civil engineering aspects of Council's operations and for traffic, transportation, and drainage services for the community.

The department designed and delivered more than \$4.5 million of drainage and transportation renewal works comprising more than 100 discrete projects.

## Roles and Responsibilities

### Strategic infrastructure planning

Strategic infrastructure planning ensures that the City of Burnside can continue to provide cost effective drainage and transportation services to meet community requirements as the community characteristics change. Key plans developed include asset management, capital works, street lighting and traffic engineering.

### Delivery of capital works

The Capital Works Program undertakes the major maintenance, renewal and expansion of civil infrastructure for footpaths, roads, kerbing, drainage, traffic control and parking.

### Key projects for 2011/12

- Burnside Traffic Management Assessment
- Installing a water tank in Skye for bushfire management
- Undertaking various drainage, road, footpath and kerbing renewal and construction works.

## Major Achievements for 2010/11

1

### More than 13,000m<sup>2</sup> of new footpaths

Good quality footpaths make it easier and more convenient to travel around the City on foot, by wheelchair or gopher. In 2010/11 31 footpath projects were completed, totalling more than 13,000m<sup>2</sup>.

2

### 22 kilometres of local roads resurfaced

Resurfaced roads are not only smoother, they are safer. In keeping with the City of Burnside's commitment to safe and serviceable roads, 22 kilometres of local roads were resurfaced in 2010/11.

3

### 5.2 kilometres of kerb and gutter replaced

Kerbs and gutters need to be maintained for good stormwater management and road quality. In 2010/11 the City of Burnside replaced 5,200 metres of kerb.

Strategic direction - 

Desired outcome -  
A safe and well maintained standard of infrastructure consistent across the City.



# Community Development and Services

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

## Did you know?

The Community Transport Program operates a fleet of four buses for shopping, excursions, charters and aged care social programs and is managed by one coordinator and 40 volunteers.

In 2010/11 the service carried in excess of 21,000 passengers.

The City of Burnside is committed to providing programs and activities to support, entertain, educate and engage residents, to build a greater sense of community.

## Roles and Responsibilities

### Arts and culture

The comprehensive Community Arts Program provides a variety of art and cultural activities and opportunities for local artists and residents, including the operation of the Pepper Street Arts Centre. These include exhibitions, art classes, events, artist demonstrations, talks and volunteering.

### Community transport

The Community Transport Program provides isolated and elderly residents with an easy and convenient bus service to access local shopping centres, group excursions and support programs run by the City of Burnside. The program aims to maximise opportunities, encourage social inclusion and support independence.

### Graffiti

The Graffiti Removal Program operates in partnership with the community towards the removal of graffiti vandalism. Coordinated by the Administration, the Graffiti Removal Program maintains an active base of 15 volunteers allowing removal teams to operate each weekday. In 2010/11 volunteers contributed 1,224 hours and removed graffiti from 1,256 locations.

### Home assistance

The Home and Community Care (HACC) funded Home Assist Program assists older residents and young people with a disability to remain living in their own homes through subsidised community care, home maintenance and modification assistance. The program also offers a broad range of social activities to reduce the incidence of social isolation.

### Social programs

The City of Burnside is the host for two regional Home and Community Care (HACC) funded community and centre based programs; the Eastern Region Men's Shed and 3Rs (Respite, Recreation and Revitalisation).

The programs encourage older residents and young people with a disability to remain active and connected with their community.

### Youth

The City of Burnside recognises that young people play a crucial role in the growth and development of society. The Youth Development Program engages over 500 young people each year through the provision of events and programs that address current and emerging youth issues, both locally and in the eastern region. Projects and activities include the Youth Advisory Committee, Burnside Battle of the Bands competition, Get the Drift event, Find your Fit information directory, Youth FM radio program and regular youth newsletters.

### Key projects for 2011/12

- Additional programs for the Eastern Region Men's Shed
- Series of arts programs to celebrate 16 years of Pepper Street Arts Centre
- Implementation of a car-based volunteer transport service to transport frail, older residents to medical appointments and local social activities.





## Major Achievements for 2010/11

1

### Burnside puts art on show

The artworks and fine crafts at the Pepper Street Arts Centre and in the Burnside Civic Centre Atrium displays provide the Burnside community with a breadth of art mediums and experiences. Over 120 people per week participated in art and craft activities and training in 2010/11 and a total of 21 exhibitions were held with hundreds of art enthusiasts attending the opening night of each exhibition.

2

### Hundreds of local young people get involved with events and programs

The City of Burnside provided a broad range of activities for young people in 2010/11. The Youth Advisory Committee provided assistance in coordinating the annual Battle of the Bands competitions, which were held on 2 July 2010 and 10 June 2011. The event aims to promote the skills of young people and provide them with an opportunity to showcase their talents in a fun and supportive environment. The committee also provided direction with the Come and Try Program and Community Education Sessions. The Youth Department was also part of a number of ERA projects such as Get the Drift, Find your Fit and Youth FM. The Youth FM radio show provided local young people a unique opportunity to access training and skill development in radio production. Youth FM can be heard on 93.7FM in the weekly timeslot of Thursdays, 4.00 - 5.00 pm.

1

Strategic direction - **P**

Desired outcome -

A vibrant and diverse community that has a strong sense of belonging

2

Strategic direction - **P**

Desired outcome -

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







## Major Achievements for 2010/11

3

### Home and Community Care makes life easier for older residents

Home assistance helps older people to remain living in their own home through support with home help, shopping, personal care, in-home respite, minor home maintenance and modification and a broad range of social activities. In 2010/11 over 5,000 service visits were provided by the City of Burnside's home support workers, and almost 900 older residents received a home maintenance service.

4

### Social activities engage and connect

There was a 20 per cent increase in the number of social activity participants in 2010/11 compared to the previous year. Social activities included a number of regular bus excursions such as mystery bus, eating with friends, lunch and library, Central Market, movie trips, shopping with friends and half day scenic bus trips. In addition, over 300 people attended the City of Burnside's inaugural Seniors Expo held in the Burnside Ballroom. More than 24 organisations attended the event to offer information and professional advice on topics such as health and wellbeing, lifestyle, retirement and security.



3

4

Strategic direction - **P**

Desired outcome -

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



# Community Relations

The Community Relations Department is responsible for customer service, communications and community engagement. The City of Burnside is committed to providing quality service and engaging with the community about key matters, activities, decisions and initiatives.

## Did you know?

The average time for a staff member in the call centre to answer your call is just 26 seconds.



## Roles and Responsibilities

### Customer service

The Customer Service Centre provides friendly and efficient customer service to residents through our customer service desk, call centre and cashiering roles.

### Communications

Communications provide effective and efficient information to residents, ratepayers and community groups, as well as City of Burnside staff. It involves the production of external publications including the Focus Newsletter and the Burnside Column, media relations, advertising and promotion.

### Community engagement

A key part of Local Government operations is consulting with the community about proposed policies and operational events occurring within the City. Community engagement enables residents to have their say about important issues, and to make sure that feedback is taken into account in the Council's decision making. The department also facilitates community grants to support local groups and organisations to achieve worthwhile community objectives.

### Key projects for 2011/12

- Increase community consultation and connection programs
- Increase online communication with the community through social media
- Increase promotion of services through the call centre's message on hold

## Major Achievements for 2010/11

1

### Improved customer service

A new call centre was established to improve customer service. The results have been a faster average response time with more calls able to be resolved at the first point of contact. At the same time, the average number of calls per month increased as the team took over responsibility for waste management calls. In total more than 70,000 calls came through the Customer Service Centre in 2010/11 which equates to over 500 per day.

2

### Improved engagement in budget process

In this year's budget process, the City of Burnside improved the way it engaged with the community and provided new ways in which people could be involved. Almost 400 responses were received on the City of Burnside's 2011/12 Draft Budget during two rounds of community consultation. As well as greater advertising about how to get involved in the budget process, the City of Burnside delivered budget information to all households, held two public meetings, used the online community panel and were the first Council in South Australia to utilise an online budget allocator tool.

3

### Educating local school students

The City of Burnside provided school tours to a number of local primary school students as part of their Local Government studies. Students were able to visit the Council Chambers and learn about Local Government roles and responsibilities, budgets, elected members, the City of Burnside's history, community involvement and careers. Students participated in mock Council meetings to experience how Council decisions are made. They also had the opportunity to see the formal mayoral attire.

1

2

Strategic direction -

C

Desired outcome -

The community's views are heard, understood, genuinely valued and reflected in Council business

3

Strategic direction -

P

Desired outcome -

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

A man with a short haircut, wearing a light blue short-sleeved button-down shirt, is smiling and looking towards the camera. He is standing in a grassy park area with trees in the background. In the background, two women are walking away from the camera; one is wearing a red jacket and the other a white jacket. A black dog is also visible in the background. A semi-transparent teal banner is overlaid across the middle of the image, containing the text "Development and Regulatory Services".

## Development and Regulatory Services



The Development and Regulatory Services Department is responsible for managing the policies that will shape the look of the City of Burnside, now and in the future.

The department also provides environment and community health services, along with control of dogs, cats and parking. The City of Burnside is dedicated to maintaining the unique character of Burnside, and providing the best in immunisation care, effective animal control and essential parking regulations.

### Did you know?

The top three dog breeds living in the City of Burnside are the Maltese Terrier Cross, Labrador and Golden Retriever. Many of these dogs can be seen each weekday at the Conyngham Street Dog Park.

## Roles and Responsibilities

### Bushfire management

Public safety is improved by monitoring the condition of public land and private properties and undertaking bushfire reduction measures. In 2010/11 the City of Burnside spent \$200,511 on fire prevention strategies such as grass slashing and removal of woody weeds and pest plants.

### Environment and community health

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 the following.

- **Immunisations**

A monthly public clinic is held at the Burnside Civic Centre. Immunisation services are also undertaken at primary and secondary schools within the Burnside Council area.

- **Environmental health**

Officers monitor a wide range of premises and conditions under various legislations but primarily under the *Public and Environmental Health Act 1987* 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.

- **Food surveillance**

Food premises within Burnside are monitored by environmental health officers for compliance with the *Food Act 2001* and food hygiene regulations. Any concerns regarding food premises, food safety and food handling are also handled and investigated by the authority.

- **Supported residential facilities licensing**

The authority licences facilities such as nursing homes under the *Supported Residential Facilities Act 1992* 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 to require investigation.

### Provision of regulatory services

Regulatory services are geared towards ensuring certain government acts and regulations are followed. The aim is to protect the public interest in key areas such as animal management and parking and traffic control.

## Roles and Responsibilities

### Planning and policy

Appropriate development policy is developed and managed in line with the City's strategic aspirations and the directions of the State Government. Sensitive and forward thinking policy can ensure that desirable character zones and heritage areas are maintained, while new developments can occur in a sensitive manner.

### Planning and building assessment and compliance and heritage grants

Assessment and compliance manages the process of applications to ensure they are in accordance with the City of Burnside's Development Plan. Heritage grants are administered to provide assistance to people restoring local heritage buildings. Heritage grants are provided to residents to assist in minor conservation works to restore, conserve, enhance and reinstate heritage properties. Up to 50 per cent of the cost of the conservation work, to a maximum of \$2,000 per annum, may be offered.

### Key projects for 2011/12

- Economic Development Plan
- Electronic hand-held infringement writer
- Strategic Directions Report and Development Plan Recast for Planning Reforms

## Major Achievements for 2010/11

1

### Almost 1,000 residents immunised through the Eastern Health Authority (EHA)

In 2010/11 there were 942 Burnside residents who took advantage of the public clinic service, many of whom were immunised against influenza. A further 3,000 immunisations were provided via the school-based immunisation program.

2

### Development on the increase

In 2010/11 Council received 1,419 applications for development plan consent, compared with 1,090 in 2009/10. Decisions on applications must be made in accordance with the City of Burnside's Development Plan and the *Development Act 1993*. Applicants are encouraged to undertake developments that reflect the neighbourhood character and achieve environmental sustainability.

3

### Electronic payment for dog registration popular

The City of Burnside began the process of sending registration discs out with the dog registration renewal notice and provided the opportunity for electronic payment, which was especially popular for busy dog owners.

Strategic direction - **P**

Desired outcome -

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

Strategic direction - **UF**

Desired outcome -

Development that complements neighbourhood character and achieves environmental sustainability

Strategic direction - **C**

Desired outcome -

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









## Facilities and Procurement

### Did you know?

The Justice of the Peace service is run by approximately 35 City of Burnside volunteers. This is a free service for members of the public and bookings are not required.

During 2010/11 the Justice of the Peace service dealt with over 6,000 clients and 21,163 documents were witnessed.



The Facilities and Procurement Department provides a range of venues for social, recreational and community use, including the Burnside Swimming Centre, Burnside Ballroom, Dulwich Community Centre and Burnside Community Centre.

The department also manages the City of Burnside's building portfolio and provides strategic directions to meet the existing and future needs of the community, taking into account the adequacy of current community facilities, legal requirements, community expectations, exposure to risk and the availability of resources.

In addition, the department is responsible for the City of Burnside's procurement processes and practices to ensure all purchasing practices and contracting activities are fair, ethical and financially effective.

## Roles and Responsibilities

### Assets and leasing

The department ensures sound management of the City of Burnside's building assets and leasing arrangements which provide opportunities for sporting and social clubs, while ensuring a measure of return on assets for the City. Long term proactive management of buildings is made through the City of Burnside's Property Strategy, Asset Management Plan and the Long Term Financial Plan.

## Facilities

### Burnside Ballroom

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.

### Burnside Community Centre

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. Approximately 66 regular groups hire the centre on a weekly, fortnightly or monthly basis.

### Burnside Swimming Centre

The Burnside Swimming Centre, located in Hazelwood Park, is an outdoor seasonal aquatic facility that operates from October until April. The centre consists of three outdoor pools; two playgrounds; two indoor spas; a steam room and other facilities, which are encompassed within Hazelwood Park. The centre holds a number of activities and programs including Watch Around Water, swimming lessons, and school carnivals.

### Dulwich Community Centre

The Dulwich Community Centre is a community supported venue, where daily operations are managed by staff. Several community groups use the centre for meetings, children's karate, ballroom dancing and Latin dance classes.

### Eastwood Community Centre

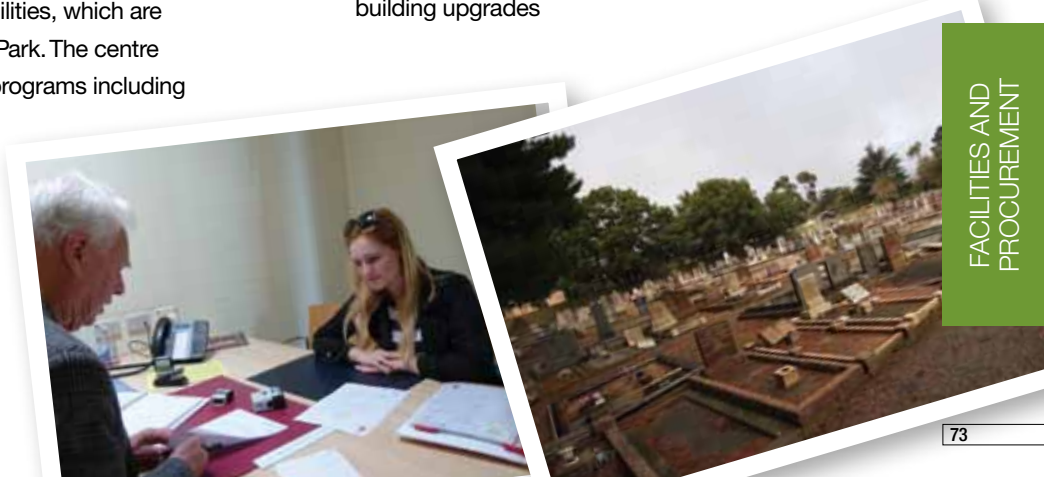
Funded by the City of Burnside with a contribution from the City of Unley, the Eastwood Community Centre provides a variety of different activities for all age groups.

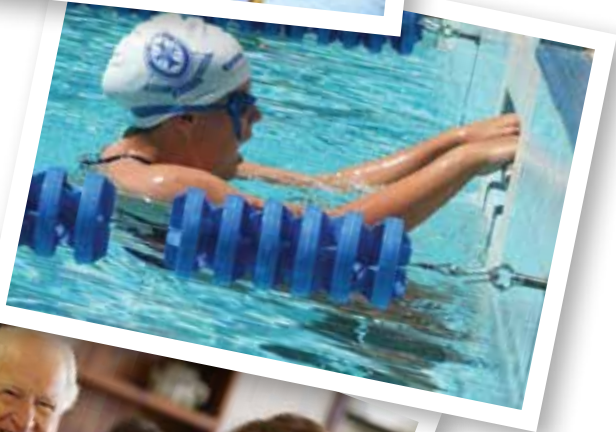
## Procurement

The department manages procurement processes and practices to ensure the City of Burnside's purchases are in accordance with legislative requirements and deliver good value to the community.

### Key projects for 2011/12

- Magill Cemetery Columbarium Wall
- Chelsea Cinema Program of Maintenance
- Numerous recreation and community building upgrades





## Major Achievements for 2010/11

1

### Community Lunch Program celebrates a quarter century of success

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. In 2010/11 4,282 meals were prepared and served to Burnside residents in the Community Centre Dining Room.

2

### Chelsea Cinema viability guaranteed

In 2010/11 Council took a significant step in the revitalisation of the Chelsea Cinema by adopting the Chelsea Cinema Strategic Plan. The plan ensures that all future decisions in relation to the maintenance, upgrade and use of the Chelsea Cinema are made in accordance with this strategy. It is based on the premise that the Chelsea Cinema remains as an operational cinema is retained in Council ownership and remains an operational asset for the benefit of the community.

3

### Disability Discrimination Action Plan for Facilities

The Disability Discrimination Action Plan for Facilities was adopted following extensive community consultation, including identified stakeholders within the community of service providers to those with a disability. The plan shapes an approach to assessment, budgeting and implementation of signage, tactile equipment, ramps, toilet facilities and other vital amenities across community facilities and operational buildings.

1

Strategic direction - **P**

Desired outcome -  
A vibrant and diverse community that has a strong sense of belonging

2

Strategic direction - **C**

Desired outcome -  
Leading best practice and compliance in Council business

3

Strategic direction - **P**

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







# Finance

The Finance Department is responsible for all financial and related matters for all Council departments and the City of Burnside as a complete entity.

**Did you know?**  
The City of Burnside's elected members are committed to ensuring a fiscally responsible budget. In 2011 43 finance reports were presented and considered by Council.



## Roles and Responsibilities

### Financial management

The Finance Department manages the financial affairs of the City of Burnside including the preparation of the Annual Statutory Financial Statements, monthly finance reports, Annual Business Plan and Budget, the management of treasury and cash flow functions and the review of the 10 Year Long Term Financial Plan.

### Payroll

Payroll manages the payment of wages and salaries including payroll deductions and superannuation and maintains appropriate staff payroll records.

### Accounts payable

Accounts payable authorises, processes and pays supplier invoices as well as maintains appropriate supplier master files.

### Accounts receivable

Accounts receivable raises invoices for services and charges, collects monies owed to the City of Burnside and conducts daily banking and reconciliation of funds received.

### Rates

Rates staff generate the annual Council property rates, manages the collection of rates, maintains appropriate rates files and resolves ratepayer queries.

## Major Achievements for 2010/11

1

### Budget performance on target

In 2010/11 the Finance Department was able to achieve interest earned from investments with an average actual rate of return of 5.85 per cent per annum, continuing to exceed the benchmark official Reserve Bank of Australia cash rate.

2

### Grant revenue

Financial Assistance Grant funding of \$1,508,642 was obtained from the Federal Government for the year ended 30 June 2011.

3

### Final payment of library loan

The final instalment of the nine year Local Government Finance Authority (LGFA) Library Loan was made in July 2010.

Strategic direction - **C**

Desired outcome -  
A financially accountable  
and sustainable organisation

### Key projects for 2011/12

- Infrastructure and Asset Management Plan Integration
- Long Term Financial Plan Review (LTFP)
- Increase cash flow monitoring including a review of accounts payable, cheque and electronic funds transfer (EFT)



# Information Systems

## Did you know?

All correspondence sent, received or created by the City of Burnside is captured into an electronic document records management system (EDRMS) for recordkeeping purposes. 172,514 documents were registered into the recordkeeping system in 2010/11.



The Information Systems Department supports all City of Burnside staff in the use of information technology, records management and telecommunications across several sites.

The City of Burnside is committed to utilising appropriate technology to enhance operations, reduce costs and improve service delivery to our community.

## Roles and Responsibilities

### Information technology

Information technology (IT) staff provide advice and support for a large range of corporate applications and maintain the associated IT infrastructure. Information technology helps increase efficiency and effectiveness through secure technology solutions.

### Records management

Records management ensures the quick and timely delivery of all incoming correspondence via an electronic document records management system. Also, records management staff are responsible for correct disposal, archiving and retrieval of all electronic and paper based records.

### Key projects for 2011/12

- Upgrading the Property and Rating System to the TechnologyOne Ci platform
- Increased utilisation of social media
- Website upgrade

## Major Achievements for 2010/11

1

### All major systems achieve availability targets

Email systems, file servers, property and rating systems, records management, payroll and financial systems all achieved at least 99.1 per cent availability throughout the year.

2

### Records improvements

The City of Burnside vastly improved its Records Management Program following an audit by State Records. It included implementing a new electronic records management system, policies, procedures and training regime, developing a records management plan and improving the management of Freedom of Information requests.

3

### Business continuity plans developed

Business continuity plans outline actions that need to occur in the event of a major incident that would otherwise inhibit normal operations. Even in extreme circumstances, all departments need access to information and processes. Information systems play a key role in business continuity as essential systems need to be maintained. Through a comprehensive range of backup systems, alternative sites and redundant information storage, the City of Burnside is confident in its ability to continue operations in the event of a major incident.

### Strategic direction - **C**

#### Desired outcome -

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





## Library, Learning and Volunteers

### Did you know?

The most popular item in the Burnside Library is an XBOX electronic game - Halo. Since its introduction this item has been borrowed over 1,550 times. This equates to more than one issue per day.



The Burnside Library is a community hub and cultural centre that engages the community through a range of innovative and interesting programs, services and events.

Lifelong learning and social interaction programs are offered for people of all ages and abilities in a relaxed and helpful environment linking people, information and technology.

The City of Burnside is committed to providing a library which is an integral part of the Burnside community, with contemporary collections and a vibrant, diverse program of social and educational opportunities.

The department is also responsible for the Volunteer Program. Volunteers participate in, and contribute to, the community in a range of programs. As well as providing invaluable support and commitment, volunteers experience a real sense of achievement and satisfaction through their contributions.

## Roles and Responsibilities

### Children's programs

Activities such as storytime, school liaison and school holiday program activities are designed to entertain, educate and engage children. 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.

### Events and activities

The Burnside Library attracts thousands of people to its many activities and events throughout the year, which aim to increase community participation and promote learning and development. The events require ongoing collaboration with community groups, musicians, theatre groups, service clubs and local businesses. Activities and events include book discussion groups, playtime, parenting seminars, family fun day activities and cultural days.

### Family connections

The Family Connections Program delivers a range of integrated services that support families with children aged up to 12 years. The program is designed to improve children's wellbeing, development and safety and to enhance family functioning, with a particular focus on researching the needs of vulnerable and disadvantaged families within our community. The program provides a range of educational materials as well as activities, including free information sessions and weekly playtime programs.

### Local history

The City of Burnside has a rich and interesting history. A collection of information and artefacts relating to the history of Burnside and South Australia is preserved in the library. The collection consists of photographs, maps, drawings, newspaper clippings, video and audio tapes, books and unpublished manuscripts. The library hosts a family history support group and regular school information sessions on local history.

### Materials for loan

The library offers people the opportunity to access a diverse collection of library materials such as reference material, City of Burnside publications, non-fiction books, fiction books, children's books, graphic novels, local history information, magazines, video games, newspapers, DVDs and blu-ray discs, audio books, music compact discs, non-English language material, adult literacy materials, language learning kits and home energy audit kits.

### Toy Library

The Burnside Toy Library celebrated 15 years of operation in October 2010. The Toy Library aims to assist in the development of children's gross and fine motor skills by providing a range of toys for loan.

### Training

The Burnside Library recognises that lifelong learning and computer literacy are key elements to information literacy and offer 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 social media, downloading e-books and internet banking. In 2010/11 376 participants aged between 15 to 80 years old participated in the six different computer courses that were available.

## Volunteers

The City of Burnside offers a range of exciting and rewarding volunteer opportunities. Volunteers are an important and integral part of the City of Burnside, working towards making a difference in the community. In 2010/11 there were 410 dedicated volunteers who were involved in 30 different programs.

## Youth programs

Since the refurbishment of the library's youth area, the library has continued to provide a wide range of initiatives to attract youth to the library and promote the collection.

## Key projects for 2011/12

- Implement new technology such as e-books and iPads
- Live stream library events and programs
- Purchase new materials such as books, periodicals, CDs, DVDs and toys



## Major Achievements for 2010/11

1

### Library lends nearly one million items in 2010/11

In 2010/2011 library patrons borrowed 915,438 items, a pleasing increase on the previous year. Library membership also grew to a record high of 34,724 members. The library also introduced downloadable audio books in 2010/11, which allows library members to listen to books on their personal MP3 player. Since launch the collection has averaged over 100 loans per month.

2

### Children's programs popularity grows

To promote early literacy and lifelong learning, Baby Chat and Storytime sessions encourage parents and caregivers to share books with their children from birth. On average Storytime attracted over 80 children each week. The school holiday programs attendances also increased significantly in 2010/11. A wide variety of entertaining events were held that appealed to children and young adults alike such as a cartooning workshop, a show by the Amazing Drumming Monkeys, dance party and a performance by the Adelaide Symphony Orchestra.

3

### School liaison attracts new library users

Over 600 Magill Primary School students visited the library for orientation tours, Storytime sessions and borrowing time. The students were able to access a vast range of information for school assignments including local history as well as learn about library services and facilities.

Strategic direction - **P**

Desired outcome -

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







# Open Space and Environment

## Did you know?

Electronic waste recycling is a safe way to dispose of discarded electronic devices, such as mobile telephones, computers and televisions. In 2010/11 the City of Burnside collected over 13 tonnes of electronic waste from residents as part of the subsidised E-Waste Program.



The Open Space and Environment Department is responsible for planning and designing open space, recreational facilities and environmental initiatives for the City of Burnside.

The department is also responsible for environmental management, waste management and reporting progress in the achievement of the City of Burnside's strategic outcomes.

The City of Burnside is committed to providing and maintaining open space and recreational opportunities for residents of all ages.

## Roles and Responsibilities

The Open Space and Recreation and the Strategic Planning and Environment Departments were realigned to create the Open Space and Environment Department in January 2011.

### Economic development

Economic development, in conjunction with the Eastside Business Enterprise Centre, focuses on providing broad and holistic approaches to attract increased wealth to the City and increase access to diverse shopping, transport and professional services to meet the changing needs of the community.

### Environment

The environment discipline provides specialist environmental guidance to Council and the broader community, undertakes service based projects and develops environmental policies. It also progresses the City of Burnside's commitment to carbon neutrality and environmental sustainability and International Council for Local Environmental Initiatives (ICLEI) milestones.

### Open space

The primary focus is strategic planning and policy development aimed at improving the City's open space and recreational facilities, including planning upgrades of playgrounds, tennis courts, public toilets and general landscaping, and coordinating the design of new landscapes within the existing reserve network. The department also has a conservation and land management component that develops overall policy towards the maintenance and development of urban biodiversity throughout the open space network. More recently, a higher emphasis has been placed on the expansion and development of biodiversity within the Hills Face Reserve network.

### Stormwater management

The department primarily focuses on negotiations to develop regional urban stormwater management plans and implement those plans, community education about flood plain mapping results and investigations into erosion risks along Burnside's creeks. In addition, this discipline also undertakes service based projects such as watercourse rehabilitation.

### Strategy

Strategy focuses on reporting progress of Vision 2020<sup>ii</sup>, the City of Burnside's long term strategic plan. It monitors the broad organisational implementation of Vision 2020<sup>ii</sup> and reports progress against key performance indicators.

### Waste management

Waste management encompasses all activities and services that relate to collecting, disposing of and reducing waste. The area is responsible for the Waste Management Contract including waste education and development of waste calendars and brochures. It also develops overall management plans to promote recycling opportunities that ultimately lead to reduced waste to landfill.

### Key projects for 2011/12

- Brownhill Keswick Creek Stormwater Project
- Sport and Recreation Strategy 2012 – 2022
- Chapel Street Reserve Community Garden, Fergusson Square Playground Shade and Hazelwood Park Playspace fencing
- Alexandra Avenue and Prescott Terrace Irrigation Upgrade

## Major Achievements for 2010/11

1

### Environmental seminars lead to positive change

The Community Environmental Awareness and Education Program included popular seminars and workshops on growing food in your own garden, composting and worm farming workshops and the Don't Waste It puppet show, which promoted waste management.

Additional presentations and seminars included recycling presentations and promotions to schools utilising Burnside's Waste Education Resource Pack, activities surrounding National Recycling Week and National Water Week and a range of solar power seminars.

In all, over 600 community members and school children participated in environmental events, workshops and seminars.

Strategic direction - **P**

Desired outcome -

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

2

### Improved open space and recreation

The City of Burnside is fortunate to have a significant proportion of open space devoted to recreational activities throughout its 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 2010/11 major projects included:

- Completion of the Hazelwood Park Playspace, Wombat Waterhole
- Redevelopment of two tennis courts at Langman Recreation Reserve
- Playground upgrade at Mellor Reserve
- Installation of a shade sail at the Tusmore Park Wading Pool
- The redevelopment of various irrigation systems across the parks network to reduce the overall level of mains water consumption whilst maintaining high quality turf and usability.

Strategic direction - **UF**

Desired outcome -

A range of high quality passive and active recreational facilities

3

### Waste diverted from landfill via recycling

In 2010/11 9,400 tonnes of landfill waste was collected from the City's residents through domestic waste bin collection. An additional 908 tonnes was collected as recycling, which is re-processed into raw materials for use in the manufacture of plastics and paper products.

Strategic direction - **E**

Desired outcome -

Sustainable use of water, energy and natural resources, and minimisation of waste to address climate change







# Operations Services





The Operations Services Department is responsible for the maintenance of the City's infrastructure assets, developed parks, gardens and reserves and repairs and maintenance of sporting and recreational facilities.

### Did you know?

The Operations Services Department responds to after-hours callouts that may vary from tree pruning and flooding to car accidents and emergency events.

On 7 December 2010 Operations Services received 55 calls for assistance over a four hour period following a storm.

These responsibilities cover roads, footpaths, storm water drainage systems, parks, open space and facilities.

The City of Burnside is committed to maintaining the local environment at a high standard, upholding the reputation of the City of Burnside as a highly desirable place to live, work and enjoy.

## Roles and Responsibilities

### Arboriculture

To help manage trees and keep the City green and leafy for future generations, the City of Burnside operates a stringent tree maintenance and management program which includes tree planting, tree watering, tree pruning and tree removal that helps maintain the visual environment.

### Biodiversity

Biodiversity projects aim to protect and enhance natural resources and provide a safe, secure and healthy environment for present and future generations. The biodiversity team have adopted a range of principles and practices that ensure a measured process of conservation, reclamation and enhancement of biodiversity on Council managed land.

### Call out

A call out emergency service is provided by the City of Burnside which includes after-hours emergency response, storm damage response and sandbagging.

### City clean

To ensure a clean City, the Operations Services Department provides road and footpath sweeping, road accident clean up, car park sweeping and cleaning, footpath and laneways, sweeping, litterbin collection, bus shelter cleaning and deceased animal collection and disposal. The majority of this work is undertaken on a cyclical basis, ensuring all areas within the City of Burnside receive similar levels of maintenance.

### City civil maintenance

To achieve a safe and well maintained standard of infrastructure consistent across the City, Operations Services undertakes maintenance and repair of paved and asphalt footpaths, roads, kerbs and water table and stormwater drainage systems.

### City safe

The City of Burnside is responsible for sign maintenance, street line marking, fencing repair, structures repair such as footbridges, tennis court nets, temporary traffic signage, reserves, street furniture and bus shelters.

### Contract management

Management of contract services includes weed spraying, line marking, rural road maintenance, large tree pruning and playground inspections.

### Parks services

The Operations Services Department ensures the ongoing maintenance of reserves, irrigation systems, playgrounds, verges and sports fields.

### Workshop

Regular mechanical servicing and repairs to Council owned major plant and equipment are regularly undertaken to ensure minimum depreciation of assets.



### Key projects for 2011/12

- Increase watering of Council street trees and reserves, along with installation of 16 smart metres on reserves / sporting grounds where water is shared among multiple users
- Plant an additional 200 street trees
- Restore the Fergusson Square pergola

## Major Achievements for 2010/11

1

### Plant propagation assists local residents and neighbour Councils

The City of Burnside Nursery propagated over 8,000 local indigenous plants, which were supplied to residents and other Councils and used in the City's open spaces.

2

### Biodiversity focus

The biodiversity team maintained 26 urban sites, six traffic devices sites, seven verge sites and two near-urban bushland sites. In addition, significant planting and vegetation establishment work was undertaken at Michael Perry Reserve as part of the Erosion Control Project.

3

### Verge mowing and street sweeping

As part of the City of Burnside's Streetscape Maintenance Program, Operations Services mowed and maintained 4,000 residential verges across the City five times throughout the year. During 2010/11 12 sweeps of the local road network were also completed in addition to a weekly sweep of the main arterial road network. A total of 1,140 tonnes of material was collected and kept out of the stormwater and creek system.

4

### Biodiversity focus

In 2010/11 there was a further reduction of water consumption to 107KL, less than half the level used in 2006/07. This was due to the City of Burnside's improved irrigation systems and processes and the above average rainfall during the summer months.

1

2

3

Strategic direction - **UF**

Desired outcome -

A well maintained and aesthetic streetscape consistent across the City

4

Strategic direction - **E**

Desired outcome -

Sustainable use of water, energy and natural resources, and minimisation of waste to address climate change









# Organisational Development and Governance

## Did you know?

The City of Burnside enjoys an engaged and active community. At the 2010 Council elections 34 per cent of eligible voters cast their vote, which was much higher than the metropolitan average of just 28 per cent.

Organisational Development and Governance provides staff support and liaison, ensures adherence to legislation and best practice methods, monitors working conditions to ensure a safe, productive and healthy environment, and provides ongoing advice and workplace guidance.

The City of Burnside is committed to being regarded as a leader in Local Government, seeking to attract, develop and maintain a highly skilled workforce.



## Roles and Responsibilities

### Governance

The City of Burnside aims to ensure the decisions, operations and activities of Council are in accordance with the principles of legal compliance, openness, honesty, transparency and accountability. Council follows the Governance Framework, which outlines the measures that have been implemented to ensure governance responsibilities are met.

### Human resources

The City of Burnside is a progressive organisation offering a range of dynamic career opportunities for those with drive and ability. With a commitment to encouraging safety, learning and lifelong achievement, the City of Burnside also offers excellent terms and conditions of employment. Human Resources is responsible for staffing matters such as recruitment, learning and development, industrial relations, employee relations, workforce planning and staff performance.

### OHSW and risk management

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

## Major Achievements for 2010/11

1

### Staff turnover stable

In Local Government, staff turnover of between 10-14 per cent per year is considered normal and healthy. This range enables good productivity, increased professional development, high morale and developed corporate knowledge. In 2010/11 staff turnover at the City of Burnside was 13.4 per cent, a highly desirable rate.

2

### Women in Local Government

Burnside was part of the Eastern Region Alliance (ERA) Group that arranged a Women in Local Government Award and scholarship opportunities. The scholarship provided for a Certificate or Diploma level qualification for a woman from each of the seven ERA Councils.

3

### Shared resources

Sharing resources across Councils is cost effective and also provides growth opportunities for staff. In support of the Eastern Region Alliance objectives to share resources, equipment and/or projects, the City of Burnside was successful in sharing staff resources with the Town of Walkerville in the area of governance.

### Key projects for 2011/12

- Implement a new Performance Development and Review (PDR) System
- Enterprise Agreement negotiations for both administration and fieldwork staff
- Implement the Business Continuity Plan and enhancements to Council's Risk Framework

Strategic direction - **C**

Desired outcome -

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



Feedback  
welcomed







We hope you enjoyed the City of Burnside's 2010/11 Annual Report. Your feedback is important to us and we welcome your comments via mail to the Community Relations Department, City of Burnside, PO Box 9 Glenside SA 5065.

For more information please call the City of Burnside Customer Service Centre on (08) 8366 4200.





Phone (08) 8366 4200  
Fax (08) 8366 4299  
Email [burnside@burnside.sa.gov.au](mailto:burnside@burnside.sa.gov.au)

**Civic Centre**  
401 Greenhill Road,  
Tusmore SA 5065