



CLARE & GILBERT  
VALLEYS COUNCIL

## Notice of Meeting – Ordinary Meeting of Council

The Clare & Gilbert Valleys Council Ordinary Meeting will be held  
**at 4 Gleeson Street, Clare on Wednesday 20 March 2024**  
**commencing at 7.00 pm.**

The Agenda for this meeting is attached to this notice.

Dated at Clare this 14<sup>th</sup> day of March 2024.

A handwritten signature in black ink, appearing to read 'Helen Macdonald', written over a light grey rectangular background.

Dr Helen Macdonald  
Chief Executive Officer

# Clare & Gilbert Valleys Council

## AGENDA

**To be held at 4 Gleeson Street, Clare  
On 20 March 2024 Commencing at 7.00pm**

### **Opening and Welcome:**

Council meetings are the most important function of the Council. It is at properly convened Council meetings that the corporate body, which is the Council as a whole, makes the decisions that direct the ongoing operations of the Council.

Members have a responsibility to be well informed in relation to the business before the Council. The exercise of a member's vote at a Council meeting is the most important part of their role. Preparation for meetings such as reading the agenda and reports and following up any queries before the meeting is essential in order for members to make meaningful contributions to the debate.

### **Acknowledgement Statement:**

"I would like to begin by acknowledging the Ngadjuri people, Traditional Custodians of the land on which we meet today, and pay my respects to their Elders past and present. I extend that respect to Aboriginal and Torres Strait Islander peoples here today."

### **Affirmation:**

We will demonstrate wisdom, compassion and courage in our Council deliberations so that we may better lead and support the people and the places that comprise the Clare & Gilbert Valleys Council.

### **Apologies:**

## **1 Declaration of Interest**

A conflict of interest arises when an affected person or close associate will enjoy or have reasonable expectation of enjoying a benefit or will suffer or have a reasonable expectation of suffering a detriment if a matter were to be decided in a particular manner.

If an affected person remains unsure about whether or not a conflict exists after considering all the issues, it is recommended that the interest be disclosed and necessary action taken.

## **2 Public Question Time**

Public Question time (allocated time by Council 15 minutes)

If Members of the public wish to ask a question they must first state their name and then the question (no statements allowed).

Members of the public are reminded that Council Administration is available to answer questions Monday to Friday 8.30am to 5.00pm.

### **Recommendation**

That the Council meeting be temporarily suspended for the conduct of Public Question Time. Conduct of Public Question Time chaired by the Mayor and at the conclusion of Public Question Time, resumption of Council meeting.

### **Recommendation**

That the Council meeting be resumed.

### **3 Petitions & Deputations**

Nil

### **4 Confirmation of Minutes**

21 February 2024 Ordinary Council Meeting minutes 1

### **5 Matters Laid on the Table from previous meetings**

Nil

### **6 Mayor & Chief Executive Officer Report**

6.1	Mayoral Report	11
6.2	Chief Executive Officer's Report	13

### **7 Performance Reports**

7.1	Resolutions Register – Implementation Report	17
7.2	Major Projects Report	31
7.3	Draft Budget Review 2 - 2024	40

### **8 Section 41 & Council Committee Minutes**

8.1	Section 41 Committee Minutes	51
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### **9 Reports for Decision**

9.1	Essential Services Commission - Local Government Advice	68
9.2	Funding for the Clare Valley Wine, Food & Tourism Centre	109
9.3	Clare Stormwater Management Plan Updates and Works Prioritisation	183
9.4	Information Technology Business Case 2024	265
9.5	Organisation Review 2024	285
9.6	Forensic Audit	296
9.7	Local Government Association Mutual Services 2023	317
9.8	Council Policies	335
9.9	Road Purchase Request – Buchanan Street, Clare	385
9.10	Footpath Upgrade Request – William Street, Clare	414
9.11	Road Upgrade Request – Lot 100 Horrocks Road, Penwortham	419
9.12	Speed Limit Extension – 26 Main North Road to Wendournee Road, Clare	428

### **10 Officers' Reports for Information**

10.1	Corporate Services Information Report	433
10.2	Library Services Information Report	435

10.3	Communications Information Report	439
10.4	Works & Infrastructure Information Report	442
10.5	Development Information Report	479
10.6	Community Information Report	489
10.7	Peak Body Report	496

## **11 Matters raised by Council Members**

11.1	Questions on notice	505
11.2	Motions on notice	516
11.3	Questions without notice	518
11.4	Motions without notice	518

## **12 Business In Confidence**

Nil

## **13 Meeting Closure**

## **Opening and welcome**

### **Acknowledgment Statement**

"I would like to begin by acknowledging the Ngadjuri people, Traditional Custodians of the land on which we meet today, and pay my respects to their Elders past and present. I extend that respect to Aboriginal and Torres Strait Islander peoples here today."

### **Affirmation**

We will demonstrate wisdom, compassion and courage in our Council deliberations so that we may better lead and support the people and the places that comprise the Clare & Gilbert Valleys Council.

## **1. Declaration of interest**

## **2 Public Question Time**

Public Question time (allocated time by Council 15 minutes)

If Members of the public wish to ask a question they must first state their name and then the question (no statements allowed).

Members of the public are reminded that Council Administration is available to answer questions Monday to Friday 8.30am to 5.00pm.

### **Recommendation**

That the Council meeting be temporarily suspended for the conduct of Public Question Time. Conduct of Public Question Time chaired by the Mayor and at the conclusion of Public Question Time, resumption of Council meeting.

### **Recommendation**

That the Council meeting be resumed.

## **3. Petitions & Deputations**

Nil

## **4. Confirmation of Minutes**

21 February 2024 Ordinary Council Meeting Minutes

### **Recommendation:**

That the minutes of the Ordinary Council Meeting held on 21 February 2024 be confirmed.

## Clare & Gilbert Valleys Council

### Minutes

**Meeting of Council held Wednesday 21 February 2024 held at 4 Gleeson Street, Clare, commencing at 7.06pm.**

Mayor Allan Aughey OAM declared the meeting open and welcomed all in attendance.

#### **Acknowledgement of Country**

Mayor Aughey OAM provided an Acknowledgement of Country through the following statement:

"I would like to begin by acknowledging the Ngadjuri people, Traditional Custodians of the land on which we meet today, and pay my respects to their Elders past and present. I extend that respect to Aboriginal and Torres Strait Islander peoples here today."

#### **Opening Affirmation**

Mayor Aughey OAM read the Council affirmation as below:

"We will demonstrate wisdom, compassion and courage in our Council deliberations so that we may better lead and support the people and the places that comprise the Clare & Gilbert Valleys Council."

#### **Present:**

Mayor Allan Aughey OAM  
Councillor A Alder  
Councillor M Bartholomaeus  
Councillor L Bruhn  
Councillor I Burfitt  
Councillor E Calvert  
Councillor B Koch  
Councillor J Naughton  
Councillor D Willson

#### **Staff in Attendance:**

Chief Executive Officer, Dr H Macdonald  
Director Corporate Services, Mrs L Kunoth  
Director Works & Infrastructure, Ms A Neubauer  
Finance Manager, Mr G Graham  
Minute Taker, Ms R Connelly

#### **Apologies:**

Councillor O Perry

Moved: Cr Naughton  
Seconded: Cr Alder

That the apologies be noted.

**CARRIED 35-24**

## **1. Declaration of Interest General**

Mayor Allan Aughey OAM declared a general conflict of interest in relation to item 9.1 – Phoenix Avenue, Clare land sale, due to being part owner of Section 101 and will depart the chamber for the duration of the item.

## **2. Public Question Time**

Moved: Cr Bartholomaeus  
Seconded: Cr Calvert

That the Council meeting be temporarily suspended for the conduct of Public Question Time. Conduct of Public Question Time chaired by the Mayor and at the conclusion of Public Question Time, resumption of Council meeting.

### **CARRIED 36-24**

7.09pm Formal meeting proceedings temporarily suspended and public question time commenced.

7.13pm Mayor Aughey declared a conflict of interest, vacated the chair and left the chamber.

7.14pm Deputy Mayor Bartholomaeus took the chair and presided over the meeting.

7.16pm Deputy Mayor Bartholomaeus vacated the chair, and returned to his seat.

7.17pm Mayor Aughey returned to the chamber, took his seat and presided over the meeting.

Moved: Cr Willson  
Seconded: Cr Calvert

That formal meeting proceedings be resumed.

### **CARRIED 37-24**

7.17pm Public question time concluded and formal meeting proceedings resumed.

## **3. Petitions & Deputations**

Auburn Community Development Committee – Auburn Library Building

## **4. Confirmation of Minutes**

Moved: Cr Bartholomaeus  
Seconded: Cr Bruhn

That the minutes of the Ordinary Council Meeting held on 31 January 2024 be confirmed, with the following amendments;

Page 2 - Correction to the spelling of Cr Bruhn's name.

### **CARRIED UNANIMOUSLY 38-24**

Moved: Cr Bruhn  
Seconded: Cr Naughton

That the confidential minutes of the Ordinary Council Meeting held on 31 January 2024 be confirmed.

**CARRIED UNANIMOUSLY 39-24**

**5. Matters Laid on the Table from Previous Meetings**

Nil

**6. Mayor & Chief Executive Officer Reports**

Moved: Cr Burfitt  
Seconded: Cr Calvert

That the Mayoral Information Report be noted.

**CARRIED 40-24**

Moved: Cr Bruhn  
Seconded: Cr Willson

That the CEO's Information Report be noted.

**CARRIED 41-24**

**7. Performance Reports**

**7.1. Resolutions Register – Implementation Report**

Moved: Cr Calvert  
Seconded: Cr Bruhn

The Resolutions Register - Implementation Report be noted as at 21 February 2024 as presented and that the completed items be deleted from the next report.

**CARRIED 42-24**

**7.2. Major Projects Report**

Moved: Cr Bruhn  
Seconded: Cr Naughton

That the Major Projects report be noted.

**CARRIED 43-24**

**7.3. Finance Information Report – January 2024**

Moved: Cr Bruhn  
Seconded: Cr Alder

That the Finance Information Report January 2024 be received and noted.

**CARRIED UNANIMOUSLY 44-24**



## **8. Section 41 & Council Committee Minutes**

### **8.1 Audit & Risk Committee – Meeting Report and Minutes 5 February 2024**

Moved: Cr Bartholomaeus  
Seconded: Cr Alder

That the Audit & Risk Committee report be received.

#### **CARRIED 45-24**

Moved: Cr Naughton  
Seconded: Cr Calvert

That Council having considered the Audit & Risk Committee's recommendations from 5 February 2024 minutes, notes the minutes and acknowledges the following recommendations made by the Audit & Risk Committee:

That the Audit & Risk Committee recommends to Council:

1. That all Council policies be reviewed on a four year rotation, or sooner as required.
2. That the Draft Internal Financial Control Policy is adopted with the following changes:
  - Update "reviewed date" in footer
  - Four year review to be implemented
3. That the Draft Equity Reserve Policy is adopted with the following changes:
  - Page 19 – last paragraph amend to read ... in circumstances, it may be appropriate to...
  - Four year review to be implemented
4. That the Draft Budget Policy is adopted with the following changes:
  - Item 9 – The annual budget is prepared based on a review of a number of previous years actuals, adjusted for abnormal, expected changes in costs including reference to latest published Adelaide CPI and known budget year, specific revenue and expenditure items.
  - Item 10 – The annual budget is adopted in a format consistent with the model financial statements (Statement of Comprehensive Income, Statement of Financial Position, and Statement of Changes in Equity, Statement of Cash Flows, Uniform Presentation of Finances and Financial Indicators).
  - Add a new item - During the budget preparation process elected members will be provided with the budget in a format that details the functions and services performed by the Council.
  - Item 13 – In Addition, the Long Term Financial Plan is reviewed at the beginning of each calendar year.
5. That the Draft Risk Management Framework is adopted, with the exception of the risk tolerances and risk appetite which are to be considered by Council, including correction of typographical errors. That the updated Risk Register be noted.

6. That the 2023-2024 Long Term Financial Plan 2024-2025 to 2033-2034 be acknowledged as the commencement point for the preparation of the 2024-2025 budget with the following comments:
- Update commentary in report
  - Capitalised employee expenses to be added to capital expenditure
  - Clarification around asset renewal funding ratio
  - Discussion of the risk relating to the prepayment of Financial Assistance
  - Grants that were paid in advance in 2022/23 for the 2023/24 financial year.
  - That the capital expenditure to be updated once the infrastructure and asset management plans are finalised.

**CARRIED UNANIMOUSLY 46-24**

**8.2 Section 41 Committee Minutes**

Moved: Cr Alder  
Seconded: Cr Bruhn

That the Riverton Recreation Ground minutes be received and noted.

**CARRIED UNANIMOUSLY 47-24**

**9. Reports for Decision**

**9.1. Phoenix Avenue, Clare Land Sale**

8.19pm Mayor Allan Aughey OAM declared a general conflict of interest, vacated the chair and departed the chamber for the duration of the item.

8.20pm Deputy Mayor Bartholomaeus took the chair and presided over the meeting.

Moved: Cr Calvert  
Seconded: Cr Willson

That formal meeting proceedings be temporarily suspended to allow for informal discussion on Item 9.1 Phoenix Avenue, Clare land sale.

**CARRIED 48-24**

8.24pm formal meeting proceedings temporarily suspended.

Moved: Cr Calvert  
Seconded: Cr Willson

That formal meeting proceedings be resumed.

**CARRIED 49-24**

8.54pm Formal meeting proceedings resumed.

8.55pm Deputy Mayor Bartholomaeus vacated the chair and returned to his seat.

8.55pm Mayor Aughey OAM returned to the chamber, took the chair and presided over the meeting.

## **9.2. Risk Management Review 2024**

Moved: Cr Calvert  
Seconded: Cr Naughton

That this matter be deferred for further discussion at an informal briefing session.

**CARRIED UNANIMOUSLY 50-24**

## **9.3. Reviewed Long Term Financial Plan 2024-2025 to 2033-2034**

Moved: Cr Alder  
Seconded: Cr Bruhn

That Council receives and acknowledges the Reviewed Long Term Financial Plan 2024-2025 to 2033-2034 as the commencement point for the preparation of the 2024-2025 budget process.

LOST

Moved: Cr Bartholomaeus  
Seconded: Cr Bruhn

That the reviewed Long Term Financial Plan be used as a starting point for the 24/25 budget period with assumed Adelaide CPI of 3.9% for 24/25, 2.7% for 25/26 and 2.6% thereafter.

**CARRIED 51-24**

## **9.4. Rate Review 2025 Consultancy**

Moved: Cr Alder  
Seconded: Cr Bruhn

That Corinne Garrett - UHY Haines Norton Chartered Accountants be approved by Council to undertake a Rate Review July 2025 for Council with the tendered amount to be provided in the 2024-2025 budget considerations.

**CARRIED UNANIMOUSLY 52-24**

Moved: Cr Koch  
Seconded: Cr Calvert

That a briefing session be held with Councillors to determine the scope and desired process of the rate review.

**CARRIED UNANIMOUSLY 53-24**

## **9.5. YMCA 2023-2024 Report**

Moved: Cr Bruhn  
Seconded: Cr Alder

That Council notes the December 2023 YMCA Report for the Valleys Lifestyle Centre and Riverton Pool.

**CARRIED 54-24**

## **9.6. Road Upgrade Request**

Moved: Cr Bartholomaeus  
Seconded: Cr Naughton

That Council approve the request for a small road upgrade for 20 meters west after the sealed section of Penna Lane, Penwortham, at the applicant's cost.

**CARRIED UNANIMOUSLY 55-24**

## **9.7. Road Purchase Request – Rural Unmade Road Reserves**

Moved: Cr Bartholomaeus  
Seconded: Cr Alder

That Council approves the registrant:

- David Sandow - Unmade sections of Taylors Road, Sandows Road and Kenworthy Road, Watervale
- to proceed with the road purchase process in accordance with the recommended procedure once payment is received from the purchaser for each stage.

**CARRIED 56-24**

Moved: Cr Burfitt  
Seconded: Cr Naughton

That Council approves the registrant:

- Australia Yinmore Wines Pty Ltd - Unmade section of Dunns Range Road, Hill River adj Lot 53

to proceed with the road purchase process in accordance with the recommended procedure once payment is received from the purchaser for each stage.

LOST on the casting vote of the Mayor

## **9.8. Council Policies**

Moved: Cr Alder  
Seconded: Cr Calvert

That, as recommended by the Audit & Risk Committee, all Council policies be reviewed on a four year rotation, or sooner as required.

**CARRIED UNANIMOUSLY 57-24**

Moved: Cr Bartholomaeus  
Seconded: Cr Bruhn

That Council, taking into consideration the Audit & Risk Committee recommendation, adopts the Draft Internal Financial Control, Draft Equity Reserve Policy and Draft Budget Policy.

**CARRIED 58-24**

Moved: Cr Naughton  
Seconded: Cr Willson

That the meeting continue beyond 10.00pm

**CARRIED 59-24**

Moved: Cr Burfitt  
Seconded: Cr Calvert

That Council adopt the reviewed Draft Prudential Management Policy with the following changes;

Page 3 of the policy – remove “the Chief Executive Officer has delegated authority to waive the requirement for a business case”.

Page 5 of the policy – point 8 - add “with a value of \$500,000 or more”.

Page 5 of the policy – point 8 - add “Council will be provided with regular reports during negotiation and delivery of the project/activity”.

**CARRIED UNANIMOUSLY 60-24**

Moved: Cr Burfitt  
Seconded: Cr Alder

That Council delete the Heritage Restoration Fund Policy.

**CARRIED 61-24**

**9.9. Chief Executive Officer Annual Leave**

Moved: Cr Alder  
Seconded: Cr Bruhn

1. That the annual leave by the Chief Executive Officer for the period 8 March 2024 to 15 March 2024 (inclusive) be approved.
2. That Leanne Kunoth be appointed as Acting Chief Executive Officer for the period 8 March 2024 to 15 March 2024 in accordance with Section 102 Local Government Act.

**CARRIED UNANIMOUSLY 62-24**

## 10. Officers' Reports for Information

- 10.1. Corporate Services Information Report
- 10.2. Library Services Information Report
- 10.3. Communications Information Report
- 10.4. Works & Infrastructure Information Report
- 10.5. Development Information Report
- 10.6. Community Information Report
- 10.7. Peak Body Report

## 11. Matters Raised by Council Members

### 11.1. Questions on Notice

#### Cr Alder

#### Question

1. In relation to the issue of salaries and wages, I wish to follow up the information provided to Council recently regarding employees, leave, superannuation: does council have the financial capacity to cover these long term liabilities? Providing details of these budgeting details would be appreciated.

#### Reply

Council has more cash than total liabilities so no unfunded liabilities. Liabilities are already recognised and are covered in Council's cash cover over total liabilities. This has been the case for years prior and is predicted in the long term financial plan to remain the case.

All employee costs and leave are budgeted for, the cash cover is a separate issue but cash exceeds total liabilities

#### Question

2. Please outline council's legal costs in the 2022-2023 and to date 2023-2024 financial years. I wish to know the dates, purpose of the legal consultation and whether the matter is closed or will be requiring further expense, and if possible, an estimate of what that might be

#### Reply

The legal costs for 2023-24 to date are as follows;

<b>Total legal costs</b>	<b>\$110,316</b>
Native title	\$ 991
Dog Control	\$1,677
Town Planning	\$17,366
Compliance	\$36,227 (litter, noise, animal, building)
Governance	\$39,469 (Advice to Mayor, employee, lease, works, land register)
Rates & Debt	\$14,586

There are ongoing costs in 2023-24 associated with the Industrial St matter and a court case to do with illegal dumping.

Total legal costs for 2022-23 are as follows;

<b>Total legal costs</b>	<b>\$133,280</b>
Native Title	\$1207
Dog Control*	\$13,542 (one ongoing court case costs)
Rates & Debt	\$16,434
Town Planning	\$41,056
Governance	\$61,041 (Advice to Mayor, employee, freedom of information, and By-Laws). Small amount for Industrial Street matter.

**Question**

3. As per resolution 251, 16 August 2023: it seems the Local Roads and Community Infrastructure Program for 2023-24 has been approved, what is the plan for implementation of this program in relation to the repair work of the Riverton RSL building. Completion of this work will progress the RSL lease arrangement and I cannot find details of works on the capital project tracker.

**Reply**

The details for the LRCIP 4 works have not been added into the works tracker as the schedules and final details of these projects have not been finalised. They will be added in next month. The schedule for the Riverton RSL has progressed with quotes being sourced, as this project relates to a lease arrangement.

**11.2 Motions on Notice**

**11.3 Questions without Notice**

**11.4 Motions without Notice**

10.32pm Meeting Closed

Confirmed ...../...../.....

Mayor .....



**Subject** **Mayoral Report**

**Responsible Officer** **Mayor Allan Aughey OAM**

**Strategic Outcome** Strategic Plan 2023-2033

**Purpose**

This report provides an overview of the Mayoral duties for the month of February 2024.

**Report**

**Meetings, Networking and Regional Collaboration**

4 February

- Office duties

5 February

- Audit/Risk Committee meeting

6 February

- Scoping Forensic Accounting Practices in Adelaide

7 February

- Briefing Session at St Joseph's School (special thanks to Principal Peter Shearer in allowing us to partake of the school's excellent facilities)

8 February

- Meeting with CEO and Leigh Eldredge re Main Street
- Meeting with CEO

9-11 February

- On leave

12 February

- University of Adelaide, Children's University Graduation Ceremony for Clare, Manoora, Riverton and Watervale Primary Schools)

13 February

- Recognition event to honour Peter Wood's long volunteering contribution to the Riesling Trail

15 February

- Office duties

16 February

- Meeting with CEO



18 February

- Office duties

21 February

- CEO Panel meeting
- Ordinary Meeting of Council

23 February

- Legatus Group meeting (Zoom)
- Citizen of the Year Awards at Government House

25 February

- Office duties

26 February

- Reconciliation Advisory Group (informal discussion due to no quorum)

27 February

- Office duties

29 February

- Meeting with CEO
- Meeting with Brett Julian Architects - Clare Town Hall Concept Design discussion (Zoom)

## **Attachments**

Nil

## **Recommendations**

Moved: Cr

Seconded: Cr

That the Mayoral Information Report be noted.



**Subject** Chief Executive Officer Information Report

**Responsible Officer** Dr Helen Macdonald, Chief Executive Officer

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<b>Strategic Outcome</b>	Strategic Plan 2023-2033
<b>Financial Implication</b>	There are no specific financial implications identified in this report.
<b>Statutory Implication</b>	Local Government Act 1999
<b>Policy Implication</b>	There are no specific policy implications identified in this report.
<b>Community Implication</b>	There are no specific community implications identified in this report.
<b>Risk Assessment</b>	There are no specific risks identified in this report.

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**Purpose**

This report provides an overview of the Chief Executive Officer's information and actions.

**Report**

**Leases to CFS**

The 21 year land leases that accommodate the CFS sheds at Manoora, Marrabel, Rhynie, Saddleworth, Tarlee, Waterloo and Watervale have all reached the end of their term. The CFS has requested they be renewed for another 21 years.

**Housing**

Participated in an LGA online session on March 4, 2024 with the Minister for Housing and Urban Development, Nick Champion and the Director, Office for Regional Housing, Matt Hunt. The new program that the state government has released to support the increase in housing in regional South Australia was discussed, including showcasing the progressive work that councils like Tatiara and Loxton Wakerie are doing.

As well as the Regional Key Worker Housing Scheme, there is a fund opening up to help facilitate housing projects that contribute to key strategic and economic objectives of the regions.

The Office for Regional Housing will work with local governments and other relevant parties on housing proposals that:

- make a positive impact on the local community's economy or provide strategic benefits by securing core services;
- demonstrate support for South Australian industry including the use of local products, trades and services;
- support industry development in South Australia;
- are supported by partnerships and collaborations with other organisations such as government, industry and community;
- are able to be delivered in a timely manner, are financially viable and will contribute to the long-term housing needs of the community;
- financially and technically viable; and
- have longevity and sustainability.

### **Meetings, Networking and Regional Collaboration**

1 February

- All staff meeting
- Recording of Clare Valley Podcast
- Meeting with representative from Hill Shed regarding housing

2 February

- Meeting with Management Team
- Meeting with Manager Community and Cultural Tourism Coordinator re Heritage Guide

5 February

- Meeting with Communications Consultant
- Meeting with Management Team
- Audit & Risk Committee meeting

6 February

- Quarterly meeting with CEO of RDA Yorke & Mid North

7 February

- Informal Briefing Session – St Joseph's School

8 February

- Meeting with Mayor and Leigh Eldredge re Main Street
- Meeting with Mayor
- Meeting with Brett Julian Architects - Clare Town Hall - Preliminary Concept Design Presentation

9 February

- Meeting with Deputy Mayor
- Meeting with Deputy Mayor and Minister Nick Champion re Stanley Flat Code Amendment
- Meeting with URPS - Stanley Flat Code Amendment - Project Discussion
- Meeting with Creative Australia for Regional Galleries Association SA

12 February

- Tour of key growth areas within the district with Planning and Land Use Services representatives

- Stanley Flat Code Amendment site visit with Planning and Land Use Services representatives
- Meeting with Management Team

13 February

- Meeting with Recruitment Consultant
- Meeting with Local Government Community Engagement Charter Working Group (MS Teams)

14 February

- RDA Board Meeting – Wallaroo

15 February

- Legatus Group Road Transport Infrastructure Advisory Committee (Zoom)

16 February

- Meeting with Director Works & Infrastructure
- Meeting with Mayor

19 February

- Meeting with Communications Consultant
- Meeting with Management Team

20 February

- Meeting with Recruitment Consultant

21 February

- CEO Panel Meeting
- Ordinary Meeting of Council

22 February

- All Staff Meeting
- Recording of Clare Valley Podcast
- Wind tower site inspection

23 February

- Legatus Group Meeting, Yorke Peninsula Council

26 February

- Meeting with Communications Consultant
- Meeting with Management Team
- Reconciliation Advisory Group Informal Discussion

27 February

- Quarterly CEO Scheme Briefing, LGA (Zoom)
- Regional Galleries Association of SA Executive Meeting (Zoom)

28 February

- State Cultural Policy Development - online workshop (MS Teams)
- Meeting with LGA representative re Community Wastewater Management Scheme

29 February

- Meeting with Mayor

- Meeting with Brett Julian Architects - Clare Town Hall Concept Design discussion (Zoom)

## **Attachments**

## **Recommendations**

Moved: Cr  
Seconded: Cr

That the CEO's Information Report be noted.



ITEM 7.1

File Reference: 9.24.1.3.16

**Subject** Resolutions Register – Implementation Report

**Responsible Officer** Dr Helen Macdonald, Chief Executive Officer

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<b>Strategic Outcome</b>	Strategic Plan 2023-2033
<b>Financial Implication</b>	There are no specific financial implications identified in this report.
<b>Statutory Implication</b>	Local Government Act 1999
<b>Policy Implication</b>	There are no specific policy implications identified in this report.
<b>Community Implication</b>	There are no specific community implications identified in this report.
<b>Risk Assessment</b>	There are no specific risks identified in this report.

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**Purpose**

This report provides an overview of the Chief Executive Officer's Resolutions Register – Implementation report.

**Report**

Attached to this report is the Action Report which includes all ongoing resolutions back to the October 2019 Council meeting and all resolutions from the 21 February 2024 Ordinary Council meeting, including those that have been completed.

Future reports will include an update on activities undertaken or barriers to progress of resolutions listed as "Ongoing".

All actions from the report presented to this meeting that have been **completed** will be removed from next month's report.

**Attachments**

- Resolutions Register

## **Recommendations**

Moved: Cr  
Seconded: Cr

That the Resolutions Register - Implementation Report be noted as at 20 March 2024 as presented and that the completed items be deleted from the next report.

# Resolution Register March 2024

Council Meeting	Resolution Number	Resolution	Notes	Status
21 October 19	331	<p><b>Council Sports Property Leases</b> That Council approve Administration to negotiate leases on the listed properties:</p> <p>Riverton Oval &amp; Clubrooms Riverton Saddleworth Marrabel United Football Club Inc Portion of Lot 98 Oxford Terrace Riverton CT 5597/132</p> <p>Riverton Netball Courts &amp; Clubrooms Riverton Saddleworth Marrabel United Netball Club Inc Portion of Lot 98 Oxford Terrace Riverton CT 5597/132</p> <p>Tarlee Oval Tarlee Hall and Community Services Inc Lot 102, 103, 104, 105, 106, 107, 108 – Horrocks Hwy Tarlee CT 5624/890</p> <p>Saddleworth Oval and Showgrounds Saddleworth District Community Association Inc Lot 500 Marrabel Road, Saddleworth CT 5827/992</p> <p>Stockport Oval Stockport Community Association Inc Lot 337 &amp; 98 Murray Street, Stockport CT 5777/179 and CT5729/45</p> <p>And that successful negotiations be brought back to a future Council meeting prior to commitment.</p>	<p>Riverton Recreation Ground Committee have written to Council saying they do not want a lease at this time.</p> <p>Meeting held and provided draft lease to netball club. They don't appear to want a lease at this time.</p> <p>Tarlee – complete</p> <p>Ongoing lease discussions with the Saddleworth Recreation Ground Committee.</p> <p>Stockport – Complete</p>	Ongoing
16 November 20	368 & 369	<p><b>Public Consultation on Council Owned Community Assets</b></p> <p>That Council will work towards reducing its number of built assets in consultation with the communities where the surplus built assets are located.</p>		Ongoing



# Resolution Register March 2024

		<p>That Council endorses the consultation process and timeline outlined below.</p> <table border="1"> <thead> <tr> <th>Consultation Step</th> <th>Timeframe</th> </tr> </thead> <tbody> <tr> <td>Meetings at each town with the community and peak bodies.</td> <td>Commencing in February/March 2021</td> </tr> <tr> <td>Engage with the sporting organisations that have already identified an interest in leasing the properties.</td> <td>Commence February/March 2021.</td> </tr> <tr> <td>Engage directly with the peak bodies regarding those assets that are proposed to be leased.</td> <td>Commence February/March 2021.</td> </tr> <tr> <td>Undertake negotiations with relevant organisations.</td> <td>Throughout 2021 and 2022.</td> </tr> <tr> <td>Report to Council on progress.</td> <td>Mid 2021 and end of 2021</td> </tr> </tbody> </table>	Consultation Step	Timeframe	Meetings at each town with the community and peak bodies.	Commencing in February/March 2021	Engage with the sporting organisations that have already identified an interest in leasing the properties.	Commence February/March 2021.	Engage directly with the peak bodies regarding those assets that are proposed to be leased.	Commence February/March 2021.	Undertake negotiations with relevant organisations.	Throughout 2021 and 2022.	Report to Council on progress.	Mid 2021 and end of 2021		
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Undertake negotiations with relevant organisations.	Throughout 2021 and 2022.															
Report to Council on progress.	Mid 2021 and end of 2021															
20 April 22	95	<p><b>Rate Review 1 July 2022</b></p> <p>That Council suspend the rate review until the new financial year (2022-2023).</p>	Refer to resolutions 52-24 & 53-24	<b>COMPLETE</b>												
16 May 22	154	<p><b>Potential gifting of the Auburn Library to the Auburn Community Development Committee</b></p> <p>That Council supports the gifting of the Auburn Library building to the Auburn Community Development Committee subject to broader community consultation.</p>		<b>COMPLETE</b>												
20 June 22	195	That Council no longer operates a fauna park at the Clare Caravan Park site and removes fencing on the southern side to allow free	Emus unable to capture and euthanasia is not	Ongoing												

## Resolution Register March 2024

		and easy public access to the area of land north of the creek that is not subject to a lease.	seen as an option with no immediate plans for the future of the Fauna Park area.	
19 April 23	100	<b>Watervale Institute</b>  Undertake a revocation process of the Watervale Institute after the digitization of the records, and after the Mt Horrocks society finds a suitable place to store their memorabilia.	No progress due to misunderstanding amongst the committee about what they have and have not done.	Ongoing
17 May 23	136	<b>Auburn Library – commencement of community land revocation</b>  That Council approves the undertaking of the community land revocation process of the Auburn Library Building at 5-7 St Vincent Street, Auburn.		<b>COMPLETE</b>
21 June 23	179	<b>Saddleworth Institute and the future of the Built Asset Review</b>  That Council commences the community land revocation process for the Saddleworth Institute with the intention of selling the building with all funds from the sale to be retained in the township of Saddleworth.	Lease agreement being discussed with Peak Body. Refer to Resolution 255.	Ongoing
21 June 23	182	<b>Auburn Library – Revocation of Community Land – Public Consultation Report</b>  That Council approve the report for public consultation purposes titled “Auburn Library 5 -7 St Vincent Street, Auburn Lot 203 of DP64235, HD Upper Wakefield, Auburn Community Land Revocation Report” in accordance with Section 194 of the Local Government Act.		<b>COMPLETE</b>
19 July 23	219	<b>Clare &amp; Gilbert Valleys’ Woman of Significance Award 2023</b>	Ms Nitschke made aware. Plaque provided	Ongoing

## Resolution Register March 2024

		That Council award the Clare & Gilbert Valleys' Woman of Significance Award 2023 to Ms Shelley Nitschke.	mid-December 2023 to Works and Infrastructure for installation.	
16 August 23	251	<p><b>Local Roads and Community Infrastructure Program</b></p> <p>That Council endorses the following community projects be applied for and delivered under the Local Roads and Community Infrastructure Program 2023-24 projects:</p> <ul style="list-style-type: none"> <li>• Playground expansion of the Watervale Playground.</li> <li>• Street tree planting in Clare, Riverton, Auburn and Saddleworth.</li> <li>• Removal of soft fall at Stockport Playground and replace with new soft fall.</li> <li>• Improved disabled car parks in Clare and Riverton.</li> <li>• Removal and replacement of trees and fixing footpaths at Auburn.</li> <li>• Improvements to the Watervale Grandstand.</li> <li>• Improvements to the Riverton RSL/History Room building.</li> </ul>	Confirmation received from LRCI for the LRCI 4 Roads proposal 10/01/2024	Ongoing
16 August 23	252	<p><b>Local Roads and Community Infrastructure Program</b></p> <p>That Council endorses the following road projects be applied for and delivered under the Local Roads and Community Infrastructure Program 2023-24 projects:</p> <ul style="list-style-type: none"> <li>• Merilden Road, Mintaro</li> <li>• Mt Horrocks Road, Watervale</li> <li>• Old Blyth Road, Boconnoc Park</li> <li>• Polish Hill Road, Polish Hill River</li> <li>• Square Mile Road, Stanley Flat</li> <li>• Boconnoc Park Road, Boconnoc Park</li> </ul>	Confirmation received from LRCI for the LRCI 4 Roads proposal 10/01/2024	Ongoing

## Resolution Register March 2024

20 September 23	270	That Council lobby the State Planning Commission, the State Planning Minister and others within the State Government to allow the development at Stanley Flat to proceed with a minimum block size of 8,000m2 in keeping with the surrounding subdivisions and adjacent primary production zones	Consulted lawyers on process & opportunities to change the decision. Letters sent to Minister & Member for Frome. Letter from Planning Commission advising Minister will not approve any Rural Living Code Amendments. Spoken with Member for Frome; Request send to Minister for a meeting. Had meeting with Minister and met with Department of Planning on site 12 February.	Ongoing
20 September 23	297	That a full review of the Clare & Gilbert Valleys Council's peak bodies be undertaken and a comprehensive report with recommendations is provided to Council at the February 2024 Ordinary Council meeting.	Consultant cost to be included in BR2 for consideration; extension to be sought for final report inclusion in May Ordinary meeting..	Ongoing
18 October 23	337	That the Rate Review suspended during 2022 be recommenced.	Consultant engaged – Rate Review to commence after 1 July 2024.	Ongoing
15 November 23	371	<p><b>Council By-laws</b></p> <p>That Council endorses the following seven proposed by-laws to go out for public consultation:</p> <ul style="list-style-type: none"> <li>• Permits and Penalties By-law</li> <li>• Roads By-law</li> <li>• Local Government Land By-law</li> <li>• Dogs By-law</li> </ul>	Public consultation completed, no submissions received. Report being presented in April agenda.	Ongoing



## Resolution Register March 2024

			hear back from Light Regional Council.	
13 December 23	410	<p><b>Grant Opportunity – Riverton Community Hall</b></p> <p>That the detailed design work for the refurbishment of the Riverton Community Hall – Option A – be completed.</p>	Architect re-engaged to complete detailed design.	Ongoing
13 December 23	418	<p><b>Saddleworth Institute – Revocation of Council Resolution</b></p> <p>That Council approves the commencement of lease negotiations for the Saddleworth Institute with the Saddleworth Community Development Association, which must be completed by 30 June 2024. If no lease is agreed to by this date, Council approves the recommencement of the community land revocation process.</p>	Lease agreement being discussed with Peak Body.	Ongoing
13 December 23	420	<p><b>Road Purchase Request – Buchanan Street, Clare</b></p> <p>That Council adopts the following process for sale of road reserves:</p> <ol style="list-style-type: none"> <li>a. Request received from Ratepayer to purchase road reserve.</li> <li>b. Search conducted by Council Administration to ascertain the potential usage / future requirements for the road reserve.</li> <li>c. Payment for each stage to be paid upfront by ratepayer.</li> <li>d. Report to Council seeking approval for process to commence and purchase price to apply (if applicable).</li> <li>e. Preliminary search conducted by a surveyor in accordance with Stage 1 – Is the road public and are there likely to be objections.</li> <li>f. Applicant to provide independent valuation if required.</li> <li>g. Surveyor Stage 2 Public Notification and Stage 3 Final Plan and Documentation are commenced.</li> <li>h. Reports to Council and letters to ratepayers throughout process as required.</li> </ol>		Ongoing
13 December 23	421	<p><b>Road Purchase Request – Buchanan Street, Clare</b></p>		Ongoing

## Resolution Register March 2024

		That Council approves the request to proceed to stage 1 preliminary search by the Surveyors procedure for SAM MAC Property Pty Ltd – unmade portion of Buchanan Street, Clare.		
13 December 23	428	<p><b>Renewal of Community Land Management Plans</b></p> <p>That the CEO ensures that the following actions are completed as a matter of priority and be reported at the next meeting of Council:</p> <p>Community Land Management Plans</p> <p>That the actual adopted plans are identified and attached to the area of the Council website entitled Community Land Register.</p> <p>That the register of Community Land Management Plans as published on the Council website include and record all details which are required pursuant to the Local Government Act and Regulations.</p> <p>That the register of public roads is published on the Council website include and record all details which are required pursuant to the Local Government Act and Regulations.</p>	<p>There is no legal requirement for the plans to be available on the website but they have to be available upon request, which they are. The Register does have to be available and the content up to date. The register is currently being reviewed by council's legal advisors to ensure it captures all required information. Attempts to keep both the plans and register updated and available on the website is too cumbersome and prone to be misleading.</p> <p>The updated register is available on the website and is updated as the CLMPs are updated.</p>	Ongoing
31 January 24	15-24	<p><b>Auburn Library – Gifting to Auburn Community Development Committee</b></p> <p>That Council defer the gifting of the Auburn Library to the Auburn District Community Association for a period of six months (expiring on 31 July 2024).</p>	<p>Gifting of Library delayed by Council to 31 July 2024</p>	Ongoing

## Resolution Register March 2024

31 January 24	18-24	<p><b>Phoenix Avenue Clare – Revocation of Community Land Minister Approval</b></p> <p>That Council revoke the community land status pursuant to subsection 194(3) (b) of the Local Government Act 1999 on Lot 102 D83783 Phoenix Avenue, Clare, Certificate of Title Volume 6064 Folio 496.</p> <p>That Council authorise administration to sell Lot 102 D83783 Phoenix Avenue, Clare Certificate of Title Volume 6064 Folio 496 by open auction with the reserve to be set using two independent valuations received prior to auction.</p> <p>That Council authorise the Mayor and Chief Executive Officer to sign and apply the common seal to the relevant documents for the sale of Lot 102 D83783 Phoenix Avenue, Clare Certificate of Title Volume 6064 Folio 496.</p>	<p>Survey of the site is being undertaken.</p>	<p><b>COMPLETE</b></p> <p>Ongoing</p> <p>Ongoing</p>
31 January 24	19-24	<p><b>Road Purchase Request – Rural Unmade Road Reserves</b></p> <p>That Council approves the four registrants:</p> <ul style="list-style-type: none"> <li>• Collinsville Station Pty Ltd - Unmade road adj Sec 585,593&amp;587 Watervale Road, Watervale, Unmade road adj Lots 1,3,4 &amp; 154 and unmade section Tickle Road, Mintaro</li> <li>• Patrick &amp; Mary Connell - Unmade road between Pce 94 &amp; 95 Old Main Road South, Tarlee</li> <li>• Adam Scott - Unmade Road adj 1161 &amp; Sec 316 Brothers Hill Road, Manoora</li> <li>• Anembo Pty Ltd - Unmade section of Bruhns Rd, Manoora adj 185 to proceed with the road purchase process in accordance with the recommended procedure once payment is received from the purchaser for each stage.</li> </ul>		Ongoing
31 January 24	21-24	<p><b>Road Purchase Request – Grosset Weighbridge, Auburn</b></p>		Ongoing



## Resolution Register March 2024

		That Council approves the request from the Grosset Group of Companies to proceed to Stage 1 of the road purchase process for the weighbridge road reserve area in King Street, Auburn, in accordance with the recommended procedure once payment is received from the purchaser.		
31 January 24	25-24	<p><b>Renewal of Community Land Management Plans</b></p> <p>That Council approves the following Community Land Management Plans:</p> <ul style="list-style-type: none"> <li>• Stockport Reserve, Stockport</li> <li>• Tarlee Community Hall, Tarlee</li> <li>• Tarlee Oval, Tarlee</li> <li>• Undalya Centenary Park, Undalya</li> <li>• Watervale Library, Watervale</li> </ul>		<b>COMPLETE</b>
31 January 24	26-24	That the Clare & Gilbert Valleys Council authorise the Mayor to arrange for the conduct of an external forensic audit of council's procurement activities in regard to capital purchases and operational expenditures for recent financial periods for the purpose of ascertaining the level of compliance with applicable legislation, policies, procedures, budget accuracy and reporting of contract and works commitments. That any subsequent report include recommendations to effectively manage these issues into the future.	Three companies have been approached to provide proposals. Anticipate report to Council in March.	Ongoing
31 January 24	27-24	That Administration provide a report to Council covering the demand for housing from the Goyder wind and solar farm developments and the impact this is having and likely to have on housing and accommodation in the Clare & Gilbert Valleys Council.	RDA undertaking survey of employers including NEOEN	Ongoing
31 January 24	28-24	That Council Administration investigate the options with respect to its role and the potential impact of existing LMA's in relation to the new planning requirements.		<b>COMPLETE</b>
21 February 24	50-24	<p><b>Risk Management Review 2024</b></p> <p>That this matter be deferred for further discussion at an informal briefing session.</p>	Informal briefing with Council being scheduled.	Ongoing

## Resolution Register March 2024

21 February 24	51-24	<p><b>Reviewed Long Term Financial Plan 2024-2025 to 2033-2034</b></p> <p>That the reviewed Long Term Financial Plan be used as a starting point for the 24/25 budget period with assumed Adelaide CPI of 3.9% for 24/25, 2.7% for 25/26 and 2.6% thereafter.</p>		<b>COMPLETE</b>
21 February 24	52-24	<p><b>Rate Review 2025 Consultancy</b></p> <p>That Corinne Garrett - UHY Haines Norton Chartered Accountants be approved by Council to undertake a Rate Review July 2025 for Council with the tendered amount to be provided in the 2024-2025 budget considerations.</p>	Consultant engaged – Rate Review to commence after 1 July 2024.	Ongoing
21 February 24	53-24	<p><b>Rate Review 2025 Consultancy</b></p> <p>That a briefing session be held with Councillors to determine the scope and desired process of the rate review.</p>	Consultant engaged – Rate Review to commence after 1 July 2024.	Ongoing
21 February 24	54-24	<p><b>YMCA 2023-2024 Report</b></p> <p>That Council notes the December 2023 YMCA Report for the Valleys Lifestyle Centre and Riverton Pool.</p>		<b>COMPLETE</b>
21 February 24	55-24	<p><b>Road Upgrade Request</b></p> <p>That Council approve the request for a small road upgrade for 20 meters west after the sealed section of Penna Lane, Penwortham, at the applicant's cost.</p>		<b>COMPLETE</b>
21 February 24	56-24	<p><b>Road Purchase Request</b></p> <p>That Council approves the registrant:</p> <ul style="list-style-type: none"> <li>David Sandow - Unmade sections of Taylors Road, Sandows Road and Kenworthy Road, Watervale</li> </ul> <p>to proceed with the road purchase process in accordance with the recommended procedure once payment is received from the purchaser for each stage.</p>		Ongoing
21 February 24	57-24	<p><b>Council Policies</b></p>		<b>COMPLETE</b>

## Resolution Register March 2024

		That, as recommended by the Audit & Risk Committee, all Council policies be reviewed on a four year rotation, or sooner as required.		
21 February 24	58-24	<p><b>Council Policies</b></p> <p>That Council, taking into consideration the Audit &amp; Risk Committee recommendation, adopts the Draft Internal Financial Control, Draft Equity Reserve Policy and Draft Budget Policy.</p>		<b>COMPLETE</b>
21 February 24	60-24	<p><b>Council Policies</b></p> <p>That Council adopt the reviewed Draft Prudential Management Policy with the following changes;</p> <p>Page 3 of the policy – remove “the Chief Executive Officer has delegated authority to waive the requirement for a business case”.</p> <p>Page 5 of the policy – point 8 - add “with a value of \$500,000 or more”.</p> <p>Page 5 of the policy – point 8 - add “Council will be provided with regular reports during negotiation and delivery of the project/activity”.</p>		<b>COMPLETE</b>
21 February 24	61-24	<p><b>Council Policies</b></p> <p>That Council delete the Heritage Restoration Fund Policy.</p>		<b>COMPLETE</b>
21 February 24	62-24	<p><b>Chief Executive Officer Annual Leave</b></p> <ol style="list-style-type: none"> <li>1. That the annual leave by the Chief Executive Officer for the period 8 March 2024 to 15 March 2024 (inclusive) be approved.</li> <li>2. That Leanne Kunoth be appointed as Acting Chief Executive Officer for the period 8 March 2024 to 15 March 2024 in accordance with Section 102 Local Government Act.</li> </ol>		<b>COMPLETE</b>



**Subject: Major Projects Report**

**Responsible Officer: Amy Neubauer, Director Works & Infrastructure**

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<b>Strategic Outcome</b>	Quality Services, Assets and Infrastructure Deliver high standards of customer service and customer experience
<b>Financial Implication</b>	All funds included in the 2023/24 capital works budget
<b>Statutory Implication</b>	Local Government Act, 1999 Road Traffic Act, 1961
<b>Policy Implication</b>	There are no specific policy implications identified in this report.
<b>Community Implication</b>	There are no specific community implications identified in this report.
<b>Risk Assessment</b>	There are no specific risks identified in this report.

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## **Purpose**

The purpose of this report is to provide Council with an update on capital works for the 23/24 Financial Year.

## **Report**

### ***Unsealed Roads Re-Sheeting***

During February, the Construction Team completed re-sheeting on Quinns Gap with 3 sets of pipes installed. Work began on Mt Rufus Road.



*Quinns Gap Road*

### **Sealed Roads**

The sealing contract is underway with Stockport Road, Bruce Road, MR45, Mintaro Road, 500m of Copper Ore Road (3.5km remains to be completed), Mill Street and Kurrang Avenue. The team completing these works took R&R on Friday 1<sup>st</sup> March and will resume work Wednesday 6<sup>th</sup> of March.

### **Buildings and Structures**

The tender request has been issued for the Clare Art House disability access. Initially, no responses have been received and a secondary tender request has been issued.

A design for the Clare Boardwalk replacement has been received and is under review.

The Auburn Caravan Dump Point has been completed, this is a section 41 committee project and was completed outside of Works and Infrastructures scope.

A meeting was held between the Director of Works and Infrastructure, the Senior Technical Officer and several personnel from SAPN and PLEC to discuss the layout for the Auburn Streetscape plan, undergrounding power lines. The implementation plan is underway and will be submitted for the May Council meeting.

### **CWMS**

The Clare Oval flow meter cost has come in over budget and will be put forward for budget review in May.

Engineers have been working on a design for the Saddleworth WWTP additional storage. A plan is in its very early stages of incorporating this work into a larger scope to include themes identified in Council's Strategic Plan and Corporate Plan.

### ***Stormwater***

The Clare Stormwater Management Plan has been received from the Consultants and is included in this month's Council agenda for review.

## **Attachments**

Major Projects Tracker

## **Recommendations**

Moved: Cr  
Seconded: Cr

That the Major Projects report be noted.

















**Subject: Draft Budget Review 2 – February 2024**

<b>Responsible Officer:</b>	<b>Leanne Kunoith, Director - Corporate Services</b>
<b>Strategic Outcome</b>	Strategic Plan 2019-2029
<b>Financial Implication</b>	Financial implications are as detailed in the attachments
<b>Statutory Implication</b>	Report on financial results Regulation 10 of the Local Government (Financial Management) Regulations 2011
<b>Policy Implication</b>	Budget Policy Internal Control Policy
<b>Community Implication</b>	There are no community implications identified in this report
<b>Risk Assessment</b>	Failure of Council to report in accordance with the Local Government Act with a risk rating of low

**Purpose**

Council is required under Regulation 9 of the Local Government (Financial Management) Regulations 2011 to undertake three (3) budget reviews during the financial year. The review must consider a revised forecast of Council's operating result and capital investments.  
Council is asked to consider for adoption the second budget review amendments as detailed within the report.

**Report**

Budget Review 2 incorporates the request for expected additional expenditure for the current budgeted capital projects and changes to both operating income and expenses.

Operational budget changes will decrease the operating deficit by \$87,566 to \$1,071,000 with the inclusion of \$94,316 additional income and increased operating expenditure of \$6,750 for the peak body review.

**Operating Income**

Investment Income increase \$65,000  
Reimbursement Workers Comprehensive \$13,050  
Reimbursement Income Protection \$16,266

**Operating Expenses**

Peak Body Review requested by Council \$6,750

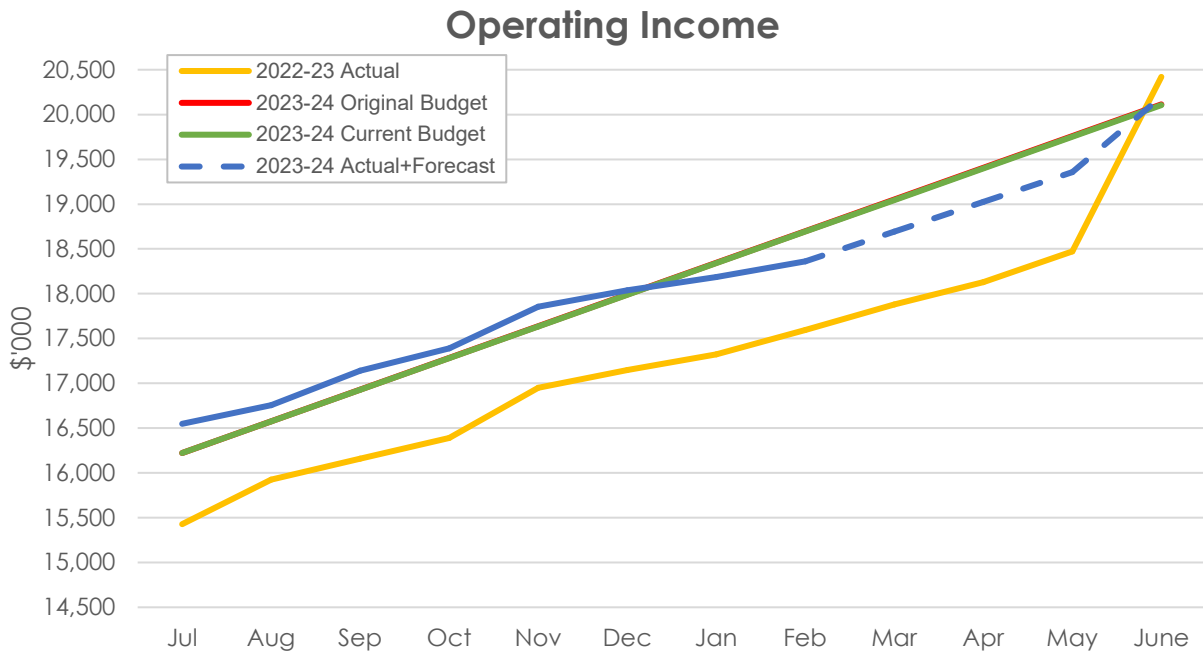
## Capital Works

Budgeted capital works will be restated to \$6,785,812 if budget review 2 is adopted, the current budget stands at \$6,778,687, the only additional capital expenditure item is for the renewal of the library hot beverage machine at a cost of \$7,125 which is no longer operational and fully depreciated.

The report also includes the operating results for the year to 29 February 2024.

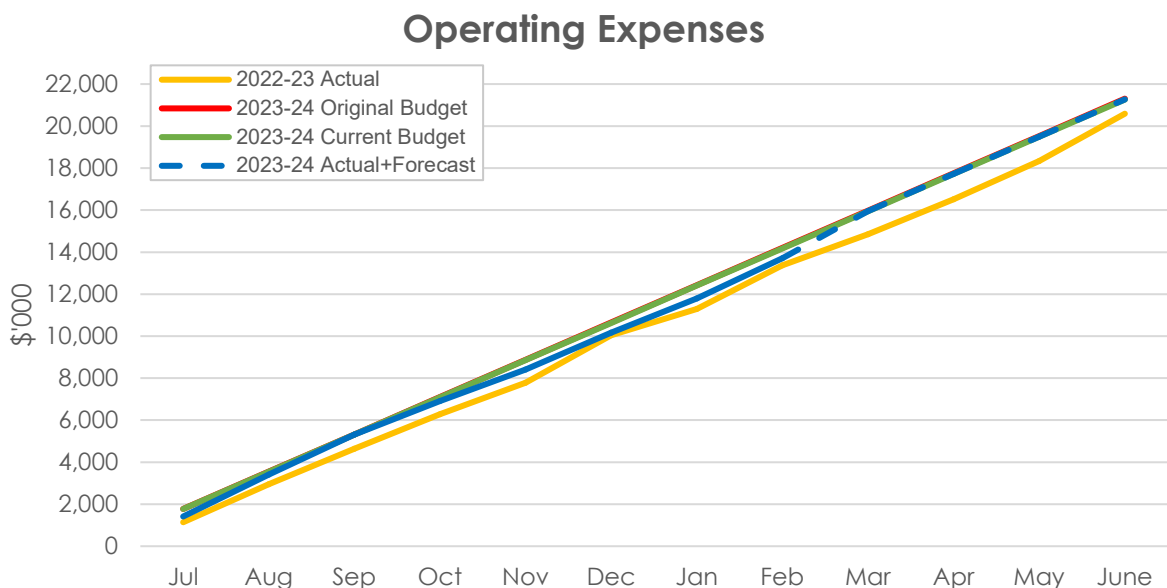
## Operating Income

Forecast operating income if budget review 2 is adopted \$20,199,000 compared to the current budgeted \$20,105,000.



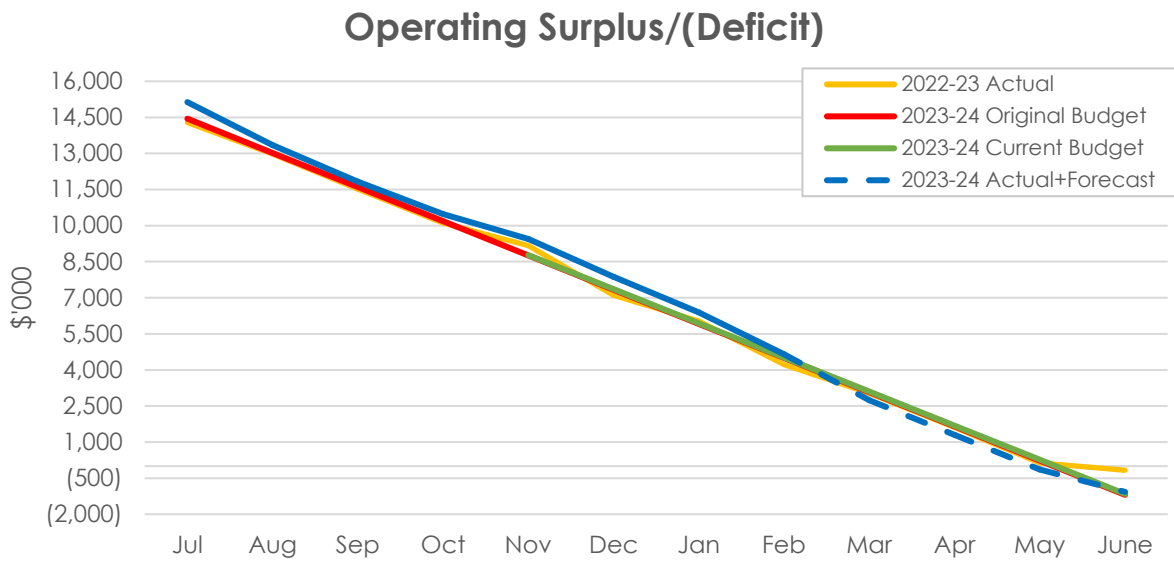
## Operating Expenses

Estimated operating expense is now \$21,270,000 as compared to the current budget of \$21,263,000, this is shown by the blue line in the graph below.



### Operating Surplus/ (Deficit)

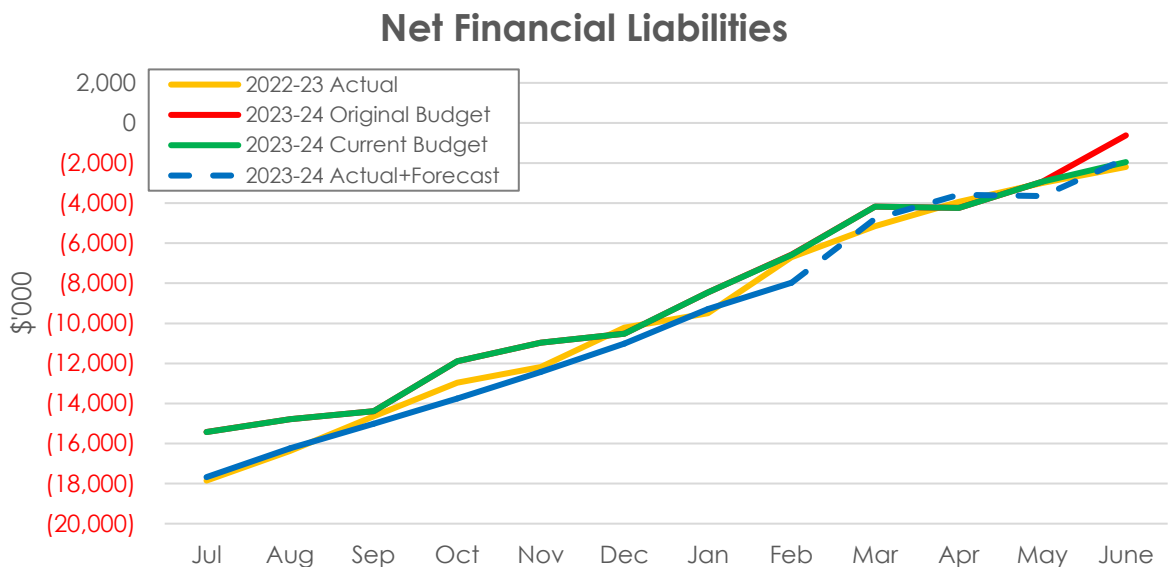
The forecast operating deficit is anticipated to decrease to \$1,071,000 as against the current budgeted deficit of \$1,158,000.



### Net Financial Liabilities

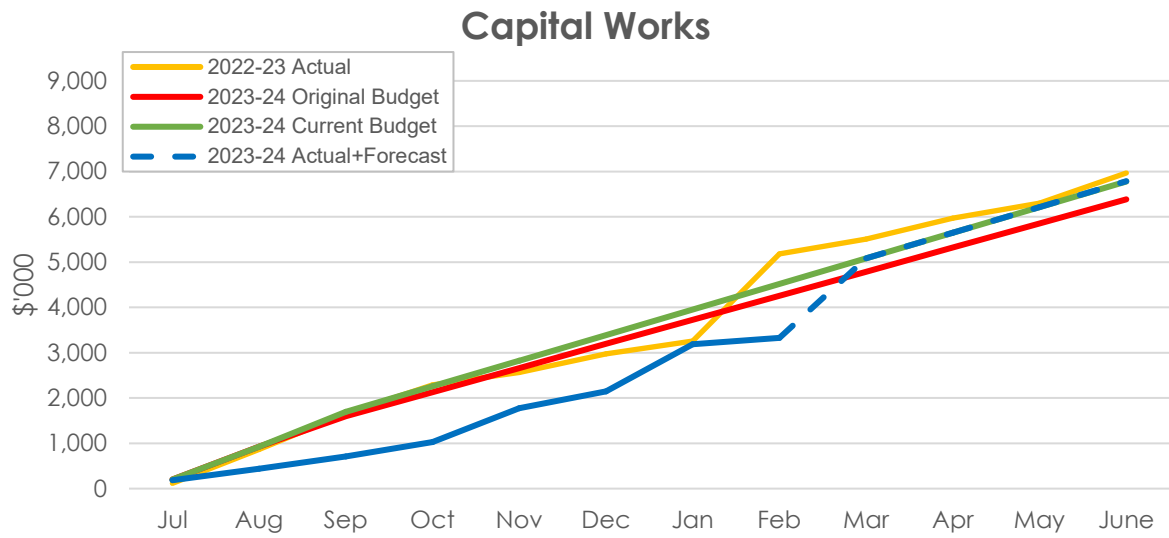
Net financial liabilities are equal to total liabilities less financial assets. The blue line depicts the forecast. When the ratio is negative it suggests that cash or cash equivalents are greater than total liabilities.

The expected position shows Net Financial Liabilities at **(\$1,784,000)** or **(9%)**, Net financial liabilities, as per the current budget, were **(\$1,954,000)** or **(10%)**.



## Capital Works

Budgeted capital works will be restated at \$6,785,812 if budget review 2 is adopted. This is compared to the current budget of \$6,778,687.





## **Attachments**

Financial Statements February  
Statement of Comprehensive Income  
Statement of Financial Position  
Statement of Changes in Equity  
Statement Cash Flow  
Uniform Presentation of Finances  
Financial Indicators

## **Recommendations**

Moved: Cr  
Seconded: Cr

That, in accordance with Reg 9 of the Local Government (Financial Management) Regulations 2011 having considered Budget Review 2 February 2024, Council adopts Budget Review 2 dated February 2024 comprising the following statements:

Budgeted/Forecasted  
Statement of Comprehensive Income  
Statement of Financial Position  
Statement of Changes in Equity  
Statement of Cash Flows  
Uniform Presentation of Finances  
Financial Indicators

**FINANCIAL REPORT FEBRUARY 2024**

**BUDGETED/FORECASTED STATEMENT OF COMPREHENSIVE INCOME  
for the year ended 30 June 2024**

	2022-23	2023-24	2023-24	2023-24
	Actual	Current Budget	YTD Actual	Forecast
	\$'000	\$'000	\$'000	\$'000
<b>INCOME</b>				
Rates	15,230	16,222	16,242	<b>16,222</b>
Statutory charges	304	269	225	<b>269</b>
User charges	1,280	1,086	832	<b>1,086</b>
Grants, subsidies & contributions	3,174	2,250	765	<b>2,250</b>
Investment income	220	114	165	<b>179</b>
Reimbursements	206	164	123	<b>193</b>
Other income	6	-	9	-
<b>Total Income</b>	<u>20,420</u>	<u>20,105</u>	<u>18,361</u>	<u><b>20,199</b></u>
<b>EXPENSES</b>				
Employee costs	5,406	6,014	3,899	<b>6,014</b>
Materials, contracts & other	8,830	8,914	5,568	<b>8,921</b>
Depreciation	6,171	6,334	4,223	<b>6,334</b>
Finance costs	183	1	20	<b>1</b>
<b>Total Expenses</b>	<u>20,590</u>	<u>21,263</u>	<u>13,710</u>	<u><b>21,270</b></u>
<b>OPERATING SURPLUS / (DEFICIT)</b>	(170)	-	4,651	<b>(1,071)</b>
Asset disposal & fair value adjustments	12	101	286	<b>101</b>
Amounts specifically received for new or upgraded assets	497	561	-	<b>561</b>
Impairment Recoupments Offset to AAR	-	-	-	-
	<u>509</u>	<u>662</u>	<u>286</u>	<u>662</u>
<b>NET SURPLUS/(DEFICIT)</b>				
transferred to Equity Statement	<u>339</u>	<u>(496)</u>	<u>4,937</u>	<u><b>(409)</b></u>

## FINANCIAL REPORT FEBRUARY 2024

### BUDGETED/FORECASTED STATEMENT OF FINANCIAL POSITION as at 30 June 2023

	2022-23	2023-24	2023-24	2023-24
	Actual	Current Budget	YTD Actual	Forecast
	\$'000	\$'000	\$'000	\$'000
<b>ASSETS</b>				
<b>Current Assets</b>				
Cash and cash equivalents	4,419	3,677	4,144	<b>3,507</b>
Trade & other receivables	1,930	771	6,507	<b>771</b>
Financial Assets	259	-	-	-
Inventories	193	181	336	<b>181</b>
<b>Total Current Assets</b>	<u>6,801</u>	<u>4,629</u>	<u>10,987</u>	<u><b>4,459</b></u>
<b>Non-current Assets</b>				
Financial assets	88	48	88	<b>298</b>
Infrastructure, property, plant & equipment	155,449	155,245	151,138	<b>155,253</b>
Other Non-Current Assets	771	771	4,098	<b>771</b>
<b>Total Non-current Assets</b>	<u>156,308</u>	<u>156,064</u>	<u>155,324</u>	<u><b>156,321</b></u>
<b>Total Assets</b>	<u>163,109</u>	<u>160,693</u>	<u>166,311</u>	<u><b>160,780</b></u>
<b>LIABILITIES</b>				
<b>Current Liabilities</b>				
Trade & other payables	1,827	1,315	1,538	<b>1,315</b>
Borrowings	9	7	5	<b>7</b>
Provisions	1,123	1,109	1,066	<b>1,109</b>
<b>Total Current Liabilities</b>	<u>2,959</u>	<u>2,431</u>	<u>2,609</u>	<u><b>2,431</b></u>
<b>Non-current Liabilities</b>				
Borrowings	1,397	5	12	<b>5</b>
Provisions	57	58	57	<b>58</b>
Equity Accounted Council Business	318	318	318	<b>318</b>
<b>Total Non-current Liabilities</b>	<u>1,772</u>	<u>381</u>	<u>387</u>	<u><b>381</b></u>
<b>Total Liabilities</b>	<u>4,731</u>	<u>2,812</u>	<u>2,996</u>	<u><b>2,812</b></u>
<b>NET ASSETS</b>	<u>158,378</u>	<u>157,882</u>	<u>163,315</u>	<u><b>157,969</b></u>
<b>EQUITY</b>				
Accumulated Surplus	13,244	12,748	18,181	<b>12,835</b>
Asset Revaluation Reserves	139,787	139,787	139,787	<b>139,787</b>
Other Reserves	5,347	5,347	5,347	<b>5,347</b>
<b>Total Council Equity</b>	<u>158,378</u>	<u>157,882</u>	<u>163,315</u>	<u><b>157,969</b></u>

## FINANCIAL REPORT FEBRUARY 2024

### BUDGETED/FORECASTED STATEMENT OF CHANGES IN EQUITY for the year ended 30 June 2024

	Accumulated Surpluses \$'000	Asset Revaluation Reserve \$'000	Other Reserves \$'000	TOTAL EQUITY \$'000
<b>2022-23 Actual</b>				
Balance at end of previous reporting period	12,977	137,162	5,274	155,413
Net Surplus/(Deficit) for Year	339			339
Other Comprehensive Income				
Change on revaluation of infrastructure, property, plant & equipment		2,625		2,625
Transfers between reserves	(73)		73	-
Balance at end of period	<u>13,244</u>	<u>139,787</u>	<u>5,347</u>	<u>158,378</u>
<b>2023-24 Current Budget</b>				
Balance at end of previous reporting period	13,244	139,787	5,347	158,378
Net Surplus/(Deficit) for Year	(496)			(496)
Other Comprehensive Income				
Change on revaluation of infrastructure, property, plant & equipment				-
Transfers between reserves			-	-
Balance at end of period	<u>12,748</u>	<u>139,787</u>	<u>5,347</u>	<u>157,882</u>
<b>2023-24 YTD Actual</b>				
Balance at end of previous reporting period	13,244	139,787	5,347	158,378
Net Surplus/(Deficit) for Year	4,937			4,937
Other Comprehensive Income				
Change on revaluation of infrastructure, property, plant & equipment	-	-		-
Transfers between reserves			-	-
Balance at end of period	<u>18,181</u>	<u>139,787</u>	<u>5,347</u>	<u>163,315</u>
<b>2023-24 Forecast</b>				
Balance at end of previous reporting period	13,244	139,787	5,347	158,378
Net Surplus/(Deficit) for Year	(409)			(409)
Other Comprehensive Income				
Gain on revaluation of infrastructure, property, plant & equipment		-		-
Transfers between reserves	-			-
Balance at end of period	<u>12,836</u>	<u>139,787</u>	<u>5,347</u>	<u>157,969</u>

## FINANCIAL REPORT FEBRUARY 2024

### BUDGETED/FORECASTED STATEMENT OF CASH FLOWS for the year ended 30 June 2024

	2022-23 Actual \$'000	2023-24 Current Budget \$'000	2023-24 YTD Actual \$'000	2023-24 Forecast \$'000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>				
<b>Receipts</b>				
Rates - general & other	15,253	16,219	10,320	16,219
Fees & other charges	316	269	225	269
User charges	1,331	1,086	1,214	1,086
Investment receipts	211	114	171	179
Grants utilised for operating purposes	3,166	2,250	765	2,250
Reimbursements	213	164	123	193
Other revenues	6	0	9	-
<b>Payments</b>				
Employee costs	(5,288)	(5,928)	(4,004)	(5,928)
Materials, contracts & other expenses	(8,687)	(8,604)	(6,064)	(8,604)
Finance payments	(180)	(1)	(15)	(1)
<b>Net Cash provided by (or used) Operating Activities</b>	<u>6,341</u>	<u>5,569</u>	<u>2,744</u>	<u>5,663</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>				
<b>Receipts</b>				
Amounts specifically for new or upgraded assets	322	155	-	155
Sale of replaced assets	64	296	286	296
Repayments of Loans by community groups	69	1,418	1,239	1,418
Transfer of Investment to Cash	1,532	-	259	-
<b>Payments</b>				
Expenditure on renewal/replacement of assets	(5,437)	(5,950)	(3,327)	(5,942)
Expenditure on new/upgraded assets	(1,636)	(829)	-	(829)
Loans to community groups	(1,385)	-	(85)	(250)
<b>Net Cash provided by (or used in) Investing Activities</b>	<u>(6,472)</u>	<u>(4,909)</u>	<u>(1,628)</u>	<u>(5,152)</u>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>				
<b>Receipts</b>				
Proceeds from borrowings	1,385	-	-	-
<b>Payments</b>				
Repayments of borrowings	(2,349)	(1,403)	(1,389)	(1,424)
Repayment of Bonds & Deposits	-	-	-	-
<b>Net Cash provided by or (used) Financing Activities</b>	<u>(964)</u>	<u>(1,403)</u>	<u>(1,389)</u>	<u>(1,424)</u>
<b>Net Increase (Decrease) in cash held</b>	<u>(1,096)</u>	<u>(743)</u>	<u>(273)</u>	<u>(913)</u>
Cash & cash equivalents at beginning of period	5,515	4,419	4,419	4,419
<b>Cash &amp; cash equivalents at end of period</b>	<u>4,419</u>	<u>3,677</u>	<u>4,146</u>	<u>3,507</u>

## FINANCIAL REPORT FEBRUARY 2024

### BUDGETED/FORECASTED UNIFORM PRESENTATION OF FINANCES for the year ended 30 June 2024

	2022-23 Actual \$'000	2023-24 Current Budget \$'000	2023-24 YTD Actual \$'000	<b>2023-24 Forecast \$'000</b>
Income	20,420	20,105	18,361	<b>20,199</b>
less Expenses	20,590	21,263	13,710	<b>21,270</b>
<b>Operating Surplus / (Deficit)</b>	<u>(170)</u>	<u>(1,158)</u>	<u>4,651</u>	<b><u>(1,071)</u></b>
<b>Net Outlays on Existing Assets</b>				
Capital Expenditure on renewal and replacement of Existing Assets	(5,437)	(5,950)	(3,327)	<b>(5,942)</b>
Depreciation, Amortisation and Impairment	6,171	6,334	4,223	<b>6,334</b>
Proceeds from Sale of Replaced Assets	64	296	286	<b>296</b>
	<u>798</u>	<u>681</u>	<u>1,182</u>	<b><u>688</u></b>
<b>Net Outlays on New and Upgraded Assets</b>				
Capital Expenditure on New and Upgraded Assets (including investment property & real estate developments)	(1,636)	(829)	-	<b>(829)</b>
Amounts received specifically for New and Upgraded Assets	322	156	-	<b>155</b>
	<u>(1,314)</u>	<u>(674)</u>	<u>-</u>	<b><u>(674)</u></b>
<b>Net Lending / (Borrowing) for Financial Year</b>	<u><u>(686)</u></u>	<u><u>(1,150)</u></u>	<u><u>5,833</u></u>	<b><u><u>(1,056)</u></u></b>

## FINANCIAL REPORT FEBRUARY 2024

### BUDGETED/FORECASTED FINANCIAL INDICATORS for the year ended 30 June 2024

	2022-23 Actual \$'000	2023-24 Current Budget \$'000	2023-24 YTD Actual \$'000	<b>2023-24 Forecast \$'000</b>
<b>Operating Surplus Ratio</b>	(0.8%)	(5.8%)	25.3%	(5.3%)
<u>Operating Surplus</u>	<u>(170)</u>	<u>(1,158)</u>	<u>4,651</u>	<u>(1,071)</u>
Total Operating Income	20,420	20,105	18,361	20,199

*This ratio expresses the operating surplus as a percentage of total operating revenue.*

<b>Net Financial Liabilities Ratio</b>	(11%)	(10%)	(43%)	(9%)
<u>Net Financial Liabilities</u>	<u>(2,196)</u>	<u>(1,954)</u>	<u>(7,973)</u>	<u>(1,784)</u>
Total Operating Income	20,420	20,105	18,361	20,199

*Net Financial Liabilities are defined as total liabilities less financial assets. These are expressed as a percentage of total operating revenue.*

<b>Asset Sustainability Funding Ratio</b>	147%	164%	96%	163%
<u>Net Asset Renewals</u>	<u>5,309</u>	<u>5,653</u>	<u>3,327</u>	<u>5,646</u>
Infrastructure & Asset Management Plan required expenditure	3,614	3,456	3,456	3,456

*Net asset renewals expenditure is defined as net capital expenditure on the renewal and replacement of existing assets, and excludes new capital expenditure on the acquisition of*



**ITEM 8.1**

**File Reference: 9.24.3.15**

**Subject: Section 41 Committee minutes**

**Responsible Officer: Leanne Kunoth, Director – Corporate Services**

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<b>Strategic Outcome</b>	Strategic Plan 2023-2033
<b>Financial Implication</b>	There are no specific financial implications identified in this report.
<b>Statutory Implication</b>	Local Government Act 1999
<b>Policy Implication</b>	There are no specific policy implications identified in this report.
<b>Community Implication</b>	There are no specific community implications identified in this report.
<b>Risk Assessment</b>	There are no specific risks identified in this report.

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**Purpose**

This report seeks Council endorsement of Section 41 Committee minutes.

**Report**

Auburn Recreation Ground – 19 February 2024, Clare Town Hall Committee 19 February 2024, Riverton Recreation Ground – 27 February 2024, Mid North Community Passenger Network – 12 March 2024

**Attachments**

- Clare Town Hall Committee – 19 February 2024
- Auburn Recreation Ground – 19 February 2024
- Riverton Recreation Ground – 27 February 2024
- Mid North Community Passenger Network – 12 March 2024

**Recommendations**

Moved      Cr  
Seconded   Cr

That the Auburn Recreation Ground, Clare Town Hall Committee, Riverton Recreation Ground and Mid North Community Passenger Network. minutes be received and noted.





CLARE & GILBERT  
VALLEYS COUNCIL



## Clare Town Hall Committee

Chairperson – Claire Eglinton  
[eclair5453@gmail.com](mailto:eclair5453@gmail.com)

Secretary - Trudy Hart  
[claretownhallcommittee@gmail.com](mailto:claretownhallcommittee@gmail.com)

### Minutes of the Clare Town Hall Committee

**VENUE:** Clerks Office  
**DATE:** Monday 19 February  
**TIME:** 3.45pm

#### 1. Opening and Welcome

After the Acknowledgement of Country, Claire welcomed all members and guests.

#### 2. Present Members:

Claire Eglinton (Chairperson), Yvonne Bradford (Vice Chairperson), Trudy Hart (Secretary), and Di Hood.

#### Attendees/Guest:

Jen Chestnut (Town Hall Coordinator) and Anthony Kennard

#### 3. Apologies:

Julianne Pulford

#### 4. Declaration of Conflict of Interest

Nil

#### 5. Confirmation of Previous Minutes

Moved: Yvonne Bradford

Seconded: Di Hood

That the minutes of the Clare Town Hall Committee meeting held on **Thursday 27 November** be accepted as true and correct with the following amendments...

the Notice of Motion 9.3.1 was carried.

the Notice of Motion 9.3.2 was carried.

CARRIED

## **6. Business Arising**

### **6.1 Stage Update**

Leanne Kunoth replied to an email sent by Trudy stating the council is waiting for quotes on structural repairs.

### **6.2 Community Asset Grant Acquittal**

Trudy has sent the acquittal to council.

### **6.3 Completion of Councils Volunteer Forms**

Members reminded that the council needs all forms asap

### **6.4 Food Handling Changes**

Jen advised the group that we should have a 'Food Safety Supervisor' for our ongoing catering, and the committee decided that she would be the best person for this position.

### **6.5 Kitchen Signage**

Ongoing

## **7. Reports**

### **7.1 Chairpersons Report**

Covered issue raised by a committee member last year concerning one of our regular kitchen users. Issue was resolved by user offering to provide and launder own tea towels and tablecloths in future.

### **7.2 Caretakers Report**

See attached report.

### **7.3 Finance Report**

See attached report.

## **8. General Business**

### **8.1 Terms of Reference Review**

Deferred to the following meeting.

### **8.2 Catering Working Group**

#### **8.2.1 Upcoming Events**

Nil

#### **8.2.2 Process Improvements**

Claire would like the committee to continue to work towards producing a procedure manual to aid members and hall hirers work kitchen appliances such a coffee machine etc.

#### **8.2.3 New Food Handling Standards**

Jen to seek advice from the council if the committee need to update their current Food Handling status.

**9. Matters Raised by Committee Members**

**9.1 Questions on Notice**

Nil

**9.2 Questions without Notice**

Nil

**9.3 Notice of Motion**

**9.4 Motions without Notice**

The motion was proposed that the committee pay for Jen's 'Food Safety Supervisor' certificate.

Moved – Yvonne Bradford

Seconded – Di Hood

CARRIED

**9.5 Motion to Respond**

The Rural Women's Gathering have kindly donated the Clare Town Hall Committee \$2,485.30 and the committee would like Trudy to respond with a letter of gratitude.

Moved – Yvonne Bradford

Seconded – Di Hood

CARRIED

**10. Next Meeting**

Monday 18 March, 2024 at 3.30pm

**11. Meeting Closed**

The meeting was declared closed at 5pm

<b>Tea Towel Roster</b>	
March	Anthony
April	Yvonne
May	Di

Signed: \_\_\_\_\_ Chairperson

**AUBURN RECREATION PARK MANAGEMENT COMMITTEE**  
**MEETING AT THE AUBURN RECREATION HALL ON MONDAY**  
**19<sup>TH</sup> FEBRUARY 2024 AT 6.00 PM.**

**PRESENT** – Peter Newman (Chairman), Helen Karger, Trish Allen, Dot Newman, Bill Van Diemen, Llewena Newell, Richard Gloster, Ann Foster & Brian Byrne.  
Cr. Leon Bruhn (Councillor)  
Leanne Kunoth (Director of Corporate Services), Judy Giles (Community Development Co-ordinator)

**APOLOGIES** – Tracy Wastell and Sonya Couzner (Circle C)

**VISITORS** – Leanne – Caravan Park Manager  
Kent Wewzow (Reisling Bike Hire) and Michael Smith.

**Guests** – James Rigby-Meth (CFS) and Andrew Cooper and Karen King (Major Music Events)  
Peter welcomed all to the meeting.

**Acknowledgement to Country**

*“I would like to begin by acknowledging the Ngadjuri people, Traditional Custodians of the land on which we meet today, and pay my respects to their Elders past and present. I extend that respect to Aboriginal and Torres Strait Islander peoples here today.”*

**Minutes of 23<sup>rd</sup> October 2023.**

***Moved Brian Byrne, Seconded Dot Newman that the Minutes of 4<sup>th</sup> December subject to omission of an apology for Trish Allen being recorded be accepted as read.***

***Carried***

**Guest Speaker – James Rigby-Meth** addressed the meeting regarding Fire Safety.

Items addressed as follows –

- Map/Layout for Recreation Park for emergency services and visitors with contact numbers, emergency evacuation point, fire hose reels and amenities.
- Signage – Gas, Dangerous Goods (Fuel and Chemical Shed), Solar Inverter isolation switch, Lithium Battery charging area.
- Emergency Procedures – warning system, where to congregate on oval, contact person – Fire Warden Officer, Emergency Services access for that day.
- Fire Ban Information – Level – Moderate, High, Extreme & Catastrophic.
- Ministerial Building Standard May 2023 – Fire Safety in Recreation Park including Caravan Park. Performance requirements.

**Guest Speaker – Andrew Cooper – potential of a Music Event**

Items addressed as follows –

- Security Fencing – installation/removal of using temporary fencing units.
- Toilets – need to obtain Health/Council requirements for targeted numbers 50-200.
- Timing – possible 2025 Adelaide Fringe event.
- Alcohol & Food – Council requirements and Liquor licence. Could be offered and run by Community groups.
- Power – to be investigated for sound and lighting requirements.
- Seating – seating for patrons to be further discussed.
- Light towers – status of existing 4 light towers.
- Numbers – break even numbers 100 possible increase each year as event grows.
- Council guidance on requirements needed for such an event.

***Moved Peter Newman, Seconded Trish Allen that the Recreation Park Committee support a possible Music Event in the future. Carried***

Tony Pick joined the meeting via a conference call.

Tony advised the Committee in regards to repairs made to the Zero Turn Mower which was taken to Mark Parish with an estimated cost being \$800.

Hydraulic Belt was ruined so replaced with new drive belt to mower blades, worn but still serviceable kept as spare and replaced on machine with new belt.

Hydraulic belt jammed by stick between pulley and pulley frame.

Zero Turn Mower to be only used on grassed areas e.g. not under gum trees because of the likelihood of sticks becoming caught in drive pulleys/vee belts causing breakdowns.

These areas to be mowed by Tractor and Slasher only.

Damage to the Front- End Loader not reported, the front protection frame found on ground, now has been repaired.

Noted that equipment owned by Council should be looked after and maintained and treated as though it is property of the operator.

Slasher ideally to stay mounted on rear of tractor unless safety dictates otherwise, If slasher is removed, it should be replaced on tractor. If anyone wishes to discuss further, please see Tony Pick.

I reiterate that it has been brought to my attention that the log books on Tractor and Zero Turn Mower may not have been filled out regularly.

**Log books are there to be filled out please.**

## **Business Arising from Minutes**

### **Dump Station**

Chairman Peter reported that Dump Station and is fully operational.

### **Waste Water issues**

Council has engaged Mace Engineering, no further details at this stage.

Noted – Peter advised report did not address problem. Should be solved before in-corporation.

New tanks are failing.

During a subsequent discussion with Michelle Verco from Mace Engineering (while she was onsite inspecting the TV Stobie Poles) Michelle stated that in the many other Caravan Parks in the region – many Community leased from their local Councils, but some privately leased, in ALL cases, Council continued to be responsible for Waste Water Management system maintenance.

### **Fire Hoses**

Nothing at this stage as has not been budgeted for.

Peter and Bill to meet with Council re-budget for next year.

### **U2 Kids**

On site meeting in January at the Recreation Park near the Cricket Nets.

Items discussed – bike track around Oval, fencing- Council to check current boundary, Car Parking, project be flat section of track for younger children and a jumps section for older children.

Leanne Kunoth advised existing fence is on boundary.

Contact DIPT for information regarding moving current outside fencing and water issues.

### **Recreation Hall**

Fridge replaced and working well.

### **TV Distribution system**

Completed at this stage unless relocation of Antenna if unstable following report from Mace Engineering.

## **Correspondence.**

1. Email dated 29<sup>th</sup> January to Council and copy to all regarding the purchase of replacement unit and additional protective items for upgrade of TV distribution system - \$38240.
2. Email dated 2<sup>nd</sup> February on the purchase of replacement of vacuum cleaner at Camp Kitchen - \$169 and Shade sail for TV Distribution Amplifier cabinet - \$39.
3. Email dated 4<sup>th</sup> February to George Hooker re- actions for TV distribution system update.
4. Emails dated 27<sup>th</sup> July to 14<sup>th</sup> February between Mace Engineering and Council's Gary Easthope on Dump Point.
5. Email dated 15<sup>th</sup> February on 2023-24 Grant Funding Round Opportunities.

6. Email dated 28<sup>th</sup> November – Grey Nomads camping offering a listing in the GN Friendly Camps for a fee of \$100 + GST for a full 12 months.

***Moved Peter Newman, Seconded Ann Foster to advertise in the GN section of their website and three editions of the fortnightly e-newsletter the Grey Nomad Times.***

***Carried***

7. An Account from Jaycar for purchase of Megaphone - \$89.95
8. Beckers account for various items for TV Amplifier, Shade sail and Batteries for Megaphone - \$155.94

***Moved Helen Karger, Seconded Bill Van Diemen that correspondence be accepted as submitted.***

***Carried***

### **Finance Report**

Interim financial report for 30<sup>st</sup> November 2023

Income \$82,576.84, Expenditure \$38,791.94 & Capital Expenditure \$29,075.90

Interim financial report for 31<sup>st</sup> December 2024

Income \$95,117.49, Expenditure \$50,510.83 & Capital Expenditure \$29,075.90

Interim financial report for 31<sup>st</sup> January 2024

Income \$108,849.30, Expenditure \$63,800.23 & Capital Expenditure \$29,075.90

***Moved Bill Van Diemen, Seconded Brian Byrne that the reports be accepted as presented.***

***Carried***

### **Reports**

#### **Caravan Park Manager.**

Quiet with 50% Occupancy.

Bike hire slow better last 2 months.

General maintenance of grounds and garden areas.

Council delivered gravel to fill pot holes at cottage.

Enquiry for compensation for extra cleaning of ablution block.

Painted back wall of Camp Kitchen and fencing area by site 14.

#### **Art Group**

Going along nicely. Considering entering paintings at Peterborough Art Festival in April.

Thanks for spraying weeds in Car Park.

#### **Hand Spinners**

Started 8 years ago today with 4 members now 14 regulars.

New outlet at Riverton - Possum Nest Crafters with 13 people working there with good sales and lots of interest, we would like to also have some Tuesdays at Art Room available for felting as cramped on Wednesdays.

Is BBQ available for general use.

#### **U3A**

Been back for 2 weeks, 18 members average of 10-12 each week.

Concern over fans being left on.

The Art house is booked for April 3-29<sup>th</sup> for Annual U3A Exhibition.

Entry forms for Linhay Gallery.

Our Group is currently part of the Information Centre Exhibition.

## **Bowls**

Monthly Dinner this Friday night with 50 plus diners  
Saturday and Thursday Pennant Teams all doing well and in the top 4 of their divisions.  
Night Owl bowlers have had a good year.

## **Cricket**

No report.

## **Tennis**

2 more games for season, not in finals.  
Courts looking very good.

## **Circle C**

No report.

Concern over generators at recent event.

Use of generators went well, consider relocating in future if required.

Noted that the sale of RSL rooms – Council advised that funding from this sale will be available to local organisations mid-year.

## **General Business.**

Gemma Roberts asked that any large events at Recreation Ground to be advised in town Newsletter.

Helen to emailed letter of thanks to Council Works Manager for filling in pot holes on the South/East side of Recreation Park.

Thanks to Bill Van Diemen and Brian Byrne for trimming of trees on boundary.

Committee members be asked to consider a wish list for Budget purposes.

***Moved Tony Pick, Seconded Richard Gloster that a working bee be held for designing suitable steps at the Manager's dwelling. Carried***

Next meeting on April 8th at 6pm at the Arts & Craft Rooms.

Meeting closed at 7.53 pm



## RIVERTON RECREATION GROUND COMMITTEE

Minutes of 27<sup>th</sup> February 2024

### **ACKNOWLEDGEMENT OF COUNTRY**

“I would like to begin by acknowledging the Ngadjuri people, Traditional Custodians of the land on which we meet today, and pay respects to their Elders past and present. I extend that respect to Aboriginal and Torres Strait Islander people here today.”

<b>PRESENT</b>	D Schwarz, A Parkinson, W Keast, T Hier, D McInerney, S Przibilla, D Lycett	
<b>APOLOGIES</b>	F McInerney, S Goodfellow, G Fuss	
<b>WHS</b>	Nil	
<b>MINUTES</b>	January Minutes Moved T Hier 2 <sup>nd</sup> D McInerney	CARRIED
<b>BUSINESS ARISING</b>	<ul style="list-style-type: none"><li>• Mapping of the Caravan Park Septic System – ongoing</li><li>• R Sommerville – quote for salter and cabin – Frank following up</li></ul>	
<b>MANAGERS REPORT</b>	<ul style="list-style-type: none"><li>• Oval watering has been fixed – oval looking much better</li><li>• Mower needs fixing - another mower on loan at the moment</li><li>• Purchased sealer for slab and will be done when weather is better</li><li>• Cabins have picked up – Wind Farm and Tree Trimmers have bookings</li><li>• SAPOL has a cabin for relieving officer</li><li>• Lots of casual bookings</li><li>• Booked out for Easter</li></ul>	
<b>CORRESPONDENCE IN OUT</b>	<ul style="list-style-type: none"><li>• Olympic Garages – quote for Shelter</li><li>• Letter to RCMC regarding funding for Shelter</li></ul>	
<b>TREASURER’S REPORT</b>	<ul style="list-style-type: none"><li>• January Report tabled Moved A Parkinson 2<sup>nd</sup> T Hier</li><li>• Budget presented Moved A Parkinson 2<sup>nd</sup> D McInerney</li><li>• Caravan Park and Hire Fees adjusted for 2024/25 Moved D Parkinson 2<sup>nd</sup> W Keast</li></ul>	CARRIED CARRIED
<b>GENERAL BUSINESS</b>	<ul style="list-style-type: none"><li>• Water Agreement still being processed by Council Lawyers</li><li>• Agreement between Rec Ground and Football Club needs updating</li><li>• Soap Holder and Toiletries for Football Change rooms. Dianne to see Park Manager to purchase and fit.</li><li>• Repair to ladies toilet door – S Griffiths to have a look at. Account to be sent to Netball Club</li></ul>	
<b>NEXT MEETING</b>	Next Meeting 26 <sup>th</sup> March	
<b>MEETING CLOSED</b>	8.35pm	

RIVERTON CARAVAN PARK HIRE CHARGES 2024/25 (GST inclusive)

	DAILY RATE	WEEKLY RATE
Deluxe Cabin	\$125	\$750
Christopher Turner Cabin	\$130	\$780
Ensuite Cabin	\$115	\$690
Cabin No 1 – 6 Berth	\$90	\$540
Cabin No 2 – 4 Berth	\$80	\$480
Cabin No 3 – 4 Berth	\$80	\$480
Extra Person Under 12	\$10	\$60
Extra Person Over 12	\$15	\$90
Powered site	\$36	\$216
Unpowered site	\$26	\$156
Extra Person Under 12	\$5	\$30
Extra Person Over 12	\$10	\$60
Caravan Club Booking	\$32	
Linen Hire	\$10pp	
Dumping – Non-patron fee	\$5	
Storage	\$5	\$30

RIVERTON RECREATION GROUND HIRE CHARGES 2024/25 (GST inclusive)

Recreation Building	Whole Building	\$185
	Kitchen	\$61
	Main Room	\$92
	Bar	\$50
	Deposit	\$100
	Bond	\$100
	Caravan Club Bookings	\$80
RSMU Football Club		\$2,530
RSMU Netball Club		\$508
GV Cricket Club		Set at start of season

Propose that above fee structure be accepted for the 24/25 financial year. Moved A Parkinson, seconded W Keast  
 CARRIED



CLARE & GILBERT  
VALLEYS COUNCIL

# Mid North Community Passenger Network Minutes

Minutes of the Mid North Community Passenger Network held by electronic means (zoom) and in the Council Chambers Clare on Tuesday 12 March 2024 at 9.15am.

Corporate Services Director Leanne Kunoth, opened the meeting, and sought nominations for Chair, David Shepherd to be Acting Chair for the meeting.

## **Present**

## **Members**

Mr. David Shepherd - Balaklava Driver (Acting Chair)  
Ms. Denise Campbell – Carers & Disability Link. (Teleconference)  
Cr. Kay Boon - Adelaide Plains Council (Teleconference)  
Cr. Ann Alder – Clare & Gilbert Valleys Council (Teleconference)  
Mr. Colin Richens – Clare Driver (Consumer Representative)

## **Apologies**

Mr. Manfred Lang – Eudunda Driver (Elected Chair)  
Cr. John Oates – Regional Council of Goyder  
Cr. Denni Agnew– Wakefield Regional Council

## **Staff in attendance**

Damien Graham – Coordinator  
Leanne Kunoth – Clare & Gilbert Valleys Council  
Holly Hannaford – Wakefield Regional Council (Observer)

## **1. Acknowledgement**

David Shepherd – provided an Acknowledgement of Country through the following statement.

“I would to begin by acknowledging the Ngadjuri people, Traditional Custodians of the land on which we meet today, and pay my respects to the Elders past and present. I extend that respect to Aboriginal and Torres Strait Islander peoples her today”

## **2. Declaration of Conflict of Interest**

Nil

## **3. Confirmation of Previous Minutes 12 December 2023**

Moved: Cr. Ann Alder

Seconded: Cr. Kay Boon

That the minutes of the Mid North Community Passenger Network meeting held on 12 December 2023 be confirmed.

CARRIED:

## **4. Reports for Decision Coordinators Report**

Moved: Cr. Ann Alder

Seconded: Denise Campbell

That the Coordinators report be received.

CARRIED:

**5. 2024 - 2025 Draft Budget**

Moved: Cr. Ann Alder  
 Seconded: Cr. Kay Boon

That the member contribution for the Draft Budget 2024 / 2025 be set as follows  
 For Committee consideration.

	<u>Trips</u>	<u>Contribution</u>
Regional Council of Goyder	771	\$8,702
Wakefield Regional Council	300	\$3,386
Adelaide Plains Council	100	\$1,129
Clare & Gilbert Valleys Council	601	\$6,783
	<hr/> 1772	<hr/> \$20,000

CARRIED:

**6. 2024 - 2025 Draft Budget**

Moved: Cr. Ann Alder  
 Seconded: Denise Campbell

That the Committee recommend to Council that the Draft Budget 2024 / 2025 for the Mid North Community Passenger Network be approved as attached, noting that the balance sheet showing equity be provided to the Committee.

CARRIED:

## **7. Strategic Plan**

For the Committee's benefit the MNCPN Strategic Plan is due to be reviewed in 2024. Therefore a copy is provided in the Agenda for information purposes. The Strategic Plan will be presented at the June meeting for further discussion.

## **8. Matters Raised by Steering Committee Members**

### **5.2 Questions without Notice**

Nil

### **5.3 Questions on Notice**

Nil

### **5.4 Notice of Motion**

Nil

### **5.5 Motions without Notice**

Moved: Cr. Ann Alder  
Seconded: Denise Campbell

That the monthly CPN report cease being sent to the CPN Steering Committee Members.

CARRIED:

## **9. Next Meeting Dates for 2024**

11<sup>th</sup> June

10<sup>th</sup> September

10<sup>th</sup> December

## **10. Closure**

The meeting was declared closed at 10.00am

Signed: \_\_\_\_\_ Chairman





**ITEM 9.1**

**File Reference: 7.14.1.2**

**Subject: Essential Services Commission – Local Government Advice**

**Responsible Officer: Leanne Kunoth, Director Corporate Services**

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<b>Strategic Outcome</b>	Strategic Plan 2023-2033 Whole Strategic Plan.
<b>Financial Implication</b>	There are many financial implications identified in this report at this point in time, these will be catered for through future Budget & Long Term Financial Plans
<b>Statutory Implication</b>	Local Government Act 1999
<b>Policy Implication</b>	N/A
<b>Community Implication</b>	There are no specific community implications identified in this report.

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**Purpose**

To provide Council with the Essential Services Commission of SAs (ESCOSAs) Advice, 2023 - 2024, which includes recommendations which are discussed in this report.

**Report**

**Background**

On 30 April 2022, amendments to the *Local Government Act 1999* came into operation.

The amendments introduced an advisory scheme for the purposes of providing ratepayers with the confidence that the rates they pay are set at the level necessary for their Council to provide the services they value.

ESCOSA is the advisory body and all 68 Councils in South Australia are subject to the scheme.

The amendments gave ESCOSA the discretion in relation to scheme design and implementation. As a result, ESCOSA consulted on a proposed framework and

approach. This determined the final Framework and Approach as published on 1 August 2022.

The Framework and Approach builds on documents that Councils are already required to have under the Local Government Act - their long-term financial plans (LTFP) and their infrastructure and asset management plans (IAMP). The focus of the scheme is to advise on material changes made, or proposed to be made, to Councils' LTFPs and IAMPs (and a Council's reasons for those changes), if any, and revenue sources outlined in the LTFPs. These are referred to in the LG Act as '*Relevant Matters*'. ESCOSA also has discretion to advise on other issues concerning LTFPs or IAMPs.

As discussed in the Framework and Approach, ESCOSA commenced collecting historical information from 2011-12, primarily relating to historical Model Financial Statements, from Councils' websites and other public sources, reducing the burden on Councils. Where there were data gaps, ESCOSA commenced discussions with Council staff to see if the data is otherwise available.

As a result, in relation to historical data, ESCOSA will limit requests to specific Councils to address any information 'gaps' in the record, that the Commission considers relevant when undertaking its function under the Local Government Act. ESCOSA will provide Councils the opportunity to verify the information it has collected.

Clare & Gilbert Valleys Council was scheduled to participate in the scheme in the 2023-2024 year.

### **Clare & Gilbert Valleys Council – Local Government Advice**

A copy of the Final Advice for the Clare and Gilbert Valleys Council which is to be published in Council's annual business plan, pursuant to s 122(1)(h) of the *Local Government Act 1999*, as well as a copy of the Technical Attachment to the Advice, is attached to this report

The Advice, the Technical Attachment and the 'At a Glance' Executive Summary were published live on the Commission's website 5pm 28 February 2024.

Administration received the Advice on 28 February 2024, and have now provided Council Members with a table that provides Administration's response to the three areas that have been included in the 'At a Glance' Executive Summary – "risks that are impacting sustainability", "what we should be continuing" and "ESCOSA recommendations."

### **At a Glance - Overview**

**The Essential Services Commission finds the Clare and Gilbert Valleys Council's current and projected financial performance potentially unsustainable taking into account Council's forecast moderate expense growth over the next 10 years and the planned average rate increases of 3.3% p.a. per property over this period.**

<b>Risk Impacting Sustainability</b>	<b>Administration Response</b>
Out of date asset management plans, asset valuations and condition grading	Council had the last of its asset revaluations completed this year. The asset management plans are being updated and delivered in time for the preparation of the next budget and LTFP update.
Over-estimation of asset useful lives and conditions	Council has relied upon engineering estimates in its expected useful life calculations. Environmental factors have contributed to these estimates not being achieved. Council has resolved to do regular inspections and update its asset management plans yearly.
Uncertainty around depreciation expenses	When Council receives the updated asset management plans the level of uncertainty will reduce as expected useful life and renewal costs will be updated.
Under-estimation of asset future repair, renewal and replacement costs	The revised asset management plans plus the recent revaluation data will help in reducing the potential for under-estimation of future costs.
Reviewing the capital expenditure program annually in the asset management plans.	Council will formalise a yearly update process to keep the asset management plans relevant.
Reviewing and considering options to limit future increase in rates to no more than expected inflation	Rate increases will be linked to the published Adelaide CPI, increases above CPI will be justified by Council.
<b>Commissioners Recommendations</b>	<b>Administration Response</b>
Review and provide greater transparency in the long-term financial plan	The new asset management plans will allow relevant detail to be provided in the long term financial plan.
Consider reporting the operating efficiency aims or cost reduction challenges	Council is working on improving efficiencies in both planning and utilising its resources for the delivery of services and infrastructure maintenance.
Provide more information about the proposed capital works program	The updated asset management plans will include greater detail about the future capital works program.
Focus on constraining cost growth	New or increased services go through a justification process with management and Council.
Report the actual and projected cost savings	This report will be included in monthly Ordinary Council reports.
Review the estimates of asset lives (and valuations)	Recent revaluations and condition assessments have been undertaken by an external professional company.
Complete a review of the asset management plans	The asset management plans have been updated this year to reflect the current condition of assets and the

	current cost of renewal and upgrade if required.
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**Attachments**

Local Government Advice - Clare & Gilbert Valleys Council  
Local Government Advice - Attachment - Clare & Gilbert Valleys Council

**Recommendations**

Moved: Cr  
Seconded: Cr

That the report *Essential Services Commission – Local Government Advice* be noted, and, in accordance with the Local Government Act 1999 be included in the 2024-2025 Annual Business Plan along with management's responses.

OFFICIAL



Advice

## Local Government Advice

Clare and Gilbert Valleys Council

February 2024

OFFICIAL

**Enquiries concerning this advice should be addressed to:**

Essential Services Commission  
GPO Box 2605  
Adelaide SA 5001

Telephone: (08) 8463 4444  
Freecall: 1800 633 592 (SA and mobiles only)  
E-mail: [advice@escosa.sa.gov.au](mailto:advice@escosa.sa.gov.au)  
Web: [www.escosa.sa.gov.au](http://www.escosa.sa.gov.au)



# Clare and Gilbert Valleys Council

## AT A GLANCE

### OVERVIEW

The Essential Services Commission finds the Clare and Gilbert Valley Council's current and projected financial performance **potentially unsustainable** taking into account the council's forecast moderate expense growth increase over the next 10 years and the planned average rate increases of 3.3% p.a. per property over this period

### RISKS IMPACTING SUSTAINABILITY

- ⚠️ Out of date asset management plans, asset valuations and condition grading
- ⚠️ Over-estimation of asset useful lives and conditions
- ⚠️ Uncertainty around depreciation expenses
- ⚠️ Under-estimation of asset future repair, renewal and replacement costs

### CONTINUE

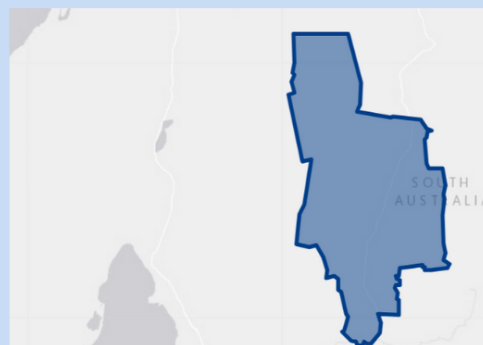
- ✅ Reviewing the capital expenditure program annually in the asset management plans
- ✅ Reviewing and considering options to limit future increases in rates to no more than expected inflation

### COMMISSION'S RECOMMENDATIONS

- Review and provide greater transparency in the long-term financial plan
- Consider reporting the operating efficiency aims or cost reduction challenges
- Provide more information about the proposed capital works program
- Focus on constraining cost growth
- Report the actual and projected cost savings
- Review the estimates of asset lives (and valuations)
- Complete a review of the asset management plans

### KEY FACTS

- Population in 2021 was **9,187**
- Council covers **1,840 square kilometres**
- **7,039** rateable properties in 2022-23
- **\$15.2 million of rate income** in 2022-23
- Value of assets held in 2022-23 equals **\$163.1 million**



## Table of contents

Glossary of terms.....	iii
1 The Commission’s key advice findings for the Clare and Gilbert Valleys Council. ....	iv
2 About the advice .....	6
2.1 Summary of advice .....	6
2.2 Detailed advice findings .....	7
2.2.1 Advice on material plan amendments in 2023-24.....	7
2.2.2 Advice on financial sustainability.....	8
2.2.3 Advice on current and projected rate levels.....	13
2.3 The Commission’s next advice and focus areas.....	14



## Glossary of terms


ABS	Australian Bureau of Statistics
AMP	Asset management plan (also called an IAMP)
Commission	Essential Services Commission, established under the <i>Essential Services Commission Act 2002</i>
CPI	Consumer Price Index (Adelaide, All Groups)
Council	Clare and Gilbert Valleys Council
CWMS	Community Wastewater Management System
ESC Act	<i>Essential Services Commission Act 2002</i>
F&A	<a href="#">Local Government Advice: Framework and Approach – Final Report</a>
FTE	Full Time Equivalent
IAMP	Infrastructure and asset management plan (also called an AMP)
LG Act	<i>Local Government Act 1999</i>
LGA SA Financial Indicators Paper	Local Government Association of South Australia, Financial Sustainability Information Paper 9 - Financial Indicators Revised May 2019
LGGC	Local Government Grants Commission
LGPI	Local Government Price Index
LTFP	Long-term financial plan
Regulations	<i>Local Government (Financial Management) Regulations 2011</i>
RBA	Reserve Bank of Australia
SACES	The South Australian Centre for Economic Studies
SEIFA	Socio-Economic Indexes for Areas
SMP	Strategic management plan
SG	Superannuation Guarantee
The scheme or advice	Local Government Advice Scheme

Legend:  Low-risk  Moderate-risk  High-risk


# 1 The Commission’s key advice findings for the Clare and Gilbert Valleys Council.

The Essential Services Commission (**Commission**) finds the Clare and Gilbert Valley Council (**Council’s**) current and projected financial performance is **potentially unsustainable**, driven by continued operating deficits (and growth in its cost base), and potential updates for higher asset renewal and depreciation costs. The Council’s projected improvement to its financial performance is reliant on cost control, a reassessment of its asset renewal and repairs and maintenance programs, and further rates increases.


## Current financial performance:

Unsustainable	 <b>Potentially Unsustainable</b>	Mostly Sustainable	Sustainable
---------------	---	--------------------	-------------

## Projected financial performance (future):

Unsustainable	 <b>Potentially Unsustainable</b>	Mostly Sustainable	Sustainable
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## Previous financial performance (past ten years):

Unsustainable	Potentially Unsustainable	 <b>Mostly Sustainable</b>	Sustainable
---------------	---------------------------	--	-------------

The Commission notes the Council has progressively reduced its borrowings which has reduced its financial risk and is now forecasting over the long-term to accumulate cash reserves. This will provide it with some financial capacity as it considers the renewal of its asset base (and service levels) or consider reducing the impact of forecast rate increases on the community.

The Council’s projections are somewhat reliant on a review of its operating cost base, and the implementation of its operating efficiency aims or cost reduction challenges which it should make explicit in its plans. This will assist it to achieve its own breakeven operating result target over a rolling five-year average period, which it is currently not forecasting to achieve until 2031-32.

The planned updates to its Asset Management Plans (**AMPs**) and asset valuations means that Council has some uncertainty around the valuation of its assets, with associated implications for depreciation, renewal expenditure and the relevant ratios. This could suggest the community may be exposed to further rate increases.

### Budgeting considerations

1. **Review** and provide greater transparency (in its long-term financial plan), on the annual inflation and other relevant macro-economic assumptions as inputs to its projected revenue (including rates) and spending.
2. **Consider** reporting its operating efficiency aims or cost reduction challenges in its long-term financial plan and annual business plans, as appropriate.
3. **Ensure** its long-term financial plans and annual business plans include more information on its proposed capital works program to better inform the community about its expenditure priorities.

### Continuing to provide evidence of ongoing cost efficiencies

4. **Focus** on constraining cost growth, where possible, including related to 'materials, contracts and other' expenses; and **report** its actual and projected cost savings in its annual budget and long-term financial plan, as appropriate.

### Refinements to asset management planning

5. **Continue** to review its capital expenditure program annually in its asset management plans and consider options to better align the assumptions underpinning the expenditure allocations (and timing) with its long-term financial plan.
6. **Review** the estimates of asset lives (and valuations) informing its forecast rate of asset consumption (and depreciation expenses) in its long-term financial plan and need for asset renewals in its asset management plans, with a particular focus on the appropriateness of the estimated value of depreciation expenses in the context of asset renewal expenditure requirements.
7. **Complete** the planned reviews of its asset management plans, following a revaluation of its assets, with consideration of desired service levels, as appropriate.

### Containing rate levels

8. **Continue** to review and consider options in limiting future increases in rates to no more than expected inflation, to help reduce any emerging affordability risk in the community.

## 2 About the advice

The Essential Services Commission (**Commission**), South Australia's independent economic regulator and advisory body, has been given a role by the State Parliament to provide advice on material changes proposed by local councils in relation to elements of their strategic management plans (**SMPs**) and on the proposed revenue sources, including rates, which underpin those plans.<sup>1</sup>

One of the main purposes of the Local Government Advice Scheme (**advice or the scheme**) is to support councils to make 'financially sustainable' decisions relating to their annual business plans and budgets in the context of their long-term financial plans (**LTFPs**) and infrastructure and asset management plans (**IAMPs**)<sup>2</sup> – both required as part of a council's SMP.<sup>3</sup> Financial sustainability is considered to encompass intergenerational equity,<sup>4</sup> as well as program (service level) and rates stability.<sup>5</sup> The other main purpose is for the Commission to consider ratepayer contributions in the context of revenue sources, as outlined in the LTFP.<sup>6</sup> In addition, the Commission has discretion to provide advice on any other aspect of a council's LTFP or IAMP it considers appropriate, having regard to the circumstances of that council.<sup>7</sup>

The first cycle of the scheme extends over four years from 2022-23 to 2025-26, and the Commission has selected 17 councils for advice in the second scheme year (2023-24), including the Council.

This report provides the Local Government Advice for the Council in 2023-24.

The Council is obliged under the *Local Government Act 1999* (**LG Act**) to publish this advice and its response, if applicable, in its 2024-25 Annual Business Plan (including any draft Annual Business Plan) and subsequent plans until the next cycle of the scheme.<sup>8</sup> It does not need to publish the attachment to the advice (these will be available with the advice on the Commission's website<sup>9</sup>), nor is it compelled under the LG Act to follow the advice.

The Commission thanks the Council for meeting with the Commission and for providing relevant information to assist the Commission in preparing this advice.

### 2.1 Summary of advice

In general, the Commission finds the Council's financial position is at risk of being unsustainable, driven by an increasing cost base and forecast operating deficits. However, the Council is projecting to accumulate larger cash reserves which will provide it with some financial capacity to consider the renewal of its asset base or consider reducing the impact of forecast rate increases on the community. The Council is intending to target a breakeven operating result over a rolling five-year average period; however, it will not achieve this goal until later in its forecast period, in 2031-32. Historically, the Council has been impacted by climate related events (such as flooding) and has at times been unable to meet the ongoing renewal needs of its existing infrastructure base.<sup>10</sup>

The past rate increases have generally been in line with inflation and have also supported the Council's repayment of debt, increased its financial capacity, and covered its operating and service sustainability.

<sup>1</sup> Amendments to the LG Act (s122(1c) to (1k) and (9)) specify the responsibilities for the Commission and local councils for the Local Government Scheme Advice. The Commission must provide advice to each council in accordance with the matters outlined in s122(1e), (1f) and (1g).

<sup>2</sup> Commonly referred to as asset management plans.

<sup>3</sup> The objectives of the advice with reference to a council's LTFP and IAMPs are presented under LG Act, s122(1g). LG Act s122(1) specifies the requirements of a council's SMP, including the LTFP and IAMPs.

<sup>4</sup> 'Intergenerational equity' relates to fairly sharing services and the revenue generated to fund the services between current and future ratepayers.

<sup>5</sup> Commission, *Framework and Approach – Final Report*, August 2022, pp. 2-3, available at [www.escosa.sa.gov.au/advice/advice-to-local-government](http://www.escosa.sa.gov.au/advice/advice-to-local-government).

<sup>6</sup> LG Act s122(1f)(a) and (1g)(a)(ii).

<sup>7</sup> LG Act s122(1f)(b) and (1g)(b).

<sup>8</sup> LG Act s122(1h).

<sup>9</sup> The Commission must publish its advice under LG Act s122(1i)(a).

<sup>10</sup> As recommended by its AMPs.

However, based upon the evidence available to the Commission, the Council has not reduced its deficits through more effective cost constraint.

Its forward projections from 2023-24 (in its LTFP) forecast a gradual improvement in its financial sustainability outlook (over the medium to longer-term) because the forecast rate of operating income growth outpaces expense growth, through:

- ▶ continued average rate increases above the Reserve Bank of Australia (RBA)-based forecast inflation rate - this is generally aligned with the Council's own forecast inflation; however, it is forecasting an additional 1.5 percent per annum increase on rate revenues above inflation, and
- ▶ moderate cost constraint measures particularly in 'materials, contracts and other' expenses with lower average cost growth than it has experienced over the past 10 years (and almost 1 percent lower than the expected rate of RBA-based forecast inflation).

Based on the financial projections in its LTFP, the Commission considers that the Council is aiming to improve its performance and reduce ratepayer impact. However, the Commission has identified that the Council could make further improvements and encourages it to disclose further information on its capital expenditure program and operating efficiencies to further inform the community on its priorities and intentions regarding financial sustainability.

The Commission notes that there are risks emerging in relation to the Council's planned updates to its AMPs, asset valuations and condition assessments, which could affect the assessment of its operating sustainability as well as increasing affordability risks. This is because if significant asset revaluations are needed to accurately reflect forward-looking assets costs, depreciation charges will increase (based on the Council retaining the same asset stock and providing the same level of services), placing more pressure on the operating surplus ratio, and the Council will therefore have less capacity to build cash reserves or finance additional borrowings.




## 2.2 Detailed advice findings

The next sections summarise the Commission's more detailed observations and advice findings regarding the Council's material changes to its 2023-24 plans (compared with the previous year's plans), its financial sustainability (in the context of its long-term operating performance, net financial liabilities, and asset renewals expenditure), and its current and projected rate levels.

In providing this advice, the Commission has followed the approach explained in the Framework and Approach – Final Report (F&A). The attachment explores these matters further.<sup>11</sup>

### 2.2.1 Advice on material plan amendments in 2023-24

#### Key Points:

-  An additional \$8.4 million (or 18 percent) for asset renewals, and an additional \$2.6 million (or 26 percent) for new and upgraded capital works.
-  A decline in operating performance by \$2.3m which results in the Council delaying its forecast operating surplus by three years to 2029-30.
-  Operating efficiencies or cost reduction challenges are not fully disclosed in its plans and further transparency is needed on assumptions driving the Council's revenue and spending forecasts.

<sup>11</sup> The attachment (to this advice) will be available on the Commission's website with the advice.

The Council's 2023-24 LTFP includes a small decline in its projected operating performance and increases to its projected capital expenditure estimates, as compared with the 2022-23 forecasts,<sup>12</sup> as follows:

- ▶ A decline in operating performance by \$2.3 million, which results in the Council delaying its forecast operating surplus by three years to 2029-30. This is mainly driven by changes in 'materials, contracts and other' expenses and depreciation charges being greater than changes in operating income. Overall, the Council's forecast operating income has increased by 8 percent compared to a 9 percent increase in operating expenses.<sup>13</sup> This accounts for higher inflation forecasts and a 1.5 percent increase in the Council's rate revenue above inflation.<sup>14</sup>
- ▶ An additional \$8.4 million (or 18 percent) for asset renewals, and an additional \$2.6 million (or 26 percent) for new and upgraded capital works. The Council advises the increases are driven by bringing forward infrastructure renewals associated with repairing existing assets and works to preserve the Riverton Community Hall and Clare Town Hall.

The Council mostly applies a CPI-based inflation adjustment to its cost and revenue estimates; and the increase in rates revenue is primarily a result of the increase in CPI, as well as an additional 1.5 percent to improve the Council's ability to fund higher forecast costs and improve financial sustainability over the long-term.

Based on discussions with the Council, the Commission notes it is committed to regularly reviewing both service levels and operating efficiency; however, this has not been reported in any of its plans. In addition, as there has been some uncertainty around a number of macro-economic variables, it is not clear how the Council has factored these into its revenue and spending forecasts. Therefore, the Commission has found that it would be appropriate for it to:

1. **Review** and provide greater transparency (in its long-term financial plan), on the annual inflation and other relevant macro-economic assumptions as inputs to its projected revenue (including rates) and spending.
2. **Consider** reporting its operating efficiency aims or cost reduction challenges in its long-term financial plan and annual business plans, as appropriate.

The Commission has also observed that the Council did not provide an explanation of material amendments in relation to its capital expenditure changes. Additionally, a review of the Council's 2023-24 LTFP and 2023-24 Annual Business Plan indicates there is limited detail on its capital works program and, as such, its ratepayers may not have been fully informed of or effectively consulted on the Council spending priorities. The Commission considers that it would be appropriate for it to:

3. **Ensure** its long-term financial plans and annual business plans include more information on its proposed capital works program to better inform the community about its expenditure priorities.

## 2.2.2 Advice on financial sustainability






### Operating performance

#### Key Points:

<sup>12</sup> The overlapping nine years forecast in both the 2022-23 and 2023-24 LTFPs.

<sup>13</sup> Ibid.

<sup>14</sup> CPI Adelaide (All groups) increased by 7.9 percent in the year to March 2023 quarter and has reduced in the year to June 2023 and September 2023 quarters to 6.9 percent and 5.9 percent, respectively. Available at <https://www.abs.gov.au/statistics/economy/price-indexes-and-inflation/consumer-price-index-australia/sep-quarter-2023>.

-  Predominantly ran operating deficits or low surpluses from 2018-19 to 2022-23, with the operating surplus ratio averaging -2.2 percent over this period.
-  The operating surplus ratio is not forecast to be in surplus until 2029-30.
-  Heavily reliant on rates revenue which increased on average by 3.5 percent per annum from 2012-13 to 2021-22 (when rateable property growth averaged 0.4% and CPI growth averaged 2.0 percent).
-  Lower forecast average expense growth of 2.7 percent per annum over the next 10 years is comparable with RBA-based forecast inflation.
-  Focused on operating a balanced budget or breakeven budget over a rolling 5-year period.

The Council has predominantly run operating deficits or low surpluses from 2018-19 to 2022-23, with the operating surplus ratio<sup>15</sup> averaging negative 2.2 percent over this period. In its forward projections, the operating surplus ratio is not forecast to meet the suggested LGA target range (with a surplus) until 2029-30 (when it will be 0.7 percent).

The reasons for the historical operating deficits are driven by average annual increase of 4.9 percent in 'materials, contracts and other' expenses, and 3.8 percent in depreciation charges (from 2012-13 to 2021-22).<sup>16</sup> This also reflects a year-on-year increase of 30 percent in 'materials, contracts and other' expenses in 2021-22, resulting from additional maintenance works undertaken and the provision of \$1.5 million in grant funding to a sporting organisation.<sup>17</sup> The increase in depreciation charges reflects the revaluation of its transport infrastructure and building assets in 2016-17, which resulted in a 20 percent increase from 2015-16 levels.<sup>18</sup> This may be significant, as the Council's asset valuations may require further updates or may not reflect the asset condition, leading to the risk of an incorrect assessment of its operating performance.

On the income side, the Council has had to increasingly rely on rates revenue which increased on average by 3.5 percent per annum from 2012-13 to 2021-22 (when rateable property growth averaged 0.4 percent and CPI growth averaged 2.0 percent).<sup>19</sup> Rates revenue has reflected an increasing proportion of total income over the last 10 years, growing from 67 percent (in 2012-13) to 76 percent of total operating income (in 2022-23).

The Council also receives a combination of 'grants, subsidies and contributions', 'user charges,' and 'statutory charges' to support its services to the community. However, in aggregate, these have largely remained unchanged over 10 years, indicating income from these sources has reduced in real terms. The Council may need to understand the reasons for this and consider reviewing its cost recovery model; for example, for its Community Wastewater Management System (CWMS) operations, to minimise any cross subsidy by its ratepayers.

<sup>15</sup> The operating surplus ratio is defined as: Operating Surplus (Deficit) ÷ Total Operating Income. The general target is to achieve, on average over time, an operating surplus ratio of between zero and 10 percent (Local Government Association of South Australia, *Financial Sustainability Information Paper 9 - Financial Indicators Revised*, May 2019 (**LGA SA Financial Indicators Paper**), p. 6).

<sup>16</sup> Based on the compound average annual growth rate formula (which is the adopted approach to calculating average annual growth rates throughout the Commission's advice).

<sup>17</sup> Based on the Council's Financial Report Template provided to the Commission in an Excel document. Also see: Clare and Gilbert Valleys Council, *Annual Report 2021/2022*, p. 69, available at [https://www.claregilbertvalleys.sa.gov.au/\\_data/assets/pdf\\_file/0029/1255844/Annual-Report-2021-2022.pdf](https://www.claregilbertvalleys.sa.gov.au/_data/assets/pdf_file/0029/1255844/Annual-Report-2021-2022.pdf).

<sup>18</sup> Clare and Gilbert Valleys Council, *Annual Report 2016/2017*, p. 11, available at [https://www.claregilbertvalleys.sa.gov.au/\\_data/assets/pdf\\_file/0011/212060/Annual-Report-and-Financials-for-2016-2017.pdf](https://www.claregilbertvalleys.sa.gov.au/_data/assets/pdf_file/0011/212060/Annual-Report-and-Financials-for-2016-2017.pdf).

<sup>19</sup> CPI Adelaide (All groups). Average annual growth in the LGPI published by the South Australian Centre for Economic Studies was similar (at 2.0 percent), available at <https://www.adelaide.edu.au/saces/economic-and-social-indicators/local-government-price-index>.

The lower forecast average expense growth of 2.7 percent per annum over the next 10 years (driven by lower 'materials, contracts and other' expenses growth of 1.9 percent) is approximately in line with RBA-based forecast inflation.<sup>20</sup> This, combined with annual average rates revenue growth of 4.0 percent to 2032-33, is expected to slowly improve the Council's operating performance. While this is a positive trend, it is unclear what action the Council is intending to undertake to achieve this improvement.

The Commission has observed some good practices of the Council, which states that it is focused on operating a balanced budget or breakeven budget over a rolling 5-year period; however, the Council is not forecast to meet this goal until 2031-32.<sup>21</sup> This deferral adds some risk to its financial sustainability, particularly if unforeseen events or major repairs and maintenance costs arise, as has occurred in the past.<sup>22</sup> The Council needs to effectively manage inflationary pressures and supply constraints (among other factors) which have impacted on its financial performance in recent years. It may be appropriate for the Council to review its current 'material, contracts and other' expenses (which accounted for 43 percent of total operating expenses in 2022-23) to ensure it is positioned to achieve the real terms reduction in these costs.

Against this background, and as part of the Council's continuing review of its plans, it may now need to find productivity improvements (to reduce any inflationary impact on its community) in the absence of reducing service levels or further increasing rates on the community. Therefore, the Commission has found that it would be appropriate for it to:

4. **Focus** on constraining cost growth, where possible, including related to 'materials, contracts and other' expenses; and **report** its actual and projected cost savings in its annual budget and long-term financial plan, as appropriate.

## Net financial liabilities

### Key Points:

- ✓ Net cash flows after operating and investing activities (i.e. capital-related) averaged \$0.7m per annum between 2012-13 and 2021-22, which was primarily used to repay borrowings totalling \$9.2m.
- ⚠ The net financial liabilities ratio has averaged -4.5 percent over the period from 2012-13 to 2021-22 which is below the suggested LGA target range.
- ✓ Based on the low forecast net financial liabilities ratio over the next 10 years, Council may have the financial capacity to utilise more cash to address changes to its asset renewal expenditure.

Despite the Council's frequent operating deficits from 2012-13 (which include depreciation expenses), its net cash flow after operating and investing (that is, capital-related) activities has averaged \$0.7 million per annum between 2012-13 and 2021-22. This net cash flow (in addition to the Council's existing cash balances) has been primarily used to repay its borrowings (totalling \$9.2 million over this period). Therefore, the Council remains sustainable from a cash flow perspective, noting that its two largest income sources (rates revenue and grant income) were sufficient to fund its operating and capital expenditure program over this period.

Over the period 2012-13 to 2021-22, the Council's net financial liabilities ratio averaged negative 4.5 percent (or has ranged between 15.2 and negative 16.6 percent) and, since 2015-16, has been below the

<sup>20</sup> The forecast average annual growth in the CPI from 2023-24 to 2032-33 is estimated to be 2.6 percent based on the RBA forecasts for the CPI (Australia-wide) to December 2025 (and the Commission's calculations of average annual percentage growth) and the midpoint of the RBA's target range (2.5 percent) from 2025-26.

<sup>21</sup> Clare and Gilbert Valleys Council, *Long Term Financial Plan 2024-25 to 2033-34*, July 2023, p.7.

<sup>22</sup> Clare and Gilbert Valleys Council, *Long Term Financial Plan 2024-25 to 2033-34*, July 2023, p.9.



suggested LGA target range for this ratio.<sup>23</sup> The forecasts show that the Council will continue to be below the LGA target range, as it will have negligible borrowings by 30 June 2025 and it has not forecast additional borrowings from the period 2025-26 onwards. As a result, the net financial liabilities ratio will progressively decline over the period to 2032-33, which also reflects the Council's operating income growth and an accumulation of cash balances.

Based on the Council's low forecast net financial liabilities ratio, it has the financial capacity where its operating income can cover its net financial liabilities. However, when viewed in the context of the Council's historical and forecast operating deficits, and potential upward revisions to asset valuation and depreciation,<sup>24</sup> this suggests it is at risk of becoming unsustainable. The Council's long-term forecasts suggests that it may have some financial capacity with the build-up of existing cash balances which could be utilised to address changes to its asset renewal expenditure forecasts, as appropriate.

### Asset renewals expenditure

#### Key Points:

- ✓ Between 2012-13 and 2021-22, total capital expenditure averaged \$5.5 million per annum (including \$4.3 million on asset renewals and \$1.2 million on new and upgraded assets).
- ✓ Between 2012-13 and 2021-22, the asset renewal funding ratio averaged 96%.
- ✓ The forecast asset renewal funding ratio over the next 10 years is projected to be 105%.
- ✗ Asset management plans for major infrastructure assets are based on asset valuations carried out approximately 5 years ago. This poses a risk that depreciation expenses, asset renewal and replacement costs are underestimated in the current economic climate.

Between 2012-13 and 2021-22 the Council's total capital expenditure averaged \$5.5 million per annum (including \$4.3 million on asset renewals and \$1.2 million on new and upgraded assets). Based on the asset renewal expenditure requirements specified in its AMPs, it has on average met the quantum of its asset service sustainability requirements. In some years, it has underspent on the renewal and rehabilitation needs of its asset stock, and in other years it has overspent - indicating significant spend volatility compared to its AMP. Overall, the Council's asset renewal funding ratio (IAMP-based) was within the suggested LGA target range of 90 to 110 percent over these years,<sup>25</sup> and averaged 96 percent between 2012-13 and 2021-22.

From 2023-24, the Council's asset renewal spending profile is increasing, reflecting expenditure brought forward as a result of the deterioration of some of its assets.<sup>26</sup> As such, its asset renewal funding ratio (IAMP-based) is expected to trend in line with the suggested LGA target range (averaging 105 percent from 2023-24 to 2032-33).

<sup>23</sup> The net financial liabilities ratio is defined as: Net financial liabilities ÷ Total operating income. This ratio measures the extent to which a council's total operating income covers, or otherwise, its net financial liabilities. The suggested LGA target range is between zero and 100 percent of total operating income, but possibly higher in some circumstances (LGA SA Financial Indicators Paper, pp. 7-8).

<sup>24</sup> For example, if significant asset revaluations are needed to accurately reflect forward looking asset costs, the Council's LTFP looks unsustainable, based upon the Council seeking to keep the same asset stock and provide the same services. This is because the depreciation charge will increase, placing more pressure on the operating surplus ratio, and the Council will have less capacity to build cash reserves or finance additional borrowings.

<sup>25</sup> The IAMP-based method is the current industry standard whereby asset renewal/replacement expenditure is divided by the recommended expenditure in the IAMP (or AMP). The suggested LGA target range for the ratio is 90 to 110 percent (LGA SA Financial Indicators Paper, p.9).

<sup>26</sup> Clare and Gilbert Valleys Council, *Long Term Financial Plan 2024-25 to 2033-34*, July 2023, p.9.

Based on discussions with the Council, it has experienced significant increases in materials and construction costs, and supply and labour constraints are impacting on the region. Furthermore, the Council has recognised that its historical capital spending profile and weather events have increased the volatility of its historical asset renewal funding ratio; however, is also seeking to undertake asset reviews to ensure that it maintains its service levels to the community. It is not entirely clear how the Council's forecasts in its AMPs align with the forecasts in its LTFP. The Commission considers that it would be appropriate for the Council to:

5. **Continue** to review its capital expenditure program annually in its asset management plans and consider options to better align the assumptions underpinning the expenditure allocations (and timing) with its long-term financial plan.

The Commission notes the Council's historical spending (over the last 10 years) on asset renewals has been below the rate of depreciation, in some years by a significant margin. Renewal spending is forecast to account for 80 percent of depreciation expenses on average to 2032-33.<sup>27</sup> The Council's assessment of depreciation (currently contributing to 30 percent of total operating costs in 2022-23),<sup>28</sup> may suggest a risk to its financial forecasts, where the incorrect recording of depreciation could lead to an incorrect assessment of its operating performance and sustainability. The Commission is unable to fully assess the risks in its renewal spending (and higher depreciation) as several factors will require further consideration, for example:

- ▶ higher asset revaluations, driven by higher rates of inflation and construction costs, may be increasing the Council's assessment of depreciation
- ▶ asset lives may be assumed shorter in the depreciation calculation than occurs in practice,
- ▶ the scale of asset write-offs (for example roads being damaged due to flooding) and subsequent level of reinvestment may be increasing depreciation, and / or
- ▶ the Council may not be renewing its assets at a pace indicated by the rate of asset consumption.

For these reasons, it would be appropriate for the Council to:

6. **Review** the estimates of asset lives and valuations informing its forecast rate of asset consumption and depreciation expenses in its long-term financial plan and need for asset renewals in its asset management plans, with a particular focus on the appropriateness of the estimated value of depreciation expenses in the context of asset renewal expenditure requirements.

Further, the Council's AMPs for its major infrastructure assets (i.e., transport, buildings and structures, stormwater and CWMS assets) were initially based on asset valuations carried out approximately five years ago. The Council has indicated it has a priority to revalue its major infrastructure assets, along with the planned reviews of its AMPs, and it acknowledges this will better inform the Council's planned asset renewal program and operating and maintenance budgets.

The Commission encourages it to periodically and strategically revisit its asset valuation schedule, and then update its plans accordingly. This is particularly important as councils are required to undertake a comprehensive review of its strategic management plans (including asset management plans) within two years after each general election of the Council.<sup>29</sup> Therefore, the Commission considers that it would be appropriate for it to:

<sup>27</sup> The Council's asset renewal funding ratio by the depreciation-based method (where asset renewal/replacement expenditure is divided by depreciation expenses) is forecast to average 80 percent to 2032-33. This ratio shows the extent to which capital expenditure on the renewal and replacement of assets matches the estimated rate at which these assets are used or consumed. Prior to 2013, the calculation of the ratio in the sector was based on the 'depreciation method' and was known as the asset sustainability ratio until 2018.

<sup>28</sup> Based on the Council's 2022-23 unaudited estimates reported to the Commission in an Excel template.

<sup>29</sup> LG Act s122(4)(a) and (b). General elections were last held for SA Councils on 11 November 2022.

7. **Complete** the planned reviews of its asset management plans, following a revaluation of its assets, with consideration of desired service levels, as appropriate.

### 2.2.3 Advice on current and projected rate levels

#### Key Points:

- ▲ Rate revenue per property growth has averaged 3.0 or \$55 per annum for each property in the period between 2012-13 and 2021-22 which is 1.0% above CPI for the same period.
- ▲ The forecast rate increases for 2023-24 is 5.8% per property and is made up of 9.4% increase for primary producers and 4.8% increase for residential ratepayers.
- ▲ Affordability risk for further average rate increases appears moderate based on a range of factors including an assessment of the economic resources available to the community, however increasing risks are emerging for further rate rises above inflation.

The Council's rate revenue per property growth has averaged 3.0 percent or \$55 per annum for each property in the period between 2012-13 and 2021-22, which has exceeded CPI growth of an average of 2.0 percent per annum over that period. Compared to similar councils the Council has average rate levels for residential and non-residential categories.<sup>30</sup>

In 2023-24, the Council has budgeted for an average rate increase of 5.8 percent, higher than anticipated for this year in its previous LTFP projections (a 4.3 percent increase in rate revenues was previously forecast for 2023-24). The increase reflects the Council's higher short-term inflation expectation and associated operating cost pressures. Further, the Council has included in its rate revenue projections an additional 1.5 percent on top of CPI, to maintain its financial sustainability.<sup>31</sup>

Its 2023-24 LTFP forecasts an average increase of \$771 to existing rates in total to 2032-33 (to \$3,060 per annum). While this is consistent with the Council's assumed escalation over this period (and relatively low growth in rateable properties of approximately 0.7 percent per annum), average annual rate increases are above the RBA-based forecast of average inflation (2.6 percent per annum).<sup>32</sup> Primary production ratepayers are experiencing higher rate increases (of 9.4 percent in 2023-24) relative to residential ratepayers (4.8 percent) but also account for relatively lower rate revenue contributions (on a capital valuation basis).<sup>33</sup>

Affordability risk within the community for the further rate increases appears to be moderate based on a range of factors, including an assessment of the economic resources available to the community<sup>34</sup> and

<sup>30</sup> Refer to Councils in Focus rates data for 2021-22 available at [https://councilsinfocus.sa.gov.au/councils/clare\\_and\\_gilbert\\_valleys\\_council](https://councilsinfocus.sa.gov.au/councils/clare_and_gilbert_valleys_council). The Commission is not relying on these rate comparisons for its advice; the data source provides just one indicator, among many, which has informed its advice on the appropriateness of the rate levels.

<sup>31</sup> Clare and Gilbert Valleys Council, *2023-24 Long Term Financial Plan*, July 2023, p. 5.

<sup>32</sup> The forecast average annual growth in the CPI from 2023-24 to 2032-33 is estimated to be 2.6 percent based on the RBA forecasts for the CPI (Australia-wide) to December 2025 (and the Commission's calculations of average annual percentage growth) and the midpoint of the RBA's target range (2.5 percent) from 2025-26.

<sup>33</sup> On a capital valuation basis (in 2023-24), primary production land use represents 63 percent of the aggregate capital value in the Council area, while on a revenue basis, primary production ratepayers accounts for 48 percent of total rates revenue.

<sup>34</sup> The Clare and Gilbert Valley's Council area is ranked 51 among 71 South Australian 'local government areas' (including Anangu Pitjantjatjara and Maralinga Tjarutja Aboriginal community areas and 'unincorporated SA') on the Australian Bureau of Statistics Socio-Economic Indexes for Areas Index of Economic Resources (2021), where a lower ranking (eg, 1) denotes relatively lower access to income and other economic resources, compared with other areas, available at <https://www.abs.gov.au/statistics/people/people-and-communities/socio-economic-indexes-areas-seifa-australia/2021>.

little evidence of community concerns on affordability.<sup>35</sup> Affordability risk could be impacted in the context of the Council's financial sustainability risks, which is evident from the forecast operating deficits (to 2028-29), uncertainty around the valuation of its assets and updates to its asset management planning. The associated implications for depreciation, renewals expenditure and the relevant ratios could mean that the community may be exposed to further rate increases.

Nonetheless, given historical and forecast rate increases and the current economic conditions affecting many communities' capacity to pay, it would be appropriate for the Council to:

8. **Continue** to review and consider options in limiting future increases in rates to no more than expected inflation, to help reduce any emerging affordability risk in the community.

## 2.3 The Commission's next advice and focus areas

In the next cycle of the scheme, the Commission will review and report upon the Council's:

- ▶ ongoing performance against its LTFP estimates and its goal to achieve an operating breakeven position,
- ▶ improved disclosure of its capital spending forecasts and other relevant assumptions in its LTFP,
- ▶ identification and reporting of cost savings and operating efficiencies,
- ▶ updates to its asset management plans, and associated updates to asset valuations and condition assessments, and
- ▶ how it has sought to address the financial sustainability risks or emerging affordability risks.

<sup>35</sup> Clare and Gilbert Valleys Council, *Special Council Meeting Agenda - 5 July 2023, Item 1. Public submissions Draft 2023-2024 Annual Business Plan & Budget and Draft 2023-2024 to 2032-2033 Long Term Financial Plan*, available at [https://www.claregilbertvalleys.sa.gov.au/\\_data/assets/pdf\\_file/0024/1428162/5-July-2023-Special-Council-Meeting-agenda.pdf](https://www.claregilbertvalleys.sa.gov.au/_data/assets/pdf_file/0024/1428162/5-July-2023-Special-Council-Meeting-agenda.pdf).



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Advice

# Local Government Advice - Attachment

Clare and Gilbert Valleys Council

February 2024

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## Table of contents

A	The Commission's approach .....	2
B	Material plan amendments in 2023-24 .....	4
B.1	Changes to operating performance.....	4
B.2	Indexation adjustments.....	5
B.3	Increase to capital expenditure estimates.....	6
C	Financial sustainability .....	7
C.1	Operating performance .....	7
C.2	Net financial liabilities.....	9
C.3	Asset renewals expenditure .....	11
D	Current and projected rate levels.....	15
D.1	Historical rates growth .....	15
D.2	Proposed 2023-24 rate increases .....	15
D.3	Projected further rate increases .....	16
D.4	Affordability risk.....	16



## A The Commission's approach

In providing the Advice for the Clare and Gilbert Valleys Council (**Council**), the Essential Services Commission (**Commission**) has followed the approach it previously explained in the Framework and Approach – Final Report (**F&A**).<sup>1</sup>

The Commission has considered the Council's strategic management plan (**SMP**) documents (as set out in the box below), with a particular focus on its performance and outlook against three financial indicators: the operating surplus ratio, the net financial liabilities ratio and the asset renewal funding ratio.<sup>2</sup> Analysis of these three indicators captures financial and service sustainability, in addition to cost control and affordability risk.<sup>3</sup>

- ▶ Annual Business Plan 2023-24 (adopted July 2023)
- ▶ 2023-24 Long Term Financial Plan, 2024-25 to 2033-34 (adopted July 2023)
- ▶ Strategic Plan 2023 – 2033 (adopted June 2023)
- ▶ 2022-23 Long Term Financial Plan, 2022-23 to 2031-32 (adopted July 2022)
- ▶ Building and Structures Infrastructure Asset Management Plan (adopted April 2021)
- ▶ Community Wastewater Management System (**CWMS**) Infrastructure Asset Management Plan (adopted July 2020)
- ▶ Stormwater Infrastructure Asset Management Plan (adopted May 2020)
- ▶ Transport Infrastructure Asset Management Plan (adopted May 2020)

The Commission notes that most of the Council's asset base is covered by its existing asset management plans (**AMPs**); however, the asset valuations for those assets were predominantly carried out five years ago, in the period 2017 to 2021.

Given that the Commission must, in providing advice, have regard to the objective of councils maintaining and implementing their infrastructure and asset management plans (**IAMPs**) (usually termed AMPs) and long-term financial plans (**LTFPs**),<sup>4</sup> it has also considered the Council's performance in that context. Findings regarding the content of the Council's AMPs, and the alignment between its LTFP and AMPs,<sup>5</sup> are discussed in section C.3.

The Commission has also reviewed the Council's template data which contains its 2023-24 LTFP forecasts for 2023-24 to 2032-33, 2022-23 LTFP forecasts, historical financial data, the number of rateable properties and staff (Full Time Equivalent (**FTE**)) numbers from 2012-13 onwards.<sup>6 7</sup> All charts and tables in the Advice are primarily sourced from these datasets. In addition, the Commission has reviewed the Council's audit committee reports and other public information.

<sup>1</sup> Commission, *Framework and Approach – Final Report*, August 2022, available at [www.escosa.sa.gov.au/advice/advice-to-local-government](http://www.escosa.sa.gov.au/advice/advice-to-local-government).

<sup>2</sup> The indicators are specified in the *Local Government (Financial Management) Regulations 2011*. Since 2011, each council has been required to refer to these three indicators in its plans, annual budget, mid-year budget review and annual financial statements. The councils can adopt their own target range for each ratio, but the Commission has adopted the previously suggested Local Government Association (**LGA**) target ranges as a basis for its analysis, which were established and agreed during the development of the LGA Financial Sustainability Papers (2006-2011).

<sup>3</sup> The F&A listed 29 analytical questions that the Commission has considered in assessing the Council's performance against these indicators to determine affordability, cost control and other sustainability risks.

<sup>4</sup> *Local Government Act 1999 (LG Act)* s122(1g)(a)(i).

<sup>5</sup> As required under s122(1b) of the LG Act.

<sup>6</sup> Sourced from the Local Government Grants Commission (including data reported by the Office of the Valuer-General) and the Council's data.

<sup>7</sup> The Council's estimates for the 2022-23 financial year, relied on when preparing this advice, were unaudited.

The Commission has reported estimates in nominal terms, for consistency with the Council’s plans and actual rate levels, but it has compared estimated inflation impacts to these trends as a guide to identify ‘real’ rather than ‘inflationary’ effects. In the charts, the Consumer Price Index (CPI) line shows the cumulative growth in the CPI (Adelaide) series from 2012-13, and then projections of this series from 2023-24 based on the Reserve Bank of Australia (RBA) (Australia-wide) inflation forecasts (to the December quarter 2025), and the midpoint of the RBA target range (2.5 percent) thereafter.

Finally, in formulating this Advice, the Commission has had regard to all discussions and engagement with the Council, including the face-to-face onsite meeting at the Council offices and the individual circumstances of the Council, consisting of:

- ▶ its location as a regional Council,
- ▶ its income level (\$20.1 million), and
- ▶ the size of its rates base (more than 7,000 ratepayers<sup>8</sup>).

**Summary of the Clare and Gilbert Valleys Council’s financial sustainability performance and the Commission’s risk assessment**

Financial sustainability indicators:	Last 10 years from 2012-13 (Actual performance)		2022-23 estimate	Next 10 years from 2023-24 (Council forecasts)	
Operating surplus ratio (target 0-10%)	On average, operating surpluses reported ----->		On average, operating deficits reported ----->	Deficits projected from 2023-24 to 2028-29	Surpluses projected from 2029-30 ----->
Net financial liabilities ratio (target 0-100%)	Ratio within target range	Ratio below zero (driven by higher cash balances and lower debt levels)		Ratio projected below zero (driven by higher cash balances and no debt) ----->	
Asset renewal funding ratio (target 90-110%)	Volatility in renewal works spending, but on average within target range ----->			Projected renewal works spending within target range ----->	
<b>Identified Risks:</b>					
Cost control risk	Operating expenses per property average growth 3.0% pa to 2021-22 (CPI 2.0%) ---->		Small increase reported	On average, operating expenses growth below forecast CPI ----->	
Affordability risk	Rates revenue per property average growth of 2.7% pa to 2022-23 (CPI 2.6%) ----->			Modest rate revenue per property average growth inline with forecast CPI (CPI 2.6%) ----->	

- Ratio outside suggested LGA target range or higher risk
- Ratio close to suggested LGA target range or medium risk
- Ratio within suggested LGA target range or lower risk

<sup>8</sup> Based on the estimated number of property assessments in 2023-24.

## B Material plan amendments in 2023-24

The Council has made various amendments to its 2023-24 budget and forward projections, partly for inflation and partly for other revenue and spending initiatives. The material amendments to some of its main financial forecasts are listed in the table below (in nominal terms).<sup>9</sup> To ensure a comparable analysis of estimates between the 2022-23 and 2023-24 LTFPs, the Commission has reviewed nine overlapping years' statistics, 2023-24 to 2031-32, and identified material amendments accordingly.

Selected Financial Item	Sum of 2023-24 to 2031-32 estimates in 2022-23 LTFP (\$ million)	Sum of 2023-24 to 2031-32 estimates in 2023-24 LTFP (\$ million)	Change in 2023-24 estimates (\$ million)	Change in 2023-24 estimates (percent)
Total operating income	196.2	211.8	15.6	8
Total operating expenses	196.2	214.1	17.6	9
Operating surplus / (deficit)	0.0	-2.3	-2.3	n/a
Capital expenditure on renewal of assets <sup>10</sup>	54.8	46.4	8.4	18
Capital expenditure on new and upgraded assets <sup>11</sup>	12.6	10.0	2.6	26

### B.1 Changes to operating performance

The Council has forecast (in its 2023-24 LTFP) an increase in its operating income of \$15.6 million (or 8 percent) across the nine-year comparative period to 2031-32 compared to the 2022-23 LTFP (as shown in the table above). This reflects the Council's efforts to offset the comparable increase in forecast operating expenses mainly driven by increases in 'material, contracts and other' expenses and in depreciation.

Overall, the Council is forecasting further operating deficits and is assuming deficits extend out to 2028-29 (compared to 2026-27 in its 2022-23 LTFP). This demonstrates some financial prudence (and risk) in the Council's budgeting, which aims to achieve a breakeven operating result over a rolling five-year average period; however it will not achieve that goal until later in the 2023-24 LTFP forecast period, in 2031-32.<sup>12</sup> The Council's historical and projected operating performance is discussed further in section C.1.

The key operating income changes across the nine-year comparative period to 2031-32 includes:

- ▶ 5.1 percent (or \$8.4 million) increase in rates revenue,
- ▶ 24.6 percent (or \$4.4 million) increase in 'grants, subsidies and contributions', and
- ▶ 23.2 percent (or \$2.2 million) increase in 'user charges'.

The key operating expense changes across the nine-year comparative period to 2031-32 includes:

- ▶ 10.3 percent (or \$7.9 million) increase in 'materials, contracts and other' expenses, and

<sup>9</sup> This table shows only selected financial items to demonstrate the material amendments made by the Council in its 2023-24 estimates. It excludes various financial items and individual items do not sum to totals.

<sup>10</sup> The capital expenditure estimates are based on the 2023-24 LTFP estimates provided by the Council to the Commission (in an Excel template).

<sup>11</sup> Footnote 10 applies.

<sup>12</sup> Clare and Gilbert Valleys Council, *Long Term Financial Plan 2024-25 to 2033-34*, July 2023, p.7.

- ▶ 10.3 percent (of \$6.3 million) increase in depreciation charges.

The Council advises that most of its operating income and operating expenses forecast are currently driven (among other things) by changes in external factors such as CPI and Local Government Price Index (LGPI), increasing utility costs and contractor pricing, as well as grant funding from State and Federal Governments.

## B.2 Indexation adjustments

The Council mostly applies a CPI-based inflation adjustment to its cost and revenue estimates. The increase in rates revenue is primarily a result of an increase in CPI as well as an additional 1.5 percent on top of CPI, which improves its ability to fund higher forecast costs and improve financial sustainability over the long term.

The Council has assumed CPI inflation increases of 7.9 percent in 2023-24, 3.5 percent in 2024-25, 3.0 percent in 2025-26, and a reversion to approximately 2.6 percent annually from 2027-28.<sup>13</sup> While this is an upward revision it is somewhat comparable with the Council's previous forecasts of 4.3 percent in 2023-24, 2.9 percent in 2024-25, and 2.0 percent annually from 2026-27.<sup>14</sup> This is largely driven by higher-than-expected inflation outcomes in March 2023 when the CPI Adelaide (All Groups) increased by 7.9 percent<sup>15</sup> but is also driven by the Council's revision to its long-term CPI forecasts.

Based on these updated inflation assumptions in its 2023-24 LTFP, an increase in its cost and revenue estimates by up to 8 to 9 percent over the 2023-24 to 2031-32 forecast period,<sup>16</sup> compared with the same estimates in its 2022-23 LTFP, could reflect higher inflation forecasts. It also reflects the Council's sustainability increase of 1.5 percent per annum included in its 2023-24 LTFP, which appears to be needed to fund a higher operating cost base and to return the Council to an operating surplus position. The Council has noted that it is anticipating further price increases in construction, contracts and utility costs but has also stated it is committed to regularly reviewing both service levels and operating efficiency, although this has not been reported in any of its plans. The Commission considers that it would be prudent for the Council to make its efficiency aims explicit in its plans and/or consider reducing its cost base (in contrast to inflating its existing cost base). This is discussed further in section C.1.

The RBA currently forecasts the CPI (Australia-wide) to increase by 3.9 percent in the year to the June 2024 quarter and by 3.3 percent in the year to June 2025. Thereafter, it is reasonable to anticipate a return to long-run averages (and growth of 2.5 percent per annum from 2025-26, based on the midpoint of the RBA's 2 to 3 percent target range).<sup>17</sup> The Commission notes the Council's inflation assumptions are consistent with these estimates, however there is also considerable uncertainty around various macro-economic assumptions and it is not clear the extent to which these have been factored into its plans.

The Commission has found that it would be appropriate for it to:

1. **Review** and provide greater transparency (in its long-term financial plan), on the annual inflation and other relevant macro-economic assumptions as inputs to its projected revenue (including rates) and spending.
2. **Consider** reporting its operating efficiency aims or cost reduction challenges in its long-term financial plan and annual business plans, as appropriate.

<sup>13</sup> Clare and Gilbert Valleys Council, *Long Term Financial Plan 2024-25 to 2033-34*, July 2023, p.16.

<sup>14</sup> Clare and Gilbert Valleys Council, *Long Term Financial Plan 2022-23 to 2031-32*, July 2022, p.10.

<sup>15</sup> CPI Adelaide (All groups) increased by 7.9 percent in the year to March 2023 quarter and has reduced in the year to June 2023 and September 2023 quarters to 6.9 percent and 5.9 percent, respectively. Available at <https://www.abs.gov.au/statistics/economy/price-indexes-and-inflation/consumer-price-index-australia/sep-quarter-2023>.

<sup>16</sup> The set of nine years forecast in both the 2022-23 and 2023-24 LTFP projections.

<sup>17</sup> RBA, Forecast Table - November 2023, available at <https://www.rba.gov.au/publications/smp/2023/nov/forecasts.html>.

### B.3 Increase to capital expenditure estimates

The Council's 2023-24 LTFP indicates an increase in capital expenditure for asset renewals (by \$8.4 million or 18 percent) and for new and upgraded assets (by \$2.6 million or 26 percent), compared to the previous year's LTFP (for the period from 2023-24 to 2031-32). Over the 10-year projections in the 2023-24 LTFP, the Council has factored in a total of \$62.5 million in capital renewal and replacement works and \$13.6 million in new and upgraded capital works, accounting for 82.1 percent and 17.9 percent of the total capital expenditure program, respectively.

The Council did not provide an explanation for these amendments but has indicated it has brought forward infrastructure renewals with a focus on maintaining and repairing its existing assets such as its stormwater systems, footpaths, and roads, as well as undertaking building works to preserve the Riverton Community Hall and Clare Town Hall.<sup>18</sup> The Commission's review of the Council's 2023-24 LTFP and Annual Business Plan shows that there is limited detail on its capital works program and, as such, its ratepayers may not be fully informed or consulted on the Council's spending priorities. To this end, the Commission considers that it would be appropriate for the Council to:

3. **Ensure** its long-term financial plans and annual business plans include more information on its proposed capital works program to better inform the community about its expenditure priorities.

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<sup>18</sup> Clare and Gilbert Valleys Council, *Long Term Financial Plan 2024-25 to 2033-34*, July 2023, p.4.

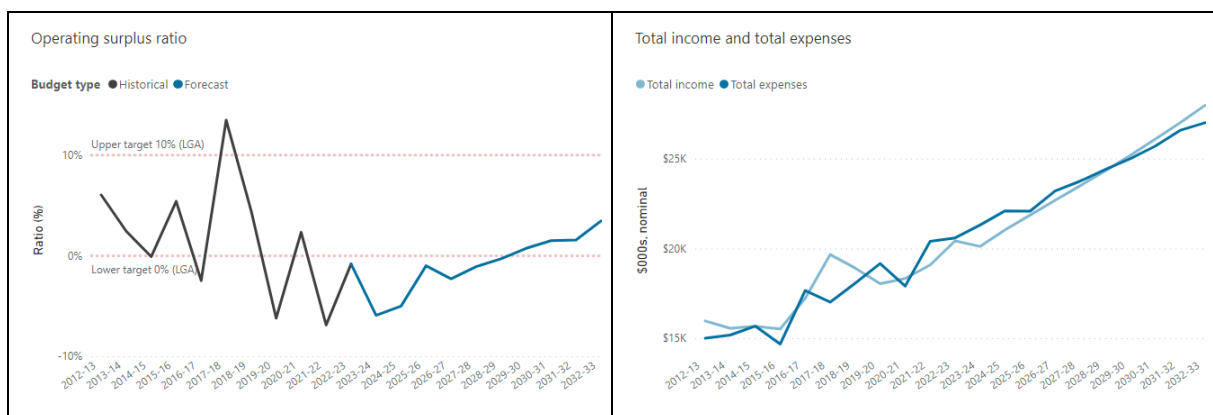
## C Financial sustainability

### C.1 Operating performance

The Council has predominantly run operating deficits or low surpluses from 2018-19, and in 2022-23 it had an operating deficit of \$0.2 million. Its operating surplus ratio<sup>19</sup> is not forecast to be positive again (with a surplus) until 2029-30 (then 0.7 percent) (see the left chart below).

The broad reason for the historical operating deficits is that operating income growth averaged 2.0 percent per annum from 2012-13 to 2021-22, while the rate of operating expense growth averaged 3.5 percent per annum.<sup>20</sup> As a result, the Council has mainly sustained operating deficits over the last five years to 2022-23 (based on an average operating balance over this period).

The long-term improvement to its projected operating performance is attributed to budgeting for continued rate revenue increases and slower expense growth than it had achieved in the past, on average (see the right chart below).



Rates revenue has increased on average by 3.5 percent per annum from 2012-13 to 2021-22 (when rateable property growth averaged 0.4 percent and CPI growth averaged 2.0 percent), rising in real terms. Over the same period, ‘grants, subsidies and contributions’ (accounting for 15 percent of total operating income) increased by an average of 0.8 percent per annum. Grants income specifically has been ‘lumpy’ from year to year,<sup>21</sup> and the three-year average of \$435 per ratepayer to 2022-23 compares with the three-year average of \$350 to 2014-15, reflecting an increase in value in real terms. Finally, ‘user charges’ (accounting for 6 percent of total operating income) decreased by an average of 1.3 percent per annum, representing a real term decline.

The Council’s operating expense growth (from 2012-13 to 2021-22) was primarily due to an average annual increase of 4.9 percent in ‘materials, contracts and other’ expenses<sup>22</sup> and 3.8 percent in depreciation charges (see the changes by expense type in specific time periods in the left chart over the page). In 2021-22, the Council reported a year-on-year increase of 30 percent in ‘materials, contracts and other’ expenses, resulting from additional maintenance works undertaken and the provision of \$1.5

<sup>19</sup> The operating surplus ratio is defined as: Operating Surplus (Deficit) ÷ Total Operating Income. The general target is to achieve, on average over time, an operating surplus ratio of between zero and 10 percent (Local Government Association of South Australia, *Financial Sustainability Information Paper 9 - Financial Indicators Revised*, May 2019 (LGA SA Financial Indicators Paper), p. 6).

<sup>20</sup> Based on the compound average annual growth rate formula (which is the adopted approach to calculating average annual growth rates throughout the Commission’s advice).

<sup>21</sup> Due to the timing of different grants and sometimes advance grant payments (as for the 2023-24 grant allocation, which was received and accounted for in 2022-23).

<sup>22</sup> This is despite the increase in the solid waste levy over the past 10 years which has impacted councils’ waste management costs.

million in grant funding to a sporting organisation, which has impacted adversely on the Council’s performance.<sup>23</sup>

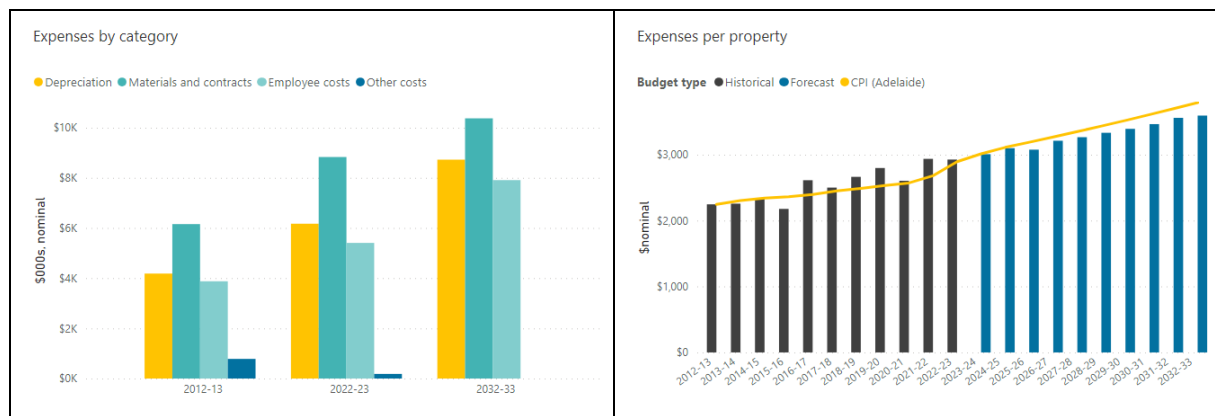
The Commission notes that the Council undertook a revaluation of its transport infrastructure and building assets in 2016-17, which resulted in a 20 percent increase in depreciation charges from the prior year (2015-16).<sup>24</sup> Since then, depreciation charges have accounted for an increasing proportion of total operating expenses (currently 30 percent of total operating expenses in 2022-23).

Moving forward, this may be significant, as the Council’s asset valuations may require further updates or valuations may not reflect the asset condition, leading to an incorrect assessment of its operating performance and affordability risk. This is discussed further in section C.3.

Looking forward, the Council is projecting average annual rates revenue growth of 4.0 percent to 2032-33, which is above the forecast long-term inflation<sup>25</sup> and represents a real term increase in rates (mainly driven by the Council’s assumed rate revenue increase of CPI plus 1.5 percent per annum).<sup>26</sup> This average growth in annual rates revenue is also higher than expected expense growth (rates are discussed in more detail in section D).

Lower forecast average expense growth of 2.7 percent per annum over the period to 2032-33 (driven by lower ‘materials, contracts and other’ expense growth of 1.9 percent over the same period) is approximately in-line with the RBA-based forecast inflation growth<sup>27</sup> and represents a change from the Council’s past performance (with average annual growth of 3.5 percent in the 10 years to 2021-22).

Expenses per property (a metric which accounts for growth) are expected to increase by an average of 2.0 percent per annum over this period, which would represent a cost reduction in real terms (based on current inflation projections) (see the right chart below).



The Council’s template data shows that employee numbers are assumed constant at current levels (58 FTEs), and some of its operating income and expense lines indicate negligible change in real terms or growth in line with long-term inflation forecasts. For example, grants income represents a forecast of \$2.5 million per annum (on average in nominal terms), compared to a historical average of \$3.0 million

<sup>23</sup> Based on the Council’s Financial Report Template provided to the Commission in an Excel document. Also see: Clare and Gilbert Valleys Council, *Annual Report 2021/2022*, p. 69, available at [https://www.claregilbertvalleys.sa.gov.au/\\_data/assets/pdf\\_file/0029/1255844/Annual-Report-2021-2022.pdf](https://www.claregilbertvalleys.sa.gov.au/_data/assets/pdf_file/0029/1255844/Annual-Report-2021-2022.pdf).

<sup>24</sup> Clare and Gilbert Valleys Council, *Annual Report 2016/2017*, p. 11, available at [https://www.claregilbertvalleys.sa.gov.au/\\_data/assets/pdf\\_file/0011/212060/Annual-Report-and-Financials-for-2016-2017.pdf](https://www.claregilbertvalleys.sa.gov.au/_data/assets/pdf_file/0011/212060/Annual-Report-and-Financials-for-2016-2017.pdf).

<sup>25</sup> The forecast average annual growth in the CPI from 2023-24 to 2032-33 is estimated to be 2.6 percent based on the RBA forecasts for the CPI (Australia-wide) to December 2025 (and the Commission’s calculations of average annual percentage growth) and the midpoint of the RBA’s target range (2.5 percent) from 2025-26.

<sup>26</sup> Clare and Gilbert Valleys Council, *Long Term Financial Plan 2024-25 to 2033-34*, July 2023, p.5.

<sup>27</sup> Footnote 28 applies.

per annum.<sup>28</sup> In addition, 'materials, contracts and other' expenses are forecast to increase by an average of 1.9 percent per annum from 2023-24 to 2032-33.

Overall, this would reflect contained growth, below forecast inflation. While this is a positive trend, it is not clear what the Council is intending to do differently that is driving this improvement. It is also noted that the Council's long-term outlook to improve financial sustainability relies on both continued cost constraint and growth in operating income.

The Commission has observed some good practices of the Council, which states that it is focused on operating a balanced or breakeven budget over a rolling 5-year period.<sup>29</sup> The Council also notes that there have been a number of factors that have recently impacted on its financial performance, notably the recent flood event and some major unscheduled maintenance items. With the Council's recent and forecast operating deficits, the Commission considers there may be some risk in its operating performance should further unforeseen events or major repairs and maintenance arise.

Overall, it may be appropriate for the Council to review its current 'material, contracts and other' expenses (which accounted for 43 percent of total operating expenses in 2022-23) to ensure it is positioned to achieve the real terms reduction in these costs. The Commission recognises that the Council may be challenged by inflationary pressures and supply constraints (among other things) which have impacted on its financial performance in 2022-23. However, as part of its continuing review, it may now need find productivity improvements (to reduce any inflationary impact on its community) in the absence of reducing services levels or further increasing rates on the community. It may also need to consider additional selling of surplus assets, which will bring in cash and reduce future maintenance costs and depreciation. Therefore, the Commission has found that it would be appropriate for it to:

4. **Focus** on constraining cost growth, where possible, including related to 'materials, contracts and other' expenses and **report** its actual and projected cost savings in its annual budget and long-term financial plan, as appropriate.

## C.2 Net financial liabilities

Despite the Council's frequent operating deficits from 2012-13, its net cash flows after operating and investing (that is, capital-related) activities have averaged \$0.7 million annually between 2012-13 and 2021-22. These are the cash flows generally available for debt repayments (and are after interest payments) and are different to the chart over the page which shows cash held by the Council at the end of each year, including financing activities, which has averaged \$7.8 million.

The Council has historically used borrowings from the Local Government Finance Authority of South Australia (**LGFA**) to fund its capital expenditure. However, it has not used debt (as a large funding source) over the period 2012-13 to 2021-22, and instead has made progressive debt repayments totalling \$9.2 million over the same period.<sup>30</sup> In 2022-23, the Council has reported it had borrowed \$1.4 million, which was provided as 'loans to community groups'; the Commission notes that this community support (while it does not represent a major financial impost) was not previously included in any of its plans.

The Council's net financial liabilities ratio has trended between 15.2 and negative 16.6 percent between 2012-13 and 2021-22 (see the bottom left chart below).<sup>31</sup> Since 2015-16, this ratio has been below zero, which is also below the suggested LGA target range for the indicator of between zero and 100 percent (averaging negative 10.8 percent over the period between 2015-16 to 2021-22). When viewed in isolation, the ratio is at a level which demonstrates the Council has the financial capacity where its

<sup>28</sup> Based on the Council's Excel Financial Reporting template provided to the Commission. Historical average is based on the 11-year period from 2012-13 to 2022-23; and forecast average is based on the 10-year period from 2023-24 to 2032-33.

<sup>29</sup> Clare and Gilbert Valleys Council, *Long Term Financial Plan 2024-25 to 2033-34*, July 2023, p.7.

<sup>30</sup> Based on the Council's Excel Financial Reporting template provided to the Commission.

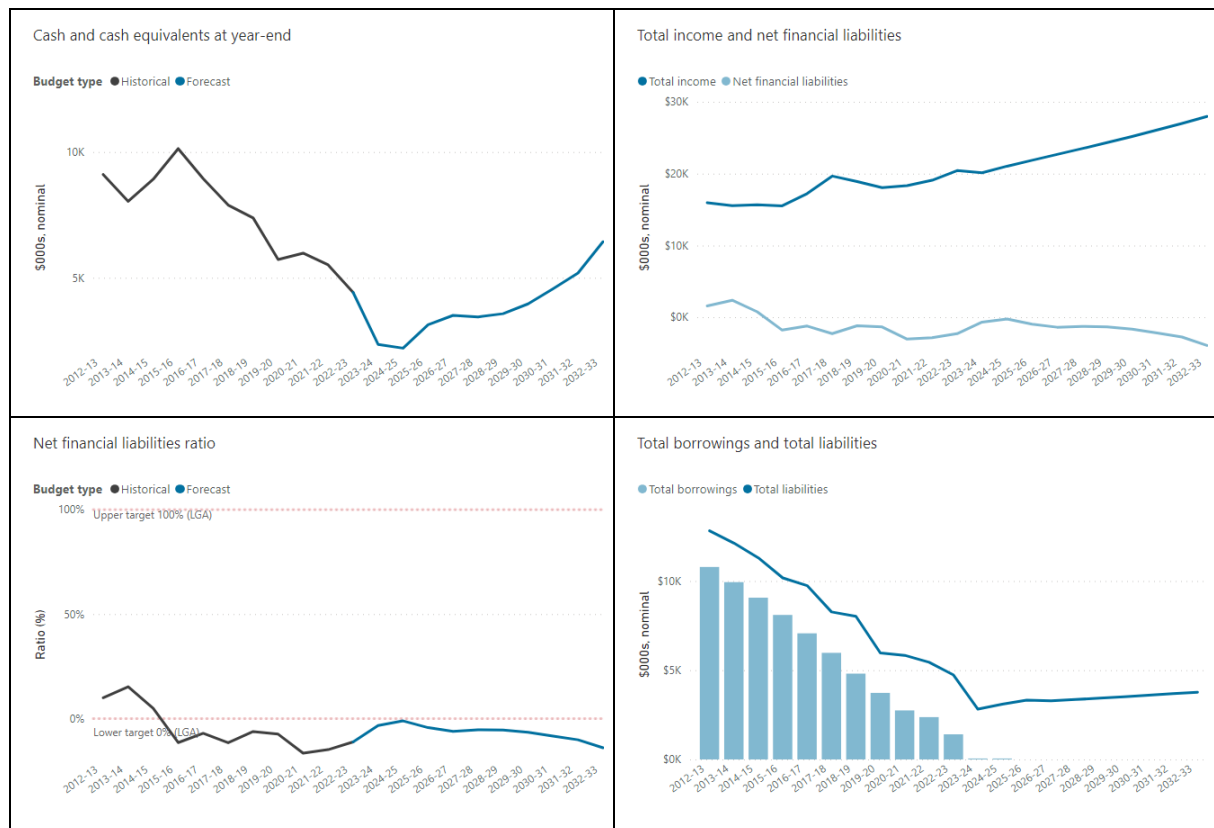
<sup>31</sup> The net financial liabilities ratio is defined as: Net financial liabilities ÷ Total operating income. This ratio measures the extent to which a council's total operating income covers, or otherwise, its net financial liabilities. The suggested LGA target range is between zero and 100 percent of total operating income, but possibly higher in some circumstances (LGA SA Financial Indicators Paper, pp. 7-8).



operating income can cover its net financial liabilities (see the right chart below). However, when viewed in the context of the Council’s historical and forecast operating deficits, and potentially any upward revisions to asset valuation and depreciation,<sup>32</sup> this suggests it is at risk of being unsustainable.

In its 2023-24 LTFP the Council has forecast that the ratio will continue to be below zero, that it will have negligible borrowings by 30 June 2025, and that it will not take on additional borrowings from the period 2025-26 onwards (see the right chart over the page).

As a result, the net financial liabilities ratio will progressively decline over the period to 2032-33, which also reflects the Council’s operating income growth (an average of 3.7 percent per annum) and an accumulation of cash balances (\$6.4 million is estimated by 30 June 2033). The Council’s long-term forecasts suggests that it may have some financial capacity with the build-up of existing cash balances which could be utilised to fund any additional renewals of its infrastructure, as appropriate.



Based on discussions with the Council, the Commission notes the Council’s conservative budgeting practices, for example through targeting breakeven operating balance, and regular repayment of its borrowings. However, its higher operating cost base as well as the need for further asset reviews means that there is some uncertainty to its sustainability, especially in the short to medium term. Further, the Commission has not undertaken benchmarking of the Council’s costs, for example considering its unique geographic or economic circumstances (such as being in a regional area that is recognised as a tourist destination or having a higher proportion of primary production ratepayers), and has only considered the Council’s own historical and forecast trends.

In the context of its financial capacity and considering the substantial repayment of borrowings the Council has made over the last 10 years, it may be in a position (in the medium to longer-term) to utilise

<sup>32</sup> For example, if significant asset revaluations are needed to accurately reflect forward looking asset costs, the Council’s LTFP looks unsustainable, based upon the Council seeking to keep the same asset stock and provide the same services. This is because the depreciation charge will increase, placing more pressure on the operating surplus ratio, and the Council will have less capacity to build cash reserves or finance additional borrowings.

accumulated cash reserves to address any changes to its asset renewal expenditures or repairs and maintenance programs, as appropriate.

### C.3 Asset renewals expenditure

The Council has, on occasions, underperformed on its asset renewal funding ratio,<sup>33</sup> particularly in the three years between 2014-15 to 2016-17, but overall, it has achieved an average of 96 percent over the 10-year period between 2012-13 and 2021-22,<sup>34</sup> (see the top charts over the page). This signifies that the Council has, in some periods, underspent on the renewal and rehabilitation needs of its asset stock over this period, but in other periods has undertaken additional works above what its infrastructure and asset management plans had forecast. Historically, over the last 10 years, the Council's spending on renewal and rehabilitation of its assets has averaged \$4.3 million each year.

From 2023-24 to 2032-33, the ratio is forecast to average 105 percent, reflecting the additional renewal expenditure brought forward to 2023-24 resulting from the deterioration of some of the Council's assets due to a recent flood event as well as associated with some major unscheduled maintenance items.<sup>35</sup> Average annual spending on renewal or rehabilitation of assets is projected to \$6.1 million (in nominal terms). Typically, the Council's transport asset renewals (covering road, footpaths, and bridges) represent the majority of its asset renewal expenditure program, and in the 2023-24 budget transport assets will reflect approximately 64 percent of total asset renewals.<sup>36</sup>

The Council has reduced its asset base over the past 10 years notwithstanding total capital expenditure averaging \$5.5 million per annum (including \$1.2 million per annum on new or upgraded assets) between 2012-13 and 2021-22 (see the bottom right chart below). The Commission notes the reduction is also affected by Council's asset disposal program (and associated fair value adjustments), including impairments in its asset revaluation reserve;<sup>37</sup> however, the Council's asset base had already declined in the earlier period between 2012-13 to 2016-17. Overall, this has led to a small average decline in the value of the asset stock per property of -\$371 or 1.6 percent for each year over the 10 years to 2021-22 (see the bottom left chart below).

Based on discussions with the Council, it has experienced significant increases in construction costs, and supply and labour constraints has impacted on the region. Furthermore, the Council has recognised that its historical capital spending profile and weather events have increased the volatility of its historical asset renewal funding ratio, however, is also seeking to undertake asset reviews to ensure it maintains its service levels to the community.

Against this background, the Commission considers that it would be appropriate for the Council to:

5. **Continue** to review its capital expenditure program annually in its asset management plans and consider options to better align the assumptions underpinning the expenditure allocations (and timing) with its long-term financial plan.

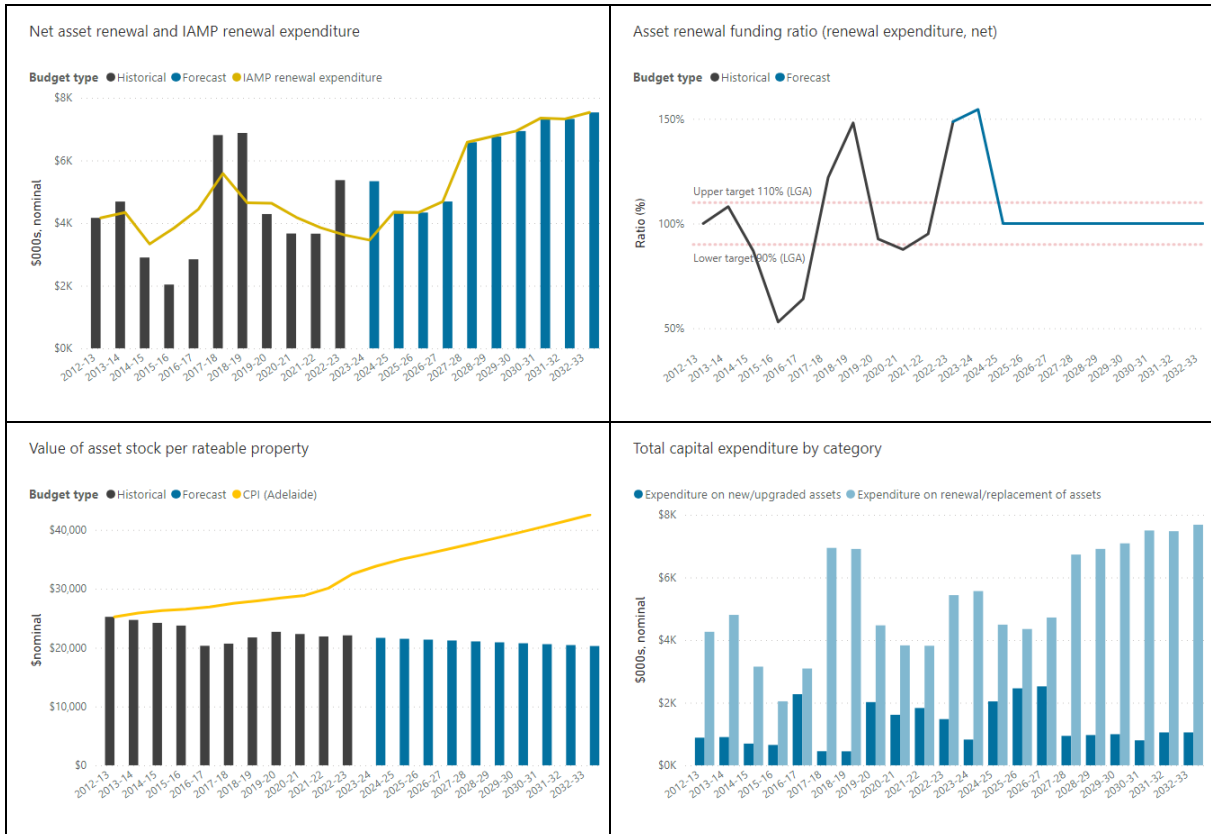
<sup>33</sup> The IAMP-based method is the current industry standard whereby asset renewal/replacement expenditure is divided by the recommended expenditure in the IAMP (or AMP). The suggested LGA target range for the ratio is 90 to 110 percent (LGA SA Financial Indicators Paper, p. 9).

<sup>34</sup> The quoted averages for the ratio are based on 'net asset renewal expenditure' (after the sale of replaced assets) rather than 'gross asset renewal expenditure'.

<sup>35</sup> Clare and Gilbert Valleys Council, *Long Term Financial Plan 2024-25 to 2033-34*, July 2023, p.9.

<sup>36</sup> Clare and Gilbert Valleys Council, *Annual Business Plan 2023-24*, July 2023, p.33.

<sup>37</sup> In 2020-21 and 2021-22 the Council recorded an impairment expense of \$1.2 million and \$0.6 million, respectively, and are predominantly associated with roads, footways and kerbing assets. Clare and Gilbert Valleys Council, *Annual Report 2021/2022*, p. 55, available at [https://www.claregilbertvalleys.sa.gov.au/\\_data/assets/pdf\\_file/0029/1255844/Annual-Report-2021-2022.pdf](https://www.claregilbertvalleys.sa.gov.au/_data/assets/pdf_file/0029/1255844/Annual-Report-2021-2022.pdf).



Asset renewals can also be evaluated by the depreciation-based asset renewal funding ratio,<sup>38</sup> which is projected to track below the recommended minimum level (for the IAMP-based ratio) of 90 percent, averaging 80 percent per annum to 2032-33 (see the right chart below). However, towards the later part of the forecasts (from 2027-28 to 2032-33), the Council is increasing its asset renewal spending. It is important to understand the extent to which the depreciation values reflect the current cost of the assets, and it is not clear to the Commission whether this is the case in the Council’s plans, and if it will have a negative impact on this ratio.

In the context of the Council’s historical volatility in its IAMP-based asset renewal funding ratio, and its assessment of higher depreciation (which is contributing to 30 percent of total operating costs in 2022-23),<sup>39</sup> there may be some risk to its financial forecasts, where the incorrect recording of depreciation could lead to an incorrect assessment of its operating performance and sustainability. The Commission is unable to completely assess the risks in its renewal spending (and higher depreciation) as several factors will require further consideration, for example:

- ▶ higher asset revaluations, driven by higher rates of inflation and construction costs, may be increasing the Council’s assessment of depreciation,
- ▶ asset lives may be assumed shorter in the depreciation calculation than occurs in practice,
- ▶ the scale of asset write-offs (for example roads being damaged due to flooding) and subsequent level of reinvestment may be increasing depreciation, and / or

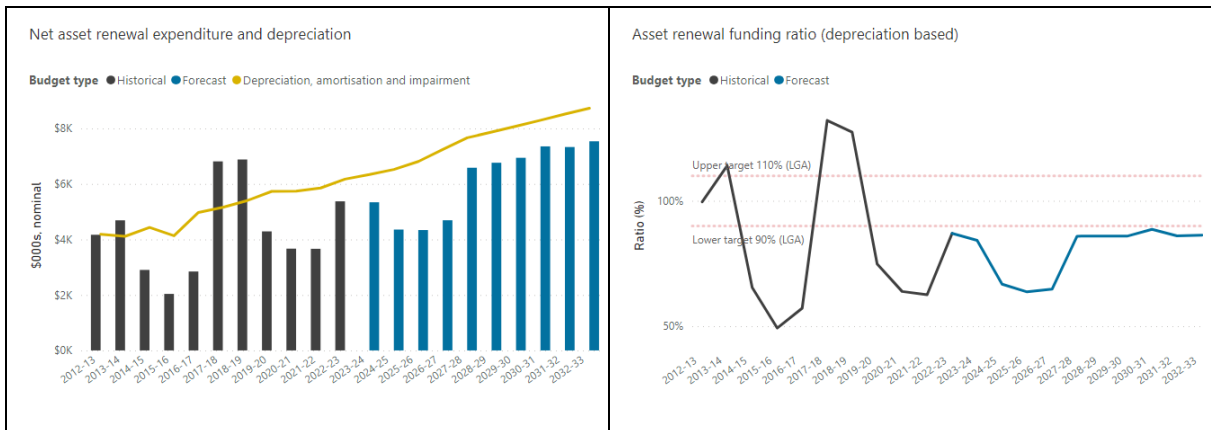
<sup>38</sup> The Council’s asset renewal funding ratio by the depreciation-based method (where asset renewal/replacement expenditure is divided by depreciation expenses). This ratio shows the extent to which capital expenditure on the renewal and replacement of assets matches the estimated rate at which these assets are used or consumed. Prior to 2013, the calculation of the ratio in the sector was based on the ‘depreciation method’ and was known as the asset sustainability ratio until 2018.

<sup>39</sup> Based on the Council’s 2022-23 unaudited estimates reported to the Commission in an Excel template.

- ▶ the Council may not be renewing its assets at a pace indicated by the rate of asset consumption.

For these reasons, the Commission considers that it would be appropriate for it to:

6. **Review** the estimates of asset lives (and valuations) informing its forecast rate of asset consumption (and depreciation expenses) in its long-term financial plan and need for asset renewals in its asset management plans, with a particular focus on the appropriateness of the estimated value of depreciation expenses in the context of asset renewal expenditure requirements.



The Council currently has individual AMPs for transport, buildings and structures, stormwater and CWMS assets. These cover most of the Council’s asset base with transport (roads, footways, kerbing and bridges), and buildings and structures representing approximately 76 percent of the total carrying value of all its assets as of 30 June 2022.<sup>40</sup> The Council’s remaining asset classes includes land and improvements (11 percent), CWMS (6 percent), stormwater drainage (3 percent), Plant, machinery and equipment (3 percent), and other minor assets (1 percent).

In formulating its AMPs, the Council has considered a number of matters such as community and technical levels of service, utilisation and demand of its assets, condition assessments, standards of construction, renewal and maintenance for roads, and risk management. These matters have informed the Council’s planned operating and maintenance budgets, and asset renewal needs over the period to 2028-29.

The Commission notes that the valuations of these assets were mostly carried out some time ago, for example:<sup>41</sup>

- ▶ Stormwater drainage and CWMS, valued as at 1 July 2017
- ▶ Roads, footpaths and kerbing, valued as at 1 July 2018
- ▶ Building and other structures, valued as at 1 July 2019
- ▶ Bridge infrastructure, valued as at 1 July 2021

Further, the Council’s AMPs (for example for transport assets) indicate that they were developed in 2016, based on 2010 field assessments, and updated annually thereafter. In September 2016, a major flood event damaged its road network and during 2017-18 when repair works were substantially

<sup>40</sup> Clare and Gilbert Valleys Council, *Annual Report 2021/2022*, p. 73, available at [https://www.claregilbertvalleys.sa.gov.au/\\_data/assets/pdf\\_file/0029/1255844/Annual-Report-2021-2022.pdf](https://www.claregilbertvalleys.sa.gov.au/_data/assets/pdf_file/0029/1255844/Annual-Report-2021-2022.pdf).

<sup>41</sup> Ibid, p. 76.

completed the Council reinspected the road condition in early 2018, with cross drains, floodways and bridge inspections ongoing.<sup>42</sup>

The AMPs were scheduled for an update in 2022, following the next full asset revaluation, but this does not appear to have occurred. The Commission encourages the Council to periodically and strategically revisit its asset valuation schedule, and then update its plans accordingly. This is particularly important as councils are required to undertake a comprehensive review of its strategic management plans (including asset management plans) within two years after each general election of the Council.<sup>43</sup>

In general, the Commission's review of the AMPs (along with discussions with the Council) has found that, on balance, the Council's strategic planning processes are appropriate; however further updates on its asset valuation and condition assessment may now be needed. In addition, improved disclosure on how its renewal, operating, and repairs and maintenance expenditure forecasts (included in its AMPs) align with the LTFP will add further credibility to the Council's asset management planning.

Against this background, the Commission considers that it would be appropriate for it to:

7. **Complete** the planned reviews of its asset management plans, following a revaluation of its assets, with consideration of desired service levels, as appropriate.

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<sup>42</sup> Clare and Gilbert Valleys Council, *Infrastructure Asset Management Plan – Transport (13 May 2020)*, p. 5, available at [https://www.claregilbertvalleys.sa.gov.au/\\_data/assets/pdf\\_file/0031/722938/Infrastructure-Asset-Management-Plan-Transport.pdf](https://www.claregilbertvalleys.sa.gov.au/_data/assets/pdf_file/0031/722938/Infrastructure-Asset-Management-Plan-Transport.pdf).

<sup>43</sup> LG Act s122(4)(a) and (b). General elections were last held for SA Councils on 11 November 2022.

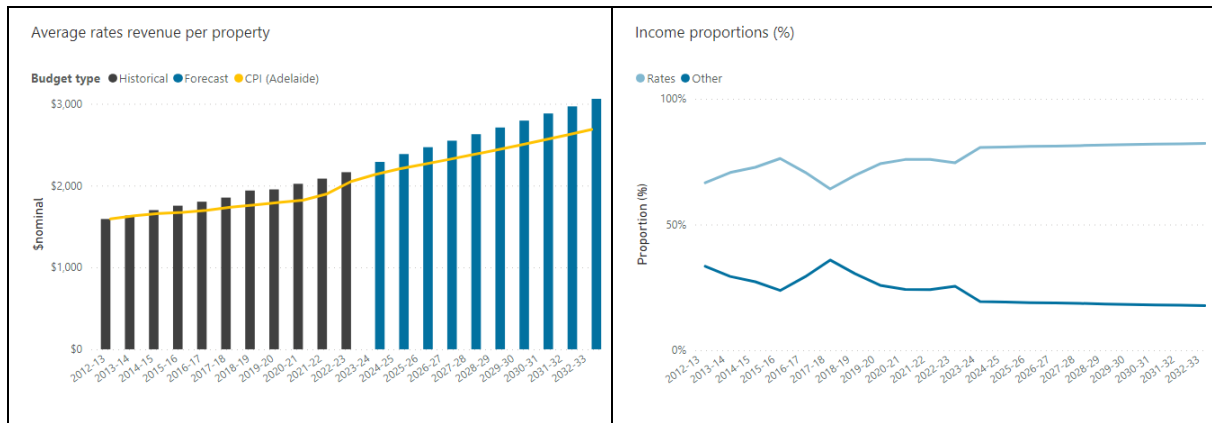
## D Current and projected rate levels

### D.1 Historical rates growth

The Council’s rate revenue per property growth has averaged 3.0 percent or \$55 per annum for each property over the past 10 years,<sup>44</sup> reaching an estimated \$2,085 per property in 2021-22 (see the left chart below). This has exceeded CPI growth of an average of 2.0 percent per annum over this period, but also encompasses negligible average annual growth in rateable property numbers of 0.4 percent per annum, representing a real term increase in rates.<sup>45</sup> Current rate levels partially reflect its recent history of spending growth, particularly operating expenses growth which has trended above CPI growth.

The Council remains reliant on its rate base for its operating sustainability. As the chart below indicates (to the right), rates revenue is forecast to account for 81 percent of budgeted operating income in 2023-24 (and thereafter), compared with 67 percent of income in 2012-13.

The Commission notes that the Council has average rate levels compared to similar councils, however this also reflects its relatively low rate-levels for non-residential categories (compared to Statewide averages), and average rates for residential ratepayers.<sup>46</sup>



### D.2 Proposed 2023-24 rate increases

The Council has budgeted for an average rate increase of 5.8 percent or \$126 per property for its existing ratepayers in 2023-24,<sup>47</sup> higher than anticipated for this year in its 2022-23 LTFP projections (that is, a 4.3 percent increase in rate revenues was previously forecast for 2023-24, whereas currently the Council is forecasting a 7.0 percent increase in rate revenues).

The rate revenue increase reflects higher short-term inflation (estimated by the Council to be 7.9 percent for the quarter ended 31 March 2023), and cost pressures associated with employee costs and in fuel, materials and contractors.<sup>48</sup> The Council has also assumed property growth in the area will be minimal<sup>49</sup> (continuing at approximately 0.7 percent per annum, based on the last five years historical

<sup>44</sup> From 2012-13 to 2021-22.

<sup>45</sup> CPI Adelaide (All groups). Average annual growth in the LGPI published by the South Australian Centre for Economic Studies was similar (at 2.0 percent). Available at <https://www.adelaide.edu.au/saces/economic-and-social-indicators/local-government-price-index>.

<sup>46</sup> Refer to Councils in Focus rates data for 2021-22 available at [https://councilsinfocus.sa.gov.au/councils/clare\\_and\\_gilbert\\_valleys\\_council](https://councilsinfocus.sa.gov.au/councils/clare_and_gilbert_valleys_council). The Commission is not relying on these rate comparisons for its advice; the data source provides one indicator, among many, which has informed its advice on the appropriateness of the rate levels.

<sup>47</sup> Based on the Council’s 2023-24 Annual Business Plan and its Excel template (with the 2023-24 forecasts) provided to the Commission. The Commission has used \$16.222 million (in 2023-24 budgeted rates revenue) compared to unaudited 2022-23 estimates. Individual rate level changes may be higher or lower depending on the rates category and property value.

<sup>48</sup> Clare and Gilbert Valleys Council, *Annual Business Plan 2023-2024*, July 2023, p.9.

<sup>49</sup> Clare and Gilbert Valleys Council, *Annual Business Plan 2023-2024*, July 2023, p. 26.

average), and is not an important determinant in 2023-24 rates revenue (including for its long-term forecasts).

Different rate categories are subject to varying changes, with residential ratepayers to pay a lower increase of 4.8 percent or \$104 per property on 2022-23 levels. Primary production ratepayers (i.e., agriculture, livestock, horticulture, and commercial forestry) are budgeted to pay the largest increase of 9.4 percent or \$234 per property. The Commission notes that these ratepayers are otherwise on relatively lower differential rates,<sup>50</sup> and the Council has budgeted to maintain this relative rates burden between residential and primary production ratepayers from year to year.<sup>51</sup>

On a proportional revenue basis, primary production ratepayers account for around 48 percent of 2023-24 budgeted rates revenue, followed by residential ratepayers (41 percent), and commercial ratepayers (6 percent). On a capital valuation basis (in 2023-24), primary production land use represents 63 percent of the aggregate capital value in the Council area,<sup>52</sup> despite the relatively lower rate contributions (as a group) than residential ratepayers.

Other than 'general rates' revenue (which represents around 82 percent of total rates revenue in 2022-23),<sup>53</sup> the Council collects income from the CWMS charge, waste collection,<sup>54</sup> and the Regional Landscape Levy (around 8, 6 and 3 percent of total rates revenue respectively).

### D.3 Projected further rate increases

Over the forward years of its LTFP, the Council is projecting average rates increases for its existing ratepayers of approximately 3.3 percent per annum from 2023-24 to 2032-33. On a rate revenue basis, the Council has included an additional 1.5 percent on top of CPI for the life of its LTFP,<sup>55</sup> reflecting the Council's consideration of its future financial sustainability as well as the community's capacity to pay.

In total, the LTFP effectively projects a cumulative increase of \$771 per existing ratepayer (to \$3,060 per annum) by 2032-33, consistent with the Council's assumed inflation growth over this period and its relatively low growth in rateable properties (of approximately 0.7 percent per annum). The projected rate increase per rateable property is above the RBA-based inflation forecast of an average of 2.6 percent per annum<sup>56</sup> (refer to the previous page chart on the left side).<sup>57</sup>

As a result of further rates increases, the percentage of the Council's total income contributions from ratepayers is projected to average around 82 percent, compared to a historical average of around 72 percent.

### D.4 Affordability risk

The community affordability risk for these further rate increases appears to be moderate, on balance, considering:

<sup>50</sup> Rate in the dollar applied to the capital value of the property in the Council area. Clare and Gilbert Valleys Council, *Annual Business Plan 2023-24*, July 2023 p. 30.

<sup>51</sup> Clare and Gilbert Valleys Council, *Annual Business Plan 2023-2024*, July 2023, p. 28.

<sup>52</sup> Clare and Gilbert Valleys Council, *Annual Business Plan 2023-24*, July 2023, p. 27.

<sup>53</sup> Before discretionary rebates.

<sup>54</sup> The Commission notes the increase in the solid waste levy over the last 10 years, which has impacted waste management costs in the local government sector.

<sup>55</sup> The Council's assumed CPI projections are based on the May 2023 economic report from the RBA to June 2025 with a longer-term projection toward the higher end of the RBA's 2 – 3 percent target range. Clare and Gilbert Valleys Council, *2023-24 Long Term Financial Plan*, July 2023, p. 5.

<sup>56</sup> The forecast average annual growth in the CPI from 2023-24 to 2032-33 is estimated to be 2.6 percent based on the RBA forecasts for the CPI (Australia-wide) to December 2025 (and the Commission's calculations of average annual percentage growth) and the midpoint of the RBA's target range (2.5 percent) from 2025-26.

<sup>57</sup> The CPI forecasts in the chart are based on RBA forecasts and then a return to long term averages (2.5 percent per annum), which are different to Council's inflation forecasts (as was discussed in section B.1).

- ▶ the Council's relatively high socio-economic indexes for areas (SEIFA) economic resources ranking for the Council area,<sup>58</sup>
- ▶ the current relatively average rates (across most ratepayers) without further forecast increases above inflation,
- ▶ the Council's differential rating policy applying to primary production ratepayers which are on relatively lower rates on a capital value basis (compared to residential ratepayers),
- ▶ little evidence of community concerns on affordability (based on the three written submissions received),<sup>59</sup> and
- ▶ the effect of cumulative increases in rates per existing ratepayer of approximately 3.3 percent per annum to the period 2032-33, above the forecast rate of inflation.

Affordability risk can also be viewed in the context of the Council's financial sustainability risks, evident from the Council's forecast operating deficits (to 2028-29), uncertainty around the valuation of its assets and needed updates to its asset management planning. The associated implications for depreciation, renewals expenditure and the relevant ratios could mean that the community may be exposed to further rate increases.

As the current economic environment is putting more pressure on many communities' capacity to pay, including those of the Council, the Commission considers it would be appropriate for the Council to:

8. **Continue** to review and consider options in limiting future increases in rates to no more than expected inflation, to help reduce any emerging affordability risk in the community.

<sup>58</sup> The Clare and Gilbert Valleys Council area is ranked 51 among 71 South Australian 'local government areas' (including Anangu Pitjantjatjara and Maralinga Tjarutja Aboriginal community areas and 'unincorporated SA') on the Australian Bureau of Statistics SEIFA Index of Economic Resources (2021), where a lower score (eg, 1) denotes relatively lower access to economic resources in general, compared with other areas, available at <https://www.abs.gov.au/statistics/people/people-and-communities/socio-economic-indexes-areas-seifa-australia/2021>.

<sup>59</sup> Clare and Gilbert Valleys Council, *Special Council Meeting Agenda - 5 July 2023, Item 1. Public submissions Draft 2023-2024 Annual Business Plan & Budget and Draft 2023-2024 to 2032-2033 Long Term Financial Plan*, available at [https://www.claregilbertvalleys.sa.gov.au/\\_data/assets/pdf\\_file/0024/1428162/5-July-2023-Special-Council-Meeting-agenda.pdf](https://www.claregilbertvalleys.sa.gov.au/_data/assets/pdf_file/0024/1428162/5-July-2023-Special-Council-Meeting-agenda.pdf).





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**Subject:** Funding for the Clare Valley Wine, Food and Tourism Centre

**Responsible Officer:** Dr Helen Macdonald, Chief Executive Officer

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<b>Strategic Outcome</b>	Strategic Plan 2023-2033 Vibrant Local Economy Encourage tourism offerings to cater to a range of interests and varied economic options.
<b>Financial Implication</b>	There are budget implications for 2024-25 identified in this report.
<b>Statutory Implication</b>	Local Government Act 1999
<b>Policy Implication</b>	N/A
<b>Community Implication</b>	There are no specific community implications identified in this report.
<b>Risk Assessment</b>	Failure of Council to support the Clare Valley_Wine, Food and Tourism Centre with a risk rating of low.

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## Purpose

To consider an extension to both the lease and the funding agreement for the continued operation of the Clare Valley Wine Food and Tourism Centre by the Clare Valley Hutt Project Inc.

## Report

### Background

The Clare Valley Wine, Food and Tourism Centre has had council funding for the past ten years. Currently the Centre receives an annual grant of \$200,000, paid in quarterly instalments.

Funding of the Centre started with a decision by Council in 2015. In 2017, the decision about funding the Centre moved to being on the basis of a five year commitment. The current five year term comes to an end on 31 January 2025. The funding has been fixed at \$200,000 per year, for the past 10 years. The Centre pays rent back to Council for the use of council premises situated at the corner of Spring Gully road and Horrocks Highway.

The Clare Valley Wine, Food and Tourism Centre is the only visitor information service in South Australia that is not funded and run by the host council.

CGVC is being asked by the Centre for a new funding agreement to be put in place. It has asked for an annual grant of \$250,000, starting in January 2025. It has also asked that the grant to be indexed each year against the March CPI figures and that the agreement be for a term of at least 5 years.

The increase in funding has been requested to help cover the increase in operational costs and to allow the Centre to develop new product lines to add to those that it already offers. New product lines will add to the visitor experience and, presumably will increase the viability of the Centre.

In addition to its funding request, the Centre wishes to continue to lease the current building, under a new lease agreement; and to have a new and revised set of key performance indicators and targets.

It seems that even with a comprehensive website and extensive social media postings about the Clare Valley and its attractions, visitors of all ages value the opportunity to engage with a local to get advice from a human being. This has been confirmed in the 2019 report on Visitor Information Services undertaken by Leonie Boothby & Associates for the Legatus Group. The Centre also argues that it provides a positive benefit to the local economy and community.

Without CGVC funding it is difficult to see how the Centre could continue to provide the service that it currently provides. It could ask the business end of the tourism sector to contribute more but it is unlikely the sector could easily find several hundred thousand dollars on top of what they already contribute.

It is recommended that Council notes the request from the Centre and that a decision be part of Council's budget deliberations for the next financial year.

## **Attachments**

- Letter Funding Proposal for 2025-2030 - Clare Valley Wine, Food and Tourism Centre
- Tourism Visitor Information Services Project, Leonie Boothby & Associates 2019
- Clare Valley Socio Economic Impact Assessment 2017
- KPPM Strategy Clare Valley Tourism and VICs – 2014
- Letter of Support – Clare Valley Wine and Grape Association
- Letter of Support – RDAYMN
- Survey Results, Feb 2024 - Clare Valley Wine, Food and Tourism Centre

## **Recommendations**

Moved: Cr  
Seconded: Cr

That Council notes and will include in its budget deliberations for 2024-2025 the request for funding agreement from the Hutt Project to the value of \$250,000/year for the Clare Valley Wine, Food and Tourism Centre, and that the annual funding be indexed each year against the March CPI figure.



9 February 2024

Dr Helen Macdonald  
CEO, Clare & Gilbert Valley Council  
4 Gleeson Street'  
Clare SA 5453

Dear Helen,

**Re: Future funding and Lease arrangements of the Clare Valley Wine, Food and Tourism Centre.**

Thank you for allowing us to present to Council on Wednesday 7 February to highlight the economic benefits that have been achieved for our Council and Tourism Regions as a direct result of the successful operation of the Clare Valley Wine Food and Tourism Centre.

We formally request that Council consider the following for the 2024-2025 budget and beyond.

- The centre would like to secure an annual grant from CGVC starting in Jan 2025 of \$250,000 annually, to be indexed each year against the March CPI figures, for a term of at least 5 years.
- The centre will continue to lease the current building, with a new lease agreement to be established.
- Current KPI's and targets for the Clare Valley Wine, Food and Tourism Centre to be review and revised.

The governing Board, stakeholders and Centre management believe the security that this extended funding agreement offers will enable us to better plan future activities at the Centre and give us the opportunity to re-invest in the tourism sector. We will be able to implement initiatives that will embrace broader Tourism and Community attractions for our region.

Kind regards,

A handwritten signature in black ink, appearing to read "Tania Matz".

Tania Matz  
Chairperson  
Clare Valley Hutt Project Inc.

**Clare Valley Hutt Project Inc.**  
**Trading as Clare Valley Wine Food and Tourism Centre**  
**PO Box 490, Clare, South Australia 5453**

**Legatus Group**  
**Tourism Visitor Information Services Report**

**Situation analysis**

**This analysis is a companion document to the Tourism Visitor Information Services Project Report.**

**Delivered by Leonie Boothby & Associates Pty Ltd**  
**July 2019**

## Table of Contents

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Table of Contents.....	2
Barossa tourism region.....	3
Clare Valley tourism region.....	6
Southern Flinders Ranges tourism (sub)region.....	9
Yorke Peninsula tourism region.....	12
Appendix 1: VIS Audit detail – Barossa tourism region.....	15
Appendix 2: VIS Audit detail – Clare Valley tourism region.....	21
Appendix 3: VIS Audit detail – Southern Flinders Ranges tourism (sub)region.....	26
Appendix 4: VIS Audit detail – Yorke Peninsula tourism region.....	34

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## Barossa tourism region

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### Regional Tourism Organisation

Tourism Barossa Inc. (TBI) is the Regional Tourism Organisation (RTO) and two of the region's local councils (The Barossa Council and Light Regional Council) and SATC provide funding support. The Town of Gawler is included in the Barossa tourism region; however, does not financially contribute to TBI. TBI is a member-based organisation with membership revenue contributing significantly to its annual funding.

TBI employs a small team of part-time staff (2FTE) whose activities include (directly relevant to VIS):

- managing tourism content on [www.barossa.com](http://www.barossa.com)
- managing an active Social Media presence under 'My Barossa'
- producing the Barossa Touring Map, Barossa Regional Visitor Guide and Barossa Retail Guide.

### Barossa Regional partners

Local Government: The Barossa Council, Light Regional Council, Town of Gawler\*

\*Town of Gawler is not a Legatus member council and therefore has not been included in this project; it is however, included in the Barossa Tourism Region. It is therefore suggested that it be included in consideration of VIS delivery for the region.

Industry / development organisations: TBI, Regional Development Australia Barossa Gawler Light Adelaide Plains, Barossa Grape and Wine Association, Barossa Food.

### Gap analysis (comparison current to potential VIS delivery)

In addition to the recommendations and information provided in our main report, we have also developed a gap analysis / review of specific opportunities and challenges for the Barossa tourism region based on the regional information provided and our best practice research findings.

#### Face-to-face delivery

##### VICs

There are two accredited VICs in the Legatus member council areas of the Barossa tourism region – one located in Tanunda and one in Kapunda; both owned and operated by Local Government. Whilst the Gawler VIC (<https://www.barossa.com/visit/visitor-information-centres/gawler-visitor-information-centre>) is part of the Barossa tourism region, as it sits outside the Legatus region, it has not been included as part of this project.

##### Barossa VIC

Barossa VIC is currently undergoing a significant upgrade that will improve the visitor experience (integration of technology, appeal of information (visual stimulation and interactivity), education, storytelling), provide increased opportunity for artisan product retail sales (regional wine, food, arts and crafts) and flexibility of service delivery.

##### Parking

Whilst the carpark behind the centre has ample capacity, it is mainly unsealed and does not meet accreditation standards (level surface and line marking to designate disabled, bus and caravan parking).

##### Role of the VIC

In addition to its core functions as a VIC, the Barossa VIC plays a broader regional role in areas such as attendance at regional promotional and trade events, content contribution to the regional website and regional social media channels. Compared to other centres in the Legatus region, the Barossa VIC has a

relatively high staffing level (5FTE), supported by a strong cohort of volunteers. It is suggested that in future regional VIS discussions the following considerations be made:

- formalising and potential extension of the regional role of this VIC (e.g. could include a regional VIS delivery oversight role, mentoring of other VIC (Kapunda, Gawler) staff and volunteers)
- potential extension of existing resources to provide additional VIS delivery outside the VIC (roving ambassadors, pop-ups).

## Kapunda VIC

### Collocation with council services

The VIC is co-located with council customer services, with staff undertaking both roles. Whilst there are financial benefits of co-location (sharing of space and savings in salaries and wages), there is also the significant challenge in the requirement for staff to be skilled and knowledgeable in the areas of library, council customer services and visitor services. Challenges also present with competition for floor space for displays, flexibility of layout (different customer service requirements) and technology to support both services.

The site is also home to the Sidney Kidman exhibition and Taste of the Region display; attractions that the Light Regional Council is keen to expand and promote. It is suggested that future modifications to the site consider the potential benefits of 'reimagining' the visitor experience both in terms of visitor information delivery and these attractions.

Additionally, the VIC does not engage volunteers. It is suggested that opportunities to engage volunteers to enhance the visitor experience be considered. Staff training needs have been identified in areas such as sales, marketing, online bookings and use of digital technology. The requirement (per accreditation guidelines) for 7-day delivery is currently inhibiting the ability to provide this training. The engagement of volunteers to assist in VIS delivery may assist in addressing this challenge.

## VIOs

There are currently three VIOs in the Legatus member council areas of the Barossa tourism region; all located in The Barossa Council region (Angaston, Nuriootpa and Williamstown) and all operated by commercial businesses. It is understood that potential future VIO sites have been identified for The Barossa Council region to be operated by council library branches at Mt Pleasant and Lyndoch.

There are currently no VIOs operating in the Light Regional Council area; however, it is understood that there is potential for a site at Freeling and for an unmanned site at Marananga (Seppeltsfield Rd).

The Barossa VIC has oversight of the VIOs in its region. This could be extended to take a regional approach to VIO delivery (subject to agreement between funding stakeholders) to share resources, provide VIO support and improve consistency and flexibility of VIS delivery.

## *Other face-to-face delivery options*

### Pop-up / mobile delivery

The Barossa VIC provides pop-up VIS (concierge stand) at Barossa promotional events interstate and at key regional events.

There is potential to extend the capacity of pop-up / mobile services by collaborating regionally to develop a regional VIS model where assets created can be shared e.g. securing of a mobile kiosk / stand / vehicle reflecting regional branding. Potential collaboration with neighbouring tourism regions to combine investment (e.g. in a van that could be shared with interchangeable marketing collateral) could also be considered.



## Roving ambassadors

As part of future regional VIS discussion, consider potential opportunities to increase visitor length of stay and spend using roving ambassadors to engage with visitors e.g. at regional events and during peak periods.

## Digital

### *Websites and social media*

#### Regional website and social media

The tourism region brand is Barossa with sub-regional brands reflecting townships and key attractions. The regional website is Barossa.com which is currently undergoing a significant upgrade, and which will provide improved VIS delivery (including the addition of live webchat capability). Content management is shared between the Barossa food, wine and tourism industry associations and with the Barossa VIC.

Similarly, social media communication supporting the Barossa brand is also shared between the Barossa food, wine and tourism industry associations and with the Barossa VIC.

#### Sub-regional websites and social media

Light Regional Council is currently developing its own website lightsouthaustralia.com and social media program to drive separate brand recognition for the council region with promotional goals including but extending beyond tourism visitation. It is suggested that, as part of future regional VIS discussions, the roles and linkages between regional and sub-regional websites (such as lightsouthaustralia.com) and social media communication be considered to ensure that information and promotion is centred on the visitor and supports increased length of stay and spend in the region.

## Physical

An audit of physical VIS (signage, wayfinding, information bays etc.) has not been undertaken; however, it is noted that both councils are currently undertaking reviews.

The Barossa Council is working with township groups to develop potential concepts for town entry signage.

Light Regional Council is undertaking a tourism signage audit; considering current condition and recommendations for improvement.

The SA Regional Visitor Strategy notes as an action of the Barossa tourism region (in relation to visitor infrastructure) to improve visitor wayfaring including signage and improve directional signage.

A gap noted during consultation on this project is in relation to main highway signage and key turnoffs to Barossa townships; with the suggestion that reference to the Barossa region be added to directional signs to connect townships to the region.

A detailed audit of VIS delivery for the Barossa tourism region is provided as Appendix 1.

## Key contacts

- Cathy Wills, Regional Tourism Manager, Tourism Barossa Inc.
- Jo Seabrook: Manager Tourism Services, The Barossa Council
- Liz Heavey: Tourism Development Manager, Light Regional Council
- Pepper Mickan: Library Services Manager, Light Regional Council
- Lynette Ancell, Senior Visitor Information Centre Officer, Gawler Visitor Information Centre, Town of Gawler

## Clare Valley tourism region

### Regional Tourism Organisation

The Clare Valley tourism region takes in the council areas of Clare and Gilbert Valleys Council, the Regional Council of Goyder and parts of both the Adelaide Plains Council and Wakefield Regional Council.

There is no separate RTO for the region. Regional Development Australia Yorke and Mid North (RDAYMN) coordinates industry-based tourism initiatives for the region on behalf of the above four councils. With a small amount of funding support from SATC, it employs a part-time regional tourism manager (0.6FTE).

### Regional partners

Local Government: Clare and Gilbert Valleys Council, Regional Council of Goyder (whilst Adelaide Plains Council and Wakefield Regional Council are part of the Clare Valley tourism region, they are not significant partners in tourism VIS delivery).

Industry / development organisations: Regional Development Australia Yorke and Mid North, Clare Valley Wine and Grape Association, Clare Valley Cuisine, Visual and Performing Arts (Mid North), and Clare Valley Business and Tourism Association

### Gap analysis (current to potential comparison)

#### Face-to-face delivery

##### VICs

There are currently two accredited VICs – one located in Clare (operated by an industry organisation) and one in Burra (operated by Regional Council of Goyder).

##### Clare Valley Wine Food & Tourism Centre (CVWFTC)

##### Location

The location of the Clare VIC has relatively recently been debated with the outcome being a return to its current location (following previous relocation to be co-located with the library in the main street). It is suggested that the pros and cons of the current location in relation to best practice (outlined below), be considered as part of future regional VIS delivery discussions (e.g. potential to fill any resultant VIS gaps with use of roving ambassadors and pop-up information booth in high foot traffic areas, at peak times, at festivals and events etc. across the tourism region).

Pros	Cons
<ul style="list-style-type: none"><li>• It is an attraction in its own right – regional wine and food offering in an attractive setting (recently won VIC of the year)</li><li>• Provides retail and consumer engagement opportunities for regional food, wine and arts sectors</li><li>• Ample parking</li><li>• Proximity to tourism accommodation</li><li>• Co-location with wine industry body</li></ul>	<ul style="list-style-type: none"><li>• Out of town – not providing benefit to main street retail, cafes etc. - not in high foot traffic area</li><li>• Not at a gateway to the Clare Valley tourism region from either direction</li><li>• Visibility issues – set back off the road and may be challenging to see at first glance</li></ul>

## Role of the VIC

In addition to its core functions as a VIC, the CVWFTC plays a broader regional role in areas such as attendance at regional promotional and trade events and content contribution to the regional website. Compared to other centres in the Legatus region, the CVWFTC has relatively a high staffing level (5.5FTE), supported by a strong cohort of volunteers. It is suggested that in future regional VIS discussions the following considerations be made:

- formalising and potential extension of the regional role of this VIC (e.g. could include a regional VIS delivery oversight role, mentoring of Burra VIC staff and volunteers)
- potential extension of existing resources to provide additional VIS delivery outside the VIC (roving ambassadors, pop-ups).

## Burra & Goyder Visitor Information Centre

The Regional Council of Goyder (RCOG) has secured grant funding to construct a new building linking the Burra Town Hall and the Burra Regional Art Gallery to be named the Burra Cultural Centre. VIC services will be relocated to the new building and complemented with a retail shop with administration of the Town Hall, Art Gallery and Visitor Centre consolidated. The gallery is a drawcard and the new centre will be in a strong location in terms of proximity to the main street, high foot traffic, access to parking, amenities etc. It is anticipated that the Burra Cultural Centre will also become an attraction.

Revenue and customer service relating to Heritage Passport product sales and provision of tours are key aspects of current VIC operations. It is suggested that RCOG consider staffing roles in new model that consider revenue-generating potential. It is also noted that the VIC currently has limited volunteer capacity and suggested that volunteer recruitment and potential for sharing of volunteers with co-located gallery and town hall also be considered.

## VIOs

There are currently seven VIOs, located in Eudunda, Terowie, Auburn, Riverton, Robertstown, Mount Bryan and Hallett; operated by community groups or the private sector and with a base level of support provided by respective councils.

## *Other face-to-face delivery options*

### Pop-up /mobile delivery

The CVWFTC provides pop-up VIS at trade events (stand used at Caravan & Camping Show). There is potential to extend the capacity of pop-up / mobile services by collaborating regionally to develop a regional VIS model where assets created can be shared e.g. securing of a mobile kiosk / stand / vehicle reflecting regional branding. Potential collaboration with neighbouring tourism regions to combine investment (e.g. in a van that could be shared with interchangeable marketing collateral) could also be considered.

### Roving ambassadors

As part of future regional VIS discussion, consider potential opportunities to increase visitor length of stay and spend using roving ambassadors to engage with visitors e.g. at regional events and during peak periods.

## Digital

### Websites and social media

### Regional website and social media

The tourism region brand is Clare Valley with sub-regional brands reflecting townships and key attractions. The regional website is [clarevalley.com.au](http://clarevalley.com.au) (recently upgraded) and content management is undertaken by CVWFTC. Social media communication supporting the Clare Valley brand is undertaken by RDAYMN.

### Sub-regional websites and social media

Visit Burra is the predominant sub-regional brand with website [visitburra.com](http://visitburra.com) (also recently upgraded) and supporting social media. It is understood that Clare Valley Wine Inc. also plan to build an adjunct wine related website. It is suggested that, as part of future regional VIS discussions, the roles and linkages between regional and sub-regional websites (such as [visitburra.com](http://visitburra.com)) and social media communication be considered to ensure that information and promotion is centred on the visitor and supports increased length of stay and spend in the region.

### Physical

An audit of physical VIS (signage, wayfinding, information bays etc.) has not been undertaken. It understood there are no current signage reviews being undertaken in the region.

A detailed audit of VIS delivery for the Clare tourism region is provided as Appendix 2.

### Key contacts

- Paula Jones, Centre Manager, Clare Valley Wine Food & Tourism Centre (CVWFTC)
- Pat Kent, Tourism, Arts & Heritage Development Manager, Regional Council of Goyder (RCOG)
- Miriam Ward, Regional Tourism Manager, Regional Development Australia Yorke & Mid North (RDAYMN)
- Dr Helen McDonald, CEO, Clare & Gilbert Valleys Council

## Southern Flinders Ranges tourism (sub)region

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### Regional Tourism Organisation

The Southern Flinders Ranges (SFR) is not recognised as a South Australian Tourism region in its own right; with the area being part of the Flinders Ranges & Outback (FRO) tourism region. The SFR Local Government partners continue to jointly pursue recognition as a separate tourism region (with the South Australian Tourism Commission (SATC)) and creation of an SFR tourism entity. Consultation with the region indicates that a lack of critical mass of tourism products and experiences continues to impede recognition as a separate tourism region.

Whilst SFR shares many tourism commonalities with the broader Flinders and Outback areas, there are also many differences in tourism products and experiences (SFR strong focus on food and wine) and in terms of target visitor markets. The vast geographic size of the area and the tyranny of distance between townships also makes collaboration as one tourism region challenging.

The Regional Development Australia (RDA) boundaries split the SFR area with the RDAYMN boundary including the SFR councils and RDA Far North (RDAFN) boundary including the northern Flinders and Outback areas. RDAs auspice the key tourism resources for the region with a small amount of funding assistance from SATC and from a small number of councils. RDAYMN employs a part-time Communications / Tourism Officer (Southern Flinders Ranges) equivalent to 0.2FTE and RDAFN employs a full-time Project Officer Tourism (Flinders Ranges & Outback).

Flinders Ranges and Outback South Australia Tourism (FROSAT) is the RTO for the tourism region. FROSAT is governed by a volunteer Board who work with the RDA tourism staff to deliver tourism regional plans and initiatives (within available resource limits).

### SFR Regional partners

Local Government: Flinders Ranges Council, District Council of Mount Remarkable, District Council of Orroroo Carrieton, District Council of Peterborough, Northern Areas Council and Port Pirie Regional Council

Economic development organisations: RDAFN and RDAYMN

Industry development organisations: FROSAT, Flinders Ranges Tourism Operator Association, Southern Flinders Tourism and Tastes, Peterborough Tourism

### Gap analysis (comparison current to potential VIS delivery)

#### Face-to-face delivery

#### VICs

There are currently four accredited VICs located in Port Pirie, Peterborough, Hawker and Quorn (Flinders Ranges). All are co-located with attractions or businesses and/or are in main streets / close to CBD areas. Port Pirie, Flinders Ranges and Peterborough VICs are all owned and operated by Local Government, whilst the Hawker VIC is privately owned and operated.

#### Peterborough & Flinders Ranges

##### Governance

The Peterborough VIC is operated by the Peterborough Tourism Management Committee and Flinders Ranges VIC is currently overseen by the Flinders Ranges Visitor Information Centre Management Committee; both s41 Committees of the Councils. Should the region moved towards an SFR regional VIS model (including centralised / regional management of VICs and VIOs), the opportunity exists to convert these S41

committees to advisory committees and reduce the governance and administration burden as a s41 (Local Government requirements) on each of the councils.

## Port Pirie

### Operational review

Port Pirie Regional Council previously engaged V1 Tourism to undertake a review of the VIC. It is noted that the confidential recommendations are still being considered by Council.

## VIOs

There are currently 8 VIOs in the SFR sub-region located in Crystal Brook, Jamestown, Wirrabara, Laura, Melrose, Wilmington, Orroroo and Gladstone; mainly staffed by volunteers. Different types of organisations operate the VIOs including Local Government (Orroroo), community groups (Crystal Brook, Jamestown, Wirrabara, Laura, Wilmington, Gladstone) and private sector (Melrose Caravan Park).

## Other face-to-face delivery options

### Pop-up /mobile delivery

The region collaborates to provide VIS at trade events (stand used at Caravan & Camping Show). There is potential to extend the capacity of pop-up / mobile services by collaborating regionally to develop a regional VIS model where assets created can be shared e.g. securing of a mobile kiosk / stand / vehicle reflecting regional branding. Potential collaboration with neighbouring tourism regions to combine investment (e.g. in a van that could be shared with interchangeable marketing collateral) could also be considered.

### Roving ambassadors

As part of future regional VIS discussion, consider potential opportunities to increase visitor length of stay and spend using roving ambassadors to engage with visitors e.g. at regional events and during peak periods.

## Digital

### Regional and sub-regional websites and social media

The tourism region brand is Flinders & Outback with sub-regional brands 'Southern Flinders', 'Flinders Ranges' and 'Outback'. The regional website <https://flindersandoutback.com.au/> reflects the three regional brands and links to the separate sub-regional websites (SFR <https://www.southernflindersranges.com.au/>). RDAYMN and FROSAT currently share responsibility for updating the website.

The sub-regional website [www.flindersranges.com](http://www.flindersranges.com) defaults to <http://www.frc.sa.gov.au/tourism> which is the website for the Flinders Ranges VIC. It is noted (for regional consideration) that this may create visitor confusion when doing a general search on 'Flinders Ranges'.

Social media promotion is structured in line with the region and sub-region branding for the Flinders & Outback region. Social media communication supporting the SFR brand is undertaken by RDAYMN.

### Physical

A separate audit of physical VIS (signage, wayfinding, information bays etc.) has not been undertaken. It is understood there are no current or recent reviews for the region.

A detailed audit of VIS delivery for the Southern Flinders tourism (sub)region is provided as Appendix 3.

## Key contacts

- Carly Archer, Communications / Tourism Officer (Southern Flinders Ranges) Regional Development Australia Yorke and Mid North

- Project Officer Tourism (Flinders Ranges & Outback) Regional Development Australia Far North (currently vacant)
- Glen Christie, Manager – Tourism & Events, Port Pirie Regional Council
- Jillian Wilson, Coordinator, Flinders Ranges Visitor Information Centre, Flinders Ranges Council
- Janet Teague, Hawker Visitor Information Centre
- Ann Frick, Manager of Corporate & Community Services, District Council of Orroroo Carrieton
- Shirley Dearlove, Team Leader/Supervisor, Steamtown Heritage Rail Centre / Peterborough Visitor Information Centre
- Rhonda Pech, Laura Information Centre
- Ebony Rodda, Community Engagement Officer, District Council of Mount Remarkable

## Yorke Peninsula tourism region

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### Regional Tourism Organisation

Yorke Peninsula Tourism (YPT) is the RTO with Copper Coast Council, Yorke Peninsula Council and District Council of Barunga West and SATC providing funding support.

Adelaide Plains Council and Wakefield Regional Council both sit across two tourism regions: Yorke Peninsula (YP) and Clare Valley. These Councils do not currently contribute funding to YPT, therefore YPT's delivery of service focuses predominantly on the Copper Coast, Yorke Peninsula and Barunga West Council areas.

YPT engages a part-time Tourism Manager and Tourism Coordinator with a combined FTE of 1.1.

### YP Regional partners

Local Government: Copper Coast Council, Yorke Peninsula Council and District Council of Barunga West

Industry / development organisations: Yorke Peninsula Tourism (YPT), RDAYMN

### Gap analysis (comparison current to potential VIS delivery)

#### Regional VIS delivery

Of note, YP is already operating, to a reasonable degree, under a regional VIS model with strong collaboration amongst YPT and Copper Coast Council, Yorke Peninsula Council and District Council of Barunga West. However, there is currently no formal model in place and there may be further improvements to be made in terms of efficiencies, support for Visitor Information Providers (VIPs) and improvements to the visitor experience. Creating a truly regional model in terms of planning, funding and allocation of resources would also provide an opportunity to engage with both Adelaide Plains and Wakefield councils around potential addition of VIOs in key locations in those areas.

#### Face-to-face delivery

##### VIC

##### Location

There is one VIC in the region, Copper Coast VIC, located in Kadina, owned and managed by Copper Coast Council. The VIC is located off the main street and can be challenging for visitors to find as it is not located in a prominent position. Although co-located with other services (Farm Shed Museum, play centre and mini golf), the VIC is not in a high foot traffic area. Copper Coast Council is aware of these challenges and aims to address them in future delivery planning.

##### Booking services

Copper Coast Council is currently developing a consumer facing website (as distinct from its Local Government website) to be delivered in time to facilitate hosting cruise ship visitors beginning December 2019 / January 2020. The new website will address areas such as booking commissions (the VIC is currently only receiving 4% commission) and booking of tourism products and experiences (will be a 10% commission).

##### VIOs

There are currently 12 VIOs, strategically located across the region in Ardrossan, Coobowie, Corny Point, Edithburgh, Minlaton, Innes National Park, Maitland, Port Broughton, Port Victoria Kiosk, Port Vincent, Yorketown and Stansbury.



Different models are in place in terms of the type of organisations operating VIOs including community groups, progress associations and the private sector. Some VIOs are operated with a combination of staff and volunteers, others are unmanned (i.e. hard copy information only). VIO support from Yorke Peninsula Council in some cases includes the leasing of council-owned caravan parks to local progress associations that then use surplus funds to support VIS delivery.

The region may want to consider future inclusion of VIOs connecting the region to the northern gateway to the Adelaide International Bird Sanctuary at Point Parham. The YPT Strategic Plan also notes potential consideration of Mallala and Two Wells as entry points to the region.

VIOs in each area are managed by the Council in that area. There is the potential to regionalise management of VIS and bring the VIC and oversight of all VIOs under one umbrella, with the aim of creating financial efficiencies and improving consistency and flexibility of VIS delivery.

### *Other face-to-face delivery options*

#### *Pop-up /mobile delivery*

The Copper Coast Council will establish a seasonal 'pop-up' VIC at the Railway Station in Wallaroo to support visitation by cruise ships beginning December 2019 / January 2020.

There is potential to create shared pop-up / mobile service capacity e.g. securing of a mobile kiosk / stand / vehicle reflecting regional branding.

#### *Roving ambassadors*

As part of future regional VIS discussion, consider potential opportunities to increase visitor length of stay and spend using roving ambassadors to engage with visitors, e.g. at regional events and during peak periods.

### *Digital*

#### *Regional and sub-regional websites and social media*

The tourism region brand is Yorke Peninsula with sub-regional brands for townships and attractions e.g. Visit Copper Coast. The regional website is <https://yorkepeninsula.com.au/> and YPT owns the domain name.

There are currently a range of sub-regional brand websites managed by various organisations. For example, Yorke Peninsula Council promotes 'Visit Yorke Peninsula' and has its own website <https://www.visityorkepeninsula.com.au/>. It is noted (for regional consideration) that this may create consumer confusion for visitors when doing a general search on 'Yorke Peninsula'.

Copper Coast Council is currently developing a consumer facing Copper Coast website [www.visitcoppercoast](http://www.visitcoppercoast.com.au/) that will be supported with social media including Instagram and rebranding of its existing Facebook page (due for completion mid 2019).

Social media promotion is structured in line with the region and sub-region branding for the Yorke Peninsula region. Regional website content management and regional brand social media communication is undertaken by YPT.

#### *Physical*

A separate audit of physical VIS (signage, wayfinding, information bays etc.) has not been undertaken. Yorke Peninsula Council is undertaking a signage audit (standards and consistency).

A detailed audit of VIS delivery for the Yorke Peninsula tourism region is provided as Appendix 4.

## **Key contacts**

- Lynn Spurling, Library & Tourism Coordinator, Copper Coast Libraries Copper Coast Council
- Wendy Storey, Visitor Information Support Officer, Yorke Peninsula Council
- Anne Hammond, Manager Business & Public Relations, Yorke Peninsula Council
- Deb Clark, Tourism Manager, Yorke Peninsula Tourism
- Andrew Cole, CEO Barunga West

## Appendix 1: VIS Audit detail – Barossa tourism region

### Face-to-face

#### Visitor Information Centres

##### Barossa Visitor Centre (Tanunda)

<p><b>Location:</b></p> <ul style="list-style-type: none"> <li>• 66-68 Murray St Tanunda</li> <li>• Co-located with The Barossa Council Public Library Branch Tanunda</li> <li>• Located within same building as Barossa Grape &amp; Wine Association (BGWA) &amp; Tourism Barossa Inc (TBI)</li> <li>• Located in heart of Tanunda main street, next to public toilets and Cycle Hub; within short distance of cafes and retail offering</li> </ul>	<p><b>Services:</b></p> <ul style="list-style-type: none"> <li>• Face-to-face visitor contact</li> <li>• Phone and email visitor contact</li> <li>• My Barossa Social media – visitor contact</li> <li>• Displays / distributes tourism publications (printed info, e.g. guides, brochures, maps)</li> <li>• Own printed factsheet series</li> </ul>	<p><b>Commercial products &amp; services:</b></p> <p><b>Booking services:</b></p> <ul style="list-style-type: none"> <li>• Accommodation (12% commission)</li> <li>• Tourism products and experiences (12% commission)</li> <li>• Local or regional events (6% commission)</li> </ul> <p><b>Retail:</b></p> <p>Region-specific items (Barossa Made) plus Barossa branded merchandise; Barossa Food Pantry</p> <p><b>Events:</b></p> <p>Markets, festival events</p>
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<p><b>Digital facilities on site:</b></p> <ul style="list-style-type: none"> <li>• Free Wi-Fi</li> <li>• Touchscreen interactive information for direct customer access - large format touchscreen locked to Barossa.com (currently not able to print)</li> <li>• Screen (for presentation of film, digital media, interpretive information) - screen is medium size</li> </ul>	<p><b>Facilities:</b></p> <ul style="list-style-type: none"> <li>• Parking: Carpark does not meet accreditation standards. Needs to be sealed and formalised with lines to include parking for disabled, bus and caravans</li> <li>• Toilets are adjacent in building next door</li> <li>• Seating both internal and external</li> <li>• Mobile displays and information</li> <li>• Interpretive displays &amp; information – Barossa Wine Library / Display</li> <li>• Challenges with current layout – congestion, visibility (locally)</li> </ul>	<p><b>Staff &amp; volunteers:</b></p> <p><b>Staffing:</b></p> <ul style="list-style-type: none"> <li>• 8 staff, 5 FTE</li> </ul> <p><b>Volunteers:</b></p> <ul style="list-style-type: none"> <li>• 20 volunteers</li> <li>• 2760 volunteer hours p.a.</li> <li>• Systems include Volunteer Position Description, 'Mutual review' &amp; Volunteer Supervisor Review</li> </ul>
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<p><b>Funding:</b> Local Government:</p> <ul style="list-style-type: none"> <li>The Barossa Council \$580,000</li> </ul> <p><b>Industry:</b></p> <ul style="list-style-type: none"> <li>Tourism businesses within Barossa tourism region but outside The Barossa Council area pay \$100p.a. participation fee - approx. \$4000p.a. total (40 businesses). E.g. Businesses in Light Regional Council and Gawler Council area</li> </ul> <p><b>Governance / ownership:</b> Owned and managed by Council</p>	<p><b>Industry support:</b></p> <ul style="list-style-type: none"> <li>Attendance at trade shows: Barossa Be-Consumed events (organised by BGWA) – Melbourne and Sydney</li> <li>Venue for tourism-related events/functions</li> <li>Networking opportunities for tourism operators</li> <li>Familiarisation tours / training</li> </ul>	<p><b>Updating visitor information and staff/volunteer knowledge:</b></p> <ul style="list-style-type: none"> <li>6 weekly famils</li> <li>communication book</li> <li>email communication</li> <li>quarterly volunteer / staff training nights</li> </ul> <p>6 weekly team meetings</p>
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<p><b>Planned initiatives:</b></p> <ul style="list-style-type: none"> <li>Upgrade funded by Council with support from International Wine Tourism Project \$135k</li> <li>Looking to evolve to 'more than just an information centre'</li> <li>Will feature Barossa Makers table (rotating maker in residence), Barossa Wine Library and potential for Friday night wine bar pop-up</li> <li>Film &amp; media assets will include a large screen with video footage (utilise content from BGWA, SATC, TBI, Barons of Barossa); plus, smaller screens for advertising of bookable products</li> <li>Concierge desk x2, booking desks x2</li> </ul>	<p><b>Data capture:</b></p> <ul style="list-style-type: none"> <li><b>Revenue:</b> <ul style="list-style-type: none"> <li>Bookeasy online sales transactions</li> <li>Merchandise Sales / Food sales</li> <li>Cycle Hub: Bike hire</li> </ul> </li> <li><b>Ratings: Customer Satisfaction:</b></li> <li><b>Enquiries:</b> <ul style="list-style-type: none"> <li>No. of Visitors</li> <li>No. of Visitor Enquiries</li> </ul> </li> </ul>	<p><b>Performance measurement &amp; reporting:</b></p> <ul style="list-style-type: none"> <li>TripAdvisor rating</li> <li>6 monthly VICN surveys</li> <li>Quarterly report to Council</li> </ul>
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### Kapunda Visitor Information Centre

<p><b>Location:</b></p> <ul style="list-style-type: none"> <li>53 Main St Kapunda</li> <li>Co-located with library service, Kidman Exhibition and Taste of Region display</li> <li>Located in centre of town and opposite newly created town square</li> </ul>	<p><b>Services:</b></p> <ul style="list-style-type: none"> <li>Face-to-face visitor contact</li> <li>Phone and email visitor contact</li> <li>Displays / distributes tourism publications (printed info, e.g. guides, brochures, maps)</li> <li>Phone charging</li> <li>Printing of personal / travel documents</li> <li>Regular e-newsletter to tourism industry</li> </ul>	<p><b>Commercial products &amp; services:</b></p> <p><b>Booking services:</b></p> <ul style="list-style-type: none"> <li>Accommodation (4% commission for bookings made through BookEasy as an associate member)</li> <li>Tourism products and experiences (no commission)</li> <li>Local or regional events (no commission)</li> </ul> <p><b>Retail:</b> Souvenirs, maps, Australiana books</p> <p><b>Tours:</b> Staff provide guided tours of Kapunda Heritage Trail</p>
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<p>Digital facilities on site:</p> <ul style="list-style-type: none"> <li>• Free Wi-Fi</li> <li>• Computers &amp; internet access</li> </ul>	<p>Facilities:</p> <ul style="list-style-type: none"> <li>• Parking: On street carparking or 3min walk to dedicated carpark</li> <li>• Reception desk, seating, toilets, lift access</li> <li>• Interpretive displays &amp; information – ‘Taste of the Region’ display located in basement of building (interactive maps, movies, information)</li> <li>• Kidman Exhibition (collection of photographic prints, artwork, memorabilia &amp; 16mm film documenting pastoralist’s life) located on first floor of building</li> </ul>	<p>Staff &amp; volunteers:</p> <p>Staffing:</p> <ul style="list-style-type: none"> <li>• Approx. 2 FTE</li> <li>• Training provided: dealing with difficult customers, first aid, systems, tour guide</li> <li>• Training needed: selling to customers, marketing, online bookings, digital resources.</li> </ul> <p>Volunteers:</p> <ul style="list-style-type: none"> <li>• No volunteers</li> </ul>
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<p>Funding:</p> <p>Local Government:</p> <p>Light Regional Council (estimated cost) \$245,043.</p> <p>[Staffing \$225,043; operational (e.g. souvenirs, advertising, uniforms, printing) \$20,000 (excludes property expenses - depreciation, electricity, water, cleaning - Council owned building - costs not currently allocated to VIC)]</p>	<p>Planned initiatives:</p> <ul style="list-style-type: none"> <li>• Kidman Exhibition: future provision for screening of original 16mm film</li> <li>• An app that provides information on trails within Light Region</li> <li>• ‘Taste of the Region’ - interactive touch screen technology to provide more interactivity to exhibition</li> <li>• Review of in-house flyers; new Kapunda tear off map</li> </ul>	<p>Updating visitor information and staff / volunteer knowledge:</p> <ul style="list-style-type: none"> <li>• Regular staff notices</li> <li>• Emails between staff</li> <li>• Feedback via Tourism Development Manager from TBI</li> </ul>
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<p>Data:</p> <ul style="list-style-type: none"> <li>• Number of visitors</li> <li>• Location of origin</li> <li>• Length of stay</li> </ul>	<p>Performance measurement &amp; reporting:</p> <ul style="list-style-type: none"> <li>• TripAdvisor rating</li> <li>• 6 monthly VICN surveys</li> <li>• Customers feedback forms</li> <li>• Annual Report for Council</li> </ul>	<p>Governance / ownership:</p> <p>Owned and managed by Council</p>
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## Visitor Information Outlets

<p><b>Locations:</b></p> <p><b>Current VIOs:</b></p> <ul style="list-style-type: none"> <li>• Barossa Valley Cheese Co. Angaston</li> <li>• Barossa Valley Tourist Park Nuriootpa</li> <li>• Baker Street Bakery, Williamstown</li> </ul> <p><b>Potential VIOs:</b></p> <ul style="list-style-type: none"> <li>• Mt Pleasant (potentially at Library branch)</li> <li>• Lyndoch (potentially at Library branch)</li> <li>• Freeling</li> <li>• Marananga (Seppeltsfield Road - unmanned)</li> </ul>	<p><b>Services:</b></p> <p>Localised information service only</p>	<p><b>VIO Support:</b></p> <ul style="list-style-type: none"> <li>• VIOs are overseen by The Barossa Council (Tourism Services department) - guiding documents (VIO policy, process and checklist) outline governance model and support provided</li> <li>• All VIOs are invited to any networking functions</li> <li>• VIOs need to be a member of TBI and therefore invited to TBI networking &amp; training opportunities</li> <li>• VIOs receive Barossa VIC industry news fortnightly and pick up key regional brochure stocks</li> <li>• Generally, operate autonomously. Barossa VIC does a check 1-2 times a year</li> <li>• Resource limitations are a barrier to working more closely with VIOs</li> </ul>
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## Other

<p><b>Pop-up information services:</b></p> <ul style="list-style-type: none"> <li>• Barossa VIC: Used at times (events etc.)</li> <li>• Kapunda VIC: In the past, staff have delivered pop-up VIS stalls at the Kapunda Show and Kapunda Farm Fair, plus football game</li> </ul>	<p><b>Roving Ambassadors:</b></p> <p>Barossa VIC: Used at times (events etc.)</p>	<p><b>Other organisations providing VIS in region:</b></p> <ul style="list-style-type: none"> <li>• Getaways SA (Reservation Services)</li> <li>• Many local businesses provide informal VIS e.g. many have brochure areas, supply visitor guides, supply maps, provide recommendations etc.</li> </ul>
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## Digital

<p><b>Websites:</b></p> <ul style="list-style-type: none"> <li>• Regional: <a href="https://www.barossa.com/">https://www.barossa.com/</a></li> <li>• Sub-regional: <a href="http://www.lightsouthaustralia.com">www.lightsouthaustralia.com</a> (due to be launched soon)</li> </ul>	<p><b>Social media:</b></p> <ul style="list-style-type: none"> <li>• Regional: Facebook Mybarossa</li> <li>• Sub-regional: Light South Australia social media coming soon</li> </ul>
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## Physical

Light Regional Council (LRC) Tourism Plan 2018-2023 Situational Analysis reference:

Tourism signage:

- Interpretive signs – deliver interpretation of key visitor assets in locations, such as Kapunda Mine Site (shared responsibility – LRC and community groups)
- Tourism signs (brown signs) – directs visitors to specific tourism businesses (LRC responsibility)
- Tourism trail signs – e.g. Kapunda Heritage Trail (LRC responsibility)
- Wayfinding signs – e.g. to public toilets, RV dump points, points of interest (lookouts) etc. (LRC responsibility)

- Sturt Highway town signs – signs provide a list of tourism experiences at each exit (Department of Planning, Transport & Infrastructure responsibility)
- Information bays - provide a welcome point to sub-regions of LRC, provide some local historical interpretation and deliver offline visitor servicing to people travelling around the region. Locations include Kapunda 'Map the Miner' Information Bay, Kapunda Town Square, Seppeltsfield Rd Marananga. Potential for additional Information Bay at corner of Gerald Roberts Road and Seppeltsfield Road, Seppeltsfield and potential for addition of VIS supporting infrastructure at Seppeltsfield Mausoleum (seating, visitor information and interpretation).

## Guiding documents

<p>The Barossa Council:</p> <ul style="list-style-type: none"> <li>• Tourism Services Barossa Visitor Centre Business Development Plan (not publicly available)</li> <li>• The Barossa Council Community Plan</li> </ul>	<p>Light Regional Council:</p> <ul style="list-style-type: none"> <li>• Light Regional Council Tourism Plan 2018-2023 and Situational Analysis</li> <li>• VIC will be developing a new business plan in the future</li> </ul>	<p>Tourism region:</p> <ul style="list-style-type: none"> <li>• Tourism Barossa – Strategic Plan 2018-20</li> <li>• Tourism Barossa International Export Plan 2017-19</li> <li>• SA Regional Visitor Strategy</li> </ul>
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## Challenges & opportunities

### Challenges:

<p>Commercialisation / revenue: Reduced accommodation bookings income – pressure from Airbnb, booking.com, Expedia etc. (nationally)</p>	<p>Funding &amp; resources:</p> <ul style="list-style-type: none"> <li>• Staff resourcing – always under resourced – issue nationally</li> <li>• Kapunda VIC - skill sets of existing staff - staff are trained in providing visitor, library and council customer services - means any staff member can serve any customer, but level of expertise is not necessarily there. With centre required to be open 7 days a week due to accreditation requirements, makes it difficult to schedule in necessary training</li> </ul>	<p>Volunteers:</p> <ul style="list-style-type: none"> <li>• Co-ordination, training etc.</li> <li>• How to attract younger skilled volunteers who are IT savvy</li> <li>• Sales skills (convert enquiry to a sale)</li> </ul>
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<p>Digital delivery:</p> <ul style="list-style-type: none"> <li>• How are we ensuring we provide a good service digitally (not just face to face/telephone etc.)?</li> <li>• Integration of technology - provide engaging, relevant and consistent information across all platforms (online face-to-face, phone, social)</li> </ul>	<p>Face to face delivery:</p> <p>Less brochures being produced - will VICs have collateral in future to give out whilst consumers still value it?</p>	<p>Collaboration:</p> <p>VIC networking across the state needs improvement</p>
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## Opportunities:

<p><b>Commercialisation / revenue:</b></p> <ul style="list-style-type: none"> <li>• Tourism Barossa event ticketing service – could this be a service provided by Barossa VIC as consumer facing body?</li> <li>• Weddings, events, conference bookings</li> <li>• Food Barossa shop</li> </ul>	<p><b>Collaboration:</b></p> <ul style="list-style-type: none"> <li>• Better networking / communication for VICs, VIOs and RTO (led by RTO)</li> <li>• Greater inclusiveness of Barossa VIC by TBI / BGWA particularly in relation to Barossa.com</li> <li>• Reference to VICs as call to action on SATC campaigns</li> </ul>	<p><b>Digital delivery:</b></p> <ul style="list-style-type: none"> <li>• Need to embrace digital more – still helping visitors but via different means of communication</li> </ul> <p>Online web chat functionality on website (Barossa VIC looking to introduce – resourcing to be determined)</p> <ul style="list-style-type: none"> <li>• Barossa.com – more mobile friendly particularly booking functionality</li> <li>• Development and introduction of digital technologies provides the opportunity to increase visitor services, without needing too much additional physical space</li> <li>• Touchscreen resources in centre – in-store itinerary building – print or download to phone</li> </ul>
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<p><b>Face to face delivery:</b></p> <ul style="list-style-type: none"> <li>• Improved staffing skill sets particularly around upselling and cross promotion of region</li> <li>• More visual content in centre – aspirational / motivational imagery with tactical messaging – to complement customer service</li> <li>• Better external signage</li> </ul>	<p><b>Staff / volunteers:</b></p> <ul style="list-style-type: none"> <li>• Relationship with school / TAFE as source of younger volunteers</li> <li>• IT skills training</li> </ul>	<p><b>Funding &amp; resources:</b></p> <ul style="list-style-type: none"> <li>• Barossa VIC funded by the Barossa Council – should there be funding from other Councils which would then provide a full service to the entire Barossa region?</li> </ul>
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## Appendix 2: VIS Audit detail – Clare Valley tourism region

### Face-to-face

#### Visitor Information Centres

#### Clare Valley Wine Food and Tourism Centre (CVWFTC)

<p><b>Location:</b></p> <ul style="list-style-type: none"> <li>• Corner Horrocks Highway &amp; Spring Gully Rd Clare</li> <li>• Co-located with Clare Valley Wine</li> <li>• 3km south of Clare township; next to Discovery Caravan Park</li> </ul>	<p><b>Services:</b></p> <ul style="list-style-type: none"> <li>• Face-to-face visitor contact</li> <li>• Phone and email visitor contact</li> <li>• Displays / distributes tourism publications (printed info, e.g. guides, brochures, maps)</li> <li>• Happy Hour on Friday Nights for locals and visitors</li> <li>• Manages clarevalley.com.au</li> <li>• Interpretive displays and information – various banners etc. including wetlands etc.</li> </ul>	<p><b>Commercial products &amp; services:</b></p> <p><b>Booking services:</b></p> <ul style="list-style-type: none"> <li>• Accommodation (10-12% commission); online platform (V3 Launchpad)</li> <li>• Tourism products and experiences (10% commission)</li> <li>• Local or regional events (commission variable – some have a set amount e.g. \$2 per ticket and some are at 10%.)</li> </ul> <p><b>Retail:</b></p> <p>Sales of local produce, food, art, wine, local produced postcards etc. – on commission</p> <p><b>Events:</b></p> <ul style="list-style-type: none"> <li>• Market every weekend – ‘Meet the maker’</li> <li>• Xmas shopping night</li> <li>• Clare ‘community thank you’ night</li> </ul>
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<p><b>Digital facilities on site:</b></p> <ul style="list-style-type: none"> <li>• Free Wi-Fi</li> <li>• 3 video screens running promotion of centre services and local product videos</li> <li>• Touchscreen computer for visitors to be repurposed. Currently overlooked in favour of asking questions of staff and volunteers. Program now outdated. May use terminal as extra computer for guest access. Little need - most people have own tablet or phone and use free Wi-Fi. May use terminal for staff and volunteers rather than public access.</li> </ul>	<p><b>Facilities:</b></p> <ul style="list-style-type: none"> <li>• Many car spaces, plus long vehicle parking</li> <li>• Café seating, bar seating</li> <li>• Front information counter</li> <li>• Toilets</li> </ul>	<p><b>Staff &amp; volunteers:</b></p> <p><b>Staffing:</b></p> <p>6 staff, 5.5 FTE</p> <p><b>Volunteers:</b></p> <ul style="list-style-type: none"> <li>• 30 volunteers</li> <li>• 2000 volunteer hours p.a.</li> </ul> <p><b>Training:</b></p> <p>Training required as part of VIC accreditation – 20 hours per person, includes staff meetings, famils, info sessions etc.</p>
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<p><b>Funding:</b> Local Government:</p> <ul style="list-style-type: none"> <li>• Clare &amp; Gilbert Valleys Council \$200,000 p.a. (funding agreement until Feb 2025)</li> <li>• Funds used to pay commercial rent on Council-owned building, electricity costs and pays some wages</li> </ul> <p>Industry:</p> <ul style="list-style-type: none"> <li>• Clare Valley Business &amp; Tourism Association (CVBTA) – famils and puts \$500 towards Centre attending Caravan &amp; Camping Show (jointly with Regional Council of Goyder)</li> <li>• Clare Valley Wine &amp; Grape Association (CVWGA) puts \$800 towards Caravan &amp; Camping Show and provides wine tasting at this event</li> <li>• CVWFTC – funds joint stand at Caravan &amp; Camping Show – cost up to \$3500 – has a marketing budget of \$10,000 annually</li> </ul> <p>Governance / ownership:</p> <ul style="list-style-type: none"> <li>• Centre is managed by a volunteer committee, the Clare Valley Hutt Project Inc</li> <li>• Works with CVBTA, CVWGA, Clare Valley Cuisine (CVC) and VAPAA (Visual and Performing Arts Assoc.) – reps sit on Clare Valley Hutt Project Inc</li> </ul>	<p><b>Industry support:</b></p> <ul style="list-style-type: none"> <li>• Venue for tourism related events / functions</li> <li>• Networking opportunities for tourism operators</li> </ul>	<p><b>Updating visitor information and staff / volunteer knowledge:</b> Weekly newsletter to volunteers, regular staff and volunteer meetings</p>
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<p><b>Data capture:</b></p> <ul style="list-style-type: none"> <li>• Collection of visitor stats in line with requirements of accreditation</li> <li>• Booking stats for direct bookings through Centre and clarevalley.com.au</li> </ul>	<p><b>Performance measurement &amp; reporting:</b></p> <ul style="list-style-type: none"> <li>• Customer Feedback</li> <li>• Repeat visitation – e.g. Friday Night Drinks</li> <li>• Visitor numbers through Centre</li> <li>• Reports are provided to Board of management (bimonthly) and monthly to Council. KPI's are addressed</li> </ul>
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### Burra & Goyder Visitor Information Centre

<p><b>Location:</b></p> <ul style="list-style-type: none"> <li>• Market Square, Burra</li> <li>• Main street, near businesses, amenities including toilets, cafes, gallery</li> </ul>	<p><b>Services:</b></p> <ul style="list-style-type: none"> <li>• Face-to-face visitor contact</li> <li>• Phone and email visitor contact</li> <li>• Displays / distributes tourism publications (printed info, e.g. guides, brochures, maps)</li> <li>• Heritage Passport product</li> <li>• Mine site / heritage tours</li> <li>• Networking opportunities for tourism operators</li> <li>• Interpretive displays and information</li> <li>• A3 back and front tear off sheet available at concierge desk of Goyder Region and Tourist Sites</li> </ul>	<p><b>Commercial products &amp; services:</b> Booking services:</p> <ul style="list-style-type: none"> <li>• Tourism products and experiences (level of commission not stated)</li> <li>• Local or regional events (no commission)</li> </ul> <p>Retail: Books, local produce, souvenirs; art on display and for sale</p>
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<b>Digital facilities on site:</b> <ul style="list-style-type: none"> <li>• Free Wi-Fi</li> <li>• Interactive tourism kiosks (specialised computer terminal) – 2 touchscreen computers</li> </ul>	<b>Facilities:</b> <ul style="list-style-type: none"> <li>• Car parking out front, buses further up the street approx. 100m</li> <li>• Concierge desk</li> </ul>	<b>Staff &amp; volunteers:</b> <b>Staffing:</b> 2 FTE <b>Volunteers:</b> 2; approx. 400 volunteer hours p.a. <b>Training provided:</b> Volunteer management
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<b>Funding:</b> Local Government: Regional Council of Goyder: \$154,482 (based on year ended Mar 2019)	<b>Planned initiatives:</b> <ul style="list-style-type: none"> <li>• Heritage Strategic Plan actions</li> <li>• Burra Cultural Centre development (relocation of VIC)</li> </ul>	<b>Updating visitor information and staff/volunteer knowledge:</b> Training, managed by Tourism, Arts & Heritage Development Manager
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<b>Data:</b> <ul style="list-style-type: none"> <li>• Total visitors; age group, length of stay, origin</li> <li>• Passport product sales (number and value)</li> <li>• Social media interaction – VIC Facebook views + exposure for Goyder on Clare Valley Facebook page</li> <li>• Website (Visit Burra) hits – no. of page views &amp; duration of time on website</li> </ul>	<b>Performance measurement &amp; reporting:</b> RCOG Tourism, Arts & Heritage Development Manager reports to Council monthly on VIC	<b>Governance / ownership:</b> Owned and managed by Council
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### Visitor Information Outlets

<b>Locations:</b> <b>Current VIOs:</b> <ul style="list-style-type: none"> <li>• Eudunda Information Outlet</li> <li>• Terowie Visitor Information Outlet</li> <li>• Cogwebs, Auburn</li> <li>• Riverton Information Outlet (Jules Café)</li> <li>• Robertstown &amp; Point Pass (Robertstown War Memorial Community Centre)</li> <li>• Mount Bryan (Mount Bryan Hotel)</li> <li>• Hallett (Hallett Hall)</li> </ul>	<b>Services:</b> <ul style="list-style-type: none"> <li>• Tourist information</li> <li>• Brochures and maps</li> </ul>	<b>VIO Support:</b> <ul style="list-style-type: none"> <li>• Invitation to VIC managers conference every year</li> <li>• Support for information and invitations to famils etc. – CVWFTC would like to expand this more</li> </ul>
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## Other

<p>Other:</p> <ul style="list-style-type: none"> <li>• Attendance at trade shows / promotional events</li> <li>• Banners etc. for consumer and trade shows. Also attend major events e.g. masters' games as info booth</li> </ul>	<p>Other organisations providing VIS in region:</p> <ul style="list-style-type: none"> <li>• Clare Valley Business &amp; Tourism Association field questions</li> <li>• Some private businesses display brochures and information</li> </ul>
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## Digital

<p>Websites:</p> <ul style="list-style-type: none"> <li>• <a href="http://www.clarevalley.com.au">www.clarevalley.com.au</a></li> <li>• <a href="http://www.visitburra.com">www.visitburra.com</a></li> </ul> <p>Both Clare &amp; Burra websites recently updated (e.g. linking with ATDW)</p> <p>Clare Valley Wine Inc. plan to build an adjunct wine (industry site) – but have just gone live with a Mandarin translation of part of the clarevalley.com.au related site</p> <p>Updating of clarevalley.com.au is undertaken by CVWFT</p> <p>Daytrippa - free Mobile Guide/App:  <a href="http://www.daytrippa.com.au/burra">http://www.daytrippa.com.au/burra</a>  <a href="http://www.daytrippa.com.au/clare-valley">http://www.daytrippa.com.au/clare-valley</a></p>	<p>Social media:</p> <ul style="list-style-type: none"> <li>• Facebook - Burra &amp; Goyder Visitor Information Centre</li> <li>• Facebook &amp; Instagram – Clare Valley [maintained collaboratively between CVWFTC and RDAYMN (lead)]</li> <li>• Facebook &amp; Instagram – Clare Valley Wine, Food &amp; Tourism Centre</li> </ul>	<p>E-newsletter:</p> <p>RDAYMN produce a monthly newsletter directly to 400 operators and stakeholders 'Clare Valley Tourism e-News'</p> <p>The CVWFTC also send out a newsletter each Wednesday to approx. 500 people</p>
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## Guiding documents

<p>Clare:</p> <ul style="list-style-type: none"> <li>• CVWFTC Socio Economic Impact Assessment March 2017, Hudson Howell</li> <li>• CVWFTC Strategic / Business / Marketing Plan (currently under review; will include information from (currently being created) Destination Management and Marketing Plan)</li> </ul>	<p>Goyder:</p> <ul style="list-style-type: none"> <li>• Goyder Tourism Strategic Plan 2017</li> <li>• Arts Development Strategy 2018-2023</li> <li>• Burra Heritage Tourism Experience Development Plan</li> <li>• Goyder Master Plan 2018-2023</li> </ul>	<p>Tourism region:</p> <ul style="list-style-type: none"> <li>• Clare Valley Regional Tourism Strategic Plan 2018-19 (developed by CVGC and RCOG and adopted by Clare Valley Alliance)</li> <li>• Clare Valley Tourism and VICs KPPM Strategy 2014</li> <li>• Clare Valley Wine &amp; Grape Association Strategic Plan 2019+</li> <li>• SA Regional Visitor Strategy</li> </ul> <p>Plans currently being developed:</p> <ul style="list-style-type: none"> <li>• Destination Management and Marketing Plan</li> <li>• New Tourism Experiences Opportunity Roadmap</li> </ul>
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## Challenges & opportunities

### Challenges:

<p><b>Commercialisation / revenue:</b> Airbnb is a challenge – the centre and many others rely on commission gained from accommodation bookings</p>	<p><b>Digital delivery:</b> Keeping up with changes in technology and the cost associated with this</p>	<p><b>Face to face delivery:</b> Encouraging the visitors into Centres – need to be an attraction as well as a VIC</p>
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### Opportunities:

<p><b>Collaboration:</b> Work more closely with the VIOs to ensure great service and opening hours</p>	<p><b>Volunteers:</b> Goyder Arts Development Strategy 2018-23 actions include training for volunteers in digital space – could extend to include VIS volunteers</p>
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## Appendix 3: VIS Audit detail – Southern Flinders Ranges tourism (sub)region

### Face-to-face

#### Visitor Information Centres

##### *Peterborough Visitor Information Centre*

<p><b>Location:</b></p> <ul style="list-style-type: none"> <li>• 2 Telford Ave Peterborough</li> <li>• Located on main street, 100m from free RV Park</li> <li>• Co-located with Steamtown Heritage Rail Centre</li> </ul>	<p><b>Services:</b></p> <ul style="list-style-type: none"> <li>• Face-to-face visitor contact</li> <li>• Phone and email visitor contact</li> <li>• Displays / distributes tourism publications (printed info, e.g. guides, brochures, maps)</li> </ul>	<p><b>Commercial products &amp; services:</b></p> <p>Visitor experiences:</p> <ul style="list-style-type: none"> <li>• Tours</li> <li>• Nightly sound and light show</li> </ul> <p>Booking services:</p> <ul style="list-style-type: none"> <li>• Accommodation (no commission)</li> <li>• Tourism products and experiences – Willangi Bush Escapes (\$2.50 commission)</li> <li>• Local or regional events (no commission)</li> </ul> <p>Retail:</p> <p>Local produce, souvenirs, clothing, books</p>
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<p><b>Digital facilities on site:</b></p> <ul style="list-style-type: none"> <li>• Free Wi-Fi</li> <li>• Computer and printer for visitor use</li> <li>• Digital DVD player in theatrette; projector and player for sound &amp; light show at night</li> </ul>	<p><b>Facilities:</b></p> <ul style="list-style-type: none"> <li>• Parking for cars, caravans, buses &amp; RVs</li> <li>• Reception desk</li> <li>• Chairs and tables</li> <li>• Lounge seats</li> <li>• Theatrette</li> <li>• Boardroom</li> <li>• Toilets</li> <li>• Air conditioning</li> <li>• Kitchen</li> <li>• 2 offices</li> </ul>	<p><b>Staff &amp; volunteers:</b></p> <p>Staffing:</p> <ul style="list-style-type: none"> <li>• 1 full time Team Leader / Customer Service Officer (CSO) Monday to Friday</li> <li>• 2 permanent part-time CSOs:             <ul style="list-style-type: none"> <li>○ Mon-Fri, 10am-2pm and 7pm -10pm – Est. 1 FTE</li> <li>○ Weekends 8.30 am to 5pm and 7pm -10pm - Est. 0.6 FTE</li> </ul> </li> <li>• Casuals: Tour guides engaged 9am to 5pm daily – Est. 1 FTE</li> </ul> <p>Volunteers:</p> <p>1 volunteer; 416 hours p.a.</p> <p>Other info:</p> <ul style="list-style-type: none"> <li>• Inductions given, basic training, tour guiding, customer service officers, sound and lightshow hosts</li> <li>• Recruiting tour guides difficult</li> </ul>
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<b>Funding:</b> Local Government: District Council of Peterborough: \$170,000	<b>Industry support:</b> <ul style="list-style-type: none"> <li>• Provides a venue for tourism-related events/functions</li> <li>• Provides networking opportunities for tourism operators</li> </ul>	Updating visitor information and staff/volunteer knowledge: Team Leader meetings
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<b>Governance:</b> VIC operated by Peterborough Tourism Management Committee (s41 Committee of Council)	<b>Data capture:</b> <ul style="list-style-type: none"> <li>• Surveys from SATC</li> <li>• Age, employment status, residential area, travelling status, positives &amp; negatives about their experience in Peterborough</li> </ul>	<b>Performance measurement &amp; reporting:</b> <ul style="list-style-type: none"> <li>• Comparisons from previous year's data</li> <li>• Requesting feedback from visitors (verbal and written)</li> <li>• SFR group communicate verbally regarding numbers to the region</li> </ul>
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### Port Pirie Visitor Information Centre

<b>Location:</b> <ul style="list-style-type: none"> <li>• 3 Mary Elie St Port Pirie</li> <li>• Close to CBD</li> <li>• Located within Port Pirie Regional Tourism &amp; Arts Centre</li> <li>• Located alongside Port Pirie Regional Gallery / Port Pirie Regional Library / Stateliner Bus Terminal</li> </ul>	<b>Services:</b> <ul style="list-style-type: none"> <li>• Face-to-face visitor contact</li> <li>• Phone and email visitor contact</li> <li>• Displays / distributes tourism publications (printed info, e.g. guides, brochures, maps)</li> </ul>	<b>Commercial products &amp; services:</b> <b>Booking services:</b> Council based events (with recent events at new Sports Precinct, have charged fees for external service provider participation) <b>Retail:</b> Current offering very limited – local produce, basic Aboriginal items, limited clothing; souvenirs relating to local area
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<b>Digital facilities on site:</b> <ul style="list-style-type: none"> <li>• Free Wi-Fi</li> <li>• Virtual Reality Shark Cage Diving Experience</li> <li>• TV screens with event advertising</li> </ul>	<b>Facilities:</b> <ul style="list-style-type: none"> <li>• Car parking is available for 20 vehicles, 4 caravans, and 2 access parks</li> <li>• Desk, seating</li> <li>• Toilets</li> </ul>	<b>Staff &amp; volunteers:</b> <b>Staffing:</b> <ul style="list-style-type: none"> <li>• 2 Full time positions</li> <li>• 6 casual staff; approx. 0.6FTE</li> <li>• Staffing arrangements currently under review</li> </ul> <b>Volunteers:</b> 16 Volunteers; 2080 hours p.a.
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<b>Funding:</b> Local Government: Port Pirie Regional Council: \$500,000 p.a. (Ave.)	<b>Planned initiatives:</b> Review of VIC operations recently undertaken (confidential recommendations currently being considered by council)	Updating visitor information and staff/volunteer knowledge: Professional development through Tourism Industry Council SA and Accredited VIC Network updates
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<b>Data:</b> <ul style="list-style-type: none"> <li>Data collection is currently limited to time of day and visitor origin</li> <li>A comprehensive collection method is currently under review</li> </ul>	<b>Performance measurement &amp; reporting:</b> <ul style="list-style-type: none"> <li>Limited collection capacity</li> <li>Need to encourage repeat visitation in the major VICs and require the VIOs to ask if they have visited others and when, to track days spent in the Region</li> <li>Report total visitor numbers to SATC and in annual report. Have also reported on active use of 'Shakka the Shark' display and VR Shark Cage dive</li> </ul>	<b>Industry support:</b> <ul style="list-style-type: none"> <li>Provides a venue for tourism-related events/functions</li> <li>Provides networking opportunities for tourism operators</li> </ul>
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*Flinders Ranges Visitor Information Centre*

<b>Location:</b> <ul style="list-style-type: none"> <li>19 Railway Terrace, Quorn</li> <li>Co-located with Pichi Richi Preservation Society Museum and Quorn Railway Station</li> </ul>	<b>Services:</b> <ul style="list-style-type: none"> <li>Face-to-face visitor contact</li> <li>Phone and email visitor contact</li> <li>Displays / distributes tourism publications (printed info, e.g. guides, brochures, maps)</li> <li>Ticket sales</li> <li>Photocopying &amp; printing</li> <li>Loco and Depot tours for Pichi Richi Railway (PRR)</li> <li>General advice about PRR services and group bookings</li> <li>Brochure booklet showcasing all films in and around Quorn</li> <li>Brochure attracting businesses to Council region</li> </ul>	<b>Commercial products &amp; services:</b> <b>Booking services:</b> <ul style="list-style-type: none"> <li>Accommodation (10% commission for bookings made through BookEasy as an associate member)</li> <li>Tourism products and experiences (10% commission): <ul style="list-style-type: none"> <li>Pichi Richi Railway general public ticket sales &amp; group bookings</li> <li>Pichi Richi Railway workshop tours</li> <li>4WD driving</li> </ul> </li> <li>Local or regional events – festivals, music events, movies (10% commission)</li> </ul> <b>Retail:</b> Souvenirs, art, local product
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<b>Digital facilities on site:</b> <ul style="list-style-type: none"> <li>• Free Wi-Fi</li> <li>• Computer for public access and iPad</li> <li>• DVD playing promoting region and Pichi Richi Railway</li> </ul>	<b>Facilities:</b> <ul style="list-style-type: none"> <li>• Parking for buses, cars, motor homes, caravans</li> <li>• Seating inside and out</li> <li>• Toilet</li> <li>• Computer desk for public access computer</li> <li>• Banner</li> </ul>	<b>Staff &amp; volunteers:</b> <b>Staffing:</b> <ul style="list-style-type: none"> <li>• Permanent part time staffing is variable - average 15 hours per fortnight Approx. 0.2 FTE</li> <li>• Casuals are on call basis – no FTE est.</li> </ul> <b>Volunteers:</b> 4 volunteers; 240 hours p.a.
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<b>Funding:</b> Local Government: Flinders Ranges Council: \$350k <b>Governance:</b> Oversight by Flinders Ranges Visitor Information Centre Management Committee (s41 Committee of Flinders Ranges Council)	<b>Planned initiatives:</b> <ul style="list-style-type: none"> <li>• Training offered by FROSAT</li> <li>• Flinders Ranges Tourism Operators Association Forums</li> </ul>	<b>Updating visitor information and staff/volunteer knowledge:</b> Regular staff meetings and famil of product in region
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<b>Data:</b> <ul style="list-style-type: none"> <li>• No. of visitors through door</li> <li>• Phone / fax / email / mail enquiries</li> <li>• Visitor origin breakdown</li> <li>• Duration of stay</li> </ul>	<b>Performance measurement &amp; reporting:</b> <ul style="list-style-type: none"> <li>• Report to management committee monthly</li> <li>• Written report and statistics given to Council with minutes from management committee and presented for monthly Council meetings</li> </ul>	<b>Industry support:</b> <ul style="list-style-type: none"> <li>• Provides a venue for tourism-related events/functions</li> <li>• Provides networking opportunities for tourism operators</li> </ul>
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### Hawker Visitor Information Centre

<b>Location:</b> <ul style="list-style-type: none"> <li>• Hawker Motors, corner Wilpena and Cradock Roads</li> <li>• In centre of town, opposite gallery, general store, police station</li> <li>• On main road to Wilpena, Flinders Ranges National Park etc.</li> </ul>	<b>Services:</b> <ul style="list-style-type: none"> <li>• Face-to-face visitor contact</li> <li>• Phone and email visitor contact</li> <li>• Displays / distributes tourism publications (printed info, e.g. guides, brochures, maps)</li> <li>• Provides networking opportunities for tourism operators</li> <li>• Museum showing historical items, geological display and seismograph</li> <li>• Also provides several customer / communication services on behalf of Flinders Ranges Council (non-tourism / visitor related)</li> </ul>	<b>Commercial products &amp; services:</b> <b>Booking services:</b> <ul style="list-style-type: none"> <li>• Agent for National Parks Passes (commission paid)</li> <li>• Accommodation (10-15% commission)</li> <li>• Tourism products and experiences (10-15% commission)</li> <li>• Local or regional events (no commission)</li> </ul> <b>Retail:</b> Souvenirs, CDs, DVDs, Australiana Books, camping equipment etc.
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<b>Digital facilities on site:</b> <ul style="list-style-type: none"> <li>• Free Wi-Fi</li> <li>• Small / medium television and computer screens for presentations</li> </ul>	<b>Facilities:</b> <ul style="list-style-type: none"> <li>• Large parking area suitable for coaches, caravans, trailers etc.</li> <li>• Counter, seating, tables and benches outside under pergola area, toilets</li> <li>• Signage outside premises, product baskets</li> </ul>	<b>Staff &amp; volunteers:</b> <b>Staffing:</b> 3 owner/managers (approx. 2 FTE depending on time of year) <b>Volunteers:</b> Nil
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<b>Funding:</b> <ul style="list-style-type: none"> <li>• VIC privately owned and funded (Hawker Motors)</li> <li>• Flinders Ranges Council support includes: <ul style="list-style-type: none"> <li>○ printing and supply of Flinders Ranges Visitor Guide for Quorn, Hawker and Cradock</li> <li>○ town support with general maintenance and structures for Visitors to the area such as upkeep of the Visitor Information Bay area, Public toilets, shelters and BBQs, playgrounds and Park</li> <li>○ entrance to the town signs in Hawker and Cradock and Caravan dump point</li> <li>○ support to Hawker Community Development Board with projects</li> </ul> </li> </ul>	<b>Updating visitor information and staff knowledge:</b> <ul style="list-style-type: none"> <li>• Famils of the area</li> <li>• Attending forums, basic workshops</li> <li>• Staff training within business</li> <li>• Member of Flinders Ranges Tourism Operators Association which has seminars, training sessions</li> <li>• Networking with other operators</li> </ul>
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### Visitor Information Outlets

<b>Locations:</b> <b>Current VIOs:</b> <ul style="list-style-type: none"> <li>• Crystal Brook</li> <li>• Jamestown</li> <li>• Wirrabara</li> <li>• Laura Information Centre</li> <li>• Melrose Caravan Park</li> <li>• Wilmington</li> <li>• Orroroo Carrieton VIO</li> <li>• Southern Flinders Discovery Centre (Gladstone)</li> </ul>	<b>Services:</b> <ul style="list-style-type: none"> <li>• Local knowledge, local brochures, local produce &amp; crafts, souvenirs, SA Visitor guides</li> <li>• VIO give information and sell product - mainly staffed by Volunteers</li> <li>• Some tours</li> </ul>	<b>VIO Support:</b> <ul style="list-style-type: none"> <li>• Per Southern Flinders VIO guidelines, VIOs are to align themselves with nearest Accredited VIC</li> <li>• VIOs expected to attend a bi-monthly Visitor Information Providers meeting and work with other visitor information providers throughout the region [note; SFR Visitor Information Providers Group (SFRVIPG) previously undertook famils, shared services, swapped brochures and information; no longer operating due to lack of RTO resources to coordinate (RTO resourced only 1 day / week). VIC/VIO relationship through SF Tourism &amp; Taste famils]</li> <li>• Support currently limited</li> <li>• VIOs can be members of tourism associations (FROSAT, Southern Flinders Tourism and Taste) which offer training, forums and conferences</li> <li>• RDAYMN can assist VIOs with startup information and guidelines</li> </ul>
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<p>Data:</p> <p>In line with guidelines, VIOs (some, not all) record number of visitors and report to SFRVIPG bi-monthly</p>	<p>Funding &amp; resources:</p> <ul style="list-style-type: none"> <li>• Laura Information Centre: Northern Areas Council provides ad hoc support for projects</li> <li>• Melrose, Wilmington and Wirrabara VIOs: District Council of Mt Remarkable support: <ul style="list-style-type: none"> <li>○ Assistance in sharing and collating information</li> <li>○ In kind support with Southern Flinders Visitor Guide (guide content)</li> <li>○ \$1000 towards printing of Wilmington Tourism brochures</li> </ul> </li> <li>• District Council of Orreroo Carrieton: Council current budget for tourism net expenses \$11,071 (not including staff wages which are incorporated into general expenses for Council).</li> <li>• Southern Flinders Discover Centre Gladstone: Northern Areas Council provides a 100% rate rebate (building owned by Gladstone Community Development and Tourism Association) and ad hoc support for other projects</li> <li>• Jamestown Visitor Centre: Northern Areas Council provides usage of a room and cost of utilities at the Jamestown Memorial Hall and ad hoc support for projects. Council has also provided support for tourist brochures etc. on an ad hoc basis upon request.</li> </ul>
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## Other

<p>Pop-up information services:</p> <p>Flinders Ranges Tourism Operators Association attend Caravan and Camping Shows etc. on members behalf</p>	<p>Roving Ambassadors:</p> <p>Not engaged due to extensive area to be covered and aging demographic of volunteers (Port Pirie)</p>	<p>Other organisations providing VIS in region:</p> <ul style="list-style-type: none"> <li>• Peterborough Business Association.</li> <li>• Yongala Progress Association.</li> <li>• Wilmington Progress Association</li> <li>• Jamestown Development Association</li> <li>• Southern Flinders Tourism &amp; Taste Inc.</li> <li>• Local caravan parks, roadhouses, delis, and service stations</li> <li>• Bike Melrose</li> <li>• Hawker Community Development Board</li> </ul>
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<p>Publications:</p> <ul style="list-style-type: none"> <li>• Southern Flinders Visitor Guide – facilitated by Port Pirie Regional Council in partnership with Northern Areas, Mount Remarkable, Peterborough and Orreroo Carrieton</li> <li>• Flinders Ranges Visitor Guide (Quorn, Hawker, Cradock) published by Flinders Ranges Council, compiled by Managers of Flinders Ranges VIC (Quorn) and Hawker VIC.</li> <li>• Discover Hawker booklet produced by Promotions Committee of Hawker Community Development Board</li> </ul>
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## Digital

<p>Websites:</p> <p>Tourism region:  <a href="http://www.flindersrangesandoutback.com.au">www.flindersrangesandoutback.com.au</a></p> <p>Sub-region &amp; townships:</p> <ul style="list-style-type: none"> <li>• <a href="http://www.southernflindersranges.com.au">www.southernflindersranges.com.au</a></li> <li>• <a href="http://www.flindersranges.com">www.flindersranges.com</a></li> <li>• <a href="http://www.visitpeterborough.sa.gov.au">www.visitpeterborough.sa.gov.au</a></li> <li>• <a href="http://www.hawkervic.info">www.hawkervic.info</a></li> <li>• <a href="http://www.discoverhawker.com">www.discoverhawker.com</a></li> <li>• <a href="https://gladstonesa.com.au/">https://gladstonesa.com.au/</a></li> </ul> <p>Daytrippa - free Mobile Guide/App:</p> <ul style="list-style-type: none"> <li>• <a href="http://www.daytrippa.com.au/peterborough-sa">http://www.daytrippa.com.au/peterborough-sa</a></li> <li>• <a href="http://www.daytrippa.com.au/southern-flinders-produce-trail">http://www.daytrippa.com.au/southern-flinders-produce-trail</a></li> <li>• <a href="http://www.daytrippa.com.au/heritage-rail-trail">http://www.daytrippa.com.au/heritage-rail-trail</a></li> <li>• <a href="http://www.daytrippa.com.au/port-pirie">http://www.daytrippa.com.au/port-pirie</a></li> </ul>	<p>Social media:</p> <p>Tourism region:            Facebook Flinders Ranges &amp; Outback</p> <p>Sub-region &amp; townships:            Facebook:</p> <ul style="list-style-type: none"> <li>• Visit Port Pirie</li> <li>• The Flinders Ranges Council</li> <li>• Quorn out and about</li> <li>• Peterborough community page</li> <li>• Teague's Hawker Motors and Visitor Information Centre</li> </ul>
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## Guiding documents:

<p>Individual Councils:</p> <ul style="list-style-type: none"> <li>• DC Peterborough:           <ul style="list-style-type: none"> <li>○ Steamtown Marketing Plan 2017-2020</li> <li>○ Steamtown Strategy &amp; Business Plan 2014-2018</li> <li>○ Strategic Plan 2018-2022</li> <li>○ Tourism Strategy 2013-2017</li> </ul> </li> <li>• Port Pirie Review of VIC (V1 Tourism) (confidential)</li> </ul>	<p>Tourism region:</p> <ul style="list-style-type: none"> <li>• Southern Flinders Ranges (SFR) Tourism &amp; Events Strategy &amp; Action Plan 2017-18 to 2019-20</li> <li>• Southern Flinders Ranges Visitor Servicing Review</li> <li>• SFR Visitor Information Providers (VIP) Network – Non-accredited Local VIO Guidelines [SFR VIP Group &amp; SFT Tourism Authority]</li> <li>• SA Regional Visitor Strategy</li> </ul>
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## Challenges & opportunities

### Challenges:

<p>VIS delivery:</p> <ul style="list-style-type: none"> <li>• Ensuring appropriate and correct / up to date information is available for visitors</li> <li>• Keeping up to date with the market</li> </ul>	<p>Collaboration:</p> <ul style="list-style-type: none"> <li>• SF VIOs struggle to work on a common front as there is nothing or no one linking us together as a group. We are simply single organisations in a region, all working to a similar goal but with no overarching control</li> <li>• Not enough engagement and support locally</li> </ul>	<p>Volunteers:</p> <p>Difficulty recruiting volunteers and staff</p>
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**Funding & resources:**

- Cost of operations
- There is a viewpoint that VICs are an unnecessary drain on Council funds, due to seeming lack of return on investment. This is combined with a perception that 'all you need to know can be found on your phone' – which is not the case. What needs to be recognised is the 'Stop. Stay. Spend.' potential that quality VIS provides; a means of quantifying the value of VIS is needed
- Changes in Local Government elected members – may not see tourism as being important to the region – potential impact on funding from our stakeholders

**Opportunities:**

<p><b>Face to face delivery:</b></p> <ul style="list-style-type: none"><li>• Developing an SFR pop-up model that all Councils could access</li><li>• Updated services, especially in small country towns</li></ul>	<p><b>Funding &amp; resources:</b></p> <ul style="list-style-type: none"><li>• More RTO hours in the region</li><li>• More support from SATC and government</li></ul>	<p><b>Collaboration:</b></p> <ul style="list-style-type: none"><li>• It has been identified that there is a need to reform the SFR Visitor Services Network, bringing various VIOs and the two Accredited VICs representatives together, to help with professional development</li><li>• A set of required standards for formal recognition is required, to ensure a consistent approach to delivery of Visitor Services</li><li>• Reinstate SFRVIPG regular meetings</li><li>• Greater support from local businesses e.g. sharing of information, engagement with VICs re bookings for accommodation, product etc.</li></ul>
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## Appendix 4: VIS Audit detail – Yorke Peninsula tourism region

### Face-to-face

VIC

*Copper Coast Visitor Information Centre - The Farm Shed Museum & Tourism Centre*

<p><b>Location:</b></p> <ul style="list-style-type: none"> <li>• 50 Mines Road Kadina</li> <li>• Located with The Farm Shed Museum – National Trust Kadina, Copper Coast Indoor Play Centre, Copper Coast Miniature Railway and mini-golf course</li> <li>• Not located in prominent position. Although co-located with other services, VIC is a destination as it is not located in a prominent place – and is only chanced upon if visitors are travelling specifically from Kadina to Moonta. Otherwise up to visitor to find centre</li> </ul>	<p><b>Services:</b></p> <ul style="list-style-type: none"> <li>• Face-to-face visitor contact</li> <li>• Phone and email visitor contact</li> <li>• Displays / distributes tourism publications (printed info, e.g. guides, brochures, maps)</li> </ul>	<p><b>Commercial products &amp; services:</b></p> <p><b>Booking services:</b></p> <ul style="list-style-type: none"> <li>• Accommodation (4% commission currently – sourcing alternative provider for new website)</li> <li>• Tourism products and experiences – under development to be in place mid-2019. Need this option on new website to facilitate hosting Cruise Ship visitors beginning December 2019. Will be a 10% commission</li> <li>• Local or regional events (point of sale outlet for local events at a 10% commission)</li> </ul> <p><b>Retail:</b> Extensive range of souvenirs and local produce.</p> <p><b>Café:</b> Food and drink – limited options</p>
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<p><b>Digital facilities on site:</b></p> <ul style="list-style-type: none"> <li>• iPad touchscreen computer (with internet connection) and printing</li> <li>• Free Wi-Fi</li> <li>• Large TV screen with slideshow constantly played; also used for other promotional media including film etc.</li> </ul>	<p><b>Facilities:</b></p> <ul style="list-style-type: none"> <li>• Extensive parking including disabled, caravan, RV, Bus</li> <li>• Main reception area</li> <li>• Café seating</li> <li>• Meeting room</li> <li>• Toilets – male, female and disabled</li> <li>• Baby changing facilities</li> <li>• Display furniture that is mobile and used off-site for promotions (as well on site)</li> </ul>	<p><b>Staff &amp; volunteers:</b></p> <p><b>Staffing:</b></p> <ul style="list-style-type: none"> <li>• 3 staff, 3 FTE: 2 Customer Tourism Services Officers &amp; 1 FTE Tourism &amp; Events Officer</li> <li>• Managed by Library &amp; Tourism Coordinator (no FTE allocation to VIS indicated)</li> </ul> <p><b>Volunteers:</b></p> <ul style="list-style-type: none"> <li>• Kadina National Trust provide volunteers to work weekends and public holidays</li> <li>• Approximately 15 volunteers rostered at present time</li> <li>• 1400 volunteer hours p.a.</li> </ul> <p><b>Training:</b></p> <ul style="list-style-type: none"> <li>• Staff training is regularly provided through Council, LGA, SATC, YPT and TiCSA</li> <li>• Volunteer training is regularly provided through Council</li> </ul>
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<b>Funding:</b> Local Government: Copper Coast Council: Estimated net cost \$250,000	<b>Industry support:</b> Provides a venue for tourism-related events/functions	Updating visitor information and staff / volunteer knowledge: Regular training and famils programmed
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<b>Planned initiatives:</b> <ul style="list-style-type: none"> <li>Development of new Copper Coast Tourism Website – <a href="http://www.visitcoppercoast">www.visitcoppercoast</a>, Instagram and re-branding of Facebook page - due for completion mid 2019</li> <li>Establishment of pop up (seasonal) VIC in Wallaroo for Cruise Ship visits – December 2019 / January 2020</li> <li>Review of location of service point as a result of site development plan for National Heritage Listed Moonta Mines</li> </ul>	<b>Data capture:</b> <ul style="list-style-type: none"> <li>All visitation data is captured – in person, online enquiries, phone enquiries</li> <li>Demographics including where they are visiting from, duration of stay and what service was provided</li> <li>Data is provided to and compiled by YPT for whole region</li> <li>Surveys completed twice a year as per mandatory requirement for all VICs by SATC</li> </ul>	<b>Performance measurement &amp; reporting:</b> <ul style="list-style-type: none"> <li>Statistical – number of visits and enquiries; economic value to region</li> <li>Anecdotal</li> </ul>
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## VIOs

<b>Locations:</b> <b>Current VIOs:</b> <ul style="list-style-type: none"> <li>Ardrossan Museum and Information Outlet</li> <li>Coobowie TnT Dina Bite</li> <li>Corny Point Caravan Park</li> <li>Edithburgh Post Office</li> <li>Harvest Corner Information and Craft (Minlaton)</li> <li>Innes National Park</li> <li>Maitland Information Centre</li> <li>Port Broughton</li> <li>Port Victoria Kiosk and Post Office</li> <li>Port Vincent Visitor Information Outlet</li> <li>Southern Yorke Peninsula Community Telecentre (Yorketown)</li> <li>Southern Yorke Peninsula Visitor Centre (Stansbury)</li> </ul>	<b>Services:</b> <ul style="list-style-type: none"> <li>Face to face information</li> <li>Either iPad or PC to allow visitors to browse Visit Yorke Peninsula website &amp; obtain online bush camping permits</li> <li>Hard copy visitor information (e.g. regional guides, YP Council produce information flyers &amp; local business flyers)</li> <li>Moonta &amp; Wallaroo provide information and a range of souvenirs / gifts etc.</li> </ul>	<b>VIO Support:</b> <ul style="list-style-type: none"> <li>Access to visitor information including stocking of all information products – leaflets, brochures etc.</li> <li>Support to volunteers in service delivery with inclusion in training opportunities</li> <li>Wallaroo &amp; Moonta are supported by the Copper Coast VIC</li> <li>Yorke Peninsula Council approx. \$130,000 direct cost of running visitor information servicing</li> <li>YP Council actively supports its network of VIOs through regular training, provision of IT, supply of information brochures and commission on bush camping permits bought through their outlet</li> <li>DC Barunga West has now taken over admin &amp; social media for the VIO from the Progress Association – association now concentrating on running VIO</li> </ul>
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<p><b>Staffing / volunteers:</b></p> <ul style="list-style-type: none"> <li>• Moonta employ a 1 FTE Tourism Manager however VIO staffed by volunteers</li> <li>• Wallaroo completely staffed by volunteers</li> <li>• YP Council area VIOS - mix of paid staff and volunteers</li> </ul>	<p><b>Governance &amp; management:</b></p> <ul style="list-style-type: none"> <li>• YP Council has Memorandum of Understanding (MoU) in place with most (not all) VIOs in district. MoU outlines VIOs responsibilities e.g. access to self-serve technology, answering machine, 24-hour access to key information (e.g. locality maps, visitor guides etc.). MoU states that Council will undertake regular reviews of operations via onsite visits, feedback, mystery shoppers etc. First review recently undertaken.</li> <li>• Reference document is Yorke Peninsula Tourism VIO Policy</li> </ul>
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## Other

<p><b>Pop-up information services:</b></p> <ul style="list-style-type: none"> <li>• Copper Coast Council will be establishing a pop-up at Wallaroo specifically for Cruise Ship visits beginning in 2019/20 season</li> <li>• Attendance at trade shows / promotional events:</li> </ul>	<p><b>Other organisations providing VIS in region:</b></p> <ul style="list-style-type: none"> <li>• Copper Coast: Local businesses primarily caravan parks, accommodation and food</li> <li>• Yorke Peninsula Council area: Caravan Parks and many other retail outlets (e.g. cafes, grocery stores) carry a range of visitor information brochures</li> <li>• Yorke Peninsula Council undertakes direct visitor servicing (emails, phone call, social media requests) during normal business hours</li> </ul>
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## Digital

<p><b>Websites:</b></p> <ul style="list-style-type: none"> <li>• <a href="http://www.visityorkepeninsula.com.au">www.visityorkepeninsula.com.au</a></li> <li>• <a href="http://www.yorkepeninsula.com.au">www.yorkepeninsula.com.au</a></li> <li>• <a href="http://www.coppercoast.sa.gov.au">www.coppercoast.sa.gov.au</a> (soon to be <a href="http://www.visitcoppercoast">www.visitcoppercoast</a>)</li> </ul>	<p><b>Social media:</b></p> <ul style="list-style-type: none"> <li>• Yorke Peninsula Facebook</li> <li>• Copper Coast Visitor Information Centre Facebook</li> <li>• Copper Coast Council Facebook</li> <li>• Instagram and visitcoppercoast pages also currently under development</li> </ul>
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## Challenges & opportunities

### Challenges:

<p><b>Collaboration:</b></p> <ul style="list-style-type: none"> <li>• Local operators not being open during peak times</li> <li>• Many local operators not wanting to work together – parochialism</li> </ul>	<p><b>Volunteers:</b></p> <ul style="list-style-type: none"> <li>• Challenges in maintaining volunteer numbers as they retire for age and health reasons; challenges in attracting new volunteers to fill roles vacated</li> <li>• Concerns over skill levels of volunteers who do not always have ability to provide appropriate knowledge and customer service to visitors</li> <li>• Reliance on volunteers to provide a service all year round</li> <li>• Tech savviness of volunteers as visitors move to wanting more online information, dealing with incorrect information online</li> </ul>
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## Opportunities:

<p><b>Digital delivery:</b> Increase in digital usage by visitors – ensuring product is accessible through various online channels</p>	<p><b>Funding &amp; resources:</b> More financial support from state government – Local Government is expected to keep reducing costs whilst battling with ever increasing cost pressures. Tourism is critical for long term sustainability of the Peninsula and sometimes can feel like an uphill battle</p>	<p><b>Collaboration:</b></p> <ul style="list-style-type: none"> <li>• Working with YPT and the other Councils in our region to support tourism across the region</li> <li>• Working with other regions</li> </ul>
<p><b>Increasing visitation:</b></p> <ul style="list-style-type: none"> <li>• Cruise ships visiting Wallaroo as of 7th December 2019</li> <li>• Development of Moonta Mines National Heritage listed site</li> <li>• Growth of events including:             <ul style="list-style-type: none"> <li>○ future sustainability of current major festival Kernewek Lowender &amp; YP Field Days</li> <li>○ continuing to support and attract sporting events</li> <li>○ continuing to support and attract events (e.g. Tasting Australia etc.)</li> </ul> </li> </ul>		





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## **Clare Valley Wine, Food & Tourism Centre**

### **Socio-Economic Impact Assessment**

**March 2017**

## TABLE OF CONTENTS

<b>EXECUTIVE SUMMARY .....</b>	<b>1</b>
<b>1 INTRODUCTION AND METHODOLOGY .....</b>	<b>3</b>
<b>2 LITERATURE REVIEW AND TOURISM DATA .....</b>	<b>4</b>
<b>3 CONTRIBUTION TO ECONOMIC DEVELOPMENT .....</b>	<b>6</b>
<b>4 OTHER SOCIO ECONOMIC BENEFITS .....</b>	<b>10</b>

## EXECUTIVE SUMMARY

This socio-economic impact assessment focuses on the effect of the Clare Valley Wine, Food & Tourism Centre (the Centre) on regional incomes and employment associated with the Centre's operations. This effect arises through the primary operations and expenditure directly associated with the Centre, and then from further 'rounds' of indirect expenditure that this direct expenditure stimulates as it flows to supplying industries and into incomes and consumption.

Through the creation of additional economic activity, the generation of additional and new visitor spending in the Clare Valley region by the Centre, and visitor spending at the Centre and at other venues and businesses in the Clare Valley region, will stimulate economic activity and offer an increased number and broader scope of regional jobs. South Australia and its regions, including the Mid North and Clare Valley, are experiencing rapidly rising unemployment associated with restructuring of national and global manufacturing, The State's level of unemployment, and associated social and financial implications, will be exacerbated by the impending closure of motor vehicle manufacturing in South Australia and Victoria. New employment and income opportunities are desperately needed through new regional initiatives in industries afforded some protection through competitive advantages, such as tourism, which the Centre offers through its ongoing operational economic benefits.

From a **State perspective**, economic modelling indicates that the Centre supports annually \$4.1 million of value added in South Australia (contribution to Gross State Product), and supports directly and indirectly, via the multiplier effect, in the order of 29.8 FTE jobs per year.

From a **regional perspective** (i.e. the Lower North/Clare Valley), the Centre is estimated to support annually \$2.23 million of value added in the region (Mid North), and support directly and indirectly (including the multiplier impact) approximately 23.5 FTE jobs per year.

In terms of funding support from local government, its \$200,000 per annum investment makes the Centre's operations viable, without which the above major regional and State benefits would be at high risk. The invested \$200,000 supports 23.5 FTE regional jobs plus \$2.23 million of regional Gross State Product (salaries, wages and profits). The GSP returns only demonstrate that Council's \$200,000 contribution is leveraged to return **eleven times** that in additional regional salaries, wages, profits and taxes – a very high benefit/cost ratio. The flow of these jobs and GSP support other regional/Clare industries that provide services and products to the Centre, its accommodation and tour providers, and the beneficiaries of the associated salaries, wages and profits spending. Beneficiary industries include for example

food and beverage manufacturing, accommodation and tour providers, local produce suppliers, retailing, and supporting regional service industries such as education and health. Should the Centre close, job losses will be experienced across all these industries.

The Clare Valley Wine, Food and Tourism Centre has a clear and sustained impact on the regional and State economies as identified above and offers a significant return on Council's \$200,000 per annum investment. However, the socio-economic benefits are even stronger when more in-tangible regional benefits are considered such as:

- **The Centre acts as a Gateway to Clare and is a quality asset for inbound tourists.** It is the region's 'front door' and a key communicator of what the Clare brand stands for and the attributes that surround that brand. It influences the visitor's experience and perceptions of Clare Valley and has a strong influence on potential return visits and recommendations to new visitors.
- **The Centre's role in attracting new/first time tourists over and above those not already committed.** This economic assessment only captures the additional spending incurred by these already visiting Clare (i.e. \$181). However, it is likely that the Centre is playing an increasing role in attracting additional tourists to the Clare Valley region spending in the order of \$202 per adult. Since the Centre was only re-opened in March 2015, sufficient data is unavailable to track the total tourist visitations under the new arrangements. However, an increase of 2,000 tourists would support in the order of an additional 3-4 FTE jobs at the regional and State levels.
- **In addition to the above, the Centre plays an important role in securing repeat business by existing tourists.**
- **Through an increased number and range of jobs supported by the Centre, there will be reduced local unemployment in the region.** The Centre's industry links and associations helps to improve the 'sense of place' and pride in local communities. The amenity value of local industry facilities such as the Centre result in higher visitation and meeting rates by local industry, along with increased social interaction. This in turn helps create a more coherent industry and helps prevent any feelings of personal isolation or disengagement by individual industry participants. These factors help to reduce disadvantage and improve quality of life within the community, leading to more outreaching benefits while higher participation in work and industry activities act to reduce regional crime rates (e.g. via lower unemployment).

## 1 INTRODUCTION AND METHODOLOGY

Hudson Howells has been engaged by the Clare Valley Hutt Project trading as (Clare Valley Wine, Food & Tourism Centre (the Centre)) to undertake a socio-economic impact assessment of the Centre in terms of economic benefits to South Australia and the local region (i.e. the Mid-North/Clare Valley Region) with the socio-economic benefits to be measured as:

- Contribution to jobs (FTE's)
- Contribution to Gross State Product (GSP)
- Other social, economic and industry benefits.

At the commencement of the project, Hudson Howells undertook a literature review and collected all tourist data from the Centre relevant to the review and economic impact assessment.

This socio-economic impact assessment focuses on the impact the Centre has on regional incomes and employment associated with regional tourism. This effect arises through the primary expenditure directly associated with the Centre and tourists, and then from further 'rounds' of indirect expenditure that this direct expenditure stimulates as it flows to supplying industries and into incomes and consumption.

The importance of the expenditure is that it sustains turnover in local industry and supports local jobs and incomes. The use of multipliers derived from State and Regional Input Output Tables has been a prominent process in South Australia for translating directly created expenditure (a final demand stimulus) into jobs and incomes, and for establishing the extent of the flow-on or multiplier impacts.

The use of these Input Output multipliers allows an assessment of the impact of a certain expenditures on the incomes and employment of a specified region or regions. The multipliers used for this assessment have been derived from the RISE Model, using tables for the State and the Mid-North Region of South Australia. The modelling framework for the socio-economic impact assessment is an Excel based spreadsheet model that provides a basis for inputting the core variables as above and traces the economy wide impacts of the Centre. Other socio-economic benefits associated with the Centre have also been identified and discussed in the report (e.g. industry support, shadow effects in other regions, retailer benefits, etc.).

Finally, the Centre's revenue streams have been compared with the socio-economic benefits to put the benefits into perspective alongside funding sources.

## 2 LITERATURE REVIEW AND TOURISM DATA

As noted above, at the commencement of the project, Hudson Howells undertook a literature review and collected all tourist data from the Centre relevant to the review and economic impact assessment. The following key external and internal documents were obtained and reviewed:

### *External Documents*

- South Australian Accredited Visitor Information Centre Network, Visitation and Economic Benefits, 2011/12 – 2015/16.
- The Value of Visitor Information Centres to the Victorian Tourism Industry and Local Economy, August 2010.
- Department of Resources, Energy and Tourism, Tourism Research Australia, Destination Visitor Survey, Strategic Regional Research – South Australia.
- Australia's Accredited VICs, A Strategic Directions Paper.

### *Internal Documents*

- Clare Valley Wine, Food and Tourism Centre, Report to the Clare and Gilbert Valleys Council, October 2016.
- Clare Valley Wine, Food and Tourism Centre, Report to the Clare and Gilbert Valleys Council, April 2016.
- Clare Valley Wine, Food and Tourism Centre, Report to the Clare and Gilbert Valleys Council, October 2015
- Visitor Statistics.
- Financial Report, June 2015 and Profit & Loss Statement 2016/16.
- Clare Valley Wine, Food and Tourism Centre Lease from the Clare and Gilbert Valleys Council, October.



- Clare Valley Wine, Food and Tourism Centre, Review of Visitor Information Services Strategic Alliance Submission, December 2014.

The following key issues and data relevant to the Centre's socio-economic impact assessment have been sourced from the above documents:

- Based on the Tourism Research Australia Destination Visitor Survey, in 2015/16 Visitor Information Centre (VIC) patrons anticipated spending \$202 per adult on the basis of the information they received at the VIC, plus 59% incurred unplanned expenditure of an additional \$181 per adult based on information received at the VICs.
- For estimating the economic spend by visitors to VICs, the South Australian Visitation and Economic Benefits Study discounted visitor numbers by 15% to eliminate young people unlikely to spend on tourism.
- The total number of visitors to the Clare Valley Wine, Food and Tourism Centre in financial year 2015/16 was 20,558 which increased to 23,098 for the 2016 calendar year.
- Based on a 5 year average number of visitors of 26,600, the South Australian Visitation and Economic Benefits Study estimated an additional spend attributable to the Clare Centre of \$2,416,912 per annum supporting 15.1 FTE regional jobs per annum.

### 3 CONTRIBUTION TO ECONOMIC DEVELOPMENT

The Clare Valley Wine, Food and Tourism Centre represents a major regional initiative that contributes to the Clare Valley region's economic and social infrastructure. In particular, its activities provide a boost regional incomes and employment through its operations and regional tourism promotion.

Through the creation of additional economic activity, the generation of additional and new visitor spending in the Clare Valley region by the Centre, and visitor spending at the Centre and at other venues and businesses in the Clare Valley region, will stimulate economic activity and offer an increased number and broader scope of regional jobs. South Australia and its regions, including the Mid North and Clare Valley, are experiencing rapidly rising unemployment associated with restructuring of national and global manufacturing, The State's level of unemployment, and associated social and financial implications, will be exacerbated by the impending closure of motor vehicle manufacturing in South Australia and Victoria. New employment and income opportunities are desperately needed through new regional initiatives in industries afforded some protection through competitive advantages, such as tourism, which the Centre offers through its ongoing operational economic benefits.

This section of the report details the income and employment supported by the Centre's activities including 'multiplier' impacts as measured by employment and value added (contribution to Gross Regional Product, or salaries, wages and profits). The multiplier (or downstream) impacts are important in the context of total regional and State wide impacts of the Centre. They recognise that there will be 'leakage' of expenditure associated with the Centre to other regions (Adelaide, and possibly other economic regions) and that the economic impacts reach further than the immediate Clare region.

A Microsoft Excel model has been developed to assess the economic impacts and an Input – Output methodology has been employed to model the impact of the Centre on the regional and State economies. Input - Output Tables for the Yorke Peninsula and Mid-North Region of South Australia have been sourced as a methodology for assessing the economic impacts.

This economic impact assessment has been undertaken to identify the jobs and incomes that are associated with the Centre's operations. Job and income creation are critical elements of the social agenda for economic regions. Economic and social development are intertwined and there is a very strong correlation between economic growth and social indicators (e.g. unemployment and crime rates). An accepted methodology for measuring economic outcomes, and one that is used nationally and internationally, is to measure the value added and employment associated with investment and turnover outcomes.

*Value added* is defined as the extent to which the local economy adds value to the product or services supplied, and essentially is the returns to labour and capital in the region for that activity – it represents the incomes to labour and capital. It is consistent with the predominant national measure of economic activity of Gross Domestic Product (GDP).

This value added and employment impact can be measured at two levels. Firstly there is the direct impact – the value added and employment contribution or share associated directly with the expenditure (e.g. the labour and profits involved in the Centre’s direct activity). Secondly there is the indirect or multiplier impact – for example that associated with the suppliers to the Centre and the spend of associated wages.

As already noted, the Input-Output Tables for the Yorke and Mid-North Region provide multipliers across a broad range of industries to assess operational economic impacts of the Centre. The *Accommodation and Food Service Industry* is considered the best industry sector to approximate the operational economic impacts of the Centre. This sector has the following multipliers adjusted to 2016/17 for inflation at 2% per annum:

<b>Table 1</b>		
<b>Accommodation and Food Services Sector Multipliers</b>		
	<b>Yorke and Mid-North</b>	<b>South Australia</b>
Employment (per \$ million)	7.765	8.629
Value Added (\$ million)	0.738	1.198
Type 2 Employment Multiplier	1.444	2.697

It should be noted that, as this assessment is based on the Mid North/Clare Valley region, adjustments have to be made for ‘leakage’ of economic activity from the region as people employed in the region and via regional expenditure may reside elsewhere in South Australia. Regional multipliers are therefore lower than those for the State.

The above multipliers indicate that every \$1 million of additional regional turnover associated with the Centre supports employment of 7.765 persons in the Yorke and Mid-North Region (directly and through the multiplier effects) and 8.629 persons in total for South Australia. The value added or GRP (salaries, wages and profits) associated with this activity is \$738,000 and \$1,198,000 respectively.

The following additional notes and assumptions are made for this economic impact assessment:

- Value added is defined as returns to capital and labour (i.e. salaries, wages and profits).
- Employment is defined as full time equivalent (FTE) employees.

Based on the 23,098 visitors for the 2016 calendar year, and accepting the assumptions of the South Australian Study that 15% of visitors are 'youth' and 59% of visitors incurred unplanned expenditure of an additional \$181 per adult, it is estimated that the Centre's existence and operations supports an additional \$2.1 million of tourism expenditure per annum in the Clare region.

The following table details the estimation of the Centre's economic impacts associated with the additional spend by visitors at the State and Regional levels.

<b>Table 2</b>		
<b>Operational Economic Impacts (Per Annum)</b>		
	<b>Yorke and Mid-North Region</b>	<b>South Australia</b>
Employment per annum (Full Time Equivalent jobs after adjusting for inflation)	16.3 FTE Jobs	18.1 FTE Jobs
Value Added or Contribution to Gross State Product per annum (Salaries, Wages and Profits)	\$1.55 million	\$2.52 million

In summary, while fully operational, additional State employment associated with the Centre is 18.1 FTEs with value added (salaries, wages and profits) reaching \$2.52 million per annum. Most importantly, the Centre supports employment in the Clare Valley region of 16.3 FTEs with value added of \$1.55 million per annum.

These findings are consistent with the South Australian Visitation and Economic Benefits Study which estimated that the Centre supports 15.1 FTE regional jobs per annum.

This is, however, considered a very narrow assessment of the Centre's socio-economic impact as it excludes other very important sources of regional jobs and income support including:

- The jobs and incomes supported by the Centre's own operations, with direct jobs estimated by management to be 3.5 FTEs.

- The additional jobs and incomes supported by the Centre’s agency arrangements and average commissions paid at 10% of accommodation placements and 30% of Centre produce sales (food, beverages, art works, etc.).

The Type 2 employment multipliers above can be used to estimate the economic impact of the Centre’s own operations on the regional and State economies. Each direct job at the regional level supports 1.444 regional jobs and 2.697 jobs at the State level. The Centre’s own employment of 3.5 FTEs is therefore estimated to support 5.1 regional jobs and 9.4 jobs at the State level. The associated value added or Gross State Product is estimated to be \$0.485 million per annum at the regional level and \$1.308 million at the State level.

The Centre’s 2016 Profit and Loss Statement details the following:

- Commissions (10%) on accommodation and tours of \$13,547 indicating direct support for approximately \$135,470 of total accommodation and tour sales.
- Gross sales of \$130,440 comprising produce and café sales, wine and beer sales, art sales and other sales but excluding the Winemakers Sublease and Promotional Levy.
- It is therefore estimated that the Centre supports approximately \$265,910 per annum of regional sales.

These sales of \$265,910 associated with the Centre’s operations are estimated to support 2.1 FTE regional jobs and 2.3 FTE jobs at the State level. The associated value added or Gross State Product is estimated to be \$0.196 million per annum at the regional level and \$0.343 million at the State level.

The total regional and State economic impacts supported by the Centre are summarized in the following table:

<b>Table 3</b>		
<b>Total Economic Impacts (Per Annum)</b>		
	<b>Yorke and Mid-North Region</b>	<b>South Australia</b>
Employment per annum (Full Time Equivalent jobs after adjusting for inflation)	23.5 FTE Jobs	29.8 FTE Jobs
Value Added or Contribution to Gross State Product per annum (Salaries, Wages and Profits)	\$2.23 million	\$4.17 million

## 4 OTHER SOCIO ECONOMIC BENEFITS

In terms of funding support from local government, its \$200,000 per annum investment makes the Centre's operations viable, without which the above major regional and State benefits would be at high risk. The invested \$200,000 supports 23.5 FTE regional jobs plus \$2.23 million of regional Gross State Product (salaries, wages and profits). The GSP returns only demonstrate that Council's \$200,000 contribution is leveraged to return eleven times that in additional regional salaries, wages, profits and taxes.

The flow of these jobs and GSP support other regional/Clare industries that provide services and products to the Centre, its accommodation and tour providers, and the beneficiaries of the associated salaries, wages and profits spending. Beneficiary industries include for example food and beverage manufacturing, accommodation and tour providers, local produce suppliers, retailing, and supporting regional service industries such as education and health. Should the Centre close, job losses will be experienced across all these industries.

The Clare Valley Wine, Food and Tourism Sector has a clear and sustained impact on the regional and State economies as identified above and offers a significant return on Council's \$200,000 per annum investment. However, the socio-economic benefits are even stronger when more in-tangible regional benefits are considered such as:

- The Centre acts as a Gateway to Clare Valley and is a quality asset for inbound tourists. It is the region's 'front door' and a key communicator of what the Clare Valley brand stands for and the attributes that surround that brand. It influences the visitor's experience and perceptions of Clare Valley and has a strong influence on potential return visits and recommendations to new visitors.
- The Centre's role in attracting new/first time tourists over and above those not already committed. This economic assessment only captures the additional spending incurred by these already visiting Clare (i.e. \$181). However, it is likely that the Centre is playing an increasing role in attracting additional tourists to the Clare region spending in the order of \$202 per adult. Since the Centre was only re-opened in March 2015, sufficient data is unavailable to track the total tourist visitations under the new arrangements. However, an increase of 2,000 tourists would support in the order of an additional 3-4 FTE jobs at the regional and State levels.
- In addition to the above, the Centre plays an important role in securing repeat business by existing tourists.

- Through an increased number and range of jobs supported by the Centre, there will be reduced local unemployment in the region. The Centre's industry links and associations helps to improve the 'sense of place' and pride in local communities. The amenity value of local industry facilities such as the Centre result in higher visitation and meeting rates by local industry, along with increased social interaction. This in turn helps create a more coherent industry and helps prevent any feelings of personal isolation or disengagement by individual industry participants. These factors help to reduce disadvantage and improve quality of life within the community, leading to more outreaching benefits while higher participation in work and industry activities act to reduce regional crime rates (e.g. via lower unemployment).



## Clare Valley Tourism and VICs

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Dr Kristine Peters

4th December 2014



### Contents

Introduction .....	1
Overview of regional tourism .....	1
Tourism marketing.....	4
The importance of events.....	4
Value of VICs .....	5
Cost of operation.....	6
Good practice in Visitor Services.....	7
Accreditation .....	8
VIC Trends.....	9
Councils playing a stronger role.....	9
Visitor numbers .....	10
Revenues.....	11
Knowledge: a valuable visitor service .....	12
VICs as part of the regional experience .....	13
Sources.....	14

## Introduction

This paper has been prepared by Dr Kristine Peters of *KPPM Strategy* to summarise current issues relating to tourism and Visitor Information Centres in the Clare Valley tourism region.

## Overview of regional tourism

Regional tourism makes an important contribution to Gross Regional Product and to the diversification and resilience of regional economies. As can be seen in the South Australian Tourism Commission (SATC) infographic (*Figure 1*) tourism expenditure contributes an annual average of \$78m to the Clare Valley tourism region economy, representing 197 tourism businesses and 153,000 visitor nights.

On a three year average, the majority of tourists (69%) are from South Australia, 28% are from other states, only 3% are from overseas.

SATC's *Regional Tourism Profile June 2010-2012* found that there were 253,000 **annual day trips** to the Clare Valley Region,

*Figure 2* illustrates the trends in visitor nights in the Clare Valley tourism region against South Australia as a whole. *Figure 2* shows that the trend in Clare Valley visitor nights is relatively stable (see linear trendline), whereas SA's visitor numbers are increasing (the surge in visitors in 2003 and 2004 resulted from the Bali bombings (2002) and SARS (2003) which temporarily increased domestic travel over international travel; and the Rugby World Cup (2003), which brought 7,789 visitors to South Australia).









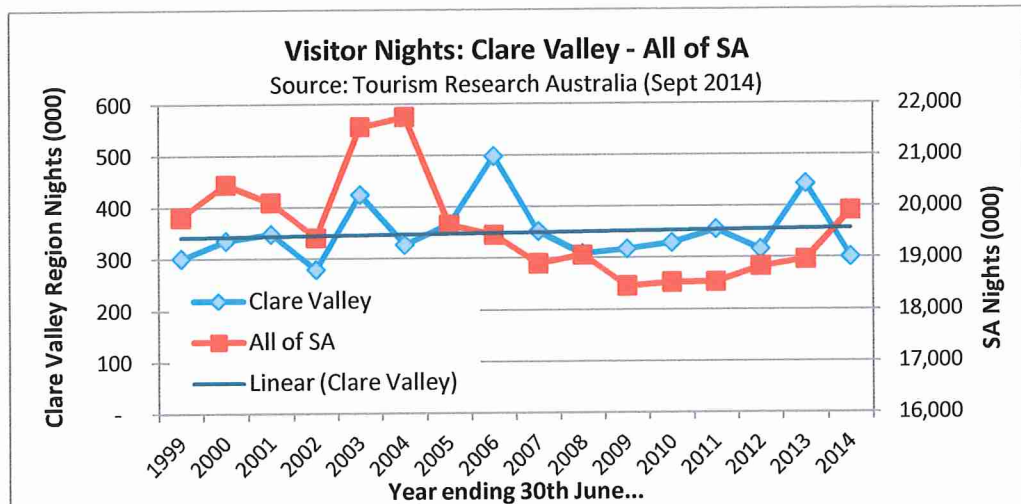
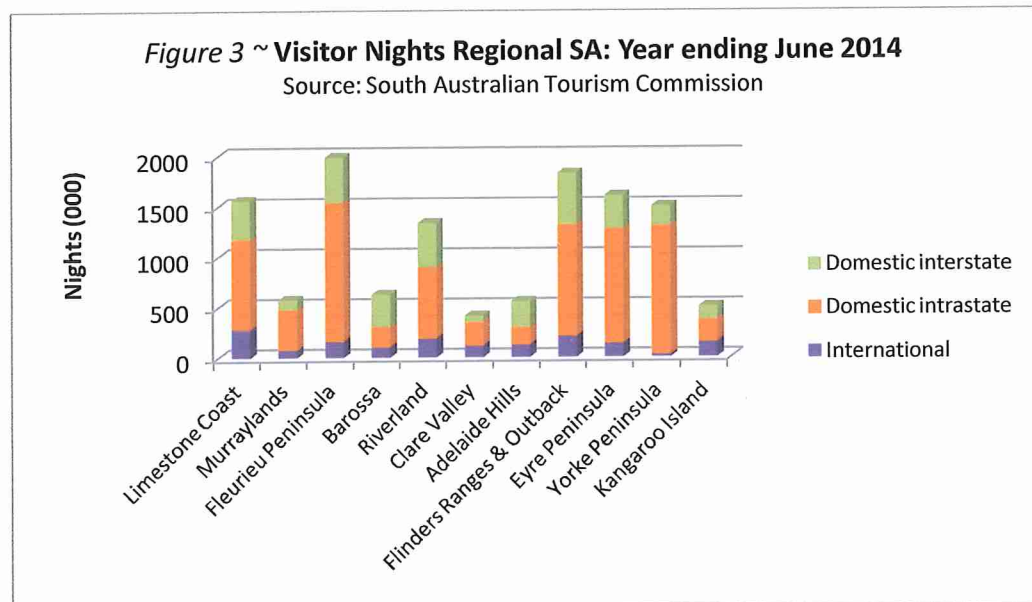
	\$78m	Tourism Expenditure
	153k	Overnight Visitors / Year
	28%	Proportion of Interstate Visitors
	69%	Proportion of Intrastate Visitors
	3%	Proportion of International Visitors
	411k	Visitor Nights
	197	Tourism Businesses Yr end June 2012
	147	Hotel Rooms Yr end June 2013

Figure 1 ~ SATC - The Value of Tourism in the Clare Valley Region: 3 Year Annual Average to June 2014



Further analysis of visitor nights in regional South Australia (*Figure 3*) shows that in the year to 30th June 2014:

- Of non-metropolitan tourism regions, Clare Valley (with Adelaide Hills, Barossa, Murraylands and Kangaroo Island) have the lowest numbers of overnight visits - noting that Adelaide's visitor nights are 111 times higher than Clare Valley and not included on this graph). The low level of overnight visitation for these regions reflects their proximity to Adelaide, which encourages day trip visitors.
- 56% of Clare Valley overnight visits are sourced from South Australia (234,000 overnight visits), this is equivalent to the mean for all South Australian regions excluding Adelaide.
- 16% of visitor nights result from interstate travellers, a lower ratio than all other regions except Yorke Peninsula, and a substantially lower number (at 67,000) than all other regions (Murraylands has 97,000 then the next lowest region is Kangaroo Island with 134,000).
- 27% of Clare Valley overnight visits (114,000) are people from overseas - a higher proportion than all regions except Adelaide. The average percentage of international overnight visits in non-metropolitan regions is 15%. Of similar 'peri-urban' regions, Fleurieu has 8% international visits, Barossa has 16% and Adelaide Hills has 22%.



These data shows that Clare Valley is missing out on local and interstate overnight visits, but has strong appeal for visitors from overseas. A quarter of visitors who stayed overnight were visiting friends and relatives and these visits were longer than holiday visits (2.5 days VRF and 2.1 days holiday).

Despite the relatively high percentage of international visitors to the Clare Valley Region, Research by Tourism Research Australia (*Driving Dispersal of International Visitors to SA and NT, 2014*) suggests that the region and its attractions are not well known by international visitors (except perhaps those who are visiting friends and family). Less than 1 in 20 international visitors mentioned the Clare Valley region and within this region, no single attraction or event was mentioned.

Further findings by Tourism Research Australia provide insights into strategies to attract international travellers:

international travellers do not see South Australia as value for money (74% did not think it was value for money) or convenient (60%) although younger people are more likely to return to Australia and visit South Australia.

The main barriers to returning to South Australia are "not enough time" and "travel budget".

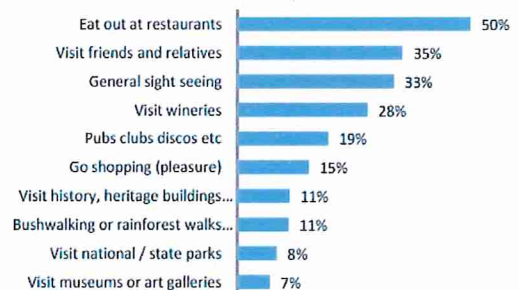
In terms of things that can be done to make South Australia a 'must' for international holiday visitors, the largest response (31% of those interviewed) was "advertising sites and attractions". Clearly VICs and Regional Tourism Organisations have a role to play.

262 businesses are listed on the Australian Tourism Data Warehouse in the Clare region as of December 2014 (calculated via search of Clare Valley + 100 kilometres). 31 were listed in the Burra area (Burra + 30ks) and 34 in the Eudunda area (Eudunda +30ks).

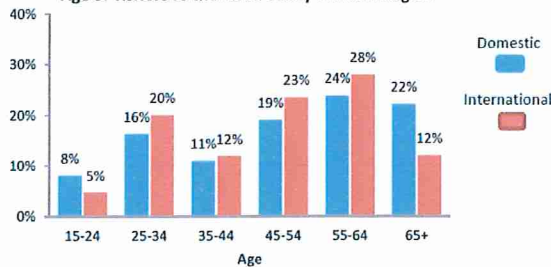
In the 2014 Tourism Research Australia study, international visitors were asked what influenced their choice of destinations visited (other than the port in which they landed) when planning their trip to Australia. The most frequent responses were:

1. Recommendations by friends/relatives (59%)
2. Visiting friends/relatives (37%)
3. Wanted to see a particular site/attraction (37%)
4. Always wanted to go (26%).

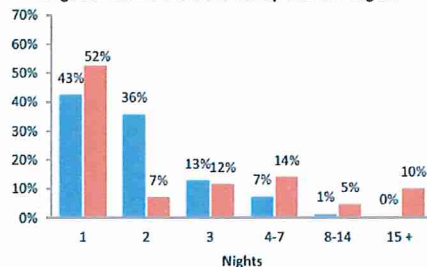
Domestic visitor activities - Clare Valley



Age of visitors to the Clare Valley Tourism Region



Length of visit to the Clare Valley Tourism Region



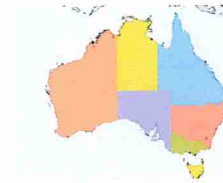
## Tourism marketing

Tourism marketing in Australia operates under clear areas of responsibility:

### Tourism Australia

(Commonwealth Government)

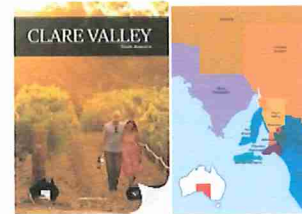
Markets Australia internationally and bring tourists into the country.



### South Australian Tourism Commission

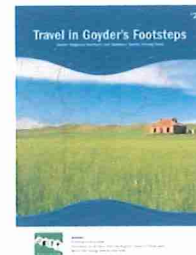
(SA Government)

Attracts tourists to South Australia and makes them aware of tourism regions.



### RDAs/Councils

Work collaboratively to draw tourists into regions and keep them there through tourism infrastructure, supporting local tourism associations and development of good local product.



### Tourism operators

Deliver memorable experiences, promote their own product, collaborate on regional branding and promotion.



## The importance of events

Events are important drivers of regional tourism. Tourism Research Australia (2014) estimated that 87% of Australians travelled domestically in the past two years; over half of the population visited a regional destination; and a quarter visited a regional event (Fig 4).

Value is a key driver of event attendance. TRA's research showed that the highest value events (those with broad mainstream appeal that can drive overnight trips) were:

1. music
2. food and wine
3. cultural
4. spectator sporting events.



Figure 4 ~ TRA survey Domestic Travel in the last two years

Regions can make it easier for people to attend events by providing affordable packages, offering a variety of ticketing options to suit different travel parties, and promoting ease of access.

### Value of VICs

The South Australian Tourism Commission conducted consumer research (2011) that showed that - as a result of a VIC visit:

- 83% of visitors had participated in additional activities
- 72% had increased the duration of their stay
- 22% spent additional nights in the local area
- 27% stayed overnight elsewhere in South Australia
- Visitors who extended their stay overnight, stayed on average an additional 2.9 nights in the local area and 6.1 nights elsewhere in SA
- 59% stated that the additional activities or time resulting from their visit to the VIC had also resulted in additional expenditure that they hadn't planned prior to visiting the VIC

VICs provide an opportunity to convert intention into behaviour. While visitors must *want* to visit a region prior to arrival, a VIC will add value by expanding the visitor's consideration set by providing access to product, and by selling product. (SATC/TRA, 2011).

The value of Visitor Centres is primarily in the attraction and retention of visitors. On the surface, this is often interpreted as 'visitor information', while in reality it requires a strategic and cooperative approach to bundling, promoting and selling tourism product.

Engagement with VICs can result in 59% or more additional expenditure in the community (or around \$180 per adult visitor) on fuel, food and retail, accommodation and attraction services (*The Impacts of Regional Visitor Information Centres on Visitor Behaviour in South Australia: Summary of Results, 2011*, South Australian Tourism Commission).



## Cost of operation

The *Victorian Visitor Information Centres Futures Report (2013)* found that the average annual operating costs per VIC range from \$100,000 to more than \$300,000. Visitor Centres that also have attractions (e.g. Interpretive Centres or Museums) can have substantially greater operating costs.

Research by URPS (2009, see *Table 1*) provided a comparison of funding (noting that data was not always directly comparable and this table was developed with SATC funding for VICs - it is expected that Council contributions are now higher).

*Table 1: Visitor Centres with attractions*

Centre	In-house attraction?	Total 2009 budget	Council contribution	Service revenue (bookings, sales etc)
Burra	Yes (Passport)	\$160,000	29%	57%
Kadina	Yes (Farm Shed)	\$190,000	Not stated	Not stated
Mt Gambier	Yes (Discovery Centre)	\$436,500	74%	Not stated
Port Augusta	Yes (Wadlata)	\$711,750	27%	32.2%
Whyalla	Yes (HMAS Whyalla, Gardens and Maritime Museum)	\$480,000	79%	19%

The Regional Council of Goyder's website notes that "one of the mainstays of the Goyder economy is tourism". The Goyder Regional Council currently (as of 4th December 2014) commits \$42,000 for annual funding of the Visitor Information Centre from a Net Surplus of \$1.27m (*Regional Council of Goyder, Annual Business Plan 2014-15*). The Tourism Working Party Review Group has recommended an increase in this contribution to \$80,000 per annum.

Clare and Gilbert Valleys Council contributes \$161,000 (net) to economic development, which includes Regional Development and Tourism and specifically covers VIC (now combined with the Clare Library), trails development, promotion of Clare Valley "Heart of Riesling" and as a cycling destination.

This level of funding to tourism generally and Visitor Information Services specifically is insufficient to generate growth in tourism in the Clare Valley region.

Reliance on tourism operators to build the sector is generally unsuccessful. There are examples of 'stand out' destination businesses that increased the appeal of a region, but these are rare, and waiting for 'saviour businesses' is not a reliable strategy.

The hierarchy of tourism promotion outlined on *Page 4* clearly identifies a strong role for local government in tourism development. This investment pays dividends in economic resilience, successful businesses, local jobs, population retention and improved rate base.

### Good practice in Visitor Services

The best Visitor Centres are visible and easy to access, provide quality information, connect visitors to experiences (either through bookings or other 'must do' incentives) and contribute to a stronger regional tourism industry.

While we typically think of VICs as 'places', the attributes listed above are not necessarily place-based. If they are offered in a physical place, there is no rule that a single space must be used, indeed as a result of new technologies and tightening budgets, new models of Visitor Centre delivery are being explored. Decisions about site or sites should take into account economies of scale and efficiencies as well as service quality.

A scan of the literature about good practice in VICs showed that the following were commonly-mentioned:

- High profile locations to capture visitor interest
- Multipurpose centres where visitor information is one of a number of complementary functions
- A booking centre for events, shows, attractions and to a lesser extent accommodation
- State-of-the-art technology to supplement or replace traditional brochure racks and print material, including multiple television screens to provide a richer and more engaging display of the region's attractions
- Highly trained roving ambassadors, usually volunteers, who are allocated areas to patrol and assist visitors and promote tours and packages
- Highly trained staff who can 'connect the dots' between customer enquiry, tourism offerings, potential packages and supporting merchandise - continually building customer experience and engagement
- A variety of income streams, with increasing use of wifi cafes as mechanisms to offset costs
- Strong and complementary relationships with local and regional gateway Visitor Centres and Regional Tourism Strategies
- Capability to identify the need for, and successfully manage change
- Exploration of remote telephone technologies to provide centralised and personalised information (e.g. Gateway centres providing telephone answering and information for Visitor Information Outlets outside of VIO trading hours)
- Continued expansion of web based services to provide information about, or clear links to information services (such as SA Roadtrips), bookings and general information - VICs must be remotely accessible to clients





### Accreditation



VIC Accreditation is a strong and trusted brand in the tourism marketplace. Accreditation requires compliance with a number of criteria, most notably:

- Display of all SATC regional visitor guides
- Dedicated toll-free telephone number with answering machine
- Collection and reporting of statistics and visitor data
- Free internet access to SATC websites
- Opening hours Monday - Friday 9:00 - 5:00, Weekends 10:00 - 4:00
- Can only close on Good Friday and Christmas Day
- The VIC Manager must be a full time paid staff member and based on site Monday-Friday
- Staff and volunteers must wear name tags with the *i* at all times
- The VIC Manager must attend the Accredited Visitor Centre Conference
- Coach parking in excess of 15 metres, and car parking in excess of 3m
- Caravan parking bays in excess of 10 metres
- Disabled parking
- Public toilets, including disabled toilet
- Internal space must be wheelchair accessible

Visitor Information Outlet (white *i*) quality control is generally managed at local or regional level and may include the following (this example from Yorke Peninsula Tourism):



- Only one VIO will be approved for each town, no VIO will be approved if an accredited VIC is already established in that town
- The outlet must be located in a main access road or a central town location and must be readily visible from the road/street
- The business or facility operating the VIO must be compatible with tourism
- The VIO must commit to the provision of a quality information service to walk-in visitors and enquiries received by telephone and email
- An area must be provided to accommodate a brochure display rack and/or a display stand for the purpose of displaying local visitor information
- Local tourism brochures and regional Guides are to be displayed, it is not necessary to stock individual brochures for other regions
- The VIO needs to ensure information distributed to customers is up to date
- The VIO should referring enquiries they are unable to answer to the nearest or appropriate Accredited VIC
- VIOs should record visitor numbers and report these to the regional tourism organisation on a monthly basis
- Public toilets should be within 100m
- Adequate parking should be available for cars, caravans and coaches within 200m of the VIO
- The VIO should be willing to attend regional tourism meetings and work with the other visitor information providers throughout the region, sharing information and taking onboard feedback and suggestions.

## VIC Trends

Visitor Information Centres play a central role in the distribution of tourism product through the provision of information; the bundling of tourism products; and by providing mechanisms for consumers to make, confirm and pay for reservations.

VICs contribute to tourism yield by increasing the number of activities that a visitor will engage in, and the time that a consumer will stay at a destination (SATC, 2011).

### Councils playing a stronger role

During the 1990s and early 2000, policy at three levels of government in Australia favoured economic development through endogenous (local) growth, based on programs that supported the creation and growth of new small businesses. Initiatives included encouragement of local business associations (following the social capital model), direct developmental work with individual businesses, and investment in Regional Development Boards, Business Incubators, and Visitor Information Centres and other well-recognised mechanisms that contribute to a more diverse and resilient economy.

In recent times, policy has shifted to a neo-liberal market economy model, with a reduction in the number of support programs and a corresponding reduction in resourcing to institutions that support economic development. This was compounded by the Global Financial Crisis, which affected government revenues and resulted in significant adjustment in program funding across all policy areas.

In 2011 Visitor Information Centres suffered the loss of State Government funding, leaving many in a difficult financial position, and stakeholders (especially local government) looking for operating efficiencies and potential funding partners. While it seems logical to follow the neo-liberal view of 'letting the industry pay', tourism provides value to the broader regional economy, providing jobs to local communities that would otherwise have very few employment options.

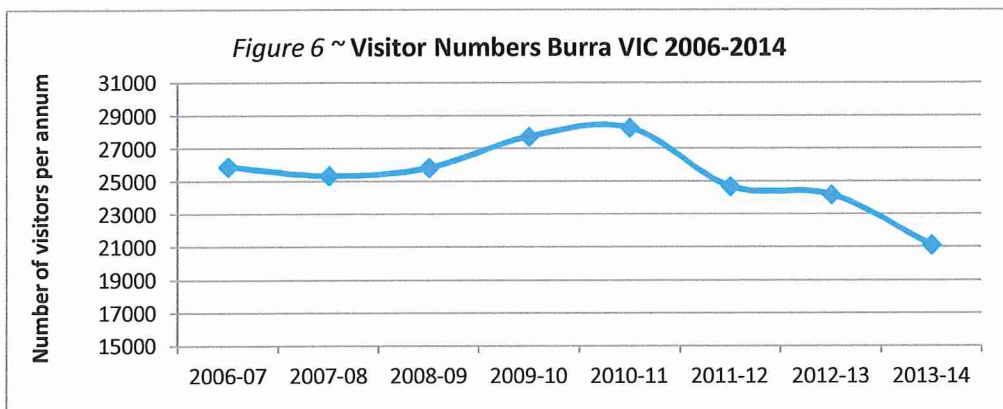
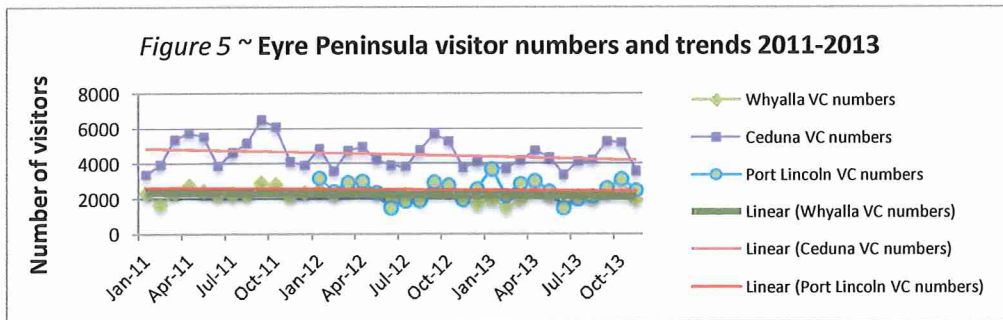
Some regions with strong tourism associations have been able to partially fund VICs, but there are very few VICs totally funded through operator contributions - and where this is the case, the region has a number of large operators that can make a sizeable contribution to regional marketing and visitor services.

In smaller regions, or areas where tourism operators are mainly small and micro businesses, the revenue base for member-based organisations that might support a VIC is too low to generate adequate funding. Growth in the number and quality of small businesses requires investment in economic development, which in turn builds stronger businesses that have spare resources to contribute to regional tourism services and marketing.



Visitor numbers

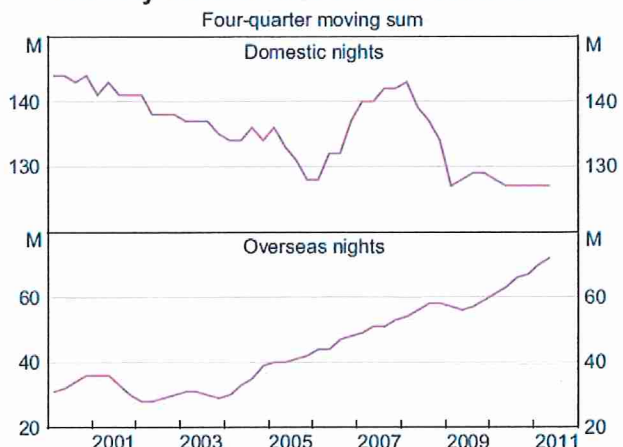
Visitor Centres across many regions are experiencing a drop in visitor numbers (see for example *Figure 5* which shows the trend on Eyre Peninsula in recent times, and *Figure 6* which shows VIC numbers for Burra over the past eight years), partially as a result of a focus on cost management, rather than tourist attraction.



Hooper & van Zyl (2011) have analysed the pattern of Australian domestic and overseas travel (*Figure 7*), clearly showing the downward trend in Australian domestic holiday activity.

Indeed, for many regions, visits to Visitor Information Centres are not decreasing at the same rate as domestic travel.

**Holiday Travel Patterns of Australians\***



\* Australian residents aged 15 and over  
Source: TRA

International visitors account for some VIC activity (*Figure 8*), and it appears that despite the challenge posed by internet-based information, Visitor Centres continue to be an important tourist information resource.

Independent travellers (i.e. those not participating in tours) are more likely to make decisions about itineraries (what they will see and do) as they travel.

Even though product information is available online, travellers seek confirmation and reassurance about the product from people with reliable local intelligence (SATC, 2011) and SATC reports that the majority of travellers using VICs (71%) were seeking general tourism information on things to see and do. A quarter of visitors - in particular those from interstate and overseas - were interested in potentially bookable product (e.g. day tours, accommodation).

Similarly, the availability of online mapping tools and GPS has not replaced the use of printed maps, with 80% of visitors who take information asking for maps, followed by 40% taking regional guides, 33% taking product brochures and 31% taking a flier for an event or other tourism product (SATC/TRA, 2011).

## Revenues

One of the emerging challenges to VIC revenues is the maturation of the aggregator website market (e.g. Stayz, Trivago, Wotif, Hotels.com), which give travellers the opportunity to book accommodation directly - often at discounted prices. This is supported from SATC survey findings, in which visitors were most likely to be interested in booking attractions and tours at a VIC, while accommodation was more likely to be booked prior to arrival. Future VIC revenues are likely to be further affected by direct consumer booking of accommodation and tours.

SATC found that attributes that encourage visitors to book at a VIC were:

- discounts and specials, possibly via a daily specials board
- tickets/pass for a package of attractions
- point-of-sale advertising/promotion, such as posters and videos
- reassurance that product booked through the VIC is of good quality e.g. branding through accreditation, trip ratings, comments by other visitors.

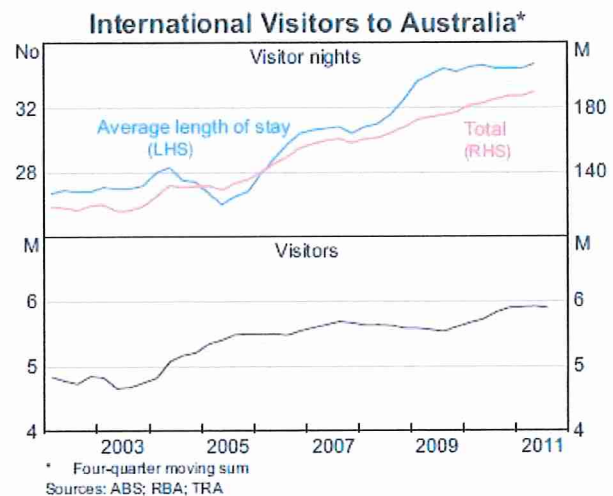


Figure 8 ~ International Visitors to Australia 2001-2011

### Knowledge: a valuable visitor service

From a visitor perspective (SATC, 2011 - Figure 9), the VIC attribute that was rated 'most important' (by 100% of respondents) was 'knowledgeable staff'. The comparatively low level of importance placed on 'booking services' reinforces the lower value placed on bookings when visitors can do this easily themselves.

It would be expected that the demand for 'public internet' and 'information kiosk' would have diminished since this data was collected in 2011, with the vast majority of travellers now having internet-enabled smart phones and tablets.

Visitor Centres must focus on attracting and retaining visitors through the provision of local knowledge, packaging of activities, and connecting visitors to the stories and experiences of the region.

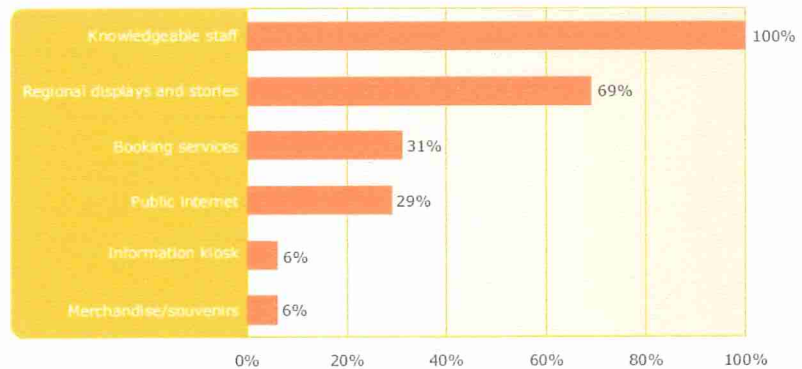


Figure 9 ~ Features regarded as 'most important' ( SATC, 2011)

Tourist information has two key components: service quality and knowledge. Information technology is making it easier for locals to find and interpret information without extensive training and long experience. Tools such as the Australian Tourism Data Warehouse (ATDW), populate comprehensive government websites such as Roadtrips (roadtrips.southaustralia.com) with interactive maps that show ATDW listings for travel services, places to stay, food and wine, and things to do and see. It is now much easier for everyone in the community to know what tourism services and attractions are available, and therefore training can focus on knowing *about* these products.

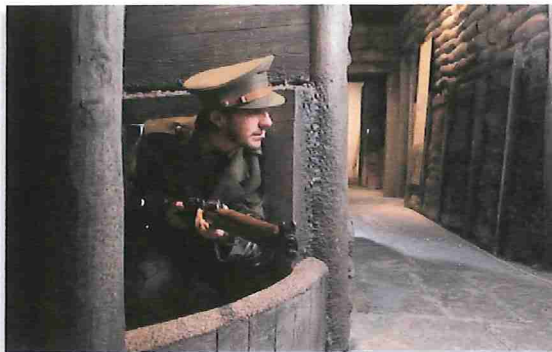


In a high-functioning tourism region, every operator, every sales person, every waiter knows the tourism assets in the region and can provide information, recommendations and directions. In a more realistic scenario, 'switched on' tourism operators recognise the value of providing better services to their clients, and work closely with accredited VICs to ensure information is of a consistent high quality.

### VICs as part of the regional experience

Despite the availability of unmediated online information, visitors continue to need face-to-face contact to explore local tourism options, gain feedback on the product quality and availability, and receive assistance with bookings.

Travellers are now more sophisticated, with expectation of quality service and appreciation of a positive and unique 'experience' at the VIC (stories, displays, activities and merchandise) to assist them to understand the region and its offerings, and help them remember their visit.



The majority of travellers visiting 'route based' VICs are on lengthy holidays and may visit dozens if not hundreds of VICs.

If the VIC has a unique appeal, it will capture a higher proportion of travellers, and assist them to stay in the area longer.

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Tania Matz  
Chair, Clare Valley Hutt Project Inc.  
8 Spring Gully Road  
Clare SA 5453

29 January 2024

Dear Tania,

**Re: Endorsement of the Clare Valley Hutt Project Inc. submission for funding renewal**

Clare Valley Wine & Grape Association (CVWGA) is the peak body for Clare Valley's wine brands, wine grape growers, and a number of associate food members. Established in 2018, following the amalgamation of the wine makers' and grape growers' associations, CVWGA's purpose is to ensure the prosperity and sustainability of our member businesses and the Clare Valley community.

The Clare Valley Wine, Food and Tourism Centre (the Centre) provides the Clare Valley tourism region and its businesses a tremendous service by providing a singular, streamlined and trusted location for visitors to plan their stay in the region. The CVWGA is proud to partner with the Centre, with representation on the Hutt Project Board and collaborating on projects such as the regional Clare Valley tourism website.

The Clare Valley tourism industry is worth \$152m, supporting 600 jobs directly and a further 300 jobs indirectly, equating to approximately 1 in 10 jobs. The Centre is a vital resource to support the visitor economy and our regions visitors.

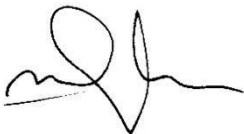
For our members, the Centre offers a permanent retail space showcasing the products from the Clare Valley, including wine and produce. Their weekly Friday Night Drinks evens offers an opportunity for our member businesses to showcase their products to visitors. Their retail offering directly supports the income of our member businesses, particularly owner/operators or cellars without doors.

The Centre staff go above and beyond supporting our region's major event, the Clare Valley SCA Gourmet Week, providing visitors with advice and booking support, as well as supporting the bus interchange.

The promotion of our member events and offerings through the Centre's channels including weekly newsletters, live chat, over the counter and direct enquiries is highly regarded by our member businesses providing a broader network to disperse information to visitors.

On behalf of Clare Valley Wine & Grape Association, we endorse your application seeking ongoing funding from the Clare and Gilbert Valleys Council to continue to provide your services to our member businesses and regional visitors. We look forward to continuing working with you and we wish you all the best with your submission.

Regards,



Mitchell Taylor  
Chair, Clare Valley Wine and Grape Association  
155 Main North Road,  
Clare SA 5453





An Australian Government Initiative



## YORKE AND MID NORTH

Tania Matz  
Chair  
Clare Valley Hutt Project Inc.  
8 Spring Gully Road  
CLARE SA 5453

**January 2024**

Dear Tania

### Letter of Endorsement – Clare Valley Hutt Project Inc. funding submission

Regional Development Australia Yorke and Mid North (RDA Yorke and Mid North) wishes to support the Clare Valley Hutt Project Inc., trading as the Clare Valley Wine, Food and Tourism Centre (the Centre), in their submission to the Clare and Gilbert Valleys Council to extend their operational funding.

RDA Yorke and Mid North is an incorporated organisation funded by Federal, State and Local Governments. Our main goal is to promote and facilitate sustainable community and economic development within the regions of Yorke, Mid North and the Southern Flinders Ranges. During the past fourteen years RDA Yorke and Mid North has worked alongside a number of councils, businesses, community and not-for-profit groups to increase economic activity and competitiveness and to enhance social and environmental outcomes for our region.

Within the Clare Valley Tourism Region, centred around the Clare and Gilbert Valleys Council area, tourism is valued at \$152m, the fourth largest industry output sector for the region, and supports 600 jobs directly and 300 indirectly, a total of 1 in 10 jobs supported by tourism. Furthermore, there are 200 direct tourism businesses in the region (based on the 2022 Regional Visitor Strategy (RVS) Progress Snapshot).

Visitor Servicing is a key priority area as outlined in the Clare Valley Destination Management and Marketing Plan 2019-2024. Collaboration forms a key priority and the RVS outlines a need to “continue to evolve Visitor Information Services to strengthen the region’s capacity to meet visitor information needs where and when they seek it”. Clare and Gilbert Valley Council identifies “continue to promote Clare Valley tourism experiences” as a priority in its 23/24 Business Plan.

The Centre supports the visitor economy by promoting our tourism experiences and providing a one-stop-shop for Clare Valley products, services and the latest information. Funding security ensures the smooth operation of the Centre to support the visitor economy and consistency of visitor servicing, and its capacity to retain staff.

RDA Yorke and Mid North therefore endorses the submission for an extension of funding and wishes the Clare Valley Hutt Project Inc. Board every success.

Yours sincerely,

Daniel Willson  
Chief Executive Officer  
Regional Development Australia Yorke and Mid North

85 Ellen Street Port Pirie SA 5540  
Phone: 1300 742 414 | Email: [info@yorkeandmidnorth.com.au](mailto:info@yorkeandmidnorth.com.au)



# SOUTH AUSTRALIAN ACCREDITED VISITOR INFORMATION CENTRES

*engage • inspire • experience*

41 Visitor Information Centres successfully recorded 2195 responses to the South Australian Accredited Visitor Information Centre survey in February 2023



## Additional economic benefit following advice received at a Visitor Information Centre



51.25% felt they would definitely stay longer and spend more



\$218.63 unplanned additional spending per person



\$245,945 additional benefit from survey respondents

## Top three reasons for visiting a VIC



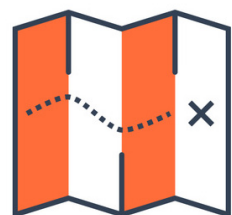
**1**

Staff advice



**2**

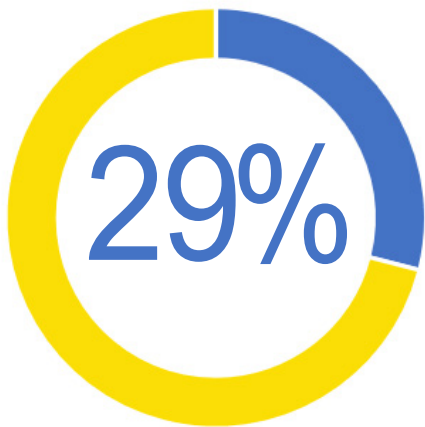
Brochures



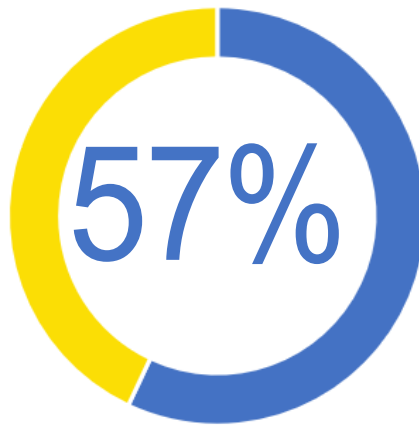
**3**

Maps

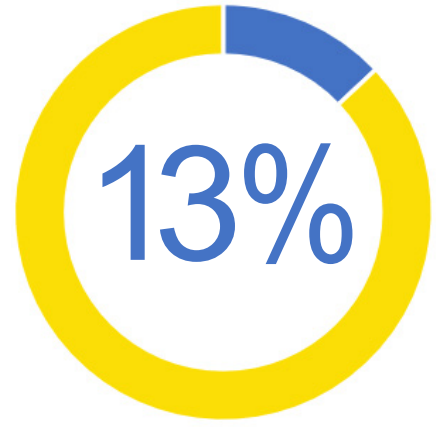
# Visitor Insights



Intrastate



Interstate



International



32% of visitors were on a day-trip



66% stayed 1 night or more



98.4% customer satisfaction rating



91% are technology savvy



20% are aged 31 - 50



71% are from the lucrative over 50s market



64% identified as holidaymakers

## CONTACT

For further information please contact SAVICN Chair

Andy Glen 0408 089 366



**ITEM 9.3**

**File Reference: 5.20.2.2**

**Subject: Clare Stormwater Management Plan Updates and Works Prioritisation**

**Responsible Officer: Amy Neubauer, Director Works & Infrastructure**

---

<b>Strategic Outcome</b>	Protected and Enhanced Natural and Built Environments  Address measures to ensure the effective management of high-risk stormwater issues across the district.
<b>Financial Implication</b>	Budget planning to be undertaken for future years.
<b>Statutory Implication</b>	Local Government Act, 1999
<b>Policy Implication</b>	Procurement Policy 2019 Public Consultation Policy
<b>Community Implication</b>	There are no specific community implications identified in this report.
<b>Risk Assessment</b>	This document is issued for review, with a risk assessment being undertaken prior to a workshop.

---

**Purpose**

To provide Council with the Clare Stormwater Management Plan Model Updates and Works Prioritisation.

**Report**

**Background**

In early 2022 Administration was made aware that the Department of Environment and Water had commissioned stormwater management plans that were being based on lidar data that provided a higher level of detail of the contours of the landscape. To ensure that it was not over investing in stormwater infrastructure Council decided at the July 2022 meeting:

**That Council authorise administration to call for open tenders to undertake a review of the modelling and re-prioritisation of all nine Stormwater Management Plans.**

Since early 2023 Administration has been working with Water Technologies to have the Clare Stormwater Management Plan updated. After much effort, the updated plan has been provided to Council.

The purpose of the Stormwater Management Plan is to support the management of stormwater on a total catchment basis considering flood prevention, water quality improvement, watercourse management and harvesting opportunities. The plan also supports Council, the Landscape Board, relevant state government agencies and other collaborators to work together to develop, implement and fund a coordinated and multi-objective approach to stormwater management in the area.

Much deliberation and consultation has occurred between administration and the Consultants with two previous drafts being received and returned with comments, disparities between Council's stormwater database and on the ground infrastructure being a key concern.

The mitigation options assessed are found on page 8 of the plan and focus on protecting properties from inundation in a 100 year ARI event. While some of these mitigation options are a costly but necessary, other more economical recommendations have been provided, such as regular maintenance on water courses (section 6.6) and rainwater harvesting.

As the information contained in this document is complex, and with other regulatory entities being key stakeholders of the plan, it is Administration's intention to provide this report for information, with a workshop to be held at an approved date to ensure this plan is accurately adopted in the future.

## **Attachments**

Clare SMP Model Updates and Works Prioritisation

## **Recommendations**

Moved: Cr  
Seconded: Cr

The Clare SMP Model Updates and Works Prioritisation report be noted for information with the intent of a workshop to follow at an agreed time.

# Report

## Clare SMP Model Updates & Works Prioritisation

Clare and Gilbert Valleys Council

20 February 2024





## Document Status

Version	Doc type	Reviewed by	Approved by	Date issued
V01	Draft	Lachlan Inglis	Lachlan Inglis	27/03/2023
V02	Draft	Donnie Carroll	Melinda Lutton	31/10/2023
V03	Final	Kylie Hyde	Kylie Hyde	20/02/2024

## Project Details

<b>Project Name</b>	Clare SMP Model Updates & Works Prioritisation
<b>Client</b>	Clare and Gilbert Valleys Council
<b>Client Project Manager</b>	Amy Neubauer
<b>Water Technology Project Manager</b>	Donnie Carroll
<b>Water Technology Project Director</b>	Kylie Hyde
<b>Authors</b>	Alison Miller / Dennis Sabu
<b>Document Number</b>	22030142_R01v02_Clare SMP Model Updates & Works Prioritisation



CLARE & GILBERT  
VALLEYS COUNCIL

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## CONTENTS

ACKNOWLEDGEMENT OF COUNTRY	5
EXECUTIVE SUMMARY	6
<b>1 INTRODUCTION</b>	<b>11</b>
1.1 Background	11
1.2 Scope	11
<b>2 HYDRAULIC MODEL UPDATES</b>	<b>12</b>
2.1 Background	12
2.2 Extent	12
2.3 Stormwater infrastructure	12
2.4 Hydrology inputs	17
2.4.1 Riverine flooding – major events	17
2.4.2 Local stormwater – minor events	17
2.4.3 Other studies	17
2.5 Model limitations	18
<b>3 FLOODING ISSUES IN CLARE</b>	<b>19</b>
<b>4 PROPOSED MITIGATION OPTIONS</b>	<b>22</b>
4.1 Riverine Flood Protection	22
4.1.1 Gillentown Flood Control Dam	22
4.1.2 Bennys Hill Detention	23
4.2 Stormwater flood protection	24
4.2.1 Neagles Rock Road Drainage	24
4.2.2 Daly Street Drainage System Upgrade	26
4.2.3 East Terrace, Station Road and New Road Collectors for Lennon Street Drainage	28
4.2.4 Gleeson Street Channel Works	31
4.2.5 Victoria Road Drainage System	33
4.2.6 Main North Road and Old North Road Drainage	34
<b>5 MITIGATION OPTION PERFORMANCE</b>	<b>38</b>
5.1 Overview	38
5.2 Individual Performance	38
5.2.1 Gillentown Flood Control Dam	38
5.2.2 Bennys Hill Detention dam upgrade	41
5.2.3 Neagles Rock Road Drainage (remaining works)	42
5.2.4 Daly St Drainage System	44
5.2.5 East Terrace, Station Road and New Road Collectors for Lennon Street Drainage	45
5.2.6 Gleeson Trunk Channel Works	47
5.2.7 Victoria Road Drainage System	49
5.2.8 Main North Road and Old North Road Drainage	49
5.3 Identified Packages of Work	52





6	COSTING	53
7	PRIORITISATION	56
8	SUMMARY AND RECOMMENDATIONS	57
9	REFERENCES	58

## APPENDICES

Appendix A Stormwater Changes June 2023

Appendix B Itemised costing

## LIST OF FIGURES

Figure 2-1	Hydraulic model extent	13
Figure 3-1	Modelled flood depths for existing conditions in 1% AEP riverine flood event	20
Figure 3-2	Modelled flood depths for existing conditions in 2-year ARI stormwater flood event	21
Figure 4-1	Gillentown flood control dam model schematisation	23
Figure 4-2	Benny Hill detention dam upgrade model schematisation	24
Figure 4-3	Neagles Rock Road drainage upgrade schematisation	25
Figure 4-4	Example cross section of the Daly St existing and proposed channel profile	26
Figure 4-5	Daly Street drainage upgrade schematisation	27
Figure 4-6	Example cross section of the Station Road existing surface and proposed channel profile	28
Figure 4-7	East Tce, Station Rd and Lennon St drainage upgrade schematisation (overview)	29
Figure 4-9	Example cross section of the Gleeson St existing and proposed channel profile	31
Figure 4-10	Extent of Gleeson trunk main channel maintenance/clearing	32
Figure 4-11	Victoria Road drainage system schematisation	33
Figure 4-12	Main North Rd and Old North Rd drainage system schematisation (northern section)	36
Figure 4-13	Main North Rd and Old North Rd drainage system schematisation (southern section)	37
Figure 5-1	Difference in water level between proposed Gillentown flood control dam and existing conditions (1% AEP)	39
Figure 5-2	Difference in water level between proposed Gillentown flood control dam and existing conditions (1% AEP) – for Clare township	40
Figure 5-3	Difference in water level between proposed Bennys Hill dam upgrade and existing conditions (1% AEP, WT hydrology)	41
Figure 5-4	Difference in water level between proposed Bennys Hill dam upgrade and existing conditions (1% AEP, GHD hydrology)	42
Figure 5-5	Difference in water level between proposed Neagles Rock Road mitigation and existing conditions (2-year ARI local rainfall event)	43
Figure 5-6	Difference in water level between proposed Daly Street mitigation and existing conditions (2-year ARI local rainfall event)	44
Figure 5-7	Difference in water level between proposed Lennons drainage works mitigation and existing conditions (2-year ARI local rainfall event)	46
Figure 5-8	Difference in water level between proposed Gleeson St Channel works with Bennys Hill dam upgrade and existing conditions (2-year ARI local rainfall event)	48
Figure 5-9	Difference in water level between proposed Victoria Rd drainage works and existing conditions (2-year ARI local rainfall event)	49



Figure 5-10 Difference in water level between proposed Main North Road drainage works and existing conditions (2 year ARI local rainfall event) 51

## LIST OF TABLES

Table 2-1	Discrepancies in infrastructure details between the original model, stormwater asset database and site observations	14
Table 4-1	Neagles Rock Road drainage upgrade details	26
Table 4-2	Daly Street drainage upgrade details	27
Table 4-3	East Tce, Station Rd and Lennon St drainage upgrade details	30
Table 4-4	Victoria Road drainage system details	33
Table 4-5	Main North Rd and Old North Rd drainage system upgrade details	34
Table 6-1	Assumed trench widths	54
Table 6-2	Contractor preliminaries cost components	54
Table 6-3	Preliminary cost estimates	55
Table 7-1	Mitigation options costing and benefits	56



## ACKNOWLEDGEMENT OF COUNTRY

The Board and employees of Water Technology acknowledge and respect the Aboriginal and Torres Strait Islander Peoples as the Traditional Custodians of Country throughout Australia. We specifically acknowledge the Traditional Custodians of the land on which our offices reside and where we undertake our work.

We respect the knowledge, skills and lived experiences of Aboriginal and Torres Strait Islander Peoples, who we continue to learn from and collaborate with. We also extend our respect to all First Nations Peoples, their cultures and to their Elders, past and present.



Artwork by Maurice Goolagong 2023. This piece was commissioned by Water Technology and visualises the important connections we have to water, and the cultural significance of journeys taken by traditional custodians of our land to meeting places, where communities connect with each other around waterways.

The symbolism in the artwork includes:

- Seven circles representing each of the States and Territories in Australia where we do our work
- Blue dots between each circle representing the waterways that connect us
- The animals that rely on healthy waterways for their home
- Black and white dots representing all the different communities that we visit in our work
- Hands that are for the people we help on our journey



## EXECUTIVE SUMMARY

### **The Purpose of a Stormwater Management Plan**

The purpose of a Stormwater Management Plan (SMP) is to support the management of stormwater on a total catchment basis considering flooding prevention, water quality improvement, watercourse management and harvesting opportunities. The SMP identifies existing problems and opportunities for providing a range of benefits for the community and the environment over the short and long term. The SMP is also in place to support Council, the Landscape Board, relevant State Government Agencies and other collaborators to work together to develop, implement and fund a coordinated and multi-objective approach to stormwater management in the area.

### **The Clare Stormwater Management Plan**

Council engaged Australian Water Environments (AWE) in 2018 to collate a SMP for the township of Clare based on modelling undertaken in 2005 and 2011, along with updated hydrological assessments utilising streamflow and rainfall data collected since 2005.

The Clare SMP (v4.1) was issued to Council on 2<sup>nd</sup> September 2020 which summarised information about the catchment and the current issues and opportunities. Roles and responsibilities of various organisations were also outlined. 17 recommendations were included in this SMP covering a broad range of potential non-structural, structural, water quality and reuse measures.

### **Work Undertaken Since the Clare Stormwater Management Plan**

Various additional work has been undertaken since the development of the Clare SMP including:

- Council engaged GHD to review and develop a concept design for Bennys Hill Channel Augmentation and Gillentown Flood Control Dam
- Some detailed design work has been undertaken of various mitigation works from the original SMP
- Some mitigation works recommended from the original SMP have also been completed

An update to the models for the Clare SMP and associated proposed structural works occurred in 2023 (a report was issued to Council on 27<sup>th</sup> March 2023):

- The objective of this work was to assess the performance of structural flood and stormwater mitigation works, as proposed in the Clare SMP. The modelling update includes the use of recently captured (2021) high-resolution topographic data and details of the drainage network as provided by CGVC. Proposed structural mitigation works were assessed as either protection from riverine flooding, or local stormwater runoff and modelled accordingly.
- Some additional at risk areas not identified in the original Clare SMP have been identified in this round of modelling
- Mitigation option performance has been determined based on the potential reduction in flood impact
- 7 structural mitigation options were included in this report (which replace / update the ones included in the original SMP, aside from the maintenance recommendation)

A revised Clare SMP Model Updates & Works Prioritisation v2 report was issued to Council on 31<sup>st</sup> October 2023:

- This revision was undertaken following the identification of several disparities between Council's stormwater database and existing infrastructure on site by Council. The stormwater data used for modelling has been updated with the current data provided by Council to Water Technology on 13th June 2023.

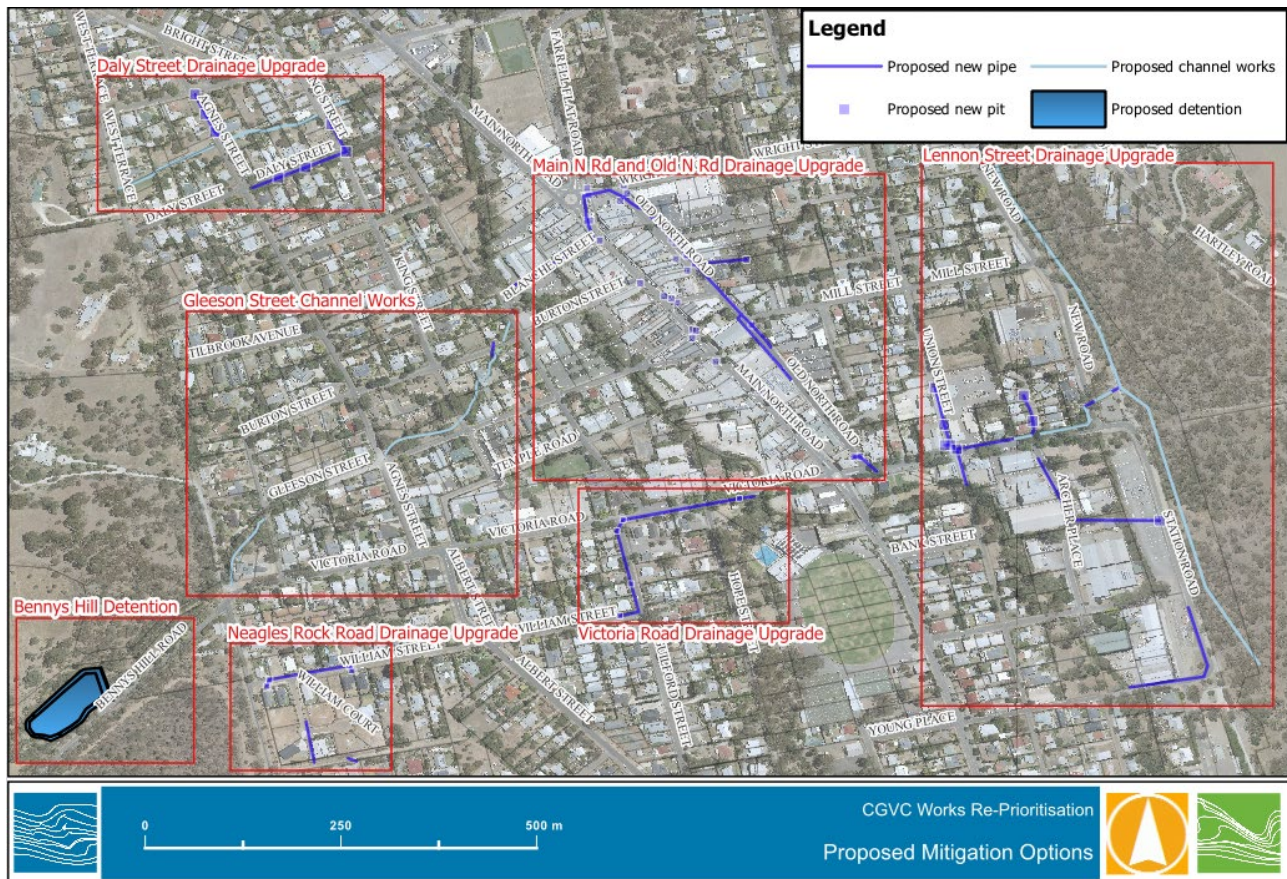


- 7 structural mitigation options included in this report (which replace / update the ones included in the original SMP aside from the maintenance recommendation)
- The update to the infrastructure in this revision of the modelling did not amend the outcomes of the mitigation options

The proposed mitigation strategies that were outlined in the original SMP and the updated document have been developed on the basis of the stormwater management objectives, technical investigations, feedback received from the Steering Committee, Elected Members and the local community and the requirements of the Stormwater Management Authority Guidelines.

### Summary of Structural Flood Management Measures

Structural Flood Mitigation measures have been developed that focus on reducing the risk of flooding from watercourses and local flash flooding. Mitigation measures aim at protecting properties from inundation in the 100 year ARI event. These structural mitigation measures have been modelled and updated in this most recent report provided to Council. A summary is provided in the figure and table below.





Mitigation Options Assessed	2023 Update	Comments
<b>Gillenton Flood Control Dam</b>	Cost: \$10M Benefit: >250 properties protected	Further work by GHD (2022) identified a location at Gillenton which was modelled in the 2023 update.  87 properties would be protected by the dam and a further 166 would experience reduced flood levels.  The SMP (2020) noted the requirement for levees, but they would only be needed if the potential flood impact was to be reduced.
<b>Bennys Hill Detention Dam Upgrade &amp; Gleeson St Channel Works</b>	Cost: \$1M Benefit: 33 properties protected	Further work has been undertaken by GHD to determine if channel widening could be reduced.  The impact is less pronounced than expected.  Gleeson Street trunk drainage works have already been completed with the exception of widening of the minor channel.  Recommendation is minor channel clearing with some widening – to be implemented at the same time as the proposed Bennys Hill dam upgrade.  To further refine and confirm the option, creek observations could be obtained and update / review hydrology of the GHD work
<b>Neagles Rock Rd Drainage Works (remaining)</b>	Cost: < \$500k Benefit: 8 properties protected	Much of the drainage upgrade as proposed in the SMP has already been implemented. Only three sections of the proposed network remain to be constructed.  Reductions are shown to be minor in nature from the modelling.
<b>Daly St Drainage Works</b>	Cost: \$1M Benefit: 13 properties protected	Consists of widening the channel and adding a series of pipes and pits.  Upgrade to infrastructure (pipes and pits) needs to be undertaken in conjunction with channel widening.  Improved flood protection predominantly as a result of channel works.
<b>Lennon St Drainage Works</b>	Cost: \$1M Benefit: 16 properties protected	Results indicate a reduction in inundation levels.  Augmenting the drainage system on East Terrace and upgrading / repairing (widening) the open channel.  Upgrade to infrastructure (pipes and pits) needs to be undertaken in conjunction with channel widening.



Mitigation Options Assessed	2023 Update	Comments
<b>Victoria Rd Drainage Works</b>	Cost: < \$100K  Benefit: 2 properties protected	Updated modelling suggests that this is not a stormwater flooding area of concern. Not recommended unless any evidence of flooding concern.
<b>Main North Rd and Old North Rd Drainage Works</b>	Cost: > \$1M  Benefit: 4 properties protected	The proposed mitigation works is to increase the number of pits and duplicate or replace some sections of pipework to increase the network capacity. However, based on the observed behaviour of the model, improvement in asset survey is needed to further confirm options and benefits for this area.

The information on the impact of structural mitigation measures on downstream environments and stream stability is still relevant (Section 6.5 of Clare SMP v4.1).

Other recommendations contained in the Clare SMP v4.1 include:

- Regular maintenance of drainage infrastructure and watercourses as outlined in Section 6.6 of the Clare SMP v4.1 is still relevant and important
- Incorporate WSUD systems within Council infrastructure works (e.g. road upgrades) and streetscape upgrades
- Encourage rainwater harvesting from existing developments (minimum tank size of 5 kL)

Other notes of relevance from the Clare SMP:

- Capture and reuse of stormwater is limited by the Water Allocation Plan in the area (at the time of the original SMP)
- The Gleeson wetland is in good condition and performing well with water quality improvement, therefore, continue to maintain and monitor the performance of the wetland

A large component of the Clare SMP was focussed on watercourse rehabilitation. This information has not been reviewed or updated as a part of this scope of work, but the information has been included in Appendix C for ease of reference and review if any of the proposed actions should be progressed.

### **Summary of Recommended Non Structural Flood Management Measures**

In addition to structural measures aimed at controlling flooding, and managing stormwater, there is a range of non-structural measures that can assist in achieving this outcome and minimise the impacts of flooding in the future. These were documented in the Clare SMP v4.1.

Since the time of the finalisation of the Clare SMP there have been some significant changes which have an impact on the ability and the viability of a lot of the measures that were proposed, including:



- The CGVC Development Plan was revoked and replaced with the Planning and Development Code in July 2020. (The most recent is the Planning and Design Code Version 2024.1 Date of Adoption: 18 January 2024).
- There is also the State-wide Flooding Hazards Code Amendment which will seek to revise the state-wide policy for flood hazards in the Planning and Design Code.
- There has also been the implementation of the Landscape South Australia Act 2019 and the commencement of the Northern and Yorke Landscape Board, replacing the Natural Resource Management Boards.

One of the non structural measures that would still be beneficial to commence, if it hasn't already, is a flood preparedness program (refer to Clare SMP v4.1). This would include: flood awareness, flood warning, response and recovery. This has been recommended with a particular focus on a community awareness / education program.





# 1 INTRODUCTION

## 1.1 Background

The Clare Stormwater Management Plan (SMP) was formally adopted in March 2020 and provides details of the local and Hutt River catchment, identifies riverine and stormwater flooding issues, and makes recommendations for mitigation options.

While the adoption of the SMP is relatively recent, it is based on modelling undertaken in 2011. There have been significant improvements in available data and modelling capabilities over the last decade, in addition to changes to the catchment and drainage infrastructure.

A recent review by Water Technology of proposed stormwater infrastructure works across Auburn, Riverton and Stockport (2022) identified issues relating to the efficacy of previously identified and prioritised works to achieve the intent of the SMPs for those townships. This has resulted from:

- Mitigation options originally modelled as a package, i.e. the performance of individual options on their own was not previously represented/understood.
- Relatively coarse (3 m resolution) underlying topographic data, hindering further detailed analysis.
- Assumptions made in the original modelling (i.e. culvert dimensions) that, when verified, were no longer accurate.

The review also identified issues with the original topographic dataset. Despite being the best available data at the time, it was found (in some instances) to over represent the capacity of waterways and under represent the surface level of the floodplain.

Given the significant cost of proposed mitigation options, a review and re-prioritisation of structural mitigation works is warranted, to ensure any investment in flood mitigation by the Clare and Gilbert Valley's Council (CGVC) is effective, achieves flood protection and does not create impacts elsewhere.

## 1.2 Scope

The scope of work included a reprioritisation of the structural mitigation options proposed as part of the Clare SMP. The scope for review and reprioritisation of mitigation options, as documented here, included:

- Updates to the hydraulic model to reflect details of the stormwater network provided by CGVC
- Review of the existing conditions flood extent with that previously documented in the adopted SMP, with any differences identified and explained
- A site visit with an emphasis on verifying assumptions in the model
- Incorporation of all mitigation infrastructure in the model
- Improvements to proposed mitigation infrastructure (where it was found that the previously identified option did not perform as initially expected in the updated model)
- Quantifying the benefit of each mitigation option (i.e. properties protected)
- Review and update of itemised costing for each mitigation infrastructure option
- Prioritisation of the proposed mitigation works packages



## 2 HYDRAULIC MODEL UPDATES

### 2.1 Background

The review has adopted the updated Clare hydraulic model, developed for the recent Flood Hazard Mapping project, undertaken for the Department for Trade and Investment Planning and Land Use Services (DTI-PLUS). This model is a significant upgrade to the previous version, predominately through the utilisation of new (2021) high resolution (50 cm) topographic data, and subsequent refinement of the model resolution.

The model has retained the original 2 m grid resolution but adopts 1 m Sub-Grid-Sampling (SGS). SGS allows for the incorporation of more topographic detail without the need to reduce the grid cell size. Rather than use a single elevation value for each cell, SGS utilises finer resolution topographic detail to determine a water surface elevation to volume relationship for each grid cell. For a given cell size, SGS will increase the representative accuracy of storage and conveyance.

### 2.2 Extent

Two hydraulic model extents have been used for this study: a larger extent for simulating riverine flooding, and a smaller extent to simulate local catchment flooding (from direct rainfall).

The riverine flood model extent is larger than the original model used for the SMP. It has been extended south to allow for the proposed Bennys Hill channel augmentation and Gillentown Flood Control Dam to be incorporated directly in the model.

The two model extents, along with the original extent used for the SMP are shown in Figure 2-1.

### 2.3 Stormwater infrastructure

The hydraulic model, as updated for the Flood Hazard Mapping project, was limited to riverine flooding, and as such, the stormwater network was not included. The network, as represented in the 2011 modelling was re-instated into the model, and verified/updated to details provided by CGVC, including:

- The Council stormwater assets spatial database
- Preliminary design drawings, undertaken by Mace Engineering Services, for the Gleeson Street drainage upgrade (observed during the site visit to have been completed)
- As constructed survey drawings, undertaken by Great Southern Land Survey, for the William Street drainage upgrade (as proposed in the SMP)
- Design drawings for Stage 1 of the William Street / Burton Street drainage upgrade
- Annotated maps of existing and proposed drainage around Daly Street, from West Terrace to Main North Road.

The spatial database of stormwater assets identified a number of areas where the network was not incorporated into the original model. The model has been updated to reflect this extended network, with the alignment, direction and dimensions adopted from the spatial database. Inverts for the pipes have been assumed based on the 2021 LiDAR, adopting a minimum 300 mm cover.

A site visit was undertaken in September 2022, with an emphasis on verifying the existence and dimensions of drainage assets. The underground drainage network was not verified, and no survey was captured.

Table 2-1 identifies locations of discrepancies between the model and the provided datasets and/or site observations, and the subsequent assumptions.

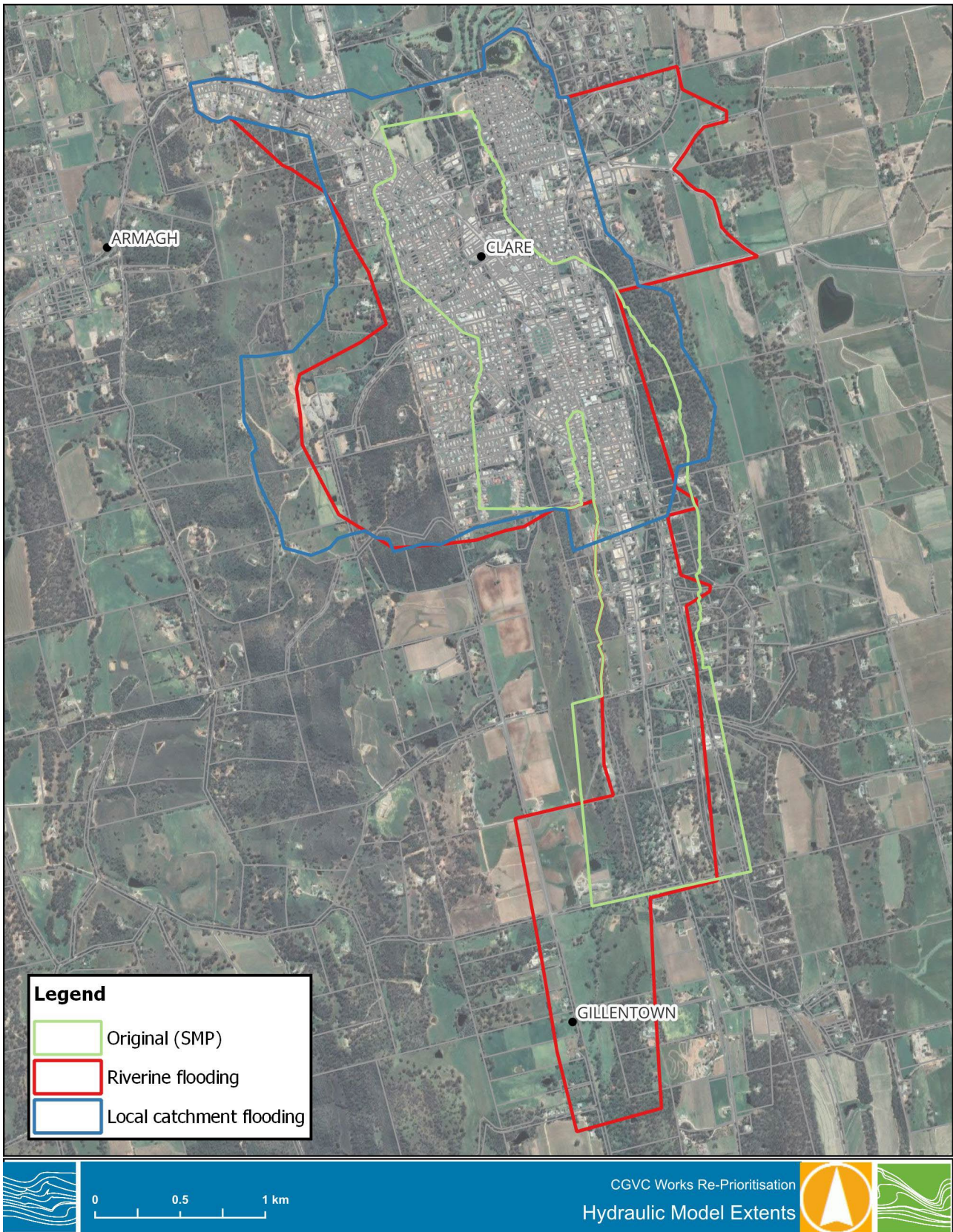


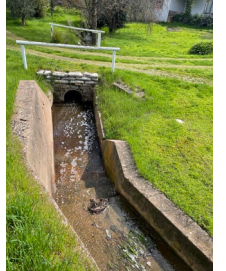





Figure 2-1 Hydraulic model extent




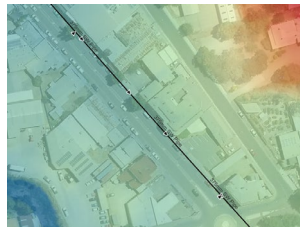
**Table 2-1 Discrepancies in infrastructure details between the original model, stormwater asset database and site observations**

Location	Model	Stormwater asset database	Site observation	Photo / image	Comment
Wendouree Rd crossing Hutt River	Box culvert 5.2 m wide x 2.3 m high; 7 m long	Box culvert 1.5 m wide x 0.45 m wide; 8 m long			Retain model schematisation as this better aligns with dimensions estimated on site. Inverts appear to replicate weir.
Maynard Road (west)	-	Box culvert 0.6 m x 0.3 m; 152 m	Open channel box culvert, ~90 m long; discharging to Hutt River.		Model updated to include open channel culvert (dimensions as per spatial database)
Maynard Road (east)	-	-	Box culvert transitioning to channel; connecting to the Hutt River approximately 40 m downstream of Maynard Rd. Approximately 450 mm pipe under driveway access.		Model updated to include open channel. Inverts adopted from LiDAR.
Warenda Road	-	Pipe 0.675 m; 8 m long	Drainage crossing under Warenda Road		Model updated to include culvert (dimensions as per spatial database). Inverts adopted from LiDAR.



Location	Model	Stormwater asset database	Site observation	Photo / image	Comment
Hutt River east of Temple Rd	-	-	Weir		Weir present and represented in 2021 LiDAR. No model updates required.
Burton St to Gleeson St	-	Pipe 0.375 m; 25 m long			Model updated, with invert levels adopted from LiDAR.



Location	Model	Stormwater asset database	Site observation	Photo / image	Comment
Station Road	600 mm pipe discharging east	600 mm pipe discharging east	Google street view suggests localised depression		Direction does not align with topography in LiDAR which shows a significant grade (up) to the east. Depression not captured in LiDAR. Pipe incorporated in model with assumed 1% grade. Small depression (6 m <sup>3</sup> ) stamped into topo.
Main North Road (north Lennon Street)	All drainage directed southeast into Hutt River; 600 mm pipe draining into 375 mm pipe	All drainage directed southeast into Hutt River	-		Direction does not align with topography or pipe dimensions. There is insufficient grade and cover if inverts are adopted from LiDAR. Pipes assumed to flow north from pit adjacent 191 Main North Rd.



The CGVC identified several disparities between Council's stormwater database and existing infrastructure on site. The stormwater data used for modelling has been updated with the current data provided to Water Technology by CGVC on 13<sup>th</sup> June 2023. All updates made to existing stormwater infrastructure at all areas of interest are recorded and shown in the maps provided in Appendix A.

## 2.4 Hydrology inputs

### 2.4.1 Riverine flooding – major events

Streamflow in the Hutt River is recorded at the Clare Caravan Park (A5070901) gauge, with streamflow data available from December 1989. A RORB rainfall-runoff model was calibrated to Flood Frequency Analysis (FFA) at this gauge for the original study, with design parameters selected to produce peak flows at the gauge that closely resembled the design flood quantiles. The RORB model was subsequently updated in 2016.

The FFA was updated as part of the Flood Hazard Mapping project in 2022 to account for the extended gauge record (an additional 6 years of data). The results were not sufficiently different to warrant any changes to the RORB model. The RORB model retains the 1987 BoM Intensity Frequency Duration (IFD) inputs and loss parameters. Updating the RORB model to ARR2019 was considered unnecessary, given the 1% AEP peak flow estimate from the FFA is consistent with the previous assessment.

The riverine hydrology adopted for this review is the same as previously adopted, however, outputs from the RORB model have been extracted at different locations to ensure appropriate inflow locations for the revised hydraulic model extents. Only the 1% (i.e. 100 year ARI) and 39.35% (i.e. 2 year ARI) Annual Exceedance Probability (AEP) and flood events were modelled for this review.

### 2.4.2 Local stormwater – minor events

The contribution of the local catchment to stormwater flooding within Clare was previously developed through a DRAINS model. Inflow hydrographs for each sub-catchment were input as point sources to the model at 331 locations.

While the approach was suitable at the time, modelling capabilities now allow rainfall as a direct input to the hydraulic model (referred to as rain-on-grid) modelling. This provides an improved representation of rainfall runoff across the catchment and has been adopted for the current review.

The representative rainfall IFD and temporal patterns for Clare were adopted from the ARR2019 Data Hub<sup>1</sup>. Preliminary modelling found the 2-hour event to be critical for the areas of interest (i.e. where mitigation works have been proposed). Temporal pattern TP05 was adopted as the design temporal pattern for this duration storm based on analysis of results for each of the 10 temporal patterns. Only the 2-year storm has been modelled for assessment of local catchment flows.

The associated external catchment flows leading to the areas of interest were derived from the RORB model (discussed above).

### 2.4.3 Other studies

It is noted that the Bennys Hill Channel Augmentation and Gillentown Flood Control Dam feasibility studies (both GHD, 2022) have undertaken independent hydrology assessments.

Comparison of the hydrology approaches and resulting flows is outside the scope of this study. The performance of these two detention storages reported here reflects their performance for the hydrology developed by AWE/Water Technology.

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<sup>1</sup> <https://data.arr-software.org/> extracted for location 138.6122, -33.8449 as the centroid of the model.



## 2.5 Model limitations

The current model schematisation is considered a more accurate and more detailed representation of the current catchment and stormwater asset conditions in Clare compared with the original model used for the development of the original SMP. The model is, however, limited by the following:

- The underground stormwater network has been assumed to include only those assets identified in the spatial database (and additional pipes as shown in Appendix A).
- Inverts for all pits and pipes (with the exception of the Gleeson Street and William Street drainage upgrades) have been assumed from the LiDAR, adopting a minimum 300 mm cover. No survey has been undertaken.
- The model does not incorporate any private stormwater infrastructure which may discharge directly to the Council network.
- The updated hydraulic model has not been calibrated or verified to any observations.

The model is considered fit for purpose for assessing the performance of mitigation options for alleviating riverine and local stormwater flooding in Clare. Caution should be used when interpreting the results for any other purpose. For example, it should not be used for determining design flood levels or extents.





### 3 FLOODING ISSUES IN CLARE

Flooding in Clare is caused by either overflow from the Hutt River and its three major tributaries (Creek 1, 2 and 3) or from local stormwater runoff that is inadequately conveyed by existing drainage infrastructure.

Figure 3-1 shows modelled flood depths throughout Clare for the 1% AEP riverine flood event in existing conditions. The results demonstrate breakouts of Creek 1 and 2, inundating properties between Daly and Harriet Streets, and Gleeson and Burton Streets respectively. The Hutt River breaks out predominately to the east, inundating areas of the central Clare township, between Victorian Road and Farrell Flat Road.

The results of the riverine flood modelling are similar to that previously documented in the SMP. The main exception is the flood extent for the Hutt River between Powell Place and Lennon Street. The updated model indicates the 1% AEP design event is mostly contained within the watercourse at this location. This is consistent with improved representation of the river cross section in the updated model, based on high resolution topographic data and improved model resolution.

Figure 3-2 shows the modelled flood depths throughout Clare for a 2-year ARI local storm in existing conditions. The results indicate the need for improved drainage infrastructure in the following areas:

- In the area bounded by the Hutt River, Station Road and Lennon Street
- Opie Street residential area
- Hentshke Road residential area
- Gleeson Street and the residential area northeast of the Gleeson Street – King Street intersection
- The channelised section of Creek 1 north of Daly Street
- The area bounded by the Hutt River, Main north Road and Farrell Flat Road.

These findings are largely consistent with the areas identified for stormwater upgrades in the SMP, however, the area of the proposed Victoria Road drainage works does not demonstrate significant stormwater flooding. Some additional areas not identified in the Clare SMP have also been identified in the list above.

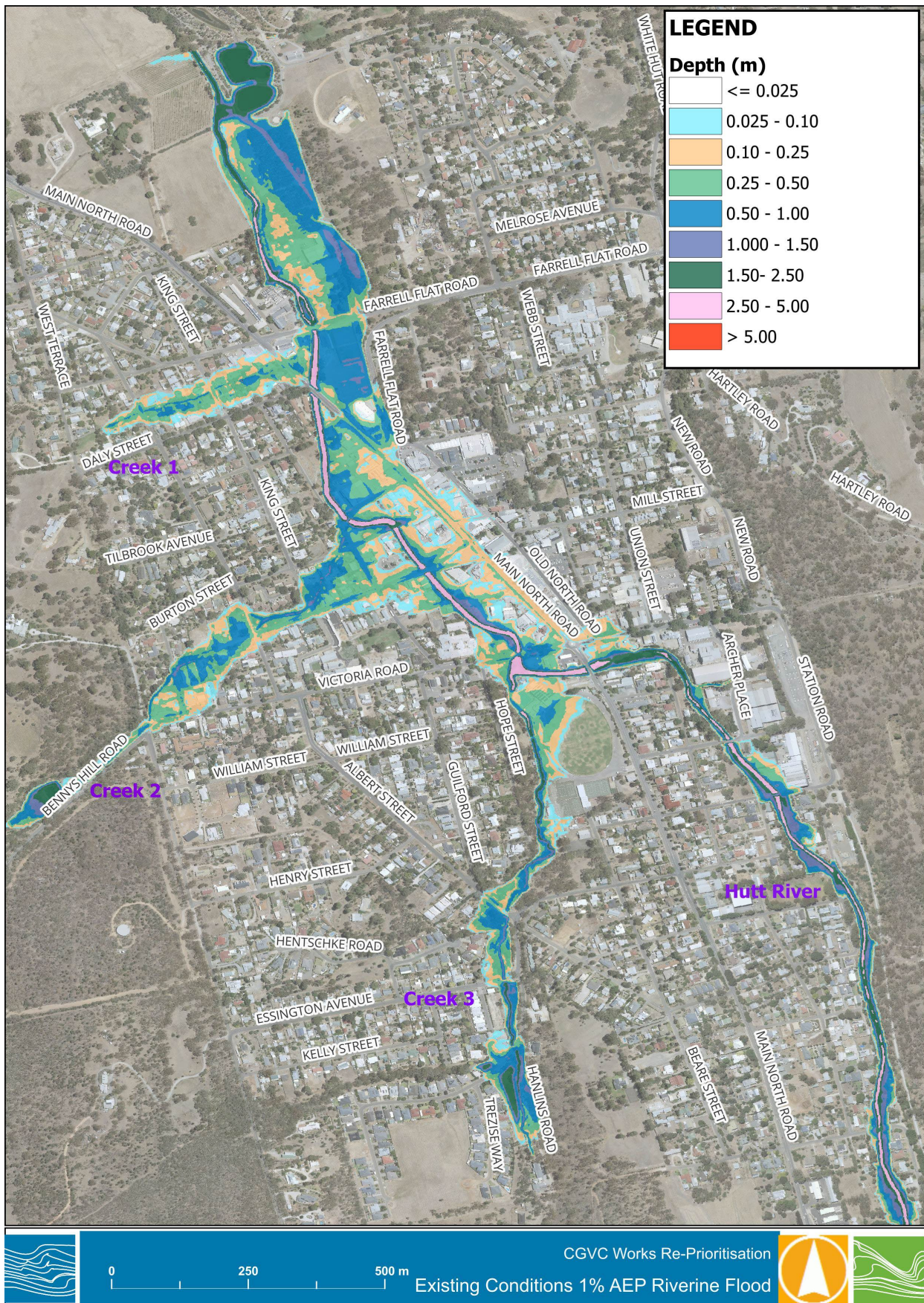


Figure 3-1 Modelled flood depths for existing conditions in 1% AEP riverine flood event

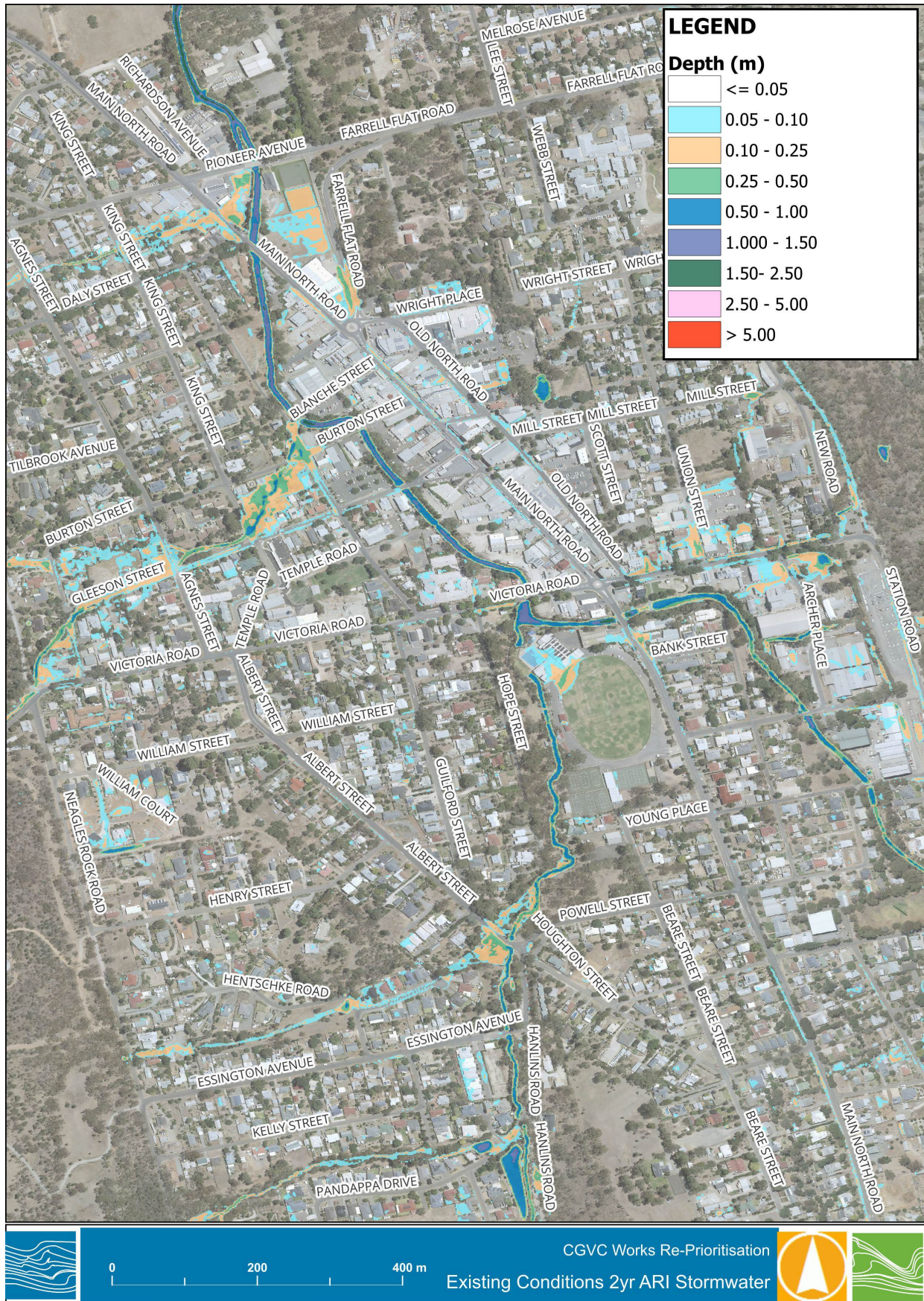


Figure 3-2 Modelled flood depths for existing conditions in 2-year ARI stormwater flood event



## 4 PROPOSED MITIGATION OPTIONS

A number of structural and non-structural mitigation options were proposed as part of the Clare SMP (2020). The work undertaken has only considered the proposed structural mitigation options to address flooding issues that were considered feasible. These are:

- Gillentown Flood Control Dam: a flood control dam (upstream of the Clare Caravan Park)
- Gleeson Street detention dam (Bennys Hill) upgrade and associated Gleeson Street channel deepening
- Neagles Rock Road drainage system upgrades
- Daly Street drainage system upgrades
- East Terrance, Station Road and Lennon Street drainage system upgrades
- Victoria Road drainage system upgrades
- Main North Road and Old North Road drainage system upgrades.

The proposed structural mitigation options are described in detail below, including how they have been incorporated into the model.

### 4.1 Riverine Flood Protection

#### 4.1.1 Gillentown Flood Control Dam

The construction of a flood control dam was proposed to reduce riverine flooding from the Hutt River for up to the 1% AEP event. Further investigations identified Gillentown, approximately 3km south of Clare, as a suitable location. GHD (2022a) undertook a feasibility study for the proposed flood control dam, including preliminary design. Based on GHD hydrology, the flood control dam reduces the peak 1% AEP flow of 41 m<sup>3</sup>/s to 25 m<sup>3</sup>/s.

Water Technology has incorporated the flood control dam into the model as per the preliminary design developed by GHD. Key features are:

- Crest level of 421.8 mAHD
- 2 x 1500 mm RCP circular pipe outlets
- 60 m wide spillway with crest level of 419.7 mAHD.

The schematisation of the dam in the model is provided in Figure 4-1.

The SMP noted the requirement for levees to be implemented in conjunction with the Gillentown flood control dam. Levees are not required as part of this option and are only to be considered if CGVC want to reduce the flood impact further. Options for implementing levees is limited, given the narrow space between the river and parcel boundaries and/or properties. Council may wish to consider land acquisition (for floodplain storage) as an alternative to levees.

Levees have not been included in the model or considered as part of this mitigation option.

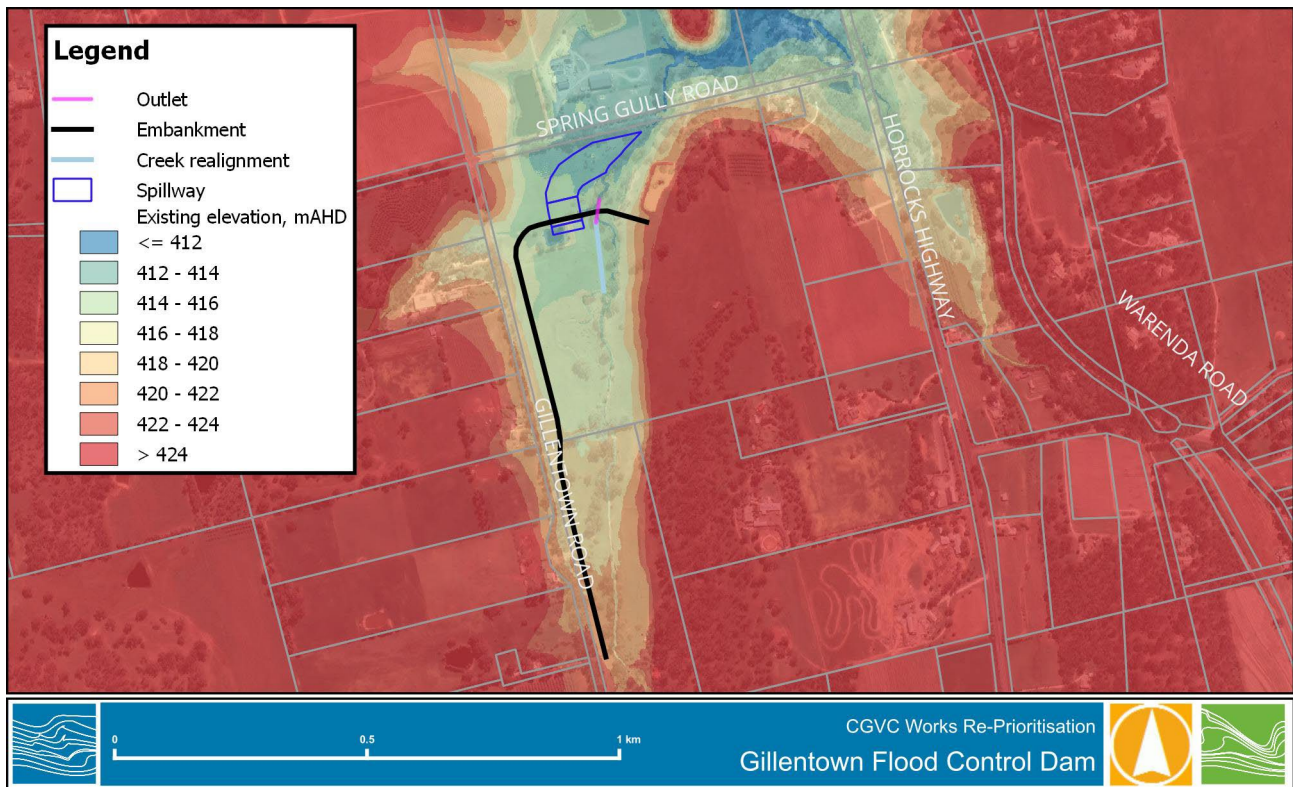


Figure 4-1 Gillentown flood control dam model schematisation

#### 4.1.2 Bennys Hill Detention

The Bennys Hill detention dam upgrade is proposed to reduce the extent of widening the channelised section of Creek 2 through the township (i.e. Gleeson Street trunk drainage system). Significant widening is required to increase the capacity of the channel to convey the 1% AEP flows.

A recent study (GDH, 2022) assessed the feasibility of attenuating the peak flow through widening/deepening the existing channel downstream of the current dam, however, the desired result could not be achieved. The mitigation option reverted to increasing storage of the existing dam, however, modelling by GHD indicated the peak flow could only be reduced to 4.2 m<sup>3</sup>/s without causing flood impacts on Bennys Hill Road.

The Bennys Hill detention dam has been incorporated in the model as per the preliminary design undertaken by GHD. Key features are:

- Crest level of 402.4 mAHD (resulting in approximately 12 ML of storage volume)
- Low flow outlet of 3x 600 x 800 mm RC box culvert.

The schematisation of the dam in the model is provided in Figure 4-2.

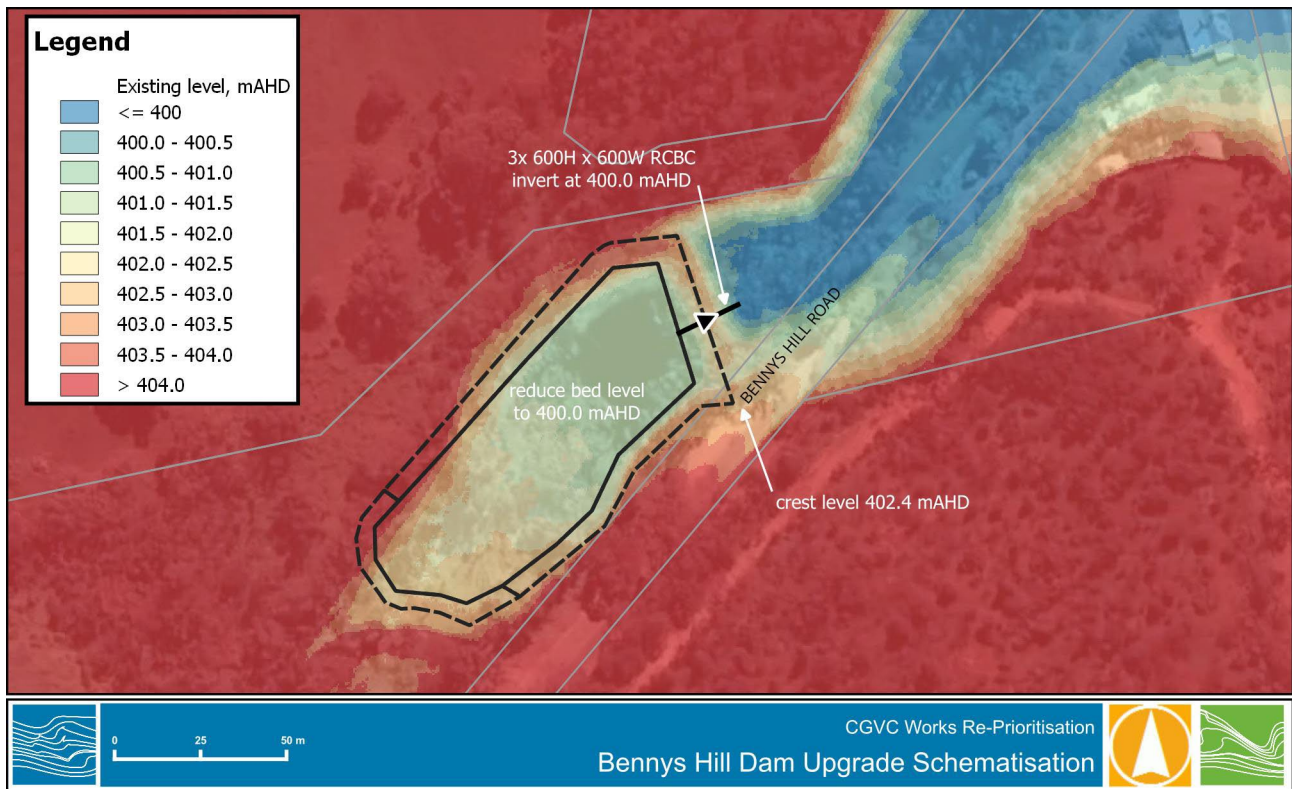


Figure 4-2 Benny Hill detention dam upgrade model schematisation

## 4.2 Stormwater Flood Protection

### 4.2.1 Neagles Rock Road Drainage

Much of the Neagles Rock Road drainage upgrade, as proposed in the SMP (2020), has already been implemented. Only three sections of the proposed network remain to be constructed. This includes connection of the detention basin behind the new development on William Court to the upgraded network, along with drainage pipes on William Street.

The remaining drainage upgrades from the proposed package in the SMP, as represented in the model, is shown in Figure 4-3. A summary of the proposed network details is provided in Table 4-1.



Figure 4-3 Neagles Rock Road drainage upgrade schematisation



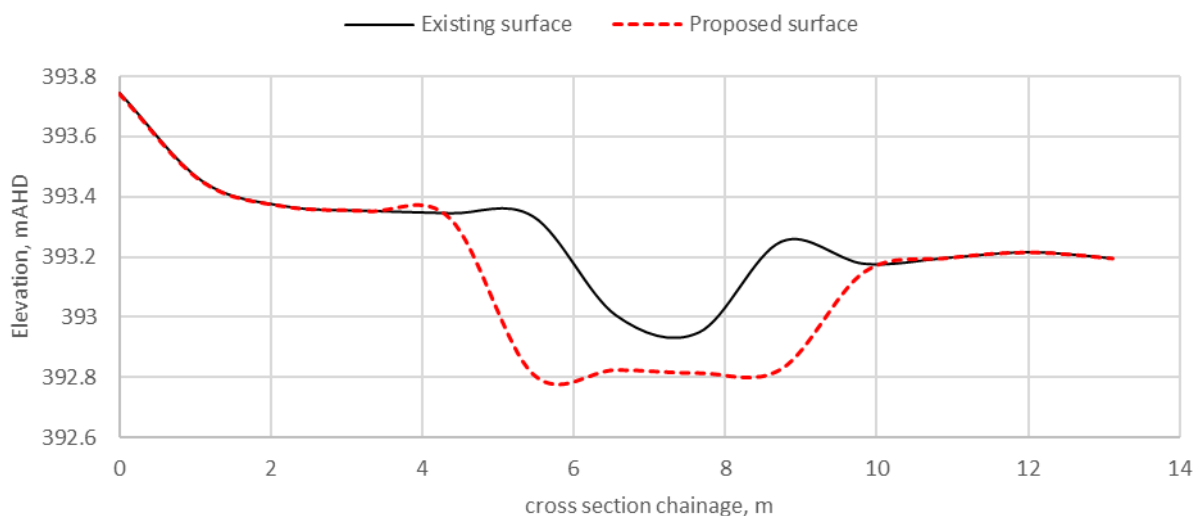
**Table 4-1 Neagles Rock Road drainage upgrade details**

ID	Dimensions	Length, m
P002	450 mm	11.8
P008	375 mm	63.8
P110	375 mm	5.6
P107	375 mm	10.6
P108	450 mm	40.5
P105	375 mm	7.9
P6_A	450 mm	64.4
N103	Double SEP	-
N104	Double SEP	-
N105	Double SEP	-
N107	Double SEP	-
N108	Double SEP	-

#### 4.2.2 Daly Street Drainage System Upgrade

The Daly Street drainage system upgrade consists of widening the open channel section from Agnes Street at the rear of the Police station, along with a series of pipes and pits along Agnes Street and King Street to direct water into the widened channel from both the north and south.

It is understood the proposed Daly Street drainage system upgrade has progressed to design stage. At the time of this review, details of the design were not available. The details as provided in the SMP were assumed for the model schematisation. The channel widening has assumed a 3 m wide channel, half a metre deep. An example cross section of the widened channel is shown in Figure 4-4. The proposed network schematisation is provided in Figure 4-5, with details summarised in Table 4-2.



**Figure 4-4 Example cross section of the Daly St existing and proposed channel profile**





Table 4-2 Daly Street drainage upgrade details

ID	Dimensions	Length, m
P001	525 mm	32.9
P002	675 mm	30.0
P003	825 mm	19.0
P004	2100 mm	36.0
P005	2100 mm	38.2
P010	2100 mm	57.1
P006	2100 mm	46.1
P007	2100 mm	26.6
N001	Triple SEP	-
N002	Triple SEP	-
N008	Triple SEP	-
N003	Triple SEP	-
N004	Triple SEP	-
N005	Triple SEP	-
N006	Triple SEP	-

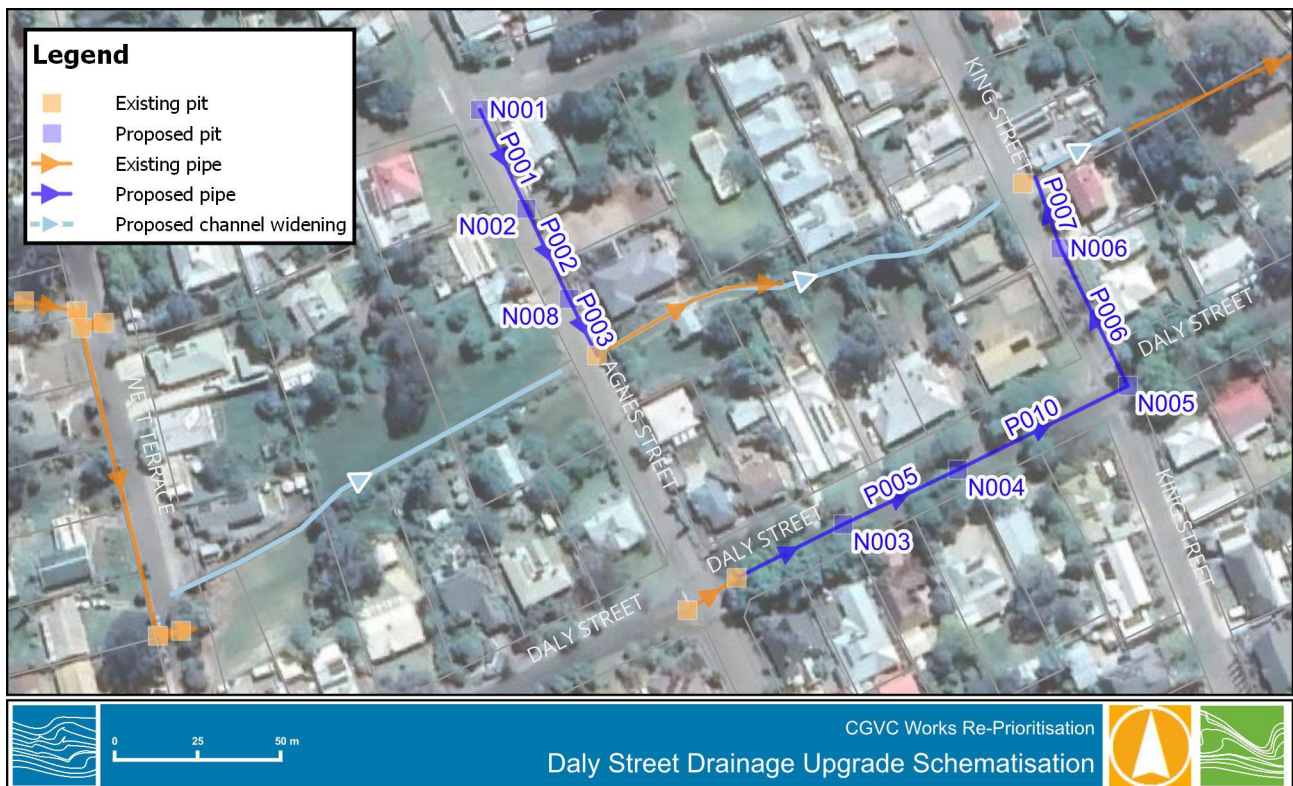


Figure 4-5 Daly Street drainage upgrade schematisation



### 4.2.3 East Terrace, Station Road and New Road Collectors for Lennon Street Drainage

It is understood that the Lennon Street drainage system was previously upgraded by Council to improve localised flooding issues. The SMP suggested further improvements could be made by augmenting the drainage system on East Terrace and upgrading/repairing the open channel that collects runoff from the old railway line catchment to the east. A new drainage channel is proposed along Station Road to collect stormwater generated along Station Road and direct it to the existing channel along Lennon Street.

Similar to the Daly Street Drainage system, the channel widening has been assumed as a 3 m wide, 0.5 m deep channel. An example cross section of the widened channel is shown in Figure 4-6.

The proposed drainage upgrades for this section, as represented in the model, is shown in Figure 4-7 and Figure 4-8. A summary of the proposed network details is provided in Table 4-3.

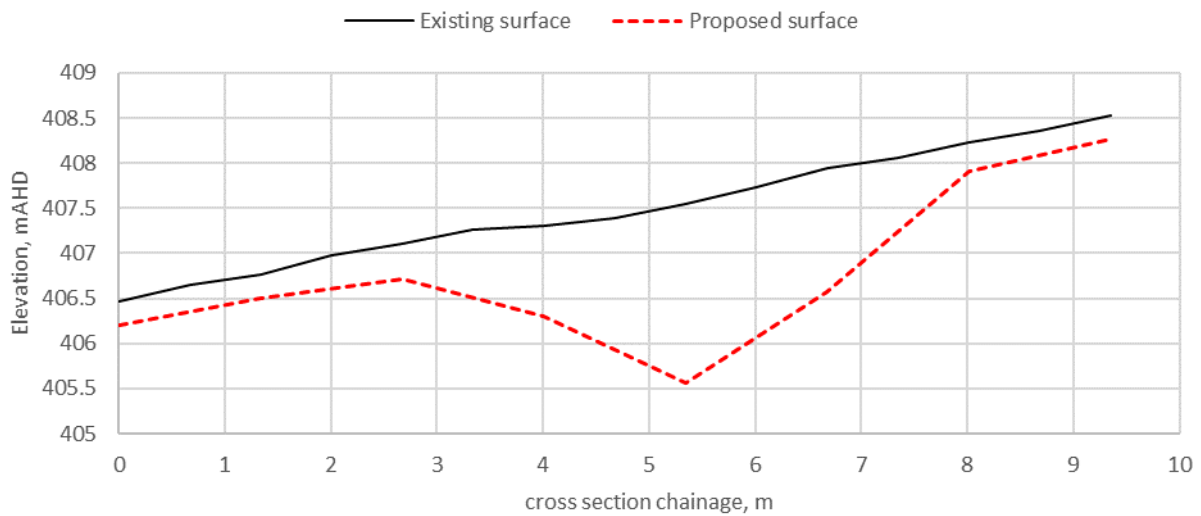


Figure 4-6 Example cross section of the Station Road existing surface and proposed channel profile

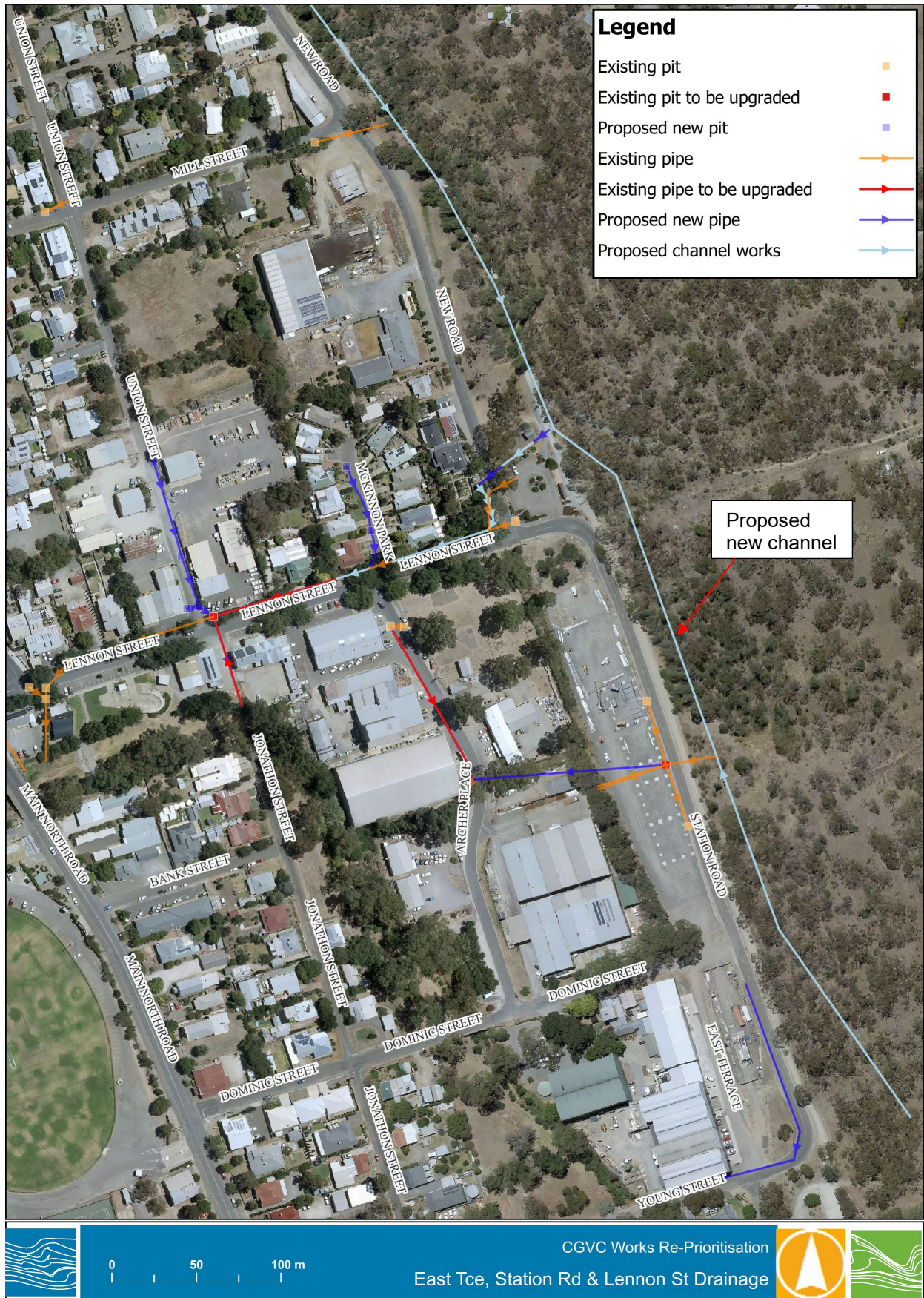


Figure 4-7 East Tce, Station Rd and Lennon St drainage upgrade schematisation (overview)

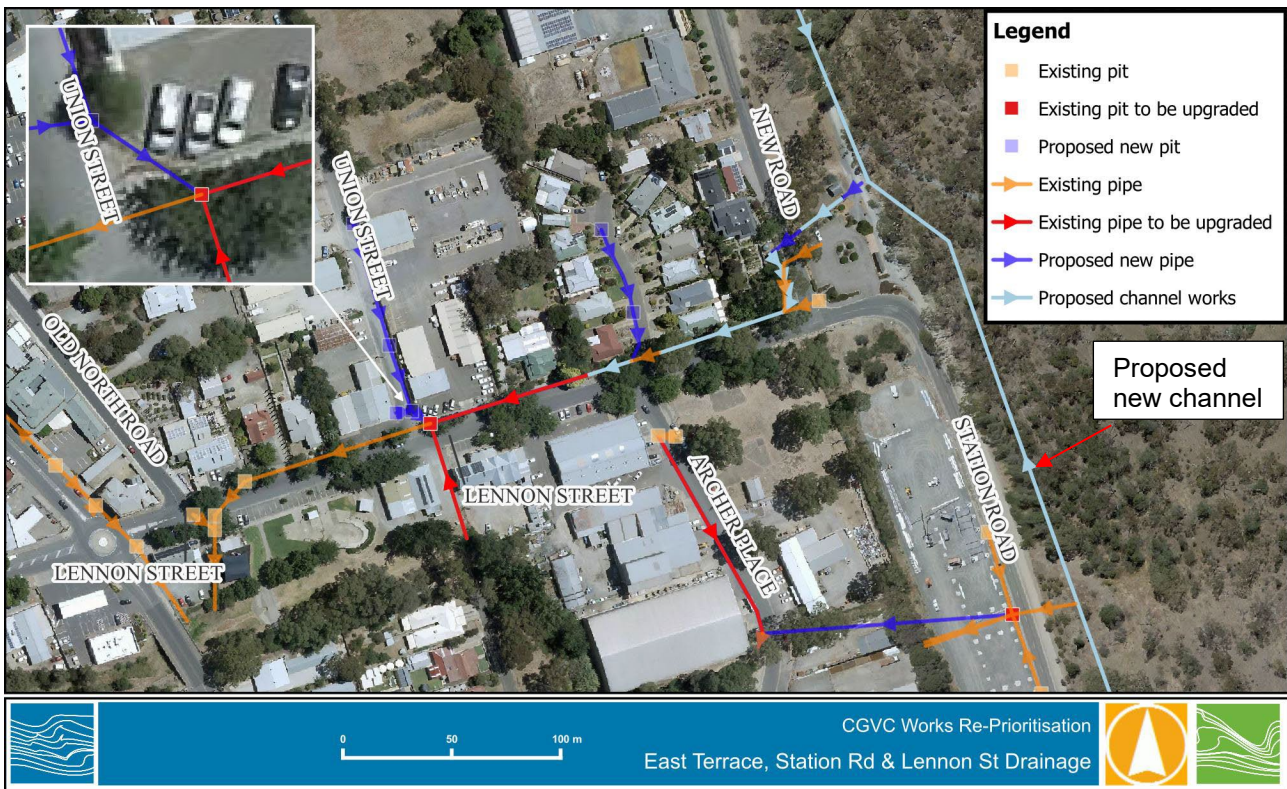


Figure 4-8 East Tce, Station Rd and Lennon St drainage upgrade network schematisation

Table 4-3 East Tce, Station Rd and Lennon St drainage upgrade details

ID	Dimensions	Length, m
P_04	825 mm	55.3
P_R1	600 mm	13.2
P_R2	2100 mm	13.8
P001	375 mm	206.4
P004	600 mm	115.0
P009	450 mm	29.3
P011	450 mm	28.7
P012	600 mm	31.9
P022	525 mm	22.9
P023	525 mm	18.0
P024	600 mm	22.0
P040	375 mm	7.2
P042	600 mm	10.3
P125	600 mm	103.1
PLen	750 mm	76.2
N002	Single SEP	-
N007	Triple SEP	-



ID	Dimensions	Length, m
N009	Triple SEP	-
N010	Single SEP	-
N011	Single SEP	-
N018	Triple SEP	-
N021	Single SEP	-
N071	Double SEP	-

#### 4.2.4 Gleeson Street Channel Works

The Gleeson Street Trunk Drainage Upgrades proposed in the Clare Stormwater Management Plan (AWE 2020) have been undertaken, with the exception of deepening the minor channel.

The proposed mitigation for the Gleeson trunk drainage system is for minor channel clearing with some deepening to retain a 1% AEP flow from Creek 2. This is proposed to be implemented in conjunction with the proposed Bennys Hill Dam upgrade.

The sections of channel requiring maintenance are between West Terrace and Burton Street, and Agnes Street to Strickland Street. The proposed extent of channel works is demonstrated in Figure 4-10.

In the model, the maintenance has been incorporated as a lowering of the channel bed by approximately 300 mm. An example cross section profile is shown in Figure 4-9.

It should be noted that widening of the existing channel is not proposed as part of the mitigation option. An alternative mitigation option could be to install pipes and culverts in this location but it has not been investigated or modelled as part of this review.

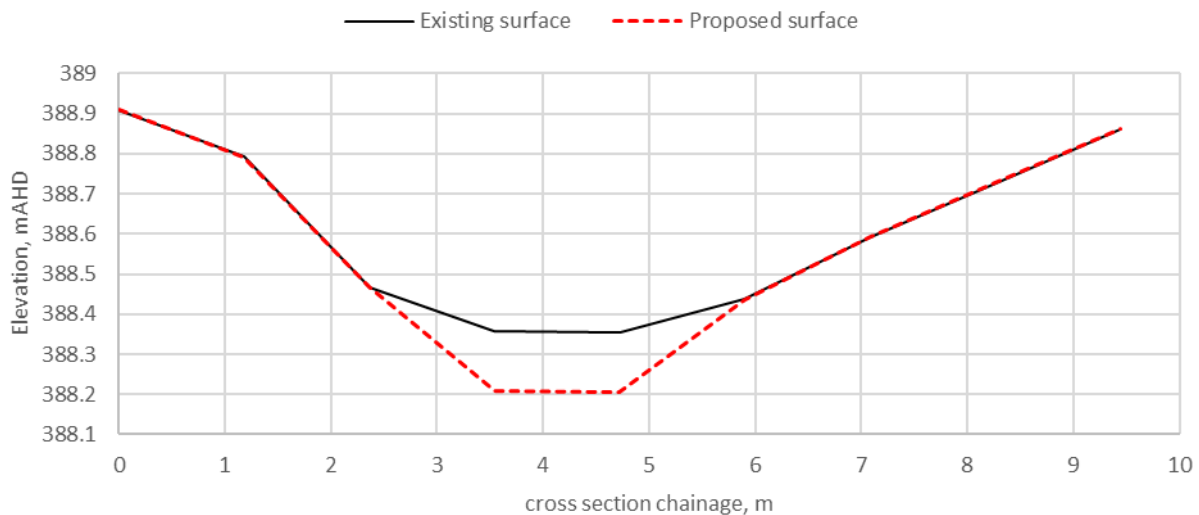


Figure 4-9 Example cross section of the Gleeson St existing and proposed channel profile



Figure 4-10 Extent of Gleeson trunk main channel maintenance/clearing



#### 4.2.5 Victoria Road Drainage System

The intent of the proposed works in the Victoria Road was to formalise a drainage system to direct runoff from the Guilford Street catchment to the Hutt River, preventing it being directed north to Agnes Street and contributing to stormwater flooding in that area.

The modelling results from the improved resolution topographic data suggests this area is not a stormwater flooding area of concern. The area east of 30 Victoria Road is shown to naturally drain towards the Hutt River. The proposed mitigation option has been modelled to assess the improvement for local drainage in the area regardless. The proposed network, as schematised in the hydraulic model, is demonstrated in Figure 4-11 with details provided in Table 4-4.

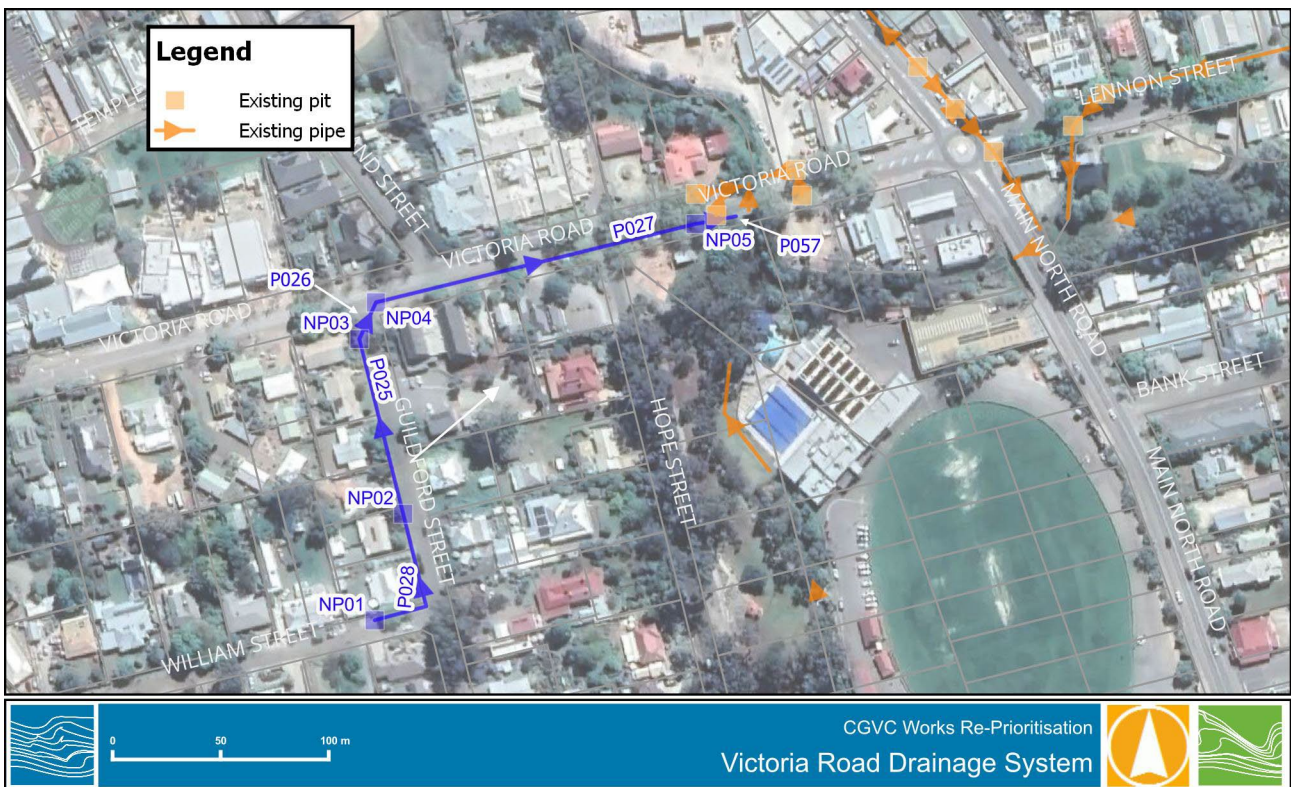


Figure 4-11 Victoria Road drainage system schematisation

Table 4-4 Victoria Road drainage system details

ID	Dimensions	Length, m
P025	450 mm	83.3
P026	525 mm	18.7
P027	750 mm	152.3
P028	375 mm	68.8
P057	750 mm	19.1
NP01	Double SEP	-
NP02	Double SEP	-
NP03	Double SEP	-
NP04	Double SEP	-



ID	Dimensions	Length, m
NP05	Double SEP	-

#### 4.2.6 Main North Road and Old North Road Drainage

The main business district of Clare is subject to both riverine flooding from the Hutt River and local stormwater flooding. The local drainage system has been upgraded opportunistically by Council over the years, however the SMP indicated nuisance flooding still occurs on a relatively regular basis.

To address the local stormwater flooding, it is proposed to increase the number of pits and duplicate or replace some sections of pipework to increase the network capacity.

It should be noted that details of the existing drainage network do not align with the topography in this region. A section of the network along Main North Road, extending between Gillen Street and the Hutt River is represented as all draining southeast into the river. The topographic data indicates it is not possible to achieve this with any cover for large sections of the network. It has therefore been assumed (in both the existing network and proposed upgrade) that the section north of the Bentley’s hotel carpark drains north-west, discharging to the river at Gleeson Street.

The proposed drainage upgrades for this section, as represented in the model, is shown in Figure 4-12 and Figure 4-13. A summary of the proposed network details is provided in Table 4-5.

**Table 4-5 Main North Rd and Old North Rd drainage system upgrade details**

ID	Dimensions	Length, m
P008	375 mm	7.6
P0162	1200 mm	32.8
P0169a	600 mm	7.8
P0169b	600 mm	21.0
P019	375 mm	23.9
P0192	1200 mm	16.3
P020	375 mm	30.7
P023	600 mm	31.0
P026	825 mm	57.9
P027	1050 mm	16.7
P028	1050 mm	23.4
P029	375 mm	31.6
P0397	1200 mm	28.2
P0397b	1200 mm	5.9
P045	375 mm	66.4
SW-P-0160	1050 mm	8.0
SW-P-0161	1200 mm	57.2
SW-P-0168	750 mm	39.8
SW-P-0177	600 mm	11.3
SW-P-0309	450 mm	60.8





ID	Dimensions	Length, m
SW-P-0388	500 mm	17.3
SW-P-0388	500 mm	22.6
SW-P0396	900 mm	21.7
SW-P0398	1200 mm	114.2
SW-P-0400	900 mm	38.9
SW-P-0401	1200 mm	31.0
N001	Single SEP	-
N002	Single SEP	-
N005	Double SEP	-
N009	Triple SEP	-
N013	Double SEP	-
N066	Single SEP	-
N168	Double SEP	-
N171	Triple SEP	-
N177	Triple SEP	-
N178	Triple SEP	-
N187	Double SEP	-



Figure 4-12 Main North Rd and Old North Rd drainage system schematisation (northern section)

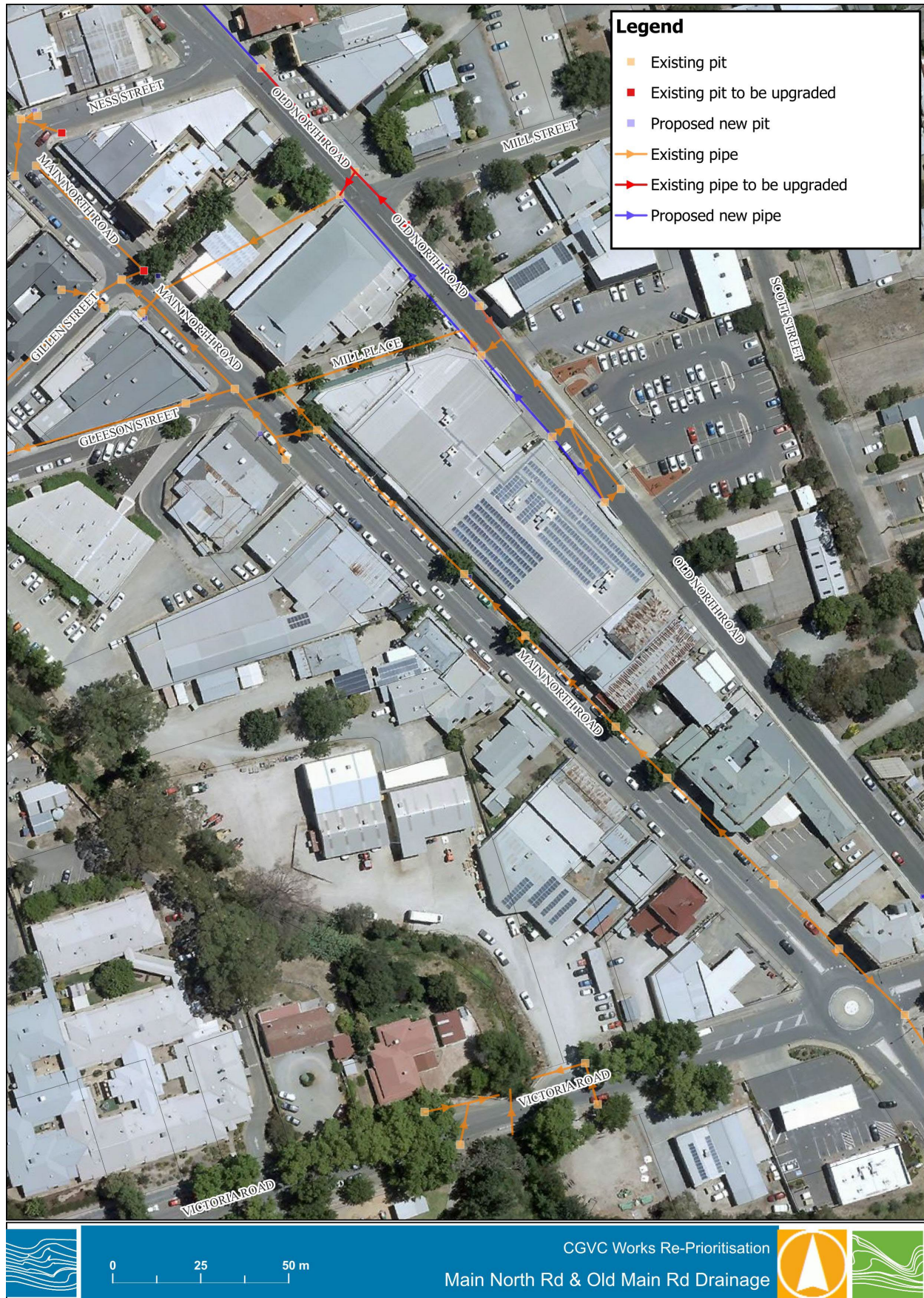


Figure 4-13 Main North Rd and Old North Rd drainage system schematisation (southern section)



## 5 MITIGATION OPTION PERFORMANCE

### 5.1 Overview

For the purpose of this review, the mitigation option performance has been determined based on the potential reduction in flood impact. A measure of the number of properties impacted has been included, however, a full damages assessment has not been undertaken.

### 5.2 Individual Performance

#### 5.2.1 Gillentown Flood Control Dam

The impact of the proposed Gillentown flood control dam on flooding in the Hutt River is shown in Figure 5-1, and in greater detail for the Clare township in Figure 5-2. There is an observed reduction in flood extent along the Hutt River, becoming further pronounced downstream of the junction with Creek 3. A large section of the central Clare township is no longer subject to inundation. Water levels within the Hutt River, and at the breakout between Wright Street and Farrell Flat Road are reduced up to 0.5 m.

The model demonstrates that the Gillentown flood control dam, as implemented based on the design by GHD, reduces the peak flow downstream of the dam (at Spring Gully Road) from 43.1 m<sup>3</sup>/s to 25.6 m<sup>3</sup>/s (adopting Water Technology's hydrology) in a 1% AEP event.

The SMP noted the requirement for levees to be implemented in conjunction with the Gillentown flood control dam. This is only required if CGVC want to reduce the flood impact further. Options for implementing levees is limited, given the narrow space between the river and parcel boundaries and/or properties. Council may wish to consider land acquisition (for floodplain storage) as an alternative to levees, or indeed no further mitigation at all.

A total of 87 properties that were previously impacted by riverine flooding are protected by the proposed flood control dam, a further 166 properties experience reduced flood levels (on average by 0.42 m).

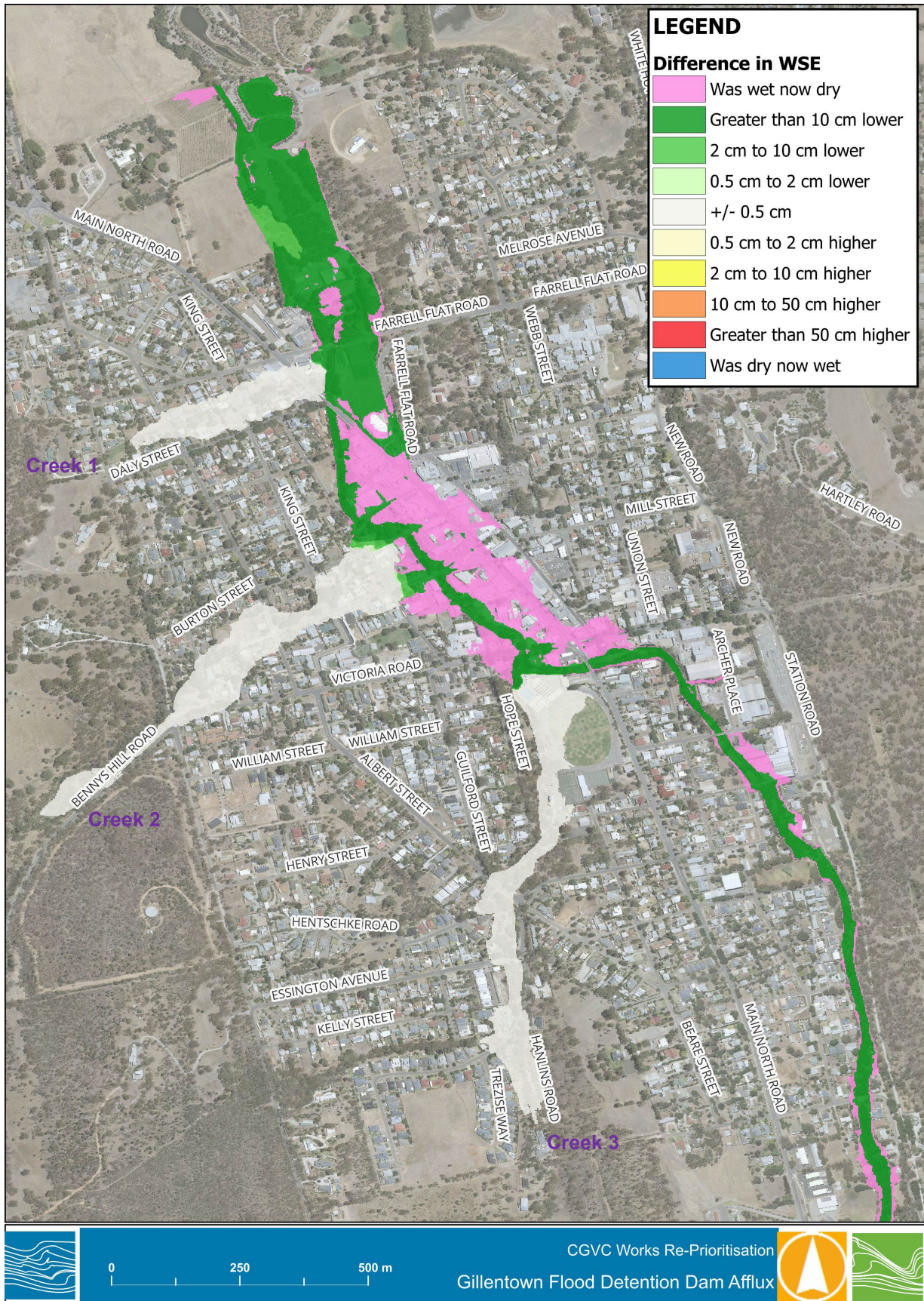
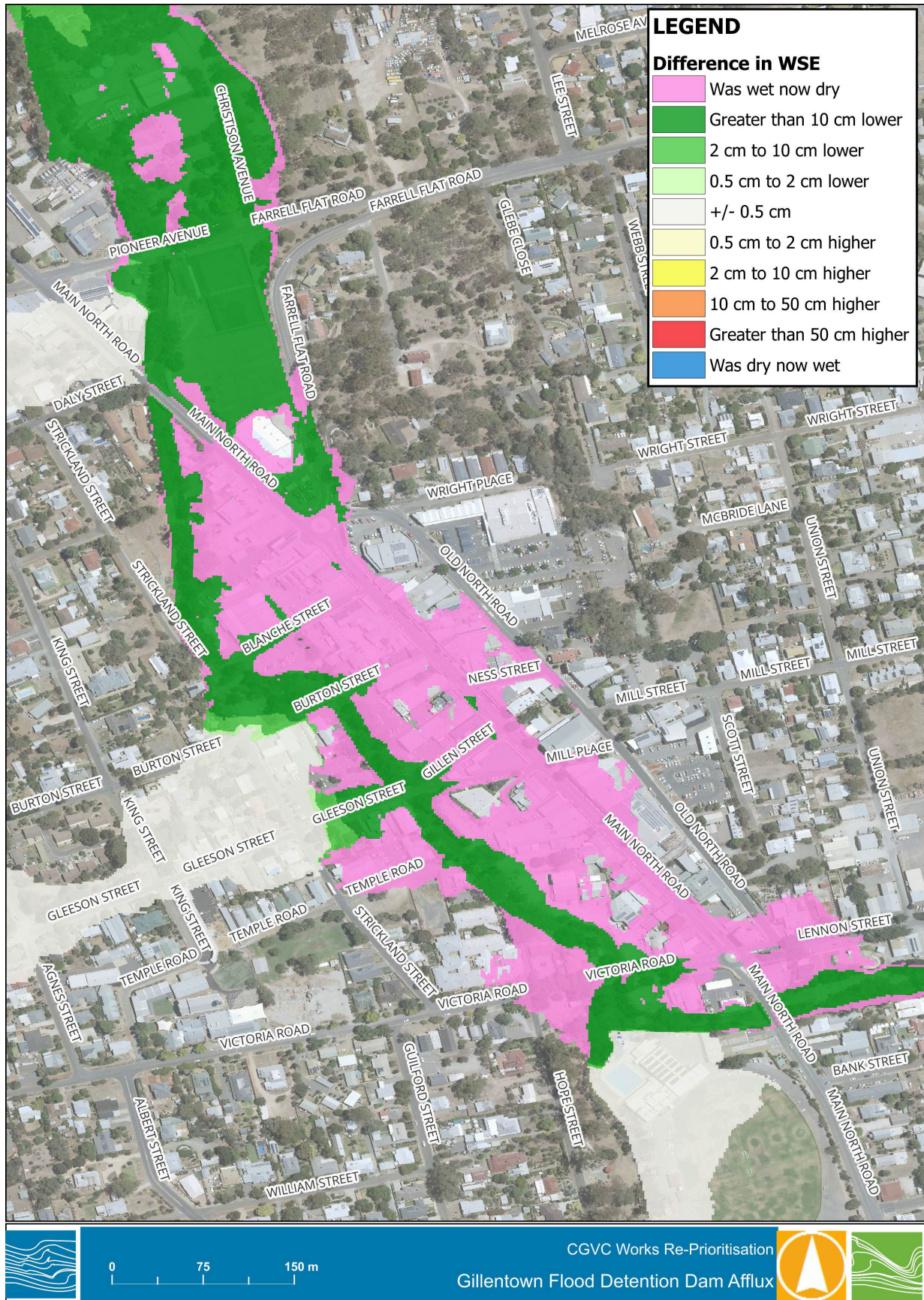


Figure 5-1 Difference in water level between proposed Gillentown flood control dam and existing conditions (1% AEP)



**Figure 5-2** Difference in water level between proposed Gillentown flood control dam and existing conditions (1% AEP) – for Clare township



### 5.2.2 Bennys Hill Detention dam upgrade

The impact of the Bennys Hill detention dam upgrade for the 1% AEP event in Creek 2 is shown in Figure 5-3. There is a decrease in water levels upstream of Burton Street by up to 10 cm. Downstream of here, various isolated areas experience decreases in water levels by up to 2 cm.

The impact is less pronounced than expected as the dam spills in the 1% AEP event when adopting the Water Technology hydrology. Water levels in the dam are a maximum of 402.8 mAHD, compared to the levee crest of 402.4 mAHD. The result is a reduction in peak flow from 10.9 to 9.4 m<sup>3</sup>/s immediately downstream of the dam.

As the dam upgrade has been design based on different hydrology, it is not surprising that the performance is diminished for greater peak flows. As there is no observed data for Creek 2 to calibrate the Water Technology hydrology, the dam upgrade scenario has also been tested for a scaled hydrograph to match the peak 1% AEP flow of 7.5 m<sup>3</sup>/s estimated by GHD. The results, shown in Figure 5-4, demonstrate a reduced flood extent near Burton Street, and reduced flood levels extending downstream to Strickland Street. Water levels are reduced by up to 10 cm, but typically in the order of 5 – 6 cm across the residential parcels. The peak flow downstream of the dam is reduced to 3.2 m<sup>3</sup>/s.

A total of 33 properties experiences a reduction in flood impact as a result of the dam upgrade in a 1% AEP event (GHD hydrology).

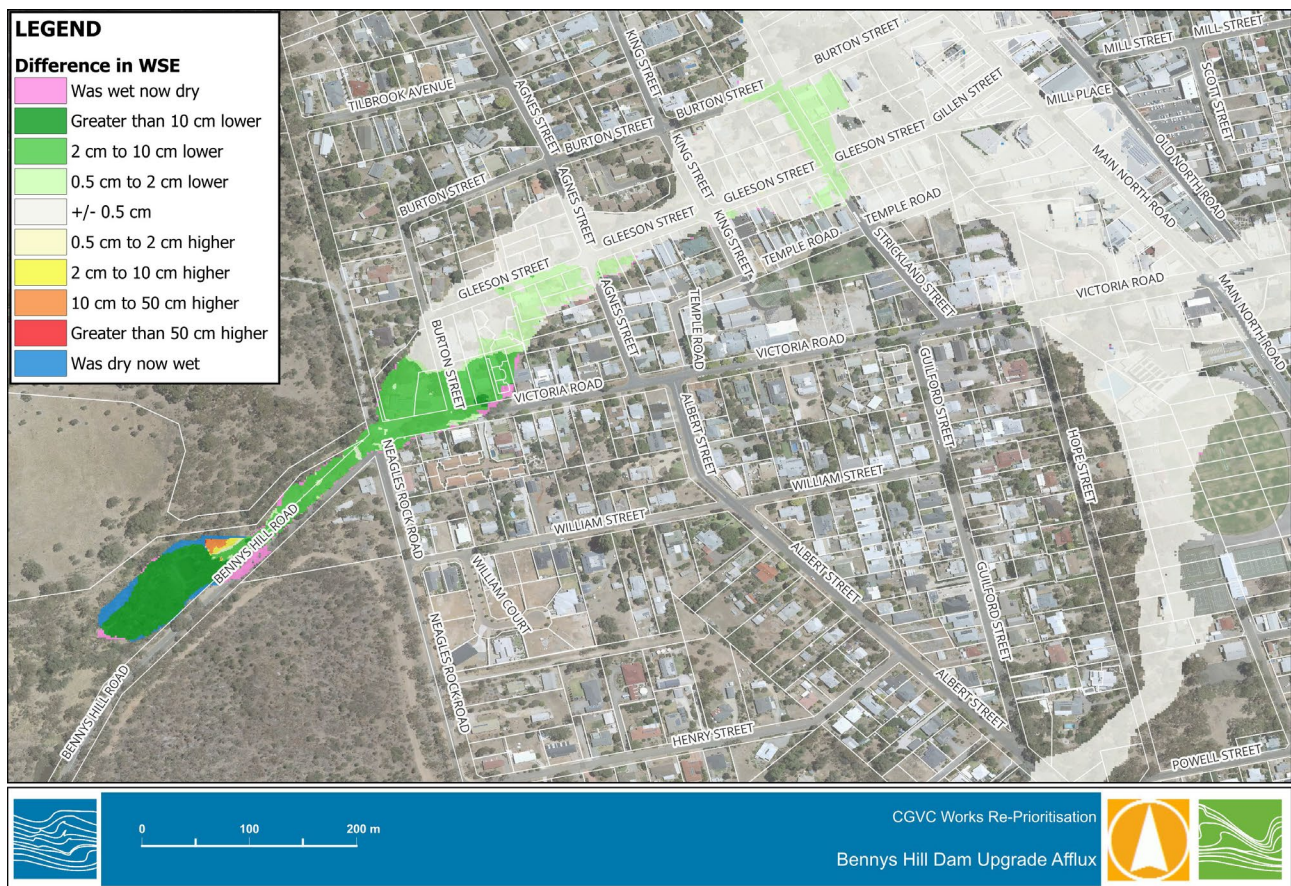


Figure 5-3 Difference in water level between proposed Bennys Hill dam upgrade and existing conditions (1% AEP, WT hydrology)

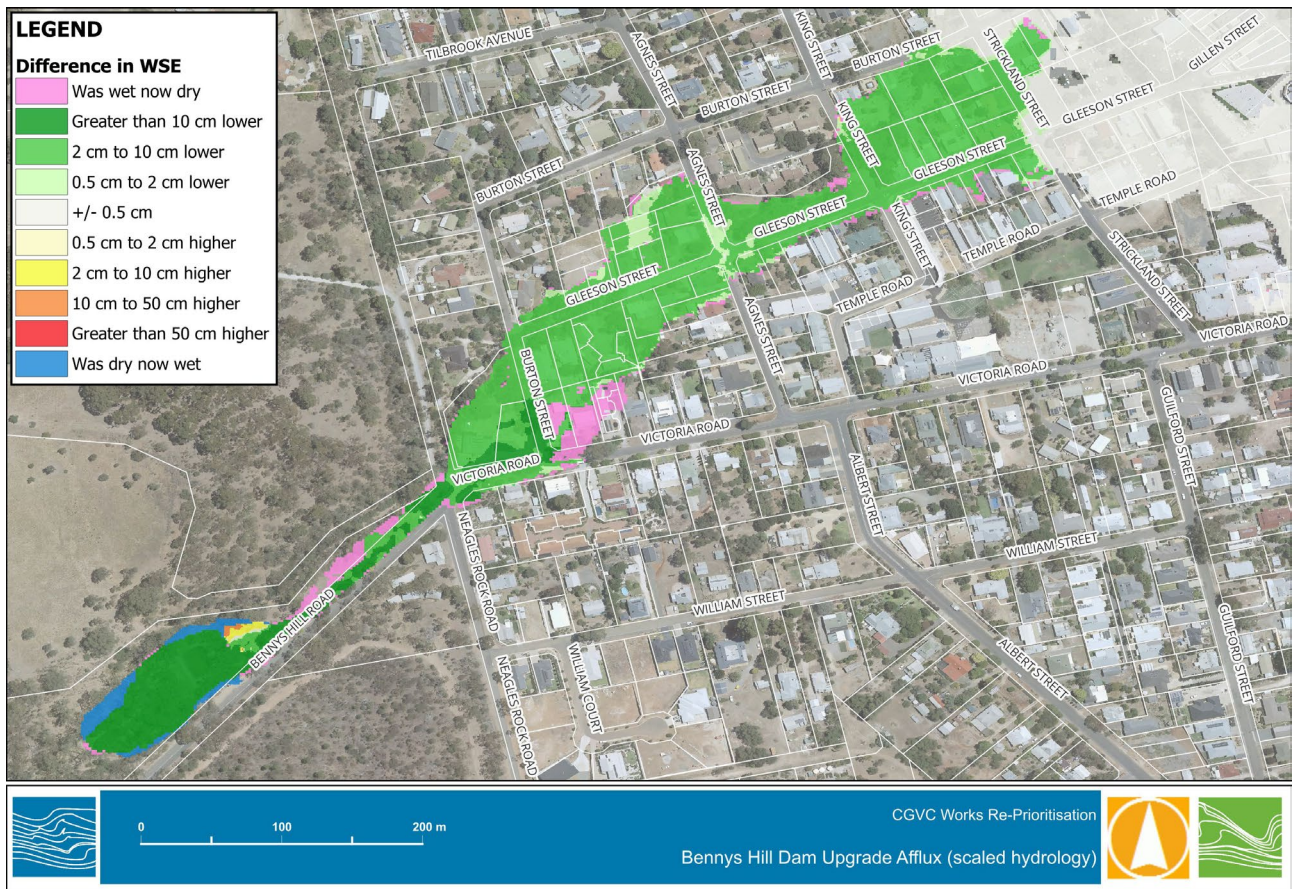


Figure 5-4 Difference in water level between proposed Bennys Hill dam upgrade and existing conditions (1% AEP, GHD hydrology)

### 5.2.3 Neagles Rock Road Drainage (remaining works)

The impact of the proposed mitigation on flooding for the 2-year ARI local rainfall event is shown in Figure 5-5. It demonstrates that implementation of the remaining proposed works has a localised impact on stormwater flooding at properties along William Court. There is a reduction in the overall flood extent around these properties, and at inundated sections water levels are reduced by up to 10 cm. Further north, between William Street and Victoria Grove, water levels are reduced by up to 2 cm around 3 - 4 properties.

Water levels in the existing detention basin are reduced, as a result of the proposed network transferring this water to Creek 2. There is no associated increase in flooding at Creek 2 as a result. The reduced water levels in the detention basin suggests the implementation of the network will provide buffer storage, enabling improved performance in larger events.

A total of 8 properties experiences reduced flooding as a result of this implementation although these reductions are minor in nature.



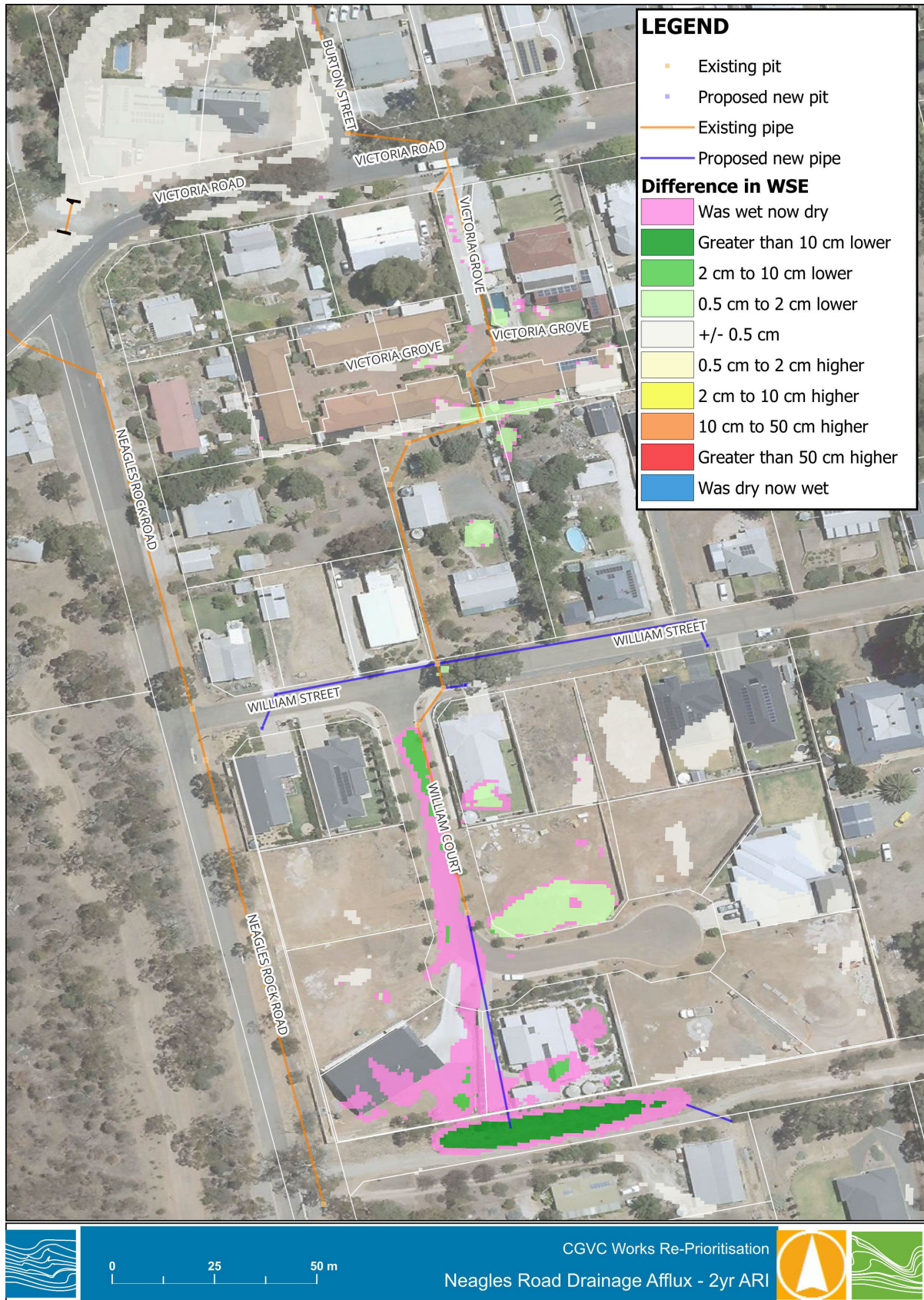


Figure 5-5 Difference in water level between proposed Neagles Rock Road mitigation and existing conditions (2-year ARI local rainfall event)



### 5.2.4 Daly St Drainage System

The impact of the proposed mitigation on flooding for the 2-year ARI local rainfall event is shown in Figure 5-6. The results indicate reduced flood levels along the channel alignment at some sections, from West Terrace to beyond Main North Road. The maximum decrease in water level is by around 12 cm observed on properties between King Street and Main North Road. But there is a increase in water levels by up to 7 cm where the channel joins the existing pipe network (over an area of about 250 m<sup>2</sup> spread across 3 properties).

Whilst a total of 13 properties experience reduced flood impacts as a result of this mitigation option, 8 properties experience an increase in water levels, typically up to 3 cm. This is primarily a result of overflow from the channel.

The improved flood protection from this package of works would predominately be a result of the proposed channel works. Any stormwater upgrade involving upgrades to only the pit and pipe network is expected to increase peak discharge to receiving channels. Upgrades to the stormwater network should therefore be done in conjunction with channel upgrades.

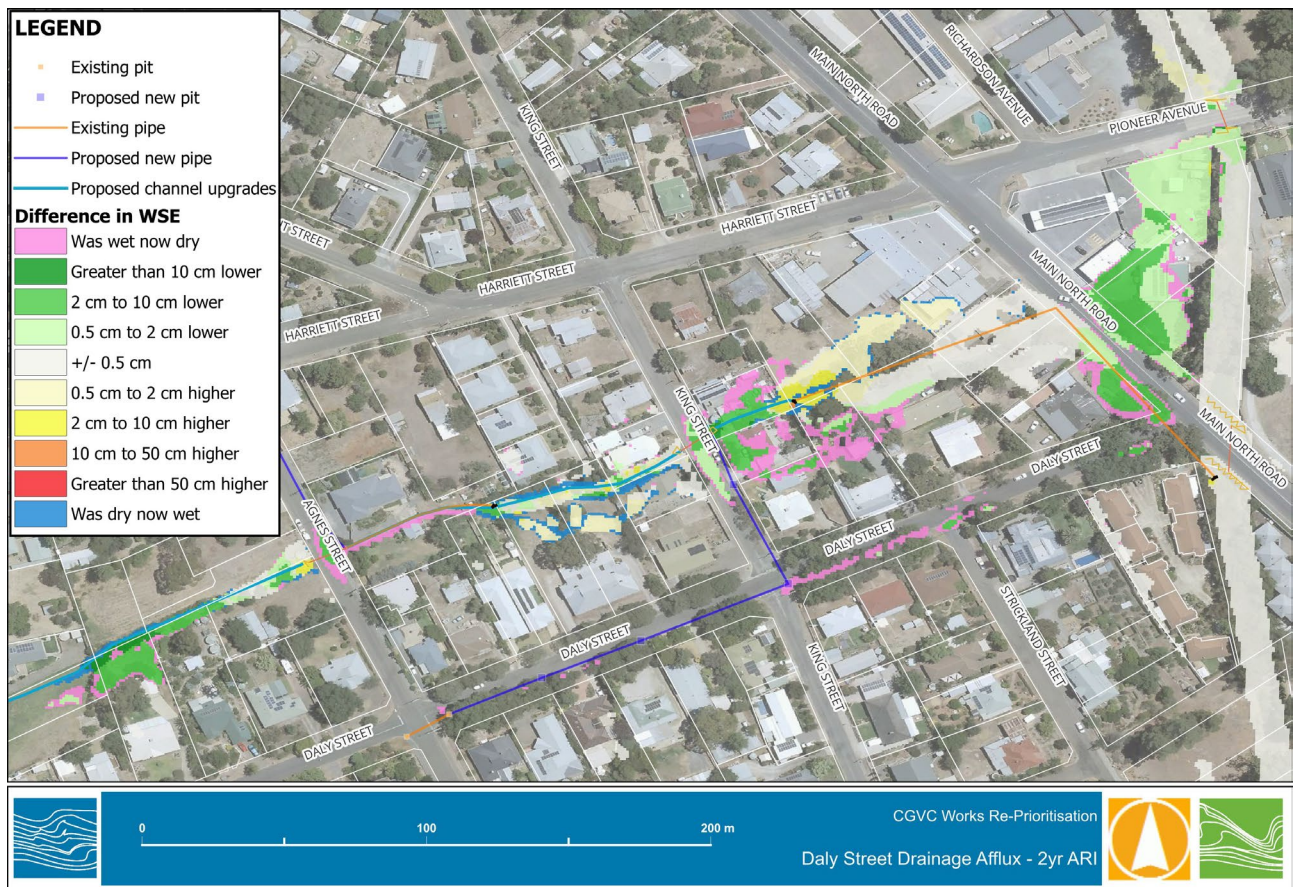


Figure 5-6 Difference in water level between proposed Daly Street mitigation and existing conditions (2-year ARI local rainfall event)



### **5.2.5 East Terrace, Station Road and New Road Collectors for Lennon Street Drainage**

The impact of the proposed mitigation on flooding for the 2-year ARI local rainfall event is shown in Figure 5-7. The results indicate a reduction in inundation levels across the residential allotments between Lennon Street and Young Street, by up to 12 cm (generally 3 – 6 cm). There is also a significant reduction in the extent of inundation. Drainage of residential allotments to the north of Lennon Street is also improved, with reductions up to 5 cm.

There is an associated increase in water levels in the Hutt River, by up to 2 cm as a result of improved conveyance of stormwater into the river. There is a small increase in flood levels at the entrance to McKinnon Park, up to 5 cm. This is a result of the increased volume of runoff directed from the channel along the east of East Terrace. The channel overflows along some sections, but the overflows don't encroach on to any properties.

It should be noted that any stormwater upgrade involving upgrades to only the pit and pipe network is expected to make stormwater inundation worse on properties along Lennon Street. Upgrades to the stormwater network should therefore be done in conjunction with channel upgrades.

A total of 16 properties experiences reduced flooding as a result of this proposed mitigation package. One property (on McKinnon Court) would experience an increase in flood levels (up to 5 cm), however, this impact is isolated to within 2 m from the street verge.

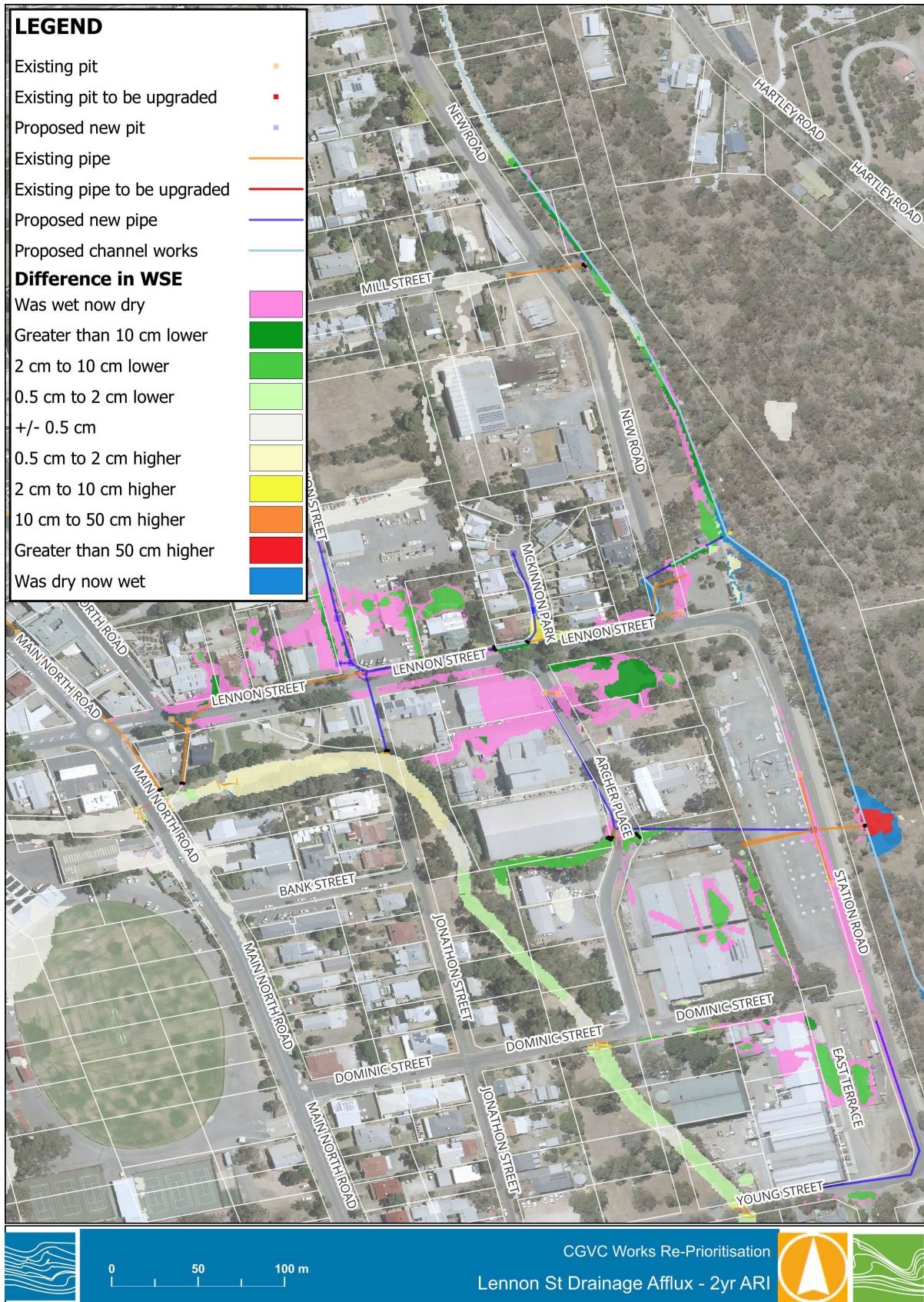


Figure 5-7 Difference in water level between proposed Lenlons drainage works mitigation and existing conditions (2-year ARI local rainfall event)



## 5.2.6 Gleeson Trunk Channel Works

When the channel works are combined with the Bennys Hill Dam augmentation, the reduction in flood levels extends considerably further, as shown in Figure 5-8. Reductions in flood levels are noticeable for the entire Creek 2 reach, extending down along the Hutt River to the outlet of the model. Of particular interest is the reduction in flood extent for the property on the corner of West Terrace and Victoria Road, reduced levels along Gleeson and Strickland Streets (up to 10 cm, but typically 6 cm), and a reduction in flood levels by typically 6 to 8 cm for properties northeast of the King Street Gleeson Street intersection.

Combined with the Bennys Hill dam upgrade, the Gleeson trunk drainage system reduces flood impacts for 12 properties in the 2-year ARI storm event and 33 properties for the 1% AEP event (see Benny Hill Dam mitigation option).

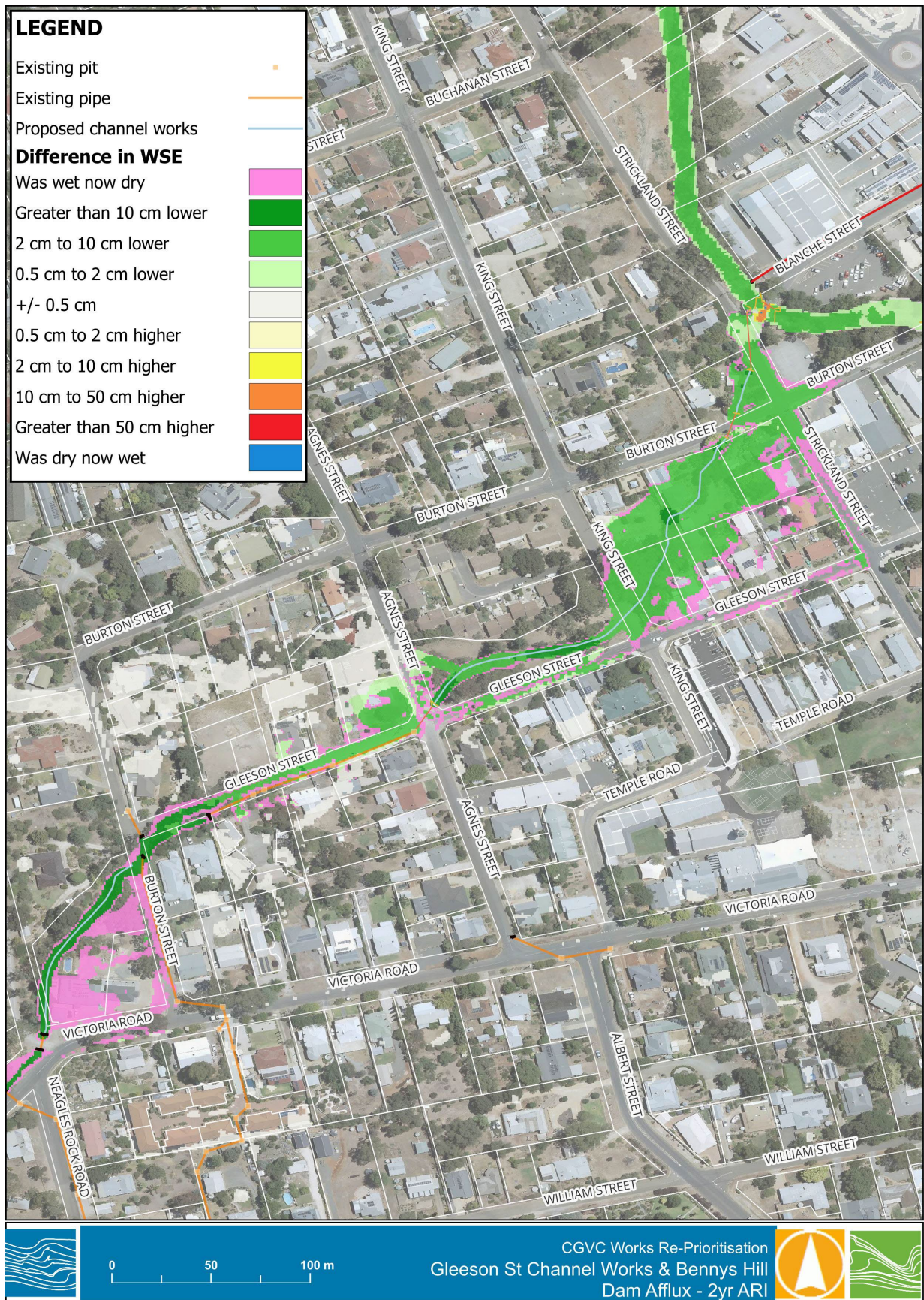


Figure 5-8 Difference in water level between proposed Gleeson St Channel works with Bennys Hill dam upgrade and existing conditions (2-year ARI local rainfall event)



### 5.2.7 Victoria Road Drainage System

The impact of the proposed mitigation on flooding for the 2-year ARI local rainfall event is shown in Figure 5-9. The results indicate that the proposed new pipes would have very little difference on the flood extent – with flood levels and extents reducing slightly for 2 properties along Victoria Road.

As noted in Section 4.2.5, the previously anticipated issue of runoff from this area being diverted down Agnes Street does not eventuate in existing conditions. Further, modelling of existing conditions does not suggest any considerable stormwater flooding along William or Guilford Street.

Further pursual of this mitigation option is not recommended unless there is anecdotal evidence of nuisance flooding.



Figure 5-9 Difference in water level between proposed Victoria Rd drainage works and existing conditions (2-year ARI local rainfall event)

### 5.2.8 Main North Road and Old North Road Drainage

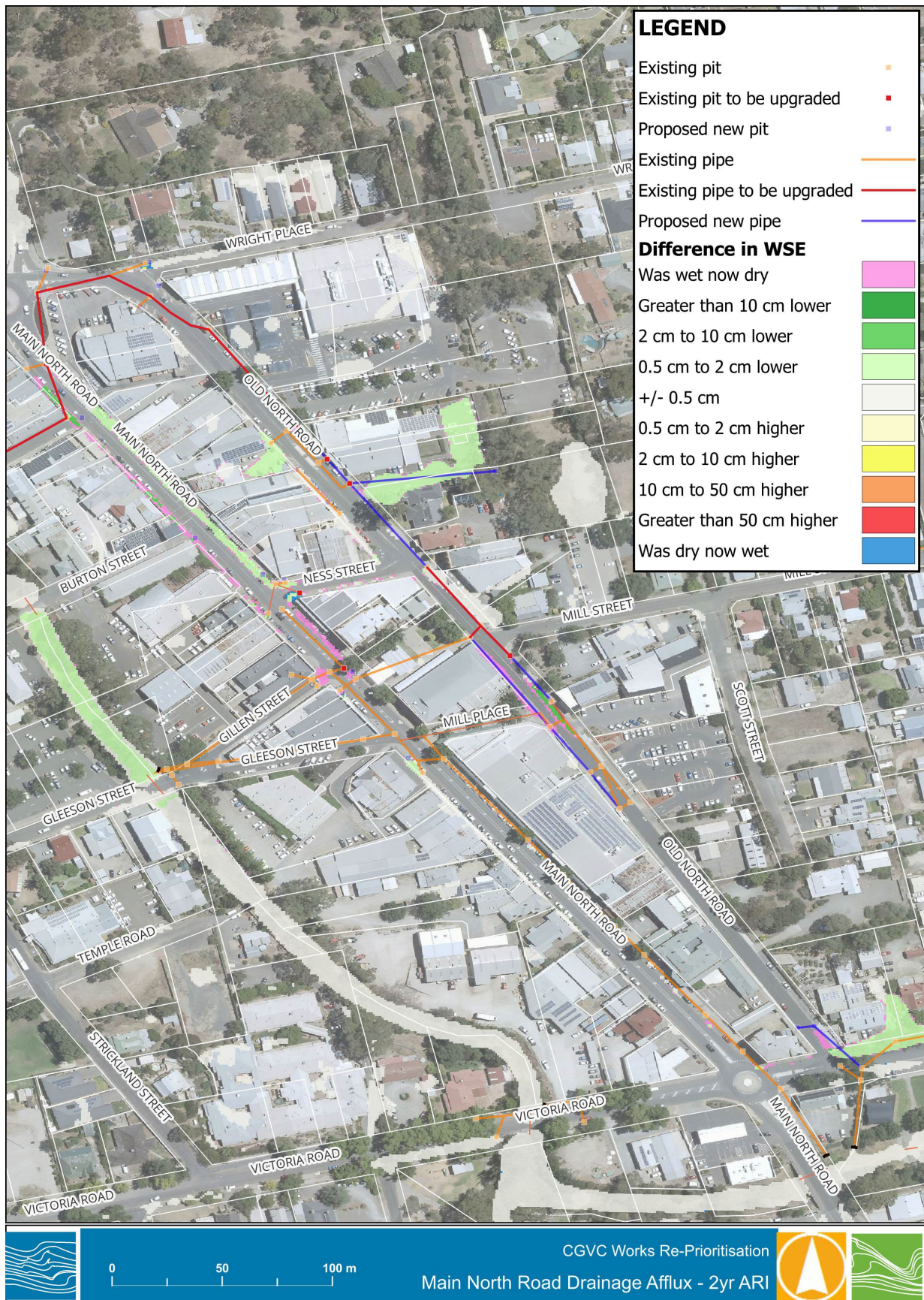
The impact of the proposed Main North Road and Old North Road mitigation on peak flood levels for the 2-year ARI local rainfall event is shown in Figure 5-10. The results indicate that the proposed works would have a localised impact on peak flood levels on both Main North Road and Old Main Road between Wright Street and Mill Place. There is a reduction in flood levels on the property at 37 Old North Road, and slight decreases along the streets of Old North Road, Main North Road and Ness Street. Four properties experience a reduction in flood levels as a result of this mitigation option.

However, it should be noted that the review of the stormwater asset database found discrepancies in the existing network with the natural gradient and/or hydraulic principles around this central area of Clare. In an area which relies heavily on the stormwater network to alleviate nuisance flooding, the model results may not



be representative of actual impacts. It is recommended that an asset survey be undertaken, capturing all pit and pipe locations, dimensions and inverts before this mitigation option is pursued further.





**Figure 5-10** Difference in water level between proposed Main North Road drainage works and existing conditions (2 year ARI local rainfall event)



### 5.3 Identified Packages of Work

The structural mitigation options proposed for Clare are relatively discrete and have no interaction with each other. Each of the proposed drainage upgrade packages can be implemented independently of each other.

The Gleeson Street drainage works package was proposed to include the Bennys Hill dam upgrade. The channel widening along the Gleeson Street trunk main will have little impact if constructed independently, however, implementing them separately will have no undesirable consequences in terms of flood impacts.



## 6 COSTING

Water Technology has developed a preliminary itemised costing for each infrastructure option, as presented in Appendix B.

The preliminary cost estimates have been prepared for the purposes of informing CGVC of indicative construction costs and are based on high level information and assumptions that are reasonable for a concept stage design. The cost estimates are subject to the following qualifications:

### 1. Estimated Contractor Costs – Direct Costs:

In the absence of a detailed specification, costs are based on typical construction practices and assumptions as detailed below.

- a) Materials:
  - i. Reinforced concrete pipes supplied as Class 4 ex Adelaide, with allowance for freight to site.
  - ii. Pits and headwalls supplied as precast elements ex Adelaide, freight to site, with allowance for limited in-situ concrete to aprons and toe-walls, supplied locally.
  - iii. Allowed all pits nominal 1.3 m depth to invert.  
(NB: for pipes > DN600, inverts will likely exceed 1.3 m depth, and direct “through” connection between pipe and 600 mm wide SEP will not be possible)
  - iv. Bedding and backfill sand to DIT Sa-C, sourced locally.
  - v. Quarry rubble to DIT PM2/40QG, supplied locally at Optimum Moisture Content
  - vi. Asphalt
- b) Typical trench cross section:
  - i. In the absence of longitudinal section, a constant trench depth has been assumed.
  - ii. 150 mm bedding and 600 mm cover to pipes; trench depth pipe OD plus 0.75 m.
  - iii. Trench width allows for pipe OD plus clearance each side for narrow leg rammer foot, plus shoring or benching where excavation depth exceeds 1.5 m, as noted in Table 6-1 below.
  - iv. Allowed Sa-C sand bedding and backfill to 300mm above pipes and culverts.
  - v. Allowed 200mm PM2 rubble and 50mm AC10 asphalt to all trenches (most of them appear to be under roads). In most cases this leaves a small depth to make up using excavated material.
- c) Construction:
  - i. No allowance for clearing of vegetation, topsoil or built infrastructure.
  - ii. No allowance for working around existing services or other obstructions.
  - iii. In the absence of geotechnical information, costing has allowed all excavation in soil, with no allowance for groundwater, rock or other obstructions.
  - iv. Have allowed to dispose of all excavated material as EPA(SA) “Waste Fill” within nominal 5 km distance from site. No allowance for dump fees.
  - v. No allowance for contamination sampling, testing, or certification, nor for disposal of material other than classified as “Waste Fill”.
  - vi. Have allowed for nominal 9-hour day (8 hours productive work), 5 days per week.



**Table 6-1 Assumed trench widths**

Nominal size	Clearance (m)	Trench Width (m)	Remarks
DN375 RCP	0.15	0.75	
DN450 RCP	0.15	0.90	
DN525 RCP	0.15	0.90	
DN600 RCP	0.30	1.30	
DN675 RCP	0.20	1.40	
DN750 RCP	0.35	1.57	Nominal extra width for benching
DN825 RCP	0.35	1.65	Nominal extra width for benching
DN1050 RCP	0.48	2.18	Shoring required
DN1200 RCP	0.48	2.33	Shoring required
DN2100 RCP	0.48	3.35	Shoring required
1200x450 RCBC	0.15	1.65	

**2. Contractor Preliminaries:**

- a) It is assumed work will be undertaken by a local contractor, with minimal mobilisation costs and no allowance accommodation, meals, and travel for leave breaks.
- b) Preliminary costs typically include the components summarised in Table 6-2.
- c) Preliminary costs are assumed to total 20% of the construction cost.

**Table 6-2 Contractor preliminaries cost components**

Component	Remarks
Mobilise / demobilise plant	
Staff	Project engineer & onsite supervisor
Light vehicles	Supervisor's 4WD ute
Survey	Allowed in separate cost items
Site buildings	Container & portable toilet only
Construction water	Nominal 28kL/day
Site services	Communications, toilet pumpouts
Service location	Service locator only; no vac-truck allowance
Small tools, PPE, freight	
Traffic control	Nominal signage only
Insurances & CITB levy	
Defects liability period	
Geotech testing	Density tests at 1/20T of rubble & sand
Environmental controls	Silt fences, etc
Total preliminaries:	



**3. Design, management, documentation and Principal's costs:**

- a) Nominal allowances as per GHD cost estimates

Note that the cost estimates prepared for the Gillentown flood control dam and the Bennys Hill dam upgrade are based largely on the costings provided by GHD (2022).

A summary of the final cost estimates for each package is provided in Table 6-3.

**Table 6-3 Preliminary cost estimates**

Works	Estimated cost range	
	Lower bound	Upper bound
Gillentown flood control dam	\$ 11,076,000	\$ 20,987,000
Bennys Hill detention dam & Gleeson St Channel works	\$ 725,000	\$ 1,374,000
Neagles Rock Road drainage works	\$ 206,000	\$ 389,000
Daly Street drainage works	\$1,461,000	\$2,759,000
Lennon Street drainage works	\$ 935,000	\$ 1,766,000
Victoria Road drainage works	\$ 379,000	\$ 716,000
Main North Road drainage works	\$ 1,678,000	\$ 3,170,000

Should CGVC wish to adopt these cost estimates for budget forecasting, it is recommended that the possible upper bound cost be adopted. Costing should be adjusted annually to account for inflation. Water Technology recommends including a contingency factor in addition to CPI to account for latent or market conditions.



## 7 PRIORITISATION

The associated cost range and potential number of properties experiencing reduced flood impacts for each mitigation option is summarised in Table 7-1.

**Table 7-1 Mitigation options costing and benefits**

Option	Cost range	Benefited properties
Gillentown flood control dam	> \$ 10M	> 250
Bennys Hill detention dam & Gleeson St Channel works	> \$ 1M	33
Neagles Rock Rd drainage works	< \$ 500k	8
Daly St drainage works	> \$ 1M	13
Lennon St drainage works	> \$ 1M	16
Victoria Rd drainage works	< \$ 100k	2 (marginal decrease)
Main North Rd drainage works	> \$ 1M	4

Based on the above information, CGVC should consider these works in the following priority:

1. **Gillentown Flood control dam** – while not directly comparable to the remaining works packages which address stormwater flooding (with the exception of Bennys Hill detention dam), this option will result in the biggest reduction in flood hazard throughout the township, however, the capital cost is substantial.
2. **Bennys Hill detention dam upgrade and Gleeson St Channel works** – this option reduces the requirement for downstream drainage works considerably and reduces the impact to properties and nuisance flooding along Gleeson Street. At a cost commensurate with the drainage works packages, the dam upgrade results in a greater number of properties protected.
3. **Lennon Street drainage works** – This option is comparable in cost and impact to the Daly Street drainage works, however has negligible impact on trafficability.
4. **Daly Street channel widening** – The Daly Street drainage works reduce flooding to properties and slightly improves trafficability along Daly Street and Main North Road in a flood event.
5. **Neagles Rock Road drainage works** – There are few remaining elements to be implemented for the Neagles Rock Road drainage works, however these elements do demonstrate a tangible reduction in stormwater flooding (in particular along Victoria Grove).

The Victoria Road drainage works demonstrates very small tangible benefit and it is not recommended that this be further pursued unless anecdotal evidence indicates stormwater flooding in the area is an issue.

The Main North Road drainage works has demonstrated isolated reductions in flood levels, however information of the existing network in this region is inconsistent. It is recommended that an asset survey be undertaken before pursuing this option further.



## 8 SUMMARY AND RECOMMENDATIONS

The hydraulic modelling of the Clare township has been updated to assess the performance of structural mitigation options that were proposed in the Clare SMP (2020). The modelling update includes the use of recently captured (2021) high-resolution topographic data and details of the drainage network as provided by CGVC. Structural mitigation works have been assessed as either protection from riverine flooding, or local stormwater runoff and modelled accordingly.

Review of the existing stormwater asset database has highlighted a number of instances where the details appear inconsistent with the natural gradient and/or basic hydraulic drainage principles. In areas which rely heavily on the stormwater network to alleviate nuisance flooding, the model results may not be representative of actual impacts. It is therefore recommended that an asset survey be undertaken, capturing all pit and pipe locations, dimensions and inverts before mitigation options in the Lennon Street and Main North Road areas are pursued further.

Based on the estimated cost of works and demonstrated benefit (properties with reduction in flood levels) of each mitigation option, the priority for implementing works is recommended to be as follows:

1. Gillentown flood control dam
2. Bennys Hill detention dam upgrade
3. Lennon Street drainage works.
4. Daly Street drainage works.
5. Neagles Rock Road drainage works (remaining items).



## 9 REFERENCES

AWE (2020) Clare Stormwater Management Plan. Report for Clare and Gilbert Valleys Council.

GHD (2022) Bennys Hill Channel Augmentation Feasibility Study, report for Clare and Gilbert Valleys Council.

GHD (2022) Gillentown Flood Control Dam Feasibility Study, report for Clare and Gilbert Valleys Council.

Stormwater Management Authority (2007) Stormwater Management Planning Guidelines

Planning and Design Code:

[https://code.plan.sa.gov.au/home/browse\\_the\\_planning\\_and\\_design\\_code?code=browse](https://code.plan.sa.gov.au/home/browse_the_planning_and_design_code?code=browse)








# APPENDIX A

## STORMWATER CHANGES JUNE 2023






### Legend

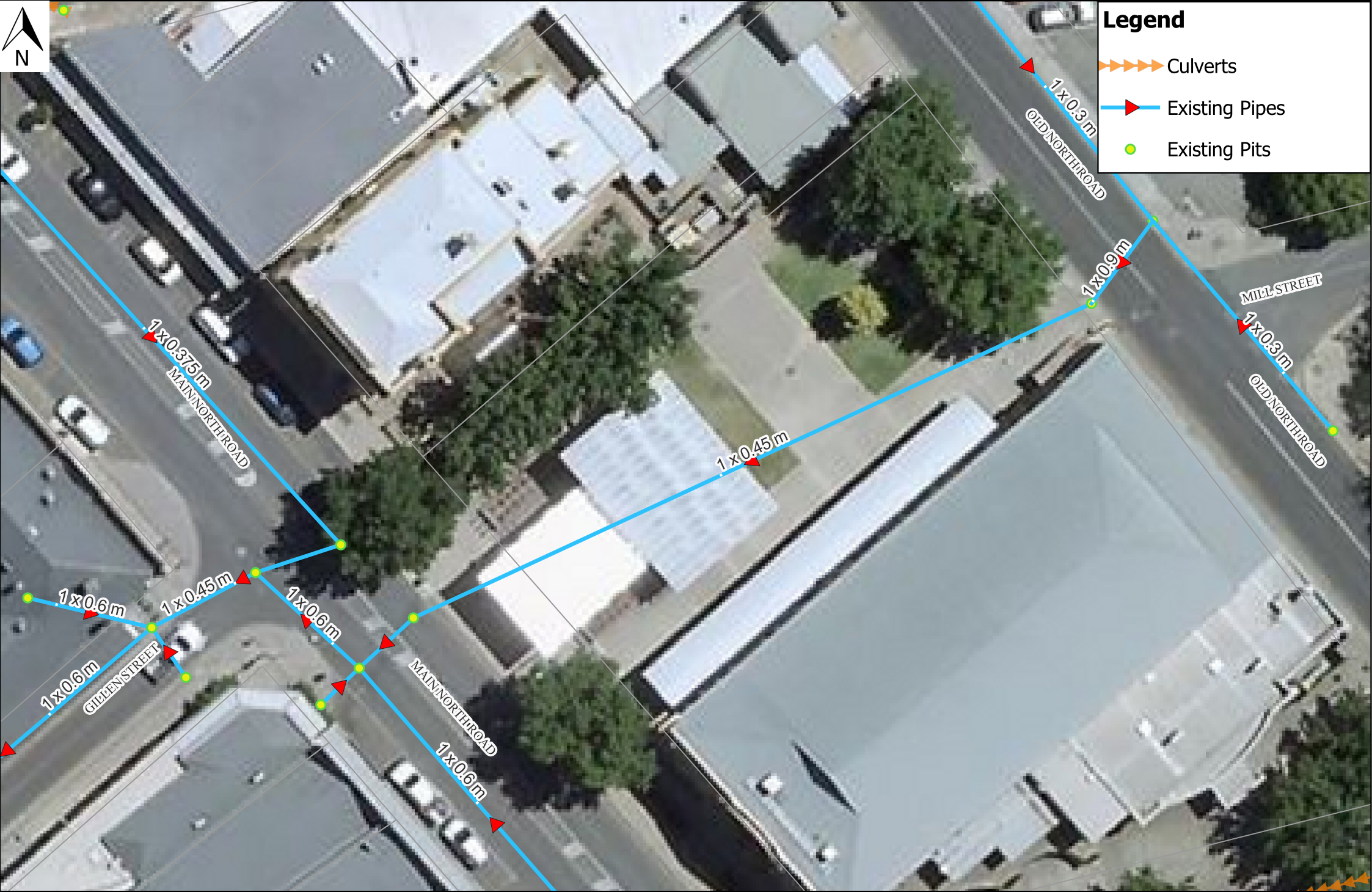
-  Culverts
-  Existing Pipes
-  Existing Pits








**Legend**

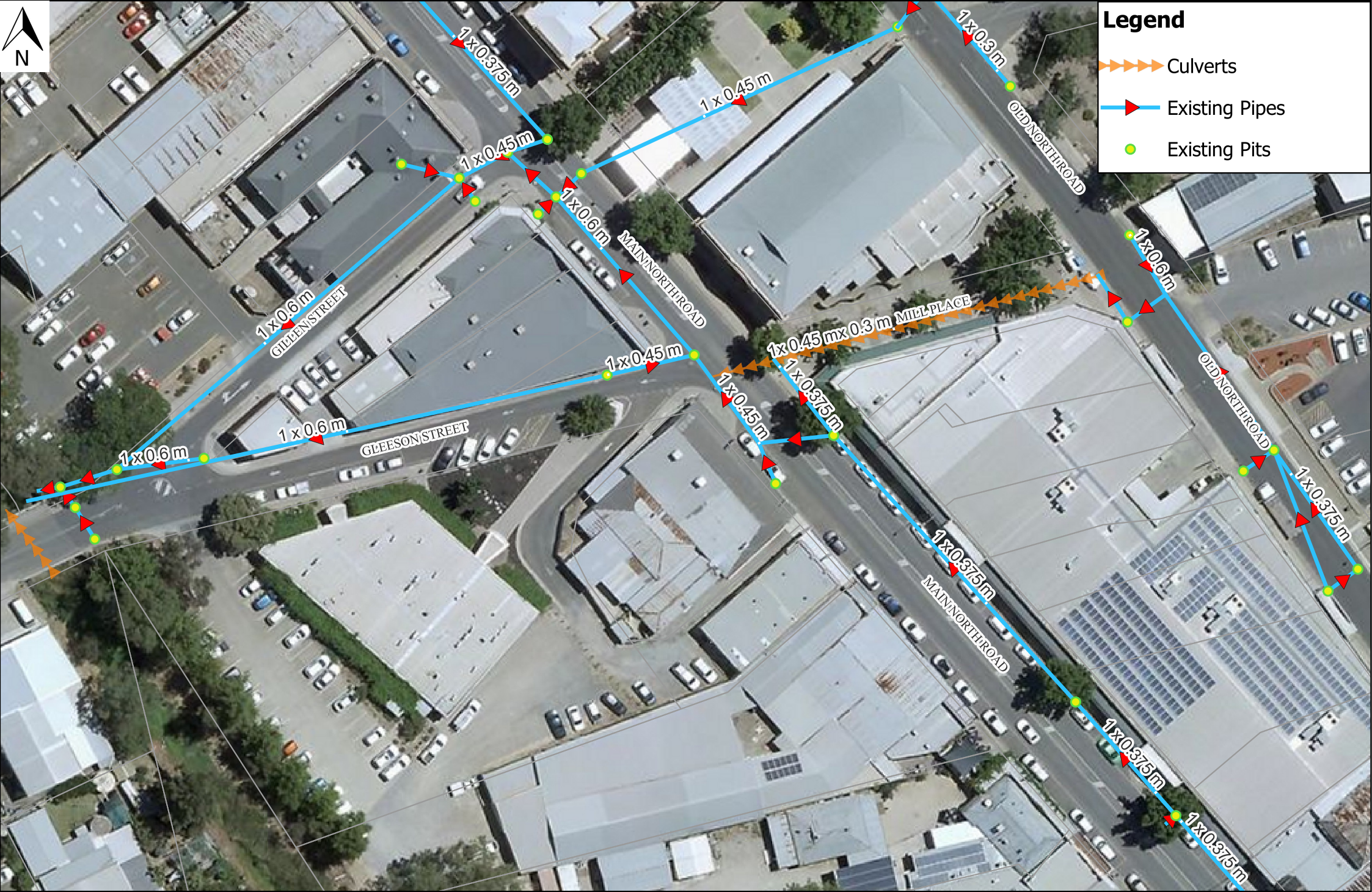
-  Culverts
-  Existing Pipes
-  Existing Pits





### Legend

-  Culverts
-  Existing Pipes
-  Existing Pits



Projection: GDA2020 / MGA Zone 54  
Water Technology Pty Ltd  
Imagery Source: Google Maps






Pipes in Mills Place and Gleeson Street  
Existing Stormwater Infrastructure








### Legend

-  Culverts
-  Existing Pipes
-  Existing Pits








### Legend

-  Culverts
-  Existing Pipes
-  Existing Pits





### Legend

-  Culverts
-  Existing Pipes
-  Existing Pits



Projection: GDA2020 / MGA Zone 54  
Water Technology Pty Ltd  
Imagery Source: Google Maps






Pipes along Old North Road, Main North Road and Blanche Street to Hutt River  
Existing Stormwater Infrastructure





### Legend

-  Culverts
-  Existing Pipes
-  Existing Pits

Projection: GDA2020 / MGA Zone 54  
 Water Technology Pty Ltd  
 Imagery Source: Google Maps



Pipes along Main North Road towards Gleeson Street  
 Existing Stormwater Infrastructure



**WATER TECHNOLOGY**  
 WATER, COASTAL & ENVIRONMENTAL CONSULTANTS





## APPENDIX B ITEMISED COSTING

Item	Description	Unit	Quantity	Rate	Cost	Comment
1	Preliminaries					
1.01	Contractor preliminaries and onsite overheads	LS	1	\$ 966,762.45	\$ 966,762.45	
				<b>Sub-total</b>	<b>\$ 966,762.45</b>	
2	Survey and drawings					
2.01	Pre-construction survey	LS	1	\$ 5,658.00	\$ 5,658.00	
2.02	Monthly payment claim surveys	LS	1	\$ 12,213.00	\$ 12,213.00	
2.03	Survey control during construction	LS	1	\$ 27,048.00	\$ 27,048.00	
2.04	On-site measurement	LS	1	\$ -	\$ -	Included at item 2.03 above
2.05	As-built drawings	LS	1	\$ 6,900.00	\$ 6,900.00	
				<b>Sub-total</b>	<b>\$ 51,819.00</b>	
3	Site stripping					
3.01	Clearing and grubbing	m <sup>2</sup>	39,400	\$ 4.10	\$ 161,391.00	Fell trees, cut limbs 2m, mulch foliage, dispose
3.02	Strip, haul and stockpile topsoil	m <sup>3</sup> b	9,900	\$ 14.95	\$ 148,005.00	250mm deep, stockpile within 1km
				<b>Sub-total</b>	<b>\$ 309,396.00</b>	
4	Excavation					
4.01	Excavate to embankment foundation	m <sup>3</sup> b	39,400	\$ 10.75	\$ 423,648.50	Dispose within 5km of site.
4.02	Excavate core trench to foundation	m <sup>3</sup> b	6,700	\$ 13.44	\$ 90,052.19	
4.03	Excavate drainage channel adjacent Gillentown Road	m <sup>3</sup> b	2,700	\$ 17.92	\$ 48,386.25	
4.04	Excavate spillway by-wash	m <sup>3</sup> b	10,000	\$ 13.44	\$ 134,406.25	
				<b>Sub-total</b>	<b>\$ 696,493.19</b>	
5	Embankment construction					
5.01	Prepare foundation for placement of fill	m <sup>2</sup>	34,200	\$ 5.19	\$ 177,583.00	
5.02	Prepare base of core trench	m <sup>2</sup>	5,600	\$ 12.92	\$ 72,335.00	
5.03	Place and compact embankment fill	m <sup>3</sup> c	69,600	\$ 17.04	\$ 1,185,869.46	From excavated soil
5.04	Supply and place imported sand filter	m <sup>3</sup> c	14,300	\$ 89.13	\$ 1,274,539.58	
5.05	Supply and place gravel drainage toe	m <sup>3</sup> c	900	\$ 98.90	\$ 89,010.00	
5.06	Replace topsoil and seed with grass	m <sup>2</sup>	31,400	\$ 3.76	\$ 118,059.00	Replace 150 mm topsoil & hydroseed
5.07	Supply and place granular wearing course	m <sup>3</sup> c	1,535	\$ 119.51	\$ 183,448.90	
5.08	Supply and install guide posts	Ea	100	\$ 73.53	\$ 7,352.87	
5.09	Soil testing	LS	1	\$ 65,952.50	\$ 65,952.50	
				<b>Sub-total</b>	<b>\$ 3,174,150.30</b>	
6	Spillway					
6.01	Construct reinforced concrete spillway	m <sup>3</sup>	1,900	\$ 2,000.00	\$ 3,800,000.03	As estimated by GHD
6.02	Supply and install handrails	Ea	2	\$ 4,600.00	\$ 9,200.00	
6.03	Supply and place DN1000 rock protection to dissipator basin	m <sup>3</sup>	1,800	\$ 89.84	\$ 161,708.40	
6.04	Replace topsoil to by-wash area and seed with grass	m <sup>2</sup>	10,800	\$ 3.91	\$ 42,228.00	Replace 150mm topsoil & hydroseed
				<b>Sub-total</b>	<b>\$ 4,013,136.43</b>	
7	Outlet works					
7.01	Supply and install twin DN1500 RCP	m	44	\$ 3,401.38	\$ 149,660.87	
7.02	Reinforced concrete foundation to pipework	m <sup>3</sup>	104	\$ 672.33	\$ 69,921.96	
7.03	Reinforced concrete encasement to pipework, inc waterstop, etc	m <sup>3</sup>	44	\$ 3,120.90	\$ 137,319.43	
7.04	Supply and install trash screen to pipe inlet	LS	1	\$ 15,000.00	\$ 15,000.00	As estimated by GHD
7.05	Supply and place geofabric and rip rap rock at outlet	m <sup>3</sup>	135	\$ 112.56	\$ 15,196.10	
				<b>Sub-total</b>	<b>\$ 387,098.36</b>	
8	Instrumentation and signage					
8.01	Supply and install gauge boards	Ea	8	\$ 559.07	\$ 4,472.58	
8.02	Supply and install survey markers	Ea	22	\$ 367.68	\$ 8,088.87	
8.03	Supply and install survey pillars	Ea	3	\$ 6,907.67	\$ 20,723.00	
8.04	Public warning signage and rain gauge	LS	1	\$ 6,662.87	\$ 6,662.87	
				<b>Sub-total</b>	<b>\$ 39,947.32</b>	
				<b>Contractor's total costs</b>	<b>\$ 9,638,803.05</b>	

Design, management, documentation, and Principal's (CGVC) Costs					
8.01	Native vegetation removal permits			\$ 723,520.00	As estimated by GHD
8.02	Consultants fees to IFC design			\$ 668,000.00	As estimated by GHD
8.03	Principal's project management and contract administration			\$ 223,000.00	As estimated by GHD
8.04	Consultant's construction phase services			\$ 356,000.00	As estimated by GHD
8.05	Development of dam safety documentation			\$ 50,000.00	As estimated by GHD
<b>TOTAL PROJECT COST</b>				<b>\$ 11,659,323.05</b>	<b>ex GST</b>

CONTINGENCY / RANGE OF ESTIMATE					
	Lower bound estimate		-5%	\$ 11,076,000.00	Estimate less 5%
	Possible target outturn cost		30%	\$ 15,157,000.00	Estimate plus 30% contingency
	Upper bound estimate		80%	\$ 20,987,000.00	Estimate plus 80% contingency

Note:

This preliminary cost estimate was prepared in March 2023

This cost estimate has been prepared for the sole purpose of informing CGVC of indicative construction costs and are based on high level information and assumptions that are reasonable for a concept stage design.

The cost estimate should be read in conjunction with the qualifications provided in the accompanying report (Clare SMP Model Updates and Works Prioritisation, March 2023)

Item	Description	Unit	Quantity	Rate	Cost	Comment
1	Preliminaries					
1.01	Contractor preliminaries and onsite overheads	LS	1	\$ 82,442.35	\$ 82,442.35	
				<b>Sub-total</b>	<b>\$ 82,442.35</b>	
2	Survey and drawings					
2.01	Pre-construction survey	LS	1	\$ 2,829.00	\$ 2,829.00	
2.02	Monthly payment claim surveys	LS	1	\$ 2,484.00	\$ 2,484.00	
2.03	Survey control during construction	LS	1	\$ 2,139.00	\$ 2,139.00	
2.04	On-site measurement	LS	1	\$ -	\$ -	Included at item 2.03 above
2.05	As-built drawings	LS	1	\$ 2,760.00	\$ 2,760.00	
				<b>Sub-total</b>	<b>\$ 10,212.00</b>	
3	Site stripping					
3.01	Clearing and grubbing	m <sup>2</sup>	12,000	\$ 13.29	\$ 159,505.00	Fell trees, cut limbs 2m, mulch foliage, dispose
3.02	Strip, haul and stockpile topsoil	m <sup>3</sup> b	3,000	\$ 12.46	\$ 37,375.00	250mm deep, stockpile within 1km
				<b>Sub-total</b>	<b>\$ 196,880.00</b>	
4	Excavation					
4.01	Excavate channel and attenuation area	m <sup>3</sup> b	15,000	\$ 12.02	\$ 180,262.50	Dispose within 5km of site.
4.02	Revegetate storage and disturbed areas	m <sup>3</sup> b	12,000	\$ 3.31	\$ 39,778.50	Replace 150mm topsoil & hydroseed
				<b>Sub-total</b>	<b>\$ 220,041.00</b>	
5	Levee construction					
5.01	Levee foundation preparation	m <sup>2</sup>	1,100	\$ 3.99	\$ 4,393.00	
5.02	Supply and install twin 600x600 RCBC and headwalls	m	22	\$ 2,862.07	\$ 62,965.46	
5.03	Rock scour protection at culvert outlet	m <sup>3</sup>	20	\$ 135.24	\$ 2,704.80	
5.04	Levee fill	m <sup>3</sup> c	2,000	\$ 8.10	\$ 16,192.00	From excavated soil
5.05	Replace topsoil and seed with grass	m <sup>2</sup>	1,100	\$ -	\$ -	Included in item 4.02 above
				<b>Sub-total</b>	<b>\$ 86,255.26</b>	
6	Instrumentation and signage					
6.01	Public warning signage	LS	1	\$ 3,598.58	\$ 3,598.58	
				<b>Sub-total</b>	<b>\$ 3,598.58</b>	
7	Gleeson trunk main widening					
6.01	Clearing, excavation & compaction	m	370	\$ 29.59	\$ 10,948.30	
				<b>Sub-total</b>	<b>\$ 10,948.30</b>	
				<b>Contractor's total costs</b>	<b>\$ 610,377.49</b>	

**Design, management, documentation, and Principal's (CGVC) Costs**

8.01	Native vegetation removal permits				\$ 23,070.00	As estimated by GHD
8.02	Consultants fees to IFC design				\$ 80,000.00	As estimated by GHD
8.03	Principal's project management and contract administration				\$ 25,000.00	As estimated by GHD
8.04	Consultant's construction phase services				\$ 25,000.00	As estimated by GHD
				<b>TOTAL PROJECT COST</b>	<b>\$ 763,447.49</b>	<b>ex GST</b>

**CONTINGENCY / RANGE OF ESTIMATE**

	Lower bound estimate		-5%	\$ 725,000.00	Estimate less 5%
	Possible target outturn cost		30%	\$ 992,000.00	Estimate plus 30% contingency
	Upper bound estimate		80%	\$ 1,374,000.00	Estimate plus 80% contingency

**Note:**

This preliminary cost estimate was prepared in March 2023

This cost estimate has been prepared for the sole purpose of informing CGVC of indicative construction costs and are based on high level information and assumptions that are reasonable for a concept stage design.

The cost estimate should be read in conjunction with the qualifications provided in the accompanying report (Clare SMP Model Updates and Works Prioritisation, March 2023)

Item	Description	Unit	Quantity	Rate	Cost	Comment
1	Preliminaries					
1.01	Contractor preliminaries and onsite overheads	LS	1	-	\$ 32,614.22	Assume 20% of construction cost
					<b>Sub-total</b>	<b>\$ 32,614.22</b>
2	Survey and drawings					
2.01	Survey control during construction	LS	1	\$ 4,174.50	\$ 4,174.50	
2.02	As-built drawings	LS	1	\$ 2,760.00	\$ 2,760.00	
					<b>Sub-total</b>	<b>\$ 6,934.50</b>
3	Pipes and culverts (supply & construct)					
3.01	DN375 RCP	m	89	\$ 418.37	\$ 37,235.08	
3.02	DN450 RCP	m	117	\$ 543.97	\$ 63,644.02	
3.03	1200 x 450 RCBC	m	20	\$ 1,268.02	\$ 25,360.40	
					<b>Sub-total</b>	<b>\$ 126,239.50</b>
4	Pits and headwalls (supply & construct)					
4.01	Double SEP (1800 x 600)	Ea	5	\$ 5,979.42	\$ 29,897.11	Assume 1.3 m deep
					<b>Sub-total</b>	<b>\$ 29,897.11</b>
					<b>Contractor's total costs</b>	<b>\$ 195,685.33</b>

**Design, management, documentation, and Principal's (CGVC) Costs**

Consultant's concept and detailed designs (to IFC design)		7%	\$ 195,685.33	\$ 13,697.97	Assume 7% of construction costs
Principal's (CGVC) construction project management, contract administration and overheads		5%	\$ 195,685.33	\$ 9,784.27	Assume 5% of construction costs
Consultant's construction phase services		5%	\$ 195,685.33	\$ 9,784.27	Assume 5% of construction costs
				<b>TOTAL PROJECT COST</b>	<b>\$ 228,951.83 ex GST</b>

**CONTINGENCY / RANGE OF ESTIMATE**

Lower bound estimate		-10%		\$ 206,000.00	Estimate less 10%
Possible target outturn cost		30%		\$ 298,000.00	Estimate plus 30% contingency
Upper bound estimate		70%		\$ 389,000.00	Estimate plus 70% contingency

**Note:**

This preliminary cost estimate was prepared in March 2023

This cost estimate has been prepared for the sole purpose of informing CGVC of indicative construction costs and are based on high level information and assumptions that are reasonable for a concept stage design.

The cost estimate should be read in conjunction with the qualifications provided in the accompanying report (Clare SMP Model Updates and Works Prioritisation, March 2023)

Item	Description	Unit	Quantity	Rate	Cost	Comment
1	Preliminaries					
1.01	Contractor preliminaries and onsite overheads	LS	1	-	\$ 231,166.37	Assume 20% of construction cost
					<b>Sub-total</b>	<b>\$ 231,166.37</b>
2	Survey and drawings					
2.01	Survey control during construction	LS	1	\$ 13,748.25	\$ 13,748.25	
2.02	As-built drawings	LS	1	\$ 2,760.00	\$ 2,760.00	
					<b>Sub-total</b>	<b>\$ 16,508.25</b>
3	Pipes and culverts (supply & construct)					
3.01	DN525 RCP	m	33	\$ 563.46	\$ 18,594.26	
3.02	DN675 RCP	m	30	\$ 882.01	\$ 26,460.43	
3.03	DN825 RCP	m	19	\$ 1,230.09	\$ 23,371.73	
3.04	DN2100 RCP	m	205	\$ 4,551.37	\$ 933,030.80	
					<b>Sub-total</b>	<b>\$ 1,001,457.21</b>
4	Pits and headwalls (supply & construct)					
4.01	Triple SEP (2700 x 600)	Ea	7	\$ 15,281.39	\$ 106,969.76	Assume 1.3 m deep
4.02	Headwall DN2100	Ea	2	\$ 10,012.07	\$ 20,024.14	
					<b>Sub-total</b>	<b>\$ 106,969.76</b>
5	Channel excavation					
5.01	Clear, excavate & compact	m	288	\$ 107.28	\$ 30,896.64	
					<b>Sub-total</b>	<b>\$ 30,896.64</b>
					<b>Contractor's total costs</b>	<b>\$ 1,386,998.24</b>

**Design, management, documentation, and Principal's (CGVC) Costs**

Consultant's concept and detailed designs (to IFC design)		7%	\$ 1,386,998.24	\$ 97,089.88	Assume 7% of construction costs
Principal's (CGVC) construction project management, contract administration and overheads		5%	\$ 1,386,998.24	\$ 69,349.91	Assume 5% of construction costs
Consultant's construction phase services		5%	\$ 1,386,998.24	\$ 69,349.91	Assume 5% of construction costs
				<b>TOTAL PROJECT COST</b>	<b>\$ 1,622,787.94 ex GST</b>

**CONTINGENCY / RANGE OF ESTIMATE**

Lower bound estimate		-10%		\$ 1,461,000.00	Estimate less 10%
Possible target outturn cost		30%		\$ 2,110,000.00	Estimate plus 30% contingency
Upper bound estimate		70%		\$ 2,759,000.00	Estimate plus 70% contingency

Note:

This preliminary cost estimate was prepared in March 2023

This cost estimate has been prepared for the sole purpose of informing CGVC of indicative construction costs and are based on high level information and assumptions that are reasonable for a concept stage design.

The cost estimate should be read in conjunction with the qualifications provided in the accompanying report (Clare SMP Model Updates and Works Prioritisation, March 2023)

Item	Description	Unit	Quantity	Rate	Cost	Comment
1	Preliminaries					
1.01	Contractor preliminaries and onsite overheads	LS	1	-	\$ 148,001.90	Assume 20% of construction cost
					<b>Sub-total</b>	<b>\$ 148,001.90</b>
2	Survey and drawings					
2.01	Survey control during construction	LS	1	\$ 15,663.00	\$ 15,663.00	
2.02	As-built drawings	LS	1	\$ 2,760.00	\$ 2,760.00	
					<b>Sub-total</b>	<b>\$ 18,423.00</b>
3	Pipes and culverts (supply & construct)					
3.01	DN375 RCP	m	214	\$ 418.37	\$ 89,531.54	
3.02	DN525 RCP	m	41	\$ 563.46	\$ 23,101.95	
3.03	DN600 RCP	m	296	\$ 891.02	\$ 263,742.87	
3.04	DN750 RCP	m	76	\$ 1,118.54	\$ 85,009.42	
3.05	DN825 RCP	m	56	\$ 1,230.09	\$ 68,885.10	
3.06	DN2100 RCP	m	14	\$ 4,572.77	\$ 64,018.84	
					<b>Sub-total</b>	<b>\$ 594,289.73</b>
4	Pits and headwalls (supply & construct)					
4.01	Single SEP (900 x 600)	Ea	4	\$ 4,118.80	\$ 16,475.20	Assume 1.3 m deep
4.02	Double SEP (1800 x 600)	Ea	1	\$ 5,979.42	\$ 5,979.42	
4.03	Triple SEP (2700 x 600)	Ea	3	\$ 6,619.61	\$ 19,858.82	
4.04	Headwall DN375	Ea	2	\$ 3,588.99	\$ 7,177.97	
4.05	Headwall DN825	Ea	1	\$ 5,126.08	\$ 5,126.08	
4.06	Headwall DN2100	Ea	4	\$ 9,969.90	\$ 39,879.61	
					<b>Sub-total</b>	<b>\$ 94,497.11</b>
5	Channel excavation					
5.01	Station Road swale	m	466	\$ 29.50	\$ 13,747.00	
5.02	East Terrace swale	m	415	\$ 45.91	\$ 19,052.65	
					<b>Sub-total</b>	<b>\$ 32,799.65</b>
					<b>Contractor's total costs</b>	<b>\$ 888,011.38</b>

**Design, management, documentation, and Principal's (CGVC) Costs**

Consultant's concept and detailed designs (to IFC design)		7%	\$ 888,011.38	\$ 62,160.80	Assume 7% of construction costs
Principal's (CGVC) construction project management, contract administration and overheads		5%	\$ 888,011.38	\$ 44,400.57	Assume 5% of construction costs
Consultant's construction phase services		5%	\$ 888,011.38	\$ 44,400.57	Assume 5% of construction costs
				<b>TOTAL PROJECT COST</b>	<b>\$ 1,038,973.32 ex GST</b>

**CONTINGENCY / RANGE OF ESTIMATE**

Lower bound estimate		-10%	\$ 935,000.00	Estimate less 10%
Possible target outturn cost		30%	\$ 1,351,000.00	Estimate plus 30% contingency
Upper bound estimate		70%	\$ 1,766,000.00	Estimate plus 70% contingency

Note:

This preliminary cost estimate was prepared in March 2023

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The cost estimate should be read in conjunction with the qualifications provided in the accompanying report (Clare SMP Model Updates and Works Prioritisation, March 2023)

Item	Description	Unit	Quantity	Rate	Cost	Comment
1	Preliminaries					
1.01	Contractor preliminaries and onsite overheads	LS	1	-	\$ 59,997.50	Assume 20% of construction cost
					<b>Sub-total</b>	<b>\$ 59,997.50</b>
2	Survey and drawings					
2.01	Survey control during construction	LS	1	\$ 6,762.00	\$ 6,762.00	
2.02	As-built drawings	LS	1	\$ 1,380.00	\$ 1,380.00	
					<b>Sub-total</b>	<b>\$ 8,142.00</b>
3	Pipes and culverts (supply & construct)					
3.01	DN375 RCP	m	70	\$ 418.37	\$ 29,286.02	
3.02	DN450 RCP	m	84	\$ 543.97	\$ 45,693.14	
3.03	DN525 RCP	m	19	\$ 563.46	\$ 10,705.78	
3.04	DN750 RCP	m	153	\$ 1,118.54	\$ 171,137.38	
					<b>Sub-total</b>	<b>\$ 256,822.33</b>
4	Pits and headwalls (supply & construct)					
4.01	Double SEP (1800 x 600)	Ea	5	\$ 5,979.42	\$ 29,897.11	
4.02	Headwall DN750	Ea	1	\$ 5,126.08	\$ 5,126.08	
					<b>Sub-total</b>	<b>\$ 35,023.19</b>
					<b>Contractor's total costs</b>	<b>\$ 359,985.02</b>

**Design, management, documentation, and Principal's (CGVC) Costs**

Consultant's concept and detailed designs (to IFC design)		7%	\$ 359,985.02	\$ 25,198.95	Assume 7% of construction costs
Principal's (CGVC) construction project management, contract administration and overheads		5%	\$ 359,985.02	\$ 17,999.25	Assume 5% of construction costs
Consultant's construction phase services		5%	\$ 359,985.02	\$ 17,999.25	Assume 5% of construction costs
				<b>TOTAL PROJECT COST</b>	<b>\$ 421,182.48 ex GST</b>

**CONTINGENCY / RANGE OF ESTIMATE**

Lower bound estimate		-10%	\$ 379,000.00	Estimate less 10%
Possible target outturn cost		30%	\$ 548,000.00	Estimate plus 30% contingency
Upper bound estimate		70%	\$ 716,000.00	Estimate plus 70% contingency

Note:

This preliminary cost estimate was prepared in March 2023

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The cost estimate should be read in conjunction with the qualifications provided in the accompanying report (Clare SMP Model Updates and Works Prioritisation, March 2023)



Item	Description	Unit	Quantity	Rate	Cost	Comment
1	Preliminaries					
1.01	Contractor preliminaries and onsite overheads	LS	1	-	\$ 265,598.64	Assume 20% of construction cost
					<b>Sub-total</b>	<b>\$ 265,598.64</b>
2	Survey and drawings					
2.01	Survey control during construction	LS	1	\$ 15,663.00	\$ 15,663.00	
2.02	As-built drawings	LS	1	\$ 5,520.00	\$ 5,520.00	
					<b>Sub-total</b>	<b>\$ 21,183.00</b>
3	Pipes and culverts (supply & construct)					
3.01	DN375 RCP	m	160	\$ 418.37	\$ 66,939.47	
3.02	DN450 RCP	m	61	\$ 543.97	\$ 33,181.92	
3.03	DN600 RCP	m	71	\$ 891.02	\$ 63,262.65	
3.04	DN750 RCP	m	40	\$ 1,118.54	\$ 44,741.80	
3.05	DN825 RCP	m	58	\$ 1,230.09	\$ 71,345.29	
3.06	DN1050 RCP	m	48	\$ 2,286.73	\$ 109,763.00	
3.07	DN1200 RCP	m	346	\$ 2,447.49	\$ 846,829.95	
					<b>Sub-total</b>	<b>\$ 1,236,064.09</b>
4	Pits and headwalls (supply & construct)					
4.01	Single SEP (900 x 600)	Ea	3	\$ 4,118.80	\$ 12,356.40	Assume 1.3 m deep
4.02	Double SEP (1800 x 600)	Ea	4	\$ 5,979.42	\$ 23,917.69	
4.03	Triple SEP (2700 x 600)	Ea	4	\$ 6,619.61	\$ 26,478.43	
4.04	Headwall DN1200	Ea	1	\$ 7,993.59	\$ 7,993.59	
					<b>Sub-total</b>	<b>\$ 70,746.10</b>
					<b>Contractor's total costs</b>	<b>\$ 1,593,591.83</b>

**Design, management, documentation, and Principal's (CGVC) Costs**

Consultant's concept and detailed designs (to IFC design)		7%	\$ 1,593,591.83	\$ 111,551.43	Assume 7% of construction costs
Principal's (CGVC) construction project management, contract administration and overheads		5%	\$ 1,593,591.83	\$ 79,679.59	Assume 5% of construction costs
Consultant's construction phase services		5%	\$ 1,593,591.83	\$ 79,679.59	Assume 5% of construction costs
				<b>TOTAL PROJECT COST</b>	<b>\$ 1,864,502.44 ex GST</b>

**CONTINGENCY / RANGE OF ESTIMATE**

Lower bound estimate		-10%		\$ 1,678,000.00	Estimate less 10%
Possible target outturn cost		30%		\$ 2,424,000.00	Estimate plus 30% contingency
Upper bound estimate		70%		\$ 3,170,000.00	Estimate plus 70% contingency

**Note:**

This preliminary cost estimate was prepared in March 2023

This cost estimate has been prepared for the sole purpose of informing CGVC of indicative construction costs and are based on high level information and assumptions that are reasonable for a concept stage design.

The cost estimate should be read in conjunction with the qualifications provided in the accompanying report (Clare SMP Model Updates and Works Prioritisation, March 2023)



# APPENDIX C

## WATERCOURSE REHABILITATION



**Note that this information is a summary based on the information from Section 6.9 Clare SMP (v4.1, 2020) and further information is contained in the original SMP.**

The Hutt River has been highly modified from its natural state as it passes through the Clare township. A detailed riparian survey of the Hutt River was undertaken as a part of AWE (2005) to identify areas of remnant native vegetation to protect and conserve, as well as identifying stream stability (erosion issues) and ecology issues. The need for mitigation measures was also identified by those earlier surveys and priorities established for the works. A rehabilitation protocol was developed to assist in the assessment, protection and rehabilitation of sites.

Council has undertaken a range of works since that earlier survey work with the progressive removal of problem plant species (exotic trees) in key areas near the business district of the township. Whilst not having repeated the detailed survey that was undertaken in 2005, work associated with the development of the SMP involved a series of site inspections that confirmed the validity of the earlier riparian survey and the findings presented herein.

The survey and rehabilitation process utilises a reach-by-reach approach whereby discrete sections of watercourse are identified that can be managed independently (within a whole of catchment framework) from each other.

In the first instance the three main watercourses were identified in the township as being the:

- Main channel (MC) for the section of the river between the Gleeson Wetlands and downstream of the stream junction south of Victoria Rd; and
- Eastern branch (E) and western branch (W), both upstream of the river junction south of Victoria Rd.

Each main watercourse section was then subsequently divided into discrete management reaches.

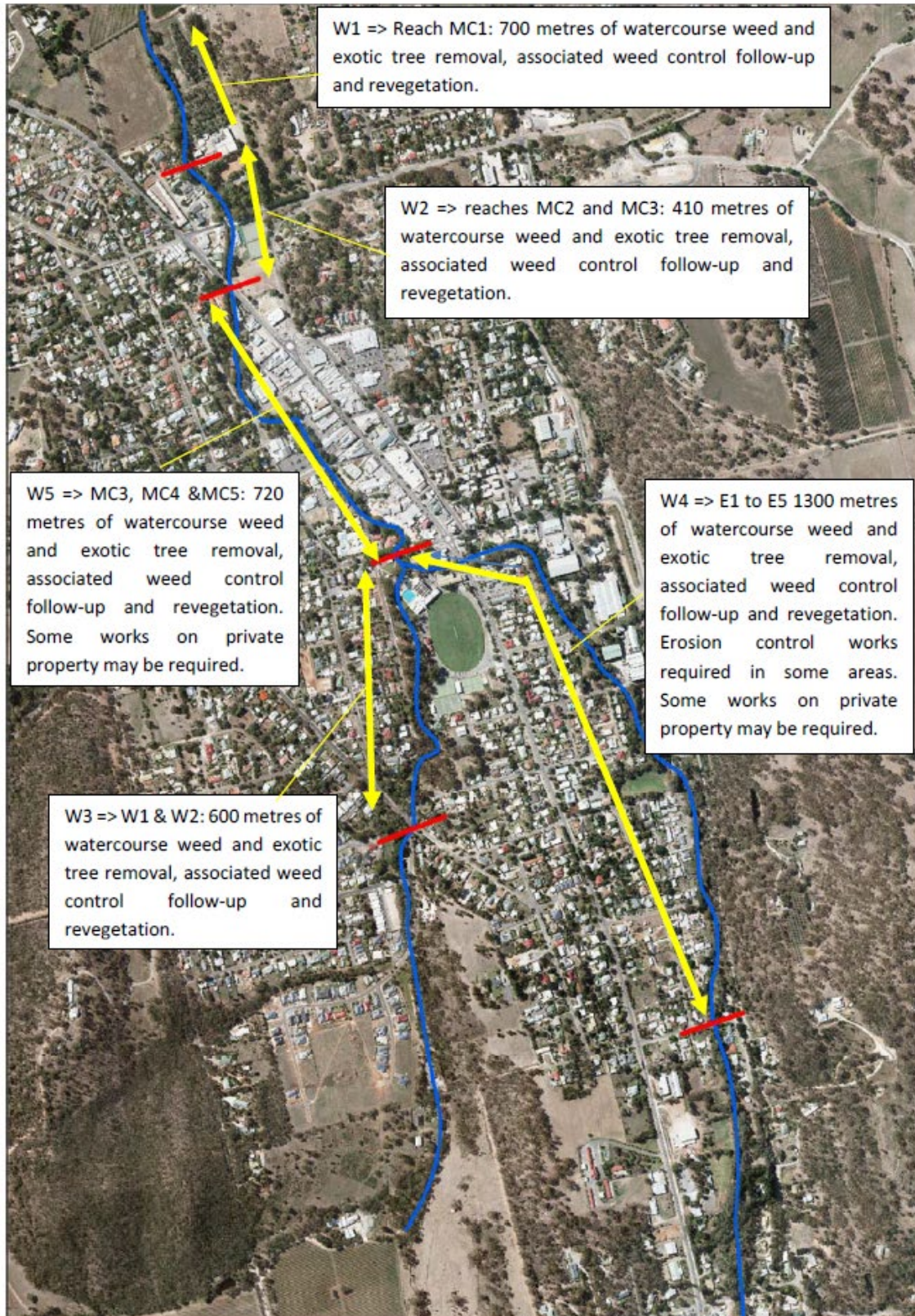
The start and end of the reaches were defined by:

- A notable change in vegetation type or structure; and/or
- A notable change in the geomorphology of the river.

In practice, most of these changes occurred at anthropogenic structures such as bridges and fords. This methodology derived a total of 6 reaches on each of the river sections.

A suggested works program for riparian works was outlined in the SMP and a summary is contained in the figure below.

The works program groups individual reaches into larger works packages for efficiency purposes, but effectively works could be undertaken on an individual reach basis. A key task in the rehabilitation is revegetation. This reflects the exotic tree management works that have already been done by Council.



## Melbourne

15 Business Park Drive  
Notting Hill VIC 3168  
Telephone (03) 8526 0800

## Sydney

Suite 3, Level 1, 20 Wentworth Street  
Parramatta NSW 2150  
Telephone (02) 9354 0300

## Brisbane

Level 5, 43 Peel Street  
South Brisbane QLD 4101  
Telephone (07) 3105 1460

## Adelaide

1/198 Greenhill Road  
Eastwood SA 5063  
Telephone (08) 8378 8000

## Perth

Ground Floor, 430 Roberts Road  
Subiaco WA 6008  
Telephone (08) 6555 0105

## New Zealand

7/3 Empire Street  
Cambridge New Zealand 3434  
Telephone +64 27 777 0989

## Wangaratta

First Floor, 40 Rowan Street  
Wangaratta VIC 3677  
Telephone (03) 5721 2650

## Geelong

51 Little Fyans Street  
Geelong VIC 3220  
Telephone (03) 8526 0800

## Wimmera

597 Joel South Road  
Stawell VIC 3380  
Telephone 0438 510 240

## Gold Coast

Suite 37, Level 4, 194 Varsity Parade  
Varsity Lakes QLD 4227  
Telephone (07) 5676 7602



<b>Subject:</b>	<b>Information Technology Business Case 2024</b>
<b>Responsible Officer:</b>	<b>Leanne Kunoth, Director Corporate Services</b>

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<b>Strategic Outcome</b>	Strategic Plan 2023-2033 Quality Services, Assets and Infrastructure Deliver high standards of customer service and customer experience. Ensure transparent and accountable leadership which drives excellent results
<b>Financial Implication</b>	There are no specific financial implications identified in this report. Financial implications identified in this Strategy will be provided to Council for budget consideration over the next five years.
<b>Statutory Implication</b>	Local Government Act 1999
<b>Policy Implication</b>	N/A
<b>Community Implication</b>	There are no specific community implications identified in this report.
<b>Risk Assessment</b>	Failure of Council to evolve with the times and implement the appropriate business applications to meet Council and community needs with a risk rating of medium.

### **Purpose**

To provide Council with the Business Case for the replacement of core business software systems.

### **Report**

Administration have engaged Di Ubaldo Consultants to prepare and provide to Council a second 5 year (IT) Digital Strategy, and a corresponding Business Case for the expenditure required in the Strategy.

### **Highlights from the Strategy**

As part of this review, a structured consultation process was undertaken with staff and management to identify key issues, opportunities and future requirements for the five year strategy.

The objectives for the development of this strategic plan include:

- Deliver community expectations for digital access to a wide range of Council services.
- Reduce high risks associated with continued operation of outdated business applications.
- Enhance productivity and customer service through appropriate software systems and associated business processes.
- Consolidate and make information accessible for enhanced strategic decision making and visibility of information across Council.
- Develop digital and data analytical skills.
- Enable adoption of emerging technologies over time as applicable e.g. artificial intelligence.
- Continue to provide a secure, reliable and trusted digital environment.
- Continue to protect privacy of personal information.

### Financial Considerations

The external capital and recurrent costs associated with each initiative within the detailed implementation plan have been identified.

Overall the indicative external capital and recurrent costs for each phase across the five year period are as follows:

Category	Capital Cost \$	Recurrent Costs Total for 5 Years \$	Total 5 Years	Type
Evolve	530,000	525,000	1,055,000	Business as usual
Transition	460,000	825,000	1,285,000	Investment
Extend	0	0	0	Investment
<b>Total</b>	<b>990,000</b>	<b>1,350,000</b>	<b>2,340,000</b>	

Preparation of the detailed project plan and business case for this substantial investment has been prepared by Di Ubaldo Consultants and is attached.

The above table shows an estimate for the whole strategy

Administration will be including in the 2024-2025 capital allocation \$330,000 for Tranche 1 & Tranche 2 of the strategy.

### Attachments

CGVC Business Software Replacement Business Case

### Recommendations

Moved: Cr  
 Seconded: Cr

That Council note the CGVC Business Software Replacement Business Case and acknowledge that this reflects an allocation in the Capital Budget for 2024-2025, of \$330,000.

Clare and Gilbert Valleys Council  
Business Software Replacement  
Business Case

Revision A Draft  
John Di Ubaldo  
16 Feb 2024



Table of Contents

<b>1</b>	<b>Introduction .....</b>	<b>3</b>
<b>2</b>	<b>Council’s Digital Strategy.....</b>	<b>3</b>
<b>3</b>	<b>Summary.....</b>	<b>3</b>
<b>4</b>	<b>Project Scope.....</b>	<b>4</b>
<b>5</b>	<b>Quantifiable Costs and Benefits.....</b>	<b>6</b>
5.1	Base Case - Costs.....	6
5.2	Replacement Case - Cost.....	7
5.3	Cost Comparison.....	8
5.4	Productivity Benefits .....	8
5.5	Net Benefit .....	9
5.6	Sensitivity Analysis .....	10
5.7	Customer Service Benefits .....	11
5.8	Other Benefits .....	11
<b>6</b>	<b>Implementation .....</b>	<b>11</b>
6.1	Baseline Requirements .....	12
6.2	Data Migration and Integration .....	13
6.3	Key Stages and Timeframes .....	13
6.4	Other Activities.....	13
6.5	Project Management .....	13
6.6	Internal Resources .....	14
<b>7</b>	<b>Risk management .....</b>	<b>14</b>
7.1	Base Case Risks .....	14
7.2	Replacement Case Risks.....	15
<b>8</b>	<b>General Considerations .....</b>	<b>16</b>
8.1	Collaboration Opportunities .....	16
8.2	Business Processes.....	16
8.3	Minimum Requirements .....	16
8.4	Business Change .....	16
8.5	Artificial Intelligence and Automation of Processes.....	17
<b>9</b>	<b>Next Steps.....</b>	<b>17</b>

Attachment A – Assumptions

## 1 INTRODUCTION

The Clare and Gilbert Valleys Council Digital Strategy developed in 2023 describes Council's strategy and plan for use and investment in digital technologies. The key initiative within that strategy is replacement of outdated core business software to meet current and future business needs.

This is a major project impacting across Council internal operations and community interactions with Council. The new systems are expected to remain in use for more than 10 years.

This document outlines the high level business case for this initiative.

## 2 COUNCIL'S DIGITAL STRATEGY

Council's Digital Strategy was adopted in 2023 and is summarised overleaf.

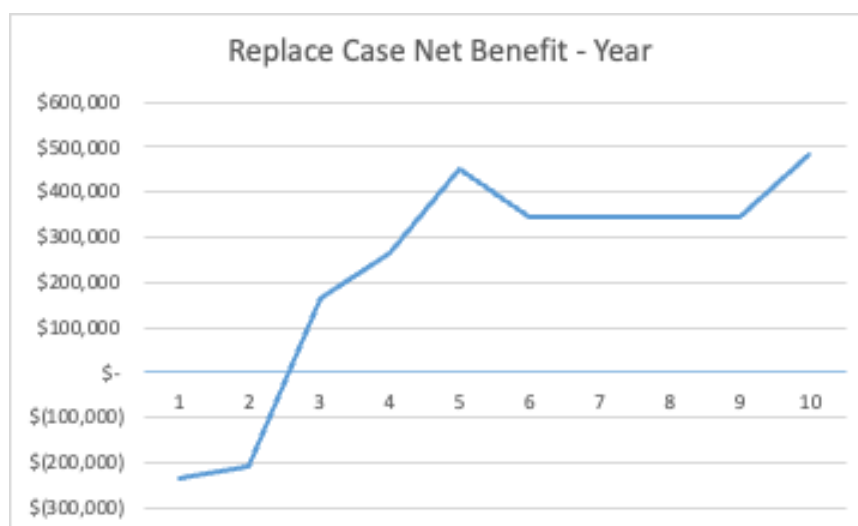
## 3 SUMMARY

The quantifiable benefits to Council arising from the project are conservatively estimated at \$1,612,135 over 10 years and \$320,066 over five years.

This includes the following key elements:

- Net cost to purchase, implement and operate new business systems and decommission old systems of \$20,686 over 10 years and \$313,735 over 5 years. Many of the costs associated with new systems will be offset in savings on existing systems.
- Productivity benefits associated with new software and business processes estimated conservatively at \$1,632,821 over ten years and \$633,801 over 5 years.

The forecast net benefit each year over the next ten years is depicted below.



Non-quantifiable benefits include the following:

- Risks associated with current systems prudently managed
- Customer relationship and service improvements
- Digital self-service options for the community
- Improved workforce capacity and faster response times
- Improved information management to support decision making, including artificial intelligence embedded within software and integrated data repository.
- Best practice business processes and workflows implemented across the organisation

- Automation of a range of currently manual tasks (due to system limitations)
- Enhanced digital and information management skills within Council

In line with the Digital Strategy the current investment in maintaining existing outdated systems will be refocused to invest in future ICT systems that deliver business value. The earlier the transition can be achieved the greater these benefits.

The next steps are as follows:

- Development of the high level project plan.
- Commence procurement in preparation for implementation from FY2025.

#### 4 PROJECT SCOPE

The project scope is to:

- Replace Council's corporate software with new generation systems; and
- Implement associated 'best practice' business processes and services.

The corporate software to be implemented will support the full range of Council operations including customer service, property and rating, finance, procurement, human resources, performance reporting and other areas as detailed herein. The expected life of the replacement systems is in excess of 10 years.

The current software is based primarily on the SynergySoft platform which will be replaced in this project.

Initial implementation will over a two year period in the FY2025 and FY2026 years. This timing maximise benefits and control escalating risks to Council associated with maintaining existing outdated systems. A detailed implementation plan has been developed separately to achieve this timing.

In conjunction with this planned project, the upgrade of Council's asset management software is underway. The asset management software will be a key element of the software suite used by Council and will interwork with systems covered by this business case.



## 5 QUANTIFIABLE COSTS AND BENEFITS

To enable analysis of costs and benefits a 'base' case and 'replacement' case have been defined and costs and benefits modelled accordingly. The lifecycle for software of this nature is at least 10 years (likely 15 years) and cost comparisons have been undertaken over 10 years and 5 years to demonstrate the longer and shorter term impacts.

### 5.1 Base Case - Costs

The base case represents a 'business as usual' scenario retaining existing software. It is not a 'do nothing' scenario as there are significant costs (and risks) to maintain current systems and these are escalating as systems age. It does not allow for any enhancements to the core SynergySoft platform to meet future needs.

Operating costs include software licences and maintenance support for SynergySoft and maintenance of the required local server infrastructure on which the applications operate.

Capital costs include server replacements and other IT infrastructure upgrades necessary for continued operation of current applications.

The Net Present Value (NPV) for the base case calculated over 5 year and 10 year periods is as follows.

Item	NPV 10 Years \$	NPV 5 Years \$
<b>Operating Costs</b>		
Synergy and Altus Application Licences and Support	<b>772,173</b>	<b>432,948</b>
Servers - IT Support Services and Other Annual Fees	<b>617,739</b>	<b>346,358</b>
<b>Subtotal</b>	<b>1,389,912</b>	<b>779,306</b>
<b>Capital Costs</b>		
Annual Server Capital Upgrades	<b>53,719</b>	<b>25,936</b>
Server Replacements	<b>313,249</b>	<b>183,673</b>
<b>Subtotal</b>	<b>366,968</b>	<b>209,609</b>
<b>Grand Total</b>	<b>1,756,881</b>	<b>988,915</b>

Details and assumptions are provided at Attachment A.

The following assumptions are noted:

- Support for the existing product remains available over 5 years (this is unlikely)
- Enhancements are available to meet business needs over 10 years (supplier no longer enhancing product).

SynergySoft is licenced based on the number of users of the system and its various modules. The quantity of Synergy users for the base case has been assumed as the current quantity. If Synergy users increase, the charges would increase.

## 5.2 Replacement Case - Cost

The replacement case assumes current systems are replaced with new generation technology in FY 2025 and 2026.

Recurrent costs include cloud software subscriptions and software maintenance and (reduced) infrastructure maintenance costs for servers. Maintaining existing software licences and maintenance charges during the planned 2 year transition period are also included.

Capital costs include changes to the local IT infrastructure and software implementation costs. Implementation costs include installation, configuration and testing of the software as well as extensive work to define future business processes (detailed in the Implementation Section of this report).

It is important to note the replacement case includes software modules that are not currently part of the software suite used by Council e.g. customer relationship management, performance management and mobile applications.

The replacement case assumes all staff will be provided with access to the system (including via mobiles and/or fixed devices). Both office based and mobile workers will have access to the systems enabling streamlined workflows across the organisation in line with Council's Digital Strategy.

The NPV of the cost for the replacement case is as follows:

Item	NPV 10 Years	NPV 5 Years
<b>Operating Costs</b>		
Transition Period Synergy and Altus Application	140,590	140,590
New Business Applications Recurring Costs (Cover All staff)	878,989	471,918
Servers - IT Support Services and Other Annual Fees	100,766	100,766
<b>Subtotal</b>	<b>1,120,344</b>	<b>713,273</b>
<b>Capital Costs</b>		
Annual Server Capital Upgrades	19,297	19,297
Server Changes for Cloud Apps Contingency	47,188	47,188
New Applications Implementation and Upgrades	590,737	522,892
<b>Subtotal</b>	<b>657,222</b>	<b>589,377</b>
<b>Total</b>	<b>1,777,567</b>	<b>1,302,650</b>

Details and assumptions are provided at Attachment A.

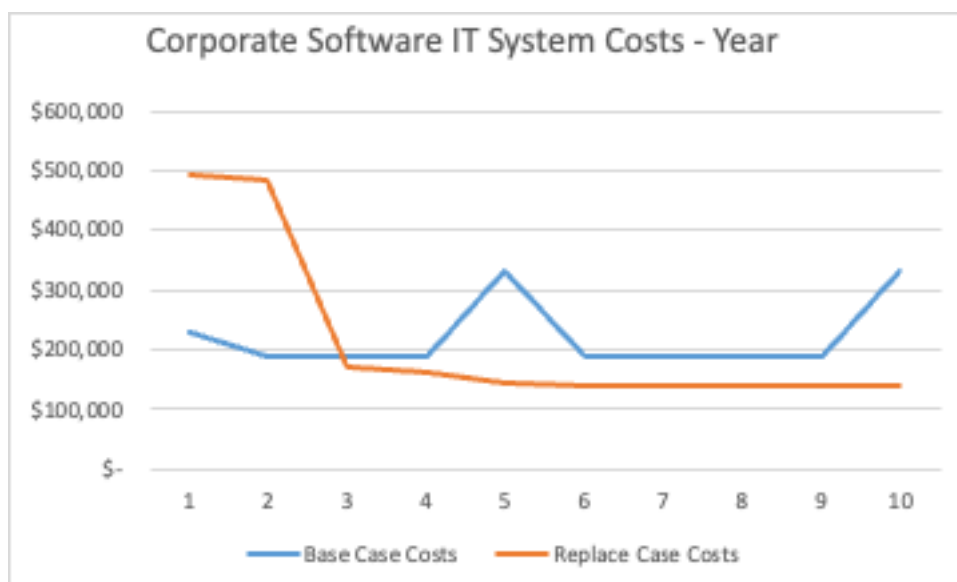
### 5.3 Cost Comparison

The NPV of the costs associated with the replacement and base case scenarios are summarised below.

Item	NPV 10 Years \$	NPV 5 Years \$
Base Case IT Cost	1,756,881	988,915
Replace IT Cost	1,777,567	1,302,650
Net Result	(20,686)	(313,735)

From a cost perspective the replacement case cost is virtually equivalent over 10 years, but higher over 5 years. The higher cost over 5 years is due to the impact of the initial implementation costs and an allowance for operation of both systems during the 2 year transition. The replacement case is lower cost on an ongoing annual basis.

The cost profile for the base case and replacement case over ten years is depicted below.



### 5.4 Productivity Benefits

The quantifiable benefits associated with the replacement case include the following:

- Labour productivity improvements arising from software that is more efficient to use by individual staff i.e. activity based cost reductions. Current systems are cumbersome and have outdated interfaces impacting time to complete tasks e.g. no click and drag functionality for key modules and no mobile access. These benefits will be realised immediately by staff who are using IT systems in their daily work e.g. office based, IT intensive users.
- Operating model efficiencies arising from more efficient and streamlined business processes across the organisation e.g. online self-service options, extension of applications to mobile workers, improved workflows avoiding double handling, improved exchange of information between software modules, better information for decision making, artificial intelligence, automated reporting, etc.

The above benefits will be realised across the organisation and its workforce, with the overall effect of increasing the capacity of the organisation i.e. to do more with same resources.

For the purpose of analysis, the productivity benefits have been estimated as follows:

- Labour productivity benefit 3% across 40 IT intensive users
- Operating model benefit 3% across the organisation based on 60 FTE

A conservative approach has been adopted. Similar projects have assumed in excess of 10% improvement for labour productivity alone <sup>1</sup>. Operating model efficiencies will increase over time and are more difficult to estimate up front, however 3% is at the very lowest end of foreseeable expectations for early years.

The value of these capacity improvements is estimated as follows:

Item	NPV 10 Years	NPV 5 Years
Individual Productivity Gains - IT intensive Workers	\$ 633,253.99	\$ 246,536.54
Across Organisation Internal Workflow Improvements/Automation	\$ 949,880.98	\$ 369,804.82
<b>Workforce Capacity Gain \$</b>	<b>\$ 1,583,134.96</b>	<b>\$ 616,341.36</b>

There will also be cost benefits arising from online self service capabilities provided within the new software systems e.g. customers able to login to access historical information or to request a service.

The NPV of online self-service productivity benefits is very conservatively estimated as follows:

Item	NPV 10 Years	NPV 5 Years
Productivity Benefit \$	\$ 49,686.12	\$ 17,459.67

The above modelling allows for slow phase in of the benefits as new systems are deployed and staff uptake increases across the initial 5 years.

Overall the productivity and online service benefits are conservatively estimated as follows:

Item	NPV 10 Years	NPV 5 Years
Total Workforce Capacity Gain	\$ 1,632,821.08	\$ 633,801.03

Details and assumptions are included at Attachment A.

## 5.5 Net Benefit

The net quantifiable benefit is conservatively estimated as follows:

<sup>1</sup> E.g. City of Booroondara inner city Melbourne estimated 11% and at least 3% for operating model benefits as a minimum.

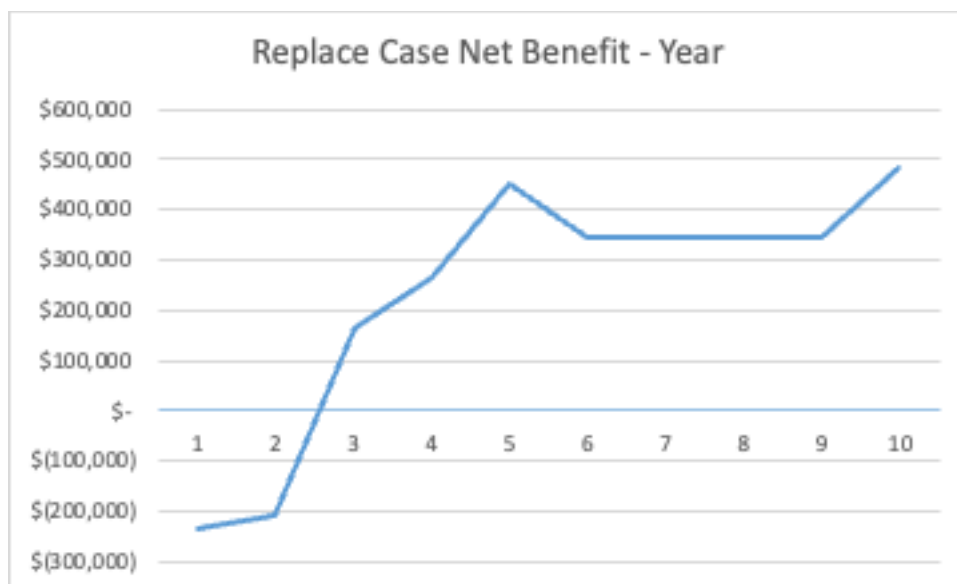


Item	NPV 10 Years \$	NPV 5 Years \$
<b>Base Case IT Cost</b>	1,756,881	988,915
<b>Replace IT Cost</b>	1,777,567	1,302,650
<b>Net Result</b>	<b>(20,686)</b>	<b>(313,735)</b>
<b>Workforce Capacity Gains</b>	<b>1,583,135</b>	<b>616,341</b>
<b>Self Service Gains</b>	<b>49,686</b>	<b>17,460</b>
	1,632,821	633,801
<b>Replace Case Net Benefit</b>	<b>1,612,135</b>	<b>320,066</b>

The investment provides a 49% Internal Rate of return over 10 years.

Overall it can be seen that the project will effectively increase the organisation's capacity through broad based productivity improvements that will generate benefits on an ongoing basis.

The estimated net financial benefit (in terms of increased capacity) for the replacement case for each year over the next ten years is depicted below.



## 5.6 Sensitivity Analysis

Sensitivity modelling has been undertaken as part of the business case and in all but the most extreme assumptions the Net Benefit for the replacement case exceeds the base case.

For example, the primary quantifiable benefit arises from productivity gains realised across Council by improving workflows and automation. The table below depicts the effect of changing assumptions on this parameter overall net benefit.

Across Council		
Productivity Gain	NPV 10 Years \$	NPV 5 Years \$
0%	662,254	(49,739)
1%	978,881	73,529
2%	1,295,508	196,797
3%	1,612,135	320,066
4%	1,928,762	443,334
5%	2,245,389	566,602

It can be seen in all but the most unlikely scenario (zero productivity gain and a five year measurement period) the NPV is positive.

(The above assumes 3% individual productivity gains for IT intensive/office staff are realised. This is at the base end of estimates, and it is likely to be significantly higher).

## 5.7 Customer Service Benefits

The replacement will provide significant and sustainable improvements to customer service including:

- A range of digital service options made available 24 x7
- Community access to services via fixed and mobile devices
- Interaction via preferred communications channels e.g. social media
- Faster response times due to streamlined and automated internal processes
- Easy access to relevant council held information
- Streamlined and intuitive modern customer interfaces
- Digital inclusion initiatives and awareness raising initiatives included as part of the implementation.

## 5.8 Other Benefits

Other benefits to the organisation will include:

- Improved customer 'centricity' for all systems and business processes
- Improved cycle times for key business activities aided by software
- Improved visibility of information aiding decision making and including artificial intelligence
- Ability to include real time information in dashboards
- Documented and standardised workflows across the organisation
- Benchmarking and monitoring of key business processes is possible
- Predictable costs for business applications and infrastructure
- Potential for new innovative applications to be quickly deployed to community via cloud
- Digital inclusion initiatives promote community awareness and access

## 6 IMPLEMENTATION

The new business applications will be implemented in tranches. The final tranches will be subject to consultation, supplier market research, detailed scoping and costing. An initial assessment is provided below.

Business Function	Tranche	Current	Level of Risk	Main Benefit Type
Asset management workflows (In Progress)	1	Conquest ArcGIS	Low	Customer Productivity
Customer service workflow	2	Some elements within Synergy	Low	Customer Productivity
Records management	2	Synergy	Low	Productivity
Human Resources and Payroll	2	Synergy	Low	Staff Productivity
Agendas and Minutes	2	Manual	Low	Members & Staff Productivity
Corporate performance dashboards	2	Manual	Low	Members & Staff Productivity
Geographic Information further integration	2	ArcGIS	Low	Customers Productivity
Other permits and compliance	2	Forms	Low	Customer Productivity
Procurement	3	Synergy	Low	Productivity
Property and rating	3	Synergy	Moderate	Productivity
Finance	3	Synergy	Moderate	Productivity
Occupational Health and Safety (OH&S) Hazards	NA	Skytrust	Complete	
Planning and development	NA	ePlanning	Complete	
Dog and Cat Registration	NA	DOCA	Complete	

As successive tranches are deployed, new capabilities can be added into the previously implemented software modules e.g. asset information reflected directly in the finance system.

We note that some software applications above are entirely new and not available in current systems e.g. customer relationship management.

## 6.1 Baseline Requirements

Business applications will be implemented to meet *baseline requirements* only. Over time, additional capabilities already embedded within the software, or developed by suppliers, will be activated. For example, reporting of an issue via social media may not be deployed initially but could be 'turned on' at a later date.

Again, it is important to note the *baseline requirements* represent a significant improvement to existing capabilities due to the inherent capabilities of new generation software systems e.g. access on mobile and fixed devices for customers and staff.

As successive tranches are deployed new capabilities will percolate into the software modules previously implemented e.g. on completion of Property and Rating in Tranche 3 more customer account information will become available in the Customer Login Portal implemented at Tranche 2.

## 6.2 Data Migration and Integration

As part of the project, data within existing systems will be migrated from existing systems and structured to allow modern data analysis and reporting.

It is important the new software modules seamlessly inter-operate and exchange data. For example, in the case of a customer request to replace a culvert, various software modules such as customer service, asset management and finance would all need to inter-work to complete and finalise the process. It is also unlikely that a single software supplier will be able to meet all business requirements and accordingly software modules from disparate suppliers will need to be integrated to some degree.

Accordingly, an organisation wide roadmap for integration and data mapping / migration has been included in costings and will be undertaken at the early stages and in further detail throughout the program. Data mapping and migration involves the identification all existing data sets held across the organisation and development of a high level data map and migration plan. This will be supported by further detailed planning within each module.

## 6.3 Key Stages and Timeframes

The targeted completion for the initial implementation is as follows:

Item	Completion Date
Commence Detailed Planning/Procurement	March 2024
Procurement Complete	December 2024
Tranche 1 Implemented (In Progress)	Dec 2024
Tranche 2 Implemented	June 2025
Tranche 3 Implemented	June 2026

The schedule will be refined as the project progresses; it is expected later dates may be brought forward subject to satisfactory progress. Gateway reviews will be conducted, and successive stages will only proceed only where prior stages meet pre-defined requirements.

Tranche 1 is currently in progress and includes replacement of Council's core asset management software. The asset management software will interwork with the future software modules to be procured in Tranche 2 and 3. It is included here for completeness only.

## 6.4 Other Activities

In addition to implementing each software module, the following activities are required and will be factored into the project plan.

- Procurement, project and supplier management
- Community awareness

## 6.5 Project Management

An 'agile' project management methodology is recommended<sup>2</sup>. This involves development of progressively more refined plans as the project is executed, continually adapting based on learnings and using rapid 'sprints' to achieve outcomes over short periods. This allows for new or changed requirements and opportunities to be incorporated as the project progresses rather than attempting

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<sup>2</sup> Project Management Institutes cites a 28% higher success rate for projects using this methodology.

to be wholly prescriptive up front in a changing environment. In this way effort will be focused on a limited set of modules at any one time and risks more effectively controlled. Importantly innovation can be captured throughout the life of the project.

## 6.6 Internal Resources

Internal resources will be required by staff to implement the new business systems. This includes participation in consultations to confirm detailed requirements for each software module, participation in pilot system user testing, training in use of systems, community awareness programs and management oversight. The effort will be spread across the organisation and incurred over the two year implementation period. This investment will primarily be focused on the new business workflows rather than technical software requirements i.e. efficiency and service improvements.

Importantly, under the proposed contract the supplier will be responsible for the consulting with Council staff, documenting the detailed requirements and business processes, testing and deployment of the software modules and resolution of any issues. Council's role will be to review and confirm the detailed requirements and business processes and the implementation details for each module, but not develop these.

This activity will be managed within existing business as usual resources.

## 7 RISK MANAGEMENT

### 7.1 Base Case Risks

The risks associated with the base case include:

- Future community and customer service expectations not able to be met with existing software.
- Inefficiencies embedded in the software constrain organisation productivity unnecessarily escalating costs.
- Unnecessary capital and maintenance costs for its server infrastructure versus modern alternatives.
- Inability to change core business software, or only at very high cost.
- Software not effectively supported by vendor over the period.
- Software is not able to easily integrate with other systems (not based on current inter-working standards).
- Mobile workers cannot access core business systems constraining efficiency.

From a risk perspective alone, the base case is not sustainable. With software approaching the end of useful life, any continued investment in these products is high risk and will not generate value for Council.

Overall the risks associated with continuation of existing systems are considered High and escalating (separately assessed).

The preferred risk strategy is therefore to embark on a planned and considered migration to a current generation system that is early in its lifecycle.

The risks associated with the replacement case during the implementation phase are considered moderate and further detailed within the Implementation section below. Longer term operating risks under this scenario are also low.

The replacement of core business systems is a significant project impacting all areas of Council operations and customer service delivery i.e. effectively transforming Council to a digital based business. As such it needs to be approached as a significant business change project rather than just an IT project per se.

## 7.2 Replacement Case Risks

The key implementation risks are summarised below.

Item No	Risk Description	Maximum Consequence (1-5) **	Likelihood (1-5) **	Risk Rating	Comment/Mitigations
1	Adverse impact to service delivery due to changes to systems/procedures.	3	2	Medium	Change management incorporated within implementation plan; implementation timeframe accommodates changes to needs; implementation in tranches.
2	Organisational capacity and resources insufficient to implement effectively	3	2	Medium	External resources will be utilised to supplement; implementation timeframe sufficient, allowance in implementation budget for process redesign.
3	The business applications selected are not fit for purpose	3	2	Medium	Procurement process ensures proven technologies and suppliers to local government.
4	Adverse impacts to efficiency during the changeover period. In some cases two systems will be operating side by side.	3	2	Medium	Minimise duration of changeover for key systems. Design transition plan to minimise adverse impacts.
5	Implementation costs significantly exceed projections	3	2	Medium	Use standard supplier implementation and templates only i.e. minimise changes to 'packaged' software. Potential to work with other jurisdictions in future.
6	Workflows implemented reflect existing processes and the potential operational efficiency and customer benefits are not realised.	3	2	Medium	Allowance in project for internal resources in each business area to work with suppliers on re-design of business processes based on customer centricity and productivity.
7	Customers do not use the online channels –and projected benefits not realised	2	2	Low	Promotion of benefits included in implementation plan. Phased in uptake over 5 years with minimal impact to overall business case.
8	Non-compliance e.g. finance and rating module	2	2	Medium	Procurement process will ensure only compliant systems
9	Schedule slippage	3	2	Medium	An agile approach is recommended based on successful completion of stages and benefits realisation reviews.

\*Ratings based on the Clare and Gilbert Valleys Council Risk Management Framework, 16 August 2023.

\*\*For both consequence and likelihood 1 is the lowest consequence or likelihood and 5 is the highest.

## 8 GENERAL CONSIDERATIONS

### 8.1 Collaboration Opportunities

There are opportunities to collaborate with other regional councils particularly in the customisation of business process templates, data mapping and integration projects. For example, the management dashboards may be refined to suit regional councils.

### 8.2 Business Processes

Business processes are the key repetitive processes undertaken by the organisation. For example, the business process for a customer request includes receiving and acknowledging the request, scheduling work, informing the customer, completing work, capturing associated financial and asset information, advising the customer of completion and seeking feedback.

A primary benefit of this initiative is that more efficient and effective business processes will be introduced i.e. not constrained by outdated business processes embedded in existing software.

Business processes are typically relevant organisation wide and are not specific to discrete organisation units e.g. customer service request. As such it is critical that input from across the organisation is sought for changes to key business processes.

### 8.3 Minimum Requirements

The implementation costs are for the *initial implementation* to meet *minimum requirements*. Over time additional capabilities already embedded within the software, or developed over time, will be activated. For example, reporting of an issue via Facebook may not be deployed initially but could be 'turned on' at a later date.

It is important to note the *minimum requirements* represent a significant improvement to existing capabilities due to the inherent capabilities of new generation software systems e.g. access on mobile and fixed devices for customers and staff. These requirements are also a platform for future capabilities.

### 8.4 Business Change

The future business processes will be quite different to current familiar processes (as defined within the existing software). In some cases (new capabilities) there will also be no equivalent process e.g. customer relationship and performance reporting dashboards.

Accordingly there will be significant business change associated with the roll-out of each module, often extending across the organisation as a whole.

Within each business area nominated staff will lead these changes, providing them a significant opportunity to directly improve the business, and development opportunities (a key digital business skill).

Costs including training in the use of the new systems and support through the transition have been factored in.

Strong leadership by management will also be required to ensure a smooth transition.

## 8.5 Artificial Intelligence and Automation of Processes

Artificial intelligence and machine automation will have a significant impact on Council business processes over the next five years. The initial business templates are expected to partially automate some current manual process steps and such technologies will be increasingly deployed over time. The use of standard best practice templates (as they evolve) will assist Council to realise the benefits e.g. the records management system may initially be configured to automatically categorise and store certain types of documents without manual intervention, management reports might be automatically generated based on real time data.

## 9 NEXT STEPS

The recommended next steps are as follows:

- Development of high level project plan and governance framework.
- Commence procurement as soon as practicable.
- Staff consultation and engagement process to commence



ATTACHMENT A

MODELLING ASSUMPTIONS

<b>Assumptions - Enter Values</b>	
<b>Item</b>	<b>Value</b>
Discount Rate	5%
Employee Costs \$	5,700,000
Employee Cost Escalator %	0%
FTEs	60
Employees	70
Average monthly customer interactions	300
Growth p.a. in customer interactions %	0%
Online self-service average time saved per transaction (hours)	0.10
Staff working hours per year	1,800
Quantity of IT intensive FTE Roles	40
Individual Productivity Gain - IT intensive FTE Roles %	3%
Across Organisation Productivity Gain % - Better Workflows and Automation	3%

Note: No allowance for CPI included. This will not have a significant impact on business case outcome.



**Subject: Organisation Review 2024**

**Responsible Officer: Leanne Kunoth, Director - Corporate Services**

<b>Strategic Outcome</b>	Strategic Plan 2023-2033 Whole Strategic Plan.
<b>Financial Implication</b>	There are no specific financial implications within this report
<b>Statutory Implication</b>	Local Government Act 1999
<b>Policy Implication</b>	There are no specific Policies identified within this report,
<b>Community Implication</b>	There are no specific community implications identified within this report
<b>Risk Assessment</b>	There are no specific risks identified in this report.

**Purpose**

This report provides an Organisation Review 2024 & Action Plan

**Report**

**Risk Management**

Council is committed to an integrated approach to risk management to:

- protect its workers, assets, liabilities and community against potential exposures;
- minimise uncertainty in achieving its Goals;
- ensure there are sufficient resources to achieve the Council's Strategic Objectives; and
- to maximise opportunities to achieve Council's Strategic Objectives.

Council recognises that managing risk is part of governance and leadership, is fundamental to how the organisation is managed at all levels, and will contribute to continuous improvement of its management systems.

The risk management process is not an isolated function, but rather, should be integrated as part of good management practice. Effective identification, assessment and evaluation of defined risks are critical to Council achieving its strategic objectives, as outlined in the 'Strategic Plan 2019-2029, and meeting overall community expectations.

Managing risk is as much about opportunities as it is about threats. Whilst risk management usually focuses on the negative consequences of any given event or function, it is important to recognize that positive consequences can also be a result.

As is with Work Health and Safety, Risk Management, including the provision of Civil Liability insurance and claims management, is managed by Local Government as self-managed schemes.

## Human Resources

Human resources have been identified by Council as a potential risk exposure due to the uncertainty contained within the activities of recruitment, retention, poor job satisfaction, and change and culture management.

Human resources are also crucial to ensuring that the outcomes of CGVC's Strategic Plan are being delivered (Council's Strategic Plan was developed and adopted by Council in 2023).

Page 9 states what Council's role is and specifically states under **Provider** that: "Council's role is to serve the community by delivering services and infrastructure assets and managing community funds."

Page 26 What Success Looks Like under Quality Services, Assets and Infrastructure.

- 4.1. Plan for the effectiveness and inclusiveness of infrastructure and services to cater to the needs of community, visitors and local business and industry.
- 4.2. Advocate for increased financial support from Federal and State Government for new and upgraded road, stormwater and footpath infrastructure.
- 4.3. Provide new and upgraded road infrastructure across the district.
- 4.4. Advocate to State and Federal Governments for financial support to maintain and enhance services to meet the needs of the community.
- 4.5. Provide well-maintained community facilities that meet the needs of community.
- 4.6. Provide a range of built infrastructure that supports and enhances community and businesses.
- 4.7. Have an open space strategy that identifies and enhances existing walking and cycling paths across the district.
- 4.8. Deliver high standards of customer service and customer experience.
- 4.9 Invest in our people and culture to develop a safe inclusive and high performing organisation.
- 4.10 Ensure transparent and accountable leadership which delivers excellent results

To enable all the above to be an outcome the integral factor is human resources.

Snapshot of Council's current workforce profile:

### Statistics:

	FTE	EMP
1/07/2022	57.21	66
1/07/2023	57.54	68
22/01/2024	57.59	67

## Employee Needs Forecast

5 Years needs forecast for additional employees at the Clare & Gilbert Valleys Council, as future needs change, extra service will be deemed necessary. Wages have been calculated using the CPI in the current LTFF.

2024-2025	2025-2026	2026-2027	2027-2028	2028-2029
Compliance Officer 1.0 Library Customer services Officer Library .15	Environmental Health Officer .5 and Library Customer Service Officer .5	Building Officer .5	Youth Officer to do Sport & Rec Role .2	Nil
\$97,395	\$121,713	\$63,966	\$24,957	

## Organization Under Resourced

It is well understood that there is a shortage of employees in regional Australia. CGVC is no different, with a small workforce, a growing population and increased demand for services. Furthermore, Council also has, as part of its vision, a desire to grow the CGVC population. Below is a list of positions that are under resourced in CGVC and the scope of work that needs to be undertaken by each role.

### Environmental Health Officer

- Septic applications have significantly increased over time, this can be quite resource intensive as not all applications have all required information at time of lodgment:
  - 2018 – 68 applications
  - 2019 – 66 applications
  - 2020 – 68 applications
  - 2021 – 107 applications
  - 2022 – 104 applications
  - 2023 – 92 applications
- Non-compliance identified by contractor through routing pumping of septic tanks connected to CWMS system require follow-up with landowner to ensure system is made compliant.
- Legislatively we should be undertaking an inspection of food businesses annually, there are over 120 in our Council area which historically have not been inspected annually, or only inspected on a complaint basis.
- Considerable work has been undertaken in the last 24 months to attempt to inspect all food businesses, food business inspections to ensure compliance are an essential task and should not be subordinate to Wastewater tasks.
- Depending on outcome of food business inspections, each business may require further/ongoing follow-up to ensure compliance.
- On-site systems that have lapsed servicing beyond 3 month intervals require follow-up to ensure compliance.
- As with all matters of compliance against legislation, the increased administrative burden to ensure relevant notices, orders, and correspondence issued is both acted on, and enforced in instances where no action has been taken.

## **Compliance Officer**

- Legislative revisions time have mandated additional workload for Compliance Officers – primarily, increases relate to dogs, local nuisance, bushfire prevention, and pending their implementation, seven Council by-laws.
- An additional position was created in 2018 to accommodate the additional workload, however this has since been partially absorbed with restructure.
- Increase administrative burden to ensure accuracy of Dogs and Cats Online, not just with registration renewals, but with pairing microchips and de-sexing records to existing or new dogs in the system, and completing outstanding/pending animal transfers between owners.
- The nature of dog incidents and investigations typically require a two person approach, which has been captured in Council's Risk Assessments.
- There has been a significant increase in hostility towards Council's inspectors, primarily (although not limited to) dealing with dog incidents, investigations, and enforcement, understandably impacting inspectors mental health.
- A change in the legislated review process for Control and Destruction Orders enabled easier review of Order determinations, resulting in a higher percentage of Order being reviewed through SACAT.
- Increased responsibility to ensure identified assets in the Bushfire Management Area Plan/Risk Reduction Plan are prepared/maintained throughout Fire Danger Season – inspections are no longer confined within township boundaries, resulting in significant increase in notice issuing and follow-up.
- Since 2017, Councils have been forced to investigate nuisances associated with general fixed/non-fixed noise, dust, gas-guns/audible bird scaring devices, vibration, fumes, aerosol, odours, general animal nuisances (including insects), and monitor/enforce burning provisions/nuisances outside the Fire Danger Season.
- It should also be noted the pending implementation of the seven draft by-laws was commenced when Council had two FTE Compliance Officers.

## **Building Officer**

- Difficulty achieving minimum mandatory inspection requirements that must be achieved for all classes of buildings as derived from Appendix 1, Practice Direction 9 issued by State Planning Commission.
  - Class 1 Buildings – minimum 66% developments inspected
  - Farm buildings or farm sheds >500m<sup>2</sup> – 50% developments inspected
  - Class 2-9 buildings (other than above) – 90% developments inspected
- Difficulty achieving mandatory inspection of 100% of swimming pools (including all swimming pool safety features) per Practice Direction 8, issued by State Planning Commission – this can be a reoccurring loop if non-compliant on follow-up inspections (i.e. may take 5 inspections to secure compliance).
- Frequently involved in civil stormwater complaints between neighboring properties where stormwater is being discharged from one property onto another, or by informal prior arrangement between parties prior to sale of land, particularly time consuming, and varies depending on extent of rainfall.
- Significant administrative burden to ensure any inspection, enforcement, and correspondence in acted on accordingly, with most inspections requiring several inspections to ensure actions required are undertaken and compliant.
- Inability to proactively police illegal development, with reactive policing of illegal developments still consuming significant time/resources.
- Not currently receiving/pursuing form 3 – essential safety provisions, these are mandatory notification provisions on buildings over 500m<sup>2</sup> which should be

provided to Council every 12 months, when these forms are not provided, they should be pursued, however resourcing does not permit pursuit, fines exist for non-compliance.

- From October 2024 Class 1A buildings are required to have a certificate of occupancy, which requires an inspection by a qualified Building Inspector to conform. This is likely to create additional work/inspections for EHO, as historically 90% of inspections reveal that septic systems have not been installed by this stage, requiring additional EHO follow-up.

#### **Clare & Gilbert Valleys Library Service**

- Ideally the Saddleworth Library should have .8 Librarian and a .8 Library Officer position to accommodate being open Tuesday to mid-day Saturday. The Library Officer position would ensure that the office has two staff working on the busiest days - Tuesday and Wednesday. The additional opening hours are supported by a casual position working 2 afternoons and each Saturday morning.
- Propose to increase hours by .15 to work to further develop the popular teen/tween and adult programs and assist on desk on Tuesdays. Any additional and new program development is being restricted and limited by availability of staff, issue of space, and hours of operation

#### **Attachments**

Staff Resources Table

#### **Recommendation**

Moved: Cr  
Seconded: Cr

That Council notes the Organisation Review 2024 and the Employee Needs Forecast Report.

## Clare & Gilbert Valleys Council

### Staff Resources Table

#### Department & Services

#### Development (Compliance)

Tasks	Staffing - FTE	Notes	Under Resourced
a. Team Manager	1	Includes all legal aspects of compliance and substantive support in b-f, aspects of q, and by-laws if adopted.	
b. Dog & Cat Management c. Bushfire Prevention d. Local Nuisance & Litter Control e. Expiation Register/Enforcement f. Local Government Orders g. Parking Control	1	Also, seven additional By-laws if adopted.	Yes
h. Planning & Design Code i. Regional Assessment Panel	2	Aspects contracted e.g. -	
j. NCC/Building Code k. Building Fire Safety Committee	1	Aspects contracted e.g. -	Yes <i>Potential for grad student?</i>
l. On-site Wastewater Systems Code m. Public Health n. Food Business	1	Aspects contracted	Yes
o. Administrative Support to team p. Liquor licensing requests q. Outdoor Dining/Section 222 Permits r. Tourism Signage/Wayfinding s. Temp change of land use t. Immunization program – schools	1.47		Yes

#### Community

<b>Tasks</b>	<b>Staffing - FTE</b>	<b>Notes</b>	<b>Under Resourced</b>
a. Dept. manager	1	Responsible for Library Services, Community Development, Cultural Tourism, Youth Development, Sport and Recreation	
b. Community engagement * c. Grants research & assistance* d. Peak Body support* e. Section 41 Committee Support f. Volunteer support* g. CLMPs	1	Community Development Coordinator	
h. Youth support*	.5	Has previously been externally contracted; now back with Community.	
i. Sport & Rec support*	-	Team Manager fills this role (approx. 0.2FTE)	Yes. Potential to combine this role with the Youth Development role.
j. Arts & Heritage*	1		
k. Bush for Life sites*	-	Team Manager key liaison	
l. Aboriginal Engagement*	-	Team Manager, with support of Community team	
m. Event Support*	-	Community team	

**Library\*** (state funding provisions; part of state library service)

<b>Tasks</b>	<b>Staffing - FTE</b>	<b>Notes</b>	<b>Under Resourced</b>
a. Team manager	1		
b. Librarian - Saddleworth	.79	Library & Community Centre open Tues-Sat. This position works Tues-Fri	Yes – we have one perm p/t staff member and for the last 2 years have relied on casual



			staff to assist staffing the office (in a 2 person office policy) rather than replacing the perm p/t role
c. Library Technician or Library Assistant position - Saddleworth	0.5	Position of Library Assistant was not replaced at Sadd 2 years ago – .5 position to be included in 24/25 budget	Yes. A .5 position – to be included in the 24/25 budget
d. Library Technician – Clare	0.58	Permanent F/T position but continuing reduced hours for the next 12 months (family care) Responsible for Toddler Tales/Baby Bounce and children's collections dev.	
e. Library Assistant - Clare	70 hrs/fnight	Responsible for desk work/movie club and home bound	
f. Library Assistant - Clare	60 hrs/fnight	Responsible for desk work, support of adult programs; displays and banking/admin/marketing	
g. Library Assistant - Clare	33 hrs/fnight	Responsible for desk work, IT support and backup to home bound	
h. Library Assistant - Clare	40 hrs/fnight	Responsible for teen/tween programs, teen collection and activities; desk work, support of adult programs and marketing	Yes. Propose to increase hours in the 24/25 budget to work 48 hrs/fnight to further develop our popular teen/tween and adult programs and assist on desk on Tuesday's
i. 2 x casual staff	.52 fte at the moment	Currently supplementing and supporting the Sadd branch, one casual staff member can provide backup to Clare to cover illness or leave , but has	Yes – we are needing to advertise to add to our casual staffing pool

		limited availability leaving us short staffed	to provide backup and support to all parts and branches
j. 2 premises (Clare and Saddleworth Library branches) + partnership with Riverton School Community Library but we do not manage staff or building but contribute and support towards collections)			Space limitations for Clare and Saddleworth
k. Regular Programs Baby Bounce & Toddler Tales Teen & Tween Programs School Holiday Programs Book Week & Science week Adult programs – e.g. Movie club JP, IT and admin support			Yes, additional and new program development is being restricted and limited by availability of staff, issue of space, and hours of operation

### **Office of CEO & Mayor**

<b>Tasks</b>	<b>Staffing - FTE</b>	<b>Notes</b>	<b>Under Resourced</b>
a. Org Management b. Media & Communications* c. Economic Development* d. Visitor Information Centre* e. Strategic Planning	1		
f. CEO & Mayoral support g. Councillor support h. Event Management i. Agenda Management j. Registers k. Website updating etc	1		

## Corporate Service

Tasks	Staffing - FTE	Notes	Under Resourced
a. Team manager	1		
b. Budgets, Reporting, LTFP	1.47		
c. Accounts Payable & Receivable	1.18		
d. Payroll	1		
e. ITC support	.5		
f. Rates	1		
g. Records Management	1		
h. WHS	1		
i. HR Management		Team manager	
j. Governance		Team manager	
k. ABP & Annual Reports		Team manager	
l. Risk Management & Insurance		Team manager	
m. Reception/Customer Service	1		
n. Leases & Licenses		Team manager	
o. Community Passenger Network	1.39		

## Works & Infrastructure

Tasks	Staffing - FTE	Notes	Under Resourced
a. Team manager	2	Overseers x2	
b. Roads – design, costing & scheduling, contract mgt	1	Aspects contracted	
c. Footpaths - design, costing & scheduling, contract mgt		Aspects contracted Footpaths, Stormwater and Bridges under one officer. Position marked under d. Stormwater	
d. Stormwater - design, costing & scheduling, contract mgt	1	Aspects contracted	
e. Bridges - design, costing & scheduling, contract mgt		Aspects contracted Footpaths, Stormwater and Bridges under one officer. Position marked under d. Stormwater	
f. Road Construction	1 +8	Aspects contracted (leading hand and 8 crew members	

g. Rubble Pits/ stock		Aspects contracted	
h. Customer Service Requests	1.5		
i. Waste Collection		contracted	
j. CWMS	.5	Aspects contracted CWMS, building maintenance and playground maintenance/repairs fall under the same officer. .	
k. Building maintenance/repairs	.5	Aspects contracted CWMS, building maintenance and playground maintenance/repairs fall under the same officer.	
l. Playground inspections/ maintenance/repairs		Aspects contracted CWMS, building maintenance and playground maintenance/repairs fall under the same officer. Position marked under j & k	
m. Outdoor maintenance/repairs	1+5	<u>Leading hand plus 5 maintenance staff.</u>	
n. Burials		<u>Responsibility falls to overseer and rates administrator.</u>	
o. Parks & Gardens	2	<u>2 Gardeners</u>	
p. Cleaning		contracted	
q. Transfer station	1		
r. After Hours Support – on call			
s. Street sweeping		contracted	
t. Mechanic	1		

Fulltime employee = 76hours

\* Discretionary Services i.e. services not required under legislation.



**Subject: Forensic Audit**

**Responsible Officer: Helen Macdonald Chief Executive Officer**

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<b>Strategic Outcome</b>	Strategic Plan 2023-2033 Quality Services, Assets and Infrastructure Deliver high standards of customer service and customer experience. Ensure transparent and accountable leadership which drives excellent results.
<b>Financial Implication</b>	There are no specific financial implications identified in this report.
<b>Statutory Implication</b>	Local Government Act 1999
<b>Policy Implication</b>	N/A
<b>Community Implication</b>	There are no specific community implications identified in this report.
<b>Risk Assessment</b>	There are no risks identified in this report at this time

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### **Purpose**

Council to consider a consultant to conduct the forensic audit.

### **Report**

Council at its meeting on 18 October 2023 resolved the following:

That the Clare & Gilbert Valleys Council authorise the Mayor to arrange for the conduct of an external forensic audit of council's procurement activities in regard to capital purchases and operational expenditures for recent financial periods for the purpose of ascertaining the level of compliance with applicable legislation, policies, procedures, budget accuracy and reporting of contract and works commitments. That any subsequent report including recommendations to effectively manage these issues into the future.

Mayor Aughey requested quotes from:

- Nexia Edwards Marshall
- Moore Australia
- Morris Forensic

Nexia Edwards Marshall advised they were unable to provide a proposal at this time and Moore Australia's proposal was outside of Council's financial affordability. Morris Forensic provided a proposal which is attached for Council's information.

### **Attachments**

I24-4001 – 7.36.1.1.7 - Morris Forensic

### **Recommendations**

Moved: Cr  
Seconded: Cr

That Morris Forensic be approved by Council to undertake the Forensic Audit for Council with the tendered amount to be provided in Budget Review 3.

# Proposal

## Clare & Gilbert Valleys Council *Forensic Accounting Services*





## Table of Contents

1.	<b>Introduction</b>	<b>1</b>
2.	<b>Approach</b>	<b>1</b>
	Procurement	1
	Budget Accuracy	2
	Reporting of Contract and Work Commitments	2
	Note on Internal Control Audits	2
3.	<b>Firm Profile</b>	<b>3</b>
4.	<b>Relevant Experience</b>	<b>3</b>
	Government Experience	3
	Local Experience	4
	Other Relevant Engagements	4
5.	<b>Quality Control Policies</b>	<b>5</b>
6.	<b>Fees</b>	<b>5</b>
7.	<b>References</b>	<b>5</b>
	<b>Appendix 1 - CVs</b>	<b>7</b>





## 1. Introduction

Thank you for the opportunity to submit a proposal to provide forensic accounting services to the Clare & Gilbert Valleys Council (**the Council**).

We refer to your letter and RFT document of 23 February 2024 which sets out that the scope of our potential engagement will cover:

- a) Procurement activities for capital purchase and operational expenditures
- b) Compliance with applicable legislation, policies, procedures
- c) Budget accuracy
- d) Reporting of contract and work commitments.

We understand that this scope has been developed pursuant to the following resolution passed by Elected Members on 24 January 2024:

That the Clare & Gilbert Valleys Council authorise the Mayor to arrange for the conduct of an external forensic audit of council's procurement activities in regard to capital purchases and operational expenditures for recent financial periods for the purpose of ascertaining the level of compliance with applicable legislation, policies, procedures, budget accuracy and reporting of contract and works commitments. That any subsequent report including recommendations to effectively manage these issues into the future.

## 2. Approach

Morris Forensic is a forensic accounting firm; accordingly, we bring a forensic approach to all our engagements. This approach is a detailed, analytical approach that investigates systems and issues in a methodical and evidence-based manner.

In the context of this engagement, our partners have worked extensively with local councils in South Australia and are acutely aware of the challenges that face councils, elected members and the executive management teams of councils.

The specific approach that we propose to take is as follows:

### Procurement

We will undertake a forensic review of the policies, procedures and processes relating to the Council's procurement activities to consider whether they comply with the relevant legislation and are best practice.

We will undertake analyses of a sample of procurement transactions, follow those transactions through the entire procurement cycle and consider whether those transactions have complied with the relevant legislation and the Council's policies. This sample will be representative of the Council's activities and include significant capital contracts and any variations to those contracts.

We will provide advice and recommendations for the improvement of the Council's procurement practices where applicable, including in respect of internal controls if weaknesses have been detected.



### Budget Accuracy

We will undertake analyses to determine the extent to which recent annual budgets have changed at the September, December and March budget reviews and obtain an understanding of the root causes of those changes.

We will consider the root causes of any changes to budgets and, if appropriate, recommend improvements that the Council can make to its internal policies, processes and procedures to reduce the likelihood of significant budget fluctuations occurring.

We will also consider the budgeting process more generally and provide advice as to any improvements that might provide for greater accuracy.

### Reporting of Contract and Work Commitments

We will undertake an analysis of the reports that the executive team produce for elected members and consider whether those reports are fit for purpose in the context of our understanding of the Council's procurement and contract management activities.

This analysis will review the accuracy of those reports as well as whether the information is sufficient and timely so as to enable elected members to make properly informed decisions.

We will also consider whether there are ways to streamline the reporting to elected members in order to reduce the burden on the executive team.

### Note on Internal Control Audits

Section 125 of the Local Government Act 1999 requires a council to ensure that appropriate policies, practices and procedures of internal control are implemented and maintained in order to assist the council to carry out its activities in an efficient and orderly manner to achieve its objectives, to ensure adherence to management policies, to safeguard the council's assets, and to secure (as far as possible) the accuracy and reliability of council records.

The Council receives an independent assurance report on internal controls each year in respect of controls relating to the receipt, expenditure and investment of money and the acquisition and disposal of property.

Our approach is not intended to replicate the work undertaken by the Council's current auditor but rather will involve a more in-depth analysis of the internal controls relating to procurement activities, work commitments and budgeting as well as recommendations for improvement.



### 3. Firm Profile

Morris Forensic is South Australia's leading forensic accounting firm. We provide a diverse range of forensic accounting services to large and small corporates, not-for-profits and government agencies throughout Australia. Our highly specialised and skilled team take pride in delivering independent, well-reasoned reports and advice that can withstand the highest levels of scrutiny.

Morris Forensic is located in the Adelaide CBD. Our workforce currently comprises:

- 4 partners;
- 2 managers; and
- 4 professional staff.

Our partners and managers are all Chartered Accountants as designated by the Institute of Chartered Accountants of Australia and New Zealand (**CAANZ**). Further, Martin White and Nicholas Lopez have been designated 'Forensic Accounting Specialisation' by CAANZ.

We expect that the majority of work performed on this engagement would be by Martin White, Nicholas Lopez and Nada Nichols; their CVs are Appendix 1 to this proposal.

We would anticipate undertaking our preliminary information gathering and analyses on site at Council offices. Preparing our report and finalising our analyses is likely to take place at our offices to avoid the inefficiencies of travel.

### 4. Relevant Experience

#### Government Experience

Martin White and Nicholas Lopez have significant experience with local government councils and have been independent members of audit and risk committees for a number of councils in South Australia.

- Martin is a long serving member of the City of Playford Corporate Governance Committee (which also serves as the council's audit and risk committee).
- Martin has also recently concluded a term as a member of the Barunga West Council's Audit and Risk Committee.
- Nick is a current member of the City of Victor Harbor Council's Audit and Risk Committee.

As members of these committees, Nick and Martin are attune to the issues that can arise in respect of procurement activities, contract management and budgeting.

Both Martin and Nick, via their roles with the committees, have been involved in monitoring the adoption of recommendations from external and internal auditors, external consultants and other government agencies (such as ICAC and the Auditor General).

Nada was initially employed with the Australian Taxation Office before gaining extensive investigatory



experience in the UK. Nada brings an international perspective to best practice for government agencies. Morris Forensic and its personnel have been engaged in numerous matters involving governments and local councils, including:

- a forensic investigation into a local council's compliance with its procurement policy and relevant legislation, which arose from allegations of asset misappropriation;
- a forensic investigation into a not-for-profit's compliance with its procurement policy and grant arrangements, as requested by the Attorney General Department of South Australia;
- an investigation and various reports into the pricing pursuant to a major state government contract for the procurement of infrastructure maintenance services;
- a consultancy report for a Tasmanian government agency in respect of losses suffered by it and another agency from an incident at a facility operated by the first agency;
- initial scoping and advice in respect of an investigation as to the financial viability of a regional subsidiary of several metropolitan councils;
- numerous engagements from ASIC relating to auditor negligence matters, including in respect of some of Australia's most significant audit firms;
- investigations into the alleged misappropriation of funds and maladministration of a government funded indigenous organisation, including recommendations as to the governance and internal control environment of the organisation; and
- a modelling engagement in respect of the performance of a major state government asset.

Due to the nature of the engagements undertaken, we are under strict confidentiality obligations not to disclose or otherwise identify our clients.

Martin White and Nicholas Lopez also have experience as auditors whilst working at Nexia Edwards Marshall, in which capacity they undertook compliance audits of a number of government agencies that were required to comply with specific government legislation such as SA Film Corporation and special purpose funds controlled by the Department of Primary Industries and Regions (PIRSA).

Brian Morris, another partner of Morris Forensic, has been a long serving chairperson of the Audit and risk Management Committee of the State Courts Administration Council. He has been recently appointed as an Independent Member of the Council. Brian will consult with the engagement team in respect of best practice.

### Local Experience

Morris Forensic has provided services to a number of local wineries within the Clare Valley as well as providing assurance services to the Clare Valley Tourism Centre and the Clare Valley Wine & Grape Association.

### Other Relevant Engagements

Morris Forensic regularly undertakes internal control review engagements for corporates and not-for-profit organisations. These engagements require a forensic consideration of:



- the current policies and procedures at an organisation;
- the extent to which those policies and procedures are being followed;
- the extent to which those policies and procedures are in accordance with the relevant legislation, sufficiently mitigate the relevant risks and are best practice;
- the oversight that is being provided by the board and, as a result, the documents that are being prepared by the executive team for the board.

## 5. Quality Control Policies

Morris Forensic has the following policies in place:

- Code of Conduct Policy, which is compliant with APES 110 *Code of Ethics for Professional Accountants* and APES 215 *Forensic Accounting Services* as issued by the Australian Professional & Ethical Standards Board.
- Quality Management Policy, which is compliant with APES 320 *Quality Management for Firms that Provide Non-Assurance Services* as issued by the Australian Professional & Ethical Standards Board.

Brian Morris, a partner at Morris Forensic, is a current board member of the Australian Professional & Ethical Standards Board.

## 6. Fees

We expect that our fees for this engagement will be \$35,000 (plus GST). Due to the likely overlap in work and inquiries to address the various elements of the engagement, it is not possible to reliably segment our activities or fees.

The fee estimate assumes that the scope of the engagement, as set out in chapter 1, is not materially changed.

## 7. References

As previously stated, due to the nature of the engagements undertaken, we are under strict confidentiality obligations not to disclose or otherwise identify our clients.

This precludes us from providing referees for a significant number of our engagements, as that would necessarily identify such departments / agencies.

We can provide you with the following referees on request:

- Sam Green, CEO of the City of Playford; and
- Harry Patsias, Partner at Wallmans Lawyers.



Martin White  
Partner

Morris Forensic  
11 March 2024

Nicholas Lopez  
Partner

Morris Forensic  
11 March 2024



## Appendix 1 - CVs

## Martin White

Martin has broad ranging commercial experience and currently specialises in forensic accounting and business valuations.

Martin commenced his career in the audit division of a mid-tier accounting practice where he audited a variety of organisations including large manufacturing corporations, financial institutions and not for profit entities.

Martin also spent time working in the firm's business consulting division providing accounting, taxation, risk management and strategic advice.

### Assessments of Economic Loss

Martin has been engaged on a significant number of assignments in connection with the assessment of economic loss suffered by plaintiffs in a wide range of circumstances. Plaintiffs have included individuals, businesses and large company groups.

Specific engagements have included:

- Assessment of economic losses arising from personal injuries, most commonly as a consequence of motor vehicle accidents.
- Quantification of lost profits arising from alleged breach of long-term accommodation contract and misrepresentation.
- Quantification of lost trust funds arising from audit and accounting failures.
- Quantification of losses arising from an employee theft over several years.
- Quantification of lost profits and/or business value arising from compulsory acquisition of land.
- Analysis of alleged losses arising from alleged failure to consent to the sale of a JV interest.

### Financial Investigations

Martin has been responsible for the conduct of investigations targeting fraud or misappropriation of monies. He has also conducted numerous investigations to determine causes and quantum of loss.

This has often led to the need to reconstruct accounting records and financial statements, which has involved detailed analyses of accounting records and systems and the use of complex financial modelling.

Specific engagements have included:

- Identification of material accounting misstatements and audit failures and restatement of financial statements for potential auditor and directors' action.
- Investigation into actions of finance personnel in multi campus private college.
- Investigation of alleged misappropriation of monies from a government funded arts organisation.
- Investigation of costs incurred by a large contractor to a statutory water authority.
- Investigation of the sources of funds used to acquire certain real estate in a proceeds of crime claim.





## Business Valuations

Martin has prepared valuations of numerous businesses with a variety of ownership structures, across a broad range of industries. Valuations have been prepared for matrimonial property settlements, commercial disputes, shareholder oppression actions and commercial transactions.

Martin has also been involved in due diligence engagements on both buy and sell sides.

Martin has authored or had substantial involvement in preparing valuations of a:

- National insurance company for the purpose of determining the extent to which the purchaser of the company overpaid.
- Multistate mining services company.
- South Australian hotel group for matrimonial property settlement purposes.
- National retirement village operator for matrimonial property settlement purposes.
- South Australian and Victorian fuel distributor for the purposes of sale and restructure.
- Large South Australian internet service provider to determine the value of the alleged interest of a minority owner.
- National forklift sales and service group for taxation purposes.
- Mid-north agricultural group to assist in resolving a family dispute.
- South Australian insulation manufacturer for taxation purposes.
- Suburban Adelaide private hospital for determining the amount to be paid to an exiting shareholder.
- Consulting practice to determine price at which to buyback units of exiting unitholder.

## Professional Qualifications

- Bachelor of Commerce (Accounting), Flinders University, 2000
- Bachelor of Laws and Legal Practice (Honours), Flinders University, 2001
- Graduate Diploma of Chartered Accounting, The Institute of Chartered Accountants in Australia, 2003
- Graduate Diploma of Applied Investment and Finance, Financial Services Institute of Australasia, 2007
- Business Valuation Specialisation, Kaplan, 2014
- Forensic Accounting Specialisation, Macquarie University, 2018

## Memberships & Designations

- Member of Chartered Accountants Australia and New Zealand
  - Business Valuation Specialist
  - Forensic Accounting Specialist
- Member of The Law Society of South Australia
- Admitted to practice as a Barrister and Solicitor in the Supreme Court of South Australia

## Committee Positions

- Member, City of Playford Corporate Governance Committee

## Nicholas Lopez

### Professional Qualifications

- Bachelor of Commerce (Accounting), University of Adelaide (2010)
- Graduate Diploma of Chartered Accounting, The Institute of Chartered Accountants in Australia (2013)
- Graduate Diploma of Finance, Kaplan (2018)
- Business Valuation Specialist, Institute of Chartered Accountants Australia and New Zealand (2018)
- Forensic Accounting Specialist, Institute of Chartered Accountants Australia and New Zealand (2021)
- Certified Fraud Examiner (2020)
- Graduate of the Company Directors Course, Australian Institute of Company Directors (2024)

### Memberships & Registrations

- Member of the Institute of Company Directors.
- Member of the Association of Certified Fraud Examiners (ACFE)
- Member of the Institute of Chartered Accountants Australia and New Zealand (CAANZ)
- Forensic Accounting Specialist (CAANZ)
- Business Valuation Specialist (CAANZ)
- Graduate Member of the Australian Institute of Company Directors

### Board and Committee Positions

- Non-Executive Board Member, Enhanced Lifestyles Inc (2022 – Present)
- Chair of the Finance and Risk Committee, Enhanced Lifestyles Inc (2022 – Present)
- Independent Member, City of Victor Harbor Audit Committee (2021 – Present)
- Board Member and Treasurer, Prospect District Cricket Club (2013 – 2018, 2021 - 2023)

### Areas of Practice

#### *Financial Investigations*

Nick has been engaged to conduct numerous investigations targeting fraud or misappropriation of monies. The majority of these investigations has required Nick to publish expert reports for law enforcement, insurers and the Court.

This has often led to the need to reconstruct accounting records and financial statements, which has involved detailed analyses of accounting records and systems and the use of complex financial modelling.



Specific engagements have included:

- Investigation into actions of finance personnel at numerous small to medium sized private businesses and public sector entities, one of which led to the uncovering of one of South Australia's largest frauds.
- Investigation of alleged misappropriation of monies from government funded First Nation and NDIS programs.
- Investigation of local medical practice involving an international skimming scheme involving AliPay and WeChat payment systems.
- Identification of material accounting misstatements and audit failures and restatement of financial statements for potential accountant, auditor and director negligence action.
- Investigation of the sources of funds used to acquire certain real estate in proceeds of crime proceedings.
- Advisory engagements relating to the effectiveness of organisations' internal controls at preventing and detecting fraud.

### *Payroll Investigations*

Nick has been engaged to conduct numerous payroll investigations, reviews and audits. These engagements have been in the context of litigation (class-actions and Employment Tribunal matters) as well as for internal use for organisations to identify and/or quantify wage underpayments.

Specific engagements include:

- A payroll investigation involving South Australia's largest employer. In this regard, Nick was responsible for investigating and quantifying potential underpayments in respect of approximately 2,500 employees, spanning a seven-year period. This involved the interrogation of over 50 million data points, including detailed time data, pay data and fingerprint data in order to calculate potential underpayments under various interpretations of the relevant industrial instruments applicable from time to time.
- A payroll investigation involving a major private school in South Australia, which was aimed at identifying instances that the school had underpaid its staff.
- Multiple payroll investigations for not-for-profit organisations involving the quantification of wage underpayments and audit of payroll systems to identify instances of underpayments. Investigations have resulted in reports used by organisations to self-report to Fair Work.
- Expert evidence in respect of wage underpayment calculations in respect of matters in the Employment Tribunal involving the South Australian government and former employees.

### *Audit and Accounting*

Nick has published reports and been heavily involved in the preparation of forensic accounting reports in respect of a significant number of matters that have been connected with accounting and audit services, including:

- MEG Investments Pty Ltd & Ors v Rolton Limited & Ors



- Downer Group – consulting expert
- Groote Eylandt Aboriginal Trust Inc v Deloitte Touche Tohmatsu & Ors
- Australian Property Custodian Holdings Limited v Pitcher Partners
- Banksia Securities Ltd (Receivers & Managers Appointed) (In Liquidation) v Patrick Godfrey & Ors and Banksia Securities Ltd (Receivers & Managers Appointed) (In Liquidation) v Trust Company (Nominees) Limited
- Bill Express Limited v Pitcher Partners
- Charles Hodges v Sandhurst Trustees Ltd (re the audit of LKM Capital Limited)
- DSHE Holdings Ltd (Receivers and Managers appointed) (In Liquidation) v Nicholas Abboud & Ors
- Gunns Limited v KPMG
- LM Investment Management Ltd (Receivers & Managers Appointed)(In Liquidation) v Ernst & Young and Ors
- Mr G R Swan – in respect of the 2017 audit of Big Un Limited
- New Zealand Institute of Chartered Accountants and certain members of PricewaterhouseCoopers (a disciplinary actions concerning the audits of Fonterra Co-operative Group Limited, Wynyard Group Limited and Vista Group Limited)
- Property Ventures Limited & Ors v PricewaterhouseCoopers

### *Assessments of Economic Loss*

Nick has been engaged and involved in a number of assignments in connection with the assessment of economic loss suffered by plaintiffs in a wide range of circumstances. Plaintiffs have included individuals, businesses, large company groups and listed companies.

Nick has published expert economic loss reports, provided economic loss advice and been involved in the preparation of expert reports in the context of, inter alia, the following litigation:

- Sunnya Pty Ltd & Anor v Yinghan He & Oths
- Peter Michell and East Stoneleigh Pty Ltd v Andrew James Hamilton & Ors
- Ormsby Contracting Pty Ltd v Timothy Currie and Richard Currie
- Butcher v Poynter Hargraves Financial consultants & Anor
- Matlove Enterprises Pty Ltd atf the Gruhl Business Trust v King’s Baptist Grammar School Incorporated and King’s Baptist Church Incorporated
- David Allan James Coster v Robyn Mary Coster
- PAJM v The Salesians Society Incorporated
- Peter Eden v MLC Limited
- Perazzoli & Ors v Bank SA & Ors
- Enva Advisory Pty Ltd v Exelsuper Pty Ltd



- Duxton Nuts Pty Ltd v Imatech Tree Nursery Pty Ltd
- SSABR Pty Ltd & Anor v AMA Group Limited & Anor
- About Life Pty Ltd v Aaron Looczko & Ors
- Vacumatic Australia Pty Ltd v Smith
- Adelaide Brighton Cement Limited v Hallett Concrete Pty Ltd & Ors
- Wartsila Australia Pty Ltd v Primero Group Pty Ltd
- Central Pier (Docklands) & Ors v Development Victoria & Ors
- Adelaide Brighton Cement Limited v Veolia Environmental Services (Australia) Pty Ltd
- Southern Quarries Pty Ltd v St Vincents Pty Ltd
- Adrian Stone v Nikolas Slader
- Acquista Investments Pty Ltd and Veolia Environmental Services (Australia) Pty Ltd v Ahrens

### *Financial Modelling*

Nick has been engaged to, and assisted in, the construction, audit and analysis of numerous financial models in both a litigation context and a business consultancy context. Specific engagements include:

- Construction of a financial model for Duxton Asset Management to calculate projected cash flows to be generated from walnut groves over a 30 year period.
- Interrogation of financial models prepared in proceedings involving the construction of the Royal Adelaide Hospital.
- Construction of financial models used to calculate projected cash flows of Gunns Limited's many timber plantations.
- Construction of financial models calculating various losses in Adelaide Brighton Cement Limited v Veolia Environmental Services (Australia) Pty Ltd.
- Construction of financial models calculating various losses in Adelaide Brighton Cement Limited v Hallett Concrete Pty Ltd & Ors.
- Construction of a financial model used to calculate the forecast annual cash flows of an olive oil business.
- Construction of a financial model used to calculate losses suffered in Integrated Waste Services v Ahrens Engineering.
- Construction of a financial model used to calculate losses in About Life Pty Ltd v Aaron Looczko & Ors.
- Construction of a financial model used to calculate losses in Central Pier (Docklands) & Ors v Development Victoria & Ors.



- Interrogation and audit of various financial models relating to audit and director negligence matters discussed below.

### *Business Valuations*

- Nick has prepared valuations of numerous businesses with a variety of ownership structures, across a broad range of industries. Valuations have been prepared for matrimonial property settlements, commercial disputes, shareholder oppression actions and commercial transactions.

## Nada Nichols

Nada is a highly experienced forensic accountant with extensive international experience.

Nada has recently returned from London where she provided forensic accounting services to individuals, corporations, charities/not for profits, major banks, foreign governments, and international law firms.

Nada's experience includes conducting:

- financial crime and fraud investigations;
- expert witness work, including quantification of loss;
- asset tracing across different financial institutions, entities and countries;
- regulator and court ordered document disclosure; and
- other forensic work, including royalty and cost audits.

Nada brings exceptional project management, data analysis, interviewing and reporting skills to her engagements.

## Engagement Examples

Nada's recent experience includes:

- Investigating a shortfall of over GBP 80 million of client monies, allegedly misappropriated by the managing partner of a UK Financial Conduct Authority regulated wealth management firm, on behalf of the court appointed administrators. Nada's role included managing a team of six staff in the investigation, preparing a funds flow analysis, planning and managing the collection and review of several years of data from a variety of sources and interviewing the entity's personnel. Over 40,000 transactions, spread over 50 bank accounts, were analysed to ascertain the sources and application of the funds, and determine the accounting. Nada's role also included the preparation and presentation of our preliminary findings to the UK's Financial Conduct Authority and the firm's administrators.
- Investigating allegations of fraud at a FTSE 350 company involving pre-paid debit cards and the misappropriation of over GBP 1 million by a member of the finance team for personal use. Nada's role involved managing a team of staff, conducting fact-finding meetings/interviews with relevant client personnel including the company's CFO, the review of several thousand electronic documents and the analysis of banking and financial data. Nada also liaised with the firm's auditors regarding enhanced audit procedures following the discovery of the fraud and drafted the investigation findings report for the board of directors and a secondary report for the police. During the investigation phase, Nada discovered several internal control weaknesses, and these were added as recommendations in the report. The board chose to action all the recommendations in the report.
- Investigating allegations of theft and false accounting involving members of a large private hospital following a report by the UK National Crime Agency. Nada's role was to manage the investigation, which involved the review of several thousand emails, and the company's financial and accounting records. Nada interviewed both perpetrators of the fraud, gaining confessions from both, which ultimately lead to the imprisonment of the perpetrators.



- Acting for the respondent, a foreign government department, for 10 years in relation to an investor-state dispute. The foreign investor made several loss of profits and damages claims against the foreign government and brought actions in both the ICC and ICSID arbitral institutes totalling over EUR 1.2 billion. Nada was the primary client contact on each arbitration liaising closely with the government's legal team including Kings Counsel. Nada drafted a significant proportion of the expert witness reports which quantified the losses suffered by the Claimant and attended the arbitral hearings and assisted with the cross examination of the other side's expert.
- Investigating alleged accounting irregularities with a value in excess of EUR 7 billion by a regulated financial institution for the purpose of a criminal trial against the former directors. Nada assisted with the drafting of the expert witness report into the accounting irregularities, which again stood up to cross examination, and successfully managed the court ordered document disclosure on behalf of her previous firm.
- Undertaking numerous funds flow analyses and asset tracing exercises on behalf of court appointed administrators and liquidators to recover funds to satisfy unpaid creditors.
- Tracing funds in excess of GBP 12 million misappropriated by a former employee of a Russian owned family office and preparing evidence to support the recovery of assets acquired using the misappropriated funds. Nada managed a team of staff in the collection and review of the underlying financial and banking records and the preparation of a detailed funds flow analysis. Nada presented our findings to the client and their litigation team setting out the evidence available to secure recovery of the assets. Nada also assisted the police in their criminal investigation of the theft. As a direct result of Nada's work we were able to recover circa 90% of the misappropriated funds.
- Managing the collection and review of over 3.5 million documents on behalf of a UK administrator in its response to a US court disclosure order in a high profile and highly contentious matter. Nada managed a team of up to 20 staff in collecting, reviewing and producing responsive documents for the US court. Part of Nada's role was to identify and manage potential risks for the firm/administrators.
- Royalty audits on behalf of large UK media corporations, costs/expense audits on behalf of joint venture partners and accounts remediation work.

### **Qualifications**

Nada has extensive qualifications in accounting and finance

#### ***Graduate Diploma of Chartered Accountancy***

Institute of Chartered Accountants Australia (as it was formerly known) 2003/2004 and 2006/2007

#### ***Admission To The Supreme Court Of South Australia***

The Supreme Court of South Australia 2001

#### ***Graduate Diploma In Legal Practice***

Law Society of South Australia 2001





*Bachelor Of Laws (LLB)*

University of Adelaide 1996 -1999

*Bachelor Of Commerce (Accounting Major) (BCOMM)*

University of Adelaide 1995 -1997



**Subject:** Local Government Association Mutual Services 2023

**Responsible Officer:** Leanne Kunoth, Director Corporate Services

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<b>Strategic Outcome</b>	Strategic Plan 2023-2033 Quality Services, Assets and Infrastructure Deliver high standards of customer service and customer experience. Ensure transparent and accountable leadership which drives excellent results.
<b>Financial Implication</b>	There are no specific financial implications identified in this report.
<b>Statutory Implication</b>	Local Government Act 1999
<b>Policy Implication</b>	N/A
<b>Community Implication</b>	There are no specific community implications identified in this report.
<b>Risk Assessment</b>	There are no risks identified in this report.

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### **Purpose**

Information on SA Local Government Mutual Schemes for Clare & Gilbert Valleys Council for 2023.

### **Report**

The self-insured, mutual model has successfully safeguarded South Australian Councils for nearly four decades, protecting their organisations, their people, and the community

The establishment of Local Government Mutual Schemes directly responded to the challenges faced by Councils with volatile risk portfolios and skyrocketing premiums under traditional placements. By pooling risk and embracing the Mutual model, Members access the collective strength of like-minded organisations, driving down costs and maximising efficiencies.

The strength of the Mutual Schemes have stood the test of time, consistently delivering the broadest protection and delivering financial security and predictability with long-

term stable Membership contributions. The self-insured Schemes retain and manage claims risk and purchase reinsurance to cap potential losses and protect the funds.

While reinsurance costs can be volatile, the mutual pool absorbs a significant portion of these increases, alleviating the burden on Members and generating substantial savings. Even amidst escalating costs and market failures in the global insurance market, Local Government Mutual Schemes and Funds remain steadfast, ensuring the continuity and resilience of the Local Governments' financial well-being.

Every year, independent Actuarial advice determines the target surplus that the Schemes must retain to cover projected future claim liabilities. A key benefit of the Schemes is that when the capital surplus exceeds projected requirements, the Board will return funds back to Members by way of Special Distributions and/or allocations to the Risk Incentive Programs.

#### **Clare & Gilbert Valleys Council – 2023/2024**

<b>Annual Member VALUE of Scheme &amp; Fund Membership</b>	<b>\$407,268</b>
<b>Local Government Workers Comp Scheme – Special Distribution</b>	<b>\$ 5,910</b>
<b>Local Government Mutual Liability Risk Incentive Program</b>	<b>\$ 9,212</b>
<b>Local Government Asset Mutual Fund</b>	<b>\$ 19,407</b>

There are four components to the LGA Mutual Services:

1. Local Government Workers Compensation Scheme – Provide workers compensation insurance to employees
2. Local Government Asset Mutual Fund – Insures property, cyber, refuse sites, bridges, vehicles, buildings etc
3. Local Government Mutual Liability Scheme – Provides public liability insurance
4. Local Government Income Protection Fund – Provides income protection insurance for employees

#### **Attachments**

SA Local Government Mutual Schemes for Clare & Gilbert Valleys Council for 2023.

#### **Recommendations**

Moved: Cr  
Seconded: Cr

That Council note the SA Local Government Mutual Schemes for Clare & Gilbert Valleys Council for 2023 report.

# Clare & Gilbert Valleys Council

ANNUAL MEMBER VALUE OF  
SCHEME & FUND MEMBERSHIP

\$407,268



**85%**

Value being part of an industry-based self-managed Scheme & 72% are proud to be part of the SA Mutual Schemes.



**\$7.4m**

Total LGAWCS and LGAMLS Risk Incentive Program funding allocated to Members since the program's inception.



**\$304m**

Saved by Local Government being a Self-Insured employer.



**\$44.3m**

Special Distributions returned to the sector to date.

**“Our Local Government Schemes continue to deliver outstanding value for money with stable contributions and a focus on delivering risk support tailored for the sector.”**

**Clinton Jury**  
CEO, Local Government Association

# Mutual Risk Schemes

## *Fostering collaboration & shared success*

Where collective efforts yield remarkable outcomes, South Australia's Local Government Mutual Schemes stand as a shining example of shared vision and commitment. The self-insured, mutual model has successfully safeguarded 100% of South Australian Councils for nearly four decades, protecting their organisations, their people, and the community.

Drawing upon a deep understanding of the Local Government risk landscape, the Schemes invest and provide tailored support to Members, encompassing WHS & Risk advice, legal assistance, injury management, claims management and customised programs. By prioritising investment in customised risk mitigation programs, claim numbers and costs are actively reduced, allowing Members to take control of the cost of risk. This strong focus on risk prevention and mitigation is what sets this mutual model apart from traditional insurance and has delivered long-term financial stability.

Every year, independent Actuarial advice determines the target surplus that the Schemes must retain to cover projected future claim liabilities. A key benefit of the Schemes is that when the capital surplus exceeds projected requirements, the Board will return funds back to Members by way of Special Distributions and/or allocations to the Risk Incentive Programs.

The remarkable performance of the Local Government Mutual Schemes is a testament to the power of collaboration and a shared commitment to continuous improvement. Working together, the mutual model empowers South Australian Councils to thrive and excel, creating a safer, more secure future for all.

Clare & Gilbert Valleys Council	
<p><b>\$1m</b></p> <p>LGAWCS Special Distribution to all Members in 2023/24.</p>	<p><b>\$5,910</b></p> <p>LGAWCS Special Distribution allocation to Clare &amp; Gilbert Valleys Council in 2023/24.</p>
<p><b>\$500k</b></p> <p>LGAWCS allocation to the Risk Incentive program in 2023/24.</p>	
<p><b>\$2,955</b></p> <p>LGAWCS Risk Incentive Funds allocated to Clare &amp; Gilbert Valleys Council in 2023/24.</p>	<p><b>\$9,212</b></p> <p>Member total Risk Incentive program balance (LGAWCS &amp; LGAMLS)</p>
<p><b>\$1m</b></p> <p>LGAAMF Performance Bonus</p>	<p><b>\$19,407</b></p> <p>Clare &amp; Gilbert Valleys Council LGAAMF Performance Bonus</p>

# In a volatile risk environment, *Members can turn to the proven reliability of the Mutual model*

The establishment of Local Government Mutual Schemes directly responded to the challenges faced by Councils with volatile risk portfolios and skyrocketing premiums under traditional placements. By pooling risk and embracing the Mutual model, Members access the collective strength of like-minded organisations, driving down costs and maximising efficiencies.

The strength of the Mutual Schemes have stood the test of time, consistently delivering the broadest protection and delivering financial security and predictability with long-term stable Membership contributions. The self-insured Schemes retain and manage claims risk and purchase reinsurance to cap potential losses and protect the funds. While reinsurance costs can be volatile, the mutual pool absorbs a significant portion of these increases, alleviating the burden on Members and generating substantial savings. Even amidst escalating costs and market failures in the global insurance market, Local Government Mutual Schemes and Funds remain steadfast, ensuring the continuity and resilience of the Local Governments' financial well-being.

**\$38.9m**

Annual Scheme value  
of membership.



**\$25.9m**

Estimated value of WHS  
& Risk management  
platforms & programs.



**\$73m**

Since inception,  
LGIPF has paid in  
lost wages to support  
Member's employees.



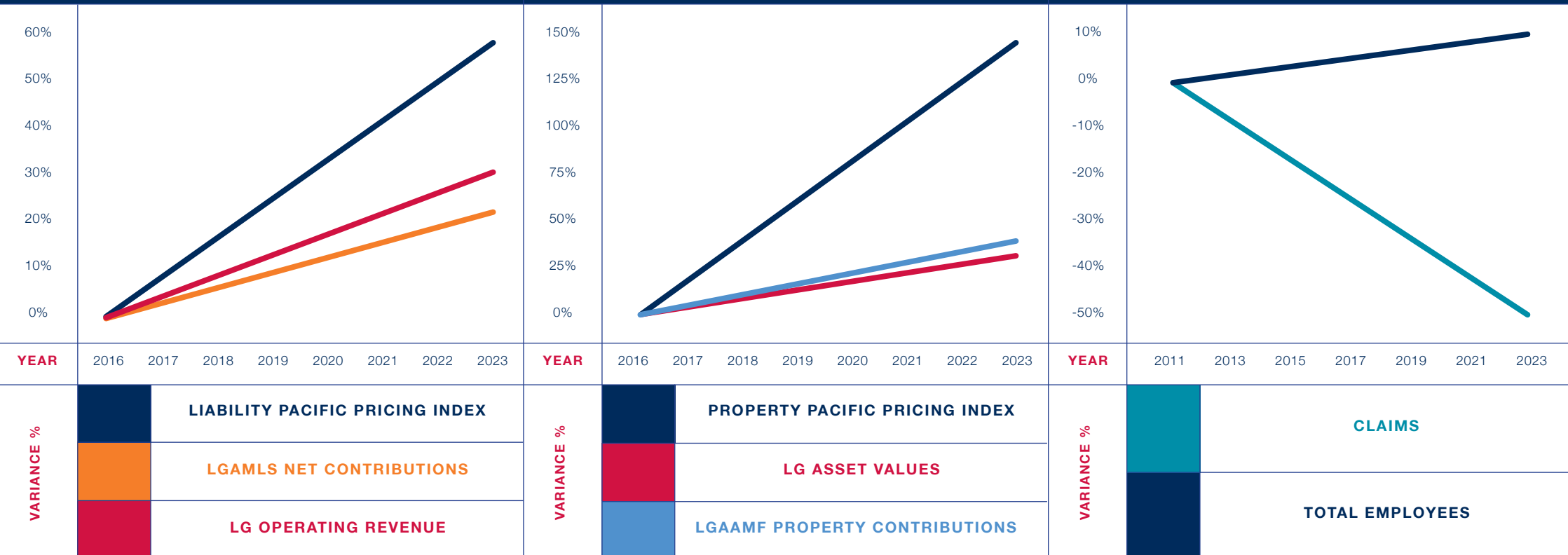
**9/10**

In the LGASA  
Member Survey, the  
Schemes were rated  
9/10 for Value for  
Money, with CEO's  
rating them 10/10.

The LGAMLS Member **contributions have remained stable**, despite liability insurance market escalation and collective Member operating revenues and risk profiles evolving significantly.

With Asset values experiencing major inflation and property insurance market escalation, the LGAAMF **contributions remain consistent**.

LGAWCS **claim numbers remain at record lows**, despite employee numbers increasing. This, coupled with stabilised average claim costs has enabled the average rate to be **reduced to 2.47%**.





**In an ever-changing risk environment, the LGAMLS and the Mutual model absorb the volatility of global liability insurance, providing annual contributions that remain stable, with increases significantly lower than those in the traditional market.**



**Extending State Government Treasurer's Indemnity**

This fortifies long-term security for Local Government. The LGAMLS intergovernmental alliance continue to safeguard Members' interests.



**Stable Member contributions**

In an ever-changing world, the LGAMLS absorb the volatility of the global liability insurance market, providing annual contributions that remain stable.



**Statutory Immunities**

The sector continues to successfully interpret and apply Statutory Immunities, with LG Statutory Immunities defending around 68% of all claims.



**Elected Member behavioural support**

Development of risk management framework Behavioural Standards Risk Management Service (BSRMS) that supports the new Elected Member Behaviour Standards.



**Emergency management**

Continued commitment to the iResponda Emergency Management framework and the LGA Functional Support Group.



**Effectively navigate regulatory requirements**

Provision of Legislative and Regulatory support from the Scheme and Legal panel.



**Best practice risk guidance**

The LGRS Member Centre offers tailored Best Practice Risk Guides for the sector, spanning topics like Playgrounds, Unsealed Roads, Event Management and more.



**Strategic risk support**

Continued expansion of the Strategic Risk services available to Members. Over 50 Members engaged in 2022/23.

**LGAMLS CLAIM NUMBERS BY CAUSATION LAST 5 YEARS:**

**38%**  
Environmental/Reserve

**4%**  
Building/  
Property

**5%**  
Leisure

**5%**  
Prof.Services/  
Decisions

**23%**  
Footpath & Nature Strip

**25%**  
Roads

**The LGAWCS continues to be focused on its commitment to ensuring all employees return home safely each day, delivering a range of sector programs to proactively address WHS risks.**

**92%**

Claimants made a full Return to Work.

**2.47%**

Rate reduction from 2.51% in 2022/23 FY.

**34%**

of Councils will enjoy rates below 2.2%, following exceptional claims performance and 100% completion of WHS Action Plans.



**Renewed Self-Insurance License**

In September 2022, the LGASA successfully extended the RTWSA Self-Insurance license for a further 4 years.



**438 new claims**

This is a 4.5% increase on last year's record low.



**Stabilising claim costs**

Average claims cost has stabilised at around \$17,000 per claim. Notably, psychological claims remain 9% of total claims, with the cost of a claim 3 times higher than average.



**Expansion of psychological support**

The LGAWCS Mentally Healthy Workplace pilot program will expand from 8 pilot Members in FY2024, addressing an essential aspect of well-being.



**New LG Safe WHS framework**

The ongoing development of the new LG Safe WHS framework aims to enhance Member experience.



**Employee Health initiatives**

Through the Healthy Lifestyle Program, 4,400 Employee Health Checks and Skin Screenings have been funded.



**Ageing & Work Health**

A remarkable 38 Members are actively engaged in the Ageing & Work Health Program, with an upcoming focus on Noise Induced Hearing Loss (NIHL) in FY2024.



**Continued risk programs**

The LGAWCS continues to fund vital long-standing risk programs: Skytrust, ChemAlert, OHS Alert, certified First Aid Training, Vocam/ELMO, and Safety Leadership.

**LGAWCS CLAIMS BY CAUSATION**

**38%**  
Body Stressing

**7%**  
Mental Stress

**6%**  
Hitting Objects

**7%**  
Vehicle Incidents / Other

**10%**  
Sound & Pressure

**16%**  
Falls, Trips & Slips Of A Person

**16%**  
Moving Objects  
325

**The LGA Asset Mutual Fund protects Council assets worth over \$8.5b. To proactively address Member risks, the LGAAMF funds a range of financial, property, motor, cyber and waste management programs.**



**Storm and weather events**

The frequency and severity of weather-related events continues to impact Member assets with storm/flood-related water damage accounting for \$8.6m in property damage claims paid by the LGAAMF in the last 5 years.



**Leading in cyber security**

Members continue to receive funded Cyber Risk programs delivered by Cyber CX.



**Local Government vulnerability**

Members will continue to be offered the National Vulnerability program in 2023/24, building sector resilience, adaptability, preparedness and post-disaster recovery capability.



**Hidden values**

LGAAMF's asset valuation funding enables declared values to accurately represent replacement costs in the event of catastrophic loss, which face uncertainty due to sensitivity to inflation.



**Fleet management**

Introduction of the innovative LG Motor Fleet Risk Management Program, addresses increased claims and accidents, benchmarking safety performance and fostering improvement. Over 60% of motor claims are 'driver fault'.



**Tackling environmental risks**

In identifying and addressing higher fire and environmental risks associated with Waste Management Assets, the Waste Management Risk Profiling Program ensures sustainable protection for these asset types, promoting long-term security.



Continued Performance Bonus allocation back to Members in 2023.

**LGAAMF CLAIMS BY CAUSATION OVER LAST 5 YEARS**

**47%**

Storm, Tempest & Water Damage

**19%**

Impact Damage (9%) + Other (5%) + Machine/Computer Breakdown (3%) + Accidental (2%)

**9%**

Vandalism

**13%**

Fire, Explosion & Lighting

**12%**

Theft & Burglary

**The Local Government Income Protection Fund (LGIPF) enables Members to extend exceptional value for money, protection and benefits to their employees that could not be obtained in the market.**



**Lost wages coverage**

Since 2005, LGIPF has paid \$73m in lost wages to support its Members.



**Cost-effective coverage**

Despite rising claim costs, LGIPF has maintained comprehensive Income Protection coverage.



**Tailored Member benefits**

LGIPF provides specialised Member protection with low waiting periods and 100% loss of wages for up to 2 years.



**Employer of choice**

Income protection is a mutually beneficial arrangement that has enriched the financial well-being of employees and continues to be a tool Members can use to attract high-calibre candidates seeking stable careers and holistic benefits.



**3,325**

Employees who have benefited from the LGIPF support during times of financial need since inception.

**LGIPF CLAIMS BY CAUSATION LAST 5 YEARS**

**39%**  
Injury & Trauma

**20%**  
Musculoskeletal system/  
Connective tissue (9%)  
+ Other (11%)

**13%**  
Psychological (10%)  
+ Respiratory  
system (3%)

**12%**  
Cancers (10%) +  
Nervous system &  
sense organs (2%)

**12%**  
Circulatory System  
(7%) + Digestive  
system (5%)

**4%**  
Infectious  
327/ Parasitic  
Disease



# Ranking key risks: *Local Government leaders' insights*

Every year, JLT Public Sector conducts a Key Risk Indicator Survey in collaboration with Local Government CEOs and General Managers across Australia. This survey aims to gain insights into the primary risks perceived by the sector's Mutual Scheme Members. As this initiative enters its sixth year, the sector's landscape has changed, influencing the key risk landscape.

A key benefit of the Mutual Schemes is the investment in proactive risk initiatives. There are lag indicators like claims from the sector, but importantly lead indicators like what is obtained through the Local Government Risk Report enable the Schemes to allocate risk funding and focus where it is most needed.

The diagram visually illustrates the shifts in top risk rankings between 2018 and 2022. This diagram showcases how risk priorities have evolved.



## TOP 5 RISKS RANKED OVER 5 YEARS

	2018	2019	2020	2021	2022
1.	FINANCIAL SUSTAINABILITY	FINANCIAL SUSTAINABILITY	FINANCIAL SUSTAINABILITY	FINANCIAL SUSTAINABILITY	FINANCIAL SUSTAINABILITY
2.	ASSETS & INFRASTRUCTURE	CYBER SECURITY	ASSETS & INFRASTRUCTURE	CYBER SECURITY	CYBER SECURITY
3.	NATURAL CATASTROPHES	NATURAL CATASTROPHES	DISASTER OR CATASTROPHE	ASSETS & INFRASTRUCTURE	ASSETS & INFRASTRUCTURE
4.	CYBER SECURITY	ASSETS & INFRASTRUCTURE	CYBER SECURITY	DISASTER OR CATASTROPHE	BUSINESS CONTINUITY
5.	BUSINESS CONTINUITY	BUSINESS CONTINUITY	BUSINESS CONTINUITY	BUSINESS CONTINUITY	DISASTER OR CATASTROPHE

# 2023 in focus: *Scheme Protection and Risk management solutions aligned with the Sectors Top Risks*

The subsequent sections unveil the concerns surrounding risk for Local Government, accompanied by an overview of Scheme protection, and risk management solutions for Member's peace of mind.



## 1. FINANCIAL SUSTAINABILITY

2. CYBER THEFT & FRAUD



3. ASSETS & INFRASTRUCTURE



4. BUSINESS CONTINUITY



5 & 6. DISASTER, CATASTROPHE & CLIMATE CHANGE



7. STATUTORY & REGULATORY REQUIREMENTS



8. HR MANAGEMENT



9. WASTE & ENVIRONMENTAL MANAGEMENT



10. INEFFECTIVE GOVERNANCE



## RISK CONCERN

## SCHEME/FUND PROTECTION

## RISK MANAGEMENT BENEFITS FOR MEMBERS

1

### Financial Sustainability

The perennial 'number one risk' for the sector. Financial constraints to invest in the future and manage community expectations, being a common theme. The underlying factors vary greatly across the sector.



- Mutual Schemes deliver certainty in periods of uncertainty with the most extensive protection in Australia.
- Mutual Schemes that deliver consistency, reliability and predictability for financial planning purposes.
- Performance Bonuses & Special Distributions returned to the Members, unlike insurance where the Insurance companies retain the profits.
- LGAWCS & LGAMLS Risk Incentive Program enables Scheme Members strategic funding for various initiatives embodying proactive risk mitigation and resources.

- Risk & WHS Specialists proactively working with members to maintain Workers Compensation Self-Insurance.
- Consistent application of Civil liability immunities, mitigating Local Government exposure.
- State Government support through the Treasurer's Indemnity.
- Investment in funded Risk mitigation programs.

2

### Cyber, Theft, Fraud & Crime

With high-profile attacks on organisations gaining personal client data, the focus is on how to protect constituent data.



- Member protection against internal and external theft, fraud and crime, including cyber-crime.
- LGAAMF Crime Cover new in 2022-23
- Discretionary protection for Council IT Assets, including Cyber Security and Data Protection.
- Protection that extends to reinstatement of data in the event of a Cyber breach.
- Cyber and Data Security public relations expenses following a privacy breach.

- LGAAMF Members receive access to the Cyber CX Risk programs.
- Phriendly Phishing Program - addressing phishing attacks through simulation and audit solutions.
- Cyber Security Uplift Program - Cyber Risk Assessments and a new Cyber Penetration program.

3

### 3. Assets & Infrastructure

With the major disaster and catastrophic events in 2022 – the impact on aged infrastructure is a serious concern.



- Discretionary asset protection for property, machinery, equipment, vehicles, technology assets and plant equipment.
- Protection that includes Business Interruption in the event of direct physical loss or damage of property.

- Risk advice on critical asset protection in the event of an extreme weather event.
- LGAAMF funded BCP's, Thermographic Inspections, Asset surveys.
- Access to tailored Business Interruption programs.
- Annual financial contribution towards Asset Valuations for all Members.

	<b>RISK CONCERN</b>	<b>SCHEME/FUND PROTECTION</b>	<b>RISK MANAGEMENT BENEFITS FOR MEMBERS</b>
<p style="text-align: center; font-size: 2em; font-weight: bold;">4</p> 	<p><b>4. Business Continuity</b></p> <p>The events of the past three years have impacted Business Continuity. This has a domino effect on Council servicing the community.</p>	<ul style="list-style-type: none"> <li>• Discretionary protection of all Council assets which extends to Business Interruption, including property and the reinstatement of critical services.</li> <li>• Members receive broad civil liability protection, satisfying statutory obligations under the Local Government Act. Backed by the Treasurer's Indemnity.</li> </ul>	<ul style="list-style-type: none"> <li>• Provision of Member specific risk consultants.</li> <li>• LGAAMF funded BCP and Business Interruption Programs.</li> <li>• Continued support for iResponda and Member access to the Local Government Vulnerability Programs.</li> </ul>
<p style="text-align: center; font-size: 2em; font-weight: bold;">5 &amp; 6</p> 	<p><b>5 &amp; 6. Disaster, Catastrophe &amp; Climate Change</b></p> <p>Catastrophic flooding events in 2022/23 have significantly impacted LGs across Australia. Communities have not been able to recover before a major event has occurred again and this is affecting Councils, as the unpredictability makes it difficult to develop and implement new policies and programs.</p>	<ul style="list-style-type: none"> <li>• Members receive broad civil liability protection, satisfying statutory obligations under the LG Act. Backed by the Treasurer's Indemnity.</li> <li>• LGAAMF Protection well beyond traditional insurance, including discretionary protection of Council assets.</li> </ul>	<ul style="list-style-type: none"> <li>• Advocacy with key Government stakeholders to manage and retain the Treasurer's Indemnity.</li> <li>• Representation on the LG Emergency Management Support Group.</li> <li>• Management and delivery of iResponda and Community Resilience Program.</li> <li>• National Local Government Vulnerability program to build resilience, adaptability, preparedness and post-disaster recovery.</li> <li>• Crisis Recovery Counselling Service.</li> </ul>
<p style="text-align: center; font-size: 2em; font-weight: bold;">7</p> 	<p><b>7. Statutory &amp; Regulatory Requirements</b></p> <p>The continued shifting of responsibility to Local Government, along with new regulations present Councils with challenges to resource effectively.</p>	<ul style="list-style-type: none"> <li>• LGAWCS engages safety regulators and monitors the legislative environment for changes.</li> <li>• Council statutory liability protection with respect to WHS legislation.</li> <li>• LGAMLS extends Professional Indemnity protection to Members.</li> </ul>	<ul style="list-style-type: none"> <li>• Sector advocacy with key State Government Agencies and Regulators.</li> <li>• Regulator engagement and advocacy.</li> <li>• Legal advice provided from all Mutual Schemes.</li> <li>• Access to Member specific Risk and Safety Advisors and access to Strategic Risk services.</li> </ul>



**RISK CONCERN**

**SCHEME/FUND PROTECTION**

**RISK MANAGEMENT BENEFITS FOR MEMBERS**

8

**HR Management**

Challenges with attracting and retaining necessary skills, particularly in the regions. Ageing profile of the sector also is a factor.

- LGAMLS extends Employment Practices liability protection to Members.
- LGAWCS provides WHS, Risk and Legal advice as well as Claim and Injury Management services.
- LGIPF enables Members to extend income protection to employees with benefits beyond what can be purchased.
- LGAWCS Subsidised Pre-Employment Screening program introduced in 2023/24.

- Expert support and advice on WHS System development. Members can have staff trained to be certified WHS Practitioners.
- Expert engagement of key stakeholders and regulators; RTWSA, Safework SA, Office of Technical Regulator, Risk & Safety Consultants across the State.
- Employee access to annual health checks and skin screening which now extends to Health and Well-being and funded First Aid training programs.
- Access to Ageing & Work Health program and support tools, including subsidised pre-employment testing.
- LGAWCS Mentally Healthy Workplaces pilot program.



9

**Waste / Environmental Management**

The ability to manage waste and meet community expectations surrounding managing waste environmentally are a concern for Council.

- Civil liability protection for Members with claims emanating from environmental and landfill related contamination.
- Civil liability protection for sudden and accidental pollution protection
- Council Premises statutory liability protection for loss arising from Environmental Pollution.

- Scheme Advocacy with key stakeholders like the EPA and DIT.
- Risk management advice on climate adaptation and critical asset protection.
- LGAWCS funded provision of ChemAlert.
- LGAMLS & LGAAMF – funded provision of the Waste Management Risk Profiling Program.



10

**Ineffective Governance**

Presents Local Government with challenges with potential to impact many aspects of operations, including Elected Member behaviour, financial and procurement controls and regulatory oversight.

- Members receive broad civil liability protection, satisfying statutory obligations under the LG Act. Backed by the Treasurers Indemnity.
- The LGAMLS & LGAWCS provide members with complimentary support and advice on governance and regulatory matters that present a risk or potential claim to Members.

- Risk advice and advocacy with regulators.
- Support and training provided on WHS compliance, including Due Diligence training.
- Coordination of Local Government WHS and Risk Forums to enable best practice sharing.
- Provision of funded Mock Court Simulations.
- Access to the LGRS Elected Member Behavioural Risk Management service to proactively respond to issues that may give rise to a risk or claim.



# Member Centre

The LGRS Member Centre is an interactive knowledge hub for your risk management needs. It offers you exclusive Member-only access to claims performance, history and lodgement; all you cover details; and risk management information, tools and resources.

Login via [lgrs.com.au](http://lgrs.com.au)

Our team possesses multifaceted industry knowledge and a deep understanding of Local Government. We are dedicated to working closely with you, offering a comprehensive range of services and customised risk solutions. With a client-first philosophy at our core, we leverage our expertise to guide your path forward and address your evolving needs with tailored solutions.

## LGRS

**Tony Gray, General Manager**

8235 6408 | [tony.gray@jlta.com.au](mailto:tony.gray@jlta.com.au)

## Client Services / LGAAMF & LGIPF

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## LGAWCS - Injury Management

**Matthew Barton, IM Manager - LGA Authorised Officer**

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## LGAWCS & LGAMLS - WHS & Risk Manager

**Stevie Sanders**

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**Subject: Council Policies**

**Responsible Officer: Leanne Kunoth, Director Corporate Services**

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<b>Strategic Outcome</b>	Strategic Plan 2023-2033 Quality Services, Assets and Infrastructure Deliver high standards of customer service and customer experience. Ensure transparent and accountable leadership which drives excellent results.
<b>Financial Implication</b>	There are no specific financial implications identified in this report.
<b>Statutory Implication</b>	Local Government Act 1999
<b>Policy Implication</b>	N/A
<b>Community Implication</b>	There are no specific community implications identified in this report.
<b>Risk Assessment</b>	Failure of Council to approve policies in accordance with Local Government and other legislation with a risk rating of low.

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**Purpose**

Review of Council Policies as required.

**Report**

The following five policies are due for the standard time review and as part of that review administration has identified the following changes:

**1. Draft Community Financial Assistance Policy**

This Policy is not required by legislation, this policy is due for review. The Policy has been updated for operational changes, this includes clarifying the parameters around how future community sport and recreation projects are funded outside the budget process.

This Policy was created by Council to forecast to the community how donations, community funding and loans to community organizations are managed.

It is recommended to approve the reviewed Policy.

## **2. Draft Event Management Policy**

This Policy is not required by legislation, this policy is due for review. The Policy has been updated for operational changes.

This Policy was created by Council to assist community group and other event organizers to coordinate with Council regarding the running of events. To assist the public there is an Event Management Form, which is available on the Council website.

It is recommended to approve the reviewed Policy.

## **3. Draft Event Financial Support Policy**

This Policy is not required by legislation, this policy is due for review. The Policy has been updated for operational changes.

This Policy was created by Council for the distribution of the Council event grant funding. Administration have made changes to the Policy for the consideration of Council.

It is recommended to approve this reviewed Policy.

## **4. Draft Footpath Verge Policy**

This Policy is not required by legislation, this policy is due for review. The Policy has been updated for operational changes.

Administration are working on a footpath strategy that will work together with this Policy.

It is recommended to approve this reviewed Policy.

## **5. Draft Procurement Policy**

This Policy is required by the Local Government Act, The Policy has been updated for operational changes.

The major change in this Policy is to ensure that contract variations, where required, come back to Council for approval.

It is recommended to approve this reviewed Policy.

## **6. Draft Sale of Built Asset Disbursement of Funds Policy**

This Policy is not required by legislation, and is a new proposed Policy.

It aims to facilitate fair and equitable distribution of funds from the sale of CGVC built assets, and to articulate an application process and evaluation criteria to be followed in relation to the provision of such funds.

It is recommended to approve this Policy.

## **Attachments**

1. Draft Community Financial Assistance Policy
2. Draft Event Management Policy
3. Draft Event Financial Support Policy
4. Draft Footpath – Verge Policy
5. Draft Procurement Policy
6. Draft Sale of Built Asset Disbursement of Funds Policy

## **Recommendations**

Moved: Cr  
Seconded: Cr

That Council approve the reviewed Draft Community Financial Assistance Policy.

Moved: Cr  
Seconded: Cr

That Council approve the reviewed Draft Event Management Policy.

Moved: Cr  
Seconded: Cr

That Council approve the reviewed Draft Event Financial Support Policy

Moved: Cr  
Seconded: Cr

That Council approve the reviewed Draft Footpath – Verge Policy

Moved: Cr  
Seconded: Cr

That Council approve the reviewed Draft Procurement Policy

Moved: Cr  
Seconded: Cr

That Council approve the new Draft Sale of Built Asset Disbursement of Funds Policy.

**OR**

Moved: Cr  
Seconded: Cr

That Council adopt the reviewed Draft Community Financial Assistance Policy, the Draft Event Management Policy, Draft Event Financial Support Policy, Draft Footpath Verge Policy and Draft Procurement Policy

Moved: Cr

Seconded: Cr

That Council approve the new Draft Sale of Built Asset Disbursement of Funds Policy.



# Community Financial Assistance Policy

<b>Responsible Officer</b>	Chief Executive Officer
<b>Relevant Delegations</b>	Director Corporate Services
<b>Legislation and References</b>	Local Government Act 1999

## 1 Overview

The purpose of this policy is to:

- Encourage community groups to partner with Council in delivering on key objectives from the Strategic Plan.
- Process requests from Community Organisations for financial assistance including donations, contributions, grants, interest free loans, interest loans and in-kind assistance received during the year that are not specifically referenced in the annual budget.
- Set out the evaluation criteria to be followed in relation to the provision of this financial assistance.

## 2 Background

- Council will make provision in its Annual Business Plan and Annual Budget for specific donations, sponsorships and contributions to community, charitable and sporting organisations or events.

These include, but are not limited to:

- Christmas Celebrations
- Section 41 donations.
- Free use of the Clare Town Hall as applied for throughout the year and approved by the CEO under delegated authority.
- Donations to Peak Bodies (refer Item 5)
- Community Asset Grant Scheme (refer to criteria)
- [One off donations to community and or sporting organisations to be granted through the budget process](#)
- Council will make provision in its annual budget for donation, sponsorship and contribution requests received throughout the year through the **Donations Upon Request** budget allocation.
- There is also an amount allocated for in kind, traffic control, waste, clean up after, etc. for Community Event costs

Community Donations Upon Request
Community Events Council Costs

File Path	Last review	Next review	Page
	March 2024 <del>August 2023</del>	March 2028 <del>August 2028</del>	Page 1 of 8

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# Community Financial Assistance Policy

- Preference will ordinarily be given to local applicants or requests that have a direct and tangible benefit to the local community.

### 3 Procedure

All requests for donations, sponsorships and contributions must be received in writing at least:

- 7 days prior to the activity or project (for Community Organisations / Charitable Organisations / Special Needs Groups
- 30 days prior to the event (for Special/Local Events).

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The Chief Executive Officer under delegated authority, subject to the consideration of this Policy and provision in the current Council budget, to approve requests for donations, sponsorships and contributions as follows:

- Community Organisations / Charitable Organisations / Special Needs Groups for activities or projects of direct benefit to the local community– up to \$3,000.
- Special / Local Events  
For special community events that have a direct benefit to the local community - up to \$5,000  
These events are classified as "Local Events" being events that are private, small in attendance, primarily local visitors eg: street parties, country markets, Christmas functions, organised and managed locally.  
Please refer to the Events- Financial Support Policy on the Council website

**Requests for donations outside these criteria shall be referred to Council for decision.**

- Sporting, recreational and community organisations are encouraged to use Council's Community Asset Scheme to seek financial support for a project, rather than asking Council for a donation.
- Requests from individuals to attend and/or participate in sporting or recreational events will not be supported.
- Requests from sporting or recreational organisations will not be supported outside the yearly budgetary process.
- Only one donation, sponsorship or contribution allocation will be granted in any financial year for a particular project or activity. For the purposes of this policy a Community Asset Grant will be considered a donation.

File Path	Last review	Next review	Page
	March 2024 August 2023	March 2028 August 2028	Page 2 of 8

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## Community Financial Assistance Policy

- It shall be a condition of provision of a donation, sponsorship or contribution that Council's allocation is formally acknowledged in any publicity promoting the activity of the project.
- An allocation may take the form of an in-kind service, e.g. street closure, reduction or waiving a venue hire or other charges.

### 4 Community Asset Grant

The Community Asset Grant Scheme aims to support the Clare & Gilbert Valleys Council strategic objectives by providing assistance to community groups with limited financial assistance.

The Council is committed to encouraging community and Council groups in the Council area to conduct projects that are of benefit to the community. The Asset Grant Scheme is a way of empowering communities to apply for funding to progress and improve their local area through planned assistance and equitable distribution of limited funding from Council.

**Each year Council will allocate funding for the Community Asset Grant Scheme in its Annual Business Plan and Annual Budget. Eligible organisations are invited to apply for grants when the guidelines for grants are issued each year.**

**A mixture of large and small grants will be made available to applicants. Small grants are to a maximum of \$3,000 available for projects to a maximum value of \$4,500. Large grants are to a maximum of \$10,000, available for projects greater than \$4,500 in value, where a minimum of 1/3 of the value of a project worth \$4,500 or more is paid by the applicant.**

**Applications for Community Asset Grants under this Policy will be considered by a committee made up of Council Members and Administration. That committee will put recommendations forward to Council for consideration and approval.**

These applications are competitive and therefore applications that answer all applicable questions and include supporting documentation are more likely to be successful.

#### Ineligible Projects

- Volunteer groups who are associated with Council run facilities e.g. Libraries
- Community groups who have previously failed to provide an acquittal /evaluation to Council from previous grant rounds
- Projects that have commenced prior to or have been finalised prior to application
- Projects that do not lead to asset development

File Path	Last review	Next review	Page
	March 2024 August 2023	March 2028 August 2028	Page 3 of 8

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## Community Financial Assistance Policy

- Deficit funding - for organisations which are experiencing a shortfall in cash or revenue or anticipated revenue
- Recurring operating costs
- Proposals where alternative sources of funding are available
- Upgrading of Government or privately owned assets
- Projects for other Government bodies and Projects for private organisations
- Previously purchased items
- Committees of Council (Section 41s)

### Eligible Organisations

- Not for profit organisations only
- Incorporated organisations

### At Completion

- A financial acquittal will be required from all successful applicants and must be in the format of the acquittal form which will be supplied and include supporting source documents and photographic evidence.
- Organisation will be required to produce evidence of acknowledgement of Council's contribution (e.g. The Mayor was asked to open, a plaque was placed at the site, mention was made in a newsletter article etc)
- All Council funding needs to be expended, any unspent portions are to be returned to Council at the completion of the project

### 5. Peak Body Associations

There are 13 communities across the Council area that are represented by an Incorporated Association that provides support for local amenities and initiatives. Council recognises the contribution made by these organisations and provides an annual contribution each year as part of the preparation of its Annual Business Plan and Budget to the following groups:-

Auburn Community Development Committee	Marrabel & Districts Community Association
Manoora Community Committee	Rhynie Improvement Scheme <a href="#">(in hiatus)</a>
Mintaro Progress Association	Richardson Park Committee
Riverton Community Management Committee	Stanley Flat Soldiers Memorial Hall Inc
Saddleworth & District Community Association	Tarlee Hall & Community Services

File Path	Last review	Next review	Page
	<del>March 2024</del> August 2023	<del>March 2028</del> August 2028	Page 4 of 8

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# Community Financial Assistance Policy

Stockport Community Association	Watervale Community Association Inc
Waterloo Soldiers Memorial Hall Committee	

## 6. Standing Events

Each year Council will provide the allocations for Council managed events in the Annual Business Plan and Annual Budget.

Australia Day
NAIDOC
Volunteer Recognition

## 7. International Relations

Council may provide an allocation towards the Bizen, Japan Sister City relationship as appropriate in the Annual Business Plan and Annual Budget.

## 8. Community Loans

### 8.1 Application for Loan

Incorporated not-for-profit community organisations may make written application to Council to borrow funds or for Council to act as guarantor for community projects.

Applications to Council for the guarantee or provision of a loan from local organisations will be considered by Council where:

- The applicant has submitted copies of audited financial statements of the previous three fiscal years or such lesser period that the organisation has been in operation.
- The applicant can demonstrate, to the satisfaction of Council, that in all probability it will be able to meet instalment payments as and when they become due.
- The applicant is a community organisation, sporting club or such other venture which does not have a profit-earning motive satisfactory to the Council; and
- In instances where the work, undertaking or facility will not be undertaken on Council property, the organisation can provide sufficient security to enable the Council to satisfactorily recover any amounts due.

File Path	Last review	Next review	Page
	March 2024 <del>August 2023</del>	March 2028 <del>August 2028</del>	Page 5 of 8

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# Community Financial Assistance Policy

The applicant must provide the following information:

- Purpose of the loan or guarantee;
- Reason for the need for the loan or guarantee;
- Amount and term of loan or guarantee;
- Previous loan history;
- A demonstrated ability to meet repayments;

## 8.2 Loans Conditions

Successful applicants will be required, during the term of the loan or guarantee:

- To have and maintain appropriate insurance policies, to the satisfaction of the Council, covering all aspects of the work, undertaking or facility during the term of the guarantee;
- To keep Council informed by letters addressed to the Chief Executive Officer, of the address of the registered office, if any, and the names and addresses of the organisation's office bearers;
- To provide to Council a copy of the annual audited financial statement and copies of the annual non-financial reports, each year within 60 days of the organisations AGM;
- To keep Council informed of any issue or risk that may arise during the loan period that will influence the ability of the organisation to meet payments as and when they fall due.

Where the loan is for a project on Council owned or Council controlled land, there must be a current lease over the land for a period exceeding the term of the loan. Any current lease agreement will acknowledge that in the event of default, the Council may terminate the lease.

Council may at its discretion, charge any late fees or penalty interest if repayments by community groups are not made when due.

Interest will be charged on loans consistent with that available through the Local Government Finance Authority (regardless of whether the loan is funded by the Authority or not). Council will not provide interest free loans under any circumstance.

## 8.3 Acquittal of Loan or Cessation of Guarantee

Within 60 days of the final loan payment to Council or where the Guarantee facility is no longer required, the organisation must undertake an evaluation

File Path	Last review	Next review	Page
	March 2024 <del>August 2023</del>	March 2028 <del>August 2028</del>	Page 6 of 8

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## Community Financial Assistance Policy

of the project or activity that was funded or supported by Council and provide the following information to the Council:

- Summary of project success;
- Comparison of planned outcomes to actual achievements;
- Finance summary;
- Evidence of Council acknowledgement;
- Any other reasonable information that is requested by Council.

Any organisation that does not meet these requirements may be ineligible for consideration for any future assistance.

### 9. Budget

Council will determine a Budget for Community Financial Assistance purposes during the preparation of its Annual Business Plan and Budget each year to identify allocations for:

- Council organised and funded events
- Community organised, Council supported events
- Applications from eligible organisations
- Town Peak Body Contributions
- Community Asset Grants
- Standing Events
- International Relations
- Any other contribution within the intention of this Policy.

Any organisation / event that will be seeking financial assistance for the next financial year must submit their request in writing by **31 December** each year to enable consideration during the budget deliberations.

### 10. Responsibilities and Accountabilities

Chief Executive Officer

- To assess requests against this Policy and Council's current budget allocation for donations and sponsorships
- To approve payment of donations and sponsorships in accordance with the limitations contained in this Policy
- To report decisions, approved and not approved, made pursuant to this Policy to the next available Council meeting

File Path	Last review	Next review	Page
	March 2024 August 2023	March 2028 August 2028	Page 7 of 8

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# Community Financial Assistance Policy

## 11. Review

This policy will be reviewed every ~~five~~four years, or as required.

The policy is also available on Council's website [www.claregilbertvalleys.sa.gov.au](http://www.claregilbertvalleys.sa.gov.au)

## 12. References

Local Government Act 1999

## 13 Document History

Owner	Issue Date	Details of amendments
CGVC	20 August 2018	Adopted by Council
CGVC	21 June 2021	Reviewed by Council
CGVC	16 August 2023	Reviewed by Council and removed section 41 Committees eligibility for Community Asset Grants
<u>CGVC</u>	<u>20 March 2024</u>	<u>Reviewed by Council</u>

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File Path	Last review	Next review	Page
	<del>March 2024</del> <del>August 2023</del>	<del>March 2028</del> <del>August 2028</del>	Page 8 of 8

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# Event Management Policy

<b>Responsible Officer</b>	Chief Executive Officer
<b>Relevant Delegations</b>	Director Corporate Services
<b>Legislation and References</b>	Local Government Act 1999

## 1 Purpose

- 1.1. The purpose of this policy is to assist event organisers with the planning, management and expectations of running an event.
- 1.2. The policy will provide administrative guidance to event organisers, Council Administration and relevant, appropriate event management principles for Council Facilities that are available for hire by the public.
- 1.3. The policy will:
  - Ensure that events are well managed to achieve successful outcomes for event organisers and responsible management of Council Facilities;
  - Provide guidance for appropriate event types and levels of due diligence for Council Facilities;
  - Provide guidance for other events managed by incorporated associations and located at privately owned facilities where Council services can be requested.

## 2 Scope

- 2.1 The Council recognises that events contribute to a sense of community pride and have many benefits:
- Which build community spirit, increase local interest and participation, strengthen local values and tradition and encourage volunteerism;
  - That provide opportunities for recreation, fun, entertainment, celebration and education;
  - Which enhance the local economy by attracting and keeping visitors in the region longer;
  - That build the profile of local attractions, products, history, culture and the environment;
  - Including the importance to tourism development and improving destination awareness;

File Path	Last review	Next review	Page
L:\1. Organisational Documents\Council Agendas\Corporate Services\2024\3. March 2024\Council Policies - Finished\2. Draft Event Management Policy.Docx	<del>Feb 2024</del> <u>March 2024</u>	<del>Feb 2028</del> <u>March 2028</u>	Page 1 of 6





# Event Management Policy

- Of economic development and growth of local businesses;
- Which contribute to a positive image of Clare & Gilbert Valleys Council and its communities.

2.2 This policy covers all Council Facilities that are available for hire by the public.

2.3 Events are categorised and appropriate management determined accordingly.

### 3 Definitions

Booking Officer	The Council officer, contractor or volunteer responsible for the booking management of a Council Facility.
Council Facility	Halls, Ovals, Recreation Parks, Open Space, Community Centres, Offices, Libraries, Galleries, Council Chamber, Committee and Meeting rooms and Road Reserves either owned, leased, licenced or under the care control and management of Council.
Hallmark Event	Target Market - Interstate experience seekers. eg. Tour Down Under, Masters Games To be responsible for Public Liability Insurance cover to \$20,000,000
Regional Event	Target market - Adelaide and state regions. eg. farmer's markets, organised sporting, motor sport events (Rally SA, Show n Shine etc), recreational, political, artistic, cultural or other activity. To be responsible for Public Liability Insurance cover to \$20,000,000
Local Event	Christmas parades corporate hirers, street parties. To be responsible for Public Liability Insurance cover to \$10,000,000 for events with commercial stall holders or participants.
Private Hire	Private, small bookings eg: Birthday parties, gathering, community committee or group meetings.
Event Organiser	The entity responsible for the event hiring
Event Participant/s	Stallholders; food,wine or entertainment providers involved in events organised by Event Organisers. Generally Event Participants will be required to take out Public Liability Insurance cover to \$10,000,000.

File Path	Last review	Next review	Page
L:\1. Organisational Documents\Council Agendas\Corporate Services\2024\3. March 2024\Council Policies - Finished\2. Draft Event Management Policy.Docx	<u>Feb 2024</u> <u>March 2024</u>	<u>Feb 2028</u> <u>March 2028</u>	Page 2 of 6



# Event Management Policy

Event Application Form	Document required to be completed by Event Organisers with support from Council, in order to assess the nature and requirements of a proposed event.
Potential High Impact Event	Motor Sport or events that involve utilisation of Council Facilities that are not their primary purpose. Camping or Recreation Utility Vehicle Accommodation on recreation ovals. Tour Down Under High foot traffic events eg. Boot sales, markets Car & Motorbike Rallys and Endurance Trails Any event where an internal risk assessment results in moderate or high risk of damage or impact to Council Facilities.
Temporary Road Closure	The temporary restriction of vehicular access to a road. Formal Council approval (and depending on the road, South Australian Police or State Government approval) is required to endorse the need for a temporary road closure. Best practice traffic management will be required.

## 4. Policy Statement

### 4.1 Roles and Responsibilities

#### 4.1.1. Council

- To respond to requests, provide advice on Council's policy, receive Event Application Forms, facilitate Council's approval process, process payments and support with events as required
- Provide transparent decision making and communications with event organisers in relation to administrative matters including risk assessment
- Council will not however, actually organise events for third parties unless expressly authorised by Council.
- With Council authorization, Council may provide support to events with financial or in-kind contributions (assist with event management, temporary road closures, waste removal, favourable negotiation of hire fees, bollards, signage etc).

#### 4.1.2. Event Organiser

- To submit an Event Application Form within appropriate timeframes including all necessary supporting documents

File Path	Last review	Next review	Page
L:\1. Organisational Documents\Council Agendas\Corporate Services\2024\3. March 2024\Council Policies - Finished\2. Draft Event Management Policy.Docx	<u>Feb 2024</u> <u>March 2024</u>	<u>Feb 2028</u> <u>March 2028</u>	Page 3 of 6



# Event Management Policy

- To read, understand, sign and adhere to General and Special Condition
- To pay nominated hire fees
- To consider and record hazards and risks that may occur as a result of holding the event and implement strategies to mitigate residual risks
- To adhere to Work Health Safety (WHS) obligations
- To manage the requirements of all Event Participants
- To convey General and Special Conditions to all Event Participants
- To make good any damage resulting from the event.

## 4.2. Event Hierarchy and Approval

Events can be categorised into a hierarchy with more significant events (classed as Hallmark or Regional Events) to attract higher due diligence requirements than Local Events.

### 4.2.1. Hallmark or Regional Events will require Council approval due to:

- The potential to attract large crowds which involve high risk activities involving the consumption of alcohol, event covering a large area and moving vehicles
- The potential for significant sensitivity, controversy or opposition
- Or temporary Road Closure
- Or request for Council sponsorship (financial or in-kind)

### 4.2.2. Local Events or Private Events will be approved by the Chief Executive Officer (under delegated authority) will facilitated by Council employees as these events are generally:

- Simpler in nature
- Smaller in participant and guest numbers
- With lesser WHS and operational risks

### 4.2.3. Commercial Events may require Development Approval

Event Application Forms received from Commercial Entities that are not considered by Council to be reasonably incidental to the approved use of the affected land, for example music concerts within a winery, may require separate Development Approval.

## 4.3. Event Management Principles

File Path	Last review	Next review	Page
L:\1. Organisational Documents\Council Agendas\Corporate Services\2024\3. March 2024\Council Policies - Finished\2. Draft Event Management Policy.Docx	<a href="#">Feb 2024</a> <a href="#">March 2024</a>	<a href="#">Feb 2028</a> <a href="#">March 2028</a>	Page 4 of 6



# Event Management Policy

## 4.3.1. Pre-Event Management

May include but is not limited to Event Application assessment, applicable fees and written agreement of pre and post event condition, risk and WHS assessment, site walk through, irrigation plan assessment, engineering assessment for structures and preventative measures to be undertaken as appropriate.

## 4.3.2. During Event Management

Adhere to general and special conditions as documented in approved Event Application Form. Examples may include consideration to irrigation plans and the interaction with pegged structures, Emergency Planning, WHS requirements, correct management of Event Participants and specific monitoring of Facility condition.

## 4.3.3. Post-Event Management

Clean up, remediation requirements, post-event inspection

## 4.4. Fees

Fees contribute to the maintenance cost of Council Facilities.

Not-for-profit Event Organisers that can demonstrate community benefit resulting from their event are able to apply for a fee reduction.

The Fees and Charges Register is available on Council's website:

[www.claregilbertvalleys.sa.gov.au](http://www.claregilbertvalleys.sa.gov.au)

## 4.5. Application Requirements and Assessment Criteria

4.5.1. Applications for Local Events with no Potential for High Impact must be received no later than 4 weeks prior to event. Applications for Regional, Hallmark Events, High Impact Events or events with Temporary Road Closure will require lodgement no later than 4 months prior to event.

4.5.2. Approval will not be issued unless all supporting information is provided and the Event Application form is signed by the Event Organiser.

4.5.3. Where Council receives two applications for events; for the same time at the same Council Facility, preference will be granted to the Event Organiser who forwards the Event Application Form first.

4.5.4. Assessment Criteria include:

File Path	Last review	Next review	Page
L:\1. Organisational Documents\Council Agendas\Corporate Services\2024\3. March 2024\Council Policies - Finished\2. Draft Event Management Policy.Docx	<a href="#">Feb 2024</a> <a href="#">March 2024</a>	<a href="#">Feb 2028</a> <a href="#">March 2028</a>	Page 5 of 6



# Event Management Policy

- Compliance with Event Management Policy, documentation requirements and WHS detailed in a risk assessment (or hazard identification)
- Event timing (complimentary or conflicting events or existing agreements with sporting clubs and other users of Council property)
- Event impacts (financial, environmental, community (noise, nuisance, safety, alcohol, temporary road closures etc) impacts)

#### 4.5.5. The following information provides a guide for inclusion in an Event Application

- Public Liability Insurance (\$20,000,000)
- Site Map
- Liquor Licensing (including security arrangement if required)
- Food Business Notification
- Temporary Road Closures and Traffic Management
- Amusement and other (eg. Staging) structures
- Risk Assessment (Hazard Identification for Small Events)
- Signage and promotional requirements
- Listing of all participants and provision of required information

## 5. Review & Availability

This policy will be reviewed every four years, or as required.

~~The public may inspect a copy of this policy without charge at the Council offices during office hours and may obtain a copy for a fee fixed by Council~~

The policy is also available on Council's website [www.claregilbertvalleys.sa.gov.au](http://www.claregilbertvalleys.sa.gov.au)

## 6. References

Local Government Act 1999  
 Events Financial Support Policy  
[Event Application Form](#)

## 7. Document History

Approved by	Issue Date	Minute Reference – Details of Review
CGVC	20/06/2016	New Policy Adopted by Council
CGVC	18/02/2020	Policy Reviewed by Council
CGVC	<a href="#">20/03/2024</a>	<a href="#">Policy Reviewed by Council</a>

File Path	Last review	Next review	Page
L:\1. Organisational Documents\Council Agendas\Corporate Services\2024\3. March 2024\Council Policies - Finished\2. Draft Event Management Policy.Docx	<a href="#">Feb 2024</a> <a href="#">March 2024</a>	<a href="#">Feb 2028</a> <a href="#">March 2028</a>	Page 6 of 6



# Events – Financial Support Policy

<b>Responsible Officer</b>	Chief Executive Officer
<b>Relevant Delegations</b>	<del>Director – Development and</del> <del>Community Manager Community</del>
<b>Legislation and References</b>	Local Government Act 1999

## 1. Introduction

Council supports events for the benefit of the community and to stimulate the local economy. This Policy provides direction to Council, employees and the community regarding the financial assistance the Clare & Gilbert Valleys Council will provide to certain events with a key focus on stimulating the creation or growth of events which attract tourists to the CGVC.

## 2. Definitions

Booking Officer	The Council officer, contractor or volunteer responsible for the booking management of a Council Facility.
Council Facility	Halls, Ovals, Recreation Parks, Open Space, Community Centres, Offices, Libraries, Galleries, Council Chamber, Committee and Meeting rooms and Road Reserves either owned, leased, licenced or under the care control and management of Council.
Hallmark Event	Target Market - Interstate experience seekers. eg. Tour Down Under, Masters Games  To be responsible for Public Liability Insurance cover to \$10,000,000
Regional Event	Target market - Adelaide and state regions. eg. farmers' markets, organised sporting, motor sport events (Rally SA, Show n Shine etc), recreational, political, artistic, cultural or other activity.

File Path	Last review	Next review	Page
<a href="#">W:\Council Policies\CURRENT COUNCIL POLICIES\2019 Policies\Events – Financial Support Policy.Docx</a>	<a href="#">February 2024</a> <del>July 2019</del>	<a href="#">February 2029</a> <del>July 2023</del>	Page 1 of 7



## Events – Financial Support Policy

	To be responsible for Public Liability Insurance cover to \$10,000,000
Local Event	Private, small events. e.g. <u>Birthdays parties</u> , Christmas parades, corporate hirers, street parties, Australia Day.  To be responsible for Public Liability Insurance cover to \$10,000,000 for events with commercial stall holders or participants.
Event Organiser	The entity responsible for the event hiring
Event Participant/s	Stallholders; food, wine or entertainment providers involved in events organised by Event Organisers. Generally Event Participants will be required to take out Public Liability Insurance cover to \$10,000,000.
Event Application Form	Document required to be completed by Event Organisers with support from Council, in order to assess the nature and requirements of a proposed event.
Potential High Impact Event	Motor Sport or events that involve utilisation of Council Facilities that are not their primary purpose.  Camping or Recreation Utility Vehicle Accommodation on recreation ovals.  Tour Down Under  High foot traffic events e.g. Boot sales, markets  Any event where an internal risk assessment results in moderate or high risk of damage or impact to Council Facilities.

### 3. Policy Principles

The following principles determine which events Council will support:

- **Aligns with the tourism strategies for the region (e.g. Clare Valley Regional Tourism Strategic Plan; Clare Valley Destination Marketing and Management Strategy);**
- Supports the Council's strategic plan and economic development plan;

File Path	Last review	Next review	Page
<a href="#">W:\Council Policies\CURRENT COUNCIL POLICIES\2019 Policies\Events—Financial Support Policy.Docx</a>	<a href="#">February 2024</a> July 2019	<a href="#">February 2029</a> July 2023	Page 2 of 7



# Events – Financial Support Policy

- Increases ~~event specific~~ visitor expenditure across the whole Council region;
- Generates media coverage within the state, nation and internationally;
- Is financially viable with a sustainable management model;

Council generally does not provide support for existing, ongoing events unless they are undertaking new activities that will draw a substantial ~~in~~ increased ~~in~~ visitors.

## 4. Role of the Council

### 4.1. Council run events

Council may help to provide a variety of events for the Community:

- Where there are significant community, social, cultural and/or economic benefits, Council will work collaboratively to secure significant events to be held within the Clare and Gilbert Valleys Council, e.g. Masters Games;
- Where appropriate, Council will seek external funding/sponsorship for Council managed events to minimise the financial impact.
- Will seek opportunities to collaborate with relevant partners at the planning stage for Council run events to assist with delivering best practice planning and management.
- Will ensure that all Council run events meet the relevant legislative requirements.

### 4.2. Non-financial support for Community events

Council may provide support, advice and information to organisers of events being held in the Clare & Gilbert Valleys Council. Where appropriate, this may include:

- in kind use of ovals/halls;
- equipment;
- assistance to apply for relevant grants and sponsorship (including in kind use of ovals/halls);
- Community event organisers are responsible for ensuring that all relevant external and Council permits have been provided prior to commencement of an event.

File Path	Last review	Next review	Page
<a href="#">W:\Council Policies\CURRENT COUNCIL POLICIES\2019 Policies\Events—Financial Support Policy.Docx</a>	<a href="#">February 2024</a> <a href="#">July 2019</a>	<a href="#">February 2029</a> <a href="#">July 2023</a>	Page 3 of 7





## Events – Financial Support Policy

The Chief Executive Officer (or nominee) is authorised to suspend or cancel an event on Council land (or part of an event) where:

- appropriate licenses or permits have not been completed to Council's satisfaction;
- Council hasn't received the bond or other payments required from the event organiser prior to commencement of the event; and/or
- an event is deemed to be unsafe or is causing unacceptable disruption or nuisance to residences or businesses.

**Where notification is required as a result of suspension or cancellation of an event, costs associated with this activity will be the responsibility of the event organiser.**

### 4.3. Community Events Funding

Community Events can seek funding via Council's Community Financial Assistance Policy where Special / Local Events that have a direct benefit to the local community can receive up to \$5,000 by the Chief Executive Officer under delegated authority. Please refer to the Community Financial Assistance Policy on the Council website.

### 4.4. Promotion of Community Events

Council may provide support for Community events through various mediums, including banner/corflute placement, website and social media promotion.

Council permits corflute signs to be placed on arterial roads 1 month in advance of an event. These are only permitted in consolidated locations at the entry of towns and are not permitted to be individually scattered along arterial roads.

### 4.5. Co-managed events

Where Council has decided to co-manage an event with a Community or commercial event organiser, clear contractual arrangements detailing responsibilities and liabilities will be established prior to Council agreeing to participate.

File Path	Last review	Next review	Page
<a href="#">W:\Council Policies\CURRENT COUNCIL POLICIES\2019 Policies\Events—Financial Support Policy.Docx</a>	<a href="#">February 2024</a> <a href="#">July 2019</a>	<a href="#">February 2029</a> <a href="#">July 2023</a>	Page 4 of 7



## Events – Financial Support Policy

### 4.6. Acknowledgement of Support

Where an event receives financial or in-kind support from Council, the event organiser must acknowledge Council in its marketing materials and use the Council logo.

### 4.7. Use of Council's Logo

Use of Council's Logo to promote a Community or co-managed event may only be used with the written permission of the Chief Executive Officer (or nominee). An approved logo will be supplied if usage is permitted.

## 5. Council financial support – Events Support Program

A yearly budget allocation will be provided for an Events Support Program.

No more than 50% of the **total** cost of the project will be provided for Regional and New Events. The event must provide a detailed budget of income and expenditure in order to apply for funding.

Hallmark events must seek special Council approval for funding. Funding will be sourced outside the Events Support Program for Hallmark events.

The successful applicants will be paid 50% up front to the amount awarded.

The Program is allocated via a competitive grant process.

Applications must be lodged in accordance with the Grant Guidelines.

Events will only be supported which align with the Policy principles.

Successful applicants must complete a Council acquittal prior to the final 50% being paid

File Path	Last review	Next review	Page
<a href="#">W:\Council Policies\CURRENT COUNCIL POLICIES\2019 Policies\Events – Financial Support Policy.Docx</a>	<a href="#">February 2024</a> July 2019	<a href="#">February 2029</a> July 2023	Page 5 of 7



# Events – Financial Support Policy

## 5.1. Funding Streams

Event Type	Eligible funding	Event Requirements
Hallmark Event	Funding above \$15,001 – this will be decided by Council outside of the Funding round.	Events with demonstrated capacity to achieve a significant economic impact to the CGVC and one or more of the following criteria: <ul style="list-style-type: none"> <li>• Over 1,000 event attendees</li> <li>• Over 800 bed nights</li> <li>• A substantial national or international profile.</li> </ul>
Regional Event	Eligible for funding between \$5,000 and \$15,000	Events with demonstrated capacity to achieve major economic impact to the CGVC and one or more of the following criteria: <ul style="list-style-type: none"> <li>• Over 800 event attendees</li> <li>• Over 500 bed nights</li> <li>• A substantial state, regional, national or international profile.</li> </ul>
New Event	Funding will be available for Seed Funding of up to \$2,500.	New events which have not previously been held in the Council areas. These events must be new, have potential and contain innovative elements. Events that are funded under this stream and require funding for subsequent events will be required to seek funding through the annual funding program outlined above.

## 5.2. Decision Making Process

Following closure of the Events Support Program round, the following process is carried out to ensure fairness, equality and consistency in the decision making process:

File Path	Last review	Next review	Page
<a href="#">W:\Council Policies\CURRENT COUNCIL POLICIES\2019 Policies\Events – Financial Support Policy.Docx</a>	<a href="#">February 2024</a> <a href="#">July 2019</a>	<a href="#">February 2029</a> <a href="#">July 2023</a>	Page 6 of 7



# Events – Financial Support Policy

**Step 1** – Applications are assessed for compliance with the guidelines.

**Step 2** - A detailed report, including recommendations, is provided to Elected Members at a Council meeting for their consideration. Council is the ultimate decision making body in relation to the Events Support Program and may adopt, amend or reject any recommendations presented by Officers.

Applicants will be notified following Council deliberations and approvals.

## 6. Review & Availability

This policy will be reviewed every ~~four~~ five years, or as required.

~~The public may inspect a copy of this policy without charge at the Council offices during office hours and may obtain a copy for a fee fixed by Council.~~

The policy is ~~also~~ available on Council's website [www.claregilbertvalleys.sa.gov.au](http://www.claregilbertvalleys.sa.gov.au)

## 7. References

Local Government Act 1999

## 8. Document History

Approved by	Issue Date	Minute Reference – Details of Review
CGVC	15/07/2019	Adopted by Council
CGVC	<u>21/02/2024</u>	<u>Reviewed by Council</u>

File Path	Last review	Next review	Page
<u>W:\Council Policies\CURRENT COUNCIL POLICIES\2019 Policies\Events – Financial Support Policy.Docx</u>	<u>February 2024</u> July 2019	<u>February 2029</u> July 2023	Page 7 of 7



# Footpath / Verge Policy

<b>Responsible Officer</b>	Chief Executive Officer
<b>Relevant Delegations</b>	Director Works & Infrastructure
<b>Legislation and References</b>	Local Government Act 1999

## 1 Introduction

To provide a framework for the construction of footpaths and crossovers in townships across the Clare & Gilbert Valleys Council.

Footpaths comprise of paths that meet the needs of both pedestrians and cyclists and can either be located within a road reserve or other Council land such as a community park or recreational facility.

## 2. Asset Management

- All constructed footpaths will be included in Council's asset register.
- All footpaths will be regularly assessed for condition and suitability against Council's footpath hierarchy and levels of service, which is incorporated in the Asset Management Plan.
- Council will ensure its footpath program is sustainable over the longer term and implement replacement programs as per the Asset Management Plan.

## 3. Consultation

- Council will regularly consult on its footpath hierarchy and levels of service through the Asset Management Plan Process.
- Council's footpath program will be published in its annual business plan
- Council or its contractor will advise residents directly adjacent a new footpath at least 48hrs before any works commencing and carry out works as to cause minimal disruption to business activities.
- Consultation with various interest groups during the creation of the works program will be undertaken to ensure the construction of the paths meets the community's needs.

## 4. Prioritisation

- Priority will be given to renewing and maintaining existing footpaths over constructing new footpaths.
- Council's footpath hierarchy, which will be incorporated into the Asset Management Plan will be used to determine the future works program.
- Priority will be given to:

File Path	Last review	Next review	Page
W:\Council Policies\CURRENT COUNCIL POLICIES\Council Adopted Policies\Footpath - Verge Policy March 2020.Docx	March 2024 <del>June 2020</del>	March 2028 <del>June 2024</del>	Page 1 of 5



# Footpath / Verge Policy

1. areas of high risk such as those with high utilisation and close to schools and aged care facilities.
2. areas that may require a higher level of mobility.
3. Paths linking to other paths and connecting to critical services such as banks, health, employment and educational facilities.
4. Urban areas where there are no footpaths.

## 5. Construction Standards

- New footpaths will be constructed of concrete, concrete pavers, clay pavers, asphalt or crusher dust. In general terms, concrete will be used in retail and tourism areas.
- Footpaths will be constructed in accordance with Council's agreed minimum engineering standard and all relevant Australian Standards or DPTI Standards where applicable.
- Kerb access ramps will be constructed at all required road intersections and set out in accordance with Australian Standard AS 1428.4, DPTI Standards and with tactile surface indicators for the visually impaired

## 6. Maintenance of Verge Area by Residents

Residents are encouraged to maintain the verge area between their property and the kerbing (existing or proposed) but in order to ensure public, Council access and service authority rights over this portion of the road reserve any actual development is restricted by Council.

The verge area (both underground and above ground) between the property boundary and kerbing may be occupied by the:

- SAPN underground cables, overhead wiring and poles.
- Telstra cables, pit poles, etc.
- SA Water, mains and connections.
- Council effluent mains and connections.
- Council storm water drainage systems.
- Council footpaths.
- Street trees.
- Various street furniture -sign posts, seats, bus shelters, indicator posts, etc.

In residential area, as a minimum, **the verge on one side** of the road reservation will be designated as a footpath or set aside for a future footpath. This will generally be the side opposite the light/power poles.

Any form of verge maintenance that prevents or restricts pedestrian access across or along the verge designated **for a footpath** is not permitted.

File Path	Last review	Next review	Page
W:\Council Policies\CURRENT COUNCIL POLICIES\Council Adopted Policies\Footpath - Verge Policy March 2020.Docx	March 2024 <del>June 2020</del>	March 2028 <del>June 2024</del>	Page 2 of 5



# Footpath / Verge Policy

There must be no permanent vehicle, plant or trailer parking created in the road verges.

Maintenance of the verge or the area that Council has designated **as a footpath** (or future footpath) can be undertaken as follows;

- The type or form of surface treatment may not prevent any pedestrian walking along the verge area in preference to walking on the roadway, regardless of whether a footpath has been constructed on the verge area or not.
- Must not prevent any Service Authority or Council from installing new services or maintaining existing services.
- Must allow a footpath corridor of at least 1.5m directly adjacent to the road surface or in the existing footpath corridor (if one exists). In the footpath corridor **no** grass, shrubs, trees, large bosed rubble, etc, may be constructed.

The type or form must not cause a traffic obstruction or limit the vision of vehicles entering the road.

## Surface Treatment

The following forms of surface treatment are permitted in the **footpath side**; Within the 1.5m footpath corridor whether existing or for a future footpath. This condition extends to 3m where a boundary fence or other clear delineation of property boundary has been constructed;

- Compacted rubble capped with crusher fines
- Asphalt or bituminous surfaces.

Outside of the footpath corridor;

- Un-irrigated grassed surface.
- Irrigated grassed surface, (other than Kikuyu).
- Mulched surface
- Rubble
- Ground cover - Shrubs, low trees (up to 500mm)
- Asphalt or bituminous surfaces.

The following forms of surface treatment are permitted in the **non-footpath side**;

- Un-irrigated grassed surface.
- Irrigated grassed surface, (other than Kikuyu).
- Mulched surface
- Rubble
- Ground cover - Shrubs, low trees (up to 500mm)

File Path	Last review	Next review	Page
W:\Council Policies\CURRENT COUNCIL POLICIES\Council Adopted Policies\Footpath - Verge Policy March 2020.Docx	March 2024 <del>June 2020</del>	March 2028 <del>June 2024</del>	Page 3 of 5



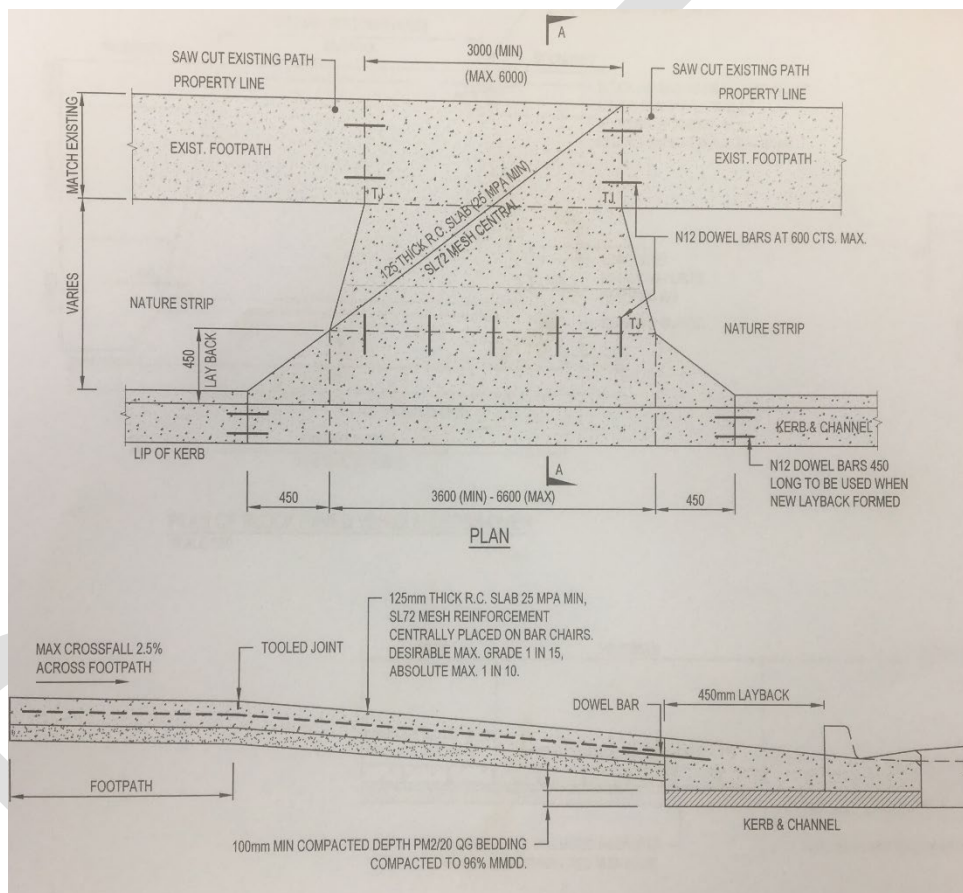
# Footpath / Verge Policy

## 7. Crossovers

Residents may construct new driveway crossovers to Council's minimum standard, at the cost of the resident. Prior to installation Council approval must be sought.

Future maintenance of the crossover is also at the responsibility of the property owner.

Example of urban area, concrete property crossover detail below:



File Path	Last review	Next review	Page
W:\Council Policies\CURRENT COUNCIL POLICIES\Council Adopted Policies\Footpath - Verge Policy March 2020.Docx	March 2024 <del>June 2020</del>	March 2028 <del>June 2024</del>	Page 4 of 5





# Footpath / Verge Policy

## 8. Review & Availability

This policy will be reviewed every four years, or as required.

~~The public may inspect a copy of this policy without charge at the Council offices during office hours and may obtain a copy for a fee fixed by Council~~

The policy is ~~also~~ available on Council's website [www.claregilbertvalleys.sa.gov.au](http://www.claregilbertvalleys.sa.gov.au)

## 9. References

- Local Government Act 1999
- Asset Management Plan
- Asset Management and Accounting Policy

## 10. Document History

Approved by	Issue Date	Minute Reference – Details of Review
CGVC	15/06/2020	New Policy Adopted by Council
CGVC	<a href="#">20/03/2024</a>	<a href="#">Policy Reviewed by Council</a>

File Path	Last review	Next review	Page
<a href="#">W:\Council Policies\CURRENT COUNCIL POLICIES\Council Adopted Policies\Footpath – Verge Policy March 2020.Docx</a>	<a href="#">March 2024</a> <del>June 2020</del>	<a href="#">March 2024</a> <del>June 2020</del>	Page 5 of 5



# Procurement Policy

<b>Responsible Officer</b>	Chief Executive Officer
<b>Relevant Delegations</b>	Director Corporate Services Director Works & Infrastructure <del>Director Development &amp; Community Service</del> <del>Manager Development</del> <del>Manager Community Services</del>
<b>Legislation and References</b>	Prudential Management Policy Caretaker Policy Disposal of Land and Other Assets Council Delegations and Sub Delegations – Local Government Act 1999 Reconciliation Plans 2022-2023

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## 1 Purpose

In compliance with Section 49 of the Local Government Act 1999 (Act) and best practice principles in procurement, this policy seeks to:

- define the methods by which Council can acquire goods and services;
- demonstrate probity, accountability and responsibility of Council to all stakeholders;
- be fair and equitable to all parties involved;
- enable consistency of approach in the application of procurement processes, and
- ensure that the best possible outcome is achieved for Council.

## 2 Scope

2.1 This policy informs procurement activities associated with the acquisition of goods, works, services or consultants and covers all aspects of the procurement lifecycle including planning, risk management, tendering, purchasing, contracting and financial control.

2.2 This policy applies to anyone who undertakes or is involved in procurement activities on behalf of Council. Compliance with the provisions set out in this policy is mandatory unless expressly indicated otherwise.

2.3 The procurement restrictions documented in Council's Caretaker Policy will apply during all periods when Council operates in Caretaker Mode.

2.4 This policy does NOT cover the following:

File Path	Last review	Next review	Page
L:\1. Organisational Documents\Council Policies\Council Adopted Policies\Procurement Policy 2023.docx	February 2023 March 2024	February 2027 March 2028	Page 1 of 16

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## Procurement Policy

- non-procurement expenditure such as sponsorships, grants, funding arrangements, donations and employment contracts;
- real property acquisitions;
- the disposal of land and other assets owned by Council; or the purchase of land by Council.

### 3 Policy Objectives

Council is committed to ensuring that all procurement activities deliver the following objectives:

- providing for fair, equitable, competitive and ethical behaviour in all procurement activities;
- obtaining value for money;
- ensuring probity, accountability and transparency;
- effective management of the end to end procurement lifecycle;
- identification and management of risk;
- consideration of environmental protection principles;
- providing reasonable opportunity for local economic development and social inclusion; and
- ensuring compliance with all relevant legislation.

### 4 Procurement Principles

Council's procurement is underpinned by the following key principles:

#### Principle 1, Open and Fair Competition

Open and fair competition will be fostered and maintained by providing suppliers and contractors with appropriate access to Council's procurement opportunities.

Council will ensure, where reasonably practicable, that:

- there is reasonable access for all suitable and competitive suppliers and contractors to the Council's business;
- where market circumstances limit competition, procurement activities recognise this and associated methodology takes account of it; and
- adequate, identical and timely information is provided to all suppliers to enable them to quote or tender.

Personnel authorised to engage in procurement activities on behalf of Clare & Gilbert Valleys Council, will, at all times, undertake their duties in an ethical, open and impartial manner, act responsibly, behave professionally and exercise sound judgement.

File Path	Last review	Next review	Page
L:\1. Organisational Documents\Council Policies\Council Adopted Policies\Procurement Policy 2023.docx	February 2023 March 2024	February 2027 March 2028	Page 2 of 16

*Electronic version on the Intranet is the controlled version. Printed copies are considered uncontrolled.  
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## Procurement Policy

### Principle 2, Value for Money

Value for money is not restricted to price alone. To ensure the best value for money, Council may assess the following:

- the contribution to Council's long term plan and strategic direction;
- any relevant direct and indirect benefits to Council, both tangible and intangible;
- efficiency and effectiveness of the proposed procurement activity;
- the performance history, quality and scope of services, and support of each prospective supplier;
- fit for purpose of the proposed goods, works or service;
- whole of life costs including acquiring, using, maintaining and disposal;
- Council's internal administration costs;
- technical compliance issues;
- risk and WHS considerations;
- prevailing market forces and trends;
- the value of any associated environmental benefits;
- local economic development and social inclusion; and
- other relevant matters identified in specific procurement process documentation.

### Principle 3, Probity, Accountability and Transparency

Council will demonstrate accountability in procurement by ensuring that decisions are able to be explained, and evidence provided, to ensure that an independent third party can clearly see that a fair and reasonable process has been followed. Personnel must be able to account for all decisions and provide feedback on them. Additionally, an audit trail will be visible for all procurement activities for monitoring and reporting purposes.

Delegations define the limitations within which Council personnel are permitted to work. Council personnel will not incur expenditure unless they have a delegated authority and funds are allocated for that specific expenditure in a budget approved by Council.

All tenders where the value of the tender exceeds \$ 200,000 exclusive of GST will be subject to consideration and approval by the Council Elected Body.

### Principle 4, Environmental Protection

Council endeavours, where reasonably practicable, to promote environmental protection through its procurement processes. This may include:

- adopting purchasing practices which conserve natural resources;
- aligning Council's procurement activities with principles of ecological sustainability;
- purchasing recycled and environmentally preferred products where possible;
- integrating relevant principles of waste minimisation and energy efficiency;

File Path	Last review	Next review	Page
L:\1. Organisational Documents\Council Policies\Council Adopted Policies\Procurement Policy 2023.docx	February 2023 March 2024	February 2027 March 2028	Page 3 of 16

*Electronic version on the Intranet is the controlled version. Printed copies are considered uncontrolled.  
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## Procurement Policy

- fostering the development of products and services which have a low environmental impact; and
- providing leadership to business, industry and the community in promoting the use of environmentally sensitive goods and services.

### **Principal 5, Encouragement of the development of competitive local business and industry.**

With the aim of achieving a value for money outcome, Council will endeavour to, at its discretion and to the full extent permitted by law, support local businesses by:

- Promoting to local businesses opportunities to supply to the Council;
- Structuring the purchasing processes to be accessible to all businesses;
- giving preference to local business when all other commercial considerations are equal;
- Ensuring, where possible, that specifications and purchasing descriptions are not structured so as to potentially exclude local suppliers and contractors;
- Supporting the intentional generation of social value through procurement processes that can occur through engaging with minority or under-represented suppliers.
- Supporting Council's Reconciliation Plans 2022-2023 "a requirement for contractors to make the best endeavour to employ or sub-contract to Aboriginal & Torres Strait Islanders businesses that are located in the region".

### **Principal 6, Risk Management & Work Health & Safety**

Risk Management is integral in ensuring value for money and that procurement activities do not expose Council to increased / unnecessary risk. Council's Risk Management Policy and Framework specifically address these requirements.

Council is committed to ensuring so far as is reasonably practicable, that workers are provided with safe workplace environment, systems of work, plant and substances through a systematic approach to planning and implementation of Work Health and Safety.

Council is committed to a contractor management system that ensures both contractors and Council have a clear understanding and commitment to their Work Health and Safety roles.

Only contractors who can demonstrate appropriate Work Health and Safety Systems and a capability to put these systems in place prior to commencing work will be utilised. Compliance with Council's Work Health and Safety Contractor Management Policy is required.

File Path	Last review	Next review	Page
L:\1. Organisational Documents\Council Policies\Council Adopted Policies\Procurement Policy 2023.docx	February 2023 March 2024	February 2027 March 2028	Page 4 of 16

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# Procurement Policy

## Principal 7, Ensuring Compliance with all relevant legislation

Refer to Clause 12 References.

### 5 Exemptions from this Policy

This Policy contains general guidelines to be followed by the Council in its procurement activities. There may be emergencies or procurements in which a tender process will not necessarily deliver the best outcome for Council, and other market approaches may be more appropriate.

The authority to provide an exemption from using the required method of procurement will be delegated to the Chief Executive Officer or the relevant Department Director in accordance with expenditure sub-delegations as prescribed in Council's Delegations Register. Reasons for any exemption to the procurement method must be documented using the Procurement Policy Exemption form and registered in Councils Electronic Document Records Management System.

### 6 Approved Budget

~~A procurement process can only proceed when an approved budget allocation exists for the particular goods or service being procured.~~  
Any procurement process can proceed provided there is sufficient budget within the broad categories of materials, contractors and other.

Where provision of the budget is insufficient to meet the expenditure required it is referred to Council for a decision.

### 7 Procurement Methods

#### 7.1 Direct Purchase

Council purchases from a single source, without first obtaining competing bids

Suitable for low value, low risk goods and service and where the supplier already has a successful service history with Council.

#### 7.2 Quotation

Council obtains quotations from prospective suppliers.

File Path	Last review	Next review	Page
L:\1. Organisational Documents\Council Policies\Council Adopted Policies\Procurement Policy 2023.docx	February 2023 March 2024	February 2027 March 2028	Page 5 of 16

Electronic version on the Intranet is the controlled version. Printed copies are considered uncontrolled. Before using a printed copy, verify that it is the current version



## Procurement Policy

Where possible written quotes are obtained, however if a written quote cannot be obtained the Council completes detailed written records of the oral quotes obtained, including details of the commercial terms of the quote.

This method is suitable for low value, low risk goods and services.

### Request for Quotations

Council obtains written quotations from prospective suppliers.

This method is suitable for simple, larger price based purchases.

### 7.3 Re-Issue Ordering (Roadworks and Drainage Only)

This is where Council can proceed straight to a direct purchase order for a Roadworks and Drainage Projects where the following applies:

The order is for less than \$75, 000 and the hourly rates are from a previous competitive Requests for Quotation or Request for Tender.

### 7.4 Tenders

Council issues a tender for proposed goods and / or service. Splitting the components of the purchase to prevent the need for going out for tender is prohibited.

Council issues a Select Request for Tender where it has reasonable grounds for only dealing with a select group (minimum two) of potential suppliers.

Otherwise Council issues an open request for tender.

### 7.5 Panel Arrangements

Council establishes panel arrangements with a select group of suppliers – generally, this occurs once the Council has completed its appointment of such suppliers in accordance with this Policy.

This method is used to improve the efficiency of the procurement process and reduce the impact of repetitive bidding on potential suppliers.

It can include either:

File Path	Last review	Next review	Page
L:\1. Organisational Documents\Council Policies\Council Adopted Policies\Procurement Policy 2023.docx	February 2023 March 2024	February 2027 March 2028	Page 6 of 16

*Electronic version on the Intranet is the controlled version. Printed copies are considered uncontrolled.  
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## Procurement Policy

- a standing offer from a pool of suppliers for the provision of goods and services on agreed terms; or
- the prequalification of certain suppliers who may or may not be engaged on terms to be agreed.

All panels must operate under a contract structure and be managed for performance and on-going value for money opportunities. Panel engagements for individual projects will not exceed \$200,000. If it is anticipated that a project will exceed \$200,000 the open tender process will apply.

### 8 Determination of Appropriate Procurement Method

In identifying the appropriate procurement method, the following will be considered:

- Council's Procurement Principles
- The number of known suppliers of the good, services or works
- The total estimated value (excluding GST) of the purchase.

Value of Purchase (\$)	Possible Method of Procurement	Authority Required for Exemption
Less than \$5,000	Direct Purchase	
\$5,001 to \$20,000	Quotation informal minimum of two (2) sought	Director
\$20,001 to \$75,000	Request for Quotation minimum of three (3) sought	Chief Executive Officer
\$75,001 to \$200,000	Request for Tender (Open or Select)	Chief Executive Officer
Greater than \$200,000	Request for Tender Open	Council

When determining the requirements for multiple prices and procurements methods, cumulative expenditure, measured over a twelve month period from 1 July to 30 June, shall be considered where expenditure is anticipated to exceed \$200,000. Cumulative expenditure will be monitored and reviewed by the Manager Finance to determine whether the appropriate procurement process has been undertaken to comply with this policy.

All authorities for exemption must be recorded in writing and recorded in Council's records management system.

### 9 Prepayments

File Path	Last review	Next review	Page
L:\1. Organisational Documents\Council Policies\Council-Adopted Policies\Procurement Policy 2023.docx	February 2023 March 2024	February 2027 March 2028	Page 7 of 16

Electronic version on the Intranet is the controlled version. Printed copies are considered uncontrolled. Before using a printed copy, verify that it is the current version





## Procurement Policy

All prepayments must be identified and recorded in a timely manner to ensure expenses are recognised in the appropriate period. All prepayments must be authorised by Directors.

### 10 Delegations

Expenditure sub delegations detailing authorised purchasers and purchasing limits are prescribed in Council Delegation Register Local Government Act 1999.

Where a contract variation or extension is required, documentation detailing the variation or extensions needs the approval of the Chief Executive Officer. For contract variations outside of budget or in excess of \$200,000 approval by Council is required prior to committing to the expenditure.

### 11 Review and Availability

This policy will be reviewed every four years, or as required.

The public may inspect a copy of this policy without charge at the Council offices during office hours and may obtain a copy for a fee fixed by Council.

The policy is also available on Council's website [www.claregilbertvalleys.sa.gov.au](http://www.claregilbertvalleys.sa.gov.au)

### 12 Document History

Approved by	Issue Date	Minute Reference – Details of Review
CGVC	17/10/16	Reviewed by Council
CGVC	20/03/17	Reviewed by Council 120/17
CGVC	18/02/19	Reviewed by Council
CGVC	15/02/23	Reviewed by Council
CGVC	<a href="#">20/03/24</a>	<a href="#">Reviewed by Council</a>

File Path	Last review	Next review	Page
L:\1. Organisational Documents\Council Policies\Council Adopted Policies\Procurement Policy 2023.docx	February 2023 March 2024	February 2027 March 2028	Page 8 of 16

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## Procurement Policy

### Schedule 1 – Purchase Order Procedure

Official Council purchase orders generated by Council's online Requisitioning system must be used for all goods and service purchased and must be issued prior to an invoice being received unless otherwise approved by the Chief Executive Officer, with the exception of the following:

1. Minor purchases from local suppliers where it is considered that it is not practical to issue an order. Amounts under \$100 will be considered to be of minor purchases if they are of a usual nature;
2. Audit Fees;
3. Banking Services;
4. Computer service charges, maintenance payments & Software Licence renewals
5. Insurance renewal premiums;
6. Statutory Government Charges;
7. Courier Services;
8. Publishing Charges;
9. Food and Beverages;
10. Workers' compensation payments;
11. Telephone, facsimile or bulk postage charges;
12. Subscriptions and contributions for magazines and journals;
13. Electricity and gas charges;
14. Water and cleansing charges;
15. Rates and Council charges;
16. Lease and Rent of properties;
17. Travelling or transfer allowances or expenses of officers or employees;
18. Car mileage allowance;
19. Expenditure ancillary to salaries and wages including Group Tax and employer's superannuation contribution;
20. Accountable advances, loan advances and investments;
21. Library Books;
22. Vehicle Registrations;
23. Refunds or Reimbursements of Expenditure;
24. Dial before you Dig Services;
25. Licence and Membership Fees;

### Contract Arrangements (Exempt from requiring a Purchase Order)

#### Legal Services Contracts

Council projects which have been contracted using the full tender processes

File Path	Last review	Next review	Page
L:\1. Organisational Documents\Council Policies\Council Adopted Policies\Procurement Policy 2023.docx	February 2023 March 2024	February 2027 March 2028	Page 9 of 16

*Electronic version on the Intranet is the controlled version. Printed copies are considered uncontrolled.  
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# Procurement Policy

## Contracts for Services

Official Council Purchase Orders must be issued in accordance with the following:

- Procurement Policy and Tendering Procedure;
- Work Health & Safety Act;
- Development requirements;
- Goods and Services Tax Provisions;
- Delegation Register Local Government Act 1999.

## Schedule 2 – Tendering Procedure

### 1. Pre-Tender

#### 1.1 Project Definition

Officers will ensure that the project brief is clear and specific and that the time allowed for performance is reasonable.

#### 1.2 Tender Documents

The tender documents will:

- (a) Clearly define the contractual obligations of the parties;
- (b) Provide full details of all work covered by the tender;
- (c) Provide information known to the Officer which may affect the risks of the project;
- (d) Draw attention to any special conditions or obligations under the contract which are not normally part of the standard conditions;
- (e) Designate any supporting information required from tenderers;
- (f) Nominate a person for the provision of additional information;
- (g) Specify that the tenderer is required to submit a tender conforming in all respects with the tender documents including the conditions of tendering;
- (h) Allow a tenderer to submit a non-conforming tender clearly marked and accompanied by a detailed explanation of the differences, advantages and cost savings;
- (i) Specify the method and time of lodgement, opening of the tenders and public acknowledgement of tenders;
- (j) Where appropriate provide guidance to tenderers as to the process of evaluation of tenders;

### 2. Call for Tenders

Council will only call for tenders after they have made a firm commitment to proceed with the project and only after the necessary funding has been applied for and approved according to Council policy, procedure and Budget commitment.

File Path	Last review	Next review	Page
L:\1. Organisational Documents\Council Policies\Council Adopted Policies\Procurement Policy 2023.docx	February 2023 March 2024	February 2027 March 2028	Page 10 of 16

Electronic version on the Intranet is the controlled version. Printed copies are considered uncontrolled.  
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# Procurement Policy

## 2.1 Tendering Methods

**Open tenders:** All interested parties are invited through open public advertisement to tender on a common basis. Tenderers would normally be required to prove they have the necessary competence, resources, quality, work health and safety management and financial capacity to undertake the work.

**Selected tenders:** A limited number of organisations are directly invited to tender because of their proven experience or recognised ability to undertake particular work.

## 2.2 Invitation To Tender

### Open Tender

When inviting tenders through public advertisements:

- Consistency in advertising should apply;
- There should be a set day for advertising and set day for closing of tenders;
- The tender closing time should not be earlier than 2.00 pm on a weekday and should not be a Monday or the day following a public holiday;
- Advertisements should show:
  - The adequate description of the project to assist with their decisions to submit tenders;
  - When and where the tender documents are available;
  - When and where tenders must be lodged;
  - A tender validity period if applicable;
  - Details of tender deposit required if applicable;
- Advertisements should be inserted in the most appropriate newspapers;
- For works in remote areas, arrangements should be made for advertisements in the local media.

### Selected Tenders

Selected tenders are invited in accordance with the Procurement Policy, or when it is impractical to invite open tenders.

## 2.3 Tendering Period

The tender period must be adequate to allow time for tenderers to visit the site, to study the tender documents and prepare a written offer.

## 2.4 Tender Enquiries

- Officers will not give information to a tenderer that is not given to all other tenderers.
- Requests for clarification shall be referred to the Officer nominated on the tender documents. All explanations and/or clarifications given should be confirmed in writing and issued to all prospective tenders to ensure that all

File Path	Last review	Next review	Page
L:\1. Organisational Documents\Council Policies\Council Adopted Policies\Procurement Policy 2023.docx	February 2023 March 2024	February 2027 March 2028	Page 11 of 16

*Electronic version on the Intranet is the controlled version. Printed copies are considered uncontrolled. Before using a printed copy, verify that it is the current version*



## Procurement Policy

tenders are kept informed on a common basis. For this reason, a record should be kept of the names and addresses of those organisations to who tender information is given.

### 2.5 Amendments to Tender Documents

Where matters of significance make it necessary to amend the tender documents during the tender period, the amendments must be advised as an addendum to all tenderers in sufficient time for all tenderers to properly and fully consider the addendum before tenders close.

Consideration will be given to extending the tender period when an addendum is issued.

Tenderers must acknowledge receipt of the addenda in writing with their tender and confirm that allowance has been made in their tender for each addendum.

Where the issuing of amendments to the tender documents in the form of addendum are unavoidable and this results in the end to extend the tendering period, then it is essential that all tenderers who obtained documents are notified of any extension to the tendering period.

### 2.6 Pre-Tender Meetings

Pre tender meetings may be called where the objective is to clarify any uncertainties that tenders may have relating to the documents.

## 3. Receipt of Tenders

All arrangements must be made to safeguard the security and confidentiality of all tenders.

Tenders should be lodged electronically via SA Tenders or via hardcopy in a tender box located at an office where tenders close. Tenders should be accepted up to the predetermined local time on the closing date. A tender is deemed to have been lodged by the Tenderer when the Tender has been received by SA Tenders server.

Electronic lodgement of tenders via SA Tenders website is kept in an electronic tender box in an encrypted repository on the server, where all responses for the specific tender are kept until downloaded.

The tender box is to be double locked with the keys held by responsible officers, one of whom shall be appointed as the 'Receiving Officer' to receive and record tenders.

File Path	Last review	Next review	Page
L:\1. Organisational Documents\Council Policies\Council Adopted Policies\Procurement Policy 2023.docx	February 2023 March 2024	February 2027 March 2028	Page 12 of 16

*Electronic version on the Intranet is the controlled version. Printed copies are considered uncontrolled.  
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## Procurement Policy

Where it is not possible to place all tenders and supporting papers in the tender box, special and secured storage facilities under the control of the Receiving Officer will be provided in advance of the tender closing date. Tender papers not placed in the tender box shall be endorsed by the Receiving Officer with detail of receipt and placed in the secure storage.

The Council's emails should be monitored for tender enquiries from prospective tenders and address per clause 2.4. Tenders should not be accessed until after the tender period has closed. Emails should be stamped with the time of receipt. Tenders received through the post must be endorsed with the exact time of receipt. All document recipients and contact details for tender recipients can be viewed on SA Tenders by Councils registered Agency Administrator.

When envelopes containing tenders have been opened due to lack of identification, they should be immediately resealed and the envelope suitably endorsed and referred to the Receiving Officer.

At the predetermined closing time on the tender closing date, the tender box should be closed to prevent lodgement of late tenders in the box. No tender price offered orally will be received. Where electronic tendering is available the current industry standard to local government will be used in conjunction with the above.

#### 4. Opening Procedure

A Tender Opening Committee must consist of at least three responsible persons appointed by the Chief Executive Officer. At least one member of the opening committee should be from a department that is not responsible for the tender.

Tenders must be opened in a secure area and numbered in order of opening. All tender forms, accompanying letters and schedule of prices must be numbered and initialled by each member of the Committee. Other papers submitted such as schedules, technical data and brochures, must be endorsed with the tender number.

Tenders will be scheduled in order of opening.

The schedule must be endorsed by the Committee noting in respect of each tender:

- Informalities;
- Compliance with the Conditions of Tendering; and
- The submission of data required by the tender documents.

The Opening Committee will sign the schedule and rule it off immediately below the final tender listed.

File Path	Last review	Next review	Page
L:\1. Organisational Documents\Council Policies\Council Adopted Policies\Procurement Policy 2023.docx	February 2023 March 2024	February 2027 March 2028	Page 13 of 16

*Electronic version on the Intranet is the controlled version. Printed copies are considered uncontrolled. Before using a printed copy, verify that it is the current version*



## Procurement Policy

### 5. Late Tenders

A tender received after the nominated closing time that is:

- Delivered by hand 'over the counter'.
- Received through the mail.
- Received by email

Must be deemed late and shall be endorsed with the exact time of receipt. A person presenting a tender 'over the counter' will be asked to initial the endorsement.

A late tender is not to be opened. A tenderer whose tender is rejected as being late must be advised promptly.

Adequate safeguards should be used to ensure the preservation of the confidentiality of tenders which are received late and are not admitted for consideration.

### 6. Evaluation of Tenders

Tenders will be evaluated by the Chief Executive Officer or an Evaluation Panel appointed by the Chief Executive Officer, and a report will be provided to the Officer who called for the tender.

Evaluation should consider tenderers:

- Technical management, physical and financial capacity;
- Current commitments;
- Standing within the industry;
- Reliability;
- Quality;
- Record of performance; and
- Work Health and Safety System.

When applicable, requests for clarification shall be issued by the Officer nominated on the tender documents. All explanations and/or clarifications given should be confirmed in writing and filed with the prospective tenders.

A tender which does not comply with the tender documents is liable to be rejected. The tenderer may be given reasonable opportunity to comply with the tender documents but only without alterations to the submitted tender price.

Where a tenderer claims an error has been made in calculating the tender or has omitted to include a provisional sum, the tenderer shall not be permitted to amend the tender price. In such situations, the tenderer has the options of adhering to or withdrawing the tender price or being passed over.

File Path	Last review	Next review	Page
L:\1. Organisational Documents\Council Policies\Council Adopted Policies\Procurement Policy 2023.docx	February 2023 March 2024	February 2027 March 2028	Page 14 of 16

*Electronic version on the Intranet is the controlled version. Printed copies are considered uncontrolled. Before using a printed copy, verify that it is the current version*



## Procurement Policy

Should the Council decide not to accept any tender and to recall tenders, the original tenderers will be advised the reasons for recalling and as a general principle, where appropriate, be invited to submit a new tender or they are to be advised that the purchase will be negotiated.

### 7. Negotiation and Selection

In post tender negotiations Officers will not seek to trade off different tenderers prices against others in an attempt to obtain lower prices.

Unless time restraints dictate to the contrary Officers should first exhaust negotiations with the initial preferred tenderer before negotiating with the other tenderers.

There are occasions where negotiation of a tendered price may have to be considered before a tender is accepted. For example, where significant errors and/or omissions in the documents have affected the prices tendered or where the tender prices received are above the prices tendered or where the tender prices received are above the prices anticipated.

In such instances, negotiations of a price for the amendments to the tender documents will be concluded prior to acceptance notwithstanding that the estimate or the price received for the amendment when added to the lowest acceptable tender may exceed other tenders.

If the value of the amendment in relation to the tender price is significant and a satisfactory price cannot be negotiated it may be necessary to recall tenders. Any tender may be rejected provided the Officer acts honestly and with probity in doing so.

The tender most advantageous to the Council should be the one considered for acceptance.

Any proposed contract or ~~with~~ extension with a Value of Purchase greater than \$200,000, must be referred to a formal Council meeting for a decision and authorisation to accept or reject the tender and enter into the contract.

Subject to the financial limitation above, a proposed contract or extension with a successful tenderer may only be authorised and signed by an Authorised Officer, in accordance with the Council's Delegations Register, Local Government Act 1999. Any proposed contract that falls outside of the financial delegation of the Authorised Officer must be referred to the Council.

File Path	Last review	Next review	Page
L:\1. Organisational Documents\Council Policies\Council Adopted Policies\Procurement Policy 2023.docx	February 2023 March 2024	February 2027 March 2028	Page 15 of 16

Electronic version on the Intranet is the controlled version. Printed copies are considered uncontrolled. Before using a printed copy, verify that it is the current version





## Procurement Policy

### 8. Re-Tendering

Re-tendering should be avoided unless the tender documents have been amended or a substantial period of time has elapsed since tenders were initially involved.

Should it be decided following the calling of open tenders to recall tenders on a selected basis, opportunity should be given to each original tenderer to submit a price unless there are sound reasons for not doing so.

### 9. Confidentiality

Adequate safeguards must apply to secure the confidentiality of tenderers. All information provided between the tenderers and the Officer shall be treated as confidential and both the tenderer and the Officer shall maintain such information commercial – in – confidence.

### 10. Standard Conditions of Engagement

The tender and contract documents will be prepared using the Work Health & Safety Contractor Management provisions.

### 11. Insurance

The contractor shall insure against any claims which may arise or result during the course of the works whether from Workers compensation, public liability, personal liability, damage to services or works or any other cause and shall indemnify and keep indemnified the Council against all claims. A certificate of currency from an approved insurance company to a minimum value of \$20,000,000 and a copy of a current Return to Work SA Certificate shall be submitted to the principal prior to work commencing.

File Path	Last review	Next review	Page
L:\1. Organisational Documents\Council Policies\Council Adopted Policies\Procurement Policy 2023.docx	February 2023 March 2024	February 2027 March 2028	Page 16 of 16

*Electronic version on the Intranet is the controlled version. Printed copies are considered uncontrolled. Before using a printed copy, verify that it is the current version*



# Disbursement of Funds From Sale of Built Assets Policy

<b>Responsible Officer</b>	Chief Executive Officer
<b>Relevant Delegations</b>	Director Corporate Services
<b>Legislation and References</b>	Local Government Act 1999

## 1 Overview

The purpose of this policy is to:

- Facilitate fair and equitable distribution of funds from the sale of CGVC built assets,
- Encourage community groups to partner with Council in delivering on key objectives from the Strategic Plan, to maximise positive impacts across CGVC communities
- Set out the application process and evaluation criteria to be followed in relation to the provision of such funds.

## 2 Background

Council will make provision in its Annual Business Plan and Annual Budget for the allocation of funds from the sale of CGVC built assets.

For the purposes of this policy, 'the local community' is described as volunteer-based groups, not for profit groups and organisations based in any geographic community located within the CGVC region.

The sale of an asset in a particular community does not infer the allocation of those funds to that specific geographic community and/or associated peak body.

However, preference will ordinarily be given to local applicants or requests that have a direct and tangible benefit to the local community.

## 3 Procedure

These applications are competitive and therefore applications that answer all applicable questions and include supporting documentation are more likely to be successful.

Applications for funds from the sale of built assets under this Policy will be considered by a panel made up of:

- The Mayor and one other elected member independent of the community in which the built asset is located.
- A minimum of two community members independent of the applicants and their proposed projects. These members are to be nominated by the relevant local community, with final approval to be considered by elected Council members at an Ordinary Meeting.

File Path	Last review	Next review	Page
	March 2024	March 2028	Page 1 of 4



## Disbursement of Funds From Sale of Built Assets Policy

The panel will be supported by two relevant Council Administration staff in an advisory capacity.

That committee will put recommendations forward to Council for consideration and final approval.

Applications are to open within 12 months of the funds becoming available to Council.

The panel is to meet a maximum of once per year, with a maximum of one round of funding per year.

For activities or projects, or special events which fall outside of this policy, please refer to the following related policies on the Council website:

- Events - Financial Support Policy
- Community Financial Assistance Policy (includes the Community Asset Grant Scheme)

### Requests for funds outside these criteria shall be referred to Council for decision.

- Sporting, recreational and community organisations are encouraged to use Council's Community Asset Scheme to seek financial support for eligible projects.
- Requests from sporting or recreational organisations will not be supported outside the yearly budgetary process.
- Only one contribution allocation will be granted in any financial year for a particular project or activity. For the purposes of this policy this includes successful Community Asset Grants, Event Support Grants, and Community Financial Assistance requests.
- It shall be a condition of provision of a contribution that Council's allocation is formally acknowledged in any publicity promoting the activity of the project.

### Ineligible Projects

- Community groups who have previously failed to provide an acquittal /evaluation to Council from previous grant rounds
- Projects that have commenced prior to or have been finalised prior to application
- Deficit funding - for organisations which are experiencing a shortfall in cash or revenue or anticipated revenue
- Recurring operating costs
- Proposals where alternative sources of funding are available
- Upgrading of Government or privately owned assets
- Projects for other Government bodies and Projects for private organisations
- Previously purchased items

File Path	Last review	Next review	Page
	March 2024	March 2028	Page 2 of 4



# Disbursement of Funds From Sale of Built Assets Policy

## Eligible Organisations

- Not for profit organisations
- Incorporated organisations. Unincorporated organisations will require auspicing by an eligible organisation.
- Section 41 Committees

## At Completion

- A financial acquittal will be required from all successful applicants and must be in the format of the acquittal form which will be supplied, and include supporting source documents and photographic evidence.
- Organisations will be required to produce evidence of acknowledgement of Council's contribution (e.g. The Mayor was asked to open, a plaque was placed at the site, mention was made in a newsletter article etc).
- All Council funding received needs to be expended consistently with the application submission. Any unspent portions are to be accounted for and returned to Council at the completion of the project.

## 6. Budget

Council will determine a Budget for the disbursement of funds from the sale of CGVC built Assets .

## 7. Responsibilities and Accountabilities

Chief Executive Officer

- To approve payment in accordance with the limitations contained in this Policy
- To report panel recommendations made pursuant to this Policy to the next available Council meeting.

## 8. Review

This policy will be reviewed every four years, or as required.

The policy is also available on Council's website [www.claregilbertvalleys.sa.gov.au](http://www.claregilbertvalleys.sa.gov.au)

## 9. References

Local Government Act 1999

File Path	Last review	Next review	Page
	March 2024	March 2028	Page 3 of 4



# Disbursement of Funds From Sale of Built Assets Policy

## 10 Document History

Owner	Issue Date	Details of amendments
CGVC		Adopted by Council

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File Path	Last review	Next review	Page
	March 2024	March 2028	Page 4 of 4

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**Subject** Road Purchase Request-Buchanan Street, Clare

**Responsible Officer** Leanne Kunoth – Director Corporate Services

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<b>Strategic Outcome</b>	Strategic Plan 2023-2033 Quality Services, Assets and Infrastructure Plan for the effectiveness and inclusiveness of infrastructure and services to cater to the needs of community, visitors and local business and industry.
<b>Financial Implication</b>	There are no financial implications identified in this report at this time with the intention that all road closure process costs be borne by the applicant.
<b>Statutory Implication</b>	Local Government Act, 1999 Roads (Opening and Closing) Act 1991 Planning Development & Infrastructure Act 2016
<b>Policy Implication</b>	Disposal of Land and Assets Policy
<b>Community Implication</b>	There are no specific community implications identified in this report.
<b>Risk Assessment</b>	Failure of Council to undertake road closure process for the community with a risk rating of low.

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**Purpose**

That Council approve the purchase price of the unmade portion of Buchanan Street, Clare for SAM MAC Property Pty Ltd to proceed with the purchase process.

**Report**

At the 13 December 2023 meeting of Council the request to proceed to stage 1 preliminary search for SAM MAC Property Pty Ltd to purchase the unmade portion of Buchanan Street, Clare was approved.

As the road reserve is in a township, the purchaser was asked to provide independent valuation to determine the purchase price of the road reserve. A copy of the valuation provided to Council Administration is attached.

The current market value provided in the independent valuation is \$32,000 excluding GST. The approximate area of the road reserve is 854sq meters.

Mr Macdonald has made an offer of \$25,000 excluding GST to Council. A copy is attached. The suggested reduction in the price is due to the following land improvements completed by SJM Carpentry and Building.

- Removal of 4 x Radiata Pine trees 2022 over 40m high \$10,500 excluding GST
- Weed management over 9 years, from 2015-today \$ 3,685 excluding GST

Mr Macdonald is claiming \$7,000 of these costs, to be deducted from the independent valuation, making the offer \$25,000 excluding GST.

Council did not approve the removal of the trees, but there was a customer request to inspect in July 2022.

The adjoining property 35-39 Strickland Street, Clare has been owned by Mr Macdonald/SAM MAC Property Pty Ltd since June 2020, and no record of any customer requests for weed management in the road reserve have been made by Mr Macdonald. The road reserve has been maintained by Council in conjunction with the RepaySA crews.

As stated in the previous report to Council, SAM MAC Property Pty Ltd is looking to landscape the area and is agreeable to providing an Easement/Right of Way so the public can utilise the area to access the bridge to the rear of 308 Main North Road, Clare.

It is recommended that Council determine the purchase price of the road reserve, so the road closure process can continue to stage 2-public notification.

## **Attachment**

Valuation Report Unmade road reserve-Buchanan Street, Clare  
Email from Sam Macdonald/SAM MAC Property Pty Ltd with purchase price offer to Council

## **Recommendations**

Moved: Cr  
Seconded: Cr

That Council approve the valuation purchase price of \$32,000 excluding GST for the unmade portion of Buchanan Street, Clare to allow SAM MAC Property Pty Ltd to proceed with the purchase process.

**OR**

Moved: Cr  
Seconded: Cr

That Council approve the offered purchase price of \$25,000 excluding GST for the unmade portion of Buchanan Street, Clare to allow SAM MAC Property Pty Ltd to proceed with the purchase process

**OR**

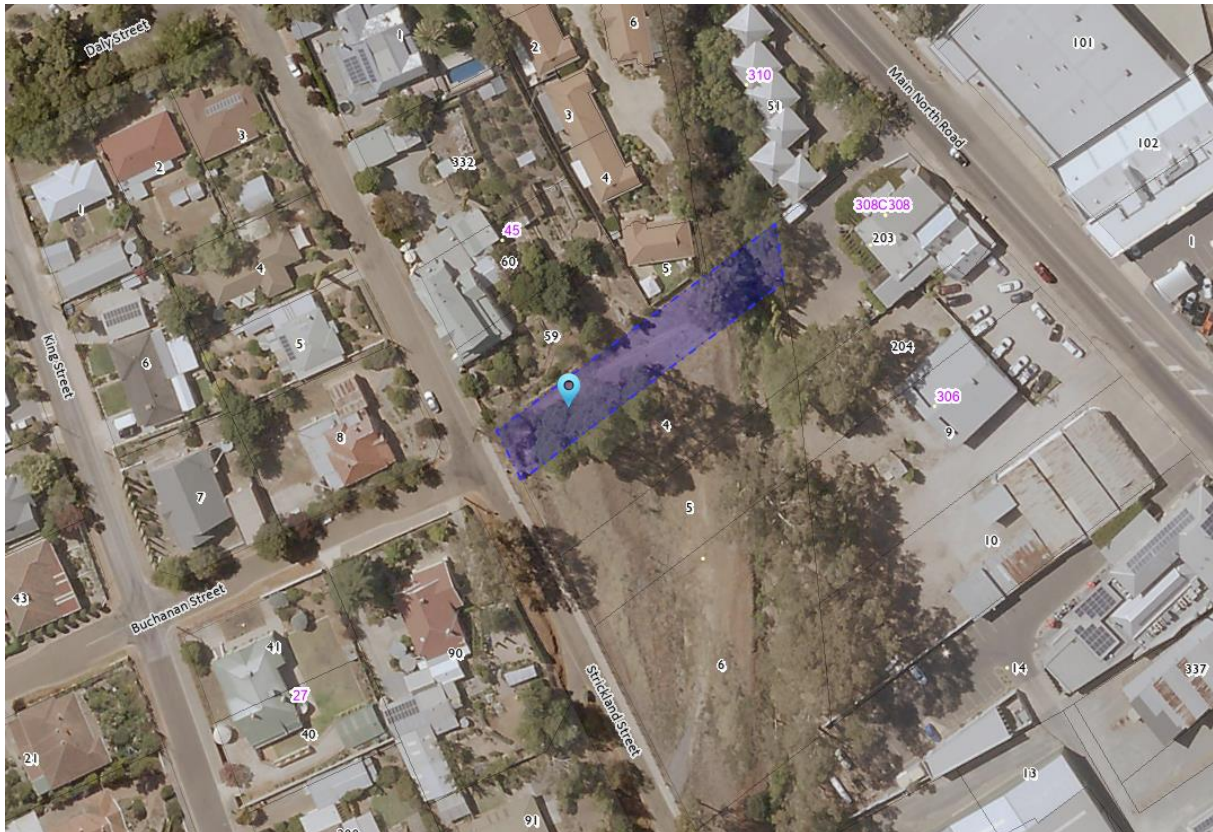
Moved: Cr

Seconded: Cr

That Council approve the purchase price of \$        excluding GST for the unmade portion of Buchanan Street, Clare to allow SAM MAC Property Pty Ltd to proceed with the purchase process.



# Valuation Report



## Un-formed Road Reserve, Extension of Buchanan Street, Clare SA 5453

Client: Sam Macdonald

Valuation Purpose: Market Value determination for potential sale transfer of road reserve.

Valuation Date: 23<sup>rd</sup> January 2024

Date Report Issued: 9th February 2024

Our Reference: J001394

Insight Property Pty Ltd (ACN 634 283 131) - T/A Inval Property Valuations

Liability limited by a scheme approved under Professional Standards Legislation

Table of Contents

<b>1.0</b>	<b>INSTRUCTIONS</b> .....	<b>3</b>
<b>2.0</b>	<b>BASIS OF VALUATION</b> .....	<b>3</b>
<b>3.0</b>	<b>DATE OF VALUATION</b> .....	<b>3</b>
<b>4.0</b>	<b>LOCATION</b> .....	<b>4</b>
<b>5.0</b>	<b>TENURE</b> .....	<b>5</b>
5.1	Legal Descriptions .....	5
5.2	Encroachments .....	5
<b>6.0</b>	<b>PLANNING</b> .....	<b>6</b>
6.1	Local Planning .....	6
<b>7.0</b>	<b>LAND</b> .....	<b>7</b>
7.1	Land Dimensions .....	7
7.2	Other Limitations/Restrictions .....	8
7.3	Inspection Photos .....	8
<b>8.0</b>	<b>SERVICES</b> .....	<b>9</b>
<b>9.0</b>	<b>IMPROVEMENTS</b> .....	<b>9</b>
<b>10.0</b>	<b>ENVIRONMENTAL ISSUES</b> .....	<b>9</b>
10.1	Bushfire Risk .....	10
10.2	Drainage / Flooding .....	10
10.3	Site Contamination .....	9
<b>11.0</b>	<b>INCLUSIONS &amp; EXCLUSIONS</b> .....	<b>10</b>
<b>12.0</b>	<b>OCCUPANCY DETAILS</b> .....	<b>10</b>
<b>13.0</b>	<b>LOCAL MARKET COMMENTARY</b> .....	<b>11</b>
<b>14.0</b>	<b>MARKET EVIDENCE</b> .....	<b>12</b>
14.1	Sales Evidence .....	12
<b>15.0</b>	<b>VALUATION CONSIDERATIONS</b> .....	<b>14</b>
15.1	Highest and Best Use .....	14
15.2	Sales History .....	14
15.3	Transaction Volumes .....	14
<b>16.0</b>	<b>VALUATION METHODOLOGY &amp; CALCULATIONS</b> .....	<b>14</b>
16.1	Adopted Valuation Method .....	14
16.2	Direct Comparison .....	15
<b>17.0</b>	<b>GOODS &amp; SERVICES TAX</b> .....	<b>15</b>
<b>18.0</b>	<b>VALUATION</b> .....	<b>16</b>
18.1	Compensation Value .....	16

**Appendices**

1. Plan SA Zoning Extracts and Maps.

## 1.0 Instructions

Under instructions from Sam Macdonald, to determine the current market value of an Un-formed Road Reserve, Extension of Buchanan Street, Clare S0A 5453 on a vacant possession basis, as of the date of inspection which was the 23<sup>rd</sup> of January 2024. The market value determination is for the transfer of road reserve land to be utilised in conjunction with the adjoining land/development.

## 2.0 Basis of Valuation

This valuation has been prepared in accordance with the Australian & New Zealand Property Institute Standard Instructions for Valuers.

This valuation has been prepared on the basis of market value as defined by the International Valuation Standards Council (IVSC), and adopted by the Australian Property Institute, as follows:

Market Value	Market Value is the <i>“estimated amount for which an asset or liability should exchange on the valuation date between a willing buyer and a willing seller in an arm's length transaction, after proper marketing and where the parties had each acted knowledgeably, prudently and without compulsion.”</i>
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Market value is based on the highest and best use of the asset which may not necessarily be the existing use.

## 3.0 Date of Valuation

Valuation Date	23 <sup>rd</sup> January 2024
Date of Inspection	23 <sup>rd</sup> January 2024

Market Change Disclaimer	This valuation is current as at the date of valuation only. The value assessed herein may change significantly and unexpectedly over a relatively short period (including as a result of general market movements or factors specific to the particular property or factors that the Valuer could not have reasonably become aware of as at the date of the Report). We do not accept liability for losses arising from such subsequent changes in value. No person or entity can rely upon this valuation after the expiration of 90 days from the date of the valuation (or such earlier date if such person or entity becomes aware of any factors that have any effect on the valuation). We do not assume any liability in circumstances where this valuation is relied upon after the expiration of 90 days from the date of the valuation (or such earlier date if such person or entity becomes aware of any factors that have any effect on the valuation)."
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## 4.0 Location

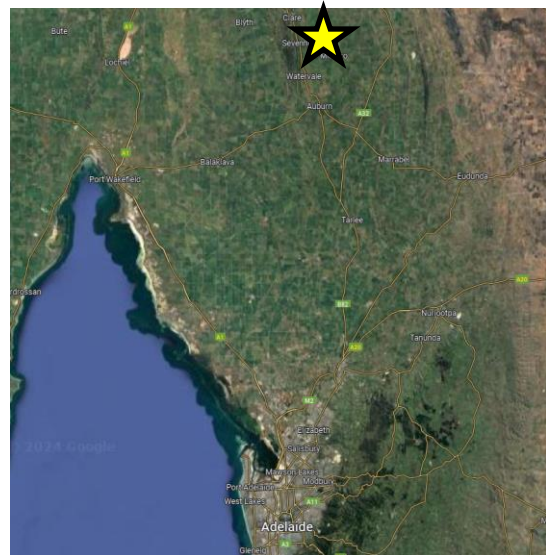
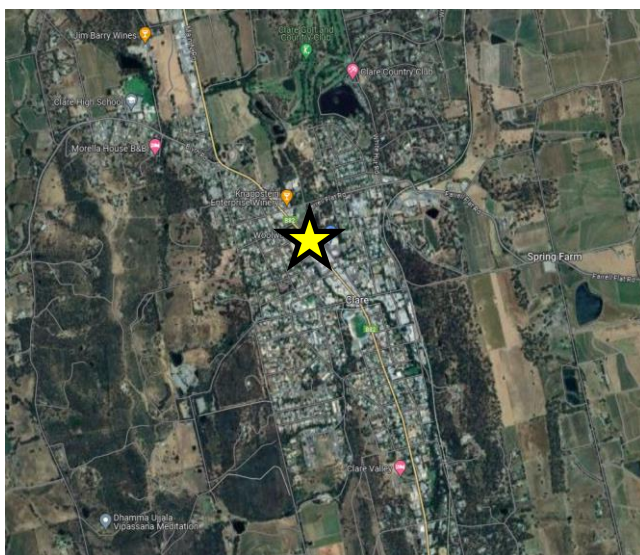
The subject site is an un-formed road reserve which is an eastern extension of Buchanan Street located in the township of Clare, South Australia. The road reserve is a narrow lane-way, which includes a public pedestrian bridge. The property is within a Neighbourhood and Town Activity Centre Zone with surrounding uses including mostly established residential properties and with commercial properties and the Main Street of Clare to the east. More specifically the subject is located approximately 600 metres northwest of the Clare Post Office and approximately 220 metres southwest of Main North Road (Horrocks Hwy), the main thoroughfare through the town.

Clare is located in the Mid North region of South Australia, approximately 136 kilometres north of the state's capital city of Adelaide. The Clare Valley is a well known wine and tourist region, with the township of Clare being its commercial and tourist centre, with the 2021 census recording a population of 3,238 people.

The images below further illustrate the location of the laneway highlighted in blue.



Source: <https://sappa.plan.sa.gov.au/>



Source: [google maps](https://www.google.com/maps/)

## 5.0 Tenure

### 5.1 Legal Descriptions

Un-formed Road Reserve, Extension of Buchanan Street:

No Title issued. Land is a Government Gazetted Road and thus non-identified land.

We have been advised that the road reserve to be acquired is owned/controlled by the Clare and Gilbert Valleys Council (transferor). The land in question is currently an un-formed road reserve that slopes steeply down to the Hut River, and also encompasses part of the river course itself.

The subject land appears to have a sewer point at the lower end (eastern end - refer to photos), and this will obviously remain.

The subject land is proposed to be closed and then utilised in conjunction with the transferee land being the existing sites at Lot 4, 5 & 6 Strickland Street. Once closed the Road Reserve will no longer be classified as 'Community Land' but is intended to be used to allow rear access for the newly constructed homes facing Strickland Street.

### 5.2 Encroachments

Site Survey	We have not been provided with, nor have we sighted a current site survey of the existing road.
Inspection Findings	Based on our inspection, no permanent existing structural improvements encroach onto the vacant land to be transferred, apart from a small concrete walkway on the north eastern corner leading to a pedestrian bridge across the river course (refer to photos – both of which are located within the subject land). Should the addressee or other parties authorised to rely on this report have concerns in relation to encroachments, then we would recommend engaging a licensed surveyor to undertake such a survey.
Site Survey Disclaimer	This report is not a site survey and no advice is given in any way relating to survey matters. Any comments given in relation to the property are not given in the capacity as an expert, however, are based on our inspection of the property and review of the Certificate of Title plans. Should the addressee require absolute certainty in relation to encroachments we recommend that a surveyor be engaged to provide appropriate advice and a survey of the property if considered necessary.

## 6.0 Planning

### 6.1 Local Planning

Local Government Authority	Clare and Gilbert Valleys Council
Current Planning Scheme	PlanSA, Planning and Design Code
Current Zoning	In between Neighbourhood and Town Activity Centre zones
Zoning Constraints	<p><u>Neighbourhood</u> Desired Outcomes:</p> <ol style="list-style-type: none"> <li>Housing supports a range of needs and complements the existing local context. Services and community facilities contribute to making a convenient place to live without compromising the residential amenity and character of the neighbourhood.</li> </ol> <p>Development Deemed to Satisfy Criteria; Ancillary accommodation, Child care facility, Community facility, Consulting room, Dwelling, Educational facility, Office, Outbuilding, Recreation area, Retirement facility, Shop, Supported accommodation.</p> <p><u>Town Activity Centre</u> Desired Outcomes:</p> <ol style="list-style-type: none"> <li>A cohesive, active, accessible and welcoming centre for local residents and visitors to shop, work, meet, entertain and relax in an attractive and safe environment.</li> <li>The range of land uses that occur in the centre provide important services to town residents, rural hinterland and the broader region.</li> </ol> <p>Development Deemed to Satisfy Criteria; Advertisement, Child care facility, Cinema, Community facility, Consulting room, Dwelling, Educational facility, Emergency services facility, Hospital, Hotel, Indoor recreation facility, Library, Office, Place of worship, Public transport terminal, Recreation area, Retail fuel outlet, Service trade premises, Shop, Tourist accommodation.</p>
Encouraged Use	Once the road is closed, the existing zoning encourages the use of the land to be part of a commercial development.
Proposed Zoning	We are unaware of any proposed changes to the current zoning.
Heritage Issues	We note that the property is not affected by Local or State Heritage listings.
Planning Disclaimer	Town planning and zoning information was informally obtained from the relevant local and State Government authorities. This information does not constitute a formal zoning certificate. Should the addressee require formal confirmation of planning issues then we recommend written application be made to the relevant authorities to obtain appropriate current zoning certificates.

## 7.0 Land

### 7.1 Land Dimensions

#### Existing current site:

Dimensions, Site Area and Description

The un-formed road reserve is a slightly irregular shaped parcel of land, it is approximately 11.9 metres wide fronting Strickland Street (west), 12.7 metres wide at the eastern rear and approximately 76.3 metres on the northern and 71.9 metres on the southern side boundaries. Total site area approximately 854 sqm.



The site dimensions and area have been checked/identified by reference to the measurements from the SAPPA Plan South Australian Government website.

The acquired land is proposed to be utilised in conjunction with the following transferees' sites, allotment 4,5 & 6 Strickland Street, which currently have a multiple unit dwelling complex in final stages of completion.

All four (4) sites have fairly steep slopes, sloping east from Strickland Street to the river course at the rear.

Site Area Disclaimer

In the event the actual land area of the property is different to the area adopted in this valuation the survey should be referred to the valuer for comment on any valuation implications.

## 7.2 Other Limitations/Restrictions

Government Proposals	This valuation relates to the proposal by Sam Macdonald in relation to the closure of a road reserve to be transferred to the adjacent land.
Endangered Flora & Fauna	This valuation is made on the basis that there is no flora or fauna on the site which may affect the future development potential of the site.
Native Title	A site inspection has not revealed any obvious presence of native title, but it is noted that the site does not yet have freehold title, and may require approvals for its transfer. Nevertheless, we are not experts in native title or the property rights derived there from and have not been supplied with appropriate anthropological, ethnoecological and/or ethnographic advice. Therefore, the property valuation or assessment is made subject to there being no actual or potential native title affecting the value or marketability of the property.

## 7.3 Inspection Photos







## 8.0 Services

No services were connected to the subject property (road reserve) at the date of inspection, but mains power and water run along Strickland Street, and there is a sewer point near the rear of the subject land. The subject road reserve is an unformed gazetted road, accessed via Buchanan and Strickland Street which are bitumen sealed roads with concrete kerbing.

## 9.0 Improvements

Road Reserve unformed – Nil Improvements, apart from a pedestrian bridge at the eastern end across the Hutt River.

## 10.0 Environmental Issues

### 10.1 Site Contamination

Current & Past Use	Current and past use as vacant land/road reserve.
Site Observations	We have not investigated the site beneath the surface or undertaken vegetation or soil sampling. We confirm that a visual site inspection has not revealed any obvious pollution or contamination. At the date of inspection, we have no knowledge of any contamination of the land.
Contaminated Sites Database Search	A search of the South Australian Governments 'Environmental Protection Authority' contamination register, found no registered contamination or potential contamination activity associated with the subject property.
Environment Risk	The subjects current use is considered a low environmental risk use.
Contamination Assumption	Our valuation has been based upon the assumption that there are no actual or potential contamination issues affecting the property.
Environmental Disclaimer	This report is not an environmental audit and no advice is given in any way relating to environmental matters. Any comments given as to environmental factors in relation to the property are not given in the capacity as an expert. Given contamination issues can have an impact on the Market Value of the property, we reserve the right to review and if necessary, vary our valuation if any contamination or other environmental hazard is found to exist.

## 10.2 Bushfire Risk

### Inspection and mapping

The property is located in an 'Urban Interface Overlay Zone' according to the Bushfire Protection Area. The Hazards (Bushfire - Urban Interface) Overlay seeks to ensure urban neighbourhoods adjoining bushfire risk areas allow access through to bushfire risk areas, and are designed to protect life and property from the threat of bushfire and facilitate evacuation to areas safe from bushfire danger. It should be noted this is a common overlay for urban areas adjoining rural areas or large un-developed land areas.

## 10.3 Drainage / Flooding

### Inspection

We note that PlanSA mapping shows that the eastern portion of the site is within a "Flooding Hazard" zone, the area is only susceptible to flooding during extreme flooding events, which are in-frequent. See image below.

The area affected has no major structural improvements, under the proposed use for access, flooding will only temporarily affect rear site access.

This risk could be mitigated by having an appropriate insurance policy that covers properties within marked flood hazard areas.



[SAPPA the South Australian Property and Planning Atlas](#)

## 11.0 Inclusions & Exclusions

Vacant land - Excluded from the valuation are all items which are removable in nature, such as any plant and machinery, and the transportable site office that is temporarily partly on the subject land.

## 12.0 Occupancy Details

Road reserve - the site is currently vacant land owned/controlled by the Clare and Gilbert Valleys Council, which is proposed to be sold/transferred to Sam Macdonald.

### 13.0 Local Market Commentary

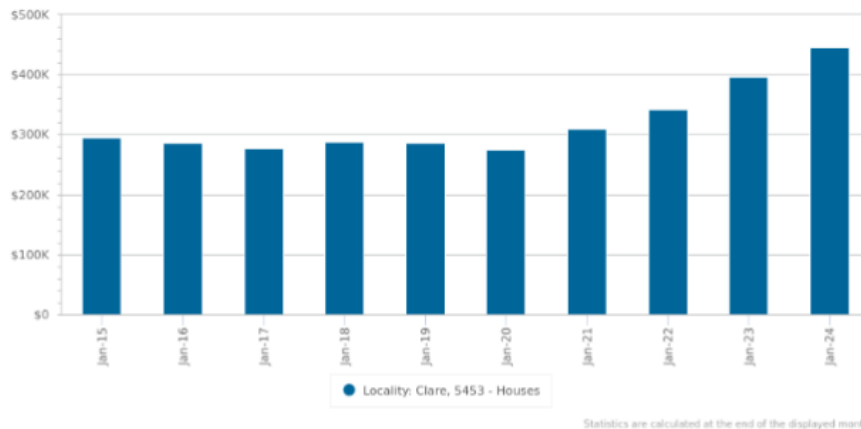
In May 2022 the RBA raised rates for the first time in 11 years by 25 basis points to an official cash rate of 0.35%. This has been followed by 11 monthly rate rises up to and including a 25-basis point rise on the 7th of March 2023 which saw the official cash rate rise to 3.60%. After a break in increases at their meeting on the 4th of April 2023, the RBA then once again increased them by 0.25% in May 2023 and 0.25% in June 2023 in an attempt to quash inflation. The recent meeting in November has seen the official cash rate rise to 4.35%, but this has remained stable through December and January, and has just been re-affirmed at the February 2024 meeting. We are yet to see any major effect on the South Australian property market from rising interest rates with Q1 (end March) 2023 seeing an increase of 0.84% and Q2 (end June) 2023 seeing an increase of 2.2% in the median house price; whilst eastern interstate property markets had already softened with declining property values, we note they have already begun to recover/improve again.

**Regionally Commercial:**

2022 and 2023 has seen limited commercial properties offered to and sold on the open market in regional South Australia. Whilst there is still reasonably good demand for quality commercial and industrial properties in regional locations, particularly the larger regional cities and townships such as Port Augusta, Port Pirie, Whyalla, Mount Gambier and Port Lincoln. Interstate investor interest still remains, looking to cash in on the more affordable and perceivably more stable South Australian market, along with the generally higher yield returns although tightening. This is particularly the case where a property has a national tenant with strong lease covenants such as pharmaceutical/dental or those associated with mining and gas.

**Clare Housing:**

The graph below shows that medium house prices in Clare showed a continual rise since January 2021 after a static period, starting at a medium price of \$310,340 In January 2021 with the most recent median price at \$446,000 January 2024.



Source: RPdata

## 14.0 Market Evidence

Information Availability	<p>In preparing this valuation we have undertaken investigations reasonably expected of a professional valuer having regard to normal industry practice so as to obtain the most relevant, available, comparable market evidence. Whilst we believe the sales information provided to be accurate, not all details can and have been formally verified. Due to privacy laws, confidentiality agreements and other circumstances beyond our control, the valuer may not have had access to:</p> <ul style="list-style-type: none"> <li>• Personal details of parties involved in transactions and is therefore unable to confirm whether such dealings are arm's length transactions, and</li> <li>• Information on recent transactions that are yet to become public knowledge.</li> </ul>
Additional Information	<p>In the event additional information becomes available this may affect the opinion expressed by the valuer. Nevertheless the valuation is based on information and market evidence reasonably available to the valuer as at the date of the valuation in accordance with usual professional valuation practices.</p>

### 14.1 Sales Evidence

In forming our opinion of value we have had regard to various sales transactions of similar zoned parcels of land from within Clare and nearby areas. A selection of sales is detailed below.

Lot 20 Jonathon Street, Clare SA 5453	Date	Sale Price
	25 May 2023	\$85,000
<p><b>Description:</b> Property comprises a slightly irregular corner allotment situated just off the main road through the Clare cbd. A fairly flat site that needs some tree removal – located opposite dwellings and backing onto a commercial property. Total approximate site area of 2,130sqm. Open market sale as a residential site. Zoned Neighbourhood.</p> <p><b>Rate / m2</b> \$39.91.</p> <p><b>Comparison:</b> A larger site and flatter parcel of land – has similarities in proximity to the cbd and also in between residential and commercial sites. Comparable on a rate / m2 but superior on size.</p>		

Lot 14 & 15 Farrell Flat Rd, Clare SA 5453	Date	Sale Price
	19 Sept. 2022	\$225,000
<p><b>Description:</b> Property comprises a large corner allotment in a fringe Neighbourhood area, with commercial buildings also adjacent, and located 1 km from the cbd of the township of Clare. Total approximate site area of 2,629 sqm. A fairly high exposure development site and sold on the open market. Zoned Neighbourhood.</p> <p><b>Rate / m2</b> \$85.58.</p> <p><b>Comparison:</b> Prominent main road site with superior frontage / exposure plus a flat site providing superior access and better development potential. Expected upper end of commercial land market, superior rate / m2.</p>		

	<b>Date</b>	<b>Sale Price</b>
<b>Lot 201 McBride Lane, Clare SA 5453</b>	14 August 2023	\$200,000
<p><b>Description:</b> A rectangular shaped allotment at the end of Knapstein Lane, and with services easement to McBride Lane. Located 150 m from the main cbd, and a relatively flat residential development site. Total approximate site area of 2,186 sqm. Freehold block which was recently cleared for residential development. Zoned Neighbourhood.</p> <p><b>Rate / m2</b> \$91.99.</p> <p><b>Comparison:</b> More secluded site but still quite close to the cbd of Clare. Larger site and also flat and cleared, plus services available. Superior rate psm to the subject land, and also superior on size.</p>		

	<b>Date</b>	<b>Sale Price</b>
<b>Lot 202 Kelly Street, Clare SA 5453</b>	14 July 2023	\$80,000
<p><b>Description:</b> A rectangular shaped allotment in an established residential area on the south western side of Clare. Set amongst established housing, and a flat site with services available. Total approximate site area of 844 sqm. Freehold block sold on the open market. Zoned Neighbourhood.</p> <p><b>Rate / m2</b> \$94.79.</p> <p><b>Comparison:</b> Similar sized block but better residential potential amongst established housing – easier access and less development costs. Larger site and also flat and cleared. Superior rate psm. to the subject land, and also superior on size.</p>		

	<b>Date</b>	<b>Sale Price</b>
<b>10 Commercial Road, Watervale, SA 5452</b>	9 June 2023	\$155,000
<p><b>Description:</b> Property comprises a large residential allotment located close to the main Highway in a small township just a few minutes south of Clare. Total approximate site area of 1,887sqm. A flat and clear site, and sold on the open market. Zoned Township</p> <p><b>Rate / m2</b> \$82.14.</p> <p><b>Comparison:</b> Larger parcel of land and also easier access and development potential. Slightly lower value residential position but still a superior rate psm.</p>		

	<b>Date</b>	<b>Sale Price</b>
<b>4 Little Bourke Street, Spalding, SA 5454</b>	4 July 2023	\$20,000
<p><b>Description:</b> A rectangular residential block of land located just off the main road through the Spalding Township, which is situated just north of Clare. Total approximate site area of 990 sqm. A relatively flat and clear block with limited fencing. Zoned Neighbourhood.</p> <p><b>Rate / m2</b> \$20.20.</p> <p><b>Comparison:</b> Comparable parcel of land for size, and also close to a main road, but a much lower value township with less amenities. Flatter site, but inferior on a rate / m2.</p>		

## 15.0 Valuation Considerations

### 15.1 Highest and Best Use

The highest and best use of the site is to be utilised in conjunction with adjoining land as part of a commercial development site with mixed potential uses as per the zoning development constraints. Due to the steep slope, plus narrow dimensions of the land, the utility of the site for individual residential use is very limited, and its highest & best use is for an add on to the adjoining land to create access to the eastern side of the adjoining development

### 15.2 Sales History

There is no previous sales history being a road reserve.

### 15.3 Transaction Volumes

There is a shortage of recent comparable land sales in the general commercial market, particularly in the regional markets. I have by necessity had to refer to a broad price range of market evidence over an extended period of time. Sales utilised have been adjusted and analysed in comparison to the subject property to reflect variations in value due to land development potential and location.

## 16.0 Valuation Methodology & Calculations

### 16.1 Adopted Valuation Method

Due regard has been given to the following relevant factors: -

- The location of the property, access, and surrounding land uses;
- The size of the site;
- The zoning of the land;
- The availability of services;
- The available sales evidence within the general proximity; and
- The current state of the real estate market as at the time of valuation, with consideration to current demand for vacant commercial sites within the area.

In determining the value of the subject property, we have given consideration to the direct comparison method.

Due regard has been given to sales activity of comparable properties, as discussed under the Market Commentary section of this report.

## 16.2 Direct Comparison

The most appropriate method for valuing a parcel of commercial land devoid of any improvements is the direct comparison approach. This valuation method is the most frequently used method and involves comparison of the property to be valued with sales of similar properties. Comparisons can be made in many forms including straight comparison, or analysis on a rate per area basis (such as rate psm, or rate per ha of land). Points of difference are taken into account by the valuer including the location of the properties, land areas etc.

The analysed sale evidence ranged in value from \$20,000 to \$225,000 or \$20.20/sqm to \$94.79/sqm, for allotments ranging in size from 844sqm to 2,629sqm. Utilising the rate per square metre of land basis, the sale evidence plus the valuers knowledge of the local market indicates that rates per square for medium size residential blocks in older areas of Clare range from \$90 / m2 upwards to the mid \$100's / m2. Allotments with commercial development potential can vary depending on each block's individual characteristics, and the costs to develop.

The sale at Jonathon Street is probably the best comparison on a rate / m2 for a site located between residential and commercial uses (such as the subject property), and whilst its overall area was superior, its was located slightly further from the main street.

After consideration of all relevant matters, in particular the current location, zoning, narrow street frontage and significant fill needed for any development use, plus further restrictions on use of approx. 30% of the site at the rear by the presence of the creek and sewer easement, and with regard to the prevailing market conditions, we are of the opinion that an appropriate rate per square metre is in the range of \$35 to \$40 per square metre, calculating to a market range for the 854 sqm road of \$29,890 say \$30,000 to \$34,160 say \$35,000. Adopting a rate at the middle of the range at \$37/sqm calculates to a market value of \$31598 say \$32,000.

## 17.0 Goods & Services Tax

All amounts and values expressed in this report are exclusive of GST unless otherwise specified.

## 18.0 Valuation

### 18.1 Compensation Value

We are of the opinion that the current Market Value of the fee simple interest of the site / road (to be closed) for market value determination for transfer / sale of road reserve land, as at 23<sup>rd</sup> of January 2024 subject to the comments in this report, is:

#### Market Value:

**\$32,000 Excluding GST**

**(THIRTY TWO THOUSAND DOLLARS – EXCLUDING GST)**

We have made all enquiries we believe are necessary and appropriate and to our knowledge there have not been any relevant matters omitted from this report, except as otherwise specifically stated.

We believe that the facts within our knowledge that have been stated in this report are true.

The opinions we have expressed in this report are independent and impartial.

We have complied with the requirements of the following professional codes of conduct or protocol, being the Australian Property Institutes Professional Code of Ethics, Rules of Conduct and the Australia and New Zealand Valuation and Property Standards.

Finally, and in accordance with our normal practice, we confirm that this report is confidential to the clients for pre-sale advice purposes only. No responsibility is accepted to any third parties. Neither the whole of the report, or any part of it, or any reference to it, may be published in any document, statement or circular nor in any communication with third parties without our prior written approval of the form and context in which it will appear.

We confirm the valuers do not have any pecuniary interest that would conflict with the proper valuation of the property.

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Valuer's



Jim Bell, inspecting valuer  
AAPI, Certified Practising Valuer  
API Member No. 64313



Nigel Gibbins, counter signatory  
AAPI, Certified Practising Valuer  
API Member No. 2983

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#### Counter Signatory:

The counter signatory has reviewed the report and confirms it is in accordance with accepted methodology from AAPI reporting guidelines. The counter signatory has not formally inspected the property or comparable sales, and the opinion of value has been arrived at solely by the principal signatory to this report.

#### Appendices

1. Plan SA Zoning Extracts and Maps.



## APPENDIX 1

### Plan SA Zoning Extracts and Map

Policy24 P&D Code (in effect) Version 2024.1 - 18/01/2024

LOT 4 STRICKLAND ST CLARE SA 5453

Address:

Click to view a detailed interactive [SAUS](#) in SAILIS

To view a detailed interactive property map in SAPPa click on the map below



#### Property Zoning Details

**Zone** Township Activity Centre

**Overlay**

- Affordable Housing
- Hazards (Flooding)
- Hazards (Bushfire - Urban Interface)
- Hazards (Flooding - Evidence Required)
- Native Vegetation
- Prescribed Water Resources Area
- Water Resources

#### Development Pathways

■ Township Activity Centre

1. Accepted Development

Means that the development type does not require planning consent (planning approval). Please ensure compliance with relevant land use and development controls in the Code.

- Building alterations
- Building work on railway land
- Consulting room
- Office
- Partial demolition of a building or structure
- Shade sail
- Shop
- Solar photovoltaic panels (roof mounted)
- Water tank (above ground)
- Water tank (underground)

2. Code Assessed - Deemed to Satisfy

Means that the development type requires consent (planning approval). Please ensure compliance with relevant land use and development controls in the Code.

- Advertisement
- Consulting room
- Office
- Shop
- Temporary accommodation in an area affected by bushfire

3. Code Assessed - Performance Assessed

Performance Assessed development types listed below are those for which the Code identifies relevant policies.

Additional development types that are not listed as Accepted, Deemed to Satisfy or Restricted default to a Performance assessed Pathway. Please contact your local council for more information.

- Advertisement
- Consulting room
- Demolition
- Dwelling
- Fence
- Land division
- Office
- Residential flat building
- Retaining wall
- Shop
- Store
- Telecommunications facility
- Tree-damaging activity
- Verandah

**Policy24** **P&D Code (in effect) Version 2024.1 - 18/01/2024**

4. Impact Assessed - Restricted  
Means that the development type requires approval. Classes of development that are classified as Restricted are listed in Table 4 of the relevant Zones.

Property Policy Information for above selection

**Part 2 - Zones and Sub Zones**

**Township Activity Centre Zone**

**Assessment Provisions (AP)**

Desired Outcome (DO)

Desired Outcome	
DO 1	A cohesive, active, accessible and welcoming centre for local residents and visitors to shop, work, meet, entertain and relax in an attractive and safe environment.
DO 2	The range of land uses that occur in the centre provide important services to town residents, rural hinterland and the broader region.

Performance Outcomes (PO) and Deemed-to-Satisfy (DTS) Criteria / Designated Performance Feature (DPF)

Performance Outcome	Deemed-to-Satisfy Criteria / Designated Performance Feature
Land Use and Intensity	
PO 1.1 Retail, office, entertainment, health , recreation related uses and other businesses provide a range of goods and services to the local community and the surrounding district.	DTS/DPF 1.1 Development comprises one or more of the following: (a) Advertisement (b) Child care facility (c) Cinema (d) Community facility (e) Consulting room (f) Dwelling (g) Educational facility (h) Emergency services facility (i) Hospital (j) Hotel (k) Indoor recreation facility (l) Library (m) Office (n) Place of worship (o) Public transport terminal (p) Recreation area (q) Retail fuel outlet (r) Service trade premises (s) Shop (t) Tourist accommodation.
PO 1.2 Residential development does not prejudice the operation of existing or future retail, office, entertainment or recreation related activity within the zone.	DTS/DPF 1.2 Dwellings are: (a) developed in conjunction with non-residential uses (b) sited either behind or above non-residential uses on the same allotment
PO 1.3 Tourist accommodation and visitor attractions support the visiting public and holiday makers.	DTS/DPF 1.3 None are applicable.
PO 1.4 Development sited and designed to achieve or maintain a vibrant and interesting streetscape within retail areas.	DTS/DPF 1.4 None are applicable.
PO 1.5 Changes in the use of land encourage the efficient reuse of commercial premises to	DTS/DPF 1.5 A change of use to a shop, office, consulting room or any combination of these uses

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maintain and enhance vibrancy within activity centres.		where all of the following are achieved: <ul style="list-style-type: none"> <li>(a) the area to be occupied by the proposed development is in an existing building and is currently used as a shop, office, consulting room or any combination of these uses</li> <li>(b) if the proposed change of use is for a shop that primarily involves the handling and sale of foodstuffs, areas used for the storage and collection of refuse are sited at least 10 metres from the site of a dwelling (other than a dwelling directly associated with the proposed shop)</li> <li>(c) if the proposed change of use is for a shop that primarily involves heating and cooking of foodstuffs in a commercial kitchen and is within 30 metres of any neighbourhood-type zone boundary or a dwelling (other than a dwelling directly associated with the proposed shop), an exhaust duct and stack (chimney) exists or is capable of being installed for discharging exhaust emissions</li> <li>(d) if the change in use involves a gross leasable floor area greater than 250m<sup>2</sup> and has direct frontage to an arterial road, it achieves:                             <ul style="list-style-type: none"> <li>(i) the primary vehicle access (being the access where the majority of vehicles access / egress the site of the proposed development) from a road that is not an arterial road</li> <li style="text-align: center;">or</li> <li>(ii) the development is located on a site that operates as an integrated complex containing two or more tenancies (and which may comprise more than one building) where facilities for off-street vehicle parking, vehicle loading and unloading, and the storage and collection of refuse are shared</li> </ul> </li> <li>(e) off-street vehicular parking exists in accordance with the rate(s) specified in Transport, Access and Parking Table 1 - General Off-Street Car Parking Requirements or Table 2 - Off-Street Car Parking Requirements in Designated Areas to the nearest whole number, except where:                             <ul style="list-style-type: none"> <li>(i) the building is a local heritage place</li> <li style="text-align: center;">or</li> <li>(ii) the required contribution will be made into a relevant car parking offset scheme (other than where a relevant contribution has previously been made)</li> <li style="text-align: center;">or</li> <li>(iii) the development is located on a site that operates as an integrated complex containing two or more tenancies (and which may comprise more than one building) where facilities for off-street vehicle parking, vehicle loading and unloading, and the storage and collection of refuse are shared.</li> </ul> </li> </ul>
Built Form and Character		
PO 2.1 Development complements adjacent development within the zone, and mitigates interface impacts on adjoining residential uses in neighbourhood-type zones, through appropriate building siting, scale and design.	DTS/DPF 2.1	None are applicable.
PO 2.2 Buildings are sited and designed to create pedestrian, vehicular and visual linkages between the various built-form elements within the zone and adjoining main roads.	DTS/DPF 2.2	None are applicable.
Building height and setbacks		
PO 3.1 Buildings are set back from primary and secondary street boundaries to contribute to the consistent established streetscape.	DTS/DPF 3.1	Buildings are set back from road boundaries to align with buildings on adjoining land.
PO 3.2 Building height is consistent with the form expressed in any relevant <i>Maximum Building Height (Levels) Technical and Numeric Variation layer</i> and <i>Maximum Building Height (Metres) Technical and Numeric Variation layer</i> or is generally low-rise to complement the established streetscape and local character.	DTS/DPF 3.2	Building height is not greater than: <ul style="list-style-type: none"> <li>(a) the following:</li> <li>(b) in all other cases (i.e. there are blank fields for both maximum building height (metres) and maximum building height (levels)) - 3 building levels up to a height of 12m.</li> </ul> In relation to DTS/DPF 3.2, in instances where: <ul style="list-style-type: none"> <li>(c) more than one value is returned in the same field for DTS/DPF 3.2(a), refer to the <i>Maximum Building Height (Metres) Technical and Numeric Variation layer</i> or <i>Maximum Building Height (Levels) Technical and Numeric Variation layer</i> in the SA planning database to determine the applicable value relevant to the site of the proposed development</li> <li>(d) only one value is returned for DTS/DPF 3.2(a) (i.e. there is one blank field), then the relevant height in metres or building levels applies with no criteria for the other.</li> </ul>

Policy24		P&D Code (in effect) Version 2024.1 - 18/01/2024	
PO 3.3	Buildings mitigate visual impacts of massing on residential development within a neighbourhood-type zone.	DTS/DPF 3.3	Buildings are constructed within a building envelope provided by a 45 degree plane measured from a height of 3 metres above natural ground level at the boundary of an allotment used for residential purposes in a neighbourhood-type zone as shown in the following diagram (except where this boundary is a southern boundary or where this boundary is the street boundary):
PO 3.4	Buildings mitigate overshadowing of residential development within a neighbourhood-type zone.	DTS/DPF 3.4	Buildings on sites with a southern boundary adjoining the allotment boundary of an allotment used for residential purposes in a neighbourhood-type zone are constructed within a building envelope provided by a 30 degree plane grading north measured from a height of 3m above natural ground level at the southern boundary, as shown in the following diagram (except where this boundary is a street boundary):
PO 3.5	Buildings on an allotment fronting a road that is not a State maintained road, and where land on the opposite side of the road is within a neighbourhood-type zone, provides an orderly transition to the built form scale envisaged in the adjacent zone to complement the streetscape character.	DTS/DPF 3.5	None are applicable.
Land division			
PO 4.1	Land division creates allotments that vary in size and are suitable for a variety of business and community facilities.	DTS/DPF 4.1	None are applicable.
Advertisements			
PO 5.1	Advertisements are sited and designed to achieve an overall consistency of appearance along individual street frontages	DTS/DPF 5.1	None are applicable.
PO 5.2	Freestanding advertisements: <ul style="list-style-type: none"> <li>(a) identify the associated business(es)</li> <li>(b) are of a size that is commensurate with the scale of the centre and the street frontage</li> <li>(c) avoid visual clutter</li> <li>(d) positively respond to the context without dominating the locality.</li> </ul>	DTS/DPF 5.2	Freestanding advertisements: <ul style="list-style-type: none"> <li>(a) do not exceed 5m in height, the adjacent building wall height, or the zone's height allowance (whichever is the lesser)</li> <li>(b) do not have a sign face that exceeds 4m<sup>2</sup> per side.</li> </ul>
Concept Plans			
PO 6.1		DTS/DPF 6.1	

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**Address:** 45 STRICKLAND ST CLARE SA 5453  
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**Property Zoning Details**

- Zone** Neighbourhood
- Overlay**
  - Affordable Housing
  - Hazards (Flooding)
  - Hazards (Bushfire - Urban Interface)
  - Hazards (Flooding - Evidence Required)
  - Native Vegetation
  - Prescribed Water Resources Area
  - Water Resources
- Local Variation (TNV)**
  - Maximum Building Height (Metres) (*Maximum building height is 9m*)
  - Minimum Frontage (*Minimum frontage for a detached dwelling is 12m; semi-detached dwelling is 10m; row dwelling is 7m; group dwelling is 18m; residential flat building is 18m*)
  - Minimum Site Area (*Minimum site area for a detached dwelling is 350 sqm; semi-detached dwelling is 300 sqm; row dwelling is 250 sqm; group dwelling is 300 sqm; residential flat building is 300 sqm*)
  - Maximum Building Height (Levels) (*Maximum building height is 2 levels*)

**Development Pathways**

- Neighbourhood
  1. Accepted Development  
 Means that the development type does not require planning consent (planning approval). Please ensure compliance with relevant land use and development controls in the Code.
    - Air handling unit, air conditioning system or exhaust fan
    - Building alterations
    - Building work on railway land
    - Carport
    - Partial demolition of a building or structure
    - Shade sail
    - Solar photovoltaic panels (roof mounted)
    - Verandah
    - Water tank (above ground)
    - Water tank (underground)
  2. Code Assessed - Deemed to Satisfy  
 Means that the development type requires consent (planning approval). Please ensure compliance with relevant land use and development controls in the Code.
    - Carport
    - Deck
    - Land division
    - Temporary accommodation in an area affected by bushfire
    - Verandah

**Policy24** **P&D Code (in effect) Version 2024.1 - 18/01/2024**

3. Code Assessed - Performance Assessed  
 Performance Assessed development types listed below are those for which the Code identifies relevant policies. Additional development types that are not listed as Accepted, Deemed to Satisfy or Restricted default to a Performance assessed Pathway. Please contact your local council for more information.
- Ancillary accommodation
  - Carport
  - Deck
  - Demolition
  - Detached dwelling
  - Dwelling addition
  - Dwelling or residential flat building undertaken by:
    - (a) the South Australian Housing Trust either individually or jointly with other persons or bodies or
    - (b) a provider registered under the Community Housing National Law participating in a program relating to the renewal of housing endorsed by the South Australian Housing Trust.
  - Fence
  - Group dwelling
  - Land division
  - Outbuilding
  - Residential flat building
  - Retaining wall
  - Row dwelling
  - Semi-detached dwelling
  - Tree-damaging activity
  - Verandah
4. Impact Assessed - Restricted  
 Means that the development type requires approval. Classes of development that are classified as Restricted are listed in Table 4 of the relevant Zones.

Property Policy Information for above selection

**Part 2 - Zones and Sub Zones**

**Neighbourhood Zone**

**Assessment Provisions (AP)**

Desired Outcome (DO)

Desired Outcome	
DO 1	Housing supports a range of needs and complements the existing local context. Services and community facilities contribute to making a convenient place to live without compromising the residential amenity and character of the neighbourhood.

Performance Outcomes (PO) and Deemed-to-Satisfy (DTS) Criteria / Designated Performance Feature (DPF)

Performance Outcome	Deemed-to-Satisfy Criteria / Designated Performance Feature
Land Use and Intensity	
PO 1.1 Predominantly residential development with complementary non-residential uses that support an active, convenient, and walkable neighbourhood.	DTS/DPF 1.1 Development comprises one or more of the following: <ul style="list-style-type: none"> <li>(a) Ancillary accommodation</li> <li>(b) Child care facility</li> <li>(c) Community facility</li> <li>(d) Consulting room</li> <li>(e) Dwelling</li> <li>(f) Educational facility</li> <li>(g) Office</li> <li>(h) Outbuilding</li> <li>(i) Recreation area</li> <li>(j) Retirement facility</li> <li>(k) Shop</li> <li>(l) Supported accommodation.</li> </ul>
PO 1.2 Commercial activities improve community access to services are of a scale and type to maintain residential amenity.	DTS/DPF 1.2 A shop, consulting room or office (or any combination thereof) satisfies any one of the following:

Policy24		P&D Code (in effect) Version 2024.1 - 18/01/2024						
		(a) it is located on the same allotment and in conjunction with a dwelling where all the following are satisfied: <ul style="list-style-type: none"> <li>(i) does not exceed 50m<sup>2</sup> gross leasable floor area</li> <li>(ii) does not involve the display of goods in a window or about the dwelling or its curtilage</li> </ul> (b) it reinstates a former shop, consulting room or office in an existing building (or portion of a building) and satisfies one of the following: <ul style="list-style-type: none"> <li>(i) the building is a State or Local Heritage Place</li> <li>(ii) is in conjunction with a dwelling and there is no increase in the gross leasable floor area previously used for non-residential purposes.</li> </ul>						
PO 1.3 Non-residential development is located and designed to improve community accessibility to services, primarily in the form of: <ul style="list-style-type: none"> <li>(a) small-scale commercial uses such as offices, shops and consulting rooms</li> <li>(b) community services such as educational facilities, community centres, places of worship, child care facilities and other health and welfare services</li> <li>(c) services and facilities ancillary to the function or operation of supported accommodation or retirement facilities</li> <li>(d) open space and recreation facilities.</li> </ul>	DTS/DPF 1.3	None are applicable.						
PO 1.4 Non-residential development sited and designed to complement the residential character and amenity of the neighbourhood.	DTS/DPF 1.4	None are applicable.						
PO 1.5 Expansion of existing community services such as educational facilities, community facilities and child care facilities in a manner which complements the scale of development envisaged by the desired outcome for the neighbourhood.	DTS/DPF 1.5	Alteration of or addition to existing educational facilities, community facilities or child care facilities where all the following are satisfied: <ul style="list-style-type: none"> <li>(a) set back at least 3m from any boundary shared with a residential land use</li> <li>(b) building height not exceeding 1 building level</li> <li>(c) the total floor area of the building not exceeding 150% of the total floor area prior to the addition/alteration</li> <li>(d) off-street vehicular parking exists or will be provided in accordance with the rate(s) specified in Transport, Access and Parking Table 1 - General Off-Street Car Parking Requirements or Table 2 - Off-Street Car Parking Requirements in Designated Areas to the nearest whole number.</li> </ul>						
Site Dimensions and Land Division								
PO 2.1 Allotments/sites created for residential purposes are consistent with the density and dimensions expressed in any relevant <i>Minimum Site Area Technical and Numeric Variation</i> and <i>Minimum Frontage Technical and Numeric Variation</i> , or are otherwise generally consistent with the prevailing pattern of development in the locality and suitable for their intended use.	DTS/DPF 2.1	Development will not result in more than 1 dwelling on an existing allotment or Allotments/sites for residential purposes accord with the following: <ul style="list-style-type: none"> <li>(a) where allotments/sites are connected to mains sewer or a Community Wastewater Management System:                             <ul style="list-style-type: none"> <li>(i) site areas (or allotment areas in the case of land division) are not less than the following (average site area per dwelling, including common areas, applies for group dwellings or dwellings within a residential flat building):                                     <table border="1" style="width: 100%; margin-top: 5px;"> <thead> <tr> <th style="text-align: center;">Minimum Site Area</th> </tr> </thead> <tbody> <tr> <td>Minimum site area for a detached dwelling is 350 sqm; semi-detached dwelling is 300 sqm; row dwelling is 250 sqm; group dwelling is 300 sqm; residential flat building is 300 sqm</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>(ii) site frontages are not less than:   <table border="1" style="width: 100%; margin-top: 5px;"> <thead> <tr> <th style="text-align: center;">Minimum Frontage</th> </tr> </thead> <tbody> <tr> <td>Minimum frontage for a detached dwelling is 12m; semi-detached dwelling is 10m; row dwelling is 7m; group dwelling is 18m; residential flat building is 18m</td> </tr> </tbody> </table> </li> </ul> </li> <li>(b) where allotments/sites are not connected to mains sewer or an approved common waste water disposal service:                             <ul style="list-style-type: none"> <li>(i) site areas are not less than the greater of:                                     <ul style="list-style-type: none"> <li>A. 1200m<sup>2</sup></li> <li>B. the following:   <table border="1" style="width: 100%; margin-top: 5px;"> <thead> <tr> <th style="text-align: center;">Minimum Site Area</th> </tr> </thead> <tbody> <tr> <td>Minimum site area for a detached dwelling is 350 sqm; semi-detached dwelling is 300 sqm; row dwelling is 250 sqm; group dwelling is 300 sqm; residential flat building is 300 sqm</td> </tr> </tbody> </table> </li> </ul> </li> </ul> </li> </ul> </li></ul>	Minimum Site Area	Minimum site area for a detached dwelling is 350 sqm; semi-detached dwelling is 300 sqm; row dwelling is 250 sqm; group dwelling is 300 sqm; residential flat building is 300 sqm	Minimum Frontage	Minimum frontage for a detached dwelling is 12m; semi-detached dwelling is 10m; row dwelling is 7m; group dwelling is 18m; residential flat building is 18m	Minimum Site Area	Minimum site area for a detached dwelling is 350 sqm; semi-detached dwelling is 300 sqm; row dwelling is 250 sqm; group dwelling is 300 sqm; residential flat building is 300 sqm
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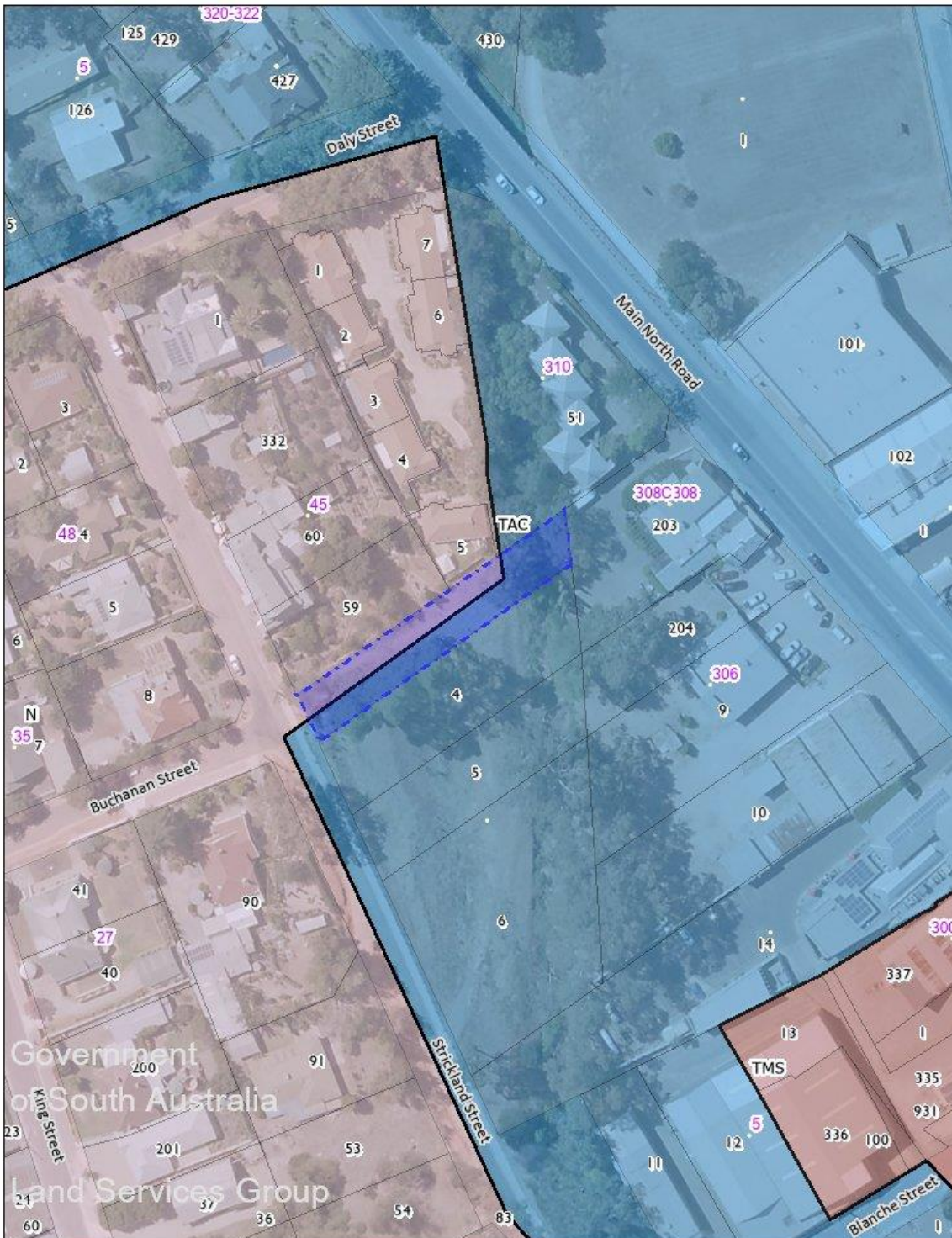
Policy24		P&D Code (in effect) Version 2024.1 - 18/01/2024					
		(ii) site frontages are not less than the greater of: A. 20m B. the following:	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Minimum Frontage</th> </tr> </thead> <tbody> <tr> <td>Minimum frontage for a detached dwelling is 12m; semi-detached dwelling is 10m; row dwelling is 7m; group dwelling is 18m; residential flat building is 18m</td> </tr> </tbody> </table> <p>In relation to DTS/DPF 2.1, in instances where:</p> (c) more than one value is returned in the same field, refer to the <i>Minimum Frontage Technical and Numeric Variation layer</i> or <i>Minimum Site Area Technical and Numeric Variation layer</i> in the SA planning database to determine the applicable value relevant to the site of the proposed development (d) no value is returned for DTS/DPF 2.1(a)(i) and/or (ii) (i.e. there is a blank field), then none are applicable and the relevant development cannot be classified as deemed-to-satisfy (e) no value is returned for DTS/DPF 2.1(b)(i)(B) and/or 2.1(b)(ii)(B), the value for DTS/DPF 2.1(b)(i)(B) and/or 2.1(b)(ii)(B) is zero.	Minimum Frontage	Minimum frontage for a detached dwelling is 12m; semi-detached dwelling is 10m; row dwelling is 7m; group dwelling is 18m; residential flat building is 18m		
Minimum Frontage							
Minimum frontage for a detached dwelling is 12m; semi-detached dwelling is 10m; row dwelling is 7m; group dwelling is 18m; residential flat building is 18m							
PO 2.2 Development results in sites suitable for their intended purpose.	DTS/DPF 2.2 Where the site of a dwelling does not comprise an entire allotment:	(a) The balance of the allotment accords with site area and frontage requirements specified in DTS/DPF 2.1 (b) If there is an existing dwelling on the allotment that will remain on the allotment after completion of the development it will not contravene: (i) Private open space requirements specified in Design Table 1 - Private Open Space (ii) Car parking requirements specified in Transport, Access and Parking Table 1 - General Off-Street Car Parking Requirements or Table 2 - Off-Street Car Parking Requirements in Designated Areas.					
Site coverage							
PO 3.1 Building footprints are generally consistent with the prevailing pattern of development and retain sufficient space around buildings to limit visual impact and enable attractive outlook and access to light and ventilation.	DTS/DPF 3.1 The development does not result in site coverage exceeding 60% of the site area.						
Building Height							
PO 4.1 Building height is consistent with the maximum height expressed in any relevant <i>Building Height Technical and Numeric Variation</i> , or are generally consistent with the prevailing character of the locality and complement the height of nearby buildings.	DTS/DPF 4.1 Building height (excluding garages, carports and outbuildings) is no greater than:  (a) the following:  <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Maximum Building Height (Metres)</th> </tr> </thead> <tbody> <tr> <td>Maximum building height is 9m</td> </tr> <tr> <th style="text-align: center;">Maximum Building Height (Levels)</th> </tr> <tr> <td>Maximum building height is 2 levels</td> </tr> </tbody> </table> (b) in all other cases (i.e. there are blank fields for both maximum building height (metres) and maximum building height (levels)) - 2 building levels up to a height of 9m.  In relation to DTS/DPF 4.1, in instances where:  (a) more than one value is returned in the same field, refer to the <i>Maximum Building Height (Levels) Technical and Numeric Variation layer</i> or <i>Maximum Building Height (Meters) Technical and Numeric Variation layer</i> in the SA planning database to determine the applicable value relevant to the site of the proposed development. (b) only one value is returned for DTS/DPF 4.1(a) (i.e. there is one blank field), then the relevant height in metres or building levels applies with no criteria for the other.	Maximum Building Height (Metres)	Maximum building height is 9m	Maximum Building Height (Levels)	Maximum building height is 2 levels		
Maximum Building Height (Metres)							
Maximum building height is 9m							
Maximum Building Height (Levels)							
Maximum building height is 2 levels							
Primary Street Setback							
PO 5.1 Buildings are set back from primary street boundaries consistent with the existing streetscape.	DTS/DPF 5.1 Buildings setback from the primary street boundary in accordance with the following table:						
		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Development Context</th> <th style="text-align: center;">Minimum setback</th> </tr> </thead> <tbody> <tr> <td>There is an existing building on both abutting sites sharing the same street frontage as the site of the proposed building.</td> <td>The average setback of the existing buildings.</td> </tr> </tbody> </table>	Development Context	Minimum setback	There is an existing building on both abutting sites sharing the same street frontage as the site of the proposed building.	The average setback of the existing buildings.	
Development Context	Minimum setback						
There is an existing building on both abutting sites sharing the same street frontage as the site of the proposed building.	The average setback of the existing buildings.						



### SAPPA Report

The SA Property and Planning Atlas is available on the Plan SA website: <https://sappa.plan.sa.gov.au>

Date created:  
February 5, 2024



Disclaimer: The information provided above, is not represented to be accurate, current or complete at the time of printing this report. The Government of South Australia accepts no liability for the use of this data, or any reliance placed on it.

**From:** [Sam Macdonald](#)  
**To:** [Caroline Fleming](#)  
**Subject:** I24-3207 - 14.16.1.1.10 - Re: O24-835 - 14.16.1.1.10 - RE: C24005 Buchanan Street road closure  
**Date:** Friday, 23 February 2024 12:47:46 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[Outlook-ih44euk.png](#)  
[Outlook-A green an.png](#)  
[Valuation Buchanan.pdf](#)

---

**[EXTERNAL]**

Hi Caroline

Please find attached report from INVAL.

My offer as it stands today considering improvements funded by SJM whilst in Council ownership:

- Removal of 4 x Radiata Pine trees 2022 over 40m high \$10,500.00 + GST
- Weed management over 9 years, from 2015-today \$ 3,685.00 + GST

Current market rate \$32k - less 50% of paid improvements.

**OFFER: \$25,000.00**

Please note we are prepared to work with a LMA for both public & tourist access, as our plans are to beautify this parcel with landscaping both soft screen and hard surfaces.

Approximate budget of \$70k +

with thanks

*Sam Macdonald*

Managing Director

SJM Carpentry and Building PTY LTD

BLD 185220

6 Alexander Ave Clare, South Australia

ph: 08 88421639

[www.sjmbuilders.com.au](http://www.sjmbuilders.com.au)

[find us on facebook](#)



ITEM 9.10

File Reference: 14.55.3.8.5

**Subject:** Footpath Upgrade Request – William Street, Clare

**Responsible Officer:** Amy Neubauer – Director, Works and Infrastructure

---

<b>Strategic Outcome</b>	Quality Services, Assets and Infrastructure  Plan for the effectiveness and inclusiveness of infrastructure and services to cater to the needs of community, visitors and local business and industry.  Provide new and upgraded road infrastructure across the district.
<b>Financial Implication</b>	No immediate financial implications. Ongoing future maintenance as per Councils Footpath – Verge Policy
<b>Statutory Implication</b>	Local Government Act, 1999 Development Act & Regulations
<b>Policy Implication</b>	Asset Management and Accounting Policy Transport Infrastructure Asset Management Plan Footpath - Verge Policy
<b>Community Implication</b>	There are no specific community implications identified in this report.
<b>Risk Assessment</b>	There are no specific risks identified in this report.

---

### **Purpose**

That Council consider a request from a local builder to upgrade 35.64 meters of William Street, Clare footpath adjacent to number 19.

### **Report**

An application has been received for a footpath upgrade of 35.64 x 1.2 meters adjacent to number 19 William Street, Clare. The applicant wishes to fund this project.

Work had previously commenced on this section of footpath, however the builder was advised that Council approval was required as this work will create a new Council asset.

There will be very little maintenance expenditure required in the future due to the size and nature of the footpath. There are no prominent trees or other infrastructure that may pose damage to this section of footpath in the future.

### **Attachments**

SF031 – Authorisation to Alter a Public Road  
Location Map – William Street, Clare

### **Recommendations**

Moved: Cr  
Seconded: Cr

That Council approve the request for a footpath upgrade adjacent to 19 William Street, Clare, at the applicant's cost.

Or

That Council does not approve the request for a footpath upgrade adjacent to 19 William Street, Clare, at the applicant's cost.



CLARE & GILBERT VALLEYS COUNCIL

All correspondence directed to: 4 Gleeson Street CLARE SA 5453
Telephone: (08) 8842 6400 Email: admin@cgvc.sa.gov.au
Web: www.claregilbertvalleys.sa.gov.au ABN 82 461 007 206

SF031 - AUTHORISATION TO ALTER A PUBLIC ROAD
PURSUANT TO SECTION 221 OF THE LOCAL GOVERNMENT ACT 1999

I/We SOM CARRIWAY & BUILDING PTY LTD
of 6 ALEXANDER AVE, CLARE SA
(the 'Applicant')
(Address)

hereby apply to Clare & Gilbert Valleys Council
(the 'Council')

for an Authorisation to alter the road at WILLIAM ST

pursuant to Section 221 of the Local Government Act 1999.

Phone: Email: scimasbuilders.com.au

How would you like your authorisation returned? [X] Email [ ] Post

Note 1: The Act provides that a road extends from property boundary to property boundary and includes the carriageway, footpaths and verges.

Note 2: The following are considered road altering activities pursuant to the Act where it is an offence to undertake them without an Authorisation from the Council.

The Nature of the Proposed Alteration is: (Tick whichever is/are applicable)

- [X] Alter the construction or arrangement of the road to facilitate access to/from property;
[ ] Erect or install a structure (including pipes, wires, cables, fixtures, fittings or other objects) in, on, across, under or over the road;
[ ] Change or interfere with the construction, arrangement or materials of the road;
[ ] Change, interfere with or remove a structure (including pipes, wires, cables, fixtures, fittings or other objects) associated with the road;
[ ] Plant, interfere with or remove a tree or vegetation from the road.

Details and Specifications for the Proposed Alteration are: NEW CONCRETE FOOTPATH
ALONG RECENT SUB DIVISION @ WILLIAM ST, CLARE
35.64M x 1200N - NON SUP BEH 25MPH
(Specify any structures or objects including details of location, extent of alteration, materials proposed. Attach plan, diagram)

Is the Proposed Alteration: (Tick whichever is applicable)

- [X] Permanent
[ ] Temporary - Indicate period

The issuing of this Authorisation is subject to:

- A. The Applicant agreeing to the General Conditions of Authorisation as contained herein;
B. The Applicant agreeing to any/all Special Conditions that the Council may determine and attach to this Authorisation.

**General Conditions of Authorisation:**

The Applicant further agrees:

1. For the term of the Authorisation, to comply with all applicable industry standards, Work Health & Safety Legislation, current standards of Standards Australia or any applicable Code of Practice .
2. To ensure that all works carried out are undertaken to the highest standard and are carried out promptly and with all due care, skill and diligence.
3. To ensure that any alteration to the road does not interfere with or cause damage to or in any way affect the property of any other person.
4. To comply with any direction given by any authority, statutory authority or Council to remove, maintain or otherwise modify the alteration to the road subject to this Authorisation.
5. That all fixtures and equipment erected or installed in, on, across, under or over the road remain the property of the Applicant pursuant to Section 209 of the Local Government Act, 1999.
6. For the term of the Authorisation, to maintain all fixtures and equipment erected or installed, or vegetation planted, in good condition and to recognised standards.
7. To indemnify the Council, its servants and/or agents against all actions, costs, claims and demands for injury, loss or damage arising out of any negligent act or omission of the Applicant in relation to the alteration to the road, the granting of this Authorisation and the general and special conditions contained herein and such indemnity shall be in addition to any statutory immunity in favour of the Council.
8. For the term of the Authorisation, to take out and keep current a public liability policy to the value of \$20m of insurance to an appropriate level of cover per claim in respect of any negligent act or omission of the Applicant in relation to the alteration to the road or any activity arising out of or from the granting of this Authorisation by the Council.
9. At the expiration or earlier termination of this Authorisation to remove, if so directed by the Council, any structure or object erected or installed on the road and to reinstate the road to the satisfaction of the Council.
10. This Authorisation does not confer on the Applicant any exclusive right, entitlement or interest in the road and does not derogate from the Council's powers arising under the Local Government Act, 1999.

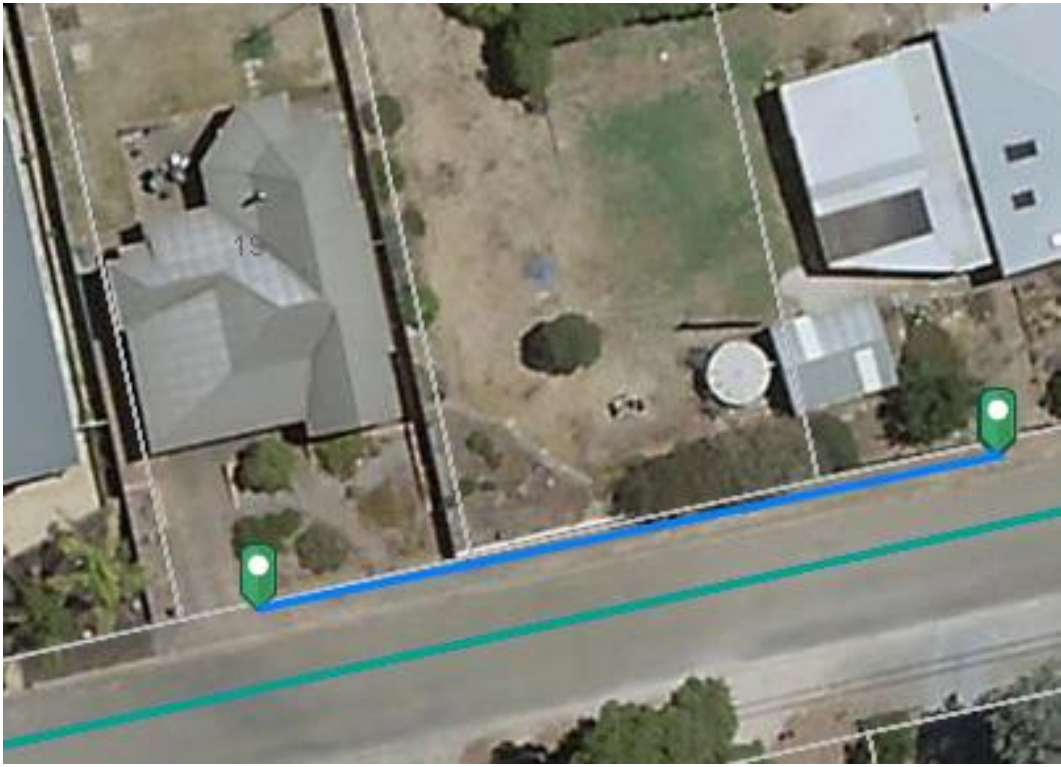
***In making this application, I/we acknowledge that I/we have read, understand and agree to be bound by the Conditions of the Authorisation and declare that the particulars provided by me/us with regard to the Proposed Alteration are true and accurate.***

Dated the ... 29 Day of ... Feb ... 20 24

Signed by Applicant/s [Signature]

Name SAM MALDONADO

<b>OFFICE USE ONLY</b>
Authorisation - Approved / Denied
Council Specification for Alteration to Road attached - YES / NO
Special Conditions attached - YES / NO
Name of Authorised Officer of Council: .....
Position: .....
Signature: .....
Date: ..... / ..... / .....





**Subject:** Road Upgrade Request – Lot 100 Horrocks Road, Penwortham

**Responsible Officer:** Amy Neubauer – Director, Works and Infrastructure

**Strategic Outcome**

Quality Services, Assets and Infrastructure

Plan for the effectiveness and inclusiveness of infrastructure and services to cater to the needs of community, visitors and local business and industry.

Provide new and upgraded road infrastructure across the district.

**Financial Implication**

Costs for Upgrade works would be included in future capital works budgets and there will be an increased ongoing maintenance cost if the service level is increased.

**Statutory Implication**

Local Government Act, 1999  
Development Act & Regulations

**Policy Implication**

Asset Management and Accounting Policy  
Transport Infrastructure Asset Management Plan  
Road Infrastructure Upgrade Policy

**Community Implication**

There are no specific community implications identified in this report.

**Risk Assessment**

There are no specific risks identified in this report.

**Purpose**

That Council consider a request from a ratepayer to upgrade 116m of Public Road to an all-weather 4C category.

**Report**

An application has been received for a small road upgrade of 116m from Horrocks Road to the landowner's block (Lot 100). The applicant wishes to fund this project.

The Road Upgrade Matrix has been completed, this project has scored very low. In this instance, the recommendation will be to approve the application for the resident to upgrade this section of road at their expense.



For this section of road, there will be very little maintenance expenditure required in the future due to the size and nature of the road.

## **Attachments**

Completed Road Upgrade Matrix  
SF031 – Authorisation to Alter a Public Road

## **Recommendations**

Moved        Cr  
Seconded    Cr

That Council approve the request for a small road upgrade of 116 metres at Lot 100 Horrocks Road, Penwortham, at the applicant's cost.

Or

That Council does not approve the request for a small road upgrade of 116 metres at Lot 100 Horrocks Road, Penwortham, at the applicant's cost.

# Clare & Gilbert Valleys Road Upgrade Priority Matrix

## Matrix Ratings

Assessment Criteria					Funding			All weather access/road frontage			Serviced Properties			Estimated Peak Load			Integrated land use and transport			Primary Beneficiary			Future growth, demand and Land Use			Traffic diversions			
					Will the Community financially benefit from upgrading the road by reducing future maintenance costs?			Is there currently all weather access or road frontage available? Yes = 0 No = 10			How many properties/premises are served by the road per segment			Total average Vehicles Per Day (rounded to the nearest unit)			Will the upgrade provide strategic opportunities for growth in the region? 0=No 10=Yes			Who benefits i.e. major industrial / tourism development etc.			Are there significant benefits to the Community?			Will the proposed upgrade divert traffic from other routes or generate new traffic which may impact existing infrastructure/residents or cause safety issues?			
Criteria Weighting					10			10			10			10			10			10			10						
Road Name	From	To	Class	Length	Point Score	Weighting	Weighted Score	Point Score	Weighting	Weighted Score	Point Score	Weighting	Weighted Score	Point Score	Weighting	Weighted Score	Point Score	Weighting	Weighted Score	Point Score	Weighting	Weighted Score	Point Score	Weighting	Weighted Score	Point Score	Weighting	Weighted Score	Total
Nameless	Horrocks Rd	End of ratepayer block	Unformed	116m	0	10	0	0	10	0	1	10	10	0	10	0	0	10	0	0	10	0	0	10	0	0	10	0	10
						10	0		10	0		10	0		10	0		10	0		10	0		10	0		10	0	0
						10	0		10	0		10	0		10	0		10	0		10	0		10	0		10	0	0

### Notes

This matrix is not to be used to determine the road infrastructure upgrade required for residential sub divisions as the costs fall to the developer (refer Road Infrastructure Upgrade Policy).

As this matrix is used to establish a criteria which must be met for consideration, scores of 75 will need to be achieved.

Matrix Ratings		Matrix detailed information	Scoring
		Information Sourcing and Justifications	
Funding:	Will the community financially benefit from upgrading the road by reducing future maintenance costs?	<ul style="list-style-type: none"> <li>- Refer to RSM Output and LTFP for predicted expenditure of current road network.</li> <li>- Refer to previous work plans to identify the funds spent on the road over the last 4 years. I.e., have there been significant or recurring defects over the term which have incurred excessive costs outside the normal maintenance budgets?</li> <li>- Refer to current road inspection information to identify current defects requiring maintenance.</li> </ul>	Using a sliding scale between 0 and 10, 10 being there is very little expenditure predicted for the following year, thus Council may consider a 50% contribution, 0 being the expenditure is predicted to be fully utilised so Council may not consider a 50% contribution.
All weather access road frontage:	Is there currently all weather access or road frontage available?	Refer to Councils GIS Application for Road Category and conduct a physical site visit.	Is a yes or no answer. Yes equals 0 meaning there is already road frontage and access to the properties so reduces the potential for contribution, No equals 10 lifting the matrix rating higher so may be considered for funding.
Services Properties:	How many properties are served per segment?	Refer to Councils GIS Application, rate information and conduct a physical site visit.	Using a sliding scale. If 20+ properties are services by the road, the matrix rating needs to be higher for Council to consider funding.
Estimated Peak Load:	Total Average Vehicles per day	Refer to Council Traffic Count Data	Using the total of average vehicles per day from traffic count data, 10 = 100+ average vehicles per day to lift the matrix rating for Council to Consider funding. Scored in units of 10, e.g. If the average is 48 VPD, the score should round up to 50 (5 in the matrix rating), if the average VPD is 43, score should round down to 40 (4 in the matrix).
Integrated Land Use and Transport:	Will the upgrade provide strategic opportunity for growth in the region?	Refer to Councils strategic and economic development plans to identify potential growth opportunities in the region. If there is potential growth by way of industry or residents, this should score higher to assist with Councils consideration for funding.	Is a yes or no answer. Yes equals 10 meaning there is potential for strategic growth if the road is upgraded, 0 = No meaning the Matrix score will lower.
Primary Beneficiary:	Who benefits? I.e. Major Industrial / Tourism.	Supporting documentation from the Applicant will be required to demonstrate the benefit to the Industrial Trade, the Tourism Industry and/or the local economy in general. The applicant will need to identify if they are the sole beneficiary.	Using a sliding scale, a score of 10 indicates that industrial trades, tourism etc. will benefit from a road upgrade, lower scores indicate there are few who would benefit.
Future Growth, demand and land use:	Are there significant benefits to the community?	Refer to Councils strategic and economic development plans to identify potential growth opportunities in the region. If there is potential growth by way of industry or residents, this should score higher to assist with Councils consideration for funding. Applicant will be required to demonstrate the benefits to the community, such as creating roads to connect townships or working partnerships with other industries which will inject money and growth into the community.	Using a sliding scale, a score of 10 indicates that there will a significant benefit to the Community with a road upgrade, lower scores indicate there are few who would benefit.
Traffic diversions:	Will the proposed upgrade divert traffic from other routes or generate new traffic that may impact existing infrastructure/residents or cause safety issues?	Refer to Councils GIS Application to identify existing infrastructure and residential areas. Use the NHVR network information to identify if Heavy Vehicles may potentially re-route past existing or future residential developments which may cause issues. Will diverted traffic cause safety issues by way of creating damage to surrounding road networks which will cause unscheduled maintenance.	Using a sliding scale, if the road upgrade has the potential to re-route traffic increasing the traffic loads creating safety issues and maintenance problems, the matrix score should be lower. If it will benefit the area with minimal impact, this score should be higher.



CLARE & GILBERT VALLEYS COUNCIL

All correspondence directed to: 4 Gleeson Street CLARE SA 5453  
Telephone: (08) 8842 6400 Email: admin@cgvc.sa.gov.au  
Web: www.claregilbertvalleys.sa.gov.au ABN 82 461 007 206

**SF031 - AUTHORISATION TO ALTER A PUBLIC ROAD  
PURSUANT TO SECTION 221 OF THE LOCAL GOVERNMENT ACT 1999**

I/We PAUL JAMES CAPTEIN

(the "Applicant")

of 23 ST ALBYNS STREET FINDON 5023

(Address)

hereby apply to ..... Clare & Gilbert Valleys Council .....

(the "Council")

for an Authorisation to alter the road at LOT 100 HORROCKS RD PENWORTHAM

pursuant to Section 221 of the Local Government Act 1999.

Phone: 0459 215 116 Email: pcapcycle2u@gmail.com

How would you like your authorisation returned?  Email  Post

Note 1: The Act provides that a road extends from property boundary to property boundary and includes the carriageway, footpaths and verges.

Note 2: The following are considered road altering activities pursuant to the Act where it is an offence to undertake them without an Authorisation from the Council.

The Nature of the Proposed Alteration is: (Tick whichever is/are applicable)

- Alter the construction or arrangement of the road to facilitate access to/from property;
- Erect or install a structure (including pipes, wires, cables, fixtures, fittings or other objects) in, on, across, under or over the road;
- Change or interfere with the construction, arrangement or materials of the road;
- Change, interfere with or remove a structure (including pipes, wires, cables, fixtures, fittings or other objects) associated with the road;
- Plant, interfere with or remove a tree or vegetation from the road.

Details and Specifications for the Proposed Alteration are: UPGRADE PUBLIC RD TO ALL WEATHER 4 C CATEGORY.

(Specify any structures or objects including details of location, extent of alteration, materials proposed. Attach plan, diagram)

Is the Proposed Alteration: (Tick whichever is applicable)

- Permanent
- Temporary - Indicate period .....

The issuing of this Authorisation is subject to:

- A. The Applicant agreeing to the **General Conditions** of Authorisation as contained herein;
- B. The Applicant agreeing to any/all **Special Conditions** that the Council may determine and attach to this Authorisation.

**General Conditions of Authorisation:**

The Applicant further agrees:

1. For the term of the Authorisation, to comply with all applicable industry standards, Work Health & Safety Legislation, current standards of Standards Australia or any applicable Code of Practice
2. To ensure that all works carried out are undertaken to the highest standard and are carried out promptly and with all due care, skill and diligence.
3. To ensure that any alteration to the road does not interfere with or cause damage to or in any way affect the property of any other person.
4. To comply with any direction given by any authority, statutory authority or Council to remove, maintain or otherwise modify the alteration to the road subject to this Authorisation.
5. That all fixtures and equipment erected or installed in, on, across, under or over the road remain the property of the Applicant pursuant to Section 209 of the Local Government Act, 1999.
6. For the term of the Authorisation, to maintain all fixtures and equipment erected or installed, or vegetation planted, in good condition and to recognised standards.
7. To indemnify the Council, its servants and/or agents against all actions, costs, claims and demands for injury, loss or damage arising out of any negligent act or omission of the Applicant in relation to the alteration to the road, the granting of this Authorisation and the general and special conditions contained herein and such indemnity shall be in addition to any statutory immunity in favour of the Council.
8. For the term of the Authorisation, to take out and keep current a public liability policy to the value of \$20m of insurance to an appropriate level of cover per claim in respect of any negligent act or omission of the Applicant in relation to the alteration to the road or any activity arising out of or from the granting of this Authorisation by the Council.
9. At the expiration or earlier termination of this Authorisation to remove, if so directed by the Council, any structure or object erected or installed on the road and to reinstate the road to the satisfaction of the Council.
10. This Authorisation does not confer on the Applicant any exclusive right, entitlement or interest in the road and does not derogate from the Council's powers arising under the Local Government Act, 1999.

***In making this application, I/we acknowledge that I/we have read, understand and agree to be bound by the Conditions of the Authorisation and declare that the particulars provided by me/us with regard to the Proposed Alteration are true and accurate.***

Dated the 31<sup>ST</sup> Day of JANUARY 2024  
Signed by Applicant/s [Signature]  
Name PAUL CAPTEIN

<b>OFFICE USE ONLY</b>	
Authorisation	<input checked="" type="radio"/> Approved / <input type="radio"/> Denied
Council Specification for Alteration to Road attached - YES / NO	
Special Conditions attached - YES / NO	
Name of Authorised Officer of Council: .....	
Position: .....	
Signature: .....	
Date: ...../...../.....	

## Rosalie Milde

---

**From:** Kaye Harris <KHarris@immanuel.sa.edu.au>  
**Sent:** Wednesday, 31 January 2024 2:48 PM  
**To:** Clare & Gilbert Valleys Council  
**Subject:** I24-1413 - 14.71.2.7.4 - Application from Paul Captein - Form SF031 - Attention: Rosalie Milde  
**Attachments:** scan\_kharris\_2024-01-31-14-38-18.pdf

**[EXTERNAL]**

Hi Rosalie

I am attaching the SF031 Form from Paul Captein for the Authorisatin to Alter A Public Road.

I would like to confirm his email address as: [pcapcycle2U@gmail.com](mailto:pcapcycle2U@gmail.com)

Please reply any further correspondence to Paul's email address from here on.

Thanks so much for your assistance.

On behalf of Paul Captein,

Kind regards  
Kaye

**Kaye Harris**  
**Facilities Coordinator | Immanuel College**

---

**E:** [KHarris@immanuel.sa.edu.au](mailto:KHarris@immanuel.sa.edu.au) | **P:** +61 8 8375 1700 | **W:** [immanuel.sa.edu.au](http://immanuel.sa.edu.au)  
32 Morphett Rd, Novar Gardens, South Australia, 5040 | CRICOS No 00362G

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## Rosalie Milde

**From:** Paul Captein <pcapcycle2u@gmail.com>  
**Sent:** Friday, 16 February 2024 3:34 PM  
**To:** Amy Neubauer  
**Subject:** Lot 100 Horrocks Rd Penwortham

[EXTERNAL]

Hi Amy

Thanks for taking my call today

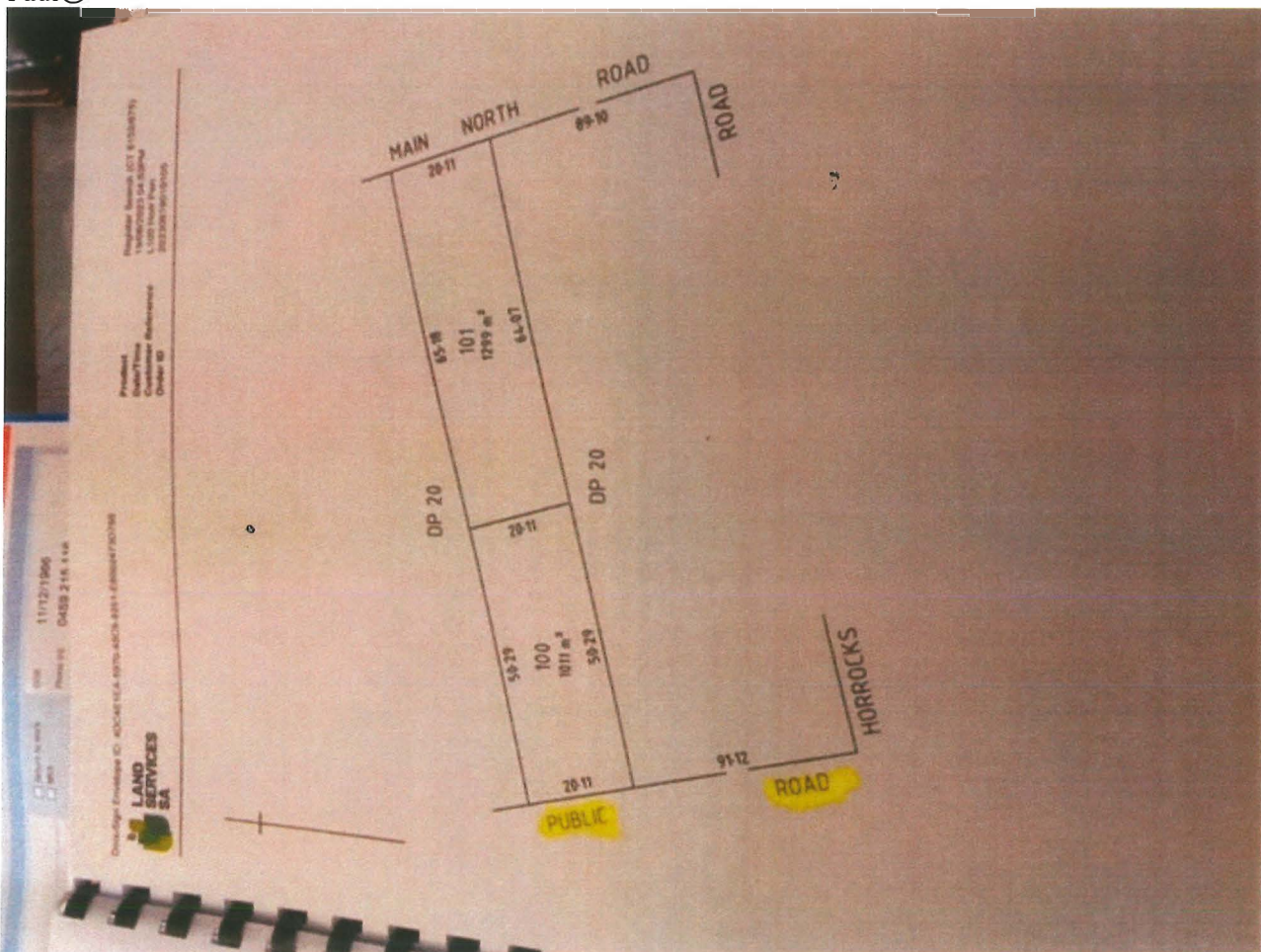
Please see attached some info I have.

The Google photo shows faint wheel tracks leading from Horrocks Rd to my block which is the bare patch on the right. Just before Pearsons vineyard.

Rd length required is approx 116 metres. Hope this helps.

Kind regards

Paul ☺









**Subject:** Speed Limit Extension – 26 Main North Road to Wendouree Road, Clare

**Responsible Officer:** Amy Neubauer, Director Works & Infrastructure

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<b>Strategic Outcome</b>	Quality Services, Assets and Infrastructure  Plan for the effectiveness and inclusiveness of infrastructure and services to cater to the needs of community, visitors and local business and industry. Provide a range of built infrastructure that supports and enhances community and businesses.
<b>Financial Implication</b>	Nil
<b>Statutory Implication</b>	Local Government Act, 1999 Road Traffic Act, 1961
<b>Policy Implication</b>	Nil
<b>Community Implication</b>	There are no specific community implications identified in this report.
<b>Risk Assessment</b>	There are no specific risks identified in this report.

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### **Purpose**

That Council consider supporting an extension of the 50km/hr speed limit, along the segment of Horrocks Highway from Clare Valley Art Gallery, 26 Main North Road to the southern side of Wendouree Road, Clare, and/or the installation of a solid white line on this segment of the highway.

### **Report**

Council's Chief Executive Officer received correspondence from the Member for Frome, Penny Pratt MP, requesting consideration for an extension of the 50km/h speed limit zone from 26 Main North Road, Clare to the southern side of the Wendouree Road intersection.

Concerns are raised regarding the volume of traffic turning off and near Eaton Road leaving Clare Rise Bakery and Greg Cooley Wines, also traffic using the intersection to Wendouree Road, where road users unfamiliar with the area do not always anticipate

the speed of vehicles travelling at the full speed of 80km/hr. Further reports and concerns were received regarding overtaking on this segment of road on Horrocks Highway, Clare.

The alternative request was for a solid white line to be installed on the road to deter overtaking.

The current 50km/h zone ends at 26 Main North Road, it is proposed to extend the zone to the southern side of Wendouree Road, Clare.

Should Council support the request for a speed limit extension and alteration, and following notification to Member for Frome, Penny Pratt MP, contact with the Department for Infrastructure & Transport (DIT) will be required to commence assessment of the request as per the Government of SA, DIT Speed Limit Guideline for SA.

Member for Frome, Penny Pratt MP has asked for Council's position on the proposal.

### **Attachments**

Map of Main North Road/Horrocks Highway, Clare with existing and proposed location of new speed zone signage  
Email correspondence from Penny Pratt MP

### **Recommendations**

Moved: Cr  
Seconded: Cr

That Council supports the extension of the 50km/h speed limit zone on Main North Road/Horrocks Highway, Clare, from 26 Main North Road to Wendouree Road, and that Member for Frome, Penny Pratt MP is informed accordingly.

OR

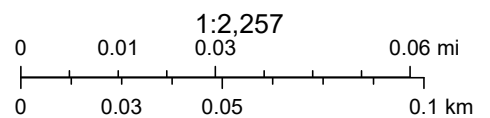
Moved: Cr  
Seconded: Cr

That Council does not support the extension of the 50km/h speed limit zone on Main North Road/Horrocks Highway, Clare, from 26 Main North Road to Wendouree Road, and that Member for Frome, Penny Pratt MP is informed accordingly.

Request for support - Speed Limit alteration - 26 Main North Road to Wendouree Road, Clare - reduce to 50km/hr - Attachment 1



04/03/2024, 3:12:15 pm



- CGVC\_Bridges
- ★ Rural Addresses
- Footpath Assets
  - 10 to 15 years
- Kerb Assets
  - 40 to 70 years
- Surface Assets - Road Hierarchy
  - DPTI Road
  - Township Sealed
- LGA Boundary
  - LGA Boundary
- Township Boundaries
  - Township Boundaries
- Properties
  - Properties
  - Properties' Owners
  - Properties - No Link

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## Rosalie Milde

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**From:** Rosalie Milde  
**Sent:** Monday, 4 March 2024 4:32 PM  
**To:** Rosalie Milde  
**Subject:** I24-3612 - 14.36.1.1.6 - FW: Addendum: Office of Penny Pratt MP, Member for Frome - Horrocks Highway Clare

**From:** Frome EO <[Frome.P55@parliament.sa.gov.au](mailto:Frome.P55@parliament.sa.gov.au)>  
**Sent:** Friday, 1 March 2024 11:14 AM  
**To:** Helen Macdonald <[hmacdonald@CGVC.sa.gov.au](mailto:hmacdonald@CGVC.sa.gov.au)>  
**Cc:** Frome EO <[Frome.P55@parliament.sa.gov.au](mailto:Frome.P55@parliament.sa.gov.au)>  
**Subject:** Addendum: Office of Penny Pratt MP, Member for Frome - Horrocks Highway Clare

**[EXTERNAL]**

Helen,

In haste to send the email below, I meant to add my own view which is that should there be local support for such a relocation and change to 'driving habits' there is an opportunity to do this properly and set the 50kph speed limit to the south of Spring Gully road.

The safety benefits would be a reduced speed for all traffic entering the Tourism Centre, Discovery Parks, Showground events and Park run.

This is quite a congested corridor at times when major events are on.

Kind regards  
Penny

---

**From:** Frome EO  
**Sent:** Friday, March 1, 2024 11:08 AM  
**To:** Helen Macdonald <[hmacdonald@CGVC.sa.gov.au](mailto:hmacdonald@CGVC.sa.gov.au)>  
**Subject:** Office of Penny Pratt MP, Member for Frome - Horrocks Highway Clare

Dear Helen

I am writing to seek your views on a proposal by local residents to relocate the 50kph sign from its position opposite Clare Valley Art Gallery to the southern side of Wendouree Road.

Constituents are concerned that traffic leaving Clare Rise bakery, Greg Cooley Wines or Wendouree Road (particularly visitors) do not always anticipate cars travelling at the full speed of 80kph or perhaps even overtaking, as has been reported to me.

As there is no solid white line on that stretch of road the risk is real and was one of the reasons that the community of Leasingham were prompted to request their own speed limit be reduced.

Safety concerns surrounding the potential for a head on collision have been raised and one possible solution is to move the 50kph sign to the south; another is to have solid line painted on the highway.

While this is a suggestion that needs DIT approval I am keen to hear whether Council has a view (or future plans) for this stretch of road.

I look forward to hearing from you.

Kind regards

Penny



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The information in this e-mail may be confidential and/or legally privileged. If you are not the intended recipient, access to it is unauthorised and any disclosure, copying, distribution or action taken or omitted to be taken in reliance on it is prohibited and may be unlawful.



**Subject Corporate Services Information Report**

**Responsible Officer Leanne Kunoth, Director - Corporate Services**

**Strategic Outcome** Strategic Plan 2023-2033 Council Leadership and Organisational Sustainability  
Outcome - Strong leadership  
Strategy - Ensure transparency in Council's Decision Making

**Financial Implication** There are no specific financial implications identified in this report.

**Statutory Implication** Local Government Act 1999

**Policy Implication** There are no specific policy implications identified in this report.

**Community Implication** There are no specific community implications identified in this report.

**Risk Assessment** There are no specific risks identified in this report.

**Purpose**

This report provides an overview of the Corporate Services Department for the month of February 2024.

**Report**

**1. Mid North Community Passenger Network**

The network had a very busy month in February. The total trips for that month were 200 compared to 162 for 2023. The network inducted 2 new drivers, one from Hamley Bridge and one from Mallala. There are a further 8 new volunteers coming through the system. March is very busy with trip requests across the region. The Burra car will be changed over by the end of March to the new Toyota RAV4 Hybrid.

**2. Burials at Council controlled cemeteries for 2024.**

Cemeteries	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	Year Total
Auburn													
Black Springs													
Clare		1											
Manoora													
Mintaro													
Rhynie													
Riverton	1												
Saddleworth													
Skillogalee													
Stockport													
Tarlee													
Tarnma													
Watervale													
White Hut													
<b>Monthly Total</b>	<b>1</b>	<b>1</b>											<b>2</b>

**Attachments**

Nil



**Subject: Library Services Information Report**

**Responsible Officer: Catherine Driscoll, Library Manager**

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<b>Strategic Outcome</b>	Strategic Plan 2023-2033 Library Strategic Plan 2022-2027
<b>Financial Implication</b>	There are no specific financial implications identified in this report.
<b>Statutory Implication</b>	Local Government Act 1999 Libraries Board Act, 1982
<b>Policy Implication</b>	There are no specific policy implications identified in this report.
<b>Community Implication</b>	There are no specific community implications identified in this report.
<b>Risk Assessment</b>	There are no specific risks identified in this report.

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**Purpose**

This report provides an overview of the Clare & Gilbert Valleys Council Library Service for February 2024

**Report**

**Activities:**

February was Library Lovers Month! We celebrated throughout the month with themed displays, activities and many Friendship Bracelets were made. We also launched our Library Walking Group that came out of our A Walk can Work Wonders grant and event held in 2023, and now is held each Friday from 9.30am from Clare Library.

2 <sup>nd</sup> Feb	Walking Group – Clare Library
2 <sup>nd</sup> Feb	Teen BookClub
2 <sup>nd</sup> Feb	Community Morning Tea at Saddleworth Library & Community Centre
6 <sup>th</sup> Feb	Toddler Tales & Baby Bounce – Clare Library
13 <sup>th</sup> Feb	Toddler Tales & Baby Bounce – Clare Library
14 <sup>th</sup> Feb	Library Lovers Day
15 <sup>th</sup> Feb	Toddler Tales and Baby Bounce (Saddleworth)
16 <sup>th</sup> Feb	Community Morning Tea at Saddleworth Library & Community Centre
20 <sup>th</sup> Feb	Toddler Tales & Baby Bounce – Clare Library
22 <sup>nd</sup> Feb	Homebound services
29 <sup>th</sup> Feb	Tween BookClub – Clare Library






**FEBRUARY 2024**

**Physical library visits**

**5,080 (+20%)**

Clare: 3,426 (+10%)  
Saddleworth: 1,082 (+12%)  
Riverton: 572



**New library registrations**




**53 (+46%)**

Clare: 38  
Saddleworth: 10  
Riverton: 5



**Total library loans**

**15,560 (+16%)**

**Home Library Service users**

**13**



**Physical loans:**

**12,657**

Clare  
10,885 (+12%)  
Saddleworth  
1,652 (+45%)  
Riverton  
120

**Digital loans:**  
(eBooks, eAudiobooks & eMagazines)


**2,903 (+21%)**

Clare  
1,854  
Saddleworth  
1,025  
Riverton  
24

**Public PC users**

**432**

Clare: 387  
Saddleworth: 35  
Riverton: 10



**New library items added for loan:**

**594**

Clare: 397  
Saddleworth: 152  
Riverton: 45



**Programs & Events**


Sessions: 80 (+40%)  
Attendees: 311







**Social Media**

Posts: 28  
Reach: 8,974



**Justice of the Peace users this month\*:**

**61**

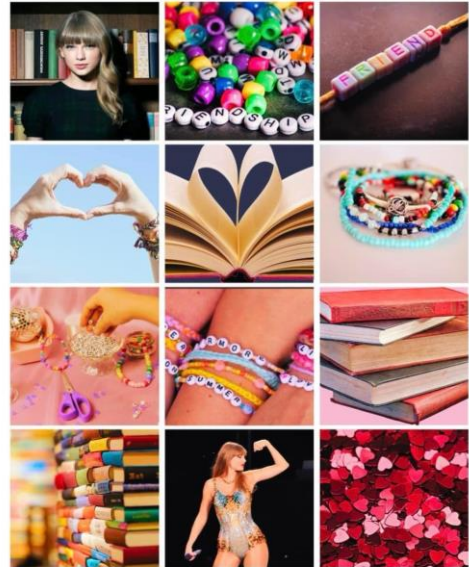


# *Story time at Saddleworth library with our Kindy friends.*





Clare Library Walking Group, held each Friday.



## LIBRARY LOVERS ERA

MAKE A FRIENDSHIP BRACELET AT THE LIBRARY  
THROUGHOUT FEBRUARY | ASK AT THE COUNTER FOR SUPPLIES  
CLARE LIBRARY | 8842 3817



LIBRARY SERVICE  
CLARE & GILBERT  
VALLEYS COUNCIL



Library Lovers Month – Clare/Saddleworth



It's time for Toddler Tales at Clare Library.



**Subject Communications Information Report**

**Responsible Officer Dr Helen Macdonald, Chief Executive Officer**

<b>Strategic Outcome</b>	Connected and Empowered Community
<b>Financial Implication</b>	There are no specific financial implications identified in this report.
<b>Statutory Implication</b>	Local Government Act 1999
<b>Policy Implication</b>	There are no specific policy implications identified in this report.
<b>Community Implication</b>	There are no specific community implications identified in this report.
<b>Risk Assessment</b>	There are no specific risks identified in this report.

**Purpose**

This report provides an overview of Council's communications for the month of February 2024.

**Report**

**Published / created February 2024**

*Most prepared media releases are circulated to regional media (Plains Producer & Radio 5CS, 5AU, Magic FM, Flow FM, ABC North & West & Messenger – Barossa, Clare & Gawler News).*

**News articles**

Publication Date	Outlet	Item
07/02/24	Plains Producer	Budget review passed
	Plains Producer	Planning ramifications? (Stanley Flat code amendment)
	Plains Producer	Renewable farms housing impact inspected (impact of insufficient housing)
	Plains Producer	Decision delayed on Auburn library (gifting to ACDC)
14/02/24	Plains Producer	Fee plan high and dry (entry fees Discovery Park Water Park, Clare).
	Plains Producer	Fortnightly column

21/02/24	Plains Producer	European wasp sightings in Clare (reference to Council documents re removal)
28/02/24	Plains Producer	Planning staff visit Clare Valley (Stanley Flat code amendment)
	Plains Producer	Fortnightly column
	Plains Producer	Community calls for consultation (Auburn Library)

There were opportunities for Radio items and interviews during December 2023 on regional ABC, 5CS and Flow FM.

### Promotions & Campaigns

Publication Date	Outlet	Item
07/02/24	Plains Producer	Fortnightly Ad – Public Consultation Draft Bylaws
	Plains Producer	Senior Services feature – Mid North Community Passenger Network article & advertisement
21/02/24	Plains Producer	Fortnightly Ad – Community Asset Grants open

### Clare Valley Podcast

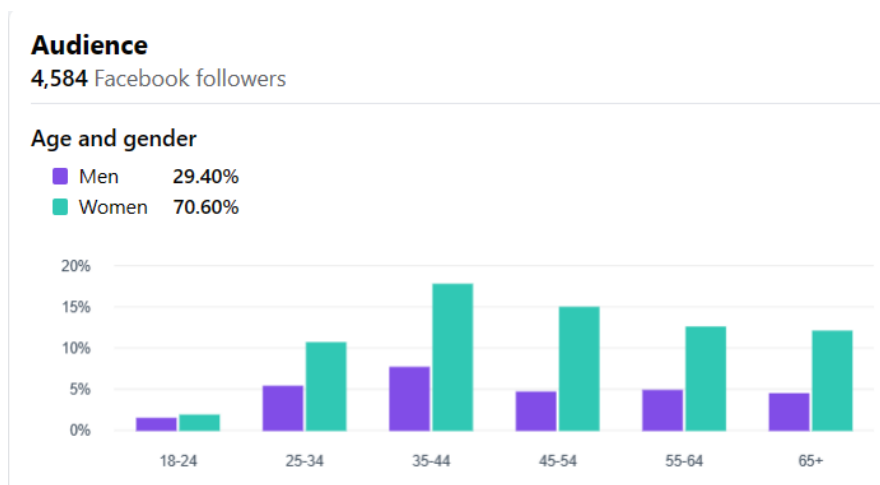
Tune in to previous episodes through your favourite app or listen on Council's website. A new issue of the podcast was uploaded in February 2024 featuring an update of Council activities and other local news.

There was a steady increase in the number of Clare Valley Podcasts being downloaded with **155** downloads during the month of February 2024 and over the past 12 months, from 1 March 2023 to 29 February 2024 there were **1721** downloads. Since the CGVC podcast started in October 2021 there have been **3955** downloads.

### Facebook

Council's Facebook posts followers were at 4,584 (10 new followers in the past month) and reached 31.1K people in February – up by 125.7%.

54 posts were created in February with one of the highest performing being a call out for expressions of interest from the Community for a visit to Bizen in 2024. The post reached 5,700 people.





Updates to council's services and current news continue to be shared successfully, in a timely way, on Facebook and it has become a quick and effective way of alerting the community to current events.

**Instagram**

Council's Instagram page has the purpose of promoting the region's cultural, tourism and healthy lifestyle assets as well as Council general news. The follower base sits at 486 – 1 less than the previous month. Instagram reached 300 accounts in February – down by 35.3%.

Social media continues to be an effective way of interacting and informing the community and sharing community and regional events.

**Newsletter**

Following a clean-up of inactive email addresses the Newsletter contacts now sit at 558. The open rate averages about 52%.

**Attachments**

Nil



**Subject Works & Infrastructure Information Report**

**Responsible Officer Amy Neubauer, Director Works & Infrastructure**

<b>Strategic Outcome</b>	Quality Services, Assets and Infrastructure Deliver high standards of customer service and customer experience
<b>Financial Implication</b>	There are no specific financial implications identified in this report.
<b>Statutory Implication</b>	Local Government Act 1999, Road Traffic Act 1961 Road (Opening and Closing) Act 1991 Landscape South Australia Act 2019 Environment Protection Act 1993 Australian Road Rules
<b>Policy Implication</b>	There are no specific policy implications identified in this report.
<b>Community Implication</b>	There are no specific community implications identified in this report.
<b>Risk Assessment</b>	There are no specific risks identified in this report.

**Purpose**

This report provides an overview of the Works and Infrastructure Department for the month of February 2024.

**Report**

**Works Request Report**

The available report from Synergy, which includes Compliance and Dog Customer Requests, and a report showing all works and infrastructure requests received for the month of February are attached.

There were 175 requests received in February and the following table shows the percentage of those requests completed.

Buildings	Construction	Maintenance	All Teams
81%	47%	46%	50%

## Patrol Grading Activity Report

The patrol grading activity books have been collected and the attached report collated for February 2024.

The reports show that in February 2024, 33.29kms of roads were patrol graded, with 17.22 kms being summer tracks and 4b roads.

## Waste Transfer Station Usage

The February 2024 usage for Clare is below:

<b>Monthly Summary-Clare</b>			
<b>Jan-24</b>			
<b>Day</b>	<b>Date</b>	<b>Number of Vehicles</b>	<b>paying users</b>
Thursday	01-Feb-24	128	6
Friday	02-Feb-24	113	2
Sunday	04-Feb-24	151	0
Thursday	08-Feb-24	129	0
Friday	09-Feb-24	109	2
Sunday	11-Feb-24	234	4
Thursday	15-Feb-24	113	4
Friday	16-Feb-24	92	1
Sunday	18-Feb-24	204	1
Thursday	22-Feb-24	86	4
Friday	23-Feb-24	105	4
Sunday	25-Feb-24	235	0
Thursday	29-Feb-24	92	2
<b>TOTAL</b>		<b>1791</b>	<b>30</b>

During February 1.68% (30) were paying customers at the Clare Transfer Station.

The February 2024 usage for Riverton is below:

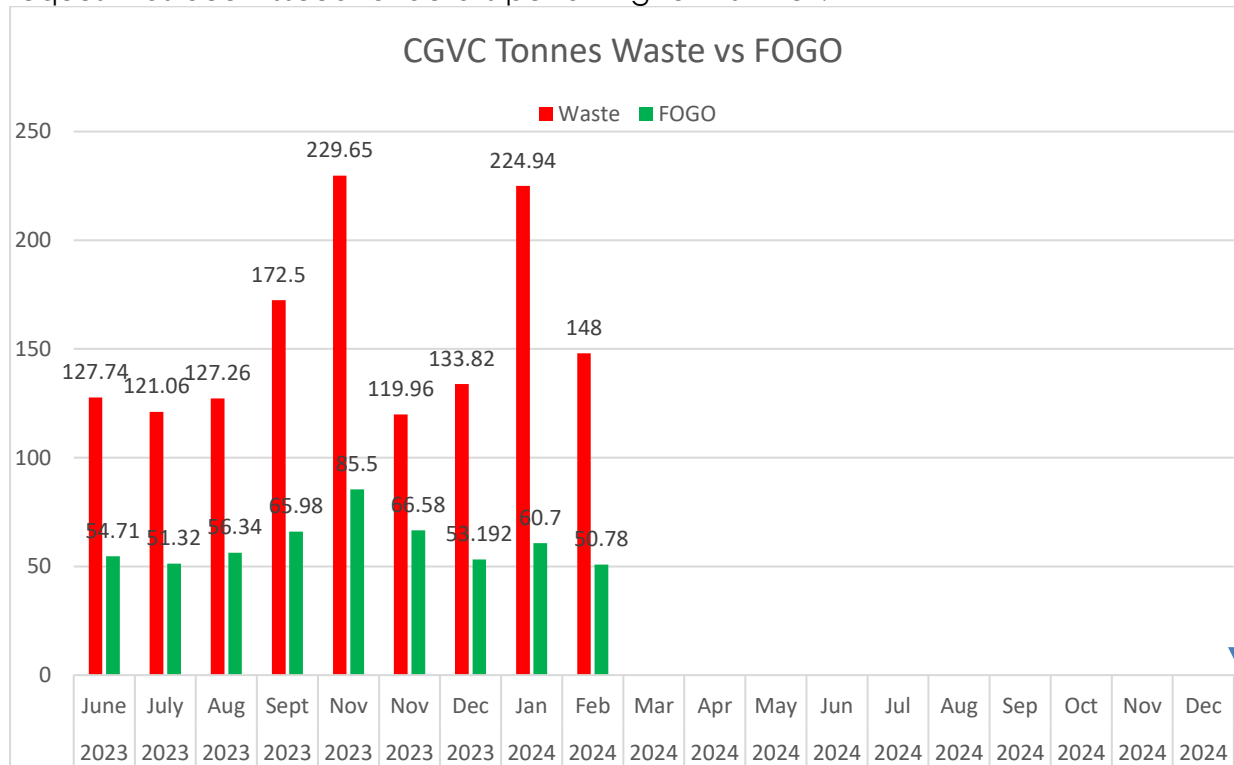
<b>Monthly Summary - Riverton</b>		
<b>01-Feb-24</b>		
<b>Day</b>	<b>Date</b>	<b>Number of Vehicles</b>
Sunday	04-Feb-24	36
Sunday	18-Feb-24	48
	<b>TOTAL</b>	<b>84</b>

Five (5) people were turned away with general waste.



## Waste

The FOGO collection volumes were down slightly. There was no contamination reported. General Waste collection volumes were up. As per the waste contract, a request has been issued for details pertaining to this influx.



## Traffic Counter Report

In February, the traffic counters were installed on the roads below and the report is attached.

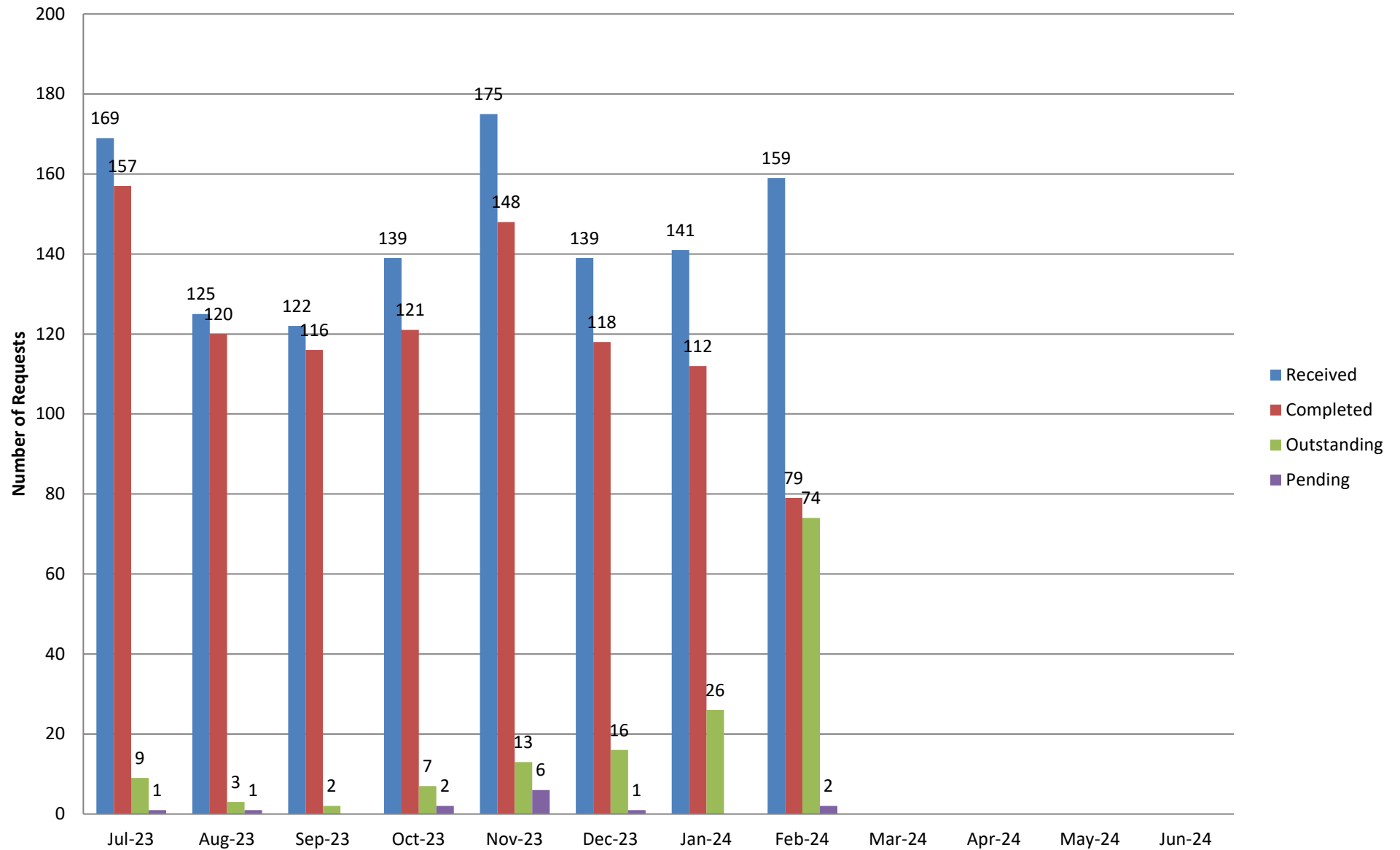
Railway Terrace	Tarlee
Salt Creek Rd (South)	Tarlee
O'Sullivan's Rd	Tarlee
River Rd (Willis Rd)	Tarlee
Old Main Rd (South)	Tarlee
Stockport Road	Tarlee
Thomas Road South	Stockport
Stribling Rd	Stockport
Kochs Rd	Stockport
Robins Rd	Stockport
Salt Creek Rd (South)	Stockport
Ruradene Rd	Stockport

## Attachments

- Customer service summary report
- Customer service requests Summary
- Customer service requests graphs
- Patrol grading activity report
- Traffic Counts

# WORKS REQUESTS

## All Teams



## 205. Logged Customer Service Report

### *Summary Report by Service for the Month of February 2024*

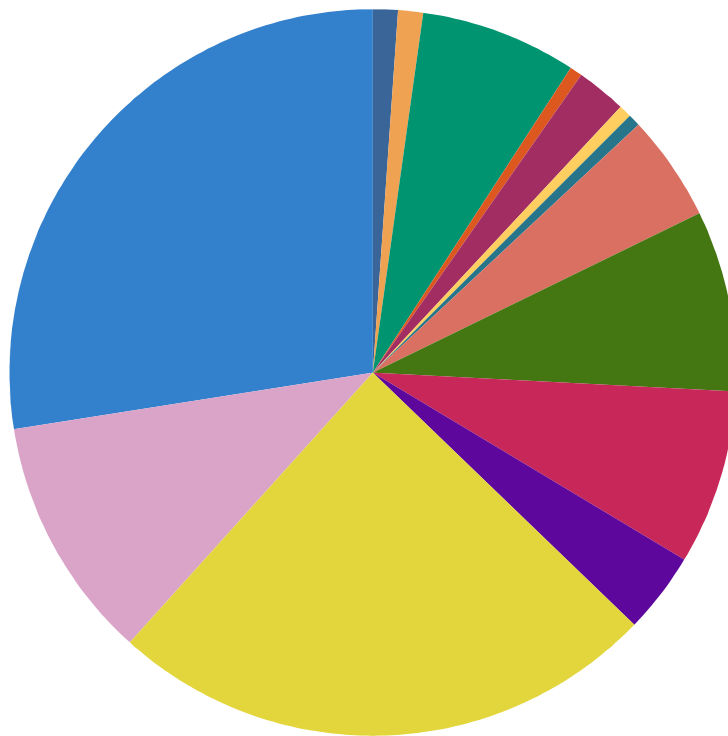
<u>Service</u>	<u>Complete</u>	<u>Pending</u>	<u>Outstanding</u>	<u>Total</u>
Cemeteries	2	0	0	2
Compliance - Fire Traffic etc	1	0	1	2
Council Buildings	11	1	0	12
CWMS	1	0	0	1
Dogs	1	0	3	4
Drainage & Stormwater	0	0	1	1
Fords Floodways & Bridges	0	0	1	1
Parks & Gardens	4	1	3	8
Pests and weeds	9	0	5	14
Refuse & Recycling Bins	6	0	8	14
Road side dumping	3	0	3	6
Roads Footpaths Kerbing	26	0	17	43
Signage & Traffic Control	7	0	12	19
Trees and Flora	17	0	31	48
<b>Grand Total</b>	<b>88</b>	<b>2</b>	<b>85</b>	<b>175</b>

## 205. Logged Customer Service Report

### Summary Report by Service for the Month of February 2024

Service Complete Pending Outstanding Total

## Requests per Service



Cemeteries	1.1%
Compliance - Fire Traffic etc	1.1%
Council Buildings	6.9%
CWMS	0.6%
Dogs	2.3%
Drainage & Stormwater	0.6%
Fords Floodways & Bridges	0.6%
Parks & Gardens	4.6%
Pests and weeds	8.0%
Refuse & Recycling Bins	8.0%
Road side dumping	3.4%
Roads Footpaths Kerbing	24.6%
Signage & Traffic Control	10.9%
Trees and Flora	27.4%
<b>Total:</b>	<b>100.0%</b>



## Customer Service Received

### Detailed Report by Township for the Month of February 2024

<u>ID</u>	<u>Received</u>	<u>Location</u>	<u>Details</u>	<u>Contact Required</u>	<u>Action Taken</u>	<u>Status</u>
<b>Armagh</b>						
CS24-2335	14/02/2024	Blyth Rd Blyth Hills and Armagh	Dead burnt trees in Blyth hills need cutting back several hang over road. Also Blyth Rd between Scobie & Hicks Rd's tree that was attended to by CFS needs removing properly and there is another couple of dead trees near here that need removing. Please contact to discuss.	Yes	conversation with DIT regarding this matter. DIT advised they were not aware of the fire and had no record of this. Trees are outside the DIT area would be a Council task. Wakefield Regional Council were able to obtain some funding for the tree removal may be an avenue to obtain more information.	Outstanding
CS24-2336	14/02/2024	Hicks Rd/Blyth Rd intersection Armagh	wild olives/shrubs need removing at intersection of Hicks Rd and Blyth Rd - lack of visibility here coming from Hicks Rd is really dangerous	No	removal of olives and shrubs	No further action
CS24-2735	20/02/2024	22 High St West Armagh	240L Recycling bin has been damaged by truck last week we think just lid needs replacing but elderly resident unsure if actual bin damaged as well.	No		Outstanding
CS24-2738	20/02/2024	Intersection St Georges Terrace and Ashby Road Armagh	very dangerous at the intersection of St Georges tce and Ashby rd. As cars heading north on St Georges tce are coming over a blind hill at 80 kph while cars are trying to turn right into Ashby rd. Can you please inspect this intersection to ensure all required signage and site vision are applicable. Thanks	Yes	relating to I24-2274	Outstanding
CS24-2894	22/02/2024	McRae Wood Road Armagh	Rick Jarvis rang and is complaining about having 3 flat tyres within the month on McRae Wood Road he said they have all had the same tech screw in the tyre. He wondering if there is some way that Council can check if they has been any spills etc on this road. He had heard of running some magnet thing across the road or the like??	Yes	Telephoned and spoke to Rick. He wasn't sure exactly where or if the flat tyres came from McRae Wood Road however wanted to enquire with Council as others may have reported as well. Advised we do not have a magnet and are unable to pursue any further.	No further action

### **Auburn**



## Customer Service Received

### *Detailed Report by Township for the Month of February 2024*

<u>ID</u>	<u>Received</u>	<u>Location</u>	<u>Details</u>	<u>Contact Required</u>	<u>Action Taken</u>	<u>Status</u>
CS24-1453	01/02/2024	Behind ablutions block at Auburn caravan park	Gravel delivery to Auburn Caravan Park behind main ablutions block. Please may i get several tonne of gravel to level up area and fill in trip hazards	No		Outstanding
CS24-1454	01/02/2024	Auburn Caravan Park entrance	Requesting a 'walking pace' sign near the main entrance of ACP. Too many people roaring into the park it's dangerous.	Yes		Outstanding
CS24-1497	01/02/2024	Auburn Centenary Park ladies toilets	Auburn Centenary Park public toilets ladies toilet. Removal of toilet doors in the three ladies toilets and have the doors rehinged to open outwards all to be hinged on southern doorposts. It has been reported to Auburn SA CWA shop staff that patrons have difficulty entering the ladies cubicles as the doors open inwards. patrons have to stand over the toilet to shut the door. Inward opening doors are a safety issue person falling or medical episode would block door from being open.	Yes	Discussed with Building Inspector he has advised that under the BCA19 Vol 1 F2.5 the requirement for opening outward doors only applies to fully enclosed sanitary compartments Auburn toilets are not fully enclosed hence this work is not required. Email sent to Rhonda Seymour suggesting that ther is an all access toilet facility adjoined to that building which is a much bigger space and people are free to use that. of course if there is a major upgrade of the facility then cubicle sizes will be taken into consideration.	No further action
CS24-1601	05/02/2024	Horrocks Highway infront of Auburn Roadhouse	Footpath needs serious attention- dangerous I tripped on the footpath during the week due to uneven concrete presumably from when the roadhouse was built. I am alright but if an elderly person falls they can easily sustain serious injuries. It requires urgent attention please.	Yes		Outstanding



## Customer Service Received

### *Detailed Report by Township for the Month of February 2024*

<u>ID</u>	<u>Received</u>	<u>Location</u>	<u>Details</u>	<u>Contact Required</u>	<u>Action Taken</u>	<u>Status</u>
CS24-1719	05/02/2024	Bryne Road Auburn	<p>Wild Rose Bush Removal - down Byrne Rd to Brothers Hill Rd We write with the urgent request that the wild rose bushes to the north/Manoora side of Bryne Rd Auburn be removed within 14 days from the date of this email. I was coming down Byrne Rd to Brothers Hill Rd towing a 35' trailer. After checking the road was clear of oncoming traffic I pulled out onto manoora rd and headed towards Auburn then noted a car right behind me. These rose bush's obscure the vision of the road looking north and as this is an access road for farm machinery &amp; trucks on a regular basis it is Councils duty of care to ensure roadsides provide safe vision to all road users. I am extremely lucky that it wasn't a road train/truck as they would not have been able to slow down in time. This has been highlighted with the recent accident on the Steelton Rd / Main Rd intersection as the bushes there obscure vision as well. As we travel this intersection regularly you have to be almost on the road to see traffic coming from Waterloo. We do not want to see a repeat accident happening on Brothers Hill Rd. Let alone the many other intersections throughout the district in the same state. Therefore please address in the requested time frame.</p>	No	O24-475 sent in acknowledgement and advising an inspection would be conducted. Removed wild roses bushes	No further action





## Customer Service Received

### Detailed Report by Township for the Month of February 2024

<u>ID</u>	<u>Received</u>	<u>Location</u>	<u>Details</u>	<u>Contact Required</u>	<u>Action Taken</u>	<u>Status</u>
CS24-1777	06/02/2024	10 Kingston Terrace Auburn	Just over 12 mths ago I rang CGVC requesting some very dead branches overhanging the full width of the road to be trimmed from very large gum trees. Twelve months on December last I rang again and requested the same. At this particular time there was also a very large branch broken and hanging precariously from a limb. Within a few days this loose branch was removed but nothing else was done. As it was just before Christmas I thought perhaps in the new year they (approximately 11 huge gums) would have their very dead branches removed. This has not happened. Myself and my husband walk down our street every day and without fail there will be a dead branch in the middle of the road not all big but very dead. If you look up there are so many grey hard dead branches. If they were to fall on your car or a person they would do some damage. Also driving over them can damage your car as we have had happen in the past. I'm hoping on my 3rd request something will be done as they are a harzard.	Yes		Outstanding
CS24-1910	07/02/2024	45 Port Rd Auburn	resident worried about a large pine tree that is split worried it might fall. It is directly across from front of her property. She has also cut down grass/weeds at back of her property (Henry St) that need carting away probably not even a trailer full.	Yes		Outstanding
CS24-2100	09/02/2024	567 King Street Auburn - Flats	Sign that says tenant parking only needs to be turned to face the footpath for easier vision.	No		Outstanding
CS24-2285	13/02/2024	Auburn Public toilets (womens side)	Hornet nest in the women's bathroom at Auburn public toilets	No	Completed by Kelly's Pest Control	No further action
CS24-3250	28/02/2024	Lamkins Rd Auburn (near Baum Rd)	large limb fallen from gum tree on Lamkins Rd approx 100metres from Baum Rd. Limb is completely broken off but hooked on the tree and partially blocking the road.	No		Outstanding



## Customer Service Received

### *Detailed Report by Township* *for the Month of February 2024*

<u>ID</u>	<u>Received</u>	<u>Location</u>	<u>Details</u>	<u>Contact Required</u>	<u>Action Taken</u>	<u>Status</u>
<b>Clare</b>						
CS24-1446	01/02/2024	The drain hole in Hutt River under the bridge between 182 and 186 Main North Rd	There is a manhole on the footpath (see CS23-21073) out the front of 182 Main North Road. The business pulls the top off of this when it rains so it drains into the creek (otherwise it pools along the footpath). The drain hole in the creek is full of weeds. Can these weeds be pulled out (will need to be by hand as a machine won't fit) so it drains easily into the creek?	No		Outstanding
CS24-1452	01/02/2024	Old North Rd Clare	pavers have lifted on footpath between Clare Medical Centre and Woolies lady tripped and fell. Please fix asap.	No		Outstanding
CS24-1455	01/02/2024	Flagpoles at Clare and Saddleworth Library	works request - maintenance on 2 sets of flagpoles - at Clare and Saddleworth library. Both flagpoles (2 at each site) are not working correctly. the lever to turn them and going up and down is inconsistent. They sometimes go up sometimes do not. Both need to be looked at please. These were only installed a few months ago.	Yes	Adelaide Flagpoles to attend site to rectify issues	No further action
CS24-1457	01/02/2024	62 Neagles Rock Rd Clare	bitumen breaking away in front of this property leaving large holes and making it difficult for residents to come and go from their property. Please contact resident to discuss.	Yes	Edging done on side of the road with black	No further action
CS24-1465	01/02/2024	Treize Way	large pot hole after you have turned the corner about half way up the road needs filling	No	Potholes filled in	No further action
CS24-1496	01/02/2024	Corner where Powell Street turns into Essington Avenue	Report of an open pit with hoses hanging out at corner of Hanlins Rd and Essington Ave near the large tree on the bend (near Hentschke Park). Resident was concerned about the hazard for pedestrians as there was nothing around the pit. She wasn't sure of what type of pit it was is it maybe the Enervan people doing the NBN work??	No	Office phoned DA at investigate ASAP while in the field. Phoned Maitland Contracting who confirmed they had been working in that area and would send out a team to rectify open pit. Maitlands contracting have been rang and sorted it out	No further action



## Customer Service Received

### Detailed Report by Township for the Month of February 2024

<u>ID</u>	<u>Received</u>	<u>Location</u>	<u>Details</u>	<u>Contact Required</u>	<u>Action Taken</u>	<u>Status</u>
CS24-1512	02/02/2024	53-55 Victoria Road Clare	Can the footpath adjacent the vicinity of 53-55 Victoria Road Clare please be cleared from leaf matter etc. Footpath is covered. Please check the other footpaths in that area as well for the same thing. Thanks	No	footpath been cleaned	No further action
CS24-1625	02/02/2024	1 Guilford Street Clare	Barry Pope is a tree lopper and has been asked to do a job for Graeme Neild at 1 Guilford St Clare. It's a very large gum tree near power lines and will more than likely require 2 x 6 hour stints to get the job done. He will need boom lift in the middle of the road/close traffic as traffic comes around from Albert St quite quickly and would be dangerous. Please call Barry on 0428 852 043 to discuss. Any forms can be emailed to popey62@live.com.au I have actually received many calls about this tree in fairly recent times from various people concerned about limbs falling etc. and works requests have been lodged...is this tree on Council land or private land??	Yes	telephoned Barry to explain email has been sent and SF031 required council will assist with WTM as he does not have a ticket.	No further action
CS24-1602	05/02/2024	Spring Gully Road 500m from Eldredge Winery.	Resident phoned in a fallen tree branch across three-quarters of Spring Gully Road. It is 500m from Eldredges and about one kilometer North of the lookout.	No	Tree cleaned up	No further action
CS24-1647	05/02/2024	Gleeson Wetlands western walking path - not in the 'wetlands' the path in trees	Attached images of large ants infesting a couple of spots on the western walking path to the wetlands. Hope it's alright to make council aware of these minor issues.	No	Ant powder used	No further action
CS24-1648	05/02/2024	St Josephs School (Temple Rd Clare)	240L black recycling bin at St Jo's school has been squashed and destroyed by truck on Friday and needs replacing asap. Bin is sitting near shed on Temple Rd.	No	replaced bin	No further action



## Customer Service Received

### *Detailed Report by Township for the Month of February 2024*

<u>ID</u>	<u>Received</u>	<u>Location</u>	<u>Details</u>	<u>Contact Required</u>	<u>Action Taken</u>	<u>Status</u>
CS24-1698	05/02/2024	Clare Caravan Park	There are two tree branches down at the Caravan Park. One near the footbridge leading to the fauna park the other is near the water park. Sherri wasnt sure if this was council or not. It is my understanding the tree near the fauna park side is Council's the other a part of the park? Further she is enquiring on ine-marking in the car park near the water park is this Council or Discovery? Can you please telephone to advise and arrange for branch removal if Council. Thanks	Yes		Outstanding
CS24-1717	05/02/2024	Eaton Rd Clare	Eaton Rd is very corrugated and needs work asap	No	Can the roadway please be inspected to determine any action required. Thanks Road Patched and Graded	No further action
CS24-1746	05/02/2024	Clare Library Old North Road Clare	lift issue - Clare Library. The lift at the Clare Library is not working correctly (inconsistently) eg the door has a few times in the last week been staying open at level 2 rather than going down even though level 1 is selected; the lift cannot be called down to level 1; the concertina door not opening correctly or staying open when it should close or stays partly closed when it should open	Yes	Email sent to contractors to attend site	No further action
CS24-1782	06/02/2024	Unit 4 11 Richardson Avenue Clare	Renter phoned to request a new Kerbside collection calendar as she missed this fortnight's FOGO collection. She said it was different to 2023. Will post a 2024 calendar to her	Yes		No further action
CS24-1889	07/02/2024	east of Clare Bowling Club (just off Farrell Flat Rd)	large gum tree in reserve to the east of the bowling green is on a major lean and they are concerned it will fall. Limbs have already fallen and cars park in this area frequently.	No	Can this please be inspected to determine any actions required. thanks	Outstanding
CS24-1911	07/02/2024	Clare Garden Group	Request for talk at Clare Garden Group meeting to talk about kerbside waste bins	Yes	telephoned Bery to discuss query. Have requested the garden group put some questions together and bring them into the council office Council CVW can then use these questions to use for educational purposes.	Outstanding



## Customer Service Received

### Detailed Report by Township for the Month of February 2024

<u>ID</u>	<u>Received</u>	<u>Location</u>	<u>Details</u>	<u>Contact Required</u>	<u>Action Taken</u>	<u>Status</u>
CS24-1930	07/02/2024	23 Daly Street Clare	Rip out and replace kerb for new crossover at 23 Daly Street	Yes	Completed site visit. Nothing wrong with kerb Send SF031 to apply to change kerb. See O24-928	Outstanding
CS24-1933	07/02/2024	8 Daly Street Clare	Trees on footpath look to be inter fearing with the phone and power lines to the house at 8 Daly Street Clare	Yes		Outstanding
CS24-1968	08/02/2024	Skate Park - ladies toilets	Sharps container in ladies toilets at Skate Park is open - please shut ASAP	No	Sharps containers in both Male and Female toilets repaired and back in service.	No further action
CS24-2025	09/02/2024	Tree in car park as you walk from CMC to Woolworths car park	Customer Service Report - My Local Services App - ref 1707381196657. Walkway between Woolworths & CMC next to old Main North Road. Just wondering who is responsible for the trimming of branches of the tree overhanging this path. I have enquired at Woolworths who don't want to know about it. I'm of average height & it's about chest height on me. It is a public health risk & something needs to be done before someone loses an eye. If not I will take to it myself because this is not the first time I've encountered it.	No		Outstanding
CS24-2030	09/02/2024	23 Phoenix Avenue behind.	Trees overhanging properties Inchiquin lake Clare. Trees are over hanging properties ours is one with branches from trees falling onto our shed branches have caused damage to sky light in out shed causing cracks from branches land in them we have siliconed areas up on sky light . The trees need trimming from the lake as they are tall in strong winds bend over terribly like they are going . to snap But now with the added Scare gun near the golf course as you hear the gun going off scaring the white cockatoos to the area we are invaded with 100s of theses this has added to damage to the trees the cockatoos chewing on branches causing them to fall at times.	Yes		Outstanding



## Customer Service Received

### *Detailed Report by Township for the Month of February 2024*

<u>ID</u>	<u>Received</u>	<u>Location</u>	<u>Details</u>	<u>Contact Required</u>	<u>Action Taken</u>	<u>Status</u>
CS24-1071	16/02/2024	Clare library	Please deliver two boxes of Mr Micks disposable cups to Clare library	No	2 boxes delivered	No further action
CS24-2124	12/02/2024	39 Farrell Flat Road Clare	Gordon called to advise they are having issues with the kerbside waste service the general waste bin with nappies being strewn on the footpath and road (around 5) following the bin pick up of 31Jan. He has called CVW and is not happy with the way this was handled. Please follow up to determine any issues.	Yes	spoken with Gordon and CVW CVW were going to contact to discuss further. Following conversation with Gordon advised he is able to purchase a second service or upgrade his current 120l bin to a 140l.	No further action
CS24-2246	12/02/2024	Clare Town Hall	wheelie bins behind town hall are all totally full and need emptying especially recycling bins.	No	bins been collected	No further action
CS24-2248	12/02/2024	Ennis Park Clare	2 power points (the ones on the poles) in Ennis Park not working properly. Power is getting there but sockets not working properly. Market had to use a generator on the weekend. Could we please take a look and contact her to advise.	Yes	Purchase order raised and sent to Contractor PO9934	Pending
CS24-2256	12/02/2024	Horrocks Highway Clare	large dead kangaroo on side of road opposite parking bay as you head north out of Clare. (at the S Bends before race course)	No	Kangaroo picked up	No further action
CS24-2279	12/02/2024	Neagle Roak walking trail	Neagles Rock walking trails need clearing. The trails up to the top of Neagles Rock the right hand side trail up the top has a lot of tree branches and vegetation over the main walkway could you arrange for somebody to clear that walkway and for just general maintenance.	No		Outstanding
CS24-2280	12/02/2024	At Maddern Road crossing of the Riesling Trail just north of Auburn	Replacement of two warning signs - one each side of the Riesling Trail thank you. The sign on the eastern side of the trail has deteriorated badly (due to sunlight) and the one on the western side is missing.	Yes		Responded to
CS24-2286	13/02/2024	Corner of 1 West Terrace Clare	Clean up broken branches that have fallen next to road	No		Outstanding
CS24-2290	13/02/2024	29 Burton St Clare	large tree hangs over the entire road and has damaged truck needs to be cut back asap	No		Outstanding



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CS24-2293	13/02/2024	14 Daly St Clare	limb has fallen from tree and is on footpath near 14 Daly St Clare needs taking away. Limb is approx 2 metres long (2 inches circ) Also a tree on council land that hangs over driveway at this property needs cutting back.	No		Outstanding
CS24-2300	13/02/2024	Dolan Rd Clare	Dolan Rd badly needs work as it is really corrugated. It was graded a couple of months ago but this did not deal with the corrugation issue.	No	Road WateredGraded and Rolled	No further action
CS24-2363	14/02/2024	187 - 217 Emu Flat Road	large trees along Emu Flat Road need inspection some are hanging right over at approx 45 degs	No		Outstanding
CS24-2364	14/02/2024	Strickland St near No. 34 Clare	several prickly bushes and olive tree are an eye sore and need to removed from verge near 34 Strickland directly across from the new units being built.	No	Bushes are holding bank together and is up the hill not in anyones way	No further action
CS24-2430	15/02/2024	Traffic Management sign storage.	Nathan has requested some new 'No parking' signs for traffic management. Example of use - 'no parking' along Horrocks Highway at Clare Show Rodeo etc. He suggested 'up to 10.' He wasn't sure either who they could 'belong' to - do CVCG buy them to use and let Lions borrow or buy for Lions which CGVC could borrow.	Yes		Outstanding
CS24-2498	16/02/2024	Gleeson Wetlands area Clare	European Wasp nest needs eradicating in tree near Gleeson Wetlands. Half way between fence of old parking area and the new carpark.	No	wasp nest eradicated	No further action
CS24-2548	16/02/2024	390 Main North Road Clare (next to Toyota)	Please replace 240L green bin lid as it fell into the truck when it was being emptied. Bin is kept to the side of the house and resident is happy for us to enter property to fit the replacement.	No		Outstanding
CS24-2580	17/02/2024	Disabled toilet at Clare Oval	Oval disabled toilet - pipe broken.	No	GE RDO. YZ phoned Miat Plumbing left message to call back. Works completed by Mait Plumbing	No further action



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CS24-1157	22/02/2024		I have had a 'Ross' call in about 2:30 today to report directional drilling occurring at the T junction of Spring Gully Road (Armagh end)and Muanu Road Ross' 0414 492 883. He mentioned Hale River are the contractors. Do CGVC know about this?	Yes	AN and YZ visited the site RM phoned back before YZ could ring. YZ has escalated his questions to AN - see CS24-2959	No further action
CS24-2595	19/02/2024	Quarry Road lookout	Table cleaned at Quarry Road lookout The table at quarry road lookout has a range of sexual pictures and comments as well as swastikas. Please clean this as it is a horrible look for this region.	Yes	cleaned graffiti off the table	No further action
CS24-2608	19/02/2024	Old DPTI site 17 West Terrace Clare.	Remove dangerous pine trees along footpath West Terrace - Michael Court Clare Trees are a danger to our family workers fences and infrastructure.	Yes		Outstanding
CS24-2611	19/02/2024	Melrose Park clare	ladies toilet - hand basin not draining properly appears to be blocked. This is the older toilet building near the model trains.	No	Mait Plumbing to recitfy. Purchase order raised	Pending
CS24-2613	19/02/2024	9 Heath Drive Clare	Injured kangaroo has been put down by police at driveway of 9 heath Drive Clare and the body needs to be removed asap please	No	Kangaroo picked up	No further action
CS24-2616	19/02/2024	1 Guilford St and through to Albert St Clare	heaps of gumnuts over walkway that are slippery and a hazard need clearing away between 1 Guilford St around onto Albert St until it meets Hanlins Rd.	No	cleaned footpath	No further action
CS24-2617	19/02/2024	Men's toilets Mill Place Clare	sharps container has been broken into and is sitting partially open in the mens toilets at Mill Place Clare needs attending to asap. no sharps on floor or anything	No	Trudy from Dunstans helped out - fixed later that day.	Responded to
CS24-2627	19/02/2024	8 Daly Street Clare	Thankyou for trimming the branches at the front of this property but there is still a branch that obstructs the phone line to the house	No	CGVC will not touch trees around Telstra infrastructure. Will advise property manager to contact Telstra or a private contractor. Emailed property manager with 024-927	No further action





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CS24-2632	19/02/2024	Clare Cemetery	footpath needs sweeping around the Memorial Wall where ashes go in the Clare Cemetery. Also weeds need removing (they are 2 foot tall) in this area and a pile of sticks (wheelbarrow load) that have been near there for 6 months need removing as well.	No	cemetery cleaned up	No further action
CS24-2703	20/02/2024	7 McKINNINON Park Clare	Mrs Jury witnessed a snake fall into her yard from her next door neighbours. The neighbours yard is overgrown with weeds three-to-four feet high. She would like compliance officer AM to visit to have a look at what they can do.	Yes	Attended spoke with owner re neighbours yard. Issued 105F notice on neighbour (left notice in letter box). Follow up through normal 105F procedure - no further action against this CSR.	No further action
CS24-2718	20/02/2024	Clare Office	please remove portable stand up desk from Building Officers desk and install arms for monitors	No	Works completed by Don Collinge and Chris Pitcher	No further action
CS24-2772	21/02/2024	Mill Place Clare (near Town Hall Function Room)	limb has broken off tree in Mill Place near the Barbara J Long Function Room entrance needs taking away asap.	No	limb picked up	No further action
CS24-2779	21/02/2024	Victoria Road Clare	Please Install Clare Cemetery & Waste Transfer Signage on the corner of Victoria Road and Main North Road Clare (photo attached) Please collect Signs from Clare Signs.	No		Outstanding
CS24-2780	21/02/2024	Neagles Rock lookout	tourist has reported a large limb down & blocking the path up at Neagles Rock lookout. Apparently it's not too far from the carpark.	No	limb cut up and moved	No further action
CS24-2817	21/02/2024	7 March Court Clare	wheels keep coming off 240L green bin need replacing asap as it is very difficult to get bin up and down the long driveway. Please contact beforehand so he can make sure the bin is down the end of the driveway for easy access.	Yes		Outstanding
CS24-2819	21/02/2024	Melrose Park Clare (near driveway/new toilets)	resident very concerned about a large gumtree at Melrose Park near the new toilets at driveway. The tree is large and at the point where it branches out into 3 there is a crack and he is really worried that a huge limb could fall very dangerous. Could we please assess?	No		Outstanding



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CS24-2897	20/02/2024	90 Main North Road	Please trim back bushes in front of 90 MNR Clare. It is the footpath 'on top' of the hill/rise.	No		Outstanding
CS24-2898	20/02/2024	Corner Stradbroke and Basham Roads Stanley flat	Please trim corner Stradbroke and Basham Roads Stanley flat . Previously had reduce dust sign on south west corner. Can only see struts but not sign - totally covered by undergrowth	No		Outstanding
CS24-2899	22/02/2024	Agnes St corner of Tilbrook Ave Clare	lots of gumnuts have fallen from gumtree on footpath Agnes St corner of Tilbrook Ave and are a reall hazard for pedestrians. His wife slipped on them recently and fell hurting herself.	No	Gumnuts blown of footpath	No further action
CS24-2900	20/02/2024	Mill Place Clare	Large limb from tree broken in front of Barbara Long Room. Mill Place Clare.	No	limb picked up	No further action
CS24-2906	22/02/2024	Next door to 25 West Terrace Clare.	Tree next door is full of mistletoe and nearly touching powerlines. Need to be trimmed. Have had branches fall over our driveway in high winds and heat. Looks like a matter of time before a lot more comes down.	No		Outstanding
CS24-2912	22/02/2024	clare oval	could we pls have two round sign posts installed next to hydrant booster at the oval on the northen end along the yellow line for some no parking signs to be installed (diagram on back of request)	No		Outstanding
CS24-2942	23/02/2024	Corner Phoenix Ave/Wiensmith Clare	large gum tree limb has fallen and is blocking footpath at corner of Phoenix Ave and Wiensmith Ave near Melrose Park. Quite large need cutting up probably a trailer full?	No	Limb removed	No further action
CS24-2943	23/02/2024	Ladies toilet Melrose Park near trains Clare	toilet roll holder is broken in the middle ladies toilet older toilets near the train track at Melrose Park	No	Spoke with Trudy from Drapers they will replace the toilet roll holder this coming Wednesday 28/2/2024	No further action



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CS24-2953	22/02/2024		Nathan from Trident plastics rang to talk with Richard this morning regarding the purchasing of bins. He wanted to check in because we hadn't purchased any in the past 8 months or so. He would like to talk to some however I was unsure who so would appreciate if you could pass this on to whomever you think best. PH: 0403 354 654	Yes	Courtesy reply - Phoned Nathan to advise that Clare Valley Waste is now looking after bin supply for CGVC.	No further action
CS24-2955	23/02/2024	13 / 13A Henry St Clare	please call resident to discuss possibility of removing shrubs near driveway of 13 and 13A Henry St that are obstructing view of oncoming traffic when driving out of driveway.	Yes		Outstanding
CS24-2959	23/02/2024	65 Muanu Road Spring Gully.	Ratepayer has expressed concerns over business owner (Hale River) directional drilling under Spring Gully Road to connect bore to a tank. Ratepayer has said they have expressed concerns about Hale River previously. These previous concerns were EPA related. He also mentioned they have removed an area of Olive trees.	Yes	AN and YZ visited Muanu and Spring Gully intersection 23/2/24 Rod Mader phoned at 14:01 stating he has not received a call back. Advised director was away unwell and that she would ring as soon as possible.	Outstanding
CS24-2960	23/02/2024	Intersection of Albert/Hanlins/Powell Hentschke Park.	Telstra Pit collapsed	No	YZ asked NB to post a 'watch your step' on Facebook. YZ phoned Maitland Contracting (who had been doing works recently there) to put some yellow Telstra Guards up ASAP YZ lodged phone 'report damage' to Telstra and received case number: 1752-437-78	No further action
CS24-2961	23/02/2024	Intersection Albert/Hanlins/Powell Hentschke Park.	Corner of Powell and Albert Streets Cement lid broken and fallen in where path takes you to playground	No	Telstra case number 1752-437-78 (see CS24-2960)	No further action
CS24-2977	23/02/2024	Mill Street Clare	Can you please telephone Robert to discuss the road sealing works scheduled for Mill Street Clare next week? He has some questions. thanks	Yes	responded to Robert with a call issues addressed	No further action



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CS24-2993	23/02/2024	Clare rotunda Hope Street.	Would you please arrange for the garden team to check the watering system at the gardens adjacent to the Clare rotunda? The established plants on the bank running down from Hope Street are showing signs of great distress and it would be a huge shame to see them die of thirst	Yes	irrigation look at Nothing wrong with current set up. Dryness happens at this time every year with no rain.	No further action
CS24-3005	22/02/2024	Reisling Trail	Hope you are well! We briefly spoke last year re: commercial filming permits for Clare & Gilbert Valley Council. Since we spoke we have done further research on where we would like to shoot and we feel some locations may actually fall in council jurisdiction. Can you please advise the following: -How to apply for a permit – is there an available form? -Application lead time	Yes		No further action
CS24-2991	26/02/2024	8/372 Main north road Clare	Tree assessed and overhanging limbs removed that could potentially fall on our unit. I have emailed when a branch fell a couple months ago followed up by a phone call. Promised a call back- but heard nothing. Branches are drying out and falling regularly around Clare. I don't want to not act this would cause serious damage and potential risk to tennant. See aso - CS24-866	Yes		Outstanding
CS24-2996	26/02/2024	The Valleys Lifestyle Centre	Report of Wasps at The Valleys. Valleys reported bees not wasps. GE will reassses if a wasp nest is found.	No		No further action
CS24-3000	26/02/2024	The gum tree out the back of Clewers/CGVC car park.	Possible Gum Tree removal. As per our previous discussions I was wondering if council could look into the massive gum at the rear of our property The tree has dropped a third large limb recently and is in my opinion quite dangerous as it encroaches parking and our back area. WSB have contacted me thinking it was on our property as the low lying branches are restricting semi access.	Yes		Outstanding



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### *Detailed Report by Township for the Month of February 2024*

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CS24-3008	26/02/2024	180 Main North Road Clare - The Valleys swimming pool area	There is a European Wasp nest on one of the poles near the swimming pool at The Valleys. Can it please be dealt with. Thanks	No	Spoke with the Manager of The Valleys he will action if required	No further action
CS24-3036	26/02/2024	Clare Bowling Club	Rubbish bin lid is broken by the truck - please replace the lid on bin. Rubbish bin is located behind the club house. contact number to confirm location if needed	No		Outstanding
CS24-3061	26/02/2024	Sunnyside Road intersection of Horrocks (DIT).	Prune shrubs located on Sunnyside Road (Main North Road intersection) as it is dangerous to walk along side the road and difficult to view oncoming traffic (looking South) when exiting from Sunnyside Road. This request was lodged late 2023 and I have not received a response and note the work has not been completed and is still a safety risk.	Yes	YZ will forward the Horrocks Road request to DIT. DIT request O24-898	No further action
CS24-3067	26/02/2024	15 Newton Long Drive Clare	Large limb has fallen and is laying on Council verge needs removing.	No	limb picked up	No further action
CS24-3092	27/02/2024	Intersection of Daly and Agnes Street (Western side)	Please inspect and assess - Stop sign and it's road marking. It looks as a previous patch up job on Agnes Street (West side) has covered the stop sign's 'solid line' on the road. Please re-paint solid line.	Yes		Outstanding
CS24-3195	27/02/2024	Hubbe Rd near White Hut Rd Stanley Flat	a large gum tree has split and a substantial part of the tree is hanging dangerously over Hubbe Rd just off White Hut Rd. Needs looking at asap she was quite concerned.	No	another call received to advise tree down tree cut up	No further action
CS24-3265	28/02/2024	Driveway of 22 Blyth Road Clare	Driveway culverts need cleaning. Filled with dirt leaves etc blocked It is beyond the street sweeper he just leaves it	No		Responded to
CS24-3317	29/02/2024	Clare Main Street	tree in front of the Found In Clare shop (Main Street Clare) bottom branches need trimming back they are growing into the sign.	No		Outstanding



## Customer Service Received

### Detailed Report by Township for the Month of February 2024

<u>ID</u>	<u>Received</u>	<u>Location</u>	<u>Details</u>	<u>Contact Required</u>	<u>Action Taken</u>	<u>Status</u>
CS24-3330	29/02/2024	Clare Showgrounds	phone message - Jane from Clare Rodeo - please call to discuss requirements for Event Permit	Yes	Phoned Jane and she updated Clare Rodeo event planning. She is just waiting on the last few food permits and will then bring in along with the signed event application. Advised roads have been approved to 40km/hr. Offered to print her food permits if she needed.	No further action
CS24-3387	29/02/2024	235 Warendra Rd Spring Farm	Hi I would like to request for our road to be graded. Its so rough I feel like my car is going to shake to pieces :) Thanks Kristy	Yes		Outstanding
<b><u>Hilltown</u></b>						
CS24-2884	22/02/2024	Hilltown Rd - Smarts Rd to council boundary	Hilltown Road in a very poor state and needs work/grading asap.	No		Outstanding
<b><u>Marrabel</u></b>						
CS24-2624	19/02/2024	Opposite the Catholic Church Marrabel cnr. Saddleworth and Belvidere Rd (nth)	Fence Damage - opposite Catholic Church Marrabel. Attaching photos of damage to fence done by Downers.Request for fence to be repaired photos attached.	Yes	area cleaned up with skid steer and fence repaired	No further action
<b><u>Mintaro</u></b>						
CS24-1636	05/02/2024	Mintaro cemetery	I am attaching a file containing a map that Peter Murdoch has drawn of the feral trees growing in the olive hedge surrounding the Mintaro Cemetery. The council has the cutting and care of the hedge on their schedule. Peter is concerned about the vigorous growth of these alien plants and would like to see them removed before they take over the hedge. Mintaro Progress Association (cemetery working group).	No		Outstanding



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<u>ID</u>	<u>Received</u>	<u>Location</u>	<u>Details</u>	<u>Contact Required</u>	<u>Action Taken</u>	<u>Status</u>
CS24-1865	07/02/2024	Mintaro Cemetery-by new niche wall and on roadway/carpark area	There is a fallen branch by the niche wall and the branch reported in September is still on the roadway/carpark area	No	branches cleaned up	No further action
CS24-2097	09/02/2024	Jacka Road Mintaro adjacent the oval	There is a pine tree broken in half with a green mark on it adjacent the Mintaro Oval on Jacka Road. This tree was marked for removal over twelve months ago query on when the tree will be removed.	No		Outstanding
CS24-2367	14/02/2024	Mintaro Institute - 56 Burra Street Mintaro	A request from the Mintaro Progress Association – Northern side of the Mintaro Institute The Association has asked if the hedge on the northern side of the Mintaro Institute could please be trimmed as soon as possible (ready for Anzac Day celebrations) and if the maintenance/trimming of this hedge could be placed on a 6 monthly roster for the months of	No		Outstanding
CS24-2415	14/02/2024	Northern side of Mintaro Instutute	A request from the Mintaro Progress Association - Northern side of the Mintaro Institute The Association has asked if the hedge on the northern side of the Mintaro Institute could please be trimmed as soon as possible (ready for Anzac Day celebrations) and if the maintenance/trimming of this hedge could be placed on a 6 monthly roster for the months of March & Sept. These months were selected to coincide with ANZAC and Remembrance	Yes		Outstanding
CS24-2621	16/02/2024	Quigley Road Mintaro	Quigley Road Mintaro is in desperate need of grading	Yes		Outstanding
CS24-2623	19/02/2024	Sandows Road Blatchford Road and Priests Road Mintaro.	Secondly there is a few permanent stock on road signs that have fallen over or be damaged. Can these please be checked out and be re put up. See below picture of an example. The damaged ones can be found on Sandows Road Blatchford Road and Priests Road Mintaro.	Yes		Outstanding



## Customer Service Received

### *Detailed Report by Township for the Month of February 2024*

<u>ID</u>	<u>Received</u>	<u>Location</u>	<u>Details</u>	<u>Contact Required</u>	<u>Action Taken</u>	<u>Status</u>
CS24-3046	26/02/2024	Kingston Road Kelly Road Mintaro	3 corner jacks all along footpath at Corner of Kingston & Kelly Road Mintaro - also along Kelly Road. Please spray	No	Sprayed what we could find but wasn't many	No further action
CS24-3206	28/02/2024	Bright Street Mintaro	There is an Olive bush that is growing over the road and requires removal- picture attached.	No		Outstanding
<b><u>Penwortham</u></b>						
CS24-2372	13/02/2024	Surrey Lane Penwortham.	I am seeking information re recent clearance of vegetation along Surrey Lane Penwortham. Was the vegetation causing environmental concerns was it a request from a landowner or was it removed in error? I have enjoyed the ambience of this vegetation for nearly 20 years so curious why it is now gone.	Yes	YZ checked with outside staff. Some trees were obstructing a road sign. Also on the creek cleaning schedule as the river gets blocked and it drains out and pools behind John Horrocks coottage.	No further action
<b><u>Rhynie</u></b>						
CS24-1498	02/02/2024	Salter Springs Rd Rhynie	Road Maintenance Manager I wish to report the hazardous and dangerous condition or the Intersection of Salter Springs Road and Main North Road Rhynie. There are 2 locations the one in attached photo is adjacent the Parking Bay and is the worst the other is adjacent the Hotel. The initial damage to these areas occurred during the Upgrade of Horrocks Highway last year from water trucks who were filling at this location and should have been repaired as part of the project. It has now become a hazard and is in need of urgent action.	Yes		Outstanding
CS24-3192	27/02/2024	opposite 515 Gary Owen Road Rhynie.	A large limb from a tree directly across from his driveway fell down today. Someone has moved it out the way but there may be some debris on the road still. Resident would like someone to come and inspect Gary Owen Road as there are a lot of big old gum trees that may fall too.	Yes		Outstanding





## Customer Service Received

### Detailed Report by Township for the Month of February 2024

<u>ID</u>	<u>Received</u>	<u>Location</u>	<u>Details</u>	<u>Contact Required</u>	<u>Action Taken</u>	<u>Status</u>
<b>Riverton</b>						
CS24-1645	05/02/2024	ikm North of Riverton along Barrier Highway.	Truck driver phoned in a low hanging branch on Barrier Hwy (DIT). It is about 1km out of Riverton heading north towards Saddleworth. Courtest call to advise the branch is just missing top of left side of exhausts. A taller truck would hit it.	No	DIT contacted - 024-464	No further action
CS24-1902	07/02/2024	Intersection of McCaw Creek Road and Horrocks Highway and Avondale Road	Giveaway sign has been flattened. Needs to be fixed asap as its road entering a highway that is quite busy	Yes	Giveaway sign and post fixed	No further action
CS24-1903	07/02/2024	Corner of McCaw Creek Road and Barrier Highway	Please contact resident to discuss the signage at this intersection. lots of confusion around the train line thats not used and where the giveaway sign is located. he mentioned a sign 20 metres from intersection which has the train line and then give way sign?	Yes	Cross road sign been installed before the train line thats not in use	No further action
CS24-2040	09/02/2024	17 Glynn Street Riverton SA	Please repair deep pothole at the end of bitumen part of road a couple of metres before our driveway at number 17 Glynn Street	Yes	Holes filled in with rubble and vibed	No further action
CS24-1029	12/02/2024	25 Cairns Crescent Riverton	Please deliver recycling bin to resident. CGVC's GG has approved.	No	Green bin was delivered didnt need a recycling bin already had one	No further action
CS24-2393	14/02/2024	Riverton Community Garden sign on Mill Street	Damaged post and community garden sign at Mill Street Riverton	No		Outstanding
CS24-2422	15/02/2024	5 Strickland Street Riverton	I note council is currently reviewing footpaths in Riverton. Can you kindly advise relevant department about a specific footpath in Riverton that is in disrepair at 5 Strickland Street Riverton. I note it is due to a tree obstruction on our property but wondering if there's anything council can to to make the footpath safer	No		Outstanding
CS24-2429	15/02/2024	Unit 3 Gray St Riverton	elderly lady living at Unit 3 Gray St Riverton has had lid ripped off 140L rubbish bin by truck todayand needs a new lid asap.	No		Outstanding



## Customer Service Received

### *Detailed Report by Township for the Month of February 2024*

<u>ID</u>	<u>Received</u>	<u>Location</u>	<u>Details</u>	<u>Contact Required</u>	<u>Action Taken</u>	<u>Status</u>
CS24-2589	16/02/2024	Jean Place Riverton	Trees in Jean place RIVERTON Trees in Jean place on the corner need some lopping please. And across the road a tree on the footpath has mysteriously died and needs removing please.	Yes	O24-718 sent as acknowledgement	Outstanding
CS24-2599	19/02/2024	Bin across the road from Riverton post office	Bin damage. in front of post office and across the street just a bin on the side of road. I think the council really needs to fix this up as alot of money gets spent in Clare.	No		Outstanding
CS24-2727	20/02/2024	Scholz Park Riverton	Please check that the lawned area sprinkler system is working in all areas. The lawn on the northern side of the cottage is water deplete and needs urgent attention.	No	checked and adjusted	No further action
CS24-2730	20/02/2024	Corner of Moorhouse Tce and Swinden Street Riverton	The Give Way sign is in a very downward leaning position and is no longer effective as intended. Please reinstate to be an effective road sign. Give Way sign southern road side at the corner of Moorhouse Tce and Swinden Street Riverton	Yes	removed 2 giveaway signs and straightend the other sign	No further action
CS24-2895	20/02/2024	Frederick Place Riverton.	The are two(2) piles of green waste along Frederick Place that need collecting. One near Scholz Park and one outside the High School near the corner. This waste is a result of the work done by the Monday Morning Group who voluntarily prune and tidy our public gardens.	Yes	O24-814 acknowledgement email sent	Outstanding
CS24-2930	22/02/2024	21 Washington Rd Riverton	140L rubbish bin lid has been knocked off by truck and needs replacing.	No		Outstanding



## Customer Service Received

### Detailed Report by Township for the Month of February 2024

<u>ID</u>	<u>Received</u>	<u>Location</u>	<u>Details</u>	<u>Contact Required</u>	<u>Action Taken</u>	<u>Status</u>
CS24-3037	26/02/2024	21 Torrens Road Riverton - Scholz Park/Pioneer Park	There are some loads of green waste ready for pick up at Scholz Park/Pioneer Park 21 Torrens Road Riverton. Can it please be scheduled in and removed. The watering system on the northern side of the cottage appears to be not working as the grass seems to be dying off. Can it please be inspected and resolved if required. Can you please call Brian to advise outcome. Thanks	Yes		Outstanding
<b><u>Rural - Central</u></b>						
CS24-1695	05/02/2024	Braewood Road culvert	Andrew Allchurch called enquiring when the Braewood Road Culvert replacement would be scheduled in for. He has requested advance notice so he can arrange for trucks to take an alternate route whilst works are on. Can you please call him to advise. Thanks	Yes	Phoned Andrew and left message on when we were starting the works.	No further action
CS24-2098	09/02/2024	Spring Gully Bus Run - Boconnoc Park Muanu Bennys Hill Rds	School bus driver Lesley called to request an inspection of roads on the school bus run for the Spring Gully School Bus. Near the feedlot after the end of the bitumen the road is corrugate also on Boconnoc Park Road at the end of the bitumen near Muanu and Benny's Hill Road is also corrugate. Can they please be graded. Thanks	Yes	All Roads have been Graded and watered/Rolled	No further action
<b><u>Rural - Northern</u></b>						
CS24-2380	13/02/2024	Navan Cemetery Road OR Old Main Road South (see map)	The road from Barrier Hwy to Navan cemetery 5 kms south of Riverton: This road does not have a name. It has a wonky cemetery sign in green but not a road name the other more minor roads nearby all have sign posted names	Yes	O24-670 acknowledgement email sent	Outstanding

### **Saddleworth**



## Customer Service Received

### *Detailed Report by Township* *for the Month of February 2024*

<u>ID</u>	<u>Received</u>	<u>Location</u>	<u>Details</u>	<u>Contact Required</u>	<u>Action Taken</u>	<u>Status</u>
CS24-1603	02/02/2024	South Bridge at Saddleworth	Saddleworth. South side bridge. European wasp nest removal I have been informed of a European wasp nest at the site of the track accident during the early hours of this morning. Please pass information on to necessary contacts. Thanks.	No		Outstanding
CS24-1604	02/02/2024	8 Newark St. Corner of Newark/Bit Streets	The resident of 8 Newark St has allergies and would like the bottlebrush in front of her house to be trimmed down. Likewise for the bottlebrush on the corner of Newark and Bit Streets which needs trimming please. Reported to Saddleworth Library and Community Centre.	No		Outstanding
CS24-1608	02/02/2024	Intersection of Crawford and Newark Streets	There is a giveaway sign which has been damaged and lying on the footpath for 3-4 weeks that needs repairing please. Jennifer - 0409027597 Pat - 0428 474 051 Both parties would like to be replied to please.	Yes	replaced sign and post	No further action
CS24-1611	02/02/2024	Corner of Crawford and Rein Streets	These neighbours would like a wasp problem in the area looked into please. They are unable to spend time outside their homes due to the wasps. They believe they might be coming from trees near water in the area. Reported to Saddleworth Library and Community Centre.	Yes		Outstanding
CS24-2003	08/02/2024	out the front of 20 Saddle Road Saddleworth	There is a very smelly dead possum on the footpath that needs removing	No	possum removed	No further action
CS24-2126	12/02/2024	Barrier Highway Saddleworth	Please grind off cut steel poles from Signage that has been relocated. One on the corner of Barrier Highway Golf Course Road Saddleworth one on the corner of Hazeleigh Road and Barrier Highway Saddleworth (map attached)	No		Outstanding
CS24-3370	29/02/2024	Bee & Hill Park and Recreation Grounds	Could we please have more doggy poop bags	No		Outstanding



## Customer Service Received

### Detailed Report by Township for the Month of February 2024

<u>ID</u>	<u>Received</u>	<u>Location</u>	<u>Details</u>	<u>Contact Required</u>	<u>Action Taken</u>	<u>Status</u>
<b>Sevenhill</b>						
CS24-1437	01/02/2024	82 Gillentown Rd Gillentown	European wasp nest located in hollow of large tree across (and a bit north) from driveway of 82 Gillentown Rd. Please arrange for nest to be eradicated.	No	European wasps been eradicated	No further action
CS24-1462	01/02/2024	Approximately 51 Bayes road Sevenhill	There is a major root growing under the road on the bend on Bayes road just after Church Street in Sevenhill when heading West on Bayes Road right on the bend. When travelling over the root is causes a car to move around violently that could cause a car to run off the road. Root needs to be removed from road.	Yes		Outstanding
CS24-1795	06/02/2024	3 Anton Street Sevenhill (Cnr Bayes Road and Anton Street)	Cut and remove several gum tree branches on bordering Bayes Road/Anton Street that are leaning over onto our property. If they fall they will damage the new fence we are installing next week.	Yes	Fence had already started getting built when looked at the job. Would be nice to have a bit more notice then 1 week .trees look heathly	No further action
CS24-2619	19/02/2024	West side of Horrocks Highway Sevenhill	tree across road on the west side of Horrocks Highway chainsaw needed if someone coming up the road could hit the tree	No	YZ phoned DIT traffic management centre and advised of tree across DIT road. Gave DIT the reporters number for more accutare detail.	No further action
<b>Stockport</b>						
CS24-1592	05/02/2024	Intersection between Murray st and Smith st Stockport	The sealed footpath in front of the Post Office is badly potholed and needs resealing After a temporary reseal following the 2010 flood this job was promised to be revisited and finished properly. Since then it has gradually deteriorated	Yes	potholes filled and footpath and edging done	No further action
CS24-1594	05/02/2024	Ayliffe Bridge Stockport	The 10 tonne load limit sign that is placed next to the bridge should be relocated to the start of the road next to the junction of Twin Rivers rd so that unsuspecting heavy vehicles don't get caught and have to try and negotiate a u turn and return up the hill	Yes		Outstanding



## Customer Service Received

### Detailed Report by Township for the Month of February 2024

<u>ID</u>	<u>Received</u>	<u>Location</u>	<u>Details</u>	<u>Contact Required</u>	<u>Action Taken</u>	<u>Status</u>
CS24-1595	05/02/2024	Ayliffe Bridge Road Stockport	There is a need for two recommended 65 kph signs to be placed on the already existing curve signs in front of Glen Haven Park (as a result of recent accidents). More traffic that uses this road are unfamiliar with its dangerous corners thus the need for these recommended speed signs now	Yes		Outstanding
CS24-1597	05/02/2024	33 Murray Street STOCKPORT SA 5410	Side of road badly eroded contributing factors are the school buses that use this area as a turning circle parents dropping children to the school bus stop and a lack of kerb at the side of the road.	Yes	Driveway was built up and spoke to owner and he is happy with whats been done	No further action
CS24-2726	20/02/2024	Bridge that goes over Murray st and down the the gilbert river grassed area	Area near 62-64 is mowed annually by Council and needs attention - if in need of further information contact Mark	No		Outstanding
CS24-2997	23/02/2024	river crossing ( ford) over the Gilbert River on Stribling Road Stockport	Repairs Needed on River Crossing. The river crossing ( ford) over the Gilbert River on Stribling Road Stockport is in a bad state of repairs. Most of the year it is covered in water & you cannot see the cement. The water level has now dropped exposing it. As you can see by the attached photos it has deteriorated quite badly in recent times. It needs urgent attention as it won't be long before it will fall to bits making it impassable to light vehicles. When you do an upgrade I suggest it would be appropriate to put in larger piping & widen the Ford. It would be appreciated if a time to meet at the site with the works forman could be arranged.	Yes	O24-856 acknowledgement email sent	Outstanding
<b><u>Tarlee</u></b>						
CS24-2120	11/02/2024	Tarlee Hall AND Burke Park (Clare) male toilets	Public toilets - Tarlee Hall and Burke Park (Clare) male urinals blocked.	No	Completed	No further action



## Customer Service Received

### Detailed Report by Township for the Month of February 2024

<u>ID</u>	<u>Received</u>	<u>Location</u>	<u>Details</u>	<u>Contact Required</u>	<u>Action Taken</u>	<u>Status</u>
CS24-2354	14/02/2024	36 Gilbert St Tarlee	between road and footpath/driveway of 36 Gilbert St Tarlee bitumen has broken away and is a hazard. car gets damaged leaving the driveway and also someone has fallen in it. She has requested on behalf of resident for something to be done previously and nothing has happened. Please contact to advise when will be fixed.	Yes	YZ asked DA after he has scheduled to ring resident with an approximate date. Put rubble in pothole wet and compacted with rubble	No further action
CS24-3060	26/02/2024	Tarlee Oval	Tarlee markets is on March 11 2024. Could we please arrange to have an extra septic pump out of Tarlee Oval.	Yes	Spoke with Grant Griffiths and asked him to pump out the septic a couple of days prior to the event	No further action
<b><u>Undalya</u></b>						
CS24-2282	12/02/2024	22 Long Hills Road Undalya	Tree removal Tree on council land. Has dropped large limb on our property. Minor damage to caravan. Fox Trees contacted for assessment. Want tree removed ASAP.	Yes	looked at tree. trees looks healthy enough not to be removed	No further action
<b><u>Unknown Location</u></b>						
CS24-1873	07/02/2024		Water leak Roberts Rd - possible road surface damage due to water pipe leak	No		Outstanding
CS24-2051	08/02/2024	Burke Park Clare	Burke's park toilet The tap in the ladies toilet at Burke's park second hand basin is leaking & making strange noises.	No	Mait plumbing contacted purchase order raised.	No further action
<b><u>Waterloo</u></b>						
CS24-1614	05/02/2024	Approximately 212 Pindari Road eastward	Trim the canopy of trees on both sides of the road. Machinery is too tall. Before seeding in April please. Ideal situation would be to trim the (sugar gum) branches lower. Resident was a walk into to the front desk.	Yes		Outstanding



## Customer Service Received

### Detailed Report by Township for the Month of February 2024

<u>ID</u>	<u>Received</u>	<u>Location</u>	<u>Details</u>	<u>Contact Required</u>	<u>Action Taken</u>	<u>Status</u>
CS24-2407	14/02/2024	Schutz Road Waterloo	Schutz Road Waterloo Resheeting of road needed as it is down to clay in places water running down the middle of road and corrugated This is the main access to Waterloo Windfarm and our farming business	Yes	I24-2409 acknowledgment email sent	Outstanding
CS24-3084	27/02/2024	Main road 45 north of waterloo and black springs road from barrier hwy	Please grade a patch of road. Back to road base in places. Also could we get it done prior to seeding before large machines use the road. Main road 45 north of waterloo and black springs road from barrier hwy	Yes	O24-922 acknowledgment email sent	Outstanding
CS24-3098	27/02/2024	Waterloo Road	Please contact Roger as he has reported many low hanging branches along Manoora to Waterloo and Auburn to Waterloo roads that hare lower than 4.3 meters. There is aso one spot over the culvert on that road where the tree forces you to go into the middle of the road to avoid contact with branches.	Yes		Outstanding
<b><u>Watervale</u></b>						
CS24-2109	02/02/2024	Thompson Priest Road	Please call David Green on 0412 450 602. Following on from your conversation with him about dust issue on Thompson Priest Rd he is asking about the possibility of getting signs for out front of their place "slow down to reduce dust".	Yes	06/02/23- called to discuss further dust issue of thompson-Priest Road. Advised no dust suppressant available road category will be amended however upgrade may take a few years. Second conversation requested dust signs however no signs will be installed.	No further action
CS24-2116	12/02/2024	Watervale Institute	We have dead headed lots of Hollyhocks and they are in a heap in front of the Watervale Institute. Could council please take away these clippings please	No	picked up cuttings	No further action
CS24-2294	13/02/2024	21 Adelaide North Rd Watervale	Adelaide North Rd Watervale in need of work asap deep washouts along the roadside are causing issues for residents coming and going from their property. Please contact the resident to discuss.	Yes		Outstanding





## Customer Service Received

### *Detailed Report by Township for the Month of February 2024*

<u>ID</u>	<u>Received</u>	<u>Location</u>	<u>Details</u>	<u>Contact Required</u>	<u>Action Taken</u>	<u>Status</u>
CS24-2902	21/02/2024	Hughes Park 712 Hughes Park Road Watervale	Replacement of larger culverts under ford to prevent flooding and being unable to cross preventing tourism income for bnb's and wedding ceremony/receptions. The floodway was inspected by John Hadley (Senior Technical Officer) from CGVC on 9/2/2023 and it was recommended that the pipe underneath needs to be replaced with 1.2m culverts to handle the water flow. Ref. Customer Service Request CS23-1636.	Yes	O24-822 acknowledgement email sent	Outstanding

**Total Number Logged: 162**

#### 4. 2024 Patrol Grading Record - February

Road Name	From	To	Length (m)	Road Category
Boconnoc Park Rd	End of Seal	Outa/Wurta Rd	2,098.6	Class 2
Chaff Mill Rd	Merildin Rd	Faulkner Rd	2,638.5	Class 4b
Dixon Rd (North)	Riley Rd	Martindale Farm Rd-Railway	2,111.8	Class 4b
Dolan Rd	Main North Rd	End	732.5	Class 3b
Fairview East Rd	Ford South Rd	Bowmans Rd	3,078.2	Class 4b
Farview Diagonal Rd	Fairview Rd/FORD South Rd	Old Railway Line/Bowmans Rd	2,507.4	Class 4b
Ford South Rd	Bowmans Rd	Fairview East Rd	3,556.4	Class 4b
Ford South Rd	Fairview East Rd	Sings Rd	1,012.8	Class 4b
Martindale Farm Rd/Railway	Bowmans Rd	Riley Rd	2,314.7	Class 4b
Muanu Rd	Spring Gully Rd	Jacobs Range Rd	654.8	Class 2
Muanu Rd	Jacobs Range Rd	Woodlands Brae Rd	1,630.6	Class 2
Vandeleur Rd	Horrocks Hwy	Salt Creek Rd	1,603.7	Class 1
Woolshed Flat Rd	Glynard Rd	Plew Rd	2,845.3	Class 1
Woolshed Flat Rd	Plew Rd	Nyowee Rd	2,079.5	Class 1
Woolshed Flat Rd	Nyowee Rd	Road Reserve	2,102.1	Class 1
Woolshed Flat Rd	Road Reserve	Gregor Rd	2,326.7	Class 1
		<b>TOTAL</b>	<b>33,293.6</b>	

Site Information			Current	Installed	Removed	Days	Total Vehicles			Average Vehicles Per Day			% of VPD		Peak Traffic				
Class	Road Name	Counter Location					Regular	Heavy	Total	Regular	Heavy	Total	Regular	Heavy	Day	Count	%Heavy	Peak Hour	Count
3c	Salt Creek Road	South of Int. Hill Rd & Salt Creek Rd, Tarlee	Feb-24	5/02/2024	20/02/2024	15	271	1	272	22	0	22	100%	0%	Thurs 8/2	21	0%	1500-1600	4
3c	O'Sullivan's Road	East of Billy Goat Flat Rd, Tarlee	Feb-24	5/02/2024	20/02/2024	15	196	20	216	12	2	14	86%	14%	Tues 13/2	24	0%	1600-1700	4
3a	River Road (Willis Road)	South of driveway at 81 River Rd, Tarlee	Feb-24	5/02/2024	20/02/2024	15	129	4	133	11	0	11	100%	0%	Wed 14/2	13	0%	1800-1900	2
3a	Old Main Road South	Between Connells and Thomas Rd (Nth)	Feb-24	5/02/2024	20/02/2024	15	166	5	171	12	0	12	100%	0%	Sat 10/2	20	0%	1200-1300	4
4b	Railway Terrace	100m off Bond Street, Tarlee	Feb-24	5/02/2024	20/02/2024	15	74	11	85	2	0	2	100%	0%	Tues 13/2	15	20%	0900-1000	6
RS	Stockport Road	1km off Horrocks Hwy, Tarlee	Feb-24	5/02/2024	20/02/2024	15	3842	570	4412	256	38	294	87%	13%	Tues 13/2	329	15%	1600-1700	38
3a	Thomas Road South	East of Horrocks Road, Stockport	Mar-24	20/02/2024	4/03/2024	13	161	47	208	13	4	17	76%	24%	Fri 1/3	24	21%	1300-1400	5
3c	Stribling Road	West of Stockport road, Stockport	Mar-24	20/02/2024	4/03/2024	13	82	4	86	7	0	7	100%	0%	Mon 26/2	12	4%	0800-0900	0
3a	Koch's Road	West of Watts Road, Stockport	Mar-24	20/02/2024	4/03/2024	13	146	5	151	13	0	13	100%	0%	Sat 25/2	17	0%	2100-2200	3
3c	Salt Creek Road (South)	east of Thomas Road, Stockport	Mar-24	20/02/2024	4/03/2024	13	38	10	48	3	2	5	60%	40%	Wed 21/2	7	27%	0600-0700	2
3c	Ruradene Road	South of Thomas Rout Sth, Stockport	Mar-24	20/02/2024	4/03/2024	13	116	65	181	8	6	14	57%	43%	Thurs 22/2	25	30%	1100-1200	5
3c	Robins Road	North of Giles Corner Road	Mar-24	20/02/2024	4/03/2024	13	124	10	134	9	1	10	90%	10%	Thurs 29/2	18	11%	1100-1200	2



**Subject** **Development Services Report**

**Responsible Officer:** **Boyd Kench, Manager - Development**

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<b>Strategic Outcome</b>	Strategic Plan 2023-2033
<b>Financial Implication</b>	There are no specific financial implications identified in this report.
<b>Statutory Implication</b>	Local Government Act 1999 Road (Opening and Closing) Act 1991 National Construction Code South Australian Public Health Act 2011 Food Act 2001 Australia and New Zealand Food Standards Code Housing Improvement Act 1940 Building Work Contractors Act 1995 South Australian Housing Code 2002 Construction Industry Training Fund Act 1993 Landscape South Australia Act 2019 Environment Protection Act 1993 Community Titles Act 1996 Fire & Emergency Services Act 2005 Dog & Cat Management Act 1995 Expiation of Offences Act 1996 Australian Road Rules Private Parking Areas 1920 Impounding Act 1920 Planning, Development & Infrastructure Act 2016 Local Nuisance and Litter Control Act 2016
<b>Policy Implication</b>	There are no specific policy implications identified in this report.
<b>Community Implication</b>	There are no specific community implications identified in this report.
<b>Risk Assessment</b>	There are no specific risks identified in this report.

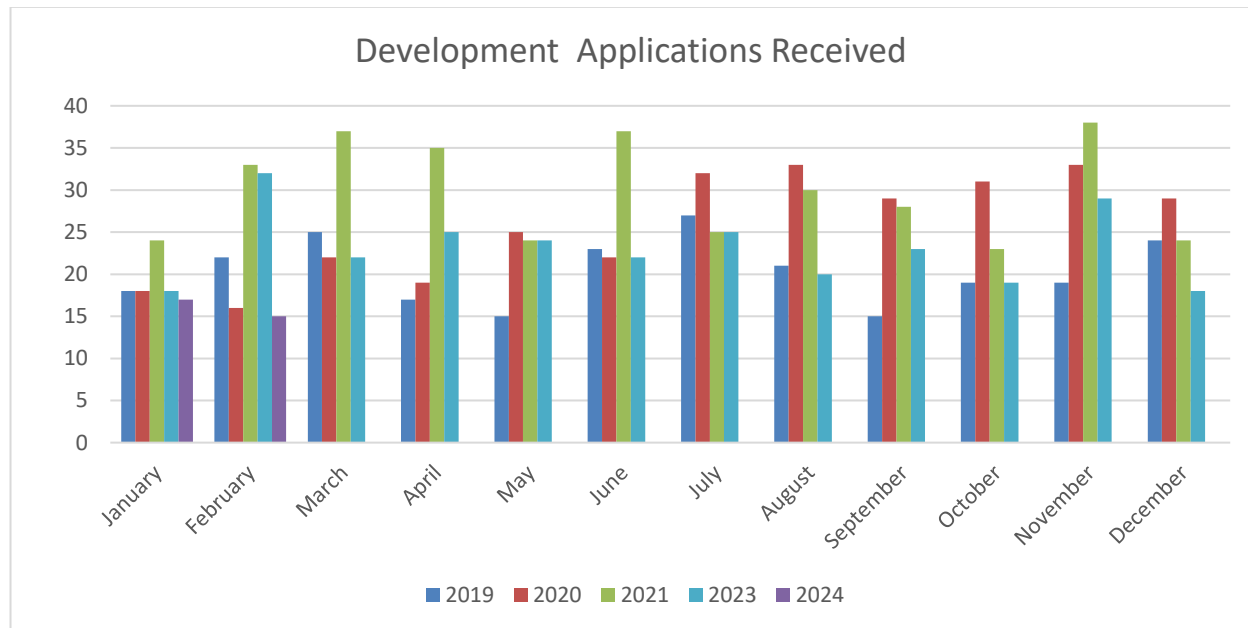
**Purpose:**

This report provides an overview of the Development Department for February 2024.

## Report

1 **Planning, Development and Health Statistics** for the month of February are as follows:

- 15 development applications received
- 4 waste applications received
- 0 publicly notified



## Development Approvals

Listed in the table below are the development approvals from FY 2020/21 to February 2024.

MONTH	2020/2021		2021/2022		2022/2023		2023/2024	
	NO	VALUE \$	NO	VALUE \$	NO	VALUE \$	NO	VALUE \$
July	30	1,643,863.00	28	\$2,827,105.00	27	\$3,189,375.00	25	\$1,290,014.00
August	18	2,030,110.00	26	\$1,976,540.00	26	\$1,790,813.00	21	\$4,144,659.00
September	19	858,135.00	28	\$3,131,049.00	31	\$4,949,633.00	12	\$3,535,481.00
October	20	923,375.00	24	\$1,729,212.00	25	\$1,727,438.00	20	\$2,613,389.00
November	23	6,060,794.00	18	\$1,996,303.00	17	\$3,382,590.00	13	\$4,103,239.00
December	25	5,713,253.00	24	\$1,215,281.00	26	\$2,493,995.00	21	\$3,126,241.00
January	15	1,621,627.00	16	\$1,394,823.00	17	\$2,302,281.00	18	\$1,169,013.00
February	26	2,126,962.00	15	\$2,846,259.00	28	\$2,833,736.00	19	\$2,816,641.00
March	27	2,641,214.00	24	\$2,298,927.00	13	\$1,432,559.00		
April	36	1,980,268.00	24	\$9,652,355.00	8	\$449,245.00		
May	20	1,052,416.00	21	\$4,144,567.00	26	\$2,883,397.00		
June	23	1,621,647.00	20	\$2,199,129.00	24	\$1,974,115.00		
<b>TOTAL</b>	<b>282</b>	<b>\$28,273,664.00</b>	<b>268</b>	<b>\$35,411,550.00</b>	<b>268</b>	<b>\$29,409,177.00</b>	<b>149</b>	<b>\$22,798,677.00</b>

	<b>CLASS</b>	<b>J</b>	<b>A</b>	<b>S</b>	<b>O</b>	<b>N</b>	<b>D</b>	<b>J</b>	<b>F</b>	<b>M</b>	<b>A</b>	<b>M</b>	<b>J</b>	<b>Total</b>
1a	New Dwelling	1	4		3	6	7	4	5					30
1a	Additions to Dwelling	2		1	2		1	1	2					9
1b	Boarding House/Cabin		1	1	1				1					4
2	Residential Flat Building													0
3	Motel/Lodging House													0
4	Caretakers Flat													0
5,6,7,8	Office, Shop, Factory	6	8	2	1	1	1	1	1					21
9	Health Care, Assembly			1			1	1						3
10a	Garage, Shed, Carport	14	5	4	11	3	8	7	6					58
10b	Various (Pool, Mast, etc)	2	3	1	2	2	2	2	1					15
	Land Division			2		1	1	2	3					9
	<b>TOTAL</b>	<b>25</b>	<b>21</b>	<b>12</b>	<b>20</b>	<b>13</b>	<b>21</b>	<b>18</b>	<b>19</b>					<b>149</b>

## 2 Enquiries Statistics – 01/02/24 to 29/01/24

<b>Dates</b>	<b>Enquiries – planning, building, septic, liquor license</b>	<b>Section 7 Searches</b>
01/02/24 – 09/02/24	<b>59</b>	<b>7</b>
12/02/24 – 16/02/24	<b>45</b>	<b>4</b>
19/02/24 – 23/02/24	<b>47</b>	<b>41</b>
26/02/24 – 29/02/24	<b>40</b>	<b>5</b>
<b>Total</b>	<b>191</b>	<b>57</b>

## 3 Compliance Issues

Attached is the report which shows the compliance issues for the previous month.

## 4 Regional Assessment Panel

There was no RAP meeting held in February 2024.

There are no development applications out for public notification.

## 5 Council By-Laws

Public consultation on the seven draft by-laws concluded on 21<sup>st</sup> February 2024, with no submissions or comment received on any of the draft by-laws. This was advertised through Council's website, Council's Facebook page, through the strip-ad in Plains Producer and in Council's 'from the desk' section in the Plains Producer. These will return to Council for decision, at the April 2024 Council Meeting

## 6 Illegal Dumping

Administration has recently seen an increase in illegal dumping of larger quantities throughout the Council region. Enforcement through the Local Nuisance and Litter Control Act 2016 is pursued where alleged offenders can be identified through identification within the dumped materials. Significant fines up to \$1,000 per offence exist, and have been imposed several times already this year, with one additional matter relating to large-scale illegal dumping by a body-corporate currently with the Environment, Resources and Development Court (ERD Court) awaiting verdict.

## 7 Wayfinding Strategy

Administration has continued with the installation of tourism signage per Council's Wayfinding Strategy. Over the last few months improvements and alterations to signage have been undertaken in Clare and Sevenhill in the following locations.



Corner Pioneer Avenue & Main North Road, Clare



Corner Victoria Road and Main North Road, Clare



Corner College Road and Main North Road, Clare

## 8 RAA Charging Station

The installation of the electric vehicle (EV) charging station in the car park on the corner of Gleeson Street and Strickland Street, Clare, is almost complete. The charging stations have been installed, with administration being informed the associated regular and disability parking area line-marking and associated bollards are due for installation on Wednesday 13<sup>th</sup> March 2024.



### Attachments

- Attachment 1 – Land Divisions and Development Applications Report
- Attachment 2 – Compliance and Regulatory Services Report



## DEVELOPMENT APPLICATIONS & LAND DIVISIONS APPROVALS – FEBRUARY 2024

DA NO.	OWNER	PROPERTY	DEVELOPMENT	Assess No.
23011574	Jason Bell	Lot 22 D30765, 87 Horrocks Road, PENWORTHAM SA 5453	Partial conversion of an existing outbuilding (shed to tourist accommodation)	A27616
23022445	B Bampton Property Bare Pty Ltd	Lot 17 C40992, Unit 2, 45 Gleeson St CLARE SA 5453	Single storey group dwelling	A85136
23026573	Reid Jones	Lot 2 D45089, 220 Leighton Rd SPRING GULLY SA 5453	Ancillary accommodation with carport and verandah under main roof and deck	A69898
23028725	Sally-Ann Heinrich & Wayne Weidemann	Lot 39 D64306, 9 Woods Crt STANLEY FLAT SA 5453	Additions & alterations to an existing dwelling including reroofing, internal alterations and modify and extend carport to create bedroom and garage	A76637
23030817	Ben Fitzsimons	Lot 8 F107958, 6 Agnes Street, CLARE SA 5453	Land Division Create 2 allotments	A33647
23030821	Ben Fitzsimons	Lot 8 F107958, 6 Agnes Street, CLARE SA 5453	Community Division to Create 3 allotments	A33647
23031402	Karl Lewis	Lot 2 D79731, 79 Emu Flat Rd ARMAGH SA 5453	2 Sheds (Outbuildings) and relocate existing shipping container (outbuilding - storage shed)	A19091
23032588	Joshua & Charlie Heutling	Lot 1 D256, 6 Fogge Street, TARLEE SA	Detached dwelling with verandahs under main roof	A45472
23033045	Noel & Helen Harradine	Lot 16 C40992, 3/45 Gleeson Street, CLARE	Single storey detached dwelling	A85137
23033143	Emil & Tarin Obst	Lot 91 F212310, 152 Saddleworth Rd AUBURN SA 5451	Verandah and decking to the rear of an existing dwelling	A85481
23033861	Kyle Pedler & Georgia Cooper	Lot 102 D127785, 2A McBride Lane CLARE SA 5453	Single storey detached dwelling, verandah and decking	A85643
23036614	Nicholas Woodland	Lot 13 D75446, 4 Beal Drive CLARE SA 5453	Verandah	A79629
23037110	Stew Forgan & Jacki Files	Lot 10 D66214, 50 Slate Quarry Rd MINTARO SA 5415	Carport	A18099
23037124	Michael Smith & Sharryn Johnson	Sect 679 H231500, 207 English Rd AUBURN SA 5451, Parcel 780, 781 F168909, River Rd AUBURN SA 5451	Land Division - boundary realignment (2 into 2 allotments)	A63387, A63369
24000436	Michael & Annette Collins	Lot 203 D130368 Spring Gully Rd SPRING GULLY SA 5453	Agricultural building (implement shed)	A85826
24001014	Sam Mac Property Pty Ltd	Lot 2 D83788, 3 Alexander Ave, CLARE SA 5453	Freestanding canopy and retaining wall	A81369
24001239	Dylan Strong	Lot 91 F164805, 350 White Hut Road, STANLEY FLAT SA	Swimming Pool and Safety Fence	A13382
24001504	Cameron Watson & Bonnie Maynard	Sect 21 H231500, 65 Sollys Hill Rd WATERVALE SA 5452	Alterations and additions to an existing dwelling and verandah	A57130
24002755	Jamie Drummond	Lot 4 D974, 354 Main North Rd CLARE SA 5453	Carport	A24719

COMPLIANCE AND REGULATORY SERVICES

<b>DOG AND CAT MANAGEMENT ACT 1995</b>	<b>JUL</b>	<b>AUG</b>	<b>SEPT</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>TOTAL</b>
Wandering dog complaints	3	2	4	2	4	2	5	7					29
Dogs collected/returned before impound	2	1	1	0	1	0	1	0					6
Impounded dogs	1	0	0	1	1	0	2	1					6
Claimed dogs	1	0	0	1	1	0	2	0					5
Dogs surrendered to Council	0	0	0	0	0	1	0	0					1
Dogs transferred to AWL	0	0	0	0	0	0	0	0					0
Barking dog complaints	3	2	1	1	2	5	1	3					18
Dog harassment to humans	1	1	0	1	0	0	0	1					4
Dog attack on humans	2	0	0	1	0	0	0	0					3
Dog harassment to animals	1	0	0	0	0	0	0	1					2
Dog attack on animals	1	0	0	0	0	0	0	0					1
Domestic cat complaints	4	0	2	3	2	5	1	0					17
Un-owned/un-identified cat complaints	2	0	1	4	5	3	0	0					15
Investigations undertaken	5	6	10	8	10	12	8	1					60
Dog Control Orders issued	3	2	0	0	0	0	0	0					5
Dog Destruction Orders issued	0	0	0	0	0	0	0	0					0
Order reviews through Council	0	0	0	0	0	0	0	0					0
Appeals through SACAT	0	0	0	0	0	0	0	0					0
Expiation notices issued	2	0	3	0	0	0	0	0					5
Fines Enforcement referrals	0	0	0	0	0	2	0	0					2
RSPCA Referrals	0	0	1	0	1	4	2	0					8
<b>TOTAL</b>	<b>31</b>	<b>14</b>	<b>23</b>	<b>22</b>	<b>27</b>	<b>34</b>	<b>22</b>	<b>14</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>187</b>

COMPLIANCE AND REGULATORY SERVICES

<b>ROAD TRAFFIC ACT - AUSTRALIAN ROAD RULES</b>	<b>JUL</b>	<b>AUG</b>	<b>SEPT</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>TOTAL</b>
Parking complaints	2	1	1	0	2	1	0	1					8
Parking inspections	6	6	4	2	5	2	6	2					33
Parking cautions issued	0	1	1	0	0	2	3	0					7
Parking expiations issued	10	7	0	0	0	0	0	2					19
Parking zone and Linemarking requests	1	3	5	3	1	2	0	1					16
Fines Enforcement referrals	3	1	1	1	3	0	0	0					9
<b>TOTAL</b>	<b>22</b>	<b>19</b>	<b>12</b>	<b>6</b>	<b>11</b>	<b>7</b>	<b>9</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>92</b>

<b>FIRE AND EMERGENCY SERVICES ACT 2005</b>	<b>JUL</b>	<b>AUG</b>	<b>SEPT</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>TOTAL</b>
Cooking with fire permits	0	0	0	0	7	3	0	0					10
Pile burning permits	0	0	0	0	0	0	0	0					0
General fire permits	0	0	0	0	0	0	0	3					3
Total Fire ban permits	0	0	0	0	0	0	0	1					1
Broadacre burning permits	0	0	0	0	0	0	0	0					0
Broadacre burning inspections	0	0	0	0	0	0	0	0					0
Burning and smoke complaints	0	0	0	0	0	0	0	0					0
Private land complaints	0	0	0	25	15	4	4	2					50
Council land complaints	0	0	0	0	0	2	0	0					2
Council land inspections	0	0	0	15	0	5	0	3					23
105F notices issued	0	0	0	502	40	3	7	1					553
105F enforcement notices issued	0	0	0	0	10	0	0	0					10
Expiation notices issued	0	0	0	0	10	0	0	0					10
Fines Enforcement referrals	0	0	0	0	0	0	0	0					0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>542</b>	<b>82</b>	<b>17</b>	<b>11</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>662</b>

COMPLIANCE AND REGULATORY SERVICES

<b>LOCAL GOVERNMENT ACT 1999</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>TOTAL</b>
Abandoned Vehicles	0	0	0	0	0	0	0	0					0
Vehicles left for over 24 hours	0	1	2	0	0	0	0	0					3
Vehicle removal requests	0	0	1	0	0	0	0	0					1
Impounded vehicles	0	0	0	0	0	0	0	0					0
Claimed vehicles	0	0	0	0	0	0	0	0					0
Inadequate fencing complaints	0	0	0	1	0	0	0	0					1
Local Government Orders Issued	0	0	0	0	0	0	0	0					0
Overhanging vegetation	0	0	0	1	0	1	0	0					2
Camping in public places	0	0	0	0	0	0	0	2					2
Expiation notices issued	0	0	0	0	0	0	0	0					0
Fines Enforcement referrals	0	0	0	0	0	0	0	0					0
<b>TOTAL</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>

<b>LOCAL NUISANCE AND LITTER CONTROL ACT 2016</b>	<b>JUL</b>	<b>AUG</b>	<b>SEPT</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>TOTAL</b>
Fixed machine noise	0	0	0	1	0	1	0	0					2
Non-Fixed machine noise	1	1	0	0	0	0	0	1					3
Construction noise	0	1	1	0	0	1	0	0					3
Waste collection noise	0	0	0	0	0	0	0	0					0
Tree maintenance noise	0	0	0	0	0	0	0	0					0
Audible bird scaring complaints	0	0	0	0	0	2	3	1					6
Dust nuisance	0	0	0	0	0	0	0	1					1
Smoke nuisance	1	1	0	1	0	0	0	0					3
Vibration nuisance	0	0	0	0	0	0	0	0					0
Fumes nuisance	0	0	0	0	0	0	0	0					0
Aerosol nuisance	0	0	0	0	0	0	0	0					0
Odour nuisance	0	0	0	0	0	0	0	0					0
Unightly/insanitary nuisance	2	0	0	1	0	1	2	1					7
Overgrown property nuisance	0	0	0	2	0	0	1	1					4

COMPLIANCE AND REGULATORY SERVICES

<b>LOCAL NUISANCE AND LITTER CONTROL ACT 2016</b>	<b>JUL</b>	<b>AUG</b>	<b>SEPT</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>TOTAL</b>
Horse nuisance	0	0	0	0	0	0	0	0					0
Sheep nuisance	0	0	0	0	0	0	0	0					0
Goat nuisance	0	0	0	0	0	0	0	0					0
Cattle nuisance	1	0	0	0	0	0	0	0					1
Vermin nuisance	1	0	1	0	0	0	1	1					4
Rooster/Poultry nuisance	0	1	1	0	0	0	1	1					4
Insect nuisance	0	0	0	0	0	0	0	0					0
Class A (Asbestos) dumping	0	0	0	0	0	0	1	0					1
Class B Hazardous waste dumping	2	0	1	0	0	0	0	1					4
General litter (>50 litres)	5	4	1	0	0	1	1	4					16
General litter (<50 litres)	1	1	0	0	0	0	1	0					3
Nuisance abatement notices issued	0	0	0	0	0	0	0	0					0
Nuisance exemptions issued	0	0	0	0	0	0	0	0					0
Litter abatement notices issued	0	0	0	0	0	0	0	0					0
Air Quality Permits issued	0	0	1	0	0	0	0	0					1
EPA Referrals	0	0	0	0	1	0	0	0					1
Expiation notices issued	0	0	0	0	0	0	1	1					2
Fines Enforcement referrals	1	0	0	0	0	0	0	0					1
<b>TOTAL</b>	<b>15</b>	<b>9</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>6</b>	<b>12</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>67</b>



**Subject** **Community Information Report**

**Responsible Officer:** **Heidi Hodge, Manager Community Services**

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<b>Strategic Outcome</b>	Strategic Plan 2023-2033
<b>Financial Implication</b>	There are no specific financial implications identified in this report.
<b>Statutory Implication</b>	Local Government Act 1999
<b>Policy Implication</b>	There are no specific policy implications identified in this report.
<b>Community Implication</b>	There are no specific community implications identified in this report.
<b>Risk Assessment</b>	There are no specific risks identified in this report.

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**Purpose:**

This report provides an overview of the Community Services department for February 2024.

**Report**

**Cultural Tourism**

*2024 Clare & Gilbert Valleys Photography Competition*

Preliminary planning for the Clare and Gilbert Valleys Photography Competition continues.

A broad sponsorship program is in development; with finalisation to occur once CGVC budget planning outcomes are complete.

*Clare Valley Tourism Guide*

The Clare Valley Tourism Guide 2024 is currently in final production, with release anticipated for the end of March. Council Administration have been supporting RDAYMN in reviewing the information.

*Heritage Guide*

The Heritage Guide is in the final review stages of production. Relevant sections will be sent back shortly to original co-contributors for a final review, including the Ngadjuri Board, prior to publication.

### *Adelaide Fringe in the Clare Valley*

The online promotional poster which was produced in collaboration with RDAYMN continues to be regularly reviewed, updated and circulated to reflect increasing local Fringe event registrations. Early indications suggest the local events are being well attended.

An advertisement promoting the Fringe in the Clare Valley events was also placed in the Fest Magazine, with 10 000 copies to be distributed throughout arts and hospitality venues throughout the Adelaide CBD, including Fringe Box offices.

### *National Gallery*

Confirmation has been received from the National Gallery that Clare has been selected as one of 3 locations across Australia to host a Skywhales tour in late September 2026. The National Gallery have indicated they will cover the associated costs, and are currently seeking a grant which would secure the program. Administration will continue to provide more information as it becomes available.

### *Arts Support*

Two new cultural tourism budget proposals have been finalised for inclusion (pending approval) in 2024/25 budget considerations.

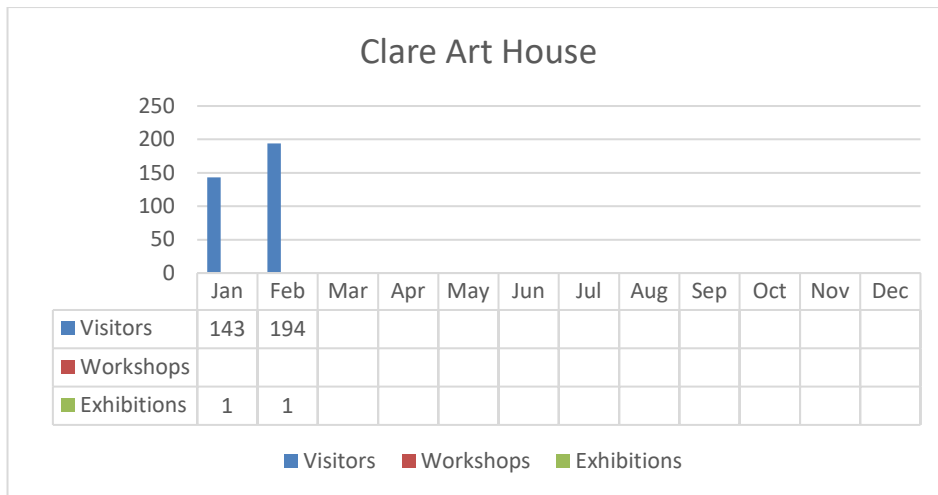
- Public Art Grants: for artists interested in performing/exhibiting in our region. This grant will focus on financial support and resources for artists, enabling them to pursue and enhance their creative endeavours, projects, or artistic initiatives.
- Artists in Residence: this program will:
  - support the professional development of artists;
  - showcase, build partnerships and celebrate arts venues in the Clare & Gilbert Valleys
  - Connect our communities with innovative and authentic cultural expression.

### *Clare Art House*

Clare Art House reported relatively quiet sales for February, but this is consistent with previous years at this time. The current exhibition of art work is from Family and Friends; and also papier mâché sculptures by Nola Jones. The collection is a bequest belonging to a friend of a past member. Some works are for sale, others in private collections.

The young artists' space is attracting lots of compliments and the recent addition of a drawing desk with art supplies has been popular with young visitors.

Members are supporting a group from Clare Community Connection / enterprise to exhibit for 1 week. A felting workshop was held and members are supporting them to exhibit work done over past few months.



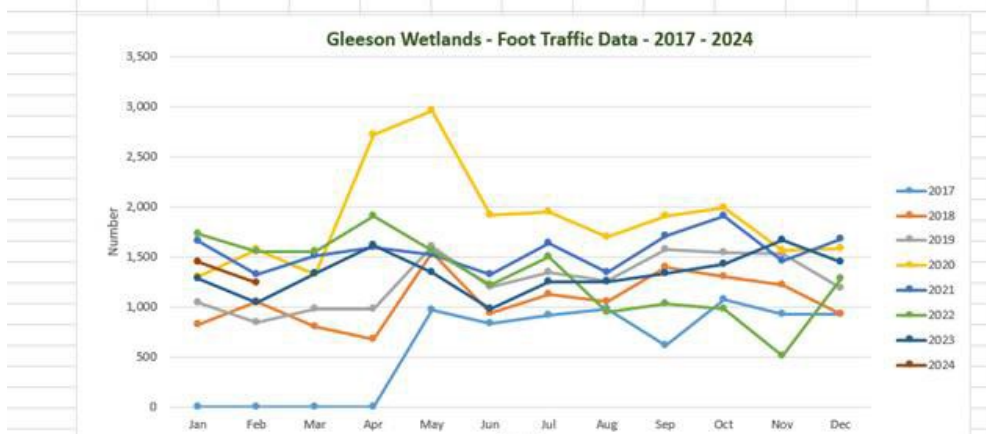
## Gleeson Wetlands

Gleeson Wetlands reported the highest February visitation excluding impacts of previous COVID lockdowns.

### Gleeson Wetlands Foot Traffic Data 2017-2024

As at March 1st 2024

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Full Year
2017					972	838	914	980	618	1,074	926	932	
2018	820	1,054	803	675	1,545	935	1,122	1,054	1,400	1,300	1,221	926	12,855
2019	1,043	845	984	978	1,610	1,204	1,346	1,265	1,579	1,546	1,529	1,187	15,116
2020	1,301	1,572	1,326	2,719	2,957	1,917	1,950	1,697	1,909	1,991	1,567	1,590	22,496
2021	1,656	1,325	1,513	1,596	1,525	1,326	1,633	1,350	1,709	1,905	1,463	1,676	18,677
2022	1,730	1,558	1,555	1,906	1,566	1,222	1,499	945	1,028	985	510	1,285	15,789
2023	1,285	1,045	1,335	1,618	1,341	976	1,248	1,248	1,334	1,431	1,668	1,445	15,974
2024	1,445	1,246											2,691



## Built Asset Review

Outlined below is a brief update for Councilors on specific buildings/assets that are within the Built Asset Review.

*Saddleworth Institute* – meetings held, engagement continuing.

*Manoora Hall* – correspondence received, engagement continuing.



## **Community Development Activities**

### *Riverton Town Hall refurbishment grant*

Community administration staff continue to await notification of the outcome for the Growing Regions Stage 2 grant submitted, which will facilitate the works required for Option A of the Riverton Town Hall refurbishment.

### *NAIDOC events*

Further planning has continued to determine the format for local NAIDOC Week event(s). Last year's NAIDOC working group has met, with a grant submitted in partnership with Landcare Association SA as the lead organization. Two events are proposed for August 3<sup>rd</sup>, both to be held at the Clare Showgrounds.

### *Community Asset Grant Round 2*

As per council resolution, the Community Asset Grant Round 2 has now closed for applications. Four applications were received. Administration anticipates providing a report containing recommendations to the CGVC April Ordinary meeting, with the Section 41 assessment panel scheduled to meet March 21<sup>st</sup>.

A second elected member is required for nomination and selection to the assessment panel, as per the Terms of Reference.

### *Volunteer Services/Volunteer Recognition Event*

Volunteers are critically important in our communities. In recognition of this, CGVC is facilitating two inaugural volunteer recognition events to celebrate our volunteers in 2024.

These events will be held:

Oct 13<sup>th</sup> 1:30pm-4:30pm, Melrose Park Clare (official opening at 1.30pm). This day coincides with the running of the model trains, and the Model Engineers are taking the lead in much of the organisation.

Oct 27<sup>th</sup> 12pm-3pm, Scholz Park, Riverton (official opening at 12pm). This day coincides with the opening of Scholz Park, including the Blacksmiths Shop. A sausage sizzle is being organised by the Riverton Community Management Committee.

## **Regional Precincts and Partnerships Program Funding**

The Australian Government Regional Precincts and Partnerships Program is currently open to a maximum of \$5 million per application. It identifies no minimum percentage for a CGVC financial co-contribution.

Council Administration have been undertaking initial investigations to assess the eligibility and feasibility of preparing an application for the CGVC region. The funding would facilitate the improvement of community infrastructure across four CGVC communities, including substantial improvements to their inclusivity and accessibility.

Administration will provide a full report to the April Ordinary Meeting for consideration, prior to proceeding further with preparation of a funding application.

## Community Land Management Register

The [CGVC Community Land Management Register](#) has been under review and upgraded to ensure we continue to meet our legal obligations under the Local Government Act. The legal advice which was sought also informed the review to ensure it is fully in accordance with this guidance. The updated register is on the CGVC website and will continue to be updated as CLMPs, leases and other relevant information is renewed. The updated register will continue to be regularly maintained to ensure currency. A table for recording review dates has also been included, to ensure version currency.

## Youth Development

We are currently interviewing candidates for the Youth Development Officer role, enabling CGVC to deliver the Youth Development program in-house for at least the remainder of this financial year. A longer-term budget proposal is being submitted for deliberation as part of the annual budget planning processes for 24/25, to ensure effective continued delivery of youth development services throughout the CGVC.

## Reconciliation Advisory Group

The Reconciliation Advisory Group met on February 26<sup>th</sup>, but unfortunately did not have a quorum present. Productive informal discussion still occurred, with updates provided by members present on relevant community projects. Chair Andy Lee facilitated an insightful conversation by all members present on what reconciliation meant to each individual.

The discussion also highlighted the impetus for ensuring the delivery and reporting of the CGVC Reconciliation Action Plan.

## Attachments

Discussion notes from Reconciliation Advisory Group meeting.

## Recommendations

Moved: Cr  
Seconded: Cr

That Cr \_\_\_\_\_ is nominated as the required second panel member for the Section 41 Community Asset Grant assessment panel.



## DISCUSSION NOTES

For the Informal meeting of the **Reconciliation Advisory Group** held at 4 Gleeson Street, Clare on **Monday 26 February at 4.04 pm.**

### **Acknowledgement of Country**

**CGVC's Statement:** "I would like to begin by acknowledging the Ngadjuri people, Traditional Custodians of the land on which we meet today, and pay my respects to their Elders past and present. I extend that respect to Aboriginal and Torres Strait Islander peoples here today."

### **Attendance**

#### **Present:**

Andy Lee (Chair)  
Mayor Allan Aughey OAM  
Errol Lawson

#### **Staff in attendance:**

Dr Helen Macdonald (CEO)  
Leanne Kunoth (Director, Corporate Services)  
Heidi Hodge (Manager, Community)  
Cecilia Wang (Cultural Tourism Coordinator)  
Rebecca Connelly (Executive Assistant, Minute Taker)

#### **Absent**

Ella McHenry  
Rebecca Agius  
Quenten Agius

#### **Apologies**

Cr Dave Willson

### **1. Welcome and Introductions**

Andy Lee (Chair) welcomed everyone to the meeting and requested an informal discussion on the agenda topics as a quorum was not present, with the formal meeting being adjourned to a future date.

### **2. Informal Discussions**

Andy Lee and Heidi Hodge provided a verbal update on the Hilltop Shed and potential programs with youth.

Helen Macdonald provided a verbal update on a potential partnership between Cornerstone and New Life Church for affordable housing. Have introduced the two parties for discussions.

Andy Lee suggested holding an event to launch the newly approved RAP, possibly in conjunction with NAIDOC week.

Discussion on what Reconciliation means to each committee and staff member.

Heidi Hodge provided a verbal update on the Heritage Guide and NAIDOC event planning for 2024.

Discussion around procedure/policy for engaging with Aboriginal and Torres Strait Islander people, suggestion regarding Aboriginal Services Directory.

Discussion around suggested changes to acknowledgement statement.

Helen Macdonald advised that we now need to report against the RAP.

**5. Next Meeting** – Monday 8 April, 4.00pm

**6. Closure** Meeting closed at 5.04pm



**Subject** **Peak Body Report**

**Responsible Officer:** **Heidi Hodge – Manager Community**

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<b>Strategic Outcome</b>	Strategic Plan 2023-2033
<b>Financial Implication</b>	There are no specific financial implications identified in this report.
<b>Statutory Implication</b>	Local Government Act 1999
<b>Policy Implication</b>	There are no specific policy implications identified in this report.
<b>Community Implication</b>	There are no specific community implications identified in this report.
<b>Risk Assessment</b>	There are no specific risks identified in this report.

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**Purpose**

This report provides Council with the Peak Body minutes.

**Report**

Peak Body minutes were received for one meeting held in February 2024 – the Saddleworth District Community Association. The minutes are provided as an attachment to this report.

*Peak Body review*

Quotes were received from suitable consultants to complete the face to face component of the review. As previously flagged, this approach will ensure the results are independent, compared with Council Administration conducting this component of the review. Administration are completing all other aspects of the review.

Administration had been working towards completion by the February 2024 timeline as requested. However, staff and consultant capacity have been limited during this period; including budget implications relating to the consultant which was an unbudgeted item. The desktop components of the review not requiring third-party independence continue to progress.

Administration seeks an extension for the delivery of the Peak Body Review final report; anticipated to be available at the May Ordinary Meeting. This timeframe is pending approval of the consultant cost inclusion in Budget Review 2, after which time the consultant will be engaged.

## **Attachments**

- Saddleworth District Community Association minutes Feb 2024

## **Recommendations**

Moved: Cr

Seconded: Cr

That Council approves an extension for the delivery of the final Peak Body Review report until the May 2024 Ordinary Meeting, pending approval of consultant cost in Budget Review 2.



Saddleworth District Community Association. Inc.  
Saddleworth Peak Body  
PO Box 100, Saddleworth SA 5413

**Minutes from the General Meeting held:**

**Tuesday February 6<sup>th</sup>, 2023      8:00 pm      (Supper Room, Institute)**

**Meeting commenced:** 8:00 pm

**Present:** H Webb; D Newhouse; P Richardson; R Richardson; A Wurst; P Stanton-Noble; B Gray; J Naughton; A Nourse; K Klem; D Miller

**Apologies:** S Selth; M Jaeschke

*We acknowledge the Ngadjuri people, the traditional custodians of the land on which we meet. We'd like to also pay our respects to their Elders, past and present and we welcome any and all First Nations and Torres Strait Islander people who may be in attendance at this meeting.*

**Declarations of conflict of interests by any member of the Saddleworth District Community Association:**

**Action List:** review progress / update and complete (please refer to end section of the agenda for current actions)

**Discussion Items:**

- Australia Day de-brief - what worked, what could be done better, venue for 2025

What worked:

All agreed the hall worked well as a venue – booked for 2025  
Catering worked far better than at the Recreation Grounds  
Was great having the local choir

What could be done better:

Electrical issues – circuit breaker kept going off  
Forgot to clean the toilets after the event  
Choir needed to move out of the way for presentations  
Chairs need to be checked for cracks and damage

What didn't work:

Award system not great – need to have them in the community where the recipients reside  
Quiz needs to include adults (not enough children to participate)

**MOTION:** "That the SDCA writes to the Mayor and CE of the Clare & Gilbert Valleys Council expressing its disappointment as to the Australia Day current awards arrangement and asks that the awards be presented in the recipients' respective towns, to be acknowledged and celebrated with their community, and those who nominated them. The SDCA will also request that more than one recipient be awarded rather than simply the minimum, as surely the people would not have been nominated had they not been considered worthy".

Moved: A Nourse

Seconded: R Richardson

CARRIED

(NB: J Naughton abstained)

- Horse display in B&H Park – electrical work / backing plate  
Healthy Sparks will be work on finalising this project asap (has been in progress since September 2022)  
If not completed very soon, we will need to source another contractor

- Playground at the rear of the Institute (fully fenced and gated) – future planning  
Raise at the Institute meeting for further consideration and possible planning (wait til the lease is finalised)
- Choir – donation (motion required)

**MOTION:** “That the SDCA offer “The Rivertones” choir free rent within the Institute for two weeks, in thanks for their support and participation in the Australia Day breakfast.”

Moved: H Webb                      Seconded: B Gray                      CARRIED

- Institute’s Mirror Ball, 25<sup>th</sup> May 2024 – progress report  
Bands and DJ booked  
Posters have been drafted for Peak Body’s perusal and adoption  
Chair covers for the Mirror Ball event will cost \$2 each; will also be looking at hiring chairs (becoming an expensive event)  
Liquor licence will also be required (this will have to be done through the Peak Body)  
Events funding? Is any available through the Council to assist with payment of expenses?  
Will need a dignitaries table (Mayor of CGVC / Mayor of Kapunda / Honourable MP Ramsay / Peter Goers and Honourable MP Penny Pratt)  
Ulster Wines are providing boxes of wine and bubbles (and will accept unopened wine)
- Little Book House – installation planning

**MOTION:** “The SDCA recommends that the Little Book House be installed at the Bee & Hill Park, as soon as possible”.

Moved: P Stanton-Noble                      Seconded: R Richardson                      CARRIED

**Correspondence in / Correspondence Out:**

- Portia Stanton-Noble regarding the Mirror Ball at the Institute
- Hannah Webb forwarded an email from Kenton Klem with suggestions for Australia Day
- Rebecca Connelly (CGVC) regarding Australia Day planning
- Judy Giles (CGVC) regarding SA Volunteer Awards 2024

**Minutes from Previous meeting**

**MOTION:** “That the minutes from the SDCA’s meeting of 5<sup>th</sup> December 2023 be accepted as a true and accurate record of that meeting”.

Moved: R Richardson                      Seconded: B Gray                      CARRIED

**Finance Report**

**MOTION:** “That the finance reports as tabled by the Treasurer be accepted as true and accurate records of the current financial status (Winkler Park; Op Shop; Institute; Recreation Grounds and Peak Body)”.

Moved: R Richardson                      Seconded: B Gray                      CARRIED

Proposal from the Treasurer that the Institute’s electrical system be upgraded and quotes be sought for work to commence. It was suggested that overall costs would be up to \$10,000 - \$5,000 could come from the Institute and the other \$5,000 from the SDCA; funding could also be sourced.

**MOTION:** “That the SDCA seeks two quotes (at least) from reputable electricians to update all of the electric system in the Institute, before the start of May 2024, considering The Mirror Ball will take place towards the end of May”.

Moved: R Richardson                      Carried: A Wurst                      CARRIED



## Committees and Groups Reporting

- **Op Shop**

Lease renewal underway, for a further three-year term (great landlords)

Rent has increased after many years from \$400 to \$500 per month

Met with Climbing Tree creations regarding potential NaturePlay area in B&H Park; very expensive with a quote of \$30,000. Will try to source other companies for quotes.

Signage for Op Shop frontage is completed

Wanting to invest in some attractive rubbish bins for the main street (sleeved)

Made \$190 profit on a day the store was not open

Confirmation has been received that the mural will be completed asap

- **Recreation Grounds**

New air conditioner in the cabin

Easter bookings have been slow

Cabin is booked out

Park is 'ticking along' well

- **Winkler Park**

Spray contractors are needed (AW will source quotes)

D Miller happy to help using the spray unit from the Recreation Grounds

Nothing else out of the ordinary to report

- **Institute**

Last meeting held on 25<sup>th</sup> January

Due to extreme weather, the markets were cancelled for February

Next meeting on the 7<sup>th</sup> February at 7:30 pm

**MOTION:** "That \$310 be taken from the Australia Day money and be moved to the Institute's account as payment for the Institute".

Moved: R Richardson

Seconded: H Webb

CARRIED

- **Historical Society**

Open next weekend

Has some garden giveaways

Next meeting 25<sup>th</sup> February at 3:00 pm

## General Business:

- Growing trees from the seedlings purchased from Trees for Life; will need stakes
- Memorial seats for the Soldier's Memorial are ready for installation; ask Vaters for cost of pre-made concrete slabs
- CWA is looking at purchasing a drinking fountain (with a dog bowl) for the B&H Park
- D Williams has asked if the blackboard can be reinstated

**MOTION:** "The SDCA recommends that the blackboard previously in Belvidere Road be reinstated under the condition it is used only for community and sporting groups".

Moved: B Gray

Seconded: D Newhouse

CARRIED

- Garage sale will be on the 3<sup>rd</sup> March; letterbox drop will take place
- Water tap has been repaired at the Saddleworth Cemetery; need to look at a proper connection (D Miller happy to look into this)

- Let the new Principal of Saddleworth Primary School know that the Institute is still available for hire, should the school have future events to plan
- Emergency Services have been busy and CFS have a compulsory meeting coming up for members
- Note for the next newsletter to TAKE A DOGGY BAG when walking your pets! Also getting low on poop bags (request to council for more) and highlight the fines that could be issued
- Could also advertise through Saddleworth Shenanigans the fines a person could receive for not managing their dog's poop!
- Authors and artists event in September (in the Institute)
- RFDS fundraisers coming up throughout the year (including a Ball at the Aerodrome)
- No working bee needed at the moment in the town

Meeting closed: 10:09 pm

Next meeting: March 5<sup>th</sup> 2024 at 8:00 pm (Supper room, Institute)

#### ACTION LIST - CURRENT

(From previous minutes of meeting)

*These will remain on the action list until completed*

INITIAL DATE	ACTION REQUIRED	RESPONSIBLE PERSON	STATUS	COMMENT
06/09/22	Bark chips will be moved to B&H Park by S Noble  Waiting for electrical work	PR / RR	NO CHANGE  6/2/24	Awaiting lights on the horse metal art (waiting for contractor)  <del>Healthy Sparks will complete its task by Christmas, then bark can be laid</del>  Healthy Sparks has agreed to finalise this ASAP, otherwise we will source another contractor
02/05/23	Finalise strategic plans	ALL	<b>NOT YET FINALISED apologies</b>	Will put into an acceptable format and present asap
3/10/23	Town garage sale – <del>January 2024</del>	PSN / BG	Planning in progress	Move to March 2024 Institute initiative/fundraiser
3/10/23	Christmas event – family movie night	All	COMPLETED	
3/10/23	Investment of Recreation Grounds funds	RR	In progress  6/2/24	As per October motion  RR will visit the bank (16/2/24) to commence term deposit; H Webb as Chairperson will also need to sign the documents.
3/10/23	Institute 150 year event – formal ball to be held	PSN / LH	In progress	May 25, 2024 Institute Committee responsible

3/10/23	Follow up with SPS re progress of library book house	JN	COMPLETED	Following up with school next few days
5/12/23	Australia Day breakfast	All	COMPLETED	
6/2/24	Follow up donation tin money – was it sent to the Gilbert Valleys Men’s Shed and how much?	JN		
6/2/24	Write letter to the Mayor/CEO regarding Australia Day Awards process	HW		
6/2/24	Speak to the Rivertones regarding free rent for two weeks in the Institute as thanks for Australia Day participation	BG		
6/2/24	Look into event funding through CGVC for the Mirror Ball (Institute’s 150 celebration event)	JN / PSN		
6/2/24	Quotes be sourced for electrical work within the Institute: SGE and Circuitworx	BG		Upgrade all the electrical system in the Institute before The Mirror Ball takes place; this is a big RISK otherwise.
6/2/24	Source other companies (from NPWS) regarding NaturePlay equipment and installation	JN		
6/2/24	Reinstall the main street blackboard with the condition ONLY community and sporting groups use it	ALL		
6/2/24	Ask Vaters for cost of pre-made concrete slabs for the memorial seats	DM		
6/2/24	Look into proper connection for water at the Saddleworth Cemetery	DM		

6/2/24	Advertise NO POOP in park or streets in the next newsletter (and the fines \$\$\$)	HW		Also put on Saddleworth Shenanigans
6/2/24	Pay the Institute \$310 from Australia Day proceeds	RR		
6/2/24	Works request required for more dog poop bags	JN		
6/2/24	Advise the Principal of SPS of the Institute being available to hire	JN		
6/2/24	Spray Winkler Park for weeds	AW / DM		Using the spray unit from the Rec Grounds

#### ACTION LIST - LONG TERM / HOLD

01/10/19	Small storage shed at B&H Park to be upgraded - steps, door, floor, paint and tidy (internal and external)	PR	Ongoing (long-term project)	
07/07/20	Window and sliding door to be completed by Griffiths (Pavilion)	AN	Ongoing	Discussion re sale of door and windows and not going ahead.
05/10/21	Remove the rubble at the cemetery – Shaun Noble to do this and take to H Webb’s place for landfill.	PR	Ongoing	
6/12/22	EV charging stations for the Rec Grounds – research options and potential	JN	HOLD	
07/02/23	Purchase new dinner plates for future events	AW	HOLD	
4/10/22	Research designs and quotes for Saddleworth.net.au website upgrade	JN	Long term	
13/6/23	Railway corridor – who owns the land (council / crown / private)	JN	Long term	other information requested from Aurizon

3/10/23	Skills register	JN	IN PROGRESS	Long term work Collecting names and have a template at the ready
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Draft

## 11. Matters Raised by Council Members

### 11.1 Questions on Notice

#### Questions on Notice – March 2024 Council meeting Clare and Gilbert Valleys Council Submitted by Councillor Alder

##### Question

Regarding Council's operationalisation of the Procurement Policy, I would like to know:

1. How does Council ensure that conflicts of interest, including perceived conflicts, are declared, independently reviewed and recorded?

##### Reply

Any conflict of interest by staff in a procurement process is raised and dealt with at time of obtaining quote or selection of the tender. This is covered in Council's Contract / Tender documentation.

##### Question

2. What activities are undertaken to ensure Council mitigates the risks associated with any perceived or actual conflicts identified?

##### Reply

Any person that has a conflict of interest is not involved in the calling of quotes or evaluating tenders. This is covered in Council's Contract / Tender documentation.

##### Question

3. What activities are undertaken regarding due diligence on all suppliers that are awarded a contract?

##### Reply

They must become a preferred contractor of Council, they are required to provide WHS & insurance documentation, in accordance with Council's Procurement Policy.

##### Question

4. What are the processes for reviewing contract management, including contract variations and contract costing?

##### Reply

If the contract is within the total budget, the CEO has delegated authority to amend the variation, if it is outside the budget then it must go to Council. This is in accordance with Council's Procurement Policy.

##### Question

5. What controls are in place that mitigate the risk of corruption occurring?

##### Reply

Council has a suite of internal financial controls that cover the following areas:

- Strategic Financial Planning

- Assets
- Liabilities
- Revenue
- Expenses
- Financial governance
- Contracting

These controls are reviewed by the finance team monthly and assessed by the Finance Manager annually. They are tested by Council's external auditors and reported to the Audit and Risk Committee annually.

These controls are in place to mitigate the risk of fraud and corruption within the financial operations of Council.

In addition to these controls, tender evaluation forms declaring that no one has an interest are signed before the evaluation can commence. As per Council's adopted Procurement Policy, at least three responsible persons appointed by the CEO are to be present at the opening of tenders, with a number of other factors to be addressed and recorded. The evaluation of tenders is via an evaluation panel, and must comprise the Director Works & Infrastructure, Finance Manager, Project Manager and one staff member independent from the department responsible for tender.

Training has been provided to all staff on the Procurement Policy.

### **Question**

6. In relation to these processes, is there documentation that must be completed for each project? If so, may copies of this material be provided for information?

### **Reply**

Project plans are completed when preparing the new financial year budgets for capital and some larger maintenance projects. Should a high priority capital project be identified during the year, project plans are completed and go to Council for approval. The Industrial Street, Sevenhill project is an example of this. When it comes to re-sheeting projects a calculation sheet is used rather than the standard project plan. This can be provided to council.

### **Question**

And regarding employee performance:

7. Does council have a staff/employee annual performance review policy? If so, may the EMs be provided with a copy please?

### **Reply**

Annual performance review process for CGVC employees is a clause in both Enterprise Agreements,

### **Clause 33 – Performance Development and Review Program.**

*All employees are to be included in the Performance Development and Review Program. The objectives of the Program are as follows:*

### General

- *Personal career development of employees and a more efficient and effective workforce.*

### Specific

- *Communication – to improve both organisational and individual communication with two-way feedback not only on an annual, but also and more importantly, on a day to day basis.*
- *Action Plans – establish mutually agreeable and achievable action plans or objectives for the ensuing 12 months.*
- *Training and Development – to provide information from which an annual training and development plan can be determined from the organisational, occupation and individual needs.*
- *Performance – to improve individual work performance by increasing efficiency and effectiveness to achieve increased productivity and to assess satisfactory standards of performance.*
- *Job Satisfaction – to provide a formal means by which issues can be addressed, opportunities can be identified and performance can be acknowledged.*
- *Review the Job and Person Specification (JPS). All employees shall be provided with the existing JPS which will be reviewed for accuracy in consultation and agreement with each employee.*

### **Question**

8. Does the operationalising of the policy provide detail about communication avenues for staff so they may be aware of how and to whom to address issues?

### **Reply**

Yes

### **Question**

9. What training/professional development is provided to newly appointed managers?

### **Reply**

Any staff that have to undertake performance reviews are trained and provided with regular updates.

All staff must undertake a comprehensive induction which covers Code of Conduct, EB Agreements, council policies including WHS and Procurement. Senior Managers are provided with specific additional training such as specific ICAC WHS training.

### **Question**

10. Does council use a software program to track and organise employee employment data?

### **Reply**

Yes - Synergy



## Question

11. Can specific details of the governance legal costs be provided?

## Reply

<b>22/23</b>	<b>61041.17</b>
Authorised Officer advice	555.00
By-law review	2,442.00
Caravan Park lease	185.00
CEO Employment advice	6,734.00
Clare Caravan Park lease	222.00
Council meeting advice	555.00
Election advice	518.00
Employment advice	4,040.00
End of year Audit	250.00
FOI	15,077.00
Industrial Street	13,690.00
LGA Legal Assist Policy	2,890.78
Mayoral advice	1,312.50
Native Vegetation	407.00
Planning advice	555.00
Remuneration tribunal	159.80
Retainer	2,000.00
Riverton Light Gallery	2,899.09
Riverton Oval	296.00
Section 270 Review	6,253.00
<b>23/24</b>	<b>41343.30</b>
CEO Employment Contract	7,137.00
Clare Caravan Park lease	1,622.80
Community land register	1,404.00
Delegations	2,535.00
Employment advice	17,413.50
End of year Audit	300.00
FOI	3,549.00
Industrial Street	3,508.00
Lease - 180 Main North Road	1,250.00
Retainer	2,000.00
Riverton Oval	624.00
<b>Grand Total</b>	<b>102384.47</b>

**Questions on Notice – March 2024 Council meeting Clare and Gilbert Valleys Council  
Submitted by Councillor Burfitt  
Dated 8 March 2024**

**Legal Expenses**

It has now been confirmed by Administration that legal expenses have considerably exceeded adopted budget for two consecutive financial years. As per the audited financial statements for 2022/23 legal fees exceeded budget by \$73,000 and only recently it was confirmed that to date legal fees with an adopted budget of \$62,000 had already amounted to in excess of \$110,000.

**Question**

1. Why was the elected council not formally advised of this significant budget overrun in the most recent budget review for 2023/24?

**Reply**

Council adopts the budget at financial statement level, not line by line. It will be presented at Budget Review 3. The final figure is not known yet, litigations are still happening.

**Question**

2. Why is administration permitting continued expenditure outside of adopted budgets for legal fees when it is known to be exceeding budget approvals?

**Reply**

Litigation is still happening with court cases underway. Legal costs are very difficult to budget for as issues arise that are out of Council's control.

**Question**

3. What action does the elected council need to implement to cease the continued expenditure outside of adopted budgets?

**Reply**

Legal costs are very difficult to budget for, as issues arise that are out of Council's control.

**Senior Management Staff**

**Question**

4. What are the current specific qualifications of each staff member within Councils management team?

**Reply**

Director Corporate Services

Graduate Certificate Leadership and Management

Director Works & Infrastructure

Certificate IV in Leadership and Management

Certificate IV Work Health and Safety

Undergrad Bachelors Degree of Construction Management and Economics (Partial)  
Holmesglen University Built Environs Program  
Diploma of Project Management (Partial)  
Certificate II & III Business Administration  
Road Engineering Foundations

Manager Development

Certificate IV Leadership and Management  
Certificate IV Regulatory Services  
Certificate III Local Government

Manager Community Services

Commenced PhD candidature in *Rural Innovation Labs - Social Innovations in community-engaged research*, Central Queensland University (transferred from CDU to follow Principal Supervisor for PhD completion; anticipated finish Dec. 2024; currently in final stage of candidature).

Free Range International Scholarship (Dept. Health Sciences, Carleton University, Canada).

Australian Postgraduate Award scholarship; Northern Institute, Charles Darwin University.  
Graduate Diploma in Professional Communications (Writing, Editing and Publishing), Curtin University

Bachelor of Environmental Management (Hons.), Adelaide University.

Bachelor of Applied Science (Natural Resources Management), Adelaide University.

**Question**

5. Are there any current studies being undertaken by these staff that are funded by Council and if so, what are the areas of study?

**Reply**

Director Corporate Services

Nil

Director Works & Infrastructure

LG Professionals Executive Leaders Program

IPWEA Professional Certificate in Infrastructure Financial Management

Manager Development

LG Professionals Executive Leaders Program

Manager Community Services

Nil

**Stormwater and Flood Study Costs**

**Question**

6. What were the adopted budget costs of each township stormwater and flood studies since 2019 to current?

**Reply**

	<b>Clare</b>	<b>8 Townships</b>
	Budget	Budget
2019/2020	10,000	-
2020/2021	10,000	-
2021/2022	-	-
2022/2023	-	150,000
2023/2024	-	150,000

**Question**

7. What have the actual costs of each township stormwater and flood studies since 2019 to current?

**Reply**

	<b>Clare</b>	<b>8 Townships</b>
	Actual	Actual
2019/2020	4,830	313
2020/2021	11,117	537
2021/2022	-	414
2022/2023	-	44,997
2023/2024	-	96,743

**Question**

8. What is the expected cost of completion of the current plans which remain outstanding or currently underway?

**Reply**

The preparation of the Stormwater Management Plans has been undertaken by Water Technology, the quoted amount for the completion of the plans was \$164,671, of which \$24,663 is still outstanding.

**Asset Management Plans**

**Question**

9. What is the expected cost of the new Asset Management Plans which are currently underway?

**Reply**

Managed Customer Agreement for Asset Management Services, which includes Asset Management Plans and Revaluation services provided on the conquest Cloud Platform.

Total spend for 22/23, \$277,869.94, below is the remaining costs expected for the Asset Management Plans.

<b>Updating Asset Management Plans</b>	Transport	\$28,500
	CWMS	\$9,000
	Stormwater	\$11,000
	Buildings	\$8,500

**Ness Street Upgrade**

**Question**

10. What was the specific budget cost of the Ness Street Upgrade – all aspects?

**Reply**

Total Budget line of \$170,000  
 Ness Street Footpath Remediation Works tender awarded to –  
 Nova Traffic Management \$126,856.00  
 General Ledger 5562401 – Ness Street Footpath Construction to date \$2849.28

This project is scheduled to commence on Monday 18 March 2024. It should be noted variances may be required in accordance with the signed contract for any anomalies not identified within the tender.

**Procurement – Pavement Tender and apparent cost overrun**

**Question**

11. The CEO advised following questions from elected members that an investigation in relation to an apparent cost overrun beyond accepted tender price was being undertaken some time ago.  
 What was the result of the investigation and what if any cost adjustment has been made?

**Reply**

Reply to this question will be provided in the minutes at the Council Meeting 20 March 2024

**Director position – Consultant costs**

**Question**

12. What budget amount was allowed within the adopted budget for the recruitment process for the current Director position?

**Reply**

Human Resources 2024-2025 \$20,000

**Question**

13. What was the process of appointment of the successful consultant, in regard to the current Director position and how many submissions were sought for this recruitment process?

**Reply**

The Chief Executive Officer sought three quotations for Recruitment Consultants with the successful organisation being selected by Chief Executive Officer.

**Question**

14. What is the expected cost of the consultancy for the successful appointment of the current advertised Director position?

**Reply**

\$15,000 + advertising costs (\$1,325)

**Questions on Notice – March 2024 Council meeting Clare and Gilbert Valleys Council Submitted by Councillor Bartholomaeus**

**Question**

1. We are currently budgeting depreciation for the 2023/24 year at \$8.914 million. Can we have that broken down by the following asset classes please

Rural sealed roads  
Township sealed roads  
Rural unsealed roads  
Bridges  
Footpaths and Kerbing  
Stormwater  
Buildings and Structures  
CWMS  
Plant  
Other

**Reply**

Rural sealed roads  
Township sealed roads  
Sealed roads are not broken down between rural and township for depreciation purposes \$1,420,000  
Rural unsealed roads \$1,776,000  
Bridges \$ 225,000  
Footpaths and Kerbing \$ 451,000  
Stormwater \$ 92,255  
Buildings and Structures \$1,303,684  
CWMS \$ 323,080  
Plant \$ 499,530  
Other Signage \$ 76,046  
Furniture \$ 11,256

**Question**

2. In our materials, contracts and other, what percentage is allocated to repairs and maintenance of fixed assets, and what is the breakdown of that by asset class?

Rural sealed roads  
 Township sealed roads  
 Rural unsealed roads  
 Bridges  
 Footpaths and Kerbing  
 Stormwater  
 Buildings and Structures  
 CWMS  
 Plant  
 Other

**Reply**

Rural sealed roads	
Township sealed roads	
Seals in total	\$198,715
Rural unsealed roads	\$436,000
Patrol grading not included	
Bridges	\$203,000
Footpaths and Kerbing	\$215,000
Stormwater	\$130,000
Buildings and Structures	\$559,728
CWMS	\$502,478
Plant	\$228,000
Other	\$339,874

**Question**

3. What is the percentage utilisation of our three CWMS services (i.e. current capacity used as a percentage of total available capacity for each site)?

**Reply**

Clare WWTP (DHW Approval ADF 680kL)  
 Current Feb 24 ADF 722kL – Utilisation 106.2%  
 ADF before mystery inflow 661kL – Utilisation 97.2%

Saddleworth WWTP (DHW Approval ADF 70kL)  
 Current Feb 24 ADF 43kL – Utilisation 61.4%

Riverton WWTP (DHW Approval ADF 120kL)  
 Current Feb 24 ADF 103kL – Utilisation 85.8%

**Question**

4. In our 2023/24 budget, what grants have been received that are specifically for roads? What are we budgeting for 2024/25?

**Reply**

The budget for 2024-25 is still being established

Actual funds received are

R2R                \$200,000

LRCIP 4         \$165,167

**Question**

5. How much are our untied Financial Assistance Grants for 2023/24 increased by as a recognition of the size of our road network? What are we budgeting for 2024/25?

**Reply**

The Financial Assistance Grants are derived based on a number of factors not just changes in road length.

The budget for 2024-25 is still being established, initial estimates are \$1,904,000 based on the 2023-24 allocation plus a CPI factor of 3.5%



## 11.2 Motions on notice

### Motion on Notice

Submitted by Councillor Alder

Dated 28 February 2024

Elected Members training - CEO Performance Review

### Background

Arising from a recent Council decision, all Elected Members now participate in the CEO Performance Review Panel.

This is a significant activity, undertaken to fulfil Council's responsibilities for maintaining credibility in the CGVC region, and for ensuring Council's ongoing capacity to deliver value to the community.

Thus it is essential that CEO performance is measured in an objective manner against the performance criteria: the Review Panel needs to be impartial and not skewed by matters between Elected Members and the CEO.

It is timely and necessary for Elected Members to engage in an appropriate professional development activity so that we may develop a clear and shared understanding of the principles of fairness, integrity and impartiality in our responsibility for the CEO performance management.

I note that the LGA SA offers a program for elected members titled CEO Performance Reviews and Contractual Obligations (<https://training.lga.sa.gov.au/course-details/>). The cost may be \$1500-\$2000 for a whole of Council session.

### Motion

**That arrangements be made for the Mayor and Elected Members' participation in the Local Government SA, CEO Performance Reviews and Contractual Obligations (or similar) training program; to be conducted prior to commencement of the next CEO Performance Management Review process; and focusing on addressing effective performance management issues and processes, contractual obligations, and legislative provisions in the LG Act regarding CEO performance reviews.**

## **Motion on Notice**

Submitted by Councillor Burfitt

Dated 8 March 2024

Legal Expenses

### **Background**

Despite there being budgets set for legal expenses which have resulted from recommendations of Administration in at least two consecutive financial periods legal expenses have exceeded adopted budgets, in excess of reasonable amounts i.e. 2022/23 in excess of 100% with 2023/24 trending similarly.

In addition to advice which has flowed through to the elected council has raised questions from elected members.

Although one particular firm appears to be constantly used there has been no competitive process of appointment with their continued use and probity would call for a minimum process of merit based consideration and cost comparison. To my knowledge there are a number of firms able and willing to provide this type of service and the Council needs to justify that all its expenditure is appropriate and justified within budgets and to its community. On both these accounts we can provide neither, therefore a tender process should be undertaken to provide this level of assurance both internally and externally.

### **Motion**

**That the Clare and Gilbert Valleys Council direct Administration to call tenders for provision of legal services to the Council for the period terminating at the conclusion of the next general council elections.**

**That tender submissions once received be provided to Council for decision on appointment.**

### **Management Staffing – Directors**

The provision of the ESCOSA Local Government Advice – February 2024 has clearly indicated that the Clare and Gilbert Valleys Council is at risk of financial unsustainability. Without appropriate action, it is clear that operational deficits are high likely to continue to occur into the future, possibly long-term.

There is a current opportunity to reduce an area of significant expenditure by way of management review which unless directed by Council is unlikely to present itself.

Albeit Council cannot direct specific positions beyond that of the CEO but it can and does have total control over budget considerations.

Therefore in order to commence action over this matter council needs to request consideration with the CEO prior to a formal budget consideration.

### **Motion**

**That Clare and Gilbert Valleys Council request a management review of positions and structure of the management team, in order to reduce total operational and management costs of the Council organisation.**

### **Rating Levels 2024/25**

The ESCOSA Information has provided areas in which Council needs to formally consider and review in order to protect its financial sustainability and impact of rating upon its community.

Contained within the report are notations such as:

*Continue to review and consider options in limiting future increases in rates to no more than expected inflation, to help reduce any emerging affordability risk in the community;*

*The past rates increases have generally been in line with inflation and have also supported the Council's repayment of debt, increased its financial capacity, and covered its operating and service sustainability; and*

*However, based upon the evidence available to the Commission, the Council has not reduced its deficits through more effective cost constraints.*

### **Motion**

**That the projected rate revenue for budget purposes for the financial year 2024/25 be no greater than the expected CPI (all groups Adelaide) growth for that period**

### **11.3 Questions without notice**

### **11.4 Motions without notice**