

CITY OF WEST TORRENS



Notice of Council & Committee Meetings

NOTICE IS HEREBY GIVEN in accordance with Sections 83, 84, 87 and 88 of the Local Government Act 1999, that a meeting of the

Council

and

- **Urban Services Prescribed Standing Committee**
- **Governance Prescribed Standing Committee**

of the

CITY OF WEST TORRENS

will be held in the Council Chambers, Civic Centre
165 Sir Donald Bradman Drive, Hilton

on

TUESDAY, 7 MARCH 2017
at 7.00pm

Angelo Catinari
Chief Executive Officer (Acting)

City of West Torrens Disclaimer

Please note that the contents of these Council and Committee Agendas have yet to be considered by Council and officer recommendations may be altered or changed by the Council in the process of making the formal Council decision.

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1 MEETING OPENED

1.1 Evacuation Procedures

2 PRESENT

3 APOLOGIES

Leave of Absence

Mayor John Trainer

4 DISCLOSURE STATEMENTS

Elected Members are required to:

1. Consider Section 73 and 75 of the *Local Government Act 1999* and determine whether they have a conflict of interest in any matter to be considered in this Agenda; and
2. Disclose these interests in accordance with the requirements of Sections 74 and 75A of the *Local Government Act 1999*.

5 CONFIRMATION OF MINUTES

RECOMMENDATION

That the Minutes of the meeting of the Council held on 21 February 2017 be confirmed as a true and correct record.

6 MAYORS REPORT

In the two weeks since the last Council Meeting of 21 February 2017, functions and meetings involving the Mayor have included:

Sunday 26 February

10.00am Participated in the official launch of Novar Gardens Bowling Club's "Petanque in the Park" event.

Monday 27 February

12noon Attended the announcement by Hon Ian Hunter MLC, Minister for Water and the River Murray of the State Government's commitment to fund 50 percent of the required works via the Stormwater Management Fund over the next 20 years. Mayors from three of the four other member councils of the Brown Hill Keswick Creek project also in attendance were Lord Mayor Martin Haese (Adelaide), Glenn Spear (Mitcham) and Lachlan Clyne (Unley) and the SMA Presiding Member, Stephen Hains.

1.00pm Presented resident Les Dierks with a gift basket on behalf of Council on the occasion of his 100th birthday.

Tuesday 28 February

10.00am Attended a Taxi Council Committee meeting.
6.00pm Participated in the Civic Committee meeting.

Wednesday 1 March

6.00pm Attended the 'Channel 9' SAAFL 2017 Season Launch at Aldi Arena.

Thursday 2 March

9.10am Regular CoastFM interview with Dave Hearn.
5.30pm Participated in a Board meeting of the Australia Day Council.

In addition, after the compilation of this report on Thursday evening as part of the distributed Agenda on Friday, the Mayor expects to have attended or participated in the following:

Friday 3 March

4.00pm Attending a function for Lea Nikitin who is retiring from her role at Council after achieving a fantastic milestone of 50 years service to Local Government.

RECOMMENDATION

That the Mayor's Report be noted.

7 ELECTED MEMBERS REPORTS**8 PETITIONS**

Nil

9 DEPUTATIONS

Nil

10 ADJOURN TO STANDING COMMITTEES**RECOMMENDATION**

That the meeting be adjourned, move into Standing Committees and reconvene at the conclusion of the Governance Prescribed Standing Committee.

11 ADOPTION OF STANDING COMMITTEE RECOMMENDATIONS**11.1 Urban Services Committee Meeting****RECOMMENDATION**

That the recommendations of the Urban Services Committee held on 7 March 2017 be adopted.

11.2 Governance Committee Meeting**RECOMMENDATION**

That the recommendations of the Governance Committee held on 7 March 2017 be adopted.

12 ADOPTION OF GENERAL COMMITTEE RECOMMENDATIONS**12.1 Civic Committee Meeting****RECOMMENDATION**

That the Minutes of the Civic Committee held on 28 February 2017 be noted and the recommendations adopted.

13 QUESTIONS WITH NOTICE

Nil

14 QUESTIONS WITHOUT NOTICE**15 MOTIONS WITH NOTICE**

Nil

16 MOTIONS WITHOUT NOTICE

17 REPORTS OF THE CHIEF EXECUTIVE OFFICER

17.1 Western Region Tourism Destination Action Plan

Brief

This report presents the Draft Western Region Tourism Destination Action Plan for endorsement by Council

RECOMMENDATION(S)

It is recommended to Council that:

1. The Draft Western Region Tourism Destination Action Plan be endorsed.
2. The Administration review priority actions for consideration by Council in the 2017/18 Annual Budget and Business Plan process.
3. The Chief Executive Officer be authorised to make amendments of a formatting and/or minor technical nature in order to finalise the Draft Western Region Tourism Destination Action Plan.

Introduction

At its meeting 17 May 2016 Council resolved that:

1. *The redesigned Building Western Adelaide Strategy be endorsed, subject to any minor editorial changes.*
2. *The Administration works with partner councils towards development of a program of events through the Western Innovation Network and preparation of a combined Tourism Destination Action Plan; and*
3. *A contribution of \$5,000 be allocated towards the Western Innovation Network and an additional \$5,000 allocated towards development of the combined Tourism Destination Action Plan from the current Building Western Adelaide budget.*

Discussion

Following Council's endorsement of the Building Western Adelaide Strategy, staff from the Cities of Port Adelaide Enfield, Charles Sturt, Holdfast Bay and West Torrens coordinated the development of the Draft Western Adelaide Region Tourism Destination Action Plan (the Plan) in three stages:

1. Initial research to identify key tourism features, visitor profiles and tourism assets of Western Adelaide, and understand how key market segments view Western Adelaide as a tourism destination.
2. Industry stakeholder engagement to partner with tourism related traders and service providers of Western Adelaide in developing an implementable and supported plan; and
3. Compilation and prioritisation of the subsequent information and actions for partner Councils to consider as a part of local and regional implementation plans.

The Plan has now been endorsed by the partner Councils; Cities of Charles Sturt, Port Adelaide Enfield, and Holdfast Bay (**Attachment 1**). On endorsement of the Plan by all Councils it will undergo a graphic design process.

The Plan sets the strategic direction for destination management and marketing of the visitor economies for the Western Adelaide, which are fast becoming an economic priority, directly employing 9,537 people and supporting 4,669 businesses.

The **vision** for this Plan is to position Western Adelaide as a must-visit inclusion for all visitors to South Australia, with the primary **goal** of increasing sustainable tourism jobs within the Region. Measurable objectives that will support the achievement of the primary goal and vision include the growth in tourism visitation and expenditure, in addition to improved customer sentiment and latent demand for the region's product.

This Plan is the first of its kind for the Western Adelaide Region. Some of the key **objectives** from its implementation include:

- Increased awareness for Adelaide's Western Region as an activated tourism destination;
- Increased visitor numbers, expenditure and repeat visitation;
- Increased number of sustainable tourism jobs;
- Increased investment in tourism infrastructure; and
- Influence policy and legislation to benefit the tourism industry and to facilitate continual improvement (capacity building).

The document presents 48 region wide priority initiatives under 5 Priority areas:

1. Driving Demand
2. Working Better Together
3. Supporting what we have
4. Increasing Recognition of the Value of Tourism
5. Using Events to Drive Visitation

The goals and objectives of the plan are also supported by a comprehensive list of quantifiable financial, employment, visitation, and perception indicators linked to the implementation of priority initiatives.

If endorsed Council staff will review locally implementable initiatives for consideration by Council through annual budgeting processes, and for consideration within relevant corporate and strategic plans.

Staff will also continue to collaborate with staff from partner councils of the Western Adelaide Region Economic Alliance to present Council with opportunities for joint implementation of shared priorities. This will include due consideration of budget availability and approval, and opportunities to access external grants.

Conclusion

At its meeting 17 May 2016 Council endorsed the Building Western Adelaide Strategy and resolved to contribute to a Western Adelaide Region Tourism Destination Action Plan. Staff from the Cities of Port Adelaide Enfield, Charles Sturt, Holdfast Bay and West Torrens coordinated the development of the Plan in conjunction with stakeholders and service providers.

The Plan is now presented to Council for endorsement and further consideration of implementation opportunities as part of the Western Adelaide Region Economic Alliance.

Attachments

1. Draft Western Adelaide Region Tourism Destination Action Plan

Draft Western Region Tourism Destination Action Plan 2020

Traditional Owners

This tourism plan acknowledges and respects that all tourism activity and development takes place on lands traditionally owned by South Australia's Kurna peoples and encourages Indigenous communities to be a part of the current and anticipated South Australian tourism success.

MESSAGE FROM COUNCIL MAYORS

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EXECUTIVE SUMMARY

The Western Region Tourism Destination Action Plan 2020 sets the strategic direction for destination management and marketing of the visitor economies for the Western Adelaide councils of City of Port Adelaide Enfield, City of West Torrens, City of Charles Sturt, and the City of Holdfast Bay.

For the Western Adelaide region (comprising of the City of Port Adelaide Enfield, City of Charles Sturt, City of West Torrens and the City of Holdfast Bay) the visitor economy is fast becoming an economic priority, directly employing 9,537 people and supporting 4,669 businesses.¹

The vision for this Plan is to position Western Adelaide as a must-visit inclusion for all visitors to South Australia, with the primary goal of increasing sustainable tourism jobs within the Region. Measurable objectives that will support the achievement of the primary goal and vision, include the growth in tourism visitation and expenditure, in addition to improved customer sentiment and latent demand for the region's product.

A deliberate effort has been made to align this Plan directly with the South Australian Tourism Plan 2020, whilst referencing and aligning specific strategies and tactics with a number of complementary strategies including the *Building Western Adelaide Strategy* and participating council Strategic Plans.

Thorough research and consultation was conducted to ensure the validity and relevancy of this Plan and its contents. This consultation process included one-on-one meetings, group workshops with key internal and external stakeholders, online qualitative and quantitative surveys, review of online customer sentiment. Additionally, the development of this Plan initiated two research projects; first the development of a Western Region Tourism Profile, and secondly the facilitation of a Primary Research Project with an external Research Agency. The data collected through this explorative process ensured the development of a robust, accurate and well informed Action Plan, with a clear strategy for measurement of Key Performance Indicators.

The Action items within this plan, once implemented, will enhance the visitor economies of the Western Region by:

- Ensuring confident and consistent marketing activities and the development of an events strategy to drive qualified demand;
- Setting a framework for industry stakeholders to better communicate and collaborate with one another, which creates an engaged and informed community;
- Enabling improved understanding of the current state of the visitor experience within the region, and provide insight into products gaps for investment;
- Ensuring that the visitor economy is seen by all stakeholders in each municipality, as an important, sustainable economic driver for the Region.

This Plan has also been designed to set the strategic direction for the development of individual Tourism Strategies for each of the participating councils, providing an overarching framework, whilst also catering individual interpretation of actions at a local level.

¹ Building Western Adelaide Strategy, 2016

SETTING THE SCENE

The Visitor Economy

The concept of the visitor economy is increasingly being adopted by the global tourism industry. The visitor economy is broader than the traditional view of the tourism sector, which focuses on the leisure market of visitors that travel for a variety of reasons.

The visitor economy includes all visitors that travel outside their usual home to take part in activities including leisure, business, events, employment, education or to visit friends and relatives.

These visitors, which include international, interstate, intrastate and day trip visitors, provide benefits to the economy through the direct contributions of their tourism activities, as well as the indirect contributions via the value chain, such as the impacts of capital investment and Government expenditure.

The visitor economy encompasses the contribution tourism makes to employment, investment, infrastructure development, exports, provision of temporary labour and social vibrancy.

National and State Priorities

Tourism Australia is committed to an ambitious 2020 target of doubling the value of the visitor economy to the nation from \$70billion to \$140billion, driven by growth in inbound travel (particularly from Asia) and supported by continued growth in the domestic market.²

As for South Australia, tourism continues as a key driver of the state's economy. In the year to June 2016, visitors spent \$5.9b in South Australia across 17,000 tourism businesses, directly employing 36,000 South Australians.³

The South Australian tourism industry has identified an achievable potential of \$8.0b total expenditure by December 2020, \$4.5b of which has been earmarked for the Adelaide region.⁴

Regional Focus

For the Western Adelaide region (comprising of the City of Port Adelaide Enfield, City of Charles Sturt, City of West Torrens and the City of Holdfast Bay) the visitor economy is fast becoming an economic priority, directly employing 9,537 people and supporting 4,669 businesses.⁵

Individually, each council identifies Tourism as a key contributor to economic success.

The **City of Port Adelaide Enfield (CPAE)** adopted their *Economic Development Strategy* in September 2016. This strategy is a framework for local economic growth and job creation. The CPAE is also part of the *Northern Economic Plan* which was released in January 2016, which is a blueprint for a prosperous northern Adelaide, with the tourism industry accounted for within the first Strategic Outcome 1: Industry Growth.

² Tourism 2020 Overview http://www.tourism.australia.com/documents/Tourism_2020_overview.pdf

³ South Australia Tourism – At a Glance, June 2016

http://www.tourism.sa.gov.au/assets/documents/Research%20and%20Reports/South_Australian_Tourism_-_At_a_glance_June_2016.pdf

⁴ South Australian Tourism Plan 2020, 2016

⁵ Building Western Adelaide Strategy, 2016

The **City of Charles Sturt** recently released their 2016 - 2021 *Economic Development Strategy*, with the new draft identifying the development of the tourism industry as one the key focus areas for economic development.

Although the **City of West Torrens** is yet to finalise a Tourism Plan or Economic Development Strategy at this stage, a number of existing strategic documents guide Council's current interest in tourism and activities which may be tourism-related (such as retail operations). This includes prioritizing key strategic relationships with significant tourism assets such as Adelaide Airport and Adelaide Shores.

Building on the **City of Holdfast Bay's** previous Tourism Plan 2010 - 2014, where Council recognised tourism for its contribution to the vibrancy of the City, the *Tourism Plan 2020* provides focus and an action plan to ensure tourism growth and sustainability within the City of Holdfast Bay.

What is the role of a Tourism Destination Action Plan?

The Western Adelaide Councils have each recognised the importance of tourism within their planning frameworks, and this Tourism Destination Action Plan articulates their shared vision and links to the State and Commonwealth plans for growing the visitor economy.

The identification of Tourism as a growth sector has prompted the development of a Tourism Destination Action Plan (TDAP), which identifies key priority areas and actions geared to increase tourism expenditure and employment in the region.

The development of this TDAP included a thorough consultative process (see Acknowledgements) with Government and Industry stakeholders. This Plan has also been designed to align first and foremost with the South Australian Tourism Plan 2020, which is the blueprint for the industry in South Australia. Additionally, this Plan also references other relevant strategies throughout, making it a robust, evidence based strategy, with the result being a clear and definitive direction for tourism in Western Adelaide toward 2020.

This document sets the short, medium and long-term strategy for the whole region, with actions flowing through to the participating local government entities. The TDAP is designed to facilitate the development of individual Tourism Strategies for each of the participating councils, which address the strategies and actions within this Plan that are most relevant to their council.

The objective of the TDAP is to increase the number of sustainable tourism jobs in Western Adelaide.

The main aim of the TDAP has been designed to contribute to achieving Adelaide's 2020 regional tourism expenditure target of \$4.5 billion, 67% of which has already been achieved as of December 2015.⁶

⁶ Adelaide Tourism Profile, December 2015

SITUATION ANALYSIS

Key Tourism Assets

As indicated earlier, the Western Adelaide region (for which this Plan is developed) consists of 4 local government municipalities, which geographically encapsulate the main coastline and inner western suburbia of Adelaide. The local government areas include:

- City of Port Adelaide Enfield
- City of Charles Sturt
- City of West Torrens
- City of Holdfast Bay

The region has a solid history-based tourism industry, with Port Adelaide home to some of South Australia's most notable heritage transport and marine assets, in addition to Glenelg being the proclamation site for South Australia.

Supporting this, the region attracts nature and aquatic experience seekers, boasting a pristine 22-kilometre coastline and 3 lake/river systems offering an extensive array of water-based activities and tours, and over 50kms of coast-line and inland walking and cycling trails.

Inland, the region is home to a collective of high quality sporting and shopping precincts, in addition to major transport and travel gateways including Adelaide Airport, Outer Harbour Passenger Terminal (cruise) and the Adelaide Parklands Terminal (rail).

To top it off, the region is a multicultural melting pot of dining experiences for all occasions and traveler predispositions. Some of Adelaide's best restaurants can be found dotted along the coastline, throughout inner western suburbia and along Henley Beach Road.

Experiences + Hero Products

Experiences are those moments that change the way our visitors think and feel, and help to differentiate a destination. During the consultation process, participants identified the experience themes and hero experiences the region has to offer as a tourism destination.

Table 1 Experiences and Hero Products

Experiences	Hero Products/Themes	
Coastal + Aquatic	<ul style="list-style-type: none"> • Beaches • Swimming • Temptation Sailing • Dolphin Cruises • Standup Paddleboarding • Scuba Diving 	<ul style="list-style-type: none"> • Kayaking • Kiteboarding • Water Skiing • Jetskiing • Fishing (Beach, Jetty, Boat, Port River) • Kite Surfing • Maritime Heritage boats
Nature + Landscapes	<ul style="list-style-type: none"> • Sunsets • Jetties • Sand dunes 	<ul style="list-style-type: none"> • International Bird Sanctuary • International Dolphin Sanctuary

	<ul style="list-style-type: none"> • Port River & Inner Harbour • West Lakes 	<ul style="list-style-type: none"> • Parks (Coastal + Inland) • Linear Park
History + Heritage	<ul style="list-style-type: none"> • SA Maritime, National Railway & SA Aviation Museums • Lighthouse (museum) • Port Adelaide Heritage Walking Trail • Harts Mill • City of Adelaide Clipper Ship • Historic Buildings in Port Adelaide, Semaphore & Largs Bay • Bay Discovery Centre, Glenelg • Cummins House, Novar Gardens 	<ul style="list-style-type: none"> • Glenelg Air Raid Shelter • Charles Sturt Museum • Bowden/Brompton Historical Precinct • Charles Sturt Cottage Museum • Fort Glanville • Hindmarsh Fire and Folk Museum • Partridge House • Old Gum Tree Reserve
Adventure	<ul style="list-style-type: none"> • Cycling / Walking Trails – Coast Park Path, Mike Turtur Bikeway, Anna Meares Cycle Track, Linear Park • Ice Arena • The Beachhouse • Skate & BMX Parks • Laser Skirmish 	<ul style="list-style-type: none"> • Go Carting • Bounce (Trampoline Park) • Mini Golf • Mega Adventure Playground • Woodville Bowl
Food, Dining + Retail	<ul style="list-style-type: none"> • Moseley Square & Jetty Road, Glenelg • Henley Square and Henley Beach South • Henley Beach Road • Jetty Street, Grange • Queen Street, Croydon • Jetty Road, Brighton • Holdfast Marina Pier, Glenelg • Adelaide Sailing Club • Largs Pier Hotel • Port Adelaide Hotels • Lipson Street, Port Adelaide • Multicultural Restaurants and Cafes throughout the region esp Torrensville & Thebarton 	<ul style="list-style-type: none"> • Westfield West Lakes • The Brickworks • Emerging Brompton/Bowden precincts • Westfield Marion (borders) • Semaphore Road • Port Adelaide Art Galleries • Fishermans Wharf Markets • Wild at Hart Markets • Harbours town • Adelaide Airport Mall • Ikea • Semaphore Palais
Sport	<ul style="list-style-type: none"> • Titanium Security Arena • Coopers Stadium • AM Ramsay Regatta Course (West Lakes) • Glenelg Oval • SA Aquatic & Leisure Centre (borders) • Alberton Oval • Adelaide Superdome • City Mazda Stadium 	<ul style="list-style-type: none"> • Greyhound Racing Angle Park • Adelaide Shores • Netball SA Stadium • Ice Arena • Golf Clubs, including Kooyonga, The Royal Adelaide, Grange & Glenelg & Regency Park • Surf Clubs • Sailing Clubs • Volleyball

Major Regional Events + Entertainment Venues

In addition to the experiences and hero products, the region is also host to a number of major tourism events, and home to a number of major event venues.

- South Australian Living Artists Festival
- Tour Down Under
- City to Bay
- New Year Eve Festivals
- Bay Sheffield
- Semaphore Kite Festival
- Port Adelaide Enfield Twilight Christmas Parade
- Semaphore Street Fair
- Festa Croatian Food & Wine Festival
- The Port Festival
- Adelaide Entertainment Centre
- Semaphore Odeon Star
- The Gov
- Thebarton Theatre
- Glenelg Cinemas & Open Air Summer Cinema

Australian Tourism Data Warehouse Product Listings

In July 2016⁷, there were a total of 194 businesses and events listing on the Australian Tourism Data Warehouse, who specified that they service or are located in the Western Adelaide Region.

Table 2 ATDW Listings in Western Adelaide Region

Type	Total	City of Port Adelaide Enfield	City of Charles Sturt	City of West Torrens	City of Holdfast Bay
Attractions	47	18	7	12	10
Accommodation	67	15	5	10	37
Accredited VICs	2	1			1
Events*	17	3	0	4	5
Hire	24	0	7	13	4
Restaurants	8	4	0	3	1
Tours	29	5	7	13	4

Source: Australian Tourism Data Warehouse. *Events only registered in the LGA. Doesn't include events visiting the LGA.

⁷ Australian Tourism Data Warehouse July 2016

Visitor Insights

Statistics

Overnight visitor expenditure for Adelaide as at December 2015 was \$3.0b, and in order to meet the Adelaide's share of the South Australian target of increasing overnight visitor expenditure to \$4.5b in 2020, Adelaide's visitor expenditure is required to grow to \$1.5b over the next 3 years.⁸

Table 3 Average Annual Visitors for Western Adelaide - March 2016⁹

Total Day Trips	163,000
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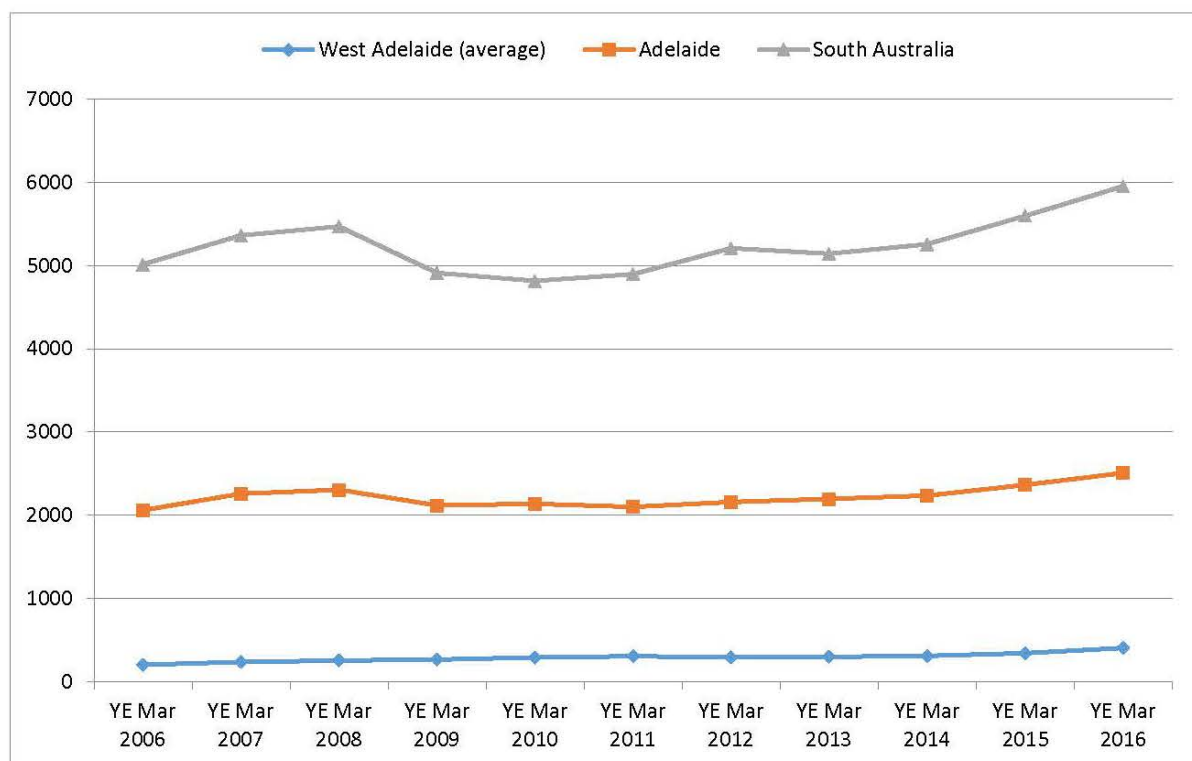
	Intrastate	Interstate	Total Domestic	International	Total Overnight Visitors
Visits	229,250	227,500	456,750	33,596	490,346
% of total	47%	46%	93%	7%	100%
Nights	920,000	566,750	1,486,750	1,387,383	2,874,133
% of total	32%	20%	52%	48%	100%
Average length of stay	4.0	2.5	3.3	41.3*	5.9

*Around 16% are other likely to include a high proportion of students

	Holiday	Visiting friends and relatives	Business	Other	Total Overnight Visitors
Visits	138,517	215,653	81,216	55,459	490,346
% of total	28%	44%	17%	11%	100%
Nights	516,114	1,438,579	202,900	716,540	2,874,133
% of total	18%	50%	7%	25%	100%
Average length of stay	3.7	6.7	2.5	12.9	5.9

⁸ Adelaide Regional Profile, p1

⁹ Western Adelaide Tourism Profile, March 2016

Table 4 Domestic Overnight Visitation¹⁰Table 5 Domestic Visitor Profile - Average Annual Visitors¹¹

Purpose	Holiday	VFR	Other	Total
Visits	129,500	198,250	129,000	456,750
%	28%	43%	28%	100%
Nights	394,750	795,500	296,500	1,486,750
%	27%	54%	20%	100%
Average length of stay	3.0	4.0	2.3	3.3

Table 6 International Visitor Profile - Average Annual Visitors¹²

Purpose	Holiday	VFR	Other	Total
Visits	9,017	17,403	7,675	33,596
%	27%	52%	23%	100%
Nights	121,364	643,079	622,940	1,387,383
%	9%	46%	45%	100%
Average length of stay	13.5	37.0	81.2	41.3

¹⁰ Western Adelaide Tourism Profile, March 2016¹¹ Western Adelaide Tourism Profile, March 2016¹² Western Adelaide Tourism Profile, March 2016

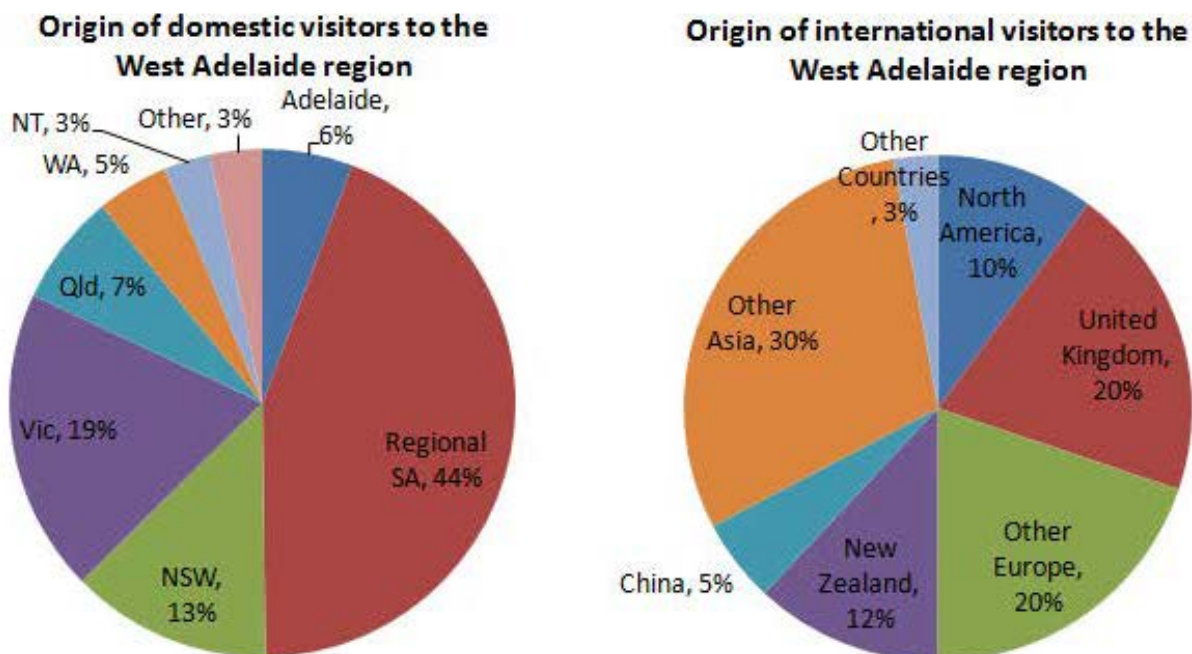
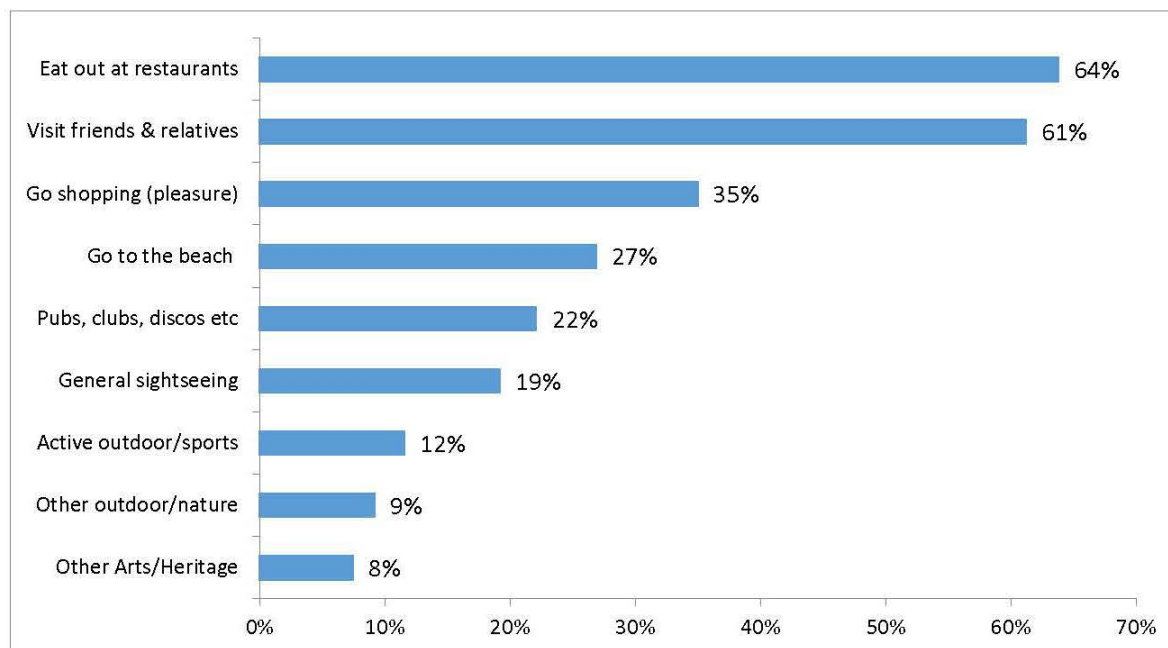
Figure 1 Visitor Place of Origin¹³¹³ Western Adelaide Tourism Profile, March 2016

Figure 2 Top 10 Domestic Visitor Activities^{*14}

Note: Other activities group not shown (23%)

¹⁴ Western Adelaide Tourism Profile, March 2016

Perceptions

To understand visitor perceptions of Western Adelaide, and set a benchmark for this Plan, Adelaide Based Research Agency, McGregor Tan was commissioned to conduct a qualitative consumer research study in September 2016, to derive insights on Latent Demand and Customer Sentiment. Below is a snapshot of the key insights from the research.

Latent Demand

The main objective of the research was to identify the *Latent Demand* for specific tourism related activities within each of the municipalities involved in this Plan. Latent demand is a highly strategic research approach that enables the Councils to determine the potential demand for the destination based on activities available within the region.

Latent demand provides:

- Insight into which existing attributes/activities should be promoted to generate increased visitor demand
- Which attributes/activities have limited return on investment and should only be promoted when new/refreshed product becomes available

The research uncovered some very interesting insights for each of the participating councils, but overall, the percentage of Latent Demand for activities across the Western Adelaide Region were very positive, with an average of 20%.

Figure 3 Western Region Latent Demand by Council Area



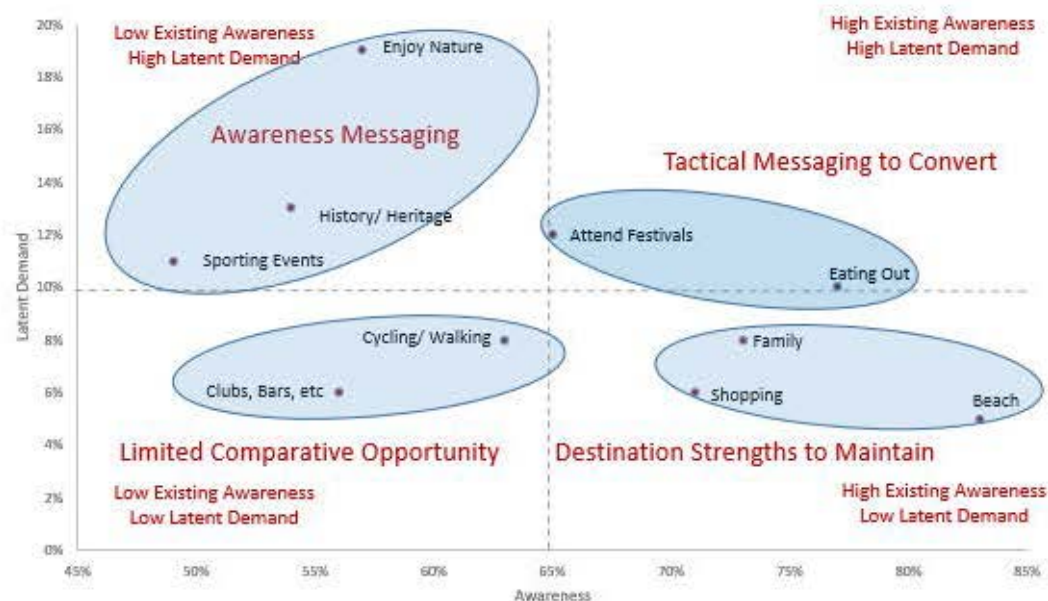
The research revealed significant insight into how each of the Councils can activate the results, through product development and tactical messaging. As an overview, the following insights were found for each of the Councils:

City of Holdfast Bay

Key Latent Demand Segments Demographic data

1. Attend Festivals
 - Female
 - Aged 40-54
 - Evenly distributed across the regions
2. Eating out
 - From metropolitan Adelaide (not the western suburbs)
 - Evenly distributed across age and gender

Figure 4 City of Holdfast Bay Latent Demand vs Awareness

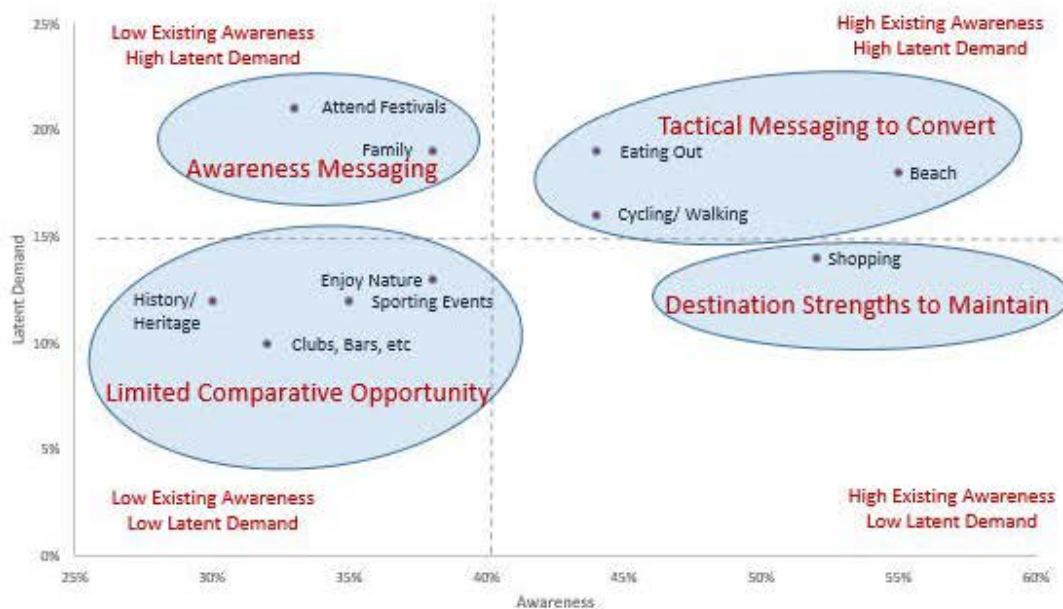


City of West Torrens

Key Latent Demand Segments Demographic data

1. Eating out
 - From western suburbs or metro Adelaide
 - 18-39 years old
2. Beach
 - Metro Adelaide
 - Female
3. Cycling/ Walking
 - From Regional South Australia
 - 18-39 years old and 40-54 years old

Figure 5 City of West Torrens Latent Demand vs Awareness



City of Charles Sturt

Key Latent Demand Segments Demographic data

1. Family activities:

- 18-39 years old

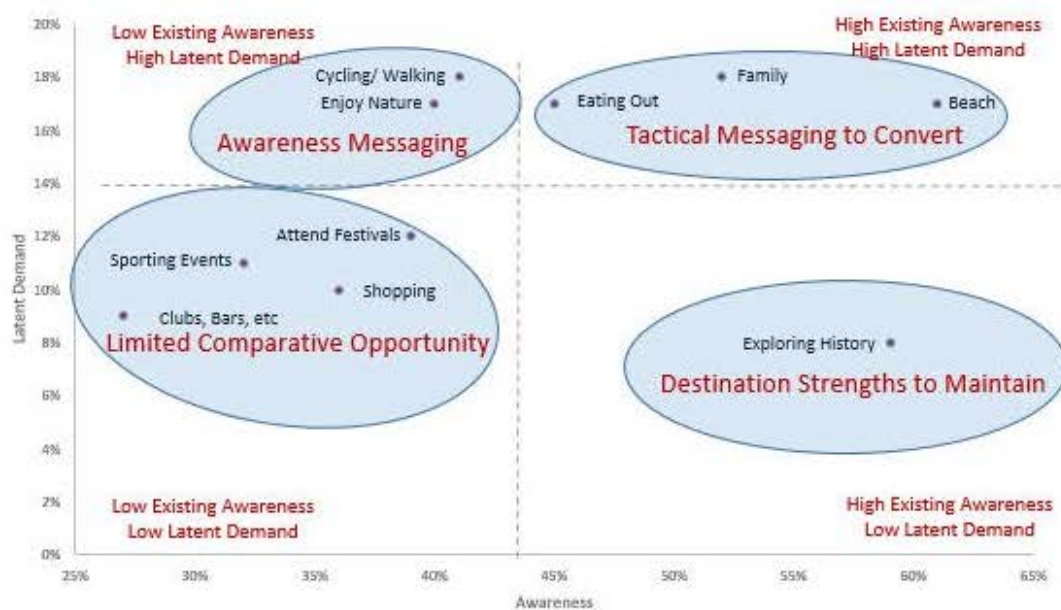
2. Eating out

- From metropolitan Adelaide and regional SA
- Female

3. Beach

- Western suburbs and regional SA
- Female
- 18-39 and 40-54 years old

Figure 6 City of Charles Sturt Latent Demand vs Awareness

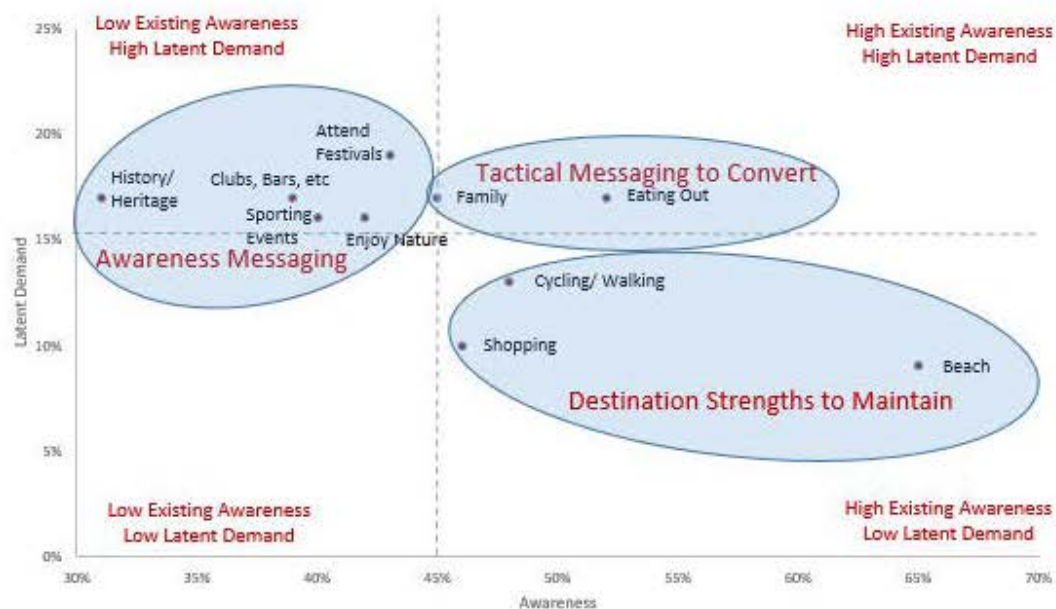


City of Port Adelaide Enfield

Key Latent Demand Segments Demographic data

1. Family activities
 - Regional SA
 - Aged 40-54
2. Eating out
 - Regional SA
 - Aged 40-54

Figure 7 City of Port Adelaide Enfield Latent Demand vs Awareness



Net Promoter Score

Part of the Research Project was to identify the Net Promoter Score for each of the major tourism sub-brands within the destination. This research basically offers an indication of whether people who have recently visited a destination will promote it to people in their lives.

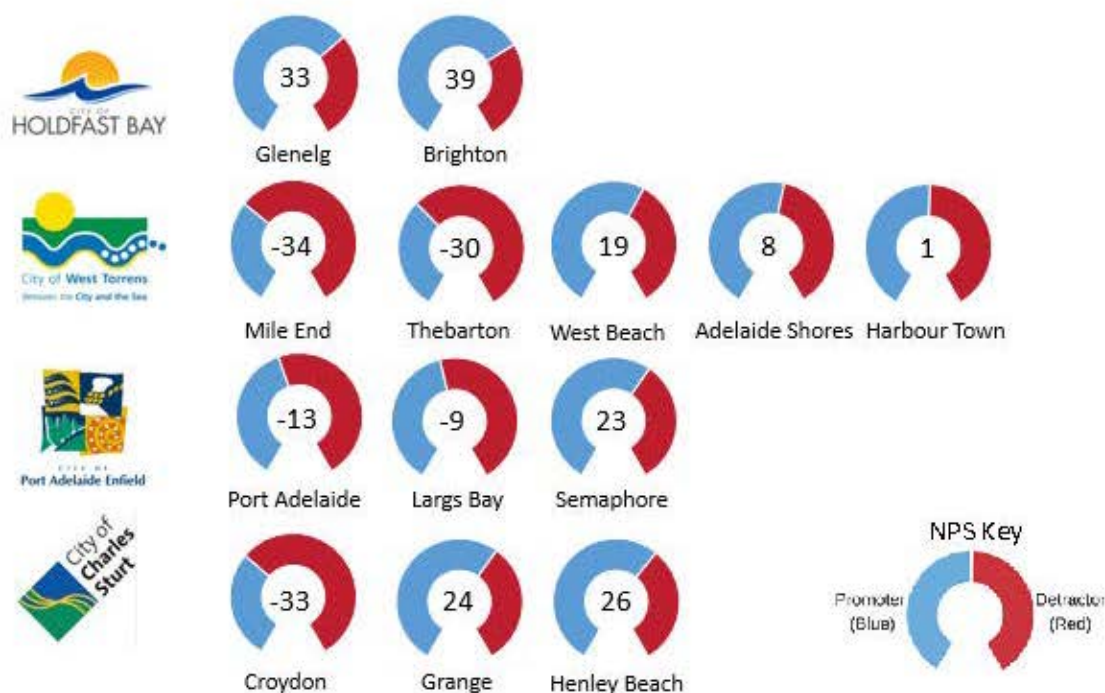
To calculate Net Promoter Score, respondents are asked the following question:

How likely are you to recommend (from 1-10, 10 being extremely likely) the following places to your friends/family as a destination for leisure activities? (Includes Filter: only asked those who have visited the location in the past 12 months)

For example: If an NPS is 0 there are equal number of promoters (blue) as detractors (red). Having a low score is not a negative in itself, but the more people out there recommending your product (promoters) the better, and detractors spread the majority bad word of mouth. The NPS is more a measure of loyalty than satisfaction.

On average, tourism destinations should be aiming for between 20-30 Net Promoter Score, which indicates a strong positive sentiment for the place brand.

Figure 8 Net Promoter Scores for Places Sub Brands in Western Region



Opportunities + Challenges

Throughout the consultation process (see Acknowledgements) a number of opportunities and challenges for the Western Adelaide region were presented. Below is a snapshot of the consistent themes that were discussed, all of which have been addressed in this Plan's Action Plan.

Opportunities

- Tell the Western Adelaide Story better
 - Leverage positive sentiment and address negative perceptions
 - Number and quality of tourism assets
 - Proximity - To Adelaide CBD (convenient, easy, central) and to tourism regions outside of Adelaide (stay as a base and visit on daytrips)
 - Dedicated marketing strategy which leverages Latent Demand research results, by applying tactical messaging at the council level
- Product
 - Positive Latent Demand research results for the destination, and encouraging awareness and consideration for future travel
 - Extensive Audit – Identify gaps and opportunities (especially for accommodation)
 - Attract private and public investment to develop new, and improve existing tourism infrastructure
 - Pro-active Planning via Local Government
 - Building activation strategy (Renewal SA via Port Adelaide)
 - Visitor Experience – Identify gaps and improve visitor experience at key locations around the region
- Transport
 - Cross region links along the coast
 - Improve signage
- Stakeholder Engagement
 - Ongoing liaison with all levels of government, industry bodies and tourism operators
- Growth Niche Markets
 - Business Events, Sport, China, Education, Visiting Friends and Relatives (VFR), Cruise, Business Immigrants.
- Nominate a lead resource or coordinating function for the TDAP.
 - Central point of contact
 - Conduit between Local Government, Industry and Government
- Develop Regional Events Strategy
 - Potential to activate sport facilities and other council owned spaces and assets
 - Potential to increase pre and post event touring to region around major events
- Off-peak activation
 - Addressed in events strategy and communication and content strategy
- Visitor Servicing
 - Ensuring a great visitor experience requires the availability and accessibility of timely, accurate, consistent, engaging, meaningful and relevant information

Challenges

- Transport
 - Cross regional transport links especially linking key tourist hubs for independent travelers
 - Adelaide free bikes currently have to be returned to point of hire, limited exploration by visitors
- Competition
 - Competition from other regions in SA and interstate around the regions' hero experiences
 - All mainland southern state cities in Australia have great beaches
- Business
 - Slow Internet access in areas, limiting business growth and also for visitor connectivity
- Marketing
 - Lack of centralised resource and funding to market the region and create and encourage a positive and desirable destination perception to stand apart from competitors and pursue cross regional opportunities such as sports event bidding
 - Low awareness level of the range of attractions and experiences leading to a lower yield from current visitation
- Industry Engagement
 - Lack of understanding of Visitor Economy and importance of delivering an outstanding visitor experience. Tourism is everyone's business.
 - Limited support available for product development
 - Lack of centralized communication and networking opportunities for tourism businesses in the region
- Infrastructure
 - Maintenance of council attractions such as beaches, rivers, lakes, parks and other council assets used by visitors
 - State Government Roads signage
 - Weather, specifically winter, wind and storm damage to tourism assets

2020 STRATEGIC FOCUS

Vision

To position Western Adelaide as a must-visit inclusion for all visitors to South Australia

Primary Goal

To increase the number of sustainable tourism jobs within the Western Adelaide Region and to provide high quality visitor experience in Western Adelaide.

Objectives

This Plan is the first of its kind for Western Adelaide Region, and as such, there are significant gains expected from its implementation, including:

- Increased awareness for Adelaide's Western Region as an activated tourism destination
- Increased visitor numbers, expenditure and repeat visitation
- Improved dispersal and participation in the region's key tourism assets
- Increased number of sustainable tourism jobs
- Increased investment in tourism infrastructure
- Outline the value of tourism to the wider economy in terms of expenditure, jobs and industries supported by the visitor economy
- Recognise and build on the unique features of the destination and its stakeholder needs
- Identify unique tourism experience, product and event development opportunities and associated key infrastructure requirements to meet the needs of identified consumers
- Influence policy and legislation to benefit the tourism industry and to facilitate continual improvement (capacity building)

Customers

Increasing competition and limited resources means that destinations need to focus on markets that offer the best return on investment. Integral to this strategy is a shift in focus to a consumer centric approach.

Over the last five years, there has been a dramatic shift in the way customers plan and book travel. Consumers are completely mobile, highly connected, easily distracted, and prepared and able to confidently shop around. Successful destination marketing requires a laser focus on sharing the right message, with the right people, on the right media platforms at the right time. It also requires the delivery of an outstanding visitor experience to encourage customer advocacy for the destination.

Western Adelaide's Most Profitable Prospects

For Western Adelaide, three high yielding customer personas have been identified. The three customer groups are most likely to stay longer, spend more and disperse in the region. They have the greatest affinity with the tourism experiences Western Adelaide has on offer. , they have the greatest likelihood of becoming fans and advocates for the Region, both on and offline.

These personas align with those being targeted by the South Australian Tourism Commission.

Table 7 Ideal Customer Demographics

Young Couples No Children	Affluent Families with School Age Children	Affluent Older Couples no Children
<ul style="list-style-type: none"> • 25 - 45 • Live in Adelaide, Melbourne, Sydney and Internationally • Double Income, higher level • Dating, Engaged or Married. • No kids 	<ul style="list-style-type: none"> • Parents 35 – 55, Kids 4 - 16 • Live in Urban centres, close to city. Adelaide, Melbourne, Sydney. Regional Centres in SA. • Double Income \$120,000 - \$250,000 (double income) • Married or Defacto 	<ul style="list-style-type: none"> • Couples. Childless or kids are older and not travelling with them. • Live in Urban Centres, Adelaide, Melbourne, Sydney, and Internationally. Regional SA Centres. • Double Income \$120,000 - \$250,000 (double income) • Married or DeFacto

United by Psychographics

The three customer personas are not just united by their age and demographic, but also their aspirations, challenges, wants and needs when it comes to visiting Western Adelaide.

Table 8 Ideal Customer Psychographics

	Young Couples No Children	Affluent Families with School Age Children	Affluent Older Couples no Children
Who are they travelling with?	Partner and/or group of friends, may include a pet.	Husband/Wife and kids, may be on a group holiday with extended family or family friends	Partner, other Couples, extended family
Motivations for Travel	To relax, escape, unwind, enjoy quality time with partner and friends	Looking for adventure & fun, and to reconnect as a family. Enjoy time away with other like-minded families.	Looking to reconnect with one another, learn/be educated, relax and unwind.
Emotional Response to Travel Plans	Excited - 'can't wait to get away'	Anticipation and a little anxious – packing for a family is hard work!	Excitement & Anticipation
How do they Research Travel	Google > Websites > Dimmi Stayz/AirBnB/Wotif TripAdvisor Food bloggers Friends Social Media Feeds	Google > Website > Dimmi Stayz/AirBnB/Wotif TripAdvisor Bloggers Friends Social Media Feeds	Google Search > Direct to business AirBnB Google > Website > Dimmi TripAdvisor Bloggers Facebook > Recommendations from Friends
How do they Book Travel	Direct with the business – via their website/third party booking website or app (like Dimmi), email, phone or website. May call business if need to clarify something Will compare price to ensure not being overcharged	Major booking website – if looking for holiday house or self-contained accommodation Direct with business owner via website, phone or email.	Major booking website – if looking for holiday house or self-contained accommodation Direct with business owner via website, phone or email.
How they find visitor information when in Western Adelaide (Visitor Servicing)	Location based apps searches – TripAdvisor, Facebook “Near me” Google smartphone searches Social media questions to family/friends	Visitor guides in their accommodation or restaurants/shops they visit Word of mouth recommendations from local business providers Location based apps search – TripAdvisor, Facebook “Near me” Google smartphone searches	Visitor guides in their accommodation or restaurants/shops they visit Word of mouth recommendations from local business providers Visitor Information Centres – only if convenient and where they are already travelling. Location based apps search – TripAdvisor, Facebook “Near me” Google smartphone searches

Market Alignment

Although research shows that Western Adelaide has a high level of reliance on domestic tourism (93%), international markets will become increasingly important to driving industry growth towards 2020. Research undertaken by SATC shows positive growth potential from the Eastern hemisphere markets (specifically China & India) and therefore will be an increasing focus of future marketing efforts.¹⁵

The major international source markets for Western Adelaide include UK (20%), Europe (20%), China (5%), Other Asia (30%), New Zealand (12%) and North America (10%).¹⁶

When it comes to Personas, the three Ideal Customer groups are identified across all key current source markets of Intrastate, Interstate and International Markets. The Action Plan outlines key activities for Western Adelaide to enable relevant opportunities to develop product and messaging to attract more visitors from relevant markets.

Table 9 Ideal Customer Market Alignment

	Young Couples No Children	Affluent Families with School Age Children	Affluent Older Couples no Children
Domestic - Intrastate	✓	✓	✓
Domestic - Interstate	✓	✓	✓
International - Western (UK, EU, US, NZ)	✓		✓
International - Eastern (China, Other Asia)	✓		✓

¹⁵ South Australian Tourism Plan 2020, 2016

¹⁶ Western Adelaide Tourism Profile, 2016

Persona / Experience Mapping

In the below table, the key tourism Experiences available in Western Adelaide are mapped to the identified Personas. The mapping process identified that each Persona aligned with each major Western Adelaide tourism experience theme at some level.

Table 10 Ideal Customer Tourism Experience Alignment

	Young Couples No Children		Affluent Families with School Age Children		Affluent Older Couples no Children	
	<i>Domestic</i>	<i>International</i>	<i>Domestic</i>	<i>International</i>	<i>Domestic</i>	<i>International</i>
Coastal + Aquatic	✓	✓	✓ Family Friendly	N/A	✓	✓
Nature + Landscapes	✓	✓	✓	N/A	✓	✓
History + Heritage	✓	✓	✓ Family Friendly	N/A	✓	✓
Adventure	✓ Sport + Adrenaline	✓ Sport + Adrenaline	✓ Family Friendly	N/A	✓ Soft Adventure	✓ Soft Adventure
Food, Dining + Retail	✓	✓	✓ Family Friendly Dining	N/A	✓	✓
Sport	✓	✓	✓	N/A	✓	✓

Niche Segments

Western Adelaide is well positioned to leverage the growth from niche segments, such as cruise, business tourism, education and sport, through strategic partnerships and distribution opportunities.

The activation of these segments through targeted marketing efforts will assist to gain greater market share in the domestic market, and to grow visitation from priority international markets. Successful activation of these segments however, will require product refinement and effective marketing strategies.

Table 11 Niche Segment Market Segments by Country of Origin

	Australia	UK	Europe	NZ	USA	China	Other Asia
Education	✓					✓	✓
Business	✓			✓	✓	✓	✓
Cruise	✓	✓	✓	✓	✓	✓	✓
Sport *	✓			✓	✓		

Market Alignment derived from SATC International Market Profiles¹⁷

**Further research is required to confirm Sports Market Source alignment as per Action Plan #5.5*

Education

Education tourism (defined as students studying in Australia for less than 12 months) is projected to show the strongest growth in tourism expenditure and employment, which are 2 major KPIs for this Plan.

Of those industries that are most directly related to tourism, tourism output from education grows the most strongly, which has been driven heavily by inbound tourism. The strong growth in education tourism brings about a significant rise in the education sector's contribution to total tourism employment. The growth rate of tourism employment in the education sector in South Australia is projected at 181.5% which is well above that of any other tourism industries. Additionally, education employment in tourism-related industries is growing much stronger than employment for education as a whole in South Australia, which shows the importance of the tourism-related job market in the education sector in South Australia.¹⁸

For Western Adelaide, Visiting Friends & Relatives (VFR) from key international markets (China, Other Asia) presents a positive opportunity for the Region, accounting for 52% of international visits, 46% of international nights, and an average length of stay of 37 nights.¹⁹ Additionally, 16% of those international nights are likely to be accounted as students²⁰.

¹⁷ SATC Market Profiles <http://tourism.sa.gov.au/research-and-reports/international-market-profiles.aspx>

¹⁸ Tourism Employment in Australia 2011/12-2029/30, pV http://www.tra.gov.au/documents/Tourism_Employment_Projections_FINAL_Oct13.pdf

¹⁹ Western Adelaide Tourism Profile, 2016

²⁰ Western Adelaide Tourism Profile, 2016

The proximity of Western Adelaide to the CBD is an attractive proposition for education tourism professionals, and offers great potential for the region to increase its Full Time Equivalent Job figures. The opportunity to target international VFR from an accommodation, shopping and tour & transport perspective is also another opportunity for Western Adelaide to leverage through strategic marketing and partnerships.

The region also has the opportunity to grow their share of students living in the region by offering and capitalizing on progressive zoning policy for student accommodation developments, with learnings taken from the growth in this area from the City of Adelaide.

Education tourism has been identified in this Plan as a significant niche segment for consideration for the region, and actions within this plan highlight the liaison and collaboration between industry and Education Adelaide specifically, to establish a partnership to drive growth for the segment and VFR in the Region.

Business

Business event visitors deliver high yields for the Australian tourism industry with an average overnight spend of \$238 per night, compared to an average \$161 per night spend by all overnight visitors to Australia. This high delegate spend has created an increasingly competitive environment for the business events industry in Australia.²¹

In Western Adelaide, business travel accounts for 17% of total visits, with 7% of total nights for both domestic and international visitors.²² Whilst Adelaide as a whole enjoys 23% of total business traveler visits, and 11% of total nights (domestic + international).²³

The proximity of Western Adelaide makes it a great proposition as a place to stay for people visiting South Australia for business purposes. Its proximity to Adelaide CBD and its range of accommodation options, particularly in Glenelg, make it an competitive option for those wanting to escape the City whilst visiting for business. The Region also has an array of pre and post touring options for the Meetings, Incentives, Conference and Exhibition (MICE) market which can be leveraged through focused marketing efforts.

Business tourism has been flagged in this Plan as a major niche segment for the region, and actions within this plan instruct the liaison and collaboration between industry and the Adelaide Convention Bureau specifically, to establish a partnership to drive growth for the segment in the Region.

Cruise

In 2014/15, the Cruise sector injected just over \$16.1m into the state's economy, with just over \$12m direct into Adelaide, with 19 vessels docking in Port Adelaide Harbour.²⁴ In 2016/17, South Australia will welcome 52 cruise ships to ports—exceeding the State Government's 2020 target of 43 vessels (and \$17m expenditure) three years early.²⁵

The Cruise Market is undeniably a huge opportunity for Western Adelaide, and this Plan offers actions to liaise with the South Australian Tourism Commission to maximise local visitation within the region when the cruise passengers dock, and look to explore the region.

²¹ Tourism Australia, Business Events <http://www.tourism.australia.com/business-events.aspx>

²² Western Adelaide Tourism Profile, March 2016

²³ Adelaide Tourism profile, December 2016

²⁴ Economic Impact Assessment of the Cruise Shipping Industry in Australia, 2014-15 http://www.tourism.australia.com/documents/2014-15_Report.pdf

²⁵ South Australian Tourism Commission, Minister's Media Release, <http://www.tourism.sa.gov.au/media/record-number-of-cruise-ships-to-visit-south-australia.aspx>

Sport

Western Adelaide is home to a large collection of sporting venues unique to Adelaide (as outlined under Hero Products & Experiences), which offers a promising opportunity to attract more events, participants and spectators to the Region.

The plan outlines actions to work collaboratively with the Office for Recreation & Sport and Events SA to enhance the sporting infrastructure in the region and secure an increased number of major sporting events in the Region, especially during off peak season. Sport types would be aligned with the region's three Ideal Customers interests, as either participants or spectators. These sports include golf, cycling, sailing and rowing*

**With the large variety of sport venues and sporting associations, combined with the lack of a specific Sport Tourism Strategy for South Australia, further research is required to confirm the sport activities most likely to attract the region's highest yielding customers.*

Brand Messaging

Consistent and unified messaging is at the heart of successful marketing. On a macro level, Western Adelaide will look to leverage the brand messaging that has been prescribed by the South Australian Tourism Commission, which has subsequently been aligned with Tourism Australia.

From a micro marketing perspective, it is essential that Western Adelaide, and its sub-brands find their unique, collective voice, through strategic marketing messages centered around their core experience themes, and cross check this with the Latent Demand insights (as it relates to the demand or lack of) for specific activities in each council region) derived from the primary research project undertaken in September 2016.

The Plan highlights actions for Western Adelaide to refine their Customer Personas to a level of detail which prescribes unique messaging for each customer group. The Plan also recommends the development of a communication strategy for each of these personas as per Action 1.5 in the Action Plan.

Role of Key Stakeholders in this Plan

Achieving the objectives in this Plan requires an integrated and coordinated approach between a multitude of stakeholders. The Plan recognises that whilst the Western Adelaide local government entities have a major role in leadership around this plan, other stakeholders from across industry all have an important part to play in key deliverables.

South Australian Tourism Commission

- Providing leadership for industry and government for the collective ownership and achievement of the outcomes in the South Australian Tourism Plan 2020
- Foster collaboration among industry, business and Government
- Drive demand for South Australian experiences
 - Direct to consumer marketing
 - Public Relations and Famils
 - Digital marketing and facilitation
- Support the timely sharing and provision of research and insights that support good decision making by all stakeholders in the industry
- Work closely with aviation partners and other key access and transport stakeholders to maintain and grow capacity and ease of access
- Improve understanding of the tourism industry's contribution to South Australia's economy
- Facilitate cooperative marketing
- Support the industry's ease of access to external business support programs, grants and other opportunities for industry development and investment
- Work closely with regions, industry associations and partners to grow tourism across the whole State.
- Events South Australia (ESA) is a division of the SATC. It exists to promote South Australia as a tourism destination and attract visitors to the State through securing, managing, developing and supporting leisure events and festivals and providing leadership to the events and festivals industry.

State Government Departments

- Recognise the importance of tourism to the Region's economy and prosperity and work with facilitators of this Plan and others to support the growth of tourism on a range of issues that influence the tourism industry, e.g. visitor management in National Parks, investment attraction, skills and labour shortages, transport access.
- State Government Departments who will play an active role in delivering this Plan include:
 - Department of Environment, Water & Natural Resources
 - Department of Sport and Recreation
 - Department of State Development
 - Department of Planning, Transport and Infrastructure
 - Department of Primary Industries and Regions SA
 - Education Adelaide
 - Adelaide Convention Bureau

Commonwealth Government

- Drive the development of strategy and policy relating to the tourism industry, and its implementation at a national level, particularly in areas critical to tourism growth such as visas and aviation.
- Tourism Australia works to maximise the opportunity for South Australian product to benefit from international visitor growth.

City of Port Adelaide Enfield, City of Charles Sturt, City of West Torrens and City of Holdfast Bay

- Providing leadership for industry and government for the collective ownership and delivery of the outcomes in this Plan
- Foster collaboration among industry, business and Government
- Foster collaboration with other councils such as City of Adelaide and via the LGA
- Provide appropriate tourism infrastructure as is required
- Support the provision of visitor information through Visitor Information Centres
- Foster local community capacity to be ambassadors for visitors in their area
- Work with businesses in the tourism industry to help deliver the social and economic outcomes required to help create resilient and thriving local communities
- Take into account the value of tourism to the local area in broader decision making

Industry

The South Australian tourism industry is composed of over 17,000 businesses who directly deliver the tourism experiences. Individually these businesses need to focus on the most appropriate markets for their specific product, and execute exceptional experiences for those visiting to ensure the development of a positive profile, not only for their business, but for their region and South Australia. Industry needs to work collaboratively to ensure maximum gains, therefore tourism operators are encouraged to be actively engaged in this Plan to leverage the activities within.

South Australian Tourism Industry Council

SATIC plays a vital role in building the Region's tourism industry, particularly around:

- Advocating for positive tourism policy
- Providing training and networking opportunities for tourism operators
- Managing the SA Tourism Awards
- Managing Tourism Accreditation

Priority Areas + Action Plan

This Plan has aligned its priority action areas with that of the South Australian Tourism Plan 2020 as a means to achieve the Plan's Vision, Mission and Expenditure Target.

Priority Area 1: Driving Demand

Strategic Intent: Increase the desirability of Western Adelaide as a travel destination, inspiring more people to visit, stay longer and spend more.

It is essential that the councils within Western Adelaide drive a united approach as it relates to messaging, to ensure the right message is delivered to the right markets, on the right platforms at the right time.

Greater Western Adelaide's customer markets are reflective of the greater South Australian personas, and as a result, the messaging used in marketing activities shall reflect that which is used by SATC in their domestic campaigns. Aligning customer personas will allow Greater Western Adelaide to leverage the SATC investments for the benefit of the local visitor economies.

It is well established that visitors respond most strongly to messages with an experiential focus, particularly around South Australia's competitive advantages of food and wine, nature and wildlife encounters and accessible urban experiences. So to build visitation and spend in the region, there needs to be a focus on those experiences of which Greater Western Adelaide have the competitive advantage and better tell the story around these experiences.

Key Initiatives	#	Actions	Potential Partners (where applicable)	Timeframe	KPI/Measure
Identify Most Profitable Prospects and Visitor Journeys	1.1	Finalise Customer Personas (building on base personas within this Plan) which detail specific behavioural and emotive predispositions		Immediate	Personas completed
	1.2	Develop Customer Experience and Touchpoint Map for each Persona & Niche Market		Immediate	Customer Experience & Touchpoint Maps Completed
Communicate Western Adelaide Brand Story in relevant media to increase engagement, trust and consideration of identified customer personas.	1.3	Undertake Independent Research Study to obtain benchmark data as it relates to Customer Sentiment and Latent Demand.		Immediate	Research is undertaken, and Insights are applied to relevant TDAP actions.
					Research to be conducted on a regular basis (minimum yearly) to identify trends.

<p>Note. Achieving outcomes will be reliant on budgetary limitations.</p>	1.4	Undertake an extensive product audit of all Tourism Assets across the region, which also identifies potential new investment opportunities within the region. In addition to the traditional tourism experiences, identify the local businesses and creatives who provide a unique SA experience in retail, food, beverages, markets, art and music which align with the region's Customer's Personas.		Immediate	Audit Complete and Insights shared among TDAP Councils. Insights to be reviewed at a regional, and local level to inform/influence policy, planning, infrastructure and investment strategies.
	1.5	Develop and implement Marketing Communication and Branding Strategies for each Customer Persona and Niche Market with a focus on storytelling. Marketing messaging needs to reflect the insights derived from the Primary Research on Latent Demand. Channel focus on relevant on and offline touchpoints (ref. action 1.2). <i>Examples:</i> <ul style="list-style-type: none"> • Use benchmark data from new Customer Sentiment and Latent Demand Research to guide the focus of the content shared – specifically what content for what persona, visiting what part of the destination. • Use the content identified in the Product Audit as base for storytelling. • Leverage the many SATC marketing opportunities in the strategy – including suggested themed itineraries of the region • Identify opportunities for improving photo and video assets of key regional experiences for use by the SATC Marketing Department • Engage relevant community members with 'influencer' profile such as local celebrities, taxi drivers or concierge staff to become ambassadors for the Western Adelaide region. 	SATC, Tourism Operators, Business Associations, Photographers/Videographers	Immediate	Strategy Developed and Implemented
	1.6	Develop and implement a Visitor Advocacy Strategy to drive increased positive engagement for key Western Adelaide sub-brands. <i>Example: Encourage visitors at all relevant touch points (Eg. New visitor map (action 1.15) and new place-making signage (action 3.7) to share photos and videos on social media via hashtag/tag and leaving reviews on online platforms such as TripAdvisor.</i>	Tourism Operators, SATC	Immediate	Strategy Developed and Implemented

Leverage new and existing opportunities and partnerships to grow market share of high yielding niche segments.	1.7	Develop a Residents and Local Businesses Advocacy Strategy, to empower Residents and the local business community to be regional ambassadors. This includes short-term Business Immigrants from the DCNS French Submarine Corporation. <i>Example: Encourage locals and businesses to engage with the visitor advocacy strategy as per above.</i>	Residents, Local Government, Local Businesses, Tourism Operators	Immediate	Strategy Developed and Implemented.
	1.8	Develop a Product Education Strategy, to educate relevant industry stakeholders on all product experiences in the region via regular industry communications and famils. <i>Example. VIC/VIO Staff, Adelaide Shore Staff, concierge, taxi/uber drivers, SATC staff, accommodation, tourism operators, relevant frontline service staff and cruise volunteers.</i>	Tourism Operators, Local Government, SATC, SATC, Other relevant State Government Agency staff	Immediate	Strategy Developed and Implemented
	1.9	Develop Trade Marketing Strategy to identify new or existing products in the region who are able to work with the Travel Distribution system – both domestically and internationally. <i>Product opportunities include</i> <ul style="list-style-type: none"> • <i>Products for inclusion in Major Event travel packages</i> • <i>Products for inclusion in Cruise shore excursions</i> • <i>China ready products</i> 	SATC, SATC	Ongoing	Strategy developed and implemented
	1.10	Develop Business Events strategy to increase pre and post event activities in the region and attract new business events to the region. Include relevant Adelaide Convention Bureau staff famils and industry networking hosting opportunities.	ACB	Ongoing	Strategy developed and implemented
	1.11	Develop Cruise Visitor Strategy to identify new or existing attractions that are inbound friendly for inclusion in cruise shore excursions. Identify opportunities to increase dispersal of Western Adelaide visitor information to independent cruise pre and during arrival, such as at Outer Harbour Passenger Terminal and through Cruise Volunteers.	Adelaide City Council, SATC,	Immediate	Strategy developed and implemented
	1.12	Develop International Student Engagement Strategy to increase visitation to the region, especially visiting friends and relatives. Include relevant Education Adelaide staff famils and industry networking hosting opportunities. <i>Implementation Examples:</i> <ul style="list-style-type: none"> • <i>Offer international student value add/discounts and special student only events to attract them to</i> 	Education Adelaide, Flinders University	Ongoing	Strategy developed and implemented

Provide the right visitor information, to the right visitor, at the right location	1.13	<p>experience more of the region.</p> <ul style="list-style-type: none"> Investigate offering international student internships or graduate placements within council to better connect and understand the student market. <p>Develop a Visitor Servicing Strategy, with focus on Reputation Management and providing relevant information to Customer Personas at the right time referring to Customer Touchpoint Maps (ref. Action 1.2).</p> <p><i>Implementation Examples:</i></p> <ul style="list-style-type: none"> Claim, optimise and provide managerial responses to key council managed assets on TripAdvisor Optimise visitor information on key council and third party websites such as www.southaustralia.com Identify new locations for visitor information inclusion and dispersal. eg. Henley Square, relevant major events, local businesses, third party websites and visitor guides. 	Local Government (VIC/VIO), Tourism Operators, SATC	Immediate	Strategy Developed and Implemented. Increase in Western Adelaide visitor information in key locations in on and offline locations.
	1.14	Develop a Western Adelaide Visitor Information Map (either paper based with pdf and/or online via an app such as www.mtrip.com), outlining key visitor experiences and visitor services (transport, car parking, bike hire, public toilets, cycle trails, parks and playgrounds). Include website call to action to track online engagement (eg. downloads, live views). Ensure visitor advocacy include as part of the map (ref. Action 1.6).	Local Government (VIC/VIO), Tourism Operators, SATC, Tourism Precincts, Local Business,	Short Term	Map developed
	1.15	Distribution strategy developed for the Western Adelaide Visitor Information Map. Including VIC/VIO, accommodation suppliers (including AirBnB hosts), attractions, transport providers, key tourism precincts, restaurants and cafes and relevant online locations. Encourage stakeholders to load PDF Version / link to Live Version of Map on their websites, and track engagement (ref. action 1.14).		Short Term	Map distributed. Call to Action Engagement.
	1.16	Actively seek out and identify key campaigns/ famils/ projects/ PR activities initiated by SATC and other regional stakeholders that align with the region's Customer Personas and leverage/support as applicable	SATC, Other Bodies/Organisations	Ongoing	Opportunities identified and implemented.
	1.17	Identify and promote relevant online distribution opportunities to industry (eg. Australian Tourism Data Warehouse)	Tourism Related Industry Associations, Tourism Operators	Ongoing	Involvement of Western Adelaide Operators in Online Distribution Opportunities, including # of ATDW listings.

Priority Area 2: Working Better Together

Strategic Intent: Effectively collaborate with the region's stakeholders to grow tourism in the region.

Cafe and restaurant sector jobs account for the largest proportion of tourism jobs in the Greater Western Adelaide region, followed by jobs in retail, and in the air, water and other transport sectors. The geographical spread of tourism employment, the fragmented nature of industries involved in providing goods and services to visitors, and the high proportion of small businesses illustrate the importance of government support for marketing, investment in demand-driving infrastructure, and policy settings which improve the industries' competitiveness.

To fulfill our growth potential the Region needs a stronger more collaborative industry, empowered by leadership from across Government, business and industry. Industry mobilisation across all stakeholders will allow the Western Adelaide region to better pool their resources and insights, agree on shared priorities and leverage the opportunities for driving growth. It is also important to coordinate with stakeholders outside of the tourism industry.

Visitors also come to the Region for many reasons, business, events, visiting friends and relatives and education, so leveraging all these opportunities will build our industry further.²⁶

Key Initiatives	#	Actions	Potential Partners (where applicable)	Timeframe	KPI/Measure
Implement the Western Adelaide Tourism Destination Action Plan	2.1	Deliver the actions within this Plan, with guidance from an Industry Reference Group. <i>*Please note. The actions within this strategy are to be actioned by the current employees of the participating TDAP Councils. Future reviews of the TDAP to review the business case of nominating a lead resource or coordinating function to implement the strategy.</i>	Tourism Operators, Business Associations, TDAP Councils	Immediate	TDAP resourcing confirmed and implementation commences Industry Reference Group meets regularly (minimum bi-annually)
	2.2	Develop and actively maintain a database of all tourism operators in the region. Include all tourism products plus key precincts and business associations.	Business Associations	Immediate	Database developed and maintained
	2.3	Facilitate regular (approx. 4 per year) industry networking events throughout the region with a focus on networking, education and regional product familiarization (ref. Action 1.8)	Tourism Operators, Business Associations	Immediate	Industry Event Schedule developed and implemented
	2.4	Maintain regular communication with industry (as per database developed in action 2.2) to distribute all	Business Associations	Ongoing	Industry communication strategy developed and implemented. Opportunities communicated to

²⁶ Western Regional Tourism Profile, 2016

	marketing and development opportunities.			industry regularly.
Establish Adelaide Tourism Region Alliance	2.5 Engage Adelaide City Council, SATC and other metro councils in the development of a new Adelaide Tourism Region Alliance ²⁷ and ensure the representation of Western Adelaide Councils in the Alliance.	City of Adelaide, SATC, other Councils in Metropolitan Adelaide	Short Term	Alliance established and Western Adelaide region represented
Local Government Tourism Strategy Alignment	2.6 Each of the participating councils to develop and align Tourism Plans with the TDAP, and share the plans and outcomes with each other.	TDAP Councils	Short Term (1-2 Years)	Plans aligned, and outcomes shared.
Be an advocate and conduit for strategic collaboration between government, state and regional industry groups and tourism operators.	2.7 Contribute to the SATC facilitated Regional Marketing Managers Meetings as a unified Western Adelaide voice, and proactively communicate with other Regional Managers.	SATC, SA Regional Managers	Ongoing	Engagement and attendance at scheduled meetings Ongoing liaison with Regional Managers
	2.8 Maintain open lines of communication with relevant SATC employees regarding the development of new experiences, infrastructure and investment projects.	SATC Staff • Destination Development Executive • Domestic Marketing Manager • Content and PR Manager • Events Coordinator	Ongoing	Relevant SATC staff engaged and communication lines established
	2.9 Maintain open lines of communication with relevant state government departments and peak bodies to ensure all new initiatives and opportunities are communicated to the right contacts within Western Adelaide to allow proactive development of the industry.	LGA, EDA, DSD, DEWNR, EA, ACB, PIRSA, DPTI	Ongoing	Relevant government staff engaged and communication lines established
	2.10 Maintain open lines of communication with key tourism operators to provide relevant support to improve the region's visitor experience and identify any other collaborative opportunities to grow visitation to the region.	Adelaide Airport Adelaide Parklands Terminal Adelaide Shores Flinders Ports (via SATC)	Ongoing	Relevant staff engaged at each organisation and communication lines established
	2.11 Maintain open lines of communication with SATC to leverage LGA specific opportunities and investigate opportunities to increase the value of SATC membership for their LGA.	SATC	Immediate	Relevant SATC staff engaged and communication lines established

²⁷ DRAFT Adelaide City Tourism and Visitor Services Action Plan, 2016-2020, Action 2.1, p22.

Priority Area 3: Supporting what we have

Strategic Intent: Every visitor has a positive, memorable experience by building the experience base in the region.

In order to drive quality demand, the Region needs to better understand the current state of the visitor experience at key visitor locations and identify any gaps in areas such as product, infrastructure, signage, parking and service delivery, in order to foster and/or develop quality experiences for the target markets, especially those that drive conversion and entice visitors to come.

Key opportunities to help improve the visitor experience and therefore grow advocacy and demand for the region include:

- Improving the quality of customer service,
- better connecting the dispersed tourism assets; and;
- product development

Key Initiatives	#	Actions	Potential Partners (where applicable)	Timeframe	KPI/Measure
Increase cross region connecting transport options for visitors	3.1	Advocate for a dedicated bus service between Glenelg and Port Adelaide, with stops at key visitor sites of Adelaide Shores, Harbortown, Henley Square, Grange and Semaphore Foreshore and Semaphore Road. Also advocate for the extension of the Adelaide LINK light rail network to key hubs in the west, including Adelaide Airport.	DPTI	Immediate	New transport service implemented
	3.2	Advocate for two-way bike hire on Adelaide City Free Bikes between key coastal tourist hubs.	Bike SA, Adelaide City Council, Local Government, Local Businesses	Immediate	Two way hire implemented
Advocate for quality in customer service and visitor experience	3.3	Encourage Tourism Operators to work with SATIC for tourism accreditation, awards, training and business development.	SATIC, Tourism Related Industry Associations, Tourism Operators	Ongoing	Tourism operators participate in relevant SATIC opportunities
	3.4	Identify and promote programs (ref Action 2.4) that support businesses to transition into new markets (e.g. China Ready Programs), engage in new distribution channels (eg Trade & Cruise Visitors) and develop and adapt products to capitalise on growth opportunities.	SATIC, SATC, Tourism Operators	Ongoing	Tourism operator participation in relevant programs

3.5	Identify and leverage relevant professional development opportunities for Tourism Operators and Business Associations and communicate opportunities with industry (ref Action 2.4).	SATIC, SATC, Tourism Related Industry Associations, Tourism Operators	Ongoing	Industry participation and engagement in relevant programs
	3.6 Undertake signage audit at key visitor hubs and transport corridors, and liaise with Department of Planning, Transport & Infrastructure to advocate for required directional, multilingual and place making signage upgrades as per the audit.	DPTI	Immediate	New signage is created/updated to reflect requirements in the Audit.
	3.7 Advocate for better internet connectivity for the Western Region, including NBN, fibre to the premise and free WIFI in key precincts of the region to encourage sharing of visitor and local experiences within the region.	DSD, TDAP Councils	Immediate	Free WIFI is available in key tourism precincts
Improve council managed tourism assets to enhance the visitor experience.	3.8 Using stakeholder and visitor feedback, identify opportunities to improve visitor experience in key council managed tourism precincts and assets in areas of car parking, signage, public toilets, playgrounds, parks, events, trails, beaches and jetties.	TDAP Councils	Ongoing	Opportunities identified and improvements made. Review stakeholder and visitor feedback regularly to ensure continual maintenance of assets.
	3.9 Review the product audit (ref. action 1.4) and customer research (ref. action 1.3), to identify opportunities for new investment in the region for upgrading or developing new product experiences. Liaise with SATC to connect information with potential investors.	SATC, DSD	Medium Term	Initiatives identified and SATC advised. Opportunities presented to DSD. Experience improvement via customer sentiment research.
Enhance and continually improve existing tourism experiences and support the development of new experiences	3.10 Support the implementation of the South Australian Nature Based Strategy 2020 Action Plan to activate nature based opportunities across the Western Adelaide Region through supportive cross government policy and stakeholder collaboration.	DEWNR, SATC, SATIC, LGA	Ongoing	Strategy supported and relevant nature based products activated in the region.

Priority Area 4: Increasing Recognition of the Value of Tourism

Strategic Intent: To strengthen the industry from the inside out, creating more tourism ambassadors for the region.

The direct role tourism plays in Adelaide's economy is substantial providing \$2.85b in expenditure (in 2013)²⁸, and directly employing 9,537 people in the Greater Western Adelaide Region (6% of total employment in 2012).²⁹

Sharing messages around the growth and significance of visitor expenditure in the Greater Western Adelaide region will help others understand and help facilitate the actions identified in this plan. The shared understanding will improve decision making around topics such as policy making, public infrastructure, parks, transport, and community festivals. Appreciation of the role tourism plays at the local economy level also helps individuals and communities take a more ambassadorial role in welcoming and showcasing their communities and places to visitors.

Key Initiatives		Actions	Potential Partners (where applicable)	Timeframe	KPI/Measure
Take a lead role in advocating Tourism as an economic driver for Western Adelaide	4.1	Participate in SATIC's Local Government network	SATIC	Ongoing	Western Adelaide is represented
	4.2	Prepare and present achievement of TDAP KPIs to elected members from the Western Adelaide Councils.	TDAP Councils, Elected Members	Medium Term	Elected Members are informed on the progress of the TDAP KPIs on a regular basis (annually at a minimum)
	4.3	Prepare and present achievement of TDAP KPIs to industry via networking events (ref. action 2.3) and industry communication (ref. action 2.4).	All Industry Stakeholders	Medium Term	Industry Stakeholders are informed on the progress of the TDAP KPIs.
	4.4	Liaise with Council Planning Departments in Western Adelaide to assist the facilitation of tourism assets and infrastructure.	TDAP Council Planning Departments	Ongoing	New and redeveloped tourism product is developed efficiently.

²⁸ South Australian Tourism Plan 2020, p7

²⁹ Building Western Adelaide, 2016, p12

Priority Area 5: Using Events to Drive Visitation

Strategic Intent: To make visiting greater Western Adelaide a year-round proposition for leisure travelers.

High profile events and festivals help grow awareness of destinations as a diverse and attractive places to visit, and as a result, can directly drive visitation to the Region giving potential visitors a reason to visit. South Australia is well known for its active events and festivals calendar, and so the Region is well positioned to further leverage off this established reputation. Many visitors already plan their holidays to South Australia specifically around the State's iconic events.

Utilising events and festivals to create reasons to visit across the whole year and strengthen the quieter seasons is a core aim. It should be noted that events and festivals have a role across all of the previously outlined Priority Action Areas and should be treated in a coordinated way. While growing the size and number of events the challenge is to encourage visitors to stay longer and add more touring options, which ultimately leads to greater visitor expenditure in the Region, and to create repeat visitation.

Key Initiatives	#	Actions	Potential Partners (where applicable)	Timeframe	KPI/Measure
Actively contribute to the development and promotion of new and existing events in the region – both council and non-council facilitated/funded events.	5.1	Undertake event audit for Western Adelaide to identify both council and non-council run events that align with TDAP's key customer groups.		Immediate	Audit conducted, tourism events identified.
	5.2	Support identified events through positive policy (Priority Area 3) and in the Content and Communication Strategy (Priority Area 2)	SATC, Local Government, Specific Event Organisers	Ongoing	Positive policy and regulation for events. Communication of relevant events to Customer Personas as per Communications Strategy.
	5.3	Support the development of new, or regeneration of existing events in the region that align the region's Customer Personas and support off peak visitation.	SATC, Local Government, Tourism Related Industry Associations	Ongoing	Number of events supported via messaging to relevant customer personas in the Communication and Strategy.
	5.4	Actively encourage event managers (council and non council) to list their events on the ATDW to get increased exposure of regional events online.	SATC, Local Government, Tourism Related Industry Associations, Specific Event Organisers	Ongoing	Increase in the number of Western Adelaide event listings on the ATDW

Actively promote Western Adelaide as a key location to host sporting events in Adelaide	5.5	<p>Develop Sports Tourism Strategy which identifies:</p> <ul style="list-style-type: none"> • New events to bid for that leverage the region's extensive sporting venues, especially during off peak seasons. • Opportunities to grow existing in-region sporting events size, duration and participation, and encourage pre and post touring in region for existing sporting events (such as Women's Australian Golf Open) 	SATC Events Department, ACB, Department of Rec and Sport, Specific Event Organisers	Short Term	Strategy Developed and Implemented
Actively promote pre and post touring options, and sister events to support Adelaide's Major Events.	5.6	<p>Identify Adelaide's major events which align with the Region's Ideal Customers and leverage pre and post touring to the region around the event. Where relevant, work with travel trade to package the region's tourism products (Ref 1.9)</p>	SATC, Specific Event Organisers,	Immediate	Events identified and Western Adelaide touring options promoted and packaged.

Measurement + Evaluation

The Western Adelaide Tourism Destination Action Plan cannot be managed if it cannot be measured. As such, 10 Major Key Performance Indicators (KPIs) have been identified, and will be used to monitor and measure the progress of this Plan.

Perspective	#	Major Key Performance Indicator	Data Collection Method
Macro	1	Reach \$4.5 billion Tourism expenditure potential in Adelaide by 2020	Base data available from SATC via regular reports from the Tourism Satellite Account. The State expenditure will be reviewed annually, of which the Adelaide percentage will be delineated.
	2	Industry participation and engagement with the Western Adelaide TDAP	Industry participation will be quantified via individual KPIs set for each individual action.
Industry	3	Number of full time equivalent (FTE) employees in the region's tourism industry	Base data available from Building Western Adelaide Strategy. Ongoing review and analysis of data from the Australian Bureau of statistics will need to be conducted to measure this KPI.
	4	Number of tourism businesses based in Western Adelaide	
Micro	5	Total Number of Visitors (Domestic + International)	Base data taken from Western Adelaide Tourism Profile 2016. Ongoing research will need to be conducted to continue to monitor these KPIs, as this data is not routinely provided by SATC (only 'Adelaide' statistics available)
	6	Total Number of Nights (Domestic + International)	
	7	Average length of stay of Domestic Overnight Visitors	
	8	Average length of stay of International Visitors	
Customers	9	Customer Sentiment/Perception for the Western Adelaide sub-brands	Base data available from September 2016 Primary Research Project. This research will be used as a benchmark, and will require repetition to form long term insights and analysis into customer perception, sentiment and latent demand.
	10	Consideration of Western Australia as a Travel Destination	TripAdvisor listing analysis of Western Adelaide region and review of Western Adelaide's sub-brand social media accounts may be used to support research findings as it relates to perception.

Measurement Snapshot

Below is a snapshot of the Performance Measures for this Plan, however it is recognised that new measures may need to be developed and for some aspects quantitative measures are not easily obtainable and alternative tools to review progress may need to be used.

An annual review of this Plan will be undertaken, and a report will be made available to key stakeholders in the Plan.

Macro Perspective	Major Metric	Specific Metric	Baseline	2020 Potential	Priority Area
	<i>Adelaide Region Expenditure</i>	Reach \$4.5b Tourism expenditure potential in Adelaide by 2020	\$3.0b achieved (December 2015)	\$4.5b	All Action Areas
Industry Perspective	<i>Industry Engagement</i>	Individual Action KPIs are met.	Positive Collaboration & Participation	Positive Collaboration & Participation	Working Better Together
	<i>Jobs</i>	Number of people directly employed in tourism in Western Adelaide	9,537 (Building Western Adelaide Strategy, 2016)	10,000 ³⁰	Driving Demand, Supporting What We Have
	<i>Tourism Businesses</i>	Number of tourism related businesses in Western Adelaide	4,669 (Building Western Adelaide Strategy, 2016)	4,700	Driving Demand, Supporting What We Have
	<i>Visits</i>	Total visits (domestic + international)	490,346 (Western Adelaide Tourism profile, 2016)	505,056	Driving Demand, Using Events
Micro Perspective	<i>Nights</i>	Total nights (domestic + international visitors)	2,874,133 (Western Adelaide Tourism profile, 2016)	3,023,588 ³¹	Driving Demand
	<i>Average length of stay</i>	Average length of stay of domestic overnight visitors	3.3 (Western Adelaide Tourism profile, 2016)	3.4	Driving Demand
	<i>Average length of stay</i>	Average length of stay of international overnight visitors	41.3 (Western Adelaide Tourism profile, 2016)	42.5	Driving Demand
Customer Perspective	<i>Customer Sentiment</i>	Net Promoter Score	4.15 (Total Average NPS of all Sub-Brands, September 2016)	15	Driving Demand, Supporting What We Have
	<i>Latent Demand</i>	Consideration of Western Adelaide as a travel destination	19.25 (September 2016)	Average 25% for 4 council areas	Driving Demand, Supporting What We Have, Using Events

³⁰ Tourism employment is projected to grow nationally by an average rate of 1.4 per cent per annum, an increase from 342,800 (2011-12) to 424,300 (2029-30) in FTE terms, or from 531,900 to 656,200 in terms of number of employed persons. http://www.tra.gov.au/documents/Tourism_Employment_Projections_FINAL_Oct13.pdf

³¹ 5.2% average annual growth rate for South Australia Capital City, TRA State Forecast 2016 http://www.tra.gov.au/research/State_Tourism_Forecasts_2016.html

ACKNOWLEDGEMENTS

The Western Adelaide Tourism Destination Action Plan has been developed through extensive consultation with key tourism stakeholders across industry, business and government. Stakeholder input to the TDAP was gathered through the following sources during August and September 2016:

- Via 85 stakeholders through online survey of local government, industry and government staff
- Over 40 individuals were involved in 4 face to face consultation workshops in each of the TDAP councils
- Individual meetings were also conducted with 8 key government and industry stakeholder organisations

TDAP Stakeholders engagement summary

Local Government	Industry	Government	Tourism Operators
Council and Visitor Centre staff from: <ul style="list-style-type: none"> • <i>City of Holdfast Bay</i> • <i>City of Charles Sturt</i> • <i>City of West Torrens</i> • <i>City of Port Adelaide Enfield</i> • <i>Adelaide City Council</i> Local Government Association	SATIC Adelaide Convention Bureau Bicycle SA Taxi Council SA Henley Beach Business Association Jetty Road Traders Semaphore Main Street Association	South Australian Tourism Commission staff from following departments <ul style="list-style-type: none"> • <i>Destination Development</i> • <i>Marketing</i> • <i>Events</i> • <i>Research</i> Department of Environment Water, Natural Resources (DEWNR) Education Adelaide	40 + Tourism Providers in the region covering <ul style="list-style-type: none"> • <i>Accommodation</i> • <i>Events</i> • <i>Attractions</i> • <i>Tours</i> • <i>Restaurants</i> • <i>Hotels</i> • <i>Hire</i> Major Tourism Operators included: <ul style="list-style-type: none"> • <i>Adelaide Shores</i> • <i>Adelaide Airport</i> • <i>Kangaroo Island Sealink</i> • <i>Grayline Adelaide</i> • <i>SA Maritime Museum</i> • <i>Great Southern Rail</i>

Visitor insights were gathered through the following avenues

- MyTravelResearch.com provided the development of the Western Adelaide Tourism Profile from data from Tourism Australia, Tourism Research Australia and SATC.
- McGregor Tan delivered the customer sentiment research.
- Tourism eSchool undertook TripAdvisor sentiment research of key locations in the 4 TDAP councils.

The development of the TDAP strategy, management and execution of the stakeholder engagement was conducted by Rebecca White and Paige Rowett, Directors, Tourism eSchool (www.tourismeschool.com).

GLOSSARY

ABS – Australian Bureau of Statistics
ACB – Adelaide Convention Bureau
ATDW – Australian Tourism Data Warehouse
DEWNR – Department of Environment and Natural Resources
DPTI – Department of Transport, Planning and Infrastructure
DSR – Department of Sport and Recreation
DSD – Department of State Development
EA – Education Adelaide
EDA – Economic Development Australia
FTE – Full Time Equivalent
PIRSA – Department of Primary Industries and Regions
RDA – Regional Development Australia
RTO – Regional Tourism Organisation
SATC – South Australian Tourism Commission
SATIC – South Australian Tourism Industry Council
TA – Tourism Australia
TDAP – Tourism Destination Action Plan
TRA – Tourism Research Australia
VIC – Visitor Information Centre (accredited)
VIO – Visitor Information Outlet

REFERENCES

In addition to the references footnoted throughout the TDAP, following is a summary of all plans referenced in the development of the TDAP

- Adelaide City Tourism and Visitor Services Action Plan DRAFT, 2016-2020
- Adelaide Tourism Profile, December 2016
- Australian Tourism Data Warehouse, South Australia Listing Data July 2016
- Building Western Adelaide Strategy, 2016
- City of Charles Sturt – various council strategic plans
- City of Holdfast Bay – various council strategic plans
- City of Port Adelaide Enfield - various council strategic plans
- City of West Torrens – various council strategic plans
- Economic Impact Assessment of the Cruise Shipping Industry in Australia, 2014-15
- Education Adelaide Strategy Plan 2015 - 2017
- SATC Brand Identity Card and Brand Personas
- SATC Market Profiles
- South Australia Tourism – At a Glance, June 2016
- South Australian Tourism Plan 2020
- Tourism 2020
- Tourism Australia, Business Events
- Tourism Research Australia (TRA)
- Western Adelaide Tourism Profile, March 2016

17.2 Special features in Talking Points

Brief

This report provides an outline of costs to produce special supplementary features in future issues of Talking Points profiling unique community aspects of West Torrens.

RECOMMENDATION(S)

It is recommended to Council that:

1. The report be received.
2. A supplementary feature regarding migrants in the City of West Torrens be prepared for the Spring 2017 issue of Talking Points.
3. A supplementary feature regarding war veterans in the City of West Torrens be prepared for the Spring 2018 issue of Talking Points.

Introduction

The City of West Torrens is a very diverse community and, as such, has much to celebrate about its heritage and its people. Council's quarterly publication 'Talking Points' is made available to the local community to inform them about Council projects, events and general information. From time to time, Talking Points will feature spotlights on topics that are of interest to the general community. These may not be about Council's core business, but are a way of highlighting and recognising the importance of the local community.

Discussion

At the 13 December 2016 Council meeting, Cr Arthur Mangos moved a motion that a report be presented to Council on the viability of placing a 4 - 8 page feature in future issues of Talking Points profiling unique community aspects of West Torrens. Two focus topics were suggested:

- early migrants
- war veterans.

Early migrants

In 2017 the Council staged its first multicultural event at the Summer Festival. This showcased a variety of different cultures including Greek, Italian, African, Afghani, Chinese, Indian, Spanish and Liberian. This event was a great success and received positive comments around community inclusion and highlighting the different cultures represented.

The idea to include a special supplementary focus on the early migrants in a future issue of Talking Points could be beneficial not only for our readership but as a way to capture some of our history. West Torrens could be considered as one of the most multicultural communities on the fringe of Adelaide. As such, it is fitting that the role of migrants and their contributions to the social, economic, sporting and cultural life of the community be celebrated.

In order to research, establish networks, interview, write, edit and to provide a finished copy for such a publication, additional resources would be required including authors and photographers.

The project would also need a 'hook' to link to and a number of suggestions have been made including Harmony Day in March, History Month in May and International Migrants Day in December. As Harmony Day is being celebrated later this month and History Month is only two months away, our focus on migrants could align with International Migrants Day, which will be held on 18 December 2017. The migrants feature could be showcased in the Spring issue of Talking Points (due for distribution mid-October) and an event that focuses on migrants could be organised around this time.

Costs to produce a special supplementary feature in Talking Points are outlined below.

War veterans

In April 2015 Council produced a publication in honour of the 100th anniversary of Gallipoli.

On 11 November 2018 we will be given an opportunity to recognise the 100th anniversary of the end of World War I and it would be fitting, at that time, to include a second special focus on locals who served during the First World War.

A story that was featured in the 2015 Gallipoli issue mentioned that Council would look at burying a time capsule, or organising a suitable commemorative event, in the West Torrens Memorial Gardens on 11 November 2018 honouring local war veterans.

To coincide with this event, Council could produce a supplementary feature in Talking Points in the Spring 2018 issue, focussing on the local contributions to World War I.

Costs

Costs to produce a special supplementary feature in Talking Points are outlined below and could be factored into future Council budgets.

Research, collate information, write and edit copy for inclusion in publication	15 - 20 hours approximately at \$150 per hour (ex GST)	\$2,500 - \$3,000 (ex GST)
Research, organise and photograph suitable subject matter in relation to stories	Full day's photo shoot (this could be broken over numerous days at different times)	\$1,000 (ex GST)
Additional pages and printing in a future issue of Talking Points	Extra cost - approximately \$3,000 for an extra 8 pages	\$3,000 (ex GST)
Total cost (per feature)		\$7,000 (ex GST)

The Administration will also investigate possible events to coincide with these feature stories and provide options to Council in a future report.

Conclusion

Council's Administration seeks approval to prepare and publish Talking Points features on migrants and war veterans in West Torrens.

Attachments

Nil

17.3 2017 LG Professionals Australia National Congress and Business Expo

Brief

This report advises Council of the details of the 2017 LG Professionals Australia National Congress and Business Expo to be held in Hobart, Tasmania from 22 to 24 May 2017.

RECOMMENDATION(S)

It is recommended to Council that:

1. Council approves the attendance of Cr/sat the LG Professionals Australia National Congress and Business Expo to be held in Hobart from 22 to 24 May 2017.
2. Elected Member expenses be reimbursed in accordance with Council policy.
3. Subject to their confirmation, Council approves the attendance of spouses/partners of attending Elected Members and further, consistent with Council policy, that costs other than flights be met by Council.

or

The report be received.

Introduction

Council has received notice that the LG Professionals (previously known as Local Government Managers Australia) National Congress and Business Expo is to be held in Hobart from 22 to 24 May 2017. Further information about the Congress and a brief outline of the program can be found in **Attachment 1**.

Discussion

The LG Professionals Congress provides an opportunity for hundreds of representatives from councils across Australia to gather and engage in a meeting of minds. The Congress provides a platform to discuss the policy and professional development needed to advance local government practitioners in Australia and internationally. The theme of the 2017 Congress is "a fresh perspective on leadership for the local government of today and tomorrow".

Keynote speakers for this year's Congress include:

- 2016 Australian of the Year and Australia's former Chief of Army, David Morrison AO
- 2013 Young Australian of the Year Finalist, CEO of Emergent Global, Holly Ransom
- Andrew Lock, the only Australian to have climbed all 14 of the World's 8000 metre mountains.

The registration fee for Member councils is \$1,775.00 (early bird before 19 April 2017) and \$1,875.00 post early bird. A partner's program, social evenings and a study tour are optional and further costs apply for these events.

The Congress is being held at the Grand Chancellor Hotel in Hobart and approximate room costs per night would be in the vicinity of \$250 for a 'Mountainside Room'. Other accommodation options in close proximity to the Congress venue can be sourced at the time of booking if required.

Flights to and from Hobart are restricted and prices may vary depending on the day and time of travel however costs may be in the vicinity of \$550-\$700 return per person.

Conclusion

This report contains all the details for the 2017 LG Professionals Australia National Congress and Business Expo to be held in Hobart from 22 to 24 May 2017.

Attachments

1. **LG Professionals Australia 2017 National Congress & Business Expo Program**



LG Professionals Australia
2017
**NATIONAL CONGRESS &
BUSINESS EXPO**
22-24 May 2017 | Hobart, TASMANIA

A fresh perspective on leadership for the
local government of today and tomorrow

In association with 2017
Principal Partner



Top two annual events join forces in 2017



LG Professionals Australia will hold the Australasian Management Finals in conjunction with the National Congress

The carefully curated program will combine two of local government's most anticipated annual events in the one city, providing a fresh perspective on leadership, both within and beyond the local government sector.

Whether you are looking to move into a more senior role in local government, or a seasoned executive, there's something for everyone at the 2017 LG Professionals Australia National Congress & Business Expo.

Register today

online

www.lgprofessionalsaustralia.org.au

email

office@lgprofessionalsaustralia.org.au

phone

03 8658 5876

Monday 22 May 2017



9.30 – 4.30	Study Tour - Community resilience, Kingborough Council, TAS
2:00 – 6:00	Congress registration desk opens
5:00 – 5:30	AGM

Tuesday 23 May 2017

7:30 – 8:45	Women in Local Government Breakfast
8:30 – 5:00	Australasian Management Challenge finals at the old woolstore
9:00 – 9:30	Opening session
9:30 – 10:30	Opening keynote - Lt General David Morrison, AO
10:30 – 11:00	Morning tea
11:00 – 12:00	Keynote Research digest – Facilitated by Professor Mark Evans 10 min presentations by academics/experts on leadership focused topics, followed by Q&A. 'What does the evidence tell us about' : <ul style="list-style-type: none"> • Social cohesion • Trust building
12:00 – 1:00	Engaging Citizens workshop

Tuesday 23 May
2017



12:00 – 1:00	<p>Breakout session</p> <p>From dealing with organisational complexities to meeting expectations of high performance and lightning-speed change, today's leader must deal with pressure on a daily basis. As a leader, how do you cope with the never-ending demands? Hear from professionals across local government with real life examples and practical tips to take back to your council.</p>
12:00 - 1:00	<p>Breakout session</p> <p>Best practice implementation - focused on culture/ leadership change</p> <p>For many organisations, preparedness for new strategies and change begins at the top and this means that leadership – across all levels – must have clarity in purpose and focus. There also needs to be alignment in strategic philosophy and goals. How do effective leaders get the 'buy in' from colleagues to ensure successful outcomes?</p> <p>Case study - Lars Wilms, Denmark</p>
1:00 - 2:00	Lunch
2:00 - 2:30	Surprise Keynote
2:30 – 3:30	<p>Breakout session</p> <p>Our commercial partner/s will reflect on the links between risk management and effective leaderships. Balancing both can be tightrope act. Is it the leader's responsibility to manage risk effectively, or can a culture that is attuned to risk be cultivated?</p>
2:30 – 3:30	<p>Workshop</p> <p>Collaboration is the cornerstone of modern leadership. Rather than being 'in charge,' collaborative leaders blur the lines between 'boss' and 'worker' and focus on team building, creative thinking, and participation from all levels. How does technology fit into this?</p>
3:00 – 3:30	<p>Breakout session</p> <p>Leading in times of uncertainty</p> <p>Strategic Communications in a complex environment-communications is a key skill for leaders. Learn about communicating authentically with practical tips to take back to Council.</p> <p>Council case study - New Plymouth District Council</p>
3:30 – 4:00	Afternoon tea
4:00 – 5:00	Keynote - Holly Ransom

Wednesday 24 May
2017



7:30 – 8:45	International Breakfast
9:00 – 10:00	Keynote - Andrew Lock
9:30 – 10:30	Breakout session Indigenous employment and leadership
10:30 – 11:00	Morning tea
11:00 – 11:30	Breakout session Jurisdictional/mini COAG breakout session lead by our State Presidents. We'll take a deep dive into state issues on the back of the '100 Days in Office campaign'. What role has strong leadership played to address these issues? What else needs to be done? We'll also look at the top contributors to our online campaign Kate Davies, Lake Macquarie City Council David Evans, Maitland City Council Ken Gainger, Byron Shire Council
11:30 – 12:30	Breakout session National Awards Submissions – Community Engagement, Innovation, Leadership submissions from around the country.

Wednesday 24 May
2017



11:30 – 12:30	Breakout session Leadership Trends Internationally - what we can learn from our international colleagues facing similar challenges
12:30 – 1:30	Lunch
1:30 -2:00	Surprise activity
2:00 – 3:30	Breakout session In partnership with our technology partner. Local governments face emerging pressures to operate and perform functions beyond the traditional services related to 'rates, roads and rubbish'. Doing more with less usually adopting new technology and processes to move to the 'new world'; and it takes commitment and strong leadership to adapt to change. We'll look at council case studies from City of Greater Bendigo, Cumberland Shire Council, and Toowoomba Regional Council, to learn how the challenges and successes along the way to adapt to new ways of working.
2:00 – 3:30	Breakout session TBC
2:00 – 3:30	Australasian Management Challenge Final presentations
3:30 – 4:00	Afternoon tea
4:00 – 5:00	Closing Keynote session
6:45 – 7:30	President's Reception
7:30 – 11:30	Gala dinner Includes Presidential Handover, Federation Awards, Australasian Management Challenge Awards Winners



Welcome to the 2017 National Congress and Business Expo Registration to be held at the Hotel Grand Chancellor Hobart from 22-24 May.

Please note Registration fees other than Day Registration include the Welcome Reception and Gala Dinner. All fees include GST. Elected Officials cannot register as members. Please complete the registration for yourself (delegate) first, and then you will have the option to add a guest/partner for selections of additional tickets at Welcome Reception, Gala Closing Dinner and the breakfasts.

The agenda is available by clicking [here](#)

There is also a partner programme available to guests/partners for selection. If you have any questions please call John Miranda at 1 300 737 441 , or 61 3 8535 1600 or email to john.miranda@corporatetraveller.com.au Fill out the information below, then click Next to proceed.

Registration Type	Early Bird Fee	Post Early Bird
Member	\$1,775.00	\$1,875.00
Non Member	\$2,075.00	\$2,275.00
Discounted/Rural LGMA Member	\$1,575.00	\$1,675.00
Non Member/Discounted Rural Non Member	\$1,875.00	\$1,975.00
Council Member	\$0.0	\$0.0
Management Challenge Participant	\$1,000.00	\$1,000.00
Discounted Emerging Leader	\$1,000.00	\$1,000.00
Day Registration	\$870.00 per day	\$870.00 per day
Staff	\$0.00	\$0.00
Complimentary	\$0.00	\$0.00

Payment for registrations is due within 7 days of your registration. Thank you
Early bird closes 19 April 2017

*Given Name:	<input type="text"/>
*Surname:	<input type="text"/>
*Delegate Email Address:	<input type="text"/>
*Registration Type:	<input type="radio"/> Member <input type="radio"/> Non Member <input type="radio"/> Discounted/Rural LGMA Member <input type="radio"/> Non Member, Discounted/Rural Non Member <input type="radio"/> Management Challenge Participant <input type="radio"/> Discounted Emerging Leader <input type="radio"/> Day Registration (Excludes Congress, activities) <input type="radio"/> Council Member <input type="radio"/> Staff <input type="radio"/> Complimentary
<input type="checkbox"/> I am registering on behalf of this person	



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LG Professionals Australia

2017

**NATIONAL CONGRESS &
BUSINESS EXPO**

22-24 May 2017 | Hobart, TASMANIA

In association with 2017 Principal Partner



A fresh perspective on leadership for the local government of today and tomorrow



Get practical advice from some of Australia's best leaders



Network with the change-makers of the local government sector



Find out how others find their opportunities and face their challenges

About

Each year hundreds of representatives across Councils across Australia gather at the Congress to engage in a meeting of minds.

The Congress provides a platform to discuss the policy and professional development needed to advance local government practitioners in Australia and internationally. It's the annual meeting place for CEOs and senior level representatives, researchers, service providers, grassroots advocates, community based organisations, and academics, with working, studying, or with an interest in local government.

We ensure a range of formats, from keynote speakers, breakout workshops, up-and-coming leader presentations and Q&A panels, as well as plenty of opportunities for networking and socialising.

We engage expert facilitators to help power the discussion and ensure delegates walk away with tangible, practical ways to empower themselves, and their staff, when they return to work

Join us!

Local government practitioners - join us at Congress 2017, to be empowered, motivated and inspired with 3 days of guest speakers, hands-on workshops and thought-provoking masterclasses exploring themes of innovation, leadership, partnership, development and technology. For the first time, the Australasian Management Challenge Finals will be held in conjunction with Congress, effectively combining two of local governments' most anticipated annual events in the one city.

The carefully curated program will provide a fresh perspective on leadership, both within and beyond the local government sector. This is the perfect opportunity for delegates to share experiences and exchange views and ideas to take back to the workplace. Delegates will also have unrivalled access to cutting-edge products and services to improve their work environment via the business and trade expo.

[Register](#)[Program](#)[2017 Prospectus](#)

Study Tour of Kingborough – Community Resilience

The first day of Congress now features a study tour of the beautiful Kingborough municipality, which has one of the longest stretches of picturesque coastline in Tasmania – so enjoy the ascetics while we explore the theme: **Community Resilience** – An exploration of initiatives and projects that seek to understand a community's resilience and make it better prepared to manage emergency situations.

Kingborough has grown quickly over the last 20 years, with established residential areas around Kingston and many smaller settlements and rural areas experiencing a considerable influx of people. As the area is vulnerable to flooding, bushfire and landslide.



Kingborough Council and the community (individuals and businesses) have a shared responsibility to actively engage in emergency management to build community resilience. This is done through prevention, preparedness, response and recovery.

The study tour will highlight some of the projects Kingborough has undertaken to understand and respond to these risks and be better prepared. Lunch will be provided and the day will conclude with a boat trip from Kettering back to Hobart on the multi-award-winning Pennicott Wilderness Journeys.

Study Tour Schedule

A word to our sponsors

Thank you for your support and participation in the 2017 National Congress and Business Expo! This is where you'll find everything you need to make the most of Congress – we can't wait to see you there!

Information for Sponsors

[Exhibitors' Kit](#)[Exhibition Furniture](#)[Delivery Label](#)

Keynote Speakers

David Morrison AO



As the 2016 Australian of the Year and Australia's former Chief of Army, David Morrison AO is the very epitome of a leader. During his 36 years as a soldier – through Bougainville and East Timor – and more recently as he has pushed to change the culture of the armed forces and improve diversity in the wider community.

David Morrison has wielded the tools of leadership to make a meaningful difference.

[Honour roll - Australian of the Year](#)

[Chief of Army Lieutenant General message](#)

[Australian National University alumni](#)

Holly Ransom



As CEO of Emergent, which develops high-performing intergenerational workforces; chair the G20 Youth Summit, or as co-author of a strategy paper on youth entrepreneurship and unemployment for the United Nations, Holly Ransom focuses on doing the job to achieve tangible outcomes.

In all her roles, such as AFL club director, the world's youngest-ever Rotary President, and on the panel of 'The Project', Holly Ransom is an inspiring change-maker cutting to the core of economic and social challenges.

[Emergent Global](#)

[Honour roll - Young Australian of the Year finalist](#)

Andrew Lock



Andrew Lock is the only Australian to have climbed all fourteen of the world's 8000 metre mountains, and has led over 100 exploratory, research and remote area teams to every continent on earth – for private entities, government and the corporate sector.

Specialising in creating, leading, and managing teams, Andrew has a unique understanding of how to effectively and quickly adapt to and embrace a changing environment.

[Andrew Lock - bravery commendation](#)

[The Conversation - speaking with Andrew Lock](#)

[Register](#)

What you can expect from Congress

Research digest

Facilitated by Professor Mark Evans, Director and Professor of Governance at the Institute for Governance and Policy Analysis. Academic and expert presentations and Q&A on:

- social cohesion
- what evidence tells us about trust-building

Workshops

By OurSay, an independent digital platform for community engagement that gives governments a way to reach the community to gain valuable insights, and the community a way to constructively communicate their ideas and views.

By FutureGov - organisations fit for the 21st century. This means making sure they have the right teams, the right governance, the right incentives, and the right culture to make sure citizens get amazing user-centred services. It's challenging but vital work. Public sector case studies and practical advice and methods to take back to your Council.

Panel sessions

International - Cross-cultural psychology attempts to understand how individuals of different cultures interact. We'll hear from a range of international practitioners and organisation development experts on leadership across borders and how matching leadership skills with the values and culture of where you work can be achieved.

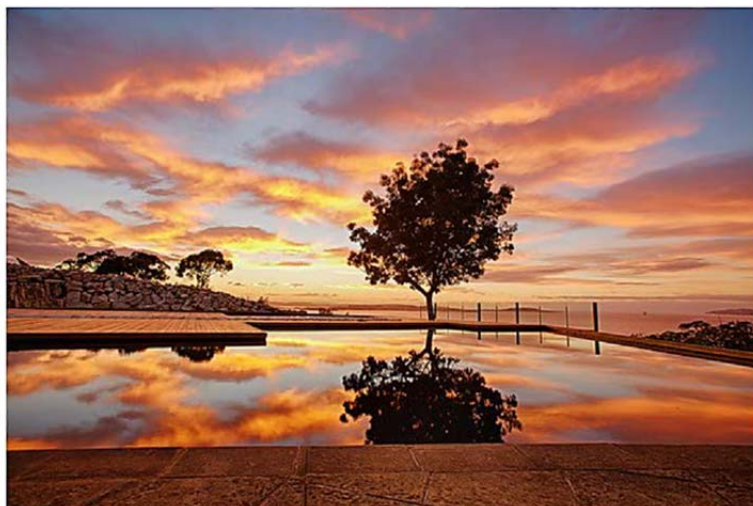
The Challenge

For the first time, the Australasian Management Challenge finals will be held in conjunction with Congress. The best of the pre-challenge tasks will be presented at Congress.

Gala Dinner

To be held at the sublime Glen Albyn Estate, it will feature the Presidential handover and announcement of the Federation Awards and Australasian Management Challenge winners.

Find your happiness in Hobart



The view from Glen Albyn Estate - the venue for the Gala Dinner.

Bring your partner and treat them to all that Hobart has to offer...

Take a tour of the world-renowned MONA, and enjoy an onsite lunch;

Visit the convict colonies of Port Arthur or Hunter Island;

Hear stories of corruption and scandal at Hobart's 1808 Bond Store and Customs House or at Jam Packed in the famous Henry Jones Art Hotel (yes, formerly the Henry Jones IXL jam factory) with partaking in morning tea, or savour local cheeses and taste premium wine in the historic Gasworks building;

Indulge in oysters, seafood and boutique Tasmanian cider on the historic tall ship Lady Nelson;

Or sip a whisky at the cellar door of one of Australia's leading distilleries.



Partner tours – sumptuous enjoyment awaits



Partner tours are available on both the Tuesday and Wednesday of Congress, and promise to keep the most discerning participants in several layers of bliss. Walking tours will require guests to walk for 3 km over 3 hours – although typically on flat ground – so you should get just enough exercise to work off the multitude of tastings you may do as you go.

Tuesday's possibilities include two walking tours: the **Cook, Eat, Drink, MONA**, and the **Bruny Island Traveller**, or if you feel like talking it easier, consider a **Hobart City Scenic Flight**.

On Wednesday, you might like to spend the day on **Hobart Highlights with Lunch**, or if you're feeling more like all-day grazing, go for the **Tasmanian Food Discovery and Fruit Picking Day Trip**. Alternatively, for a short afternoon tour, try the **Alcohol History of Hobart**.

Which tours go ahead will depend on the interest level, so make sure you sign up as you register for Congress.



[Partner Tours â€" Get the Details](#)

18 LOCAL GOVERNMENT BUSINESS

18.1 Local Government Circulars

Brief

This report provides a detailed listing of current items under review by the Local Government Association.

RECOMMENDATION(S)

It is recommended to Council that the Local Government Circulars report be received.

Discussion

The Local Government Association (LGA) distributes a weekly briefing on a range of matters affecting the general functions, administration and operations of councils through a 'General Circular'.

The indices attached for Members' information in this report are numbers 7 and 8.

If Members require further information, they may contact the Chief Executive Officer's Secretariat. In some circumstances, it may then be appropriate for the Member to contact the relevant General Manager for more information.

Attachments

1. Local Government Circular Weeks 7 & 8



Local Government Association of South Australia

7.2 Reminder: Opportunity to showcase your council's environmental achievements in the 2018 State of the Environment Report for South Australia

The Environment Protection Authority is seeking further council input in to the preparation of the 2018 State of the Environment Report for South Australia.

7.3 Reminder to Register - Local Government Electricity Forum - 6 March 2017

South Australia has faced ever increasing costs of electricity generation and decreasing security of supply. LGA Procurement is holding an Electricity Forum on 6 March 2017 to provide a range of relevant information and an opportunity to discuss concerns and consider potential solutions.

8.1 National Indigenous Youth Parliament 2017 – Get Involved!

The Australian Electoral Commission (AEC) is seeking assistance from organisations to promote the National Indigenous Youth Parliament.

8.7 Save the date: Steps towards Sustainability: Economic Development and Community Wellbeing event

A 'key decision makers' event which places economic development and community wellbeing as policy drivers in the context of transport, built form and community infrastructure planning, investment and partnerships.

8.2 ANZAC Day Commemoration Fund Centenary Grant Funding 2017/2018

Applications are now open for eligible organisations and community groups wishing to undertake projects commemorating the Centenary of Anzac.

8.3 SA Government Gazette Change of Publication Day

The LGA has received notification that the publication day of the SA Government Gazette will be changing as of Tuesday 28 February 2017. Further information is available via this circular.

8.4 New Contract - Customer Contact Services (After Hours, etc)

LGA Procurement (LGAP) is pleased to advise that we have now completed the tender and evaluation process for provision of Customer Contact Services (After Hours, etc) to councils and Local Government entities across the sector. Further details can be found in this circular.

8.8 Registrations now open - The Great Debate III "Gaming improves community wellbeing...or are they space invaders?" and Geospatial Gaming City & Streets Masterclass - 22 March 2017

Want to learn more about Geospatial Gaming? Then this event is for you! Further information can be found in this Circular.

8.5 Annual Member Survey

The LGA is committed to ensuring it meets the needs of member councils. To do this, members are invited to complete the Annual Member Survey by Friday 10 March 2017. Further information and a link to the survey is contained within this Circular.

8.6 Mainstreets, Placemaking and Smart Cities event 10 March 2017

This event will give councils an opportunity to share ideas in placemaking and how technology and 'smart cities' can be used to transform mainstreets.

19 MEMBER'S BOOKSHELF

Government of South Australia - 2017 Annual Investment and Trade Statement

RECOMMENDATION

That the additions to Members' bookshelf be noted.

20 CORRESPONDENCE

20.1 Mining Act 1971 and Regulations Discussion Paper December 2016

Correspondence has been received from the Manager of Submissions - Mining Acts Review Team of the Department of State Development, Mr Steve Campbell, regarding the Leading Practice Mining Acts Review of the Mining Act 1971 and Regulations Discussion Paper December 2016 (**Attachment 1**). A copy of the Leading Practice Mining Acts Review of the Mining Act 1971 and Regulations Discussion Paper is available for viewing on the Elected Members' bookshelf.

20.2 Adelaide Airport Consultative Committee Draft Minutes

Correspondence has been received from the Adelaide Airport Consultative Committee regarding the draft minutes of the Committee meeting held on Friday 18 November 2016 (**Attachment 2**).

20.3 Aircraft Operations during Adelaide Curfew

Correspondence has been received from the Adelaide Airport Limited summarising aircraft operations during the Adelaide curfew from October to December 2016 (**Attachment 3**).

20.4 Adelaide Airport Curfew Dispensation Report

Correspondence has been received from the Adelaide Airport Limited, regarding the granted curfew dispensation from October to December 2016 (**Attachment 4**).

20.5 Murray Darling Association - Nominated Delegate for City of West Torrens

Correspondence has been received from the Chief Executive Officer of the Murray Darling Association, Ms Emma Bradbury, advising that Cr Mangos is the nominated delegate for City of West Torrens at the Murray Darling Association Region 7 Committee (**Attachment 5**).

20.6 Adelaide and Mount Lofty Ranges Natural Resources Management Board Minutes

Correspondence has been received from the Adelaide and Mount Lofty Ranges Natural Resources Management Board regarding the minutes of the Board meeting held on Thursday 24 November 2016 (**Attachment 6**).

20.7 Aircraft noise management in areas impacted by the Adelaide Airport

Correspondence has been received from the Deputy Premier and Minister for Planning, the Hon John Rau MP, responding to Council's letter regarding the current West Torrens Council Development Plan policy on aircraft noise management (**Attachment 7**).

20.8 Council Contributions for Street Lighting

Correspondence has been received from the General Manager Asset Management of the Department of Planning, Transport and Infrastructure, Mr Graeme Brown, regarding changes to Council contributions for street lighting on arterial roads (**Attachment 8**).

20.9 Australian Mayoral Aviation Council Executive Committee Minutes

Correspondence has been received from Australian Mayoral Aviation Council regarding the minutes from the meeting of the Executive Committee held on 18 February 2017 (**Attachment 9**).

20.10 Energy from Waste (EfW) disposal options

Correspondence has been received from Managing Director of the Hitachi Zosen Inova Australia, Mr Marc Stammbach, and Chief Operating Officer of the ResourceCo, Mr Ben Sawley, regarding Energy from Waste (EfW) waste disposal and energy generation options (**Attachment 10**).

20.11 2014-15 Local Government National Report

Correspondence has been received from the General Manager of the Department of Infrastructure and Regional Development, Mr Steve Dreezer, regarding the 2014-15 Local Government National Report (**Attachment 11**).

20.12 Development Plan Amendments for Inner and Middle Metropolitan Corridors Design and Sites

Correspondence has been received from the Deputy Premier and Minister for Planning, the Hon John Rau MP, advising that of investigations for the drafting of two Development Plan Amendments (DPAs) to review urban corridor design policies and zoning (**Attachment 12**).

20.13 Character Policy Area 26

Correspondence has been received from the Deputy Premier and Minister for Planning, the Hon John Rau MP, acknowledging Council's letter dated 9 February 2017 in relation to fences forward of the building line in Character Policy Area 26 (**Attachment 13**).

20.14 River Torrens Storm Damage

Correspondence between City of West Torrens and SA Water regarding the River Torrens storm damage located within the City of West Torrens during late September 2016 through to early October 2016 (**Attachment 14**).

RECOMMENDATION

That the correspondence be received.

Attachments

- 1. Letter from Department of State Development regarding Leading Practice Mining Acts Review Mining Act 1971 and Regulations**
- 2. Adelaide Airport Consultative Committee Minutes**
- 3. Aircraft Operations during Adelaide Curfew**
- 4. Adelaide Airport Curfew Dispensation Report**
- 5. Murray Darling Association - Nominated Delegate for City of West Torrens**
- 6. Adelaide and Mount Lofty Ranges Natural Resources Management Board Minutes**
- 7. Aircraft noise management in areas impacted by the Adelaide Airport**
- 8. Letter from DPTI regarding Council Contributions for Street Lighting**
- 9. Australian Mayoral Aviation Council Executive Committee Meeting Minutes**
- 10. Letter from Hitachi Zosen INOVA and ResourceCo regarding Energy from Waste (EfW) disposal options**
- 11. 2014-15 Local Government National Report**
- 12. Development Plan Amendments for Inner and Middle Metropolitan Corridors Design and Sites**
- 13. Character Policy Area 26**
- 14. River Torrens Storm Damage**



Government
of South Australia

Department of
State Development

2017D006243

Mayor John Trainer
City of West Torrens
165 Sir Donald Bradman Drive
Hilton SA 5033



Dear Mayor Trainer,

On 27 September 2016, the Minister for Mineral Resources and Energy announced the Leading Practice Mining Acts Review of the *Mines and Works Inspection Act 1920*, the *Mining Act 1971* and the *Opal Mining Act 1995*. This Review is a much needed opportunity to modernise these laws to ensure South Australia stays a leader in adopting transparent and efficient practices for exploration and mining activities.

The first discussion paper was released on 16 November 2016 and the remaining papers were released on Department of State Development (<http://minerals.statedevelopment.sa.gov.au/mining/leading-practice-mining-acts-review>) and the yourSAy website (<http://yoursay.sa.gov.au/decisions/yoursay-engagements-mining-laws/about>) on 23 December 2016 and 17 January 2017. Emails were sent to all stakeholders as each discussion paper was released.

I have enclosed hard copies of the Mining Act 1971 and Regulations Discussion Paper for your consideration.

The Department is currently conducting an extensive external engagement program as part of the Review, which includes a comprehensive program of regional visits around South Australia, targeted consultation with industry peak bodies, Members of Parliament and other relevant Government agencies. The level of feedback and discussion that the Review has generated within the community and those industries is encouraging, and a clear indicator of the importance of this Review to the community.

You are key stakeholders in this process and we would welcome your submission on improving the Mining Acts for the benefit of your region.

Resource Land Access Strategy Branch
Level 5, 101 Grenfell Street Adelaide 5000 | GPO Box 320 Adelaide SA 5001
Tel 08 8463 3317 | Email DSD:MERRLAS@sa.gov.au
www.minerals.statedevelopment.sa.gov.au | ABN 83 524 915 929



Although the closing date for written submissions is 24 February 2017, the Department of State Development is committed to ensuring comprehensive submissions are made from all key stakeholders.

Should you require further time in which to make submissions or wish to meet with the Review Team, please email DSD.miningactreview@sa.gov.au or contact the Review Team on 8463 3317.

Yours sincerely



Steve Campbell

Manager of Submissions
Mining Acts Review Team
Department of State Development

16 February 2017

Attached:

- Discussion Paper – *Mining Act 1971 and Regulations*

Adelaide Airport Consultative Committee (AACC) MINUTES



Date: 18 November 2016

Starting time: 9:00am

Location: Lockley's Bowling Club, 46 Rutland Ave, Lockleys SA 5032

1.0 WELCOME

The Chairman opened the meeting at 0901 hrs and welcomed those present.

Present	Company
Russell Synnot – Chair	Synnot & Wilkinson
Brenton Cox	Adelaide Airport Limited (AAL)
Alicia Burgemeister	Adelaide Airport Limited (AAL)
Vince Scanlon	Adelaide Airport Limited (AAL)
Jenny Harris	Adelaide Airport Limited (AAL)
Brenton Burman	AECOM
John Trainer	City of West Torrens
Terry Buss	City of West Torrens
Marylou Bishop	Town of Walkerville
Evan Knapp	South Australia Freight Council (SAFC)
Paul Sleep	Airservices Australia (ASA)
Sean McNamara	City of Adelaide
Robert Owen	Netley Residents Association
Steve Georganas	MP for Hindmarsh
Adam Sutherland	Department of Infrastructure and Regional Development (DIRD)
Lindsay Jervis	West Beach Resident Alliance
Barry Salter	Holdfast Bay Resident Alliance
Phillip Martin	Adelaide City Council

Apologies	Company
Mark Young	Adelaide Airport Limited (AAL)
Stephanie Bolt	Adelaide Airport Limited (AAL)
Ken May	Adelaide Airport Limited (AAL)
Patty Therrios	Adelaide Airport Limited (AAL)
Brett Fundak	Department of Planning, Transport and Infrastructure (DPTI)
Russell McArthur	Department of Infrastructure and Regional Development (DIRD)
Chris Wallace	Airservices Australia
Clare Mockler	City of Adelaide
Kate Burmester	Aircraft Noise Ombudsman (ANO)
Erica Pasfield	Department of Planning, Transport and Infrastructure (DPTI)
Dr Duncan McFetridge	Member for Morphett

2.0 MINUTES OF PREVIOUS MEETING – 19 August 2016

Moved Robert Owen and Seconded Evan Knapp that the notes of the 19 August 2016 meeting be adopted – Carried.

3.0 CORRESPONDENCE

3.1 Correspondence In:

- Apologies
- Reports
- Email from the Department - Review of Curfew Administration Arrangements in Australia
- Email from resident
- An email was received from the Aircraft Noise Ombudsman stating they have no issues with Adelaide Airport and therefore no need to attend this meeting
- Emails from ASA on various matters including an emailing noting the results of the PFC's testing isn't finalised but will provide a report at a following meeting

3.2 Correspondence Out:

- Previous Minutes
- Agenda
- Reports

4.0 SUMMARY OF ACTION ITEMS

4.1 Report on Heathrow Glide Path trial

Heathrow Airport have trialled an increase from 3 degree to 3.2-degree glide path with an altitude increase of 170 feet at 8 nautical miles which is 13-15km out from the airport. There was no noticeable noise difference. Frankfurt Airport had a similar trial and determined the maximum possible reduction in noise would be between 0.5 and 1.5 decibels which is not noticeable to the human ear. The information provided to ASA indicates it would not achieve anything that would be noticeable. All landings need to be stable, brakes and flaps will always be used when landing. Safety must always be the priority.

4.2 Airservices vibration monitoring

Airservices has the responsibility to minimise the environmental impact of aircraft operations under the *Air Services Act 1995*.

The environmental impacts of aircraft operations are:

- 1) Aircraft noise;
- 2) Climate change; and
- 3) Air quality.

To add clarity as to what is expected of Airservices when monitoring aircraft noise, the Commonwealth issued several ministerial directions to Airservices. Those associated with aircraft noise were: setting up a Noise Flight Path Monitoring System (NFPMS) at major airports and to support the government on international standards committees (ICAO- International Civil Aviation Organization) and their workshops (CAEP- Committee on Aviation Environmental Protection). These functions involve the following standards; AS2021, ICAO Annex 16 Vol 1 and ISO 20906. These standards involve noise measurements using an A-Weighting. A-weighting covers sound within the range of 20Hz to 20kHz with a bias in the 1000-2000Hz region.

Environmental noise (including that from aircraft) can impact the local community in the following ways: increased annoyance, increased sleep disturbance, can potentially compromise cognitive development and increase health issues related to anxiety/stress. In the literature, these effects correlate strongest with A-weight noise measurements.

Low frequency sound, often referred to as infrasound, refers to sound below 20Hz and is outside the normal environmental noise range (A-weighted). As a result, all of Airservices monitors are configured for A-weighted noise measurements and not for low frequency noise.

A Committee member noted that the mobile reception in Medindie is affected when the planes are communicating with the tower as they fly over. ASA have noted this.

4.3 Helipad – Update on EOI (City of Adelaide)

There is a confidential report going to the City of Adelaide Council's Economic and Community Development Committee on 22 November 2016 so no information can be provided at this stage. At a broad level the process followed includes a high level of expression of interest and a number of entities have responded with possible locations and how they operate. If approved, the council would work with relevant stakeholders including ASA/AAL/SA Police and State and Federal Government.

5.0 AIRPORT UPDATE

5.1 Adelaide Airport Limited Report – Report was tabled with the following items noted: SA tourism has been achieving a number of successes and AAL is the fastest growing international airport in Australia. China Southern will start flying on 13 December 2016. AAL are hosting the World Route 2019 in Adelaide which will bring in 1000+ people into Adelaide. The Airport Hotel will soon commence construction. The hotel will be 7 stories high and the 2nd tallest building on-airport after the control tower. It will be one of only a few airport hotels in the world to connect directly to the main terminal. In other projects, the elevated road and the old international terminal building will soon be removed in preparation for terminal expansion works.

5.2 Property and Development and Land Use Report – The following item noted: The Property report was captured in the AECOM report.

5.3 Environment Report – Report was tabled with the following items noted: The main issue is bird strikes and the abundance at the moment which is partially due to the rain and greenery and it's the high-risk species that is of concern. At the moment in Adelaide there is a plague of Ibis and Gallahs which is creating issues. A number of different options have been used including lasers, shotguns, scare tactics etc. but a few neighbours have complained about the noise. There are still a number of birds coming from the transfer station. AAL are wanting to reinstate a public forum which used to occur to help manage these issues with the relevant stakeholders. Advice has been provided from a bird expert from Adelaide University. AAL is also taking steps towards evolving the airport to make it bird un-friendly.

5.4 Planning Co-ordination Forum Report (PCF) – Report was tabled with the following items noted: Minor correction in the PCF report under Airport Development Airport Hotel – agreement signed with The Events Group (Atura Hotel) for a 5 7 level 165 room hotel – work commencing in March 2017, completion by August 2018.

There is a keen interest within the local councils around NASG guidelines and to include this in development plans. The PCF requested the PCF Chair to invite a representative from DPTI (Planning) to attend an upcoming meeting of the Forum to allow for discussion on the new Planning Code and the need to consider the protection of on-going airport operations. The proposed changes to the Airports Act referring to Master Planning was also discussed at the forum.

The City of West Torrens have prepared an Aircraft Noise discussion paper which has been included in the media recently.

A potential land division at 39-41 Knight Street, West Richmond to divide an existing site into three allotments (within the 30+ ANEF) was discussed. It was noted that there is no statutory referral requirement for such a land division application in relation to consideration of impacts from airport operations or the suitability of the land for its intended purpose.

The proposed 27 storey tower on the Festival Plaza site was discussed. The proposed development, being considered by the Development Assessment Commission on 10 November 2016, has a total height of 144.1m AHD – exceeding the OLS by 32.1 metres. DIRD has approved the application – but further approval is required for any temporary construction cranes.

6.0 COMMUNITY AND AIRPORT AGENCY UPDATE REPORTS

6.1 Federal Department of Infrastructure and Regional Development – Report was tabled with the following items noted: On the 4 November 2016 the Transport Infrastructure councillors including State and Commonwealth Ministers met and had a discussion about a new guideline G around Communication Navigations Surveillance Facilities (items that need to protect ASA technology in the field) that was agreed. Another guideline about Aircraft Noise was also agreed.

A NASG meeting was held yesterday and 3 main guidelines were discussed:

1. The Commonwealth has prepared a revised guideline around windshear to take into account turbulence effects and building generated windshear. The revised guideline is to help bring the current guideline up to date with modern technology. The original guideline that was drafted in 2011/2012 was done with the best available wind modelling technology at the time but it was discovered it didn't include turbulence effects. As technology has improved, the Department wants to incorporate the turbulence findings into one guideline. The revised guideline includes the whole runway instead of just the runway ends. The Department has undertaken work with wind engineers CPP and have had their product reviewed by another company called SLR and have been advised how the guideline should change. The revised guideline was provided to the NASG group yesterday with no concerns except that the documents are very technical. The challenge ahead is to make the guideline easily understood, useful to wind engineers and something planning agencies can apply.
2. A draft guideline about helicopters landing sites was discussed. NSW are going to take the lead and draft a guideline as they have a number of helicopter movements close to Sydney Harbour.

3. The Public Safety Zones draft guideline has been sitting with the NASG for a while now. This item hasn't been finalised but the Department will keep the group informed.

The Department conducted a review of the PCF and CACG meetings and have provided recommendations. The review showed that the meetings are working well. The Department will allow airports flexibility on how they want to consult, acknowledging the great work airports do and consult with the community. Airports will report on community consultation at the Annual Lease reviews and show what has been done over the last 12 months and what is intended over the next 12 months. The Department will continue to monitor groups.

The Department have been asked to prepare some legislation for the Government as they have done some work to modernise the policies under the *Airports Act 1996*. These changes are:

- All but the 5 big Australian airports (Perth/ Sydney/ Brisbane/ Melbourne/Western Sydney (when it's open)) will stay with 5-yearly Master Plans cycle, all other airports that the Department regulates (including Adelaide and Parafield Airports) will go to an 8-yearly Master Plan cycle. All airports will include a newly-endorsed ANEF (ASA endorses these on behalf of airports) to account for new aircraft. The Department are working with ASA around the matter of endorsement, at this stage it will still be the existing integrated noise model for developing the ANEF, if this changes, Airports will be notified. Adelaide Airport can always bring forward a Master Plan if necessary.
- MDPs currently have a \$20 million threshold which will be increased to \$35 million (this amount could be indexed every 3 years). The Minister can specify what costs are included in the calculations of a MDP and what should or shouldn't be added.
- Introducing a 15-business day response from the Minister.
- Airports can apply to the Minister for more than one extension if MDP work isn't completed in 5 years.
- Airports can advise the Minister if they don't want to proceed with an approved MDP.

The Department has undertaken a review around Curfew administration arrangements. The review took place between November 2015 and May 2016. The Department was looking at policy settings and to speak with stakeholders. The Department spoke with 28 stakeholders and 3 CACG groups. The findings were what the Department were expecting and showed things were going well. Under the current curfew, if an aircraft is given clearance and then delayed it would need to be reviewed again before departure. The Department are wanting to create consistency for dispensation at the 4 airports with curfews in Australia as each airport has its separate rules. For instance, Adelaide can use the 2nd runway, as opposed to Sydney. A curfew dispensation presentation will be delivered at a following meeting.

A Committee member asked if it is possible to have a separate freight airport. It was noted that the current flights are taking both passengers and freight and the combination of the two underpins international services in particular and acts to keep export costs down. A separate dedicated freight airport would duplicate significant costs and not be sustainable. It would increase freight industry costs, and would also impact the effectiveness and viability of the current airport airline services.

6.2 State Department of Planning, Transport and Infrastructure Report – Report was tabled with the following items noted: A committee member noted that the North-South corridor is listed as a high priority by Infrastructure Australia. This is the lowest level of project and suggest its national value should be rated higher.

6.3 Airservices Australia (ASA) Report – Report was tabled with the following items noted: In quarter 3, 47 noise complainants had lodged complaints, which is consistent with other years with the main issues including helicopter movements, curfew and the use of Runway 30 (due to wind). No single suburb had more than 5 complainants.

A Committee member asked if the (potentially offensive) wording had been changed on the website about submitting a complaint. ASA to take back to NCIS and report back at the next meeting.

By the end of 2016, Airservices will replace Aircraft Noise Information Reports with online reporting. Online reporting will still include data for aircraft movements, runway use and noise monitoring, but there will be more emphasis on noise issues. For major airports, the amount of data and inquiries available will increase. Adelaide Airport is now available. Access is via the same webpage as the Aircraft Noise Information Reports. <http://www.airservicesaustralia.com/publications/noise-reports/noise-reports/>. ASA will demonstrate the online reporting at the next meeting.

A Committee member noted that if Webtrak included a comment about a flight e.g. 'medical emergency/ rescue', 'allowed under curfew' then no further enquiry or contact with ASA would be required by individuals that might otherwise be concerned. ASA in Canberra are creating a new set of fact sheets about the curfew at Adelaide and will discuss at the next meeting.

It was noted that there are a number of ways to lodge a complaint or make an enquiry about aircraft noise or operations with Airservices Noise Complaints and Information Service (NCIS).

- directly via [WebTrak](http://www.airservicesaustralia.com/aircraftnoise/webtrak/) - www.airservicesaustralia.com/aircraftnoise/webtrak/
- using Airservices' [online form](http://www.airservicesaustralia.com/aircraftnoise/about-making-a-complaint/how-to-make-a-complaint/) – www.airservicesaustralia.com/aircraftnoise/about-making-a-complaint/how-to-make-a-complaint/
- by **calling** 1800 802 584 (freecall).
The hotline is staffed Monday to Friday, excluding public holidays, from 9 am- 5 pm Sydney time.
- by **fax** (02) 9556 6641 or
- by **mail** –
Noise Complaints and Information Service
PO Box 211, Mascot NSW 1460

6.4 Aircraft Noise Ombudsman Report – Nothing to report to Committee.

6.5 City of West Torrens (CWT) – Report was tabled with the following items noted: The City of West Torrens Aircraft Noise discussion paper was discussed. The current council plans had become dated which causes problems when people buy properties in Richmond and West Netley. The paper will be released and be combined with the council's development plan as at the moment when residents try to sell their property they find out they have to meet certain legislation. The paper is available at the below link:

http://www.westtorrens.sa.gov.au/Council/Our_City/Living_working_in_West_Torrens/Adelaide_Airport

The council thanked AAL and ASA for their assistance on Remembrance Day in helping reduce the number of planes landing around 11am.

6.6 City of Holdfast Bay – no report submitted.

6.7 City of Adelaide – Nothing further to report to Committee.

6.8 Adelaide Shores Report – Report taken as read.

6.9 Town of Walkerville Report – The following was noted: The traffic around Walkerville because of the O-Bahn and South Road upgrade is very busy. The roundabout on Grange Road and South Road is being removed.

7.0 NEW BUSINESS

A Committee member raised concerns over the junction of Keswick and Brownhill creek. As there has been significant rain events, a build-up of trash has caused a blockage which smells and attracts bugs and mosquitos. The Committee member is meeting with NRM to discuss and hopefully clean out entire basin which has been done before.

It was discussed and agreed that an acronyms list will be added to the minutes to assist with abbreviated words.

8.0 FORMAL PRESENTATIONS

8.1 Airservices presentation on RNP's and current Review Process Airservices

This item will be held over till the February meeting.

8.2 CWT Aircraft Noise Discussion Paper

Please refer item 6.5.

8.3 TEN update

Terminal One was designed around swing gate 18 and was designed so it could be extended on either side. Over time, the profile and aircraft schedules have changed. As the number of international and domestic movements have grown, they now clash. A number of images of the project were shared to the Committee. The proposed plan includes possible new, separate area for taxi drop off and public drop off, which would help with congestion.

The design phase is at 50% which has been put on hold as AAL continues with long standing airline negotiations but is hoping by mid-2017 to resolve final options. Subject to airline negotiations AAL will start the MDP and public consultation.

A Committee member noted the danger in some members of the public stopping and dropping off passengers in the right lane at the drop-off point ignoring existing signage. The Committee member suggested more signage could be needed. The airport was noted as looking at a range of potential improvement options at the pickup/ drop off point as traffic is forecast to increase.

The traffic accident on Tapley's Hill Road on 16 November didn't have any impact on Adelaide Airport operations.

9.0 OTHER BUSINESS

A Committee member asked if the Airport Sustainability Manager had responded to a resident about collecting water off a roof under the flight path as another resident was advised not to collect water as it could be contaminated. The Airport Sustainability Manager had met with the resident. It was noted that residential pollution is made up of a number of things with lead diesel trucks a significant contributor. The Airport Sustainability Manager will report back further at the next meeting if required.

10.0 SUMMARY OF ACTION ITEMS

10.1 Helipad – Update on EOI

10.2 ASA website wording changed – complaint recording

10.3 ASA new curfew facts sheets

10.4 Update on roof testing outcome – AAL

11.0 DATE OF NEXT MEETING

The date of the next formal meeting is scheduled for Friday 17 February 2017 at 9am location Royal Flying Doctor Service Central Operations, Frank England Room, 1 Tower Road, Adelaide Airport SA 5950.

Meeting Closed at 10:53am

.....
Chairman / /



Australian Government
Department of Infrastructure
and Regional Development

AIRCRAFT OPERATIONS DURING ADELAIDE CURFEW

OCTOBER - DECEMBER 2016

SUMMARY

LNHF	Dispensations granted	Pre-curfew Taxi Clearance	Curfew Shoulder Quota Movements	Emergency & Search/Rescue Movements	Permitted Jet Movements	Exempt Propeller Driven Aircraft	Medical Diversions
178	10	7	0	625	12	250	0

Low Noise Heavy Freight (LNHF)

- There were 178 permitted Low Noise Heavy Freight movements by Airwork, Cobham Aviation and Virgin Australia Cargo using B737-300/400 freighters and British Aerospace 146 aircraft.

Curfew Shoulder Quota movements

- There were no curfew quota shoulder movements by Cathay Pacific Airlines. The shoulder approval finished 1 October 2016. The Northern Hemisphere movements will recommence in April 2017.

Dispensations Approved by the Department

- Ten curfew dispensations were approved during the October to December 2016 period.

Emergencies/ Search and Rescue

- There were 625 movements declared as emergencies (31 police helicopter movements, 87 Search and Rescue movements, 499 Royal Flying Doctor Service (RFDS) movements using the BE20 or PC12 aircraft, and 8 Aeromedical movements using Learjet45 or BE40 aircraft).

Other approved aircraft movements:

- There were 250 approved propeller driven aircraft movements in addition to the RFDS operations. These aircraft included:
 - 132 x PC12; 7 x BE20; 15 x Fokker 50; 8 x SW4; 8 x Saab 340 and a number of other single aircraft types.
- There were 12 business jet movements, including 3 x Beechjet 400; 5 x Cessna 525A; 1 x Falcon 20; 1 x Challenger 600 and one each of a Cessna 560 and 680 aircraft.



Australian Government
Department of Infrastructure
and Regional Development

Curfew Dispensation Report Adelaide

Curfew Dispensations granted October–December 2016

Date	Carrier	Aircraft Type	Movement	Summary of events
2/10/2016	Jetstar Airways	A320-200	Arrival	Jetstar Airways (Jetstar) Flight JQ975 (Perth to Adelaide) was delayed during the Adelaide to Perth leg as a result of a mechanical fault and staff illness. A further delay occurred in Perth when police had to remove two unruly passengers. There were 171 passengers and 6 crew on board. Jetstar was granted a dispensation to land at Adelaide no later than 11.20pm. The aircraft landed at 11.19pm.
9/10/2016	Virgin Australia Airlines	B737-800	Arrival	Virgin Australia Airlines (Virgin) Flight VA1404 (Brisbane to Adelaide) was delayed on departure as a result of a tail strike by another airline. There were 139 passengers and 6 crew on board. Virgin was granted a dispensation to land in Adelaide no later than 11.25pm. The aircraft landed at 11.12pm.
17/10/2016	Virgin Australia Airlines	B737-800	Arrival	Virgin Australia Airlines (Virgin) Flight VA1404 (Brisbane to Adelaide) was delayed on departure as a result of unforeseen holding due to adverse weather on the previous sector. Virgin was granted a dispensation to land in Adelaide no later than 11.21pm. There were 96 passengers and 5 crew on board. Approval was granted to land on Runway 23 on advice from Adelaide Air Traffic control. The aircraft landed at 11.18pm.
29/10/2016	Jetstar Airways	A320-200	Departure	Jetstar Airways (Jetstar) Flight JQ777 (Adelaide to Melbourne) was delayed on departure due to an engineering fault on the previous sector. Jetstar was granted a dispensation to depart no later than 11.15pm. There were 127 passengers and 6 crew on board. The aircraft departed at 11.15pm.
13/11/2016	Qantas Airways	B737-800	Arrival	Qantas Airways (Qantas) Flight QF783 (Sydney to Adelaide) was delayed due to severe weather events in Melbourne, Sydney and Brisbane. Qantas was granted

				a dispensation to land no later than 11.15pm. There were 142 passengers and 7 crew on board. The aircraft landed at 11.11pm.
13/11/2016	Virgin Australia Airlines	B737-800	Arrival	Virgin Australia Airlines (Virgin) Flight VA1404 (Brisbane to Adelaide) was delayed on departure due to a runway closure to remove debris at Brisbane Airport. Virgin was granted a dispensation to land no later than 11.15pm. There were 149 passengers and 6 crew on board. The aircraft landed at 11.03pm.
25/11/2016	Jetstar Airways	A320-200	Departure	Jetstar Airways (Jetstar) Flight JQ777 (Adelaide to Melbourne) returned to bay with an engineering fault that subsequently required the aircraft to be replaced. Jetstar was granted a dispensation to depart no later than 11.15pm. There were 175 passengers and 6 crew members on board. The aircraft departed at 11.13pm.
06/12/2016	Emirates	B777-300ER	Departure	Emirates Flight EK441 (Adelaide to Dubai) encountered a delay on the previous sector due to several passengers arriving late at the gate and a further delay due to fog in Dubai. A dispensation was granted to take off no later than 11.30pm. There were 341 passengers and 20 crew members on board. The aircraft departed at 11.17pm.
19/12/2016	Emirates	B777-300ER	Departure	Emirates Flight EK441 (Adelaide-Dubai) was ready for pushback at 10.56pm. The flight was held up due to Qatar Airways QR915 which received pushback clearance at 10.52pm and was queued ahead of EK441. An inbound arrival delayed the taxi process and the aircraft received taxi clearance at 11.01pm. A dispensation was granted for EK441 to depart no later than 11.15pm. There were 283 passengers and 20 crew members on board. The aircraft departed at 11.11pm.
26/12/2016	Emirates	B777-300ER	Departure	Emirates Flight EK441 (Adelaide-Dubai) was conducting pre-flight checks when a warning light appeared. Engineers were called and were able to fix the engineering issue. A dispensation for Emirates to take-off no later than 11:45pm was granted. There were 349 passengers and 20 crew members on board. The aircraft departed at 11.37pm.



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463 High Street
P.O. Box 1268
Echuca, Vic 3564

9/02/2017

Cr Arthur Mangos
City of West Torrens
165 Sir Donald Bradman Drive
Hilton, SA 5033

Dear Cr Mangos,

Following notification from your council, we are pleased to welcome you as the nominated delegate for City of West Torrens enabling you to represent the position of your council on Basin issues and to make a direct contribution to the strength of capacity of Region 7.

The Murray Darling Association (MDA) represents over 100 member councils across all 4 states of the Murray-Darling Basin, and is local governments' peak representative body on Basin issues, informing state and federal decisions and outcomes that impact our local communities.

As the level of government that engages most immediately with our community and can deliver balanced opinions and shared local knowledge to our state and federal government counterparts, it is imperative that local government can advocate from a strong and informed position. Active participation by yourself and the City of West Torrens MDA Region meetings is of vital importance in the development of those priorities and positions. To that end, we also encourage the active participation of the executive level of our member councils, along with our member council delegates. I would encourage you invite the attendance of the senior officer within the appropriate department at your council to join you at region meetings to further strengthen City of West Torrens position on Basin decisions.

Region meetings are held 4 times per year, and may vary in location across the region. You will be advised of the details in advance of the meetings. Contact details for the Chairman and committee members for Region 7 can be found on our website at <http://www.mda.asn.au/>

Information on the location and timing of meetings, along with meeting papers will be distributed by the Chairing council in the week prior to the meeting. Details of dates and times for the meetings, along with attendance registration options are also available under the events calendar on our website, or by going to the Region 7 webpage.

Communications in relation to MDA matters will be forwarded to you at the email address provided. Some important announcements and information may also be distributed to your council's central administrative address marked ****Please distribute to all councillors****. This may assist in stimulating discussion within your council on important Basin issues, and will assist in supporting your position as City of West Torrens delegate.

www.mda.asn.au


It's in the Balance

Page 1 of 2

Should you have any questions in relation to the Murray Darling Association, the role of local government in Basin policy, or your role in developing the position of your region, please don't hesitate to contact me directly at ceo@mda.asn.au, call 03 5480 3805, or contact your Regional Chairman.

I look forward to supporting the contribution of yourself and the City of West Torrens in the year/s ahead, forging a strong presence and voice for local government across Region 7.

Kind Regards


for
Emma Bradbury
Chief Executive Officer
Murray Darling Association Inc.

Cc: Region 7 Chair
Cr John Trainer, Mayor
Mr Terry Buss, CEO

ADELAIDE AND MOUNT LOFTY RANGES NATURAL RESOURCES MANAGEMENT BOARD

MINUTES OF MEETING NO 125

**held from 1.00pm to 3.00 pm
on Thursday 24 November 2016
at Barossa Council Public Library,
Council Chambers Nuriootpa**



**Government
of South Australia**

Adelaide and
Mount Lofty Ranges
Natural Resources
Management Board

PRESENT:

Chair: Chris Daniels

Members: Alexandra Kentish
Joanna Andrew
Mark Searle
Rachael Siddall
Rob Lewis
Russell Johnstone
Allison Bretones
Julia Grant
Trevor Bennett

APOLOGIES:

Belinda Bramley
Karl Telfer
James Crocker
Peter Pfennig

IN ATTENDANCE:

Brenton Grear, Regional Director
Lisien Loan, A/Manager Parks & Sustainable Landscapes
Mary-Anne Healy, Manager Planning & Evaluation
Marguerite Swart, Manager Business Support
Michaela Heinson A/Manager Land Marine and Biodiversity Services
Kim Krebs, Manager Community Engagement
Judy Borlase, Minute Secretary
Observer: Jacqueline Frizenschaf, SA Water
Observer: Svenja Vorhoff – International (German) Student in the field of
Environmental Management and Engineering working with SA Water
Observer: Stephan Knoll MP, Member for Schubert
Observer: Members of the Barossa Water Allocation Planning Advisory
Committee – Matt Alexander, Leon Deans, Prue Henschke, Wes
Seeliger, Anne Moroney, Mark Grossman, Nikki Robins, Andrew
Kassebaum and Henry Mizow
Observer: Gary Mavrinac, The Barossa Council
Observer: Kate Jenkins, Barossa Bushgardens

241116-125-1.0 MEETING PROCEDURE

241116-125-1.1 Welcome

The Chair opened the meeting, acknowledging and pay our respects to the Ngadjuri People, the Traditional custodians of the Country we meet on today and also recognise the Kauma and Peramangk who

have a close association to the area. He welcomed all attendees to the meeting.

The Chair gave thanks to Jan and John Angus for the visit to their property at Eden Valley, Kate Jenkins and Sarah Barrett for the tour of the Barossa Bushgardens, members from the Barossa Water Allocation Planning Advisory Committee for their invaluable input, Barossa Council for the use of their facilities today and Russell Johnstone for his commentary at the various stops.

241116-125-1.2 Apologies

Apologies have been received from Belinda Bramley, Karl Telfer, James Crocker, Peter Pfennig, and Steven Gatti.

241116-125-1.3 Declarations of Interest

There were no additional declarations of interest declared.

241116-125-1.4 Consent Schedule

The Board **confirmed** the items within the consent schedule be adopted.

CARRIED

241116-125-1.5 Minutes of Previous Meeting

The Board **confirmed** the minutes of meeting number 124 held on 27 October 2016 as a true and accurate record.

CARRIED

241116-125-1.6 Matters Arising from Previous Meetings

The Board **noted** the matters arising.

CARRIED

241116-125-1.7 Resolution Register

The Board **noted** the resolution register.

CARRIED

241116-125-2.0 PRESENTATION

241116-125-2.1 Barossa Water Allocation Plan

The Senior Policy Officer (WAP) was welcomed to the board meeting to provide an update on the Barossa water allocation plan. The Barossa Water Allocation Plan Advisory Committee (WAPAC) members were acknowledged for their support and input into the development of the plan.

The Board noted the work undertaken to date whilst acknowledging that further adaptive and lateral thinking is required with the key stakeholders. It was noted that the Barossa Regional Development Authority has also been involved through its members and ensuring climate change is one of the things considered.

Members of the Barossa WAPAC noted the comments from the Board and advised the some of the figures within the presentation needed to be taken within context.

The Board **noted** the information provided and thanks the Barossa WAPAC for its continued work on the plan.

CARRIED

241116-125-3.0 BOARD MATTERS

241116-125-3.1 Building Deliberative Muscle

The Board noted the letter from the Presiding Member of the South Australian Murray Darling Basin NRM Board. It was agreed that it was important for collaboration to occur with the stakeholders for the Adelaide and Mount Lofty Ranges Region, including the other Natural Resource Management Boards.

The Board noted that work is underway with the Council of Presiding Members for a NRM Communication Strategy.

The Board expressed interest in holding a joint strategic workshop, during 2017, with an eye to reviewing the community connect methodology.

The Board:

- 3.1.1 **Notes** the letter received from SAMDB NRM Board on building "deliberative muscle" to engage the community in NRM

CARRIED

241116-125-3.2 Annual Financial Statements 2015-16

The Manager Business Support advised the Board that the annual audit was now completed. There was no major changes to the draft annual financial statements.

The Board:

- 3.2.1 **endorses** the draft financial statements for the financial year ending 30 June 2016.
- 3.2.2 **authorises** the Presiding Member, Regional Director and the Chief Finance Officer, DEWNR to certify the financial statements.

CARRIED**241116-125-3.3 SA Community and Environment Survey**

The Manager Community engagement provided the Board with an overview of the survey and its inception for South Australia's results.

The Board requested the inclusion of an executive summary or contextual page which will provide some key messages for its readers and users of the report.

The report has been endorsed for distribution to the key stakeholders within the environmental sector and placement onto the Board's website.

The Board:

- 3.3.1 **notes** the summary findings from the commissioned "South Australians and the Environment Survey 2016" and the influence it will have on AMLR's regional NRM communications and engagement; and
- 3.3.2 **endorses** sharing of these findings with other environmental sector agents to improve the whole sectors community connections for environmental outcomes.

CARRIED**241116-125-3.4 Appointment of Authorised Officers**

The Board:

- 3.4.1 **approves** the appointment of James Henry Thiessen, Rebecca Fairlie Gould, Catherine Lynne Austin and Kim Paula Thompson;
- 3.4.2 **authorises** the Presiding Member (or Board member proxy) and the Regional Director to sign the associated instruments of appointment; and
- 3.4.3 **authorises** the use of the Board's common seal by the Presiding Member (or Board member proxy) and Regional Director so that it may be affixed to the associated instruments of appointment.

CARRIED**241116-125-3.5 Hooded Plover Monitoring 2015-16**

The Board:

- 3.5.1 **endorses** the report titled 'Monitoring Hooded Plovers on the Fleurieu Peninsula: Distribution, breeding success and management in the 2014-15 season; and;
- 3.5.2 **notes** that the report will be made available via the Board's website.

CARRIED

241116-125-4.0 WATER PLANNING AND MANAGEMENT MATTERS

There are no water planning and management matters for noting this month.

241116-125-5.0 COMMITTEE MATTERS

There are no committee matters for noting this month.

241116-125-6.0 FINANCE REPORT

The Manager Business Support provided the Board with an overview of the financial report for the period ending 31 October 2016. The Board noted that the carryovers were going to Cabinet on 29 November 2016. It also noted that the Audit Finance and Risk Committee would be undertaking a cashflow analysis at its meeting on 2 December 2016.

The Board **accepts** the financial reports for the financial period ending 31 October 2016.

CARRIED

241116-125-7.0 REGION'S MONTHLY REPORT

The Board **notes** the region's monthly report.

CARRIED

241116-125-8.0 PAPERS TO NOTE**241116-125-8.1 Register of Interests****241116-125-8.2 Common Seal Usage****241116-125-8.3 NRM Grants Summary 2016-17**

The Board **notes** information papers 8.1, 8.2, and 8.3.

CARRIED

241116-125-9.0 OTHER BUSINESS**241116-125-9.1 Region's Achievement Report for 2015-16**

The Board noted and expressed appreciation to the staff for the excellent achievement report for 2015-16, noting that it was distributed to over 700 stakeholders and placed in the reception areas of the Natural Resource Centres for visitor's information.

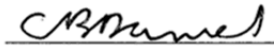
241116-125-10.0 MEETING CLOSED

There being no further business, the Chair declared the meeting closed at 3.00 pm.

The next Board meeting will be held on Thursday 15 December 2016 at the Office of the Department of Environment Water and Natural Resources, 81 Waymouth Street, Adelaide.

Chris Daniels

Presiding Member



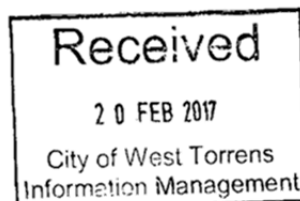
Date: 15 / 12 / 2016

The Hon John Rau MP

16PLN0983

17 February 2017

Hon. John Trainer
Mayor
City of West Torrens
165 Sir Donald Bradman Drive
HILTON SA 5033



**Government
of South Australia**

Deputy Premier
Attorney-General
Minister for Justice Reform
Minister for Planning
Minister for Industrial Relations
Minister for Child Protection
Reform
Minister for the Public Sector
Minister for Consumer and
Business Services
Minister for the City of
Adelaide

45 Pirie Street
ADELAIDE SA 5000
GPO Box 464
Adelaide SA 5001
Tel 08 8207 1723
Fax 08 8207 1736

Attention – Terry Buss, Chief Executive Officer

Dear Mayor 

Aircraft noise management in areas impacted by the Adelaide Airport

I write in response to Mr Terry Buss's letter about current policy in the West Torrens Council Development Plan regarding aircraft noise management adjacent to Adelaide Airport.

I agree that the current policy requires review, and am prepared to consider any sensible option proposed by Council as part of a Council led Development Plan Amendment (DPA) process. However any proposal should acknowledge that the affected residential areas are long standing so there is already a general awareness of airport noise, and therefore any potential measures should be practical, relatively inexpensive, and not affect development potential.

Alternatively the issue could be addressed through the development of the new Planning and Design Code in due course. Council will have the opportunity to contribute to this process.

Should you have any queries please do not hesitate to contact Mr Daniel Clapp from the Department of Planning transport and Infrastructure on 7109 7015.

Yours sincerely


John Rau
Deputy Premier
Minister for Planning

*In reply please quote
2008/13787/01
Enquiries to John Brodie
Telephone 8343 2280*



Government of South Australia

Department of Planning,
Transport and Infrastructure

**TRANSPORT SERVICES
DIVISION**

77 Grenfell Street
ADELAIDE SA 50000

Telephone: 8343 2280

ABN 92 366 288 135

Mr Terry Buss
City of West Torrens
165 Sir Donald Bradman Drive
HILTON SA 5033

Dear Mr Buss

**IMPORTANT INFORMATION ABOUT INCREASE TO COUNCIL CONTRIBUTIONS FOR
STREET LIGHTING**

The Department of Planning, Transport & Infrastructure (DPTI) understands that it is important to keep councils up to date with any changes to council contributions for street lighting on arterial roads.

DPTI has recently changed energy providers for unmetered road lighting energy from AGL to Simply Energy under a whole of Government contract, taking effect on 1st January 2017.

Retailer supply charges including energy charges, SRES & LRET have changed. Overall these prices have increased in the order of 50%, effective 1st January 2017. This will be subject to further review in July 2017. Maintenance charges including SA Power Network tariffs have not changed significantly.

DPTI is currently in the process of preparing invoices for councils and it is anticipated that the January 2017 invoices will be sent out as soon as possible. Unfortunately, it is difficult to determine the precise amount of increase in each Council bill, and we understand that the information is needed for your budget setting as soon as possible

Any questions with regards to your bills please contact John Brodie on 8343 2280 or john.brodie@sa.gov.au

Yours sincerely,

A handwritten signature in black ink, appearing to be "Graeme Brown".

Graeme Brown
General Manager Asset Management

17 February 2017

Document #: 11230687

1



AMAC Australian Mayoral Aviation Council

PO BOX 21, ROCKDALE, NSW 2216

**MINUTES OF A MEETING OF THE EXECUTIVE COMMITTEE OF THE
AUSTRALIAN MAYORAL AVIATION COUNCIL, HELD AT THE GRAND
CHANCELLOR HOTEL, HOBART COMMENCING AT 8.30AM ON SATURDAY
18TH FEBRUARY, 2017.**

ITEM 1 Welcome to Delegates.

The Deputy President, Deputy Mayor Jock Campbell, opened the meeting and extended a welcome to all present.

The Deputy President extended a special welcome to Mayor Doug Chipman, City of Clarence and Mayor David Downie, Northern Midlands Council.

ITEM 2 Attendance and Apologies

The following delegates were in attendance:

Deputy Mayor Jock Campbell, Vice President TAS
Councillor Paul Tully QLD
Mayor Phil Marks WA
Councillor Arthur Mangos SA
Councillor Jack Medcraft VIC
Ron Hoenig MP, Past President NSW (from Item 6)
John Patterson Executive Director, AMAC

Also in attendance Stuart Cole, CEO, City of Belmont WA

An apology was received and accepted from:

Mayor John Trainer SA

ITEM 3 Confirmation of the Minutes of the Executive Committee meeting held at the Intercontinental the Rialto 495 Collins Street Melbourne on 19th November 2016.

RESOLVED

THAT: The Minutes, as circulated, be confirmed.

ITEM 4 Business arising from the Minutes

Nil

ITEM 5 Airservices Staffing

RESOLVED

THAT: The information be received and noted.

ITEM 6 Rate Equivalent Payments

Mayors Chipman and Downie provided a briefing on a meeting held with the Minister and Departmental representatives and a separate meeting with, Shadow Minister Albanese on the preceding Wednesday.

It was indicated that the Department continues with the proposition that terminal facilities were not liable for rate equivalent payments.

It was further indicated that the Department had based their belief on Clause 7.02A of the Airports Regulation 1997.

The meeting was advised that Minister Chester had given an undertaking to review the issue and provide a response within one month.

Discussion ensued around the purpose of the Regulation, its relationship to the airport leases and the issue of rate equivalent payments.

Mayor Chipman indicated that his Council had obtained legal advice on this matter.

RESOLVED

THAT: The promised response by the Minister be awaited.

FURTHER

THAT: Clarence be requested to make available their legal advice pertaining to the issue of the relevance of Clause 7.02A to airport lease arrangements for the purpose of information.

FURTHER

THAT: The parties inform local Federal MP's on the issue and urge their intervention at the political level.

FINALLY

THAT: The Executive Director examine possible options for further action should the Minister fail to satisfactorily resolve the issue.

ITEM 7 Airservices Activities

RESOLVED

THAT: The information be received and noted.

ITEM 8 Airport Activity

RESOLVED

THAT: The information be received and noted.

ITEM 9 Western Sydney Airport

RESOLVED

THAT: The information be received and noted.

ITEM 10 NSW Government "Fit for the Future" Program and Council Mergers

The Executive Director advised that, since the report had been drafted the new NSW Premier had announced that the government would:

- Allow those Council mergers that have already occurred to stand;
- Press forward with proposed amalgamations in the metropolitan area; and
- Abandon regional merger proposals which are currently undetermined.

Noting that will mean current AMAC member Councils in the Sydney metropolitan area are still impacted.

RESOLVED

THAT: The information be received and noted.

ITEM 11 Member Subscription Options

RESOLVED

THAT: The report be received and noted and that a report be prepared on AMAC's financial position including:

- A budget breakdown;
- The cost of Executive Committee meetings;
- Finances relating to the Annual Conference; and
- The Executive Directors employment arrangements.

ITEM 12 Aircraft Noise Ombudsman

The Executive Director advised that, since the report had been prepared Ms Narelle Bell has been announced as the new Aircraft Noise Ombudsman taking up the role from 8th February. The Executive Director further advised that he had congratulated Ms Bell on behalf of AMAC. Further that she had agreed to attend and address the May Conference and that he is to meet with Ms Bell on 24th February.

RESOLVED

THAT: The information be received and noted and the actions taken endorsed.

ITEM 13 Annual Conference, 2017

The Executive Director advised that the Conference program has been finalized, that brochures and registration material is currently with the printer and that material will be distributed to member Councils in the coming week.

The Executive Director also referred to the concurrent Planners Workshop and that he will be seeking to promote this to Sydney Councils including those surrounding the Western Sydney Airport site.

RESOLVED

THAT: The information be received and noted and that Executive Committee members promote participation of Councils in their respective States.

ITEM 14 Upcoming Executive Committee Meetings

It was noted that the May meeting will be held in conjunction with the Annual Conference and that it will commence at 8.00am on Thursday 4th May at the Conference venue – Novotel Hotel, Brighton – Le - Sands

RESOLVED

THAT: Following the May meeting in Sydney the next meeting be confirmed as being in Brisbane on 9th September

FURTHER

THAT: The final meeting of the Committee for 2017 should be in Adelaide on a date to be determined.

FINALLY

THAT: Perth should be recommended as the venue for the 2018 Conference.

ITEM 15 International Air Service Agreements

RESOLVED

THAT: The information be received and noted.

**ITEM 16 National Airports Safeguarding Framework Review – Guideline B
“Managing the Risk of Building Generated Windshear and
Turbulence at Airports”**

RESOLVED

THAT: The documentation be received and noted and the
draft submission be endorsed.**ITEM 17 Modernising Airspace Protection – Public Consultation Paper**

RESOLVED

THAT: The documentation be received and noted and the
draft submission be endorsed.**ITEM 18 Australian Aviation Association Forum – Invitation to Participate**

RESOLVED

THAT: The attendance of the Executive Director at the June
meeting of TAAAF as an observer to ascertain the
value of AMAC's continuing involvement be endorsed.**ITEM 19 AMAC Website and AMAC Support**

The Executive Director advised that part of the reason for delay in
progressing this matter relates to incurring additional unbudgeted cost
at this time.

RESOLVED

THAT: The information be received and noted and that the
Executive Director continue to investigate delivery
options.**Other Business****Airport Amendment Bill**

The Executive Director advised that advice has been received of a further
opportunity to comment on proposed changes to the timing for the preparation of
Airport Master Plans and other matters such as the value of on-airport development
which would trigger the need for an MDP.

The meeting was advised that AMAC had already lodged a submission on these
topics in May 2015.

RESOLVED**THAT:**

The Executive Director examine the proposals contained in the Bill to determine whether a further submission is required and lodge a submission if considered appropriate.

CLOSE: The meeting closed at 10.55 a.m.



28 February 2017

Mr Terry Buss
Chief Executive Officer
City of West Torrens
165 Sir Donald Bradman Drive
HILTON SA 5033

Dear Mr Buss,

You may have noted the article in the Adelaide Advertiser, 27 February 2017, regarding the Eastern Region Authority's (ERA) potential involvement in an Energy from Waste (EfW) disposal option.

We are writing to advise you that ResourceCo has partnered with the world's largest EfW plant builder, Hitachi Zosen Inova (HZI), to install an EfW plant in northern Adelaide. Planning work for this development has been underway for some time. We are keen to provide you and your Councillors with information about these types of facilities and the many benefits they can provide to both your ratepayers and the broader South Australian community.

We firmly believe that EfW has a strong role to play in South Australia in both the waste management and the electricity generation industries by providing clean reliable base load power to our energy network. This technology is proven and HZI has hundreds of EfW plants operating around the world.

As you may be aware, ResourceCo has had over a decade of experience processing Commercial and Industrial (C&I) and Construction and Demolition (C&D) waste streams into energy through its Alternative Fuels plant in Wingfield. The fuel from this plant has provided energy to power the Adelaide Brighton Cement kiln for many years. The development of an EfW plant to convert Municipal Solid Waste (MSW) into energy and avoid landfill is a very natural extension for our business to offer Councils and other similar waste stream generators.

A key to the viability of EfW plants is a large, reliable and long term source of MSW. Given the newspaper article it would appear that there will be multiple EfW facilities established in the Adelaide area. This is a positive development for Councils as this competition will ensure the best financial and environmental outcomes for rate payers.

Councils will be able to undertake competitive tender procurement processes for their waste disposal into such facilities confident that multiple competitive offers will be forthcoming. This competitive tender process will ensure the optimum result for rate payers and waste generators, and we welcome the opportunity to be part of this competitive process.

We look forward to the opportunity to talk to you and members of your Council about the exciting opportunities created by these innovative waste disposal and electricity generation options. We will be in contact to request a meeting to share with you the expertise of HZI and how this is applied to achieve an ideal outcome for the region's rate payers and South Australia more broadly.

Yours faithfully,

Marc Stambach
Managing Director
Hitachi Zosen Inova Australia
marc.stambach@hz-inova.com

Ben Sawley
Chief Operating Officer
ResourceCo
bens@resourceco.com.au

cc: Mayor Trainer

**Australian Government****Department of Infrastructure and Regional Development**

Dear Mayor and Chief Executive

Subject: 2014-15 Local Government National Report

I am pleased to advise you that the 2014-15 Local Government National Report (the Report) was presented for tabling in the Parliament of Australia on 1 February 2017 in accordance with the *Local Government (Financial Assistance) Act 1995*.

The Report details the distribution of funding under the Australian Government Financial Assistance Grant programme to local government in 2014-15 and provides an overview of initiatives that improve the efficiency and effectiveness of local government services to the community. It has been prepared by the Department in cooperation with local government associations, state and territory grants commissions, and state and territory governments.

The 2014-15 Report is available on the Department's website at <http://regional.gov.au/local/publications/reports/index.aspx>.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'S. Dreezer', with a horizontal line underneath.

Steve Dreezer
General Manager
Local Government, Mainland Territories and RDA Branch

1/02/2017

GPO Box 594 Canberra ACT 2601 Australia • Telephone: 02 6274 7111 • Facsimile: 02 6257 2505
Website: www.infrastructure.gov.au • ABN 86 267 354 017

U N C L A S S I F I E D

The Hon John Rau MP

#11244818

21 February 2017

Mayor John Trainer
City of West Torrens
165 Sir Donald Bradman Drive
HILTON SA 5033

Dear Mayor Trainer

Development Plan Amendments for Inner and Middle Metropolitan Corridors Design and Sites

I am writing to advise that I have initiated investigations pursuant to sections 24 and 26 of the *Development Act 1993*, for the drafting of two Development Plan Amendments (DPAs) to review urban corridor design policies and zoning.

This initiation follows a review of the outcomes of the Inner Metropolitan Growth DPA that introduced Urban Corridor Zones in 2013, the work undertaken in the subsequent Inner and Middle Metropolitan Corridor Infill DPA that I initiated in 2015 and consideration of the transition to the new Planning System and in particular the Planning and Design Code. I have decided to cease the Inner and Middle Metropolitan Corridor Infill DPA and now progress with two new Ministerial DPAs.

The Inner and Middle Metropolitan Corridor (Design) DPA will focus on the review of planning policy with an emphasis on improving the design and integration of development within the existing Urban Corridor Zones. This DPA will affect the West Torrens (City) Development Plan.

The Inner and Middle Metropolitan Corridor (Sites) DPA will examine the potential to rezone a number of selected strategic sites for inclusion within the Urban Corridor Zones that may be suitable in the short term for mixed use medium density redevelopment where interface issues are minimal. This DPA affects your Council as, 254-262 Richmond Road, Marlestone and 6-10 Railway Terrace, Mile End has been identified for consideration.

In the near future the Department for Planning, Transport and Infrastructure will be discussing with your Council on a process for transition into the Planning and Design Code including the undertaking of strategic planning to identify areas for infill. I would like to thank you for your Council's contribution to the Inner and Middle Metropolitan Corridor Infill DPA. The information that has been gathered in that process will assist in investigations for the Design DPA.



**Government
of South Australia**

Deputy Premier
Attorney-General
Minister for Justice Reform
Minister for Planning
Minister for Industrial Relations
Minister for Child Protection
Reform
Minister for the Public Sector
Minister for Consumer and
Business Services
Minister for the City of
Adelaide

45 Pirie Street
ADELAIDE SA 5000

GPO Box 464
Adelaide SA 5001
Tel 08 8207 1723
Fax 08 8207 1736



If you have any questions regarding these new DPAs please contact Rod Worthington, Project Officer of the Department of Planning, Transport and Infrastructure who has been appointed to manage the DPA, on direct telephone number 7109 7007 or by email at Rod.Worthington@sa.gov.au.

Yours sincerely

A handwritten signature in black ink, appearing to read 'John Rau', with a stylized flourish at the end.

John Rau
Deputy Premier
Minister for Planning

The Hon John Rau MP

17PLN0116

20 February 2017

Mr Terry Buss
Chief Executive Officer
City of West Torrens
165 Sir Donald Bradman Drive
HILTON SA 5033



**Government
of South Australia**

Deputy Premier
Attorney-General
Minister for Justice Reform
Minister for Planning
Minister for Industrial Relations
Minister for Child Protection
Reform
Minister for the Public Sector
Minister for Consumer and
Business Services
Minister for the City of
Adelaide

45 Pirie Street
ADELAIDE SA 5000

GPO Box 464
Adelaide SA 5001
Tel 08 8207 1723
Fax 08 8207 1736

Dear Mr Buss

On behalf of the Minister for Planning, the Hon John Rau MP, I acknowledge receipt of your letter dated 9 February 2017, regarding fences forward of the building line in Character Policy Area 26.

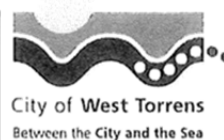
Your correspondence will be brought to the attention of the Minister.

Yours sincerely

A handwritten signature in dark ink, appearing to be a stylized 'M' or 'N' followed by a flourish.

Office Manager to the
Hon John Rau MP
Deputy Premier
Minister for Planning

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165 Sir Donald Bradman Drive
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27 January 2017

Mark Gobbie
General Manager of Asset Operations and Delivery
SA Water.
mark.gobbie@sawater.com.au
SA Water House
250 Victoria Square
ADELAIDE SA 5000

Dear Sir

As you would well be aware, during late September through early October 2017, a prolonged high water flow event was experienced along the River Torrens.

In relation to the section of the River Torrens located within the City of West Torrens, once the water level had receded to within the low flow channel, and the surrounds banks and plains within the river corridor became accessible, Council has coordinated substantial works to offset the impacts of the high flow event.

Since the event, Council Administration has been in regular contact with Mark Marschall of SA Water in relation to those locations where impacts of the high flow event have impacted overlapping areas of management responsibility between Council and SA Water.

Numerous trees, both within the river waterline and along the river banks, were uprooted or several compromised by the high flow event. Being one of these areas of joint responsibility, a joint funding arrangement was agreed between Council and SA Water for specialised contractors to remove the damaged vegetation from the river corridor within our Council area. The engagement of this contractor and management of the works were coordinated by Council Administration.

Council has also engaged contractors to address the most severely sediment deposit impacted areas within the Council. This sediment removal, disposal and rehabilitation works have been fully funded by Council.

In numerous locations along the river within our Council area, bank collapse or destabilisation was experienced during the high flow event. In three locations this compromising of the river bank has resulted in Council closing sections of the River Torrens Linear Park Recreation Path due to concerns over the impacts to public safety. These being Rowells Road to Azalea Drive, Lockleys, Hardys Road to Jervois Street, Torrensville and Murray Street to Holland Street, Thebarton.

These recreation paths are a highly utilised asset for our community and important part of the greater Adelaide amenity and recreational use of the River Torrens Linear Park.

Due to the length of time that these pathways have remained closed, Council has started to receive reasonable backlash from the community in relation to this loss of facilities and the apparent inaction on resolution.

With the responsibility for bank stabilisation and repair typically falling with SA Water (on behalf of the State Government), Council Administration has also been communicating with SA Water in relation to working on the resolution, planning and programming of necessary works to address bank stability in these locations, and hence enable reopening of the pathways.

Although it is acknowledged that bank repairs of this nature would be unbudgeted works, Council has received little feedback to date to provide clarification on SA Water's approach to addressing these works.

There have been some informal correspondence suggesting, that based on structural assessment by SA Water, some conditional reopening of sections of path may be possible, however this would be reliant on ongoing monitoring and potential reclosing of the pathways during any subsequent flow events.

Council has been unable to obtain certification or assessable reporting in relation to the stability of the banks in these locations, nor formalised or clarified detailing of who would be responsible for ongoing inspections, how often this would occur or making the call on re-closing of the pathways. As you would appreciate, Council Administration would not be accepting of the reopening of these pathways without clearly demonstrated stability of the compromised banks and formalised inspection and reporting processes in relation to the ongoing condition and safety of the localities.

I am writing to formally request written response from SA Water in relation to the proposed approach, and time framing, for the repair or stabilising of these sections of river banks to enable the safe reactivation of the community asset of the River Torrens Linear Park Pathways.

I thank you in anticipation of your co-operation and understanding during the undertaking of these works.

Yours faithfully



Dean Ottanelli
General Manager Urban Services (Acting)
City of West Torrens



SOUTH AUSTRALIAN
WATER CORPORATION

SA Water House
250 Victoria Square / Tarntanyangga
Adelaide South Australia 5000

GPO Box 1751
Adelaide South Australia 5001

Telephone +61 8 1300 650 950

ABN 69 336 525 019

6 February 2017

Mr Dean Ottanelli
General Manager Urban Services (Acting)
City of West Torrens
165 Sir Donald Bradman Drive
Hilton, SA 5003
dottanelli@wtcc.sa.gov.au

Dear Dean

**Re: Letter from Dean Ottanelli, Acting GM Urban Services, City of West Torrens
27 January 2017 (Metro Drainage)**

Thank you for your letter dated 27th January 2017 on repair work in the River Torrens channel within your Council area. We appreciate the opportunity to update Council on this subject.

Firstly we would like to thank the City of West Torrens on partnering with SA Water to clean up major vegetation debris that has resulted from recent storms along the River Torrens.

We appreciate that Council has funded and placed much effort in assisting with the restoration of the Linear Park paths and reserves since the recent storms.

On behalf of the Minister of Water and River Murray, SA Water has also invested considerable effort towards addressing storm clean up and channel damage across the four metropolitan waterways managed under Metropolitan Drainage. It is important to remember that the storms that have caused this damage were significant, resulting in both channel obstruction and bank damage across multiple Council areas. Clearing channel obstructions has been the first priority necessitating prioritisation of work across council boundaries to deal with the worst impacted areas first.

In relation to the three specific areas of concern raised within your Council boundary, we would like to offer the following feedback;

Murray Street to Holland Street, Thebarton

We currently have our maintenance contractor engaged on both sides of the river channel in this area clearing large fallen trees and branches that could impact the full flood carrying capacity of River channel.

We have requested that our contractor undertakes work from the Brewery, downstream to South Road, where our original partnership of clean up started. This clean-up will be done progressively with different crews used for different task. The final stage will involve cranes to remove larger items unable to be removed in the earlier clean-up operation.

From our inspections to date we do not see a need for major erosion control work along this section of the River. However, this position will be reviewed as clean-up work is undertaken. Once the path in question is cleared, Council will need to undertake a final inspection which could potentially show that minor additional civil work is required before the path is opened.



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of South Australia

SA Water will liaise with Council staff on timing of the path clearance work so that any work required by Council can be planned in advance.

In addition, given the urban development occurring in the area, we understand that Council would like to further develop this section of the Linear Park. We support the application of funding from relevant funding agencies to progress in future.

Hardy Road to Jervois Street, Torrensville
Rowels Road to Azalea Drive Lockleys

In these currently closed sections of the Linear Park, SA Water Engineering has advised that the banks can be opened to the public when they are dry but are required to be closed again during wet and hi-flow periods. SA Water currently does not continually monitor these locations and open and close the paths as required. We believe this is best managed by Council who are better placed to assess the community need against the effort required.

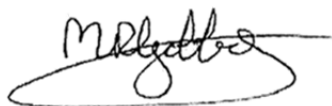
With regard to a long term fix for these areas, SA Water is currently developing concept plans to remediate the bank erosion. Final delivery of an engineered solution may take some time as items such as Aboriginal Heritage, geotechnical investigation, 3D survey and hydraulic analysis' need to be completed before the final solution can proceed. Council staff will be consulted on the concept design as it is developed so that the best long term solution can be agreed. Importantly, the detailed concept design is needed so that costing can be completed and funding allocated.

Once an engineered solution has been developed, a delivery schedule for these two locations will be prepared. It is our view that the Torrensville site should be given priority over the Lockley site given the length of the detour involved. This assessment can be reviewed as site monitoring provides new information. It is also important to note that other sites requiring remediation outside of the City of West Torrens are also on a high priority list for major remediation work.

Given the extent and severity of the storms and resultant hi-flows in 2016, it will take considerable effort by all parties involved in managing the River Torrens and the Linear Park to complete the restoration effort. We are committed to achieving this outcome in the most cost effective manner and to working closely with all impacted Councils toward that objective.

Please ensure that that Council Administration remains in constant contact with Mark Marschall, who administers SA Water Metropolitan Drainage commitments on behalf of the Minister. As has been the case to date, Mark can update your staff of progress at any time and is happy to work with your teams to ensure all concerns are addressed in a timely manner.

Kind regards



Mark Gobbie
General Manager of Asset, Operations and Delivery

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165 Sir Donald Bradman Drive
Hilton, SA 5033
Tel 08 8416 6333
Fax 08 8443 5709
Email: csu@wtcc.sa.gov.au
Web: westtorrens.sa.gov.au



2 March 2017

SA Water Corporation
Attn: Mark Gobbie
GPO Box 1751
ADELAIDE SA 5001

Dear Mr Gobbie,

River Torrens Storm Damage - Further Response

Thank you for your letter of 6 February 2017 addressing many of the points raised in previous correspondence from Council dated 27 January 2017. The following seeks to clarify some points from this previous correspondence exchange.

It is agreed that the sharing of resource and collaboration of our Administrations have worked well and have been beneficial to both parties in relation to works undertaken to date.

Murray St to Holland St, Thebarton

Based on the focus of your commentary in relation to this area, it is believed there may have been some misunderstanding as to the causes of closure of this section of amenity pathway. Although there were some substantial fallen tree conflicts within sections of the lower lying pathways (as have been addressed and outlined in your correspondence), there is also a section of unstabilised bank at the Murray Street end of the pathway which resulted in undermining the edge of the pathway and destabilising barrier fencing to the pathway (similar to the other closure locations).

Since our last correspondence, Council and SA Water Administration have been continuing to work together to further resolve issues along the river. Based on a recent joint inspection of this particular site, it has been determined that there is sufficient room to narrow the amenity pathway and construct a intermediate term barrier fence on stable ground, satisfactorily offsetting it to areas of the river bank that are showing signs of movement.

Council has committed to undertake this fence construction work and address some minor erosion and vegetation clean up along the pathway, which would then facilitate the safe reopening of this section to the general public.

It is understood that SA Water Administration have committed to further investigate the river bank stability in this location and develop a long term bank stability solutions (as may be deemed necessary) for further consideration.

Hardys Rd to Jervois St, Torrensville and Rowells Rd to Azalea Drv, Lockleys

It is noted that in these locations there is insufficient space along the shared pathways to enable localised barricading or fencing of the compromised sections of shared path and still permit safe public access.

It is acknowledged and appreciated that SA Water are working on permanent engineering solutions to these areas of concern.

Printed on Revive Laser 100% Recycled which is certified Carbon Neutral and Australian Made.

Your correspondence advises that on a conditional basis, ie *"when they are dry"*, these sections of linear pathway can be reopened to the public, stating that the pathways *"are required to be closed again during wet and hi-flow periods"*, and that *"SA Water currently does not continually monitor these locations and open and close the paths as required. We believe this is best managed by Council..."*.

The current closures of the shared path in these specific locations are due to the risk of potential bank collapse and subsequent failure of the pathway which could result in serious injury to members of the general public.

The assessment of bank stability and risk of failure is a task which requires specialised and professional geotechnical expertise.

Council is not in a position nor would have the resources to make these necessary technical assessments. However, more importantly is the critical point of responsibility for river bank stability, it is believed that the responsibility of this assessment and monitoring does not belong with Council, but belongs with SA Water as administrators of the Minister's management of the river.

It is Council's view that until such time as river bank stabilisation works have occurred in these locations, SA Water has the responsibility for monitoring and directing the opening and closing of pathways, based on the stability of the land on which they are located.

Should SA Water deem these shared pathways safe to reopen to the general public (based on the assessed stability of the river banks) then Council would also be anticipating that SA Water would be accepting the related public liability which would be associated with further collapse of these banks and any resultant injury which could come from damage of the shared path(s).

It is also noted that in both locations, the existing barrier fence along the shared path edge have been destabilised by the recent bank movements and would require replacement prior to any path opening. This would in practice be difficult in itself as there is now no stable land on the river side of the path in which to reconstruct the barrier.

There is no doubt that the pathway networks along the River Torrens Linear Park are an important and valued asset to the community and as such the current restrictions have caused some angst with users of these areas. Therefore, works to facilitate the reopening of these areas require prioritisation.

Council looks forward to your response in relation to the above points and working further with SA Water on these matters.

Yours sincerely



Angelo Catinari
Chief Executive Officer (Acting)

21 CONFIDENTIAL

Nil

22 MEETING CLOSE

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1 MEETING OPENED**2 PRESENT****3 APOLOGIES****Leave of Absence**

Mayor John Trainer

4 DISCLOSURE STATEMENTS

Committee Members are required to:

1. Consider Section 73 and 75 of the *Local Government Act 1999* and determine whether they have a conflict of interest in any matter to be considered in this Agenda; and
2. Disclose these interests in accordance with the requirements of Sections 74 and 75A of the *Local Government Act 1999*.

5 CONFIRMATION OF MINUTES**RECOMMENDATION**

That the Minutes of the meeting of the Urban Services Committee held on 7 February 2017 be confirmed as a true and correct record.

6 COMMUNICATIONS BY THE CHAIRPERSON**7 QUESTIONS WITH NOTICE**

Nil

8 QUESTIONS WITHOUT NOTICE**9 MOTIONS WITH NOTICE**

Nil

10 MOTIONS WITHOUT NOTICE

11 URBAN SERVICES DIVISION REPORTS

11.1 Declaration of Private Road in Mile End as Public Road

Brief

This report advises of the process to be undertaken to convert sections of Elm Avenue, Mile End, currently being private road and land, to a public road.

RECOMMENDATION(S)

The Committee recommends to Council that:

1. The process be commenced to convert private sections of Elm Avenue, Mile End to a public road.
2. The required public notification be undertaken under Section 210 of the *Local Government Act 1999* to declare the portion of the road known as Elm Avenue in the area of Mile End, Hundred of Adelaide as shown in Deposited Plan 2422 to be public road.
3. A further report be presented to the Urban Services Committee following the public notice period to provide an update of this project.

Introduction

In March 2016, Council received correspondence from the Director of a company (Tetzlin Pty Ltd) regarding the legal status of land over which Elm Avenue Mile End extends.

Further investigation revealed that only a portion of Elm Avenue is declared as public road with two portions of the street being on separate land titles recorded as within private ownership
(Attachment 1)

An initial report was presented to Council on 6 September 2016 and the following was resolved:

"Action be undertaken to resume the parcels of private land laid out as Elm Avenue in Mile End to convert the whole of the road to public road."

Initially, it was proposed to deal with both portions of land under the *Roads (Opening & Closing) Act 1991*. However, given the differing complexity of these matters, it has been determined to process the larger portion of land under provisions of the *Local Government Act 1999*.

As the section of land is a private road, it is thought preferable to declare it as a public road pursuant to section 210 of the *Local Government Act 1999* **(Section C of Attachment 1)**

Discussion

Section 210 of the *Local Government Act 1999* enables Council to convert a private road to a public road if the owner of the road requests for or consents to the declaration or where reasonable enquiries have failed to find the owner. At least three (3) months before making a declaration under the Act, Council must give public notice of the proposed declaration.

As such, a declaration of Council's intention to declare the land as public road is initially required with the placement of a public notice in the Advertiser and the Government Gazette to notify and identify any person who may have an interest in the land. After three (3) months and following review of any written submissions, Council may then proceed to declare the land as Public Road.

Following the public notice period, a further report will be provided to Council to formalise the status of Elm Avenue.

Conclusion

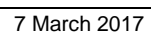
Following the identification of a portion of Elm Avenue, Mile End as still being a private road, the procedures in accordance with Section 210 of the *Local Government Act 1999* should be undertaken to declare the portion of the road known as Elm Avenue and marked as C on

Attachment 1 in the area of Mile End, Hundred of Adelaide as shown in Deposited Plan 2242 (**Attachment 2**) to be a public road.

Attachments

1. **Map of Elm Avenue, MILE END**
2. **Deposited Plan 2422**





11.2 Special Local Roads Application 2017-18

Brief

To advise Council of notification received by the Local Government Transport Advisory Panel (LGTAP) that the 2017/18 funding round for the Special Local Roads Program (SLRP) is now open and that the Phillips Street, Thebarton and West Beach Road, West Beach projects are proposed to be submitted to the Local Government Association for their consideration.

RECOMMENDATION(S)

The Committee recommends to Council that the road upgrade projects for Phillips Street, Thebarton and West Beach Road, West Beach be submitted to the Local Government Association for consideration by the Local Government Transport Advisory Panel (LGTAP) for the 2017/18 Special Local Roads Program.

Introduction

Following recent notification received from the LGA advising that the 2017/18 funding round for the Special Local Roads Program 2017/18 is now open, the Administration proposes to submit two road projects to the LGA for funding in the 2017/2018 financial year. These are;

- Phillips Street, Thebarton.
- West Beach Road, West Beach.

Discussion

In 2016, the City of Charles Sturt took the role as lead applicant and submitted a joint application with Council seeking grant funding for the West Beach Road Upgrade Project. This funding was ultimately unsuccessful. The City of Charles Sturt has again offered to be the lead applicant for the West Beach Road project and an application will be submitted by them, in association with the City of West Torrens, seeking up to \$2 million in funding. See **Attachment 1** for plan of the upgrade.

The Phillips Street, Thebarton project is Stage 2 of the West Thebarton Road-Phillips Street upgrade of the major route between South Road and Port Road. Council was successful in obtaining funding for the Stage 1 West Thebarton Road project in 2016/2017 with an allocation of \$1.25 million made available to Council. The Stage 2 application for Phillips Street seeks a further grant of \$1.4 million.

The funding applications are submitted in accordance with the LGA Road Hierarchy classification (for Special Local Roads Program) and consistent with Council's Transport Strategy functional road classification. The applications are also consistent with the current revision of the Strategic Infrastructure Plan for South Australia with respect to some of the transport objectives.

It should be noted that funding priorities and the success or otherwise of funding applications are determined by the LGTAP and not by Council. The LGTAP website advises the following:

LGTAP analyses submissions in accordance with the adopted LGTAP policy which assures transparency and accountability in its decisions. LGTAP gives preference to those projects that have been developed through Local Government Regional Transport Plans and transparent planning processes.

Following assessment, LGTAP provides recommendations for projects to the LGA Board, which in turn, makes recommendations to the South Australian Local Government Grants Commission for proposals under the Identified Local Roads Grants and the Federal Minister for Transport in the case of the Roads to Recovery component.

The LGTAP does not provide general public notification of its recommendation as it is the prerogative of the respective State and Federal Ministers to make the public announcements.

Conclusion

It is proposed that two road projects be submitted for Special Local Road funding for 2017/2018. The West Beach Road project will be submitted by the City of Charles Sturt as the lead applicant, in association with the City of West Torrens. The Phillips Street project is Stage 2 of the major route between South Road and Port Road. Stage 1 West Thebarton Road was funded in 2016-2017.

Attachments

1. West Beach Road - Plan of the upgrade



11.3 Urban Services Activities Report

Brief

To provide Elected Members with information on activities within the Urban Services Division.

RECOMMENDATION(S)

The Committee recommends to Council that the Activities Report be received.

Discussion

This report details the key activities of the City Assets, City Development and City Works Departments.

Special Project Work	
New Drainage System - Lockleys Catchment May Terrace Stage 3	Some minor finishing works and the connection of the drainage to the northern end of the street are continuing through the early part of 2017.
New Drainage System - Lockleys Catchment Henley Beach Road Crossings Stage 4a	Updated arrangements with the Civil Contractor, suppliers and service authorities will now see the main works associated with this project commence in late April 2017, with advance works occurring during March 2017.
New Drainage System - Lockleys Catchment Henley Beach Road Crossings Stage 4b	Tender documentation for the civil works associated with this project is anticipated to be completed during March 2017.
Stormwater Management Plan	Works are continuing on this project.
Henley Street, Mile End - Stormwater Drainage	A new short stormwater drainage system is to be installed at the Bagot Avenue end of Henley Street to improve localised drainage in this location. Contractors, materials, supplies and service alteration have been scheduled for these works, which will commence during March 2017.
West Beach Drainage System - Flood Wall	The major repairs to the flood wall have been undertaken and have included additional reinforcement works to provide improved strength to the sections of wall previously compromised. Joint resealing works are programmed to be undertaken during March 2017 upon receipt of engineering methodology for these works.

George Street, Thebarton	Design detailing for both the new stormwater drainage and the road reconstruction are nearing completion.
River Torrens Linear Park, (Pedestrian Light Project)	<p>The project has been awarded for the River Torrens Linear Park Pedestrian Lighting Project on the next stages (6 and 7) of pedestrian lighting for the 2016/17 program of works, from Henley Beach Rd to Tapleys Hill Rd, Lockleys / Fulham, for both sides of the river.</p> <p>The projects have commenced and are scheduled to be completed in May / June 2017.</p>
Westside Bikeway, Moss Ave - Pedestrian Lighting	<p>The project has been awarded for the 2016/17 stage of pedestrian lighting on the Westside Bikeway, from Barwell Ave to Richmond Rd, Marleston.</p> <p>The project has commenced and is scheduled to be completed in May / June 2017.</p>
Coast Watchers Reserve - Pedestrian Lighting	The project has been awarded for the upgrade of the pedestrian lighting on Coast Watchers Reserve on the pathway from Henley Beach Road to Ashburn Avenue, Fulham. The project is scheduled to commence in March and is to be completed by May / June 2017.

Capital Works

Road Reconstruction Works	<p>The following is an update on roadworks occurring in our City:</p> <p>2015/16 Program</p> <ul style="list-style-type: none"> - West Beach Road - detailed concept design works are completed and the Administration are continuing to work with the City of Charles Sturt to identify funding opportunities. - Norma Street, Mile End - Reconstruction works are completed. Minor ancillary works are currently being scoped. - Military Road, West Beach - Revised design to be considered, including bicycle lanes. - Tennyson Street, Kurralta Park - Construction works are ongoing. <p>2016/17 Program</p> <ul style="list-style-type: none"> - North Parade (Clifford St to Stephens Ave) - Kerbing complete, balance works to be completed by March (during next school holidays) - Birdwood Tce (Keith Ave to Murdoch Ave) - Construction works are ongoing <p>Design and documentation are currently being undertaken for the following roads:</p> <ul style="list-style-type: none"> - Aldridge Tce (Richmond Rd to St Anton St) - Mortimer St (Gray St to Grassmere St) - Beauchamp St (Barwell Ave to User Ch 130) - George St (South Rd to Dew Street) - West Thebarton Road / Phillips Street - the development of the concept design and public consultation is complete. Detailed design is ongoing. <p>Pavement designs have been completed for the above list of roads.</p>
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Undergrounding of Power West Thebarton Rd / Phillips St, Thebarton	Power pole and cabling works are ongoing. SA Power Networks (SAPN) have finalised replacement of contractors to complete the civil works for undergrounding the power lines. Due to contractual issues with the original civil contractor SAPN have now advised that the completion date for the project would be June 2017.
Road Rejuvenation Program for 2016/2017	There are currently 69 roads scheduled for the 2016/2017 program. The scoping and programming of the works are currently underway with the works to commence in March and to be completed by June 2017.
Kerb & Watertable and Road Reseal Program for 2016/17	<p>The following is a list of the streets allocated for kerb and watertable works in 2016/17. The streets have been divided into six (6) stages of equal duration.</p> <p>Stage 1:</p> <ul style="list-style-type: none"> - Alexander Av - (Marleston Av to Day Av) - Clifton St - (Stonehouse Av to Carlton Rd) - Cromer St - (Bourlang Av to Patricia Av) - Patricia Av - (Clifton St to Cromer St) - Patricia Av - (Cromer St to Whelan Av) - Warwick Av - (Daphne St to Cross Tce) - Coulter St - (Allchurch Av to Galway Av) - Mackay Av - (Edward Davies St to Laverack Rd) - Mackay Av - (Mackay Av to Mackay Av) - Park Tce - (Allchurch Av to Talbot Av) - Talbot Av - (Marion Rd to Wyatt St) - Talbot Av - (Packard St to Park Tce) - Talbot Av - (Park Ter to Birdwood Tce) - Talbot Av - (Wyatt St to Packard St) <p>Stage 1 program of works are underway.</p> <p>Stage 2:</p> <ul style="list-style-type: none"> - Somerset Av - (Davenport Tce to Sir Donald Bradman Dr) - Verran Av - (Sir Donald Bradman Dr to Davenport Tce) - Albert St - (Milner Rd to Martin Av) - Arthur St - (Arthur Street to Shaw Av) - Arthur St - (Brooker Tce to Arthur Street) - Davenport Tce - (Martin Av to Milner Rd) - Davenport Tce - (South Rd to Martin Av) - Lucas St - (Bartholomew St to Chambers Av) - Lucas St - (Marion Rd to Sanders St) - Lucas St - (Sanders St to Bartholomew St) <p>Stage 2 program of works are underway.</p> <p>Stage 3:</p> <ul style="list-style-type: none"> - Mallen St - (Sir Donald Bradman Dr to Burt Av) - Darebin St - (Ebor Av to Falcon Av) - Ebor Av - (Tarragon St to Cowra St) - Lurline St - (Bagot Av to Ebor Av) - Norma St - (South Rd to Falcon Av) - Victoria St - (Henley Beach Rd to Hughes St) <p>Stage 3 program of works are yet to be commenced.</p>

<p>Kerb & Watertable and Road Reseal Program for 2016/17</p>	<p>Stage 4:</p> <ul style="list-style-type: none"> - Dew St - (Kintore St to George St) - Dew St - (Rose St to Kintore St) - School L - (Taylors L to Rose St) - Cawthorne St - (End to Smith St) - James St - (Phillips St to Smith St) - Smith St - (Dew St to Holland St) - Walsh St - (Anderson St to Phillips St) - Clifford St - (North Pde to Carlton Pde) - East St - (Carlton Pde to Henley Beach Rd) - Hayward Av - (End to North Pde) - Jervois St - (Carlton Pde to North Pde) - Jervois St - (Henley Beach Rd to Carlton Pde) - Northcote St - (Henley Beach Rd to Carlton Pde) - Sherriff Ct - (Sherriff St to End) <p>Stage 4 program of works are underway.</p> <p>Stage 5:</p> <ul style="list-style-type: none"> - Bedford St - (Pine St to Wakefield Pl) - Bedford St - (Wakefield Pl to End) - Frank St - (Property #1 to Airport Rd) - James Av - (Western Pd to Press Rd) - Pine St - (Allen Av to Bedford St) - Rushworth Av - (Lipsett Ter to Sir Donald Bradman Dr) - Stott Cr - (Marshall Ter to End) - Western Pd - (Carnarvon Ave to Everett St) - Acacia Av - (End to Willingale Av) - Acacia Av - (Willingale Av to End) - Franciscan Av - (Property #5 to Arcoona Av) - Fulham Park Dr - (Arcoona Av to Corona Av) - Noble Av - (Torrens Av to Kenton St) - Rostrata St - (End to Willingale Av) - Torrens Av - (End to Dartmoor St) - Rankine Rd - (Property #22 to Hounslow Av) - Oakington St - (Elizabeth St to Henley Beach Rd) - Torrens St - (Wilton Ter to Ferris St) - Wilton Tce - (Elizabeth St to Hopson St) <p>Stage 5 program of works are underway.</p> <p>Stage 6:</p> <ul style="list-style-type: none"> - Fitch Rd - 3900 (Halsey Rd to Good St) - Good St - 4330 (Good St to Good St) - Hadley St - 4540 (Ashburn Av to Henley Beach Rd) - Halsey Rd - 4560 (Halsey Rd to City Boundary) - Halsey Rd - 4560 (Halsey Rd to End) - Huntington Av - 4990 (Ayton Av to La Jolla Ave) - Huntington Av - (Henley Beach Rd to Ayton Av) - Huntington Av - (La Jolla Ave to Riverside Dr) - Layton St - (Henley Beach Rd to Ashburn Av) - Raikoff Ct - (Kandy St to End) - Samuel St - (Mackirdy St to Weetunga St) - Sherwin Ct - (Henley Beach Rd to Henley Beach Rd) - Susan St - (Ayton Av to Henley Beach Rd) - Warramunga St - (Halsey Rd to End) - Burbridge Rd (Service Road) - (Davis St to City Boundary)
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Kerb & Watertable and Road Reseal Program for 2016/17	<ul style="list-style-type: none"> - Charles Veale Dr - (Mountbatten Gv to Tapleys Hill Rd) - Charles Veale Dr - (Windsor Ter to Mountbatten Gv) - Toledo Av - (Property #27 to Swan Av) - Toledo Av - (Swan Av to Property #36) <p>Stage 6 program of works are underway.</p>
Footpath Program 2016/17	<p>The following is a list of the streets allocated for footpath works in 2016/17:</p> <p>Renewal Footpath Program:</p> <ul style="list-style-type: none"> - Ballantyne Street (Lowe Street to South Road) - Henley Beach Road (Lisa Court to Tapleys Hill Road) - Tapleys Hill Road (Henley Beach Road to City Boundary) - Darebin Street (Falcon Avenue to South Road) - complete - King Street (Claremont Street to South Road) - complete - King Street (Victoria Street to Claremont Street) - complete <p>New Footpath Program:</p> <ul style="list-style-type: none"> - Horsley Street (Frontage Road to Durham Avenue) Wider resident consultation for this proposal will be undertaken in March 2017. - Reese Avenue (Deacon Ave to Kingston Ave) - complete - Eringa Avenue (Fulham Park Drive to End) - Hayward Avenue Extension (End to Ashwin Parade) - complete - Neptune Crescent (Ingerson Street to End) - Orana Avenue (Iluka Street to City Boundary) - Rostrata Street (End to Willingale Avenue) - Wakefield Place (Bedford Street to End) - Willingale Avenue (Henley Beach Road to Rostrata Street) - Willingale Avenue (Rostrata Street to Acacia Avenue) - Walter Street (Ralph Street to Trennery Street) - complete
Bicycle Management Schemes	<p>Detailed design plans and documentation are nearing completion for the shared use path installation along Beare Avenue, north of Watson Avenue.</p>
Playground Upgrade 2016/2017	<p>The following is an update on the program of works:</p> <ul style="list-style-type: none"> - Memorial Gardens, Hilton - draft concept plans have been finalised. Detailed design has commenced. - Kesmond Reserve, Surrey Rd, Keswick - playground works are completed. Currently additional improvements works are underway to upgrade the reserve area. - Camden Oval, playground by bowling / tennis club - scheduled to be completed in early March 2017. - Lyons Street Reserve, Brooklyn Park - works scheduled to commence in April 2017. - Joe Wells Reserve, Netley - concepts plans are underway. - Kings Reserve, Torrensville - draft concept plans have commenced together with the developments of the site master plan for the Kings Reserve. Project will include the expansion of the existing skate bowl and development of a larger playground facility aimed at older children.

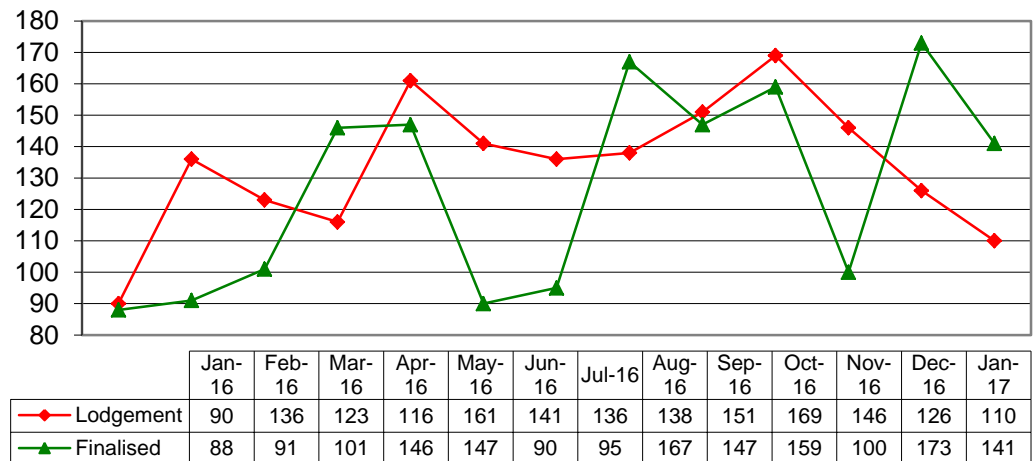
Reserve Irrigation Upgrades 2016/17	<p>The following is a status update on the current program of works:</p> <ul style="list-style-type: none"> – Carolyn Reserve, Fulham - irrigation works are completed, with additional reserve improvements continuing. Further planting is also scheduled for May / June 2017. – Kings Reserve, Torrensville (staged project) - in progress – Richmond Oval, Richmond - complete – Golflands Reserve (western section), Glenelg North - works are in progress, including improvements to the western reserve area. – Tyson Avenue (wide verge area), Ashford - complete
Parking and Traffic Management	
Torrensville/Thebarton LATM	<p>Detailed development of the projects is continuing. Projects anticipated this financial year are:</p> <ul style="list-style-type: none"> • North Parade and Wainhouse Street kerb extension • North Parade and Shipster Street kerb extension • Ashwin Parade and Hardys Road intersection realignment • Hardys Road and Ashley Street roundabout (Black Spot funding received - \$79,950). Currently negotiating required land acquisition. • Ashley Street bus closure relocation to be incorporated with concept plan to be developed for Ashley Street between Holbrooks Road and Hayward Avenue. • Maria Street slowpoints • George Street and Albert Street intersection • Concept plan development for Ashley Street (between Holbrooks Rd and Hayward Avenue) <p>Consultation with those properties directly affected will commence shortly.</p>
Novar Gardens/Camden Park LATM	<p>A community issues paper is being prepared to begin development of this area. Turning movement counts have been undertaken. Working Party meeting soon to be convened.</p>
Richmond/Mile End LATM	<p>Baseline traffic data is currently being collected.</p>
Bus Stop DDA compliance program	<p>Civil works on the 2015/16 Bus Stop DDA program have been completed. Works on 2016/17 program will commence shortly.</p>
Cowandilla Primary School & Jenkins Street precinct	<p>Conceptual design of children crossing changes has been developed. The Administration has met with the school governing council to review the concept design. Consultation to begin with the local area.</p>

Property and Facility Services	
Weigall Oval	Business case completed and ancillary documentation collated for grant application (SGLIP Grant)
Lockleys Oval Masterplan	Discussions ongoing with Mellor Park Tennis Club reps for the alteration of the club facilities (required as a result of decision to include roadway to site from western end of Netley Avenue).
Apex Park Masterplan	Ongoing meetings with consultants in regard to detailed design plans.
Cummins House	State Government (DPTI) have been advised of Council's resolution. Negotiations to commence with DPTI.
Torrensville Bowling Club	Commenced discussions with club in regard to grant of a long term lease.
Craig St road closures	No response from adjoining owners in regards to possible purchase of portion of roadway by required expiry date. Consultants engaged to undertake road closure process.
Thebarton Theatre Complex - Fire Safety	The final two stages (Stages 3 & 4) of the fire building and compliance works for the theatre have commenced on site. The project is expected to continue until July 2017.
Star Theatre Complex	The works program for Stage 1 have been finalised in consultation with the tenant and a detailed design is underway. The program of works will be delivered to ensure minimal impact on the theatre's schedule of events in 2017.
Camden Community Hall	The Administration is currently scheduling the works to commence in February 2017 for the replacement of an existing roof-mounted air-conditioning system with a wall-mounted (evaporative) system, along with replacement of the existing roof sheeting on the hall.
Thebarton Community Centre	<p>The Administration is currently working with various building consultants to address the matters raised within the draft paper presented to Elected Members at the Thebarton Community Centre Workshop held on 27 September 2016.</p> <p>Further details will be provided to Elected Members at the next Community Facilities Committee meeting to be held on 28 March 2017.</p>

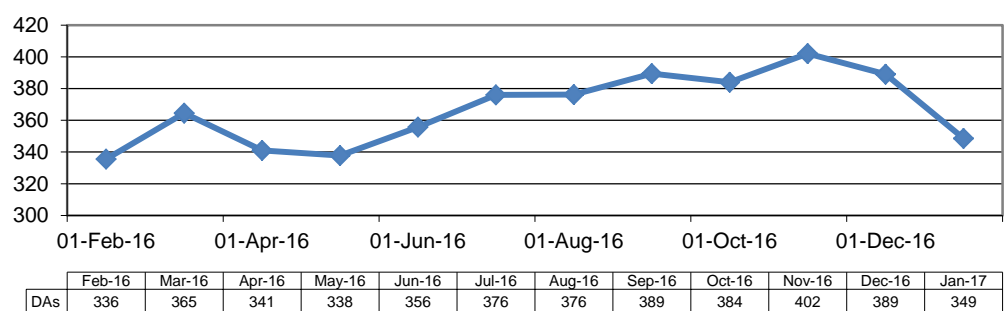
Civil and General Maintenance			
Monthly Update	Concrete, Block Paver & Asphalt Footpath/Dr Crossover		320m ²
	Kerbing & water table / Invert		13m
	Road Repairs		34m ²
	Line marking		3,274m
	Graffiti Removal	Council property	11 locations (201m ²)
		Private property	32 locations (208m ²)
		Bus stops	1 location (2m ²)
	Signage	Regulatory	7
Street nameplates		5	
Drainage and Cleansing Services			
Monthly Update	Pump Station inspections	Chippendale	Completed
		Shannon	Completed
		Riverway	Completed
		West Beach	Completed
		Duncan - Laneway (Lockleys)	Completed
	Illegal rubbish dumping		5.4t
	Road Sweepers		156t
Horticulture Services			
Monthly Update	Trees Pruned		521
	Removals		34
	Weed Control (Reserves, Verges, Traffic Islands)		4,064L

Development Assessment

Development Applications

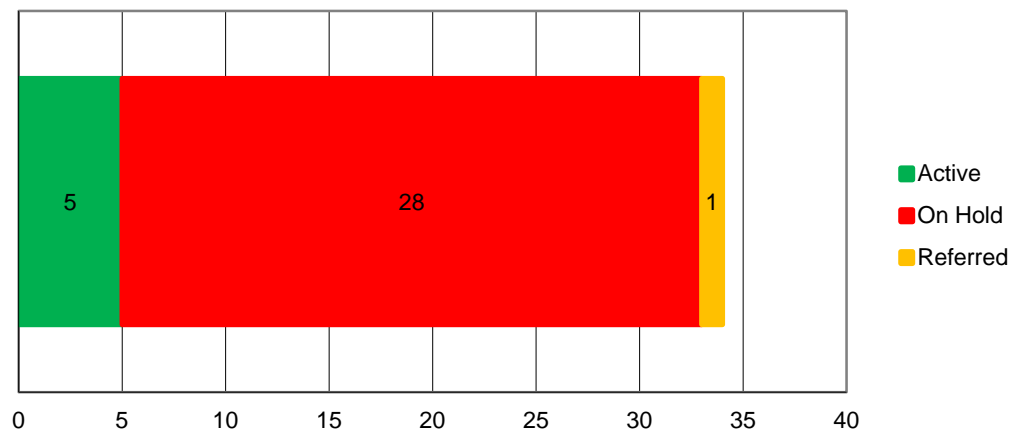


Active files - Development Approval



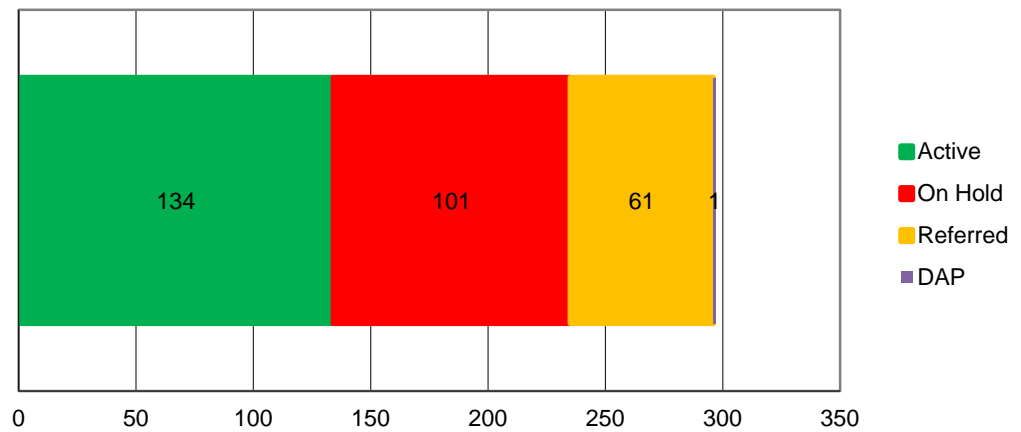
Active files shows all development applications that have been lodged with Council but are yet to receive a decision, it includes applications for Development Plan Consent, Building Rules Consent and Land Division Consent.

Current Applications - Building Rules Consent



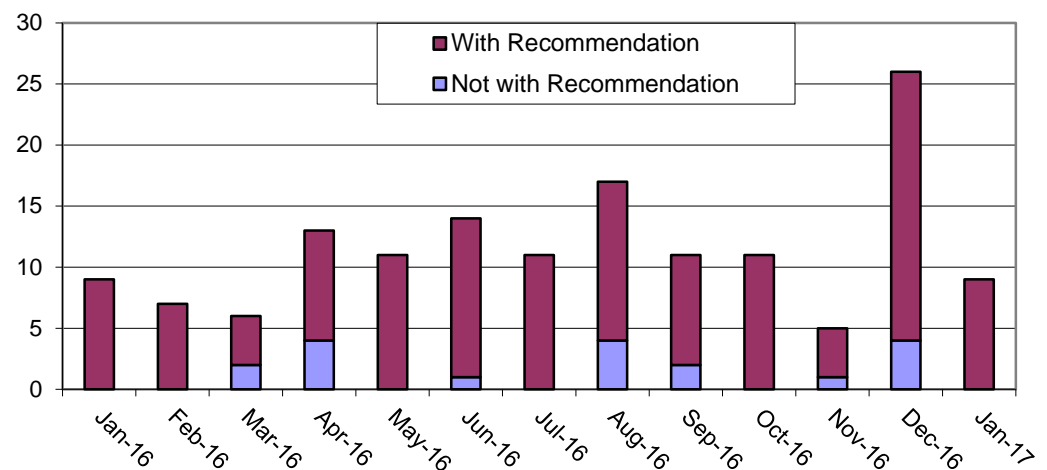
Building Rules Consent, is the process where applications are assessed against the Building Code of Australia (BCA), not all applications are assessed against the BCA (e.g. land divisions, tree removals) and some are only assessed against the BCA.

Current Applications - Development Plan Consent

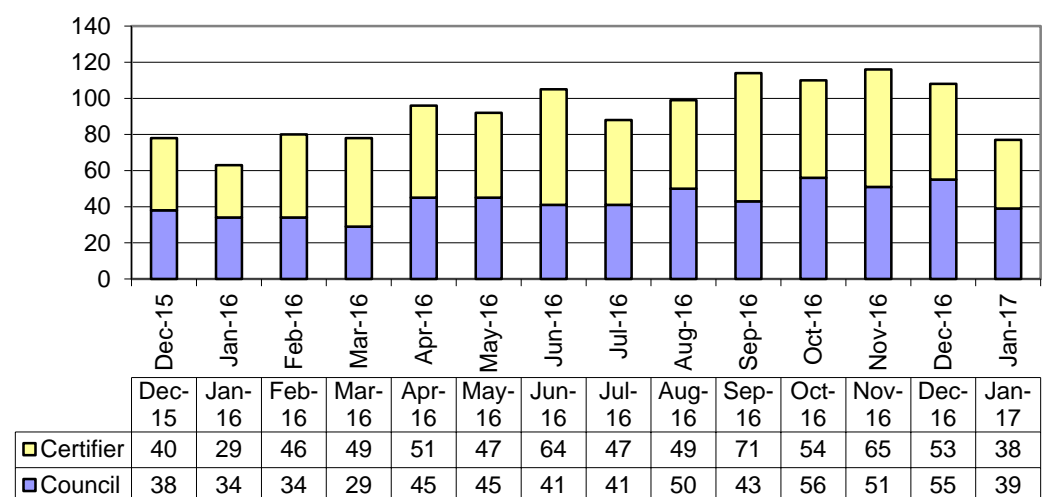


Development Plan Consent, is the process where applications are assessed against the City of West Torrens Development Plan (DP) not all applications are assessed against the DP (e.g. Residential Code and Building Rules only) and some are only assessed against the DP (eg land divisions, tree removals).

Development Assessment Panel Decision

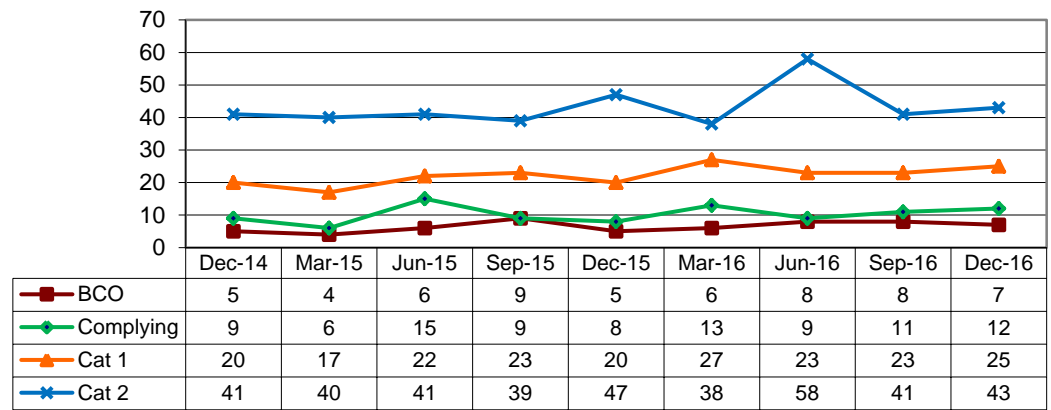


Building Rules Consent issued



Not all Building Rules Consents are assessed by Council, about half are assessed by private assessors known as Private Certifiers, these privately certified assessments still need to be registered and recorded with Council.

Median Assessment Timeframes



Maximum Statutory Timeframes are as follows:

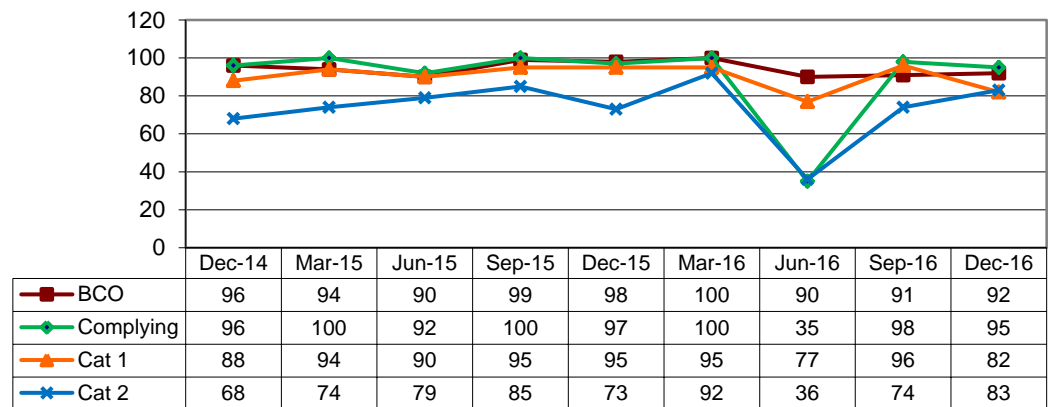
Building Code Only (BCO) - 20 days

Complying - 30 days

Category 1 - 60 days

Category 2 - 60 days

Percentage of DAs that met Statutory Timeframes



Maximum Statutory Timeframes are as follows:

Building Code Only (BCO) - 20 days

Complying - 30 days

Category 1 - 60 days

Category 2 - 60 days

Compliance

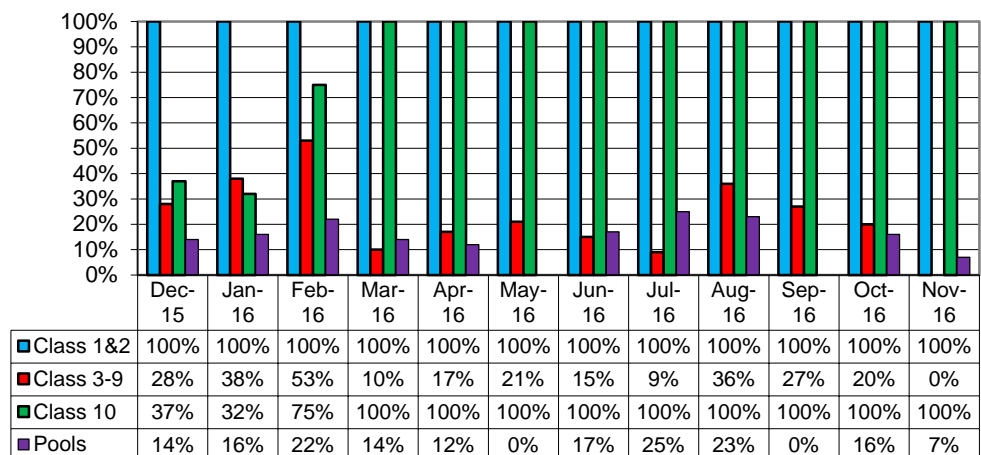
Month/ Year	No of Actions Receive d	Actions Resolve d within the month	Actions Resolve d from previou s months	Total Ongo ing Actions	Section 84 Issued	Section 69 Issued	New Actions with ERD Court	Resolve d Actions with ERD Court	Total ongoing Actions with ERD Court	Section 51 Clearance s
Jan 16	17	6	-	128	1	-	-	-	-	2
Feb 16	16	9	21	104	4	1	1	-	1	18
Mar 16	15	7	17	95	-	-	1	-	2	14
Apr 16	20	9	21	85	5	-	-	-	2	8
May 16	17	7	21	74	2	-	1	-	3	8
Jun 16	16	9	3	78	3	-	-	-	3	9
Jul 16	16	13	14	67	-	-	-	-	3	8
Aug 16	16	8	19	56	-	-	-	-	3	14
Sep 16	19	19	12	44	-	-	-	-	3	6
Oct 16	16	13	1	46	-	-	-	-	3	8
Nov 16	20	16	7	43	1	-	-	-	3	13
Dec 16	16	8	0	51	3	-	-	1	2	9
Jan 17	19	14	8	48	1	-	-	-	2	11

Compliance actions include investigating potential use of properties for activities that haven't been approved, buildings being constructed without the required approvals, checking of older buildings that may be becoming structurally unsound.

Sec 84 notices are the first stage of prosecution for unapproved development.

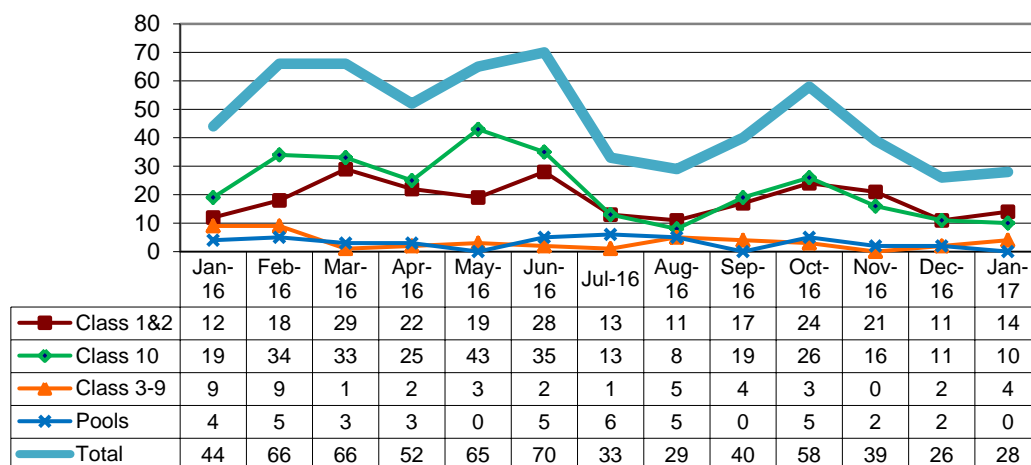
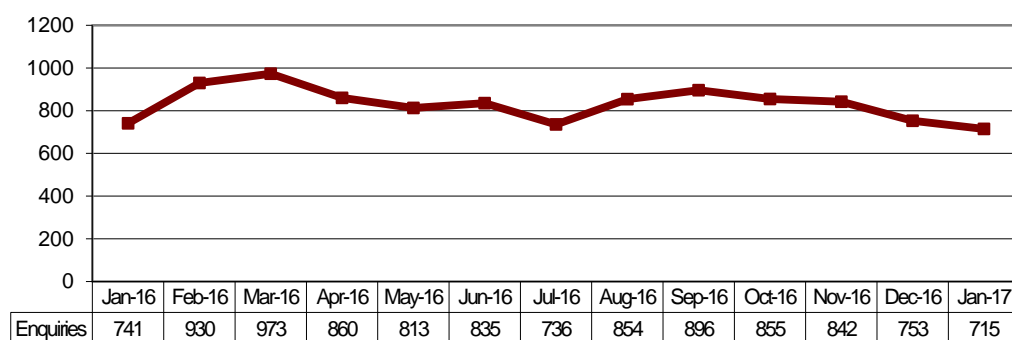
Sec 69 notices are the first stage of prosecution for unsafe buildings.

Sec 51 clearances, refers to the final check of properties with approval to subdivide, this is where we give the all clear for new Certificates of Title to be issued.

Building
Inspections

The Development Act and Council's Building Inspection Policy requires that a minimum number of approved buildings are inspected for compliance with their associated Development Approval documentation. In addition there is a requirement to undertake a pool safety inspection upon all swimming pools approved for construction. Class 1 & 2 refers to houses and units, Class 3-9 refers to commercial, industrial and community buildings, Class 10 refers to verandahs, sheds, fences etc. Where 100% of inspections have not been met in a month the requirement is rolled over to the next month until all required inspections have been undertaken.

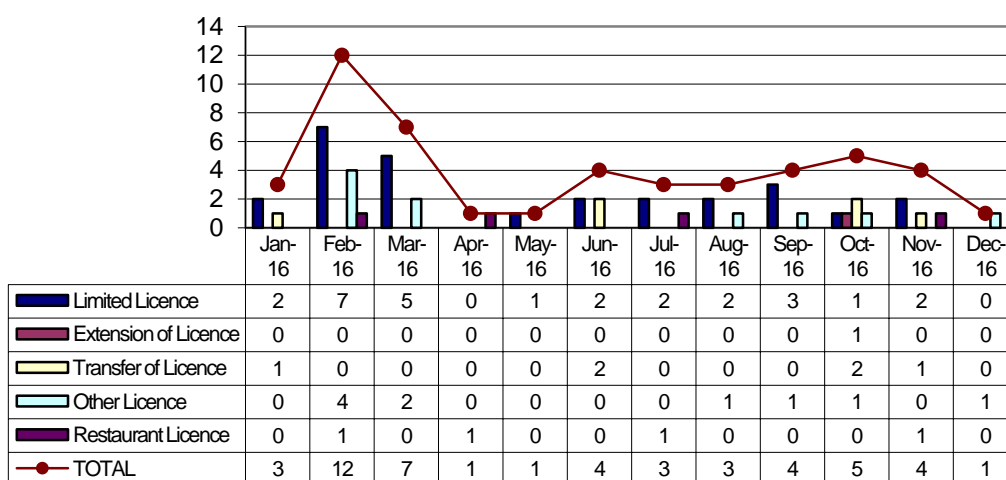
NOTE: Only successful inspections are recorded, failed inspections are listed for re-inspection

Actual Satisfactory
Building
Inspections
UndertakenePathway
Development
Application
Enquiries

Since 2011, people have been able to check the progress of their own development applications or check the history of development applications on an allotment via the internet on Council's website.

Since 2013, the department has been adding historic applications to this system with the aim of creating a database where all of the area's application history can be accessed electronically; we expect this project to be completed by mid-2017.

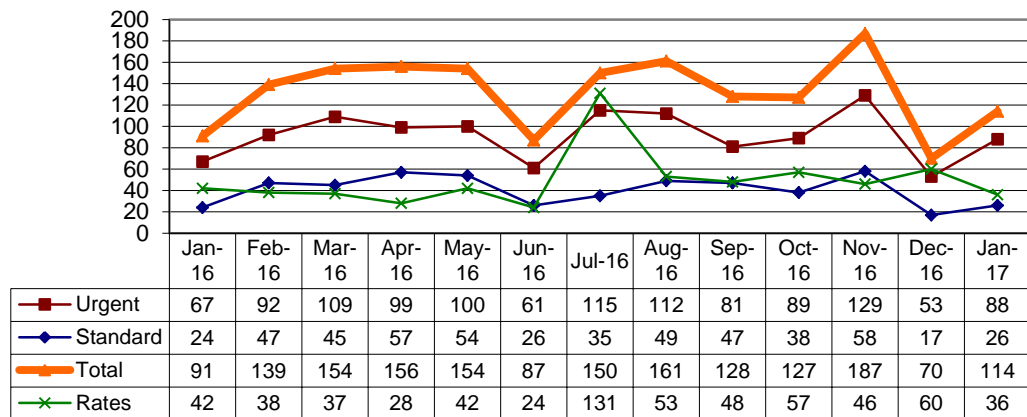
Liquor Licence

Licence
Applications

When an application is lodged with the State Government's Office of Liquor & Gambling (OLG), it is also required to be referred to Council for our comment. The proposals are handled in accordance with our Liquor Licensing Policy, and Limited Licence applications are referred to the relevant Ward Councillors for their comment prior to feedback being sent to the OLG.

Section 12 Searches

Section 12 Searches



When a property is purchased, the purchasers are provided with a Form 1 (commonly known as cooling off paperwork) Council contributes to this Form 1 with a Section 12 Certificate, the certificate provides the potential purchaser with all relevant known history for the property. Prior to settlement on the property the relevant Conveyancer will also request a Rates statement from Council to ensure the appropriate rates payments are made by the purchaser and the vendor (seller).

Attachments

Nil

12 MEETING CLOSE

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1 MEETING OPENED**2 PRESENT****3 APOLOGIES****Leave of Absence**

Mayor John Trainer

4 DISCLOSURE STATEMENTS

Committee Members are required to:

1. Consider Section 73 and 75 of the *Local Government Act 1999* and determine whether they have a conflict of interest in any matter to be considered in this Agenda; and
2. Disclose these interests in accordance with the requirements of Sections 74 and 75A of the *Local Government Act 1999*.

5 CONFIRMATION OF MINUTES**RECOMMENDATION**

That the Minutes of the meeting of the Governance Committee held on 7 February 2017 be confirmed as a true and correct record.

6 COMMUNICATIONS BY THE CHAIRPERSON**7 QUESTIONS WITH NOTICE**

Nil

8 QUESTIONS WITHOUT NOTICE**9 MOTIONS WITH NOTICE**

Nil

10 MOTIONS WITHOUT NOTICE

11 GOVERNANCE REPORTS

11.1 Complaints Lodged with the Ombudsman's Office - July 2016 to December 2016

Brief

The South Australian Ombudsman has provided a report of all complaints received and any investigations conducted by his office relating to the City of West Torrens during the period 1 July 2016 to 31 December 2016.

RECOMMENDATION(S)

The Committee recommends to Council that the report be received.

Introduction

Every six (6) months, the South Australian Ombudsman (the Ombudsman) provides Council with a report that summarises those complaints received, as well as any investigations initiated, by him involving the City of West Torrens. The Ombudsman has provided his 1 July 2016 to 31 December 2016 report to Council (**Attachment 1**). The report does not contain full descriptions of the matters due to the confidential nature of that information.

Discussion

The report indicates that thirty seven complaints were received by the Ombudsman's office during the reporting period. In each case, the complainant may or may not have contacted the Administration prior to referring the matter to the Ombudsman.

The Ombudsman declined to investigate twelve complaints as he deemed investigation to be unnecessary or unjustifiable. Twelve complaints were resolved through other remedies or were withdrawn by the complainant. The Ombudsman was unable to contact one of the complainants.

Twelve complaints were referred back to the Administration by the Ombudsman and those that were subsequently received from complainants were dealt with according to relevant policies (not all complainants submit their complaint to the Administration following contact with the Ombudsman).

Of those twelve complaints referred back to the Administration ten complainants contacted the Administration. Details of these complaints are below:

Complainant	Date Referred by Ombudsman	Date Contacted Administration	Matter	Outcome
Peter Warke	21/07/2016	11/08/2016	Expiation notice review	Decision upheld. Expiation paid 11/08/2016
Alan Bradley	1/08/2016	25/08/2016	Expiation notice review	Matter responded to by Manager Regulatory Services. Decision upheld. Expiation paid 15/09/2016

Stuart Paxton	12/08/2016	14/12/2016	Unreasonable delay processing insurance claim	<p>Mr Paxton has alleged that sap and berries are dropping from the street tree and causing damage to his vehicle. He has lodged an insurance claim with the LGA Mutual Liability Scheme (LGRS).</p> <p>The LGRS wrote to Mr Paxton on 31 January 2017 and advised liability for the claim cannot be accepted.</p> <p>On 8 February 2017 The General Manager Urban Services advised Mr Paxton that should he require the street tree in question to be pruned outside of the scheduled four yearly cycle he may contact the City to have the required works completed.</p>
Geoff Matthews	15/08/2016		Unreasonable conditions imposed regarding development	<p>The Manager City Development has offered to meet with Mr Matthews to discuss his concerns on several occasions, with the most recent being on 6 January 2017.</p> <p>To date Mr Matthews has not responded to this request.</p>
Kamran Sultan	6/09/2016	16/09/2016	Expiation notice review	<p>Decision upheld.</p> <p>Expiation paid on 9/12/2016.</p>
Matthew Schwarz	19/09/2016	26/09/2016	Expiation notice review	<p>Decision upheld.</p> <p>Expiation paid on 7/10/2016.</p>
James Quinsey	20/09/2016	10/08/2016	Expiation notice review	<p>Decision upheld.</p> <p>Expiation paid on 5/10/2016.</p>

Sarah Strong	7/12/2016		Expiation notice review	The complainant has not contacted the Administration since lodging the complaint with the Ombudsman's office. A Final Notice was issued on 15/02/2017.
Tom Campbell	9/12/2016		Expiation notice review	The expiation was withdrawn on 11/11/2016.
Elizabeth Peru	15/12/2016	18/01/2017	Unreasonable delay assessing development application	The application was delayed as the Administration was waiting for information to be provided by the applicant in order to assess the application. Development Approval was granted on 19 January 2017.

The Ombudsman's Office advises that the half yearly report is not required to be kept in confidence as it does not contain any confidential details.

For more information about other Ombudsman investigations and outcomes, please refer to the Ombudsman's Annual report which is available at www.ombudsman.sa.gov.au.

Conclusion

This report contains details of all complaints and investigations conducted by the Ombudsman that relate to the City of West Torrens for the period 1 July 2016 to 31 December 2016.

Attachments

1. Complaints lodged with the Ombudsman's Office July 2016 - December 2016

CITY OF WEST TORRENS

1 July 2016 - 31 December 2016

Agency	Number	Complainant	Received Date	Title	Outcome
City of West Torrens	2016/05640	Jadeja, Kuldeep	13/07/2016	Unreasonable expiation notice	Alternate Remedy Available with Another Body
City of West Torrens	2016/05675	Guo, Lin	13/07/2016	Unreasonable expiation notice	Alternate Remedy Available with Another Body
City of West Torrens	2016/05882	Kalioros, Emmanouil	21/07/2016	Unreasonable expiation notice	Alternate Remedy Available with Another Body
City of West Torrens	2016/06178	Durieu, Robert	02/08/2016	Unreasonable expiation notice	Alternate Remedy Available with Another Body
City of West Torrens	2016/06690	Allan, Laynton	18/08/2016	Unreasonable process to dispute offence	Alternate Remedy Available with Another Body
City of West Torrens	2016/07704	Evitts, Samantha	27/09/2016	Unreasonable expiation notice	Alternate Remedy Available with Another Body
City of West Torrens	2016/09940	Prater, Norman	13/12/2016	Unreasonable treatment	Complainant Cannot be Contacted
City of West Torrens	2016/05520	Hatchard, Micah	08/07/2016	Unreasonable expiation notice	Declined\Investigation Unnecessary or Unjustifiable
City of West Torrens	2016/06345	Abbott, Geoffrey	08/08/2016	Unreasonable expiation notice	Declined\Investigation Unnecessary or Unjustifiable
City of West Torrens	2016/06611	Headland, Brian	15/08/2016	Unreasonable expiation notice	Declined\Investigation Unnecessary or Unjustifiable
City of West Torrens	2016/06684	Vartto, Timo Johan	18/08/2016	Unreasonable expiation notice	Declined\Investigation Unnecessary or Unjustifiable
City of West Torrens	2016/07996	Prater, Norman	11/10/2016	Failure to enforce parking restrictions	Declined\Investigation Unnecessary or Unjustifiable
City of West Torrens	2016/08237	Prater, Norman	20/10/2016	Unreasonable refusal to accept complaints	Declined\Investigation Unnecessary or Unjustifiable
City of West Torrens	2016/08807	Delaney, Anne	08/11/2016	Failure to act on complaint regarding development	Declined\Investigation Unnecessary or Unjustifiable
City of West Torrens	2016/08896	Prater, Norman	11/11/2016	Failure to enforce parking restrictions	Declined\Investigation Unnecessary or Unjustifiable

Agency	Number	Complainant	Received Date	Title	Outcome
City of West Torrens	2016/09172	Matthews, Geoff	22/11/2016	Unreasonable condition for acoustic report	Declined Investigation Unnecessary or Unjustifiable
City of West Torrens	2016/09967	Carbone, Anthony	14/12/2016	Unreasonable planning process followed	Declined Investigation Unnecessary or Unjustifiable
City of West Torrens	2016/10123	Djemailovis, Fatima	21/12/2016	Unreasonable expiation notice	Declined Investigation Unnecessary or Unjustifiable
City of West Torrens	2016/10218	Ditillo, Vitto	23/12/2016	Unreasonable expiation notice	Declined Investigation Unnecessary or Unjustifiable
City of West Torrens	2016/05918	Warke, Peter	21/07/2016	Unreasonable expiation notice	Referred Back to Agency
City of West Torrens	2016/06092	Bradley, Alan	01/08/2016	Unreasonable expiation notice	Referred Back to Agency
City of West Torrens	2016/06535	Paxton, Stuart	12/08/2016	Unreasonable delay processing insurance claim	Referred Back to Agency
City of West Torrens	2016/06616	Matthews, Geoff	15/08/2016	Unreasonable conditions imposed regarding development	Referred Back to Agency
City of West Torrens	2016/07116	Prater, Norman	31/08/2016	Failure to enforce parking restrictions	Referred Back to Agency
City of West Torrens	2016/07170	Sultan, Kamran	06/09/2016	Unreasonable expiation notice	Referred Back to Agency
City of West Torrens	2016/07462	Schwarz, Matthew	19/09/2016	Unreasonable expiation notice	Referred Back to Agency
City of West Torrens	2016/07509	Quinsey, James	20/09/2016	Unreasonable expiation notice	Referred Back to Agency
City of West Torrens	2016/07810	Hague, Christian	30/09/2016	Unreasonable expiation notice	Referred Back to Agency
City of West Torrens	2016/09784	Strong, Sarah	07/12/2016	Unreasonable expiation notice	Referred Back to Agency
City of West Torrens	2016/09848	Campbell, Tom	09/12/2016	Unreasonable expiation notices	Referred Back to Agency
City of West Torrens	2016/09972	Peru, Elizabeth	15/12/2016	Unreasonable delay assessing development application	Referred Back to Agency

Agency	Number	Complainant	Received Date	Title	Outcome
City of West Torrens	2016/06664	Cutler, Helen	18/08/2016	Unreasonable expiation notice	Resolved with Agency Co-operation
City of West Torrens	2016/07078	Hadjimarkou, Andrea	02/09/2016	Unreasonable expiation notice	Resolved with Agency Co-operation
City of West Torrens	2016/07162	Schwarz, Matthew	06/09/2016	Unreasonable late payment fee	Resolved with Agency Co-operation
City of West Torrens	2016/06059	Niarhos, Bill	29/07/2016	Unreasonable delay providing response	Withdrawn by Complainant
City of West Torrens	2016/07223	Cilfone, Amalia	08/09/2016	Unreasonable investigation of noise complaint	Withdrawn by Complainant
City of West Torrens	2016/09305	Maragkos, Anna	28/11/2016	Unreasonable expiation notice	Withdrawn by Complainant

11.2 2017 National General Assembly of Local Government - Call for Motions

Brief

This report advises that the Australian Local Government Association is seeking Notices of Motion for its 2017 National General Assembly of Local Government to be held in Canberra from 18 to 21 June 2017.

RECOMMENDATION(S)

The Committee recommends to Council that:

1. The recommended process for lodgement of notices of motion, contained within this report be adopted.
2. Council delegates authority to the Chief Executive Officer to finalise the wording of any notices of motion and submit them to the Australian Local Government Association.

Introduction

The Australian Local Government Association (ALGA) has advised of its upcoming 2017 National General Assembly of Local Government (NGA) to be held in Canberra from 18 to 21 June 2017 and is calling for notices of motion for the NGA under the theme of 'Building Tomorrow's Communities'.

Discussion

To assist councils in preparing notices of motion ALGA have prepared a short discussion paper which is included at **Attachment 1**.

For notices of motion to be eligible for inclusion in the NGA Business papers they must meet the following criteria:

1. Be relevant to the work of local government nationally.
2. Be consistent with the themes of the NGA.
3. Complement or build on the policy objectives of the Local Government Association (SA).
4. Propose a clear action and outcome.
5. Not be advanced on behalf of external third parties that may seek to use the NGA to apply pressure to Board members or gain national political exposure for positions that are not directly relevant to the work of, or in the national interest of, local government.

Notices of motion are to be received by ALGA no later than Friday 21 April 2017.

In order to ensure that the notices of motion are submitted in a timely manner the process outlined below is proposed to process any draft notices of motion for the NGA.

1. Elected Members are to provide any draft notices of motion for the NGA to the Chief Executive Officer by Friday 31 March 2017. Draft motions must also be provided with a short explanation of why the motion subject is a national issue and why it should be debated at the NGA. A summary of the key arguments must also be provided detailing any background information and supporting arguments.
2. Draft notices of motion will be presented to the Tuesday 18 April 2017 meeting of Council for consideration and approval.

3. The Chief Executive Officer will finalise the wording of any notices of motions to facilitate any changes of a practical nature without the need to refer back to a formal meeting of Council.
4. The Administration will provide approved notices of motion to the ALGA by Friday 21 April 2017.

Conclusion

The Australian Local Government Association is seeking notices of motion for its 2017 National General Assembly of Local Government to be held in Canberra from 18 to 21 June 2017.

Attachments

1. **ALGA 2017 NGA Call for Notices of Motion Discussion Paper**



AUSTRALIAN LOCAL
GOVERNMENT ASSOCIATION

**National General Assembly of
Local Government
Building Tomorrow's Communities
18 - 21 June 2017**

Call for Motions Discussion Paper

Submitting Motions

The National General Assembly of Local Government (NGA) is an important opportunity for you and your council to influence the national policy agenda.

To assist you to identify motions that address the theme of the NGA, the Australian Local Government Association (ALGA) Secretariat has prepared this short discussion paper. You are encouraged to read all of the sections of the paper, but are not expected to respond to every question in each section. Your motion/s can address one or all of the issues identified in the discussion paper.

To be eligible for inclusion in the NGA Business Papers, and subsequent debate on the floor of the NGA, motions must meet the following criteria:

1. be relevant to the work of local government nationally
2. be consistent with the themes of the NGA
3. complement or build on the policy objectives of your state and territory local government association
4. be submitted by a council which is a financial member of their state or territory local government association
5. propose a clear action and outcome
6. not be advanced on behalf of external third parties that may seek to use the NGA to apply pressure to Board members or to gain national political exposure for positions that are not directly relevant to the work of, or in the national interests of, local government.

Motions should generally be in a form that seeks the NGA's support for a particular action or policy change at the Federal level which will assist local governments to meet local community needs. For example: *That this National General Assembly call on the Federal Government to restore indexation to local government financial assistance grants.*

Motions should be lodged electronically using the online form available on the NGA website at: www.alga.asn.au. All motions require, among other things, a contact officer, a clear national objective, a summary of the key arguments in support of the motion, and endorsement of your council. Motions should be received by ALGA no later than 11:59pm on Friday 21 April 2017.

Please note that for every motion it is important to complete the background section on the form. Submitters of motions should not assume knowledge. The background section helps all delegates, including those with no previous knowledge of the issue, in their consideration of the motion.

All motions submitted will be reviewed by the ALGA Board's NGA Sub-Committee as well as by state and territory local government associations to determine their eligibility for inclusion in the NGA Business Papers. When reviewing motions, the sub-committee considers the importance and relevance of the issue to local government. Please note that motions should not be prescriptive in directing how the matter should be pursued. With the agreement of the relevant council, motions may be edited before inclusion in the NGA Business Papers to ensure consistency. If there are any questions about the substance or intent of a motion, ALGA will raise these with the nominated contact officer. Any motion deemed to be primarily concerned with local or state issues will be referred to the relevant state or territory local government association, and will not be included in the NGA Business Papers.

Introduction

This year, debate at the NGA will focus on the role of Local Government in building tomorrow's communities. The discussions will look at how councils can work in partnership with the Australian Government to meet the current and future needs of local communities.

Tomorrow's communities will undoubtedly be shaped by the ambition and drive of their people, as well as the investments that governments, businesses and individuals make in people, infrastructure and the places we live and work.

In the Australian context, governments at all levels must focus on creating the environment for people and businesses to innovate and prosper in both cities and the regions. Government service delivery needs to be appropriate and responsive to the needs of communities, and appropriate infrastructure must be provided to drive productivity and social equity.

Local government strives, wherever possible, to assist communities to be productive, innovative and cohesive. Councils can enhance their capacity to respond to new and unforeseen challenges and identify opportunities to help communities build resilience and increase overall prosperity.

The Australian Government has shown that it understands and appreciates that Local Government's strength lies in its capacity to identify and respond to the diverse and emerging needs of communities across Australia. The Australian Government has also shown its commitment to working with Local Government to achieve real and meaningful outcomes for local and regional communities.

ALGA is calling for notices of motions that outline policy suggestions or principles the Australian Government can implement to support Local Government. Notices of motions that meet the criteria will be included in the NGA Business Papers and debated at the NGA. Motions carried at the NGA will be considered by the ALGA Board, and will be forwarded to the Australian Government for their information, response and potential implementation.

Supporting our Cities

The Australian Government has recently focused greater attention on the role of cities, and the Government's potential role in supporting them to be liveable, accessible and productive. Great cities attract, retain and develop increasingly mobile talent and organisations, encouraging them to innovate, create jobs and support growth.

Increased urbanisation is a major issue, globally and within Australia. The populations of Australia's major cities are at record levels, with the 2011 Census finding that 88.9 per cent of Australians live in urban Australia – people are following jobs to urban centres. The overwhelming majority of jobs are located in cities, which is where most new jobs are being created. Australia is among the most urbanised countries in the world. More than 75 per cent of Australia's population lives in the country's 20 largest cities, with more than 60 per cent alone living in Australia's 5 largest cities: Sydney, Melbourne, Brisbane, Perth and Adelaide.

The economic output of our major cities has grown and their importance to the national economy should not be underestimated. However, alongside that growth there is greater demand on transport systems than ever before. Issues of space and the potential conflicts of usability continue to

challenge us, along with the utility and long term capacity of freight hubs, ports and airports and the movement of goods and people.

The Australian Government released its Smart Cities Plan in April 2016. The plan is just one of the ways that the Commonwealth aims to build an agile, innovative and prosperous nation. Key elements of the plan include establishing City Deals (one for each capital city and one for a regional centre in each state), the \$50 million Smart Cities and Suburbs Program (to fund innovative technology solutions to fix complex local problems) and the establishment of an Infrastructure Financing Unit to look at alternative infrastructure financing options such as value capture.

The Australian Government's National Innovation and Science Agenda (NISA), released in December 2015, is another strategy to encourage innovation, growth and productivity, and to increase Australia's capacity to compete in a global market. The NISA focuses on four key pillars - culture and capital, collaboration, talent and skills and government as an exemplar. These pillars provide a framework for Australian innovation policy with initiatives worth \$1.1 billion over four years designed to drive smart ideas that create business growth, local jobs and global success. From supporting start-ups and entrepreneurial activity to fostering R&D and developing the networks of people and technology that support innovation, NISA aims to improve Australia's ability to compete internationally and to harness new sources of growth to deliver the next age of economic prosperity in Australia.

The NISA also looks to address the educational requirements to position our children for the future given that 75 per cent of jobs in the fastest-growing industries in the next 5 to 10 years are likely to require science, technology, engineering and mathematics (STEM) skills. In developing their NGA motions, councils are encouraged to think about and focus on the strategic ways that the Australian Government can support Australian cities.

Supporting Regional Australia

The Australian Government has renewed its focus on our regions and regional development policy. Following the 2016 Federal election, Senator Fiona Nash was appointed Minister for Regional Development and Minister for Local Government and Territories. With the portfolio being elevated to Cabinet, the appointment was seen as a very positive step for local government and for regional development in Australia.

In November, last year the Government released details of the new Building Better Regions Fund (BBRF). The BBRF will invest \$297.7 million over four years in infrastructure projects and community investments to create jobs, drive economic growth and build stronger regional communities into the future. Minister Nash has indicated that the Government will release the Australian Regional Development Policy Statement early this year, which will highlight and focus political attention on Australia's regions.

Local governments are well-positioned to design, create and, above all, maintain tomorrow's communities. Whether these communities are metropolitan, urban, regional or remote, their local council knows the people best and understand the unique strengths of the area.

In developing their NGA motions, councils are encouraged to think about and focus on the strategic ways that the Australian Government can support regional Australia.

NGA Themes

ALGA is calling for motions for this year's NGA to explore the theme *Building Tomorrow's Communities* as well as the following six sub-themes:

1. Governance – community driven planning and development
2. Innovation – identifying and harnessing the key pillars of growth
3. Liveability – maximising amenity, design and community cohesion
4. Data driven public policy – using high quality data to grow the evidence base
5. Social capital – improving the capacity of citizens and optimising workforce trends
6. Technology and Infrastructure – identifying and investing in tomorrow's foundations.

This discussion paper provides some background and poses a number of questions for councils to consider when developing notices of motion for the NGA. This paper is not intended to limit the discussion or thinking around the theme, local governments roles or the sub-themes.

1. Governance – community driven planning and development

Good governance is essential to tomorrow's communities. Ensuring appropriate structures and institutions are in place to oversee the planning and development of the community is as critical as ensuring the community's access and involvement in these structures. The governance structures of tomorrow will cross traditional borders as cities grow, regions are redefined and their functionality (e.g environment, economic, social) changes.

Tomorrow's governance arrangements encompass, but go beyond, our current institutions, tools, or structures. Tomorrow's governance issues may often involve several layers of competency within agencies from across the different levels of government. Our communities need to consider not only the geographical borders but the very definition of these bodies as they grow to incorporate public, private, not-for-profit and community representation.

In strengthening governance, councils are looking to maximise community involvement in governance structures as well as considering ways to extend committees and sub-structures that inform and guide councils. Councils are also considering how best to encourage future leaders to get involved in local government.

In developing your council's notice of motion you may wish to consider:

- What support do you need from the Commonwealth to improve the governance arrangements in your community?

2. Innovation – identifying and harnessing the key pillars of growth

There are examples in Australia, and around the world, where local authorities have embraced innovation to increase economic activity in their communities. This promotes entrepreneurship, boosts the local workforces, diversifies the economic base and helps to future-proof communities.

Councils have successfully enhanced their community's innovative spirit and reputation by: developing new innovation and commercial precincts such as in the City of Boston; improving council business and service delivery by capitalising on new technology such as using apps to enhance community engagement and communication or deliberately directing council business to support local start-up businesses such as in the City of Melbourne; and identifying changes in local industry and workforce trends, and adopting proactive strategies to ensure the community's ability to capitalise on the work of the future and areas of future economic growth such as in the North Melbourne region.

Underpinning these efforts are the networks and connections between people and technology. Innovation and experimentation are key, much like the ability to manage and leverage constant change. Innovation is an ongoing process. Councils need to extend and develop their networks with businesses, service providers and developers. Councils also need to consider how information can be used and shared, and how they can best harness technology to build and foster growth in their communities.

In developing your council's notice of motion, you may wish to consider:

- What support do you need from the Commonwealth to improve innovation within your community?

3. Liveability – maximising amenity, design and community cohesion

Defining "community" can sometimes be difficult. In cities, we may commute many hours a week from work to home or we might be in walking distance. Transport congestion and the price of housing are among the chief concerns. In non-metropolitan areas, the challenges might appear different, such as ensuring ongoing economic development and protecting the sense of community that is so valued, but the fundamental work is the same. Local government has a core role to ensure that our communities, whether regional, urban, suburban or rural are places people want to live because they see the community's future is promising.

Liveability is defined as the sum of the factors that add up to a community's quality of life, including the built and natural environments, economic prosperity, social stability and equity, educational opportunity, and cultural, entertainment and recreation possibilities. Maximising the liveability of tomorrow's communities, wherever they are, is Local Government's core business.

Identifying the barriers to making your community more liveable can be key in directing thinking and work in this area. Councils around Australia are considering their roles and responsibilities in maximising community liveability.

In developing your council's notice of motion, you may wish to consider:

- What support do you need from the Commonwealth to enhance the liveability of your community?

4. Data driven public policy – using high quality data to grow the evidence base

Data is ubiquitous in today's world. Not only is it the substance that drives information technology and the digital world, but data is the source of information that government and industry are using to plan for the future. It is fundamental that policy should be made based on the best available information. The challenge for government is not just having access to, and the use of, that data but

also ensuring the quality of that information. Urban planning and renewal is one area in which digital innovations have huge potential. City planning projects require extensive public engagement and consultation. Data captured representing communities' concerns and ideas, and desired amenities and suggestions for development, paired with more effective, automated analysis could facilitate an unprecedented level of open engagement between citizens and government.

Rather than piecemeal data coming in from various channels, the simplification of communications through connected infrastructure could generate real-time data and allow governments to address problems more effectively. This enhanced engagement process would create more liveable cities with better services and a higher quality of life.

At the heart of addressing those macro challenges is the question of how data can be drawn on to gain a deeper understanding of the complex interrelationships at play in our communities, and how this may allow us to improve services and infrastructure for our communities.

Councils have access to and own a wide range of data sources. It is worth considering how these sources are used and whether there are untapped sources within council systems. Urban planning has been identified as an area where there maybe benefits from drawing on big data, however councils are considering what other functions enhanced data analytics could assist with. Sometimes knowing the right question to ask is as difficult as finding the answer, given the range of data sources available, there may be a range of insights and intelligence available that would directly enhance councils decision making.

In developing your council's notice of motion, you may wish to consider:

- What support do you need from the Commonwealth to tap into big data and data analytics to provide greater insights into your community and to enhance decision making?

5. Social capital – improving the capacity of citizens and optimising workforce trends

Our communities need to prepare for, and adapt to, the needs of the modern labour market while positioning themselves to provide jobs for future generations. This will be challenging given the rate of change occurring in the labour market. Some estimates claim that up to 40 per cent of the jobs that currently exist will disappear over the next 15 years with much of these losses predicted to be in manufacturing, mining and agriculture.

To offset declining demand for jobs in manufacturing, mining and agriculture, communities will need to implement proactive and strategic interventions such as investing in education around STEM (science, technology, engineering and maths) subjects as well as complementary skills such as language, culture, resilience and adaptability. Strong employment growth is also predicted in healthcare and social assistance, retail, and tourism and hospitality.

It is also anticipated that individuals will be required to take greater responsibility for keeping their skills up to date and in line with industry requirements through lifelong learning and training.

Our communities face the difficult task of identifying the most appropriate workforce investments for tomorrow's economy. Identifying the specific competitive advantages of your community and region will assist in guiding these decisions, and well as ensuring there are well-developed community engagement mechanisms around the issue.

In developing your council's notice of motion, you may wish to consider:

- What support do you need from the Commonwealth to strengthen the social capital in your community?

6. Technology and Infrastructure – identifying and investing in tomorrow’s foundations

The current focus on smart cities looks at harnessing smart technology to improve the liveability and efficiency of large cities. Real-time traffic management, real-time energy consumption management, integrated public transport networks and data collecting sensors are examples of smart technology which may contribute to the efficiency of a city.

The Australian Government’s Department of the Prime Minister and Cabinet defines smart cities beyond the traditional view to include “support for productive, accessible, liveable cities that encourage innovation and create jobs and growth, with a commitment in both regional and metropolitan areas for smart investment, smart policy, and smart technology”. The Smart Cities and Suburbs Program, announced in 2016, encourages collaborative projects that apply innovative smart technology to solve complex urban problems. The program has a strong focus on “collaboration between local governments, private sector, research bodies and not-for-profit organisations to improve liveability, productivity, and sustainability of Australian regions”.

Other key elements of the Australian Government’s smart cities plan include the concept of the 30-minute city (where travel to and from any location within the city takes no longer than 30 minutes), City Deals and the establishment of the Infrastructure Financing Unit to identify smarter ways to finance investment in our cities.

The smart cities agenda isn’t just focused on large cities. The approaches and ideas can be applied to smaller cities, regions and towns. For councils of all sizes the opportunities technology brings to enhancing service provision and communication within your community are applicable; the careful prioritisation and investment in technology and infrastructure are some of the most important decisions your council will make to position your community for tomorrow.

In developing your council’s notice of motion, you may wish to consider:

- What support do you need from the Commonwealth to allow your community to benefit from the smart cities agenda?

11.3 Legislative Progress Report - February 2017

Brief

This report provides an update on the status of proposed legislative changes affecting local government either dealt with in Parliament, by the Local Government Association or contained in the Government Gazette during the preceding month.

RECOMMENDATION(S)

The Committee recommends to Council that the 'Legislative Progress Report - February 2017 be received.

Introduction

This report provides a monthly update on the progress of Bills through Parliament, using Parliament's defined stages, as well as items contained within the Government Gazette that relate to the City of West Torrens. It also contains information provided by the Local Government Association (LGA) relating to proposed amendments to legislation or other relevant matters.

Discussion

Summary of Proposed Amendments to Legislation
<p>Local Government (Financial Management) Variation Regulations 2017</p> <p>The Minister is proposing a number of changes to the <i>Local Government (Financial Management) Regulations</i> (Regulations); proposed Regulations are available to view on the LGA website. The proposed changes include councils providing audited financial statements to the SA Grants Commission, rather than to the Minister.</p> <p>It is proposed to alter regulation 24 to increase the minimum insurances cover required by councils to bring it in line with the level of cover currently provided to councils by the LGA Mutual Liability Scheme (Scheme).</p> <p>The proposed increase from \$50 million to \$300 million is still lower than the protection provided by membership to the Scheme and consequently, council contributions will not be impacted as at 30 June 2017.</p> <p>Feedback on the proposed variations is due to the LGA by 10 March 2017 and will be considered by the LGA Board at its March 2017 meeting.</p> <p>Further information can be found in the Local Government Circular 7.1 - 9 February 2017</p>
<p>Road Traffic (Roadworks) Amendment Bill 2016</p> <p>The <i>Road Traffic (Roadworks) Amendment Bill 2016</i> (Bill) was introduced into the House of Assembly on 22 June 2016 and was adjourned at its second reading.</p> <p>The Bill proposes an amendment to the <i>Road Traffic Act 1961</i> which would require greater onus on a person, authority or body placing temporary speed limit signs on roads to ensure that these cause minimal disruption to traffic.</p> <p>Further information can be found on the South Australian Legislation Website.</p>

Government Gazette Notices

Development (Miscellaneous) Variation Regulations 2017

The *Development (Miscellaneous) Variation Regulations 2017* came into operation on 27 January 2017. These are variations under the *Development Act 1993* and are proposed to amend regulation 32 which deals with public notice categories.

The most notable changes are as follows:

Schedule 8 has been amended to prevent the need for variation applications for developments within Urban Corridor Zones in several council areas, including the City of West Torrens, from requiring referral to the Government Architect or Associate Government Architect, where a referral occurred on the original application.

Schedule 10 has been amended so that councils will generally be the relevant authority for all council development.

Further information can be found in Government Gazette Issue No. 5 - Published on 27 January 2017.

Development (Low Impact Entertainment) Variation Regulations 2017

The *Development (Low Impact Entertainment) Variation Regulations 2017* came into operation on 27 January 2017.

These regulations add a new clause to the *Development Regulations 2008* which exempt "the carrying on of low impact entertainment on premises other than residential premises" from constituting "development", meaning they will no longer require approval under the *Development Act 1993*.

"Low impact entertainment" is defined as being;

- inside a building
- in accordance with the lawful use and occupation of the premises
- in accordance with the *Environmental Protection Act 1993*.

This clause is intended to allow live entertainment to occur in indoor premises such as restaurants and coffee shops without the need for development approval. This is providing that:

- it does not occur between midnight and 11.00am,
- the noise generated by the entertainment does not constitute a breach of the Environmental Protection (Noise) Policy 2007 or the *Environmental Protection Act 1997*,
- it is not sexually explicit in nature,
- does not comprise a professional or public boxing or martial art event (pursuant to the *Boxing and Martial Arts Act 2000*),
- the entertainment does not comprise a change in land use in its own right.

Further information can be found Government Gazette Issue No. 5 - Published on 27 January 2017.

Bills previously reported on where status remains unchanged

- *Public Interest Disclosure Bill 2016* was passed in the Legislative Council on 15 February 2017 with amendments
- *Whistleblowers Protection (Miscellaneous) Amendment Bill 2016* was received by the House of Assembly on 22 September 2016. However, the *Whistleblowers Protection Act 1993* will be repealed once the *Public Interest Disclosure Bill 2016* comes into effect.
- *Liquor Licencing (Small Venue Licence) Amendment Bill 2016* was adjourned in the Legislative Council at its 2nd reading on 27 July 2016.
- *Local Government (Mobile Food Vendors) Amendment Bill 2016* was adjourned in the Legislative Council at its 2nd reading on 1 December 2016.
- *Local Government (Boundary Adjustment) Amendment Bill* was adjourned in the House of Assembly at its 2nd reading.

Acts Assented to but Not Yet Commenced

- *Statutes Amendment (Planning, Development and Infrastructure) Bill 2016* has passed both Houses of Parliament. Gazettal and confirmation of precise implementation times is pending.
- *Planning, Development and Infrastructure Act 2016* - Received assent on 21 April 2016 - staged commencement of the Act is expected to commence in 2017.
- *Dog and Cat Management (Miscellaneous) Amendment Act 2016* - Received assent on 6 July 2016 and is yet to commence.
- *Local Nuisance and Litter Control Act 2016* - Proclaimed on Thursday 21 July 2016 for staged commencement; the litter provisions came into effect of 1 February 2017 and the local nuisance provisions will come into effect on 1 July 2017.
- *Independent Commissioner Against Corruption (Miscellaneous) Amendment Act 2016* proclaimed on 15 December 2016 for commencement on 1 April 2017.

Conclusion

This report on legislative amendments is current as at 27 February 2017.

Attachments

Nil

12 MEETING CLOSE