

His Worship the Mayor
Councillors
City of Marion

Notice of the Special Asset and Sustainability Committee

Committee Rooms 1 and 2, Council Administration Centre
245 Sturt Road, Sturt

Tuesday, 5 October 2021 at 6.30 pm

The CEO hereby gives Notice pursuant to the provisions under Section 83 of the *Local Government Act 1999* that an Asset and Sustainability Committee will be held.

A copy of the Agenda for this meeting is attached in accordance with Section 83 of the Act.

Meetings of the Council are open to the public. Due to COVID-19, interested members of the community are welcome to attend by electronic means. Access to the meeting is via the link published on the City of Marion website (<https://www.marion.sa.gov.au/about-council/council-meetings/council-meeting-live-stream>) on the day of the meeting.



Tony Harrison
Chief Executive Officer

1 OPEN MEETING.....	3
2 KAURNA ACKNOWLEDGEMENT	3
3 ELECTED MEMBER DECLARATION OF INTEREST (IF ANY)	3
4 CONFIRMATION OF MINUTES	3
4.1 Confirmation of Minutes of the Asset and Sustainability Committee Meeting held on 7 September 2021	3
5 BUSINESS ARISING.....	9
5.1 Business Arising Statement - Action Items	9
6 CONFIDENTIAL ITEMS - NIL	15
7 REPORTS FOR DISCUSSION - NIL	15
8 WORKSHOP / PRESENTATION ITEMS	15
8.1 City of Marion Community and Engagement	15
8.2 CRM Project Update	42
9 REPORTS FOR NOTING	50
9.1 Aged Care Services - Fee Payment Update	50
10 OTHER BUSINESS	52
11 MEETING CLOSURE	52

1 Open Meeting

2 Kaurna Acknowledgement

We acknowledge the Kaurna people, the traditional custodians of this land and pay our respects to their elders past and present.

3 Elected Member Declaration of Interest (if any)

4 Confirmation of Minutes

4.1 Confirmation of Minutes of the Asset and Sustainability Committee Meeting held on 7 September 2021

Report Reference	ASC211005R4.1
Originating Officer	Governance Administration Officer – Anne Mitchell
Corporate Manager	Manager Office of the Chief Executive – Kate McKenzie
General Manager	Chief Executive Officer – Tony Harrison

RECOMMENDATION

That the minutes of the Asset and Sustainability Committee Meeting held on 7 September 2021 be taken as read and confirmed.

ATTACHMENTS

1. ASC210907 - Final Minutes [4.1.1 - 5 pages]



**Minutes of the Asset and Sustainability Committee
held on Tuesday, 7 September 2021 at 6.30 pm
Council Chamber, Council Administration Centre
245 Sturt Road, Sturt**

**PRESENT**

His Worship the Mayor Kris Hanna
Councillor Matthew Shilling
Councillor Bruce Hull
Councillor Ian Crossland
Councillor Nathan Prior

In Attendance

Councillor Raelene Telfer (via Zoom)
Councillor Kendra Clancy (via Zoom)
Chief Executive Officer - Tony Harrison
General Manager City Services - Tony Lines
General Manager City Development - Ilia Houridis
Unit Manager Engineering – Carl Lundborg
Unit Manager Environmental Sustainability – Ann Gibbons
Water Resources Coordinator – Glynn Ricketts
Executive Officer to the General Manager City Development – Louise Herdegen
Mott MacDonald – Adam Kilsby, State Manager South Australia
Mott MacDonald Digital Ventures – Alex Osti, Territory Lead, Australia

1 Open Meeting

The Chair opened the meeting at 6:33pm.

2 Kaurna Acknowledgement

We acknowledge the Kaurna people, the traditional custodians of this land and pay our respects to their elders past and present.

3 Elected Member Declaration of Interest

The Chair asked if any member wished to disclose an interest in relation to any item being considered at the meeting

Nil interests were disclosed.

4 Confirmation of Minutes**4.1 Confirmation of Minutes of the Asset and Sustainability Committee Meeting held on 1 June 2021**

Report Reference ASC210907R4.1

Moved – Councillor Crossland

Seconded – Councillor Prior

That the minutes of the Asset and Sustainability Committee Meeting held on 1 June 2021 be taken as read and confirmed.

Carried Unanimously



5 Business Arising

5.1 Business Arising Statement - Action Items

Report Reference ASC210907R5.1

Moved - Councillor Crossland

Seconded - Councillor Prior

That the Asset and Sustainability Committee:

1. Notes the business arising statement, meeting schedule and upcoming items.

Carried Unanimously

6 Workshop / Presentation Items

6.1 Preparing for a zero-carbon economy

Report Reference ASC210907R6.1

A presentation was received from Mr Alex Osti and Mr Adam Kilsby from Mott MacDonald to provide an outline of the Carbon Portal tool that tracks and reports on carbon footprints, including embedded carbon, to assist with measuring whole of life carbon costs of assets. An opportunity to explore a partnership with the City of Marion to achieve positive outcomes across the community and South Australia.

Discussion points noted:

- Platform and tools are developed, maintained and funded through Mott MacDonald Digital Ventures.
- Being authentic to achieve real outcomes.
- Understand the options, to solve the problem in the most carbon effective solution with the information available.
- Designed as an evaluation tool to analyse the materials and carbon involved.
- City of Marion has been proactive in investing in trees, biodiversity and wetlands however, this hasn't lowered the carbon footprint legislatively. The type of tree species planted may be a factor.
- Important to have other lenses as to why you are doing it – balance offset carbon but doing it in a way that realises all the other considerations.
- Need to be informed about the tools we use balanced with cost and outcomes. City of Marion could be seen as a leader in this area, however further understanding and consideration required to determine benefits and relevance.

Action: Administration to follow up with Mott Mac Donald to initiate further discussion.

Moved – Mayor Hanna

Seconded - Councillor Prior

That the Asset & Sustainability Committee:

1. Notes the presentation.

Carried Unanimously

7 Confidential Items - Nil



8 Reports for Discussion

8.1 Grant for Rainwater Tank Pilot Study

Report Reference ASC210907R8.1

The Water Resources Coordinator joined the meeting and gave a presentation to outline a grant opportunity for the City of Marion to undertake a pilot study, in conjunction with the City of Holdfast Bay, to encourage residents in the Frederick Street Glengowrie catchment to plumb rainwater tanks to their houses to make use of the water and reduce stormwater runoff. The study will include data capture and analysis as part of the initial process. The grant is 50% funded by DEW (Green Adelaide) and 25% City of Holdfast Bay (both confirmed) and is subject to 25% funding by City of Marion.

Key discussion points noted:

- New Planning & Design Code effectively removed the ability to mandate rainwater tanks in new developments however onsite stormwater solutions are required.
- Pilot study would subsidise up to 40% of the costs for circa 20% of the dwellings to retrospectively install rainwater tanks to reduce an estimated 30% run-off from the catchment.
- The grant will fund data collection and analysis to support future decision making.
- Grant could be perceived as another cost shifting objective to local government.
- Advice was to be clear on objectives of pilot study and work toward objective.
- Stormwater Management Authority are looking at how to prevent large scale increases in stormwater. Investing in onsite, at source, options considered most effective.
- Joint benefits to reducing stormwater runoff.
- Investment in projects to improve practices on Council owned property preferred rather than private property. The majority of runoff is coming from private / infill.
- This grant will deliver an outcome that is tangible rather than a desktop model approach.
- There are a number of challenges to work through, however mindful over the next couple of decades the issue is only going to grow. This is a relatively inexpensive pilot to see if there is an alternative to pits and pipes.

Moved – Mayor Hanna

Seconded - Councillor Hull

That the Asset and Strategy Committee:

1. Supports the aspirations of the State Government and the Stormwater Management Authority to reduce rainwater runoff to the Gulf St Vincent.
2. Notes the recently implemented Planning & Design Code does not require rainwater tanks in all new residential developments.
3. Notes the purposes of this project are to satisfy City of Holdfast Bay corporate goals and to undertake a scientific experiment on a grand scale as to the effectiveness of rainwater tanks as a measure to reduce runoff of rainwater to the Gulf of St Vincent.
4. Notes the in-principle funding offer of up to \$130,000 for the Rainwater Tank Pilot Project.
5. Notes that the City of Marion will be the lead agency in this tripartite arrangement.
6. Notes that up to \$65,000 in City of Marion funding is required, secured during quarterly budget review process during the 2-year anticipated timeframe for this project.
7. Notes that the project and \$65,000 in funding is already supported with a City of Holdfast Bay funding commitment.

ASC210907 - Asset and Sustainability Committee - 7 September 2021



8. Supports the report to go to a General Council meeting for consideration.

Carried Unanimously

8.2 Transport Plan

Report Reference

ASC210907R8.2

The report was taken as read and the Unit Manager Engineering joined the meeting to respond to questions and comments from the Members.

The following discussion points were noted:

- Reaffirm commitment to consultation.
- Scooters good for mobility however concerned equipment left lying around which may lead to liability concerns.
- Adequate on street parking is necessary as this is important to the residents and community.
- Look for holistic parking solutions around destination sites ie schools.
- Deliver a footpath plan, with the intention to widen, in high priorities areas. Specific measurements not necessary.
- Continue to advocate for projects that improve transport linkage.

Moved - Councillor Crossland

Seconded - Councillor Prior

That the Asset and Sustainability Committee:

1. Notes the Community Engagement Feedback Report (Attachment 1 of the report).
2. Provided feedback and supports the Draft Transport Plan being presented to a General Council meeting for endorsement (Attachment 3 of the report).

Carried Unanimously

9 Reports for Noting - Nil

10 Other Business

11 Meeting Closure

The meeting was declared closed at 9:06 pm.

CONFIRMED THIS 5TH DAY OF OCTOBER 2021.

CHAIRPERSON

5 Business Arising

5.1 Business Arising Statement - Action Items

Report Reference	SASC211005R5.1
Originating Officer	Executive Officer to the General Manager City Services – Colleen Madsen
Corporate Manager	N/A
General Manager	General Manager City Services – Tony Lines

REPORT OBJECTIVE

The purpose of this report is to review the business arising from previous meetings of the Asset and Sustainability Committee meetings, the meeting schedule and upcoming items.

RECOMMENDATION

That the Asset and Sustainability Committee:

- 1. Notes the business arising statement, meeting schedule and upcoming items.**

ATTACHMENTS

1. ASC211005 Combined Business Arising and Forward Agenda [5.1.1 - 5 pages]

CITY OF MARION
BUSINESS ARISING FROM THE ASSET & SUSTAINABILITY COMMITTEE MEETINGS

ATTACHMENT 1
 AS AT 30 SEPTEMBER 2021



Meeting Date	Document	Item No.	Item	Status	Action Required	Assignee/s	Action Taken	Due Date
07/09/2021	ASC210907 - Asset and Sustainability Committee - 7 September 2021	6.1	Preparing for a zero-carbon economy	Completed	Administration to follow up with Mott MacDonald to initiate further discussion.	Iliia Houridis, Tony Lines	Meeting scheduled to progress discussions.	14/09/2021
07/09/2021	ASC210907 - Asset and Sustainability Committee - 7 September 2021	8.1	Grant for Rainwater Tank Pilot Study	Item to come back to Council	8. Supports the report to go to a General Council meeting for consideration.	Carl Lundborg, Glynn Ricketts, Mathew Allen	Item is on the schedule for 12 Oct 2021 General Council Meeting	12/10/2021
07/09/2021	ASC210907 - Asset and Sustainability Committee - 7 September 2021	8.2	Transport Plan	Item to come back to Council	2. Provided feedback and supports the Draft Transport Plan being presented to a General Council meeting for endorsement (Attachment 3 of the report).	Carl Lundborg, Mathew Allen	Item is on the Schedule for 12 Oct 2021 General Council Meeting.	12/10/2021

* Completed items to be removed are shaded

Asset & Sustainability Committee

Meeting Schedule 2021



2 February 2021	6.30 – 9.30
6 April 2021	6.30 – 9.30
1 June 2021	6.30 – 9.30
7 September 2021	6.30 – 9.30
5 October 2021	6.30 – 9.30
2 November 2021	6.30 – 9.30

2021 Committee Membership

- Membership – 4 Elected Members plus the Mayor
- Quorum - 3 Committee Members

Presiding Member – Matthew Shilling

Members

- Bruce Hull
- Ian Crossland
- Nathan Prior

Asset & Sustainability Committee

Meeting Schedule 2021



Asset and Sustainability Committee		Date: Tuesday, 2 February	Time: 6.30pm – 9.30pm	Venue: Chamber	
Topic	Type of Report	Description	External Attendees	Staff Responsible	
Draft Transport Plan				M Allen	
Tree Management				F Harvey R Pitcher	
Presentation from DIT				M Allen	
Forward Agenda Items				I Houridis	

Asset and Sustainability Committee		Date: Tuesday, 6 April	Time: 6.30pm – 9.30pm	Venue: Chamber	
Topic	Type of Report	Description	External Attendees	Staff Responsible	
SRWRA progress update		Presentation	Mark Booth	S Dinmore	
Residential Hard Waste and Dumped Rubbish Services	R			F Harvey R Belding	
Waste and Recycling update	R			A Gibbons	

Asset and Sustainability Committee		Date: Tuesday, 1 June	Time: 6.30pm – 9.30pm	Venue: Chamber	
Topic	Type of Report	Description	External Attendees	Staff Responsible	
Asset Management Update				M Allen	
Footpath Audit Results and Works Program				F Harvey	

Asset & Sustainability Committee

Meeting Schedule 2021



Asset and Sustainability Committee		Date: Tuesday, 7 September	Time: 6.30pm – 9.30pm	Venue: Chamber	
Topic Community	Type of Report	Description	External Attendees	Staff Responsible	
Preparing for a zero-carbon economy	Presentation		Mott MacDonald – Management consultants	Dana Bartlett	
Rainwater Harvest Scheme		Rainwater Harvest Scheme within the Frederick Street catchment, a joint Holdfast Bay Council and Dept of Environment opportunity.		G Ricketts M Allen	
Transport Plan		GC210622R15 – 1. Refer the Transport Plan to the Asset and Sustainability Committee for review		Carl Lundborg	

Asset and Sustainability Committee		Date: Tuesday, 5 October	Time: 6.30pm – 9.30pm	Venue: Chamber	
Topic Community	Type of Report	Description	External Attendees	Staff Responsible	
Aged care services, payments, update etc.				J Thwaites	
Community Engagement				J Thwaites M Bradman	
CRM, Salesforce				T Tyler	

Asset & Sustainability Committee

Meeting Schedule 2021



Asset and Sustainability Committee		Date: Tuesday, 2 November	Time: 6.30pm – 9.30pm	Venue: Chamber	
Topic Environment	Type of Report	Description	External Attendees	Staff Responsible	
Climate risk and its impact on assets				Ann Gibbons	
Climate adaptation				Ann Gibbons	
Environmental Sustainability update (including from new Carbon Neutral Plan)				Rebecca Neumann	
Carbon sequestration				Rebecca Neumann	
Tree sequestration				Ian Seccafien	
Pedestrian Pathway – David Avenue to Sampson Reserve, Mitchell Park		Resolution from GC210727M14.1 GC210727 - That a report be brought to General Council (after consideration at the Asset and Sustainability Committee) regarding the feasibility and cost to Marion Council of a fenced pedestrian pathway to connect from David Avenue, Mitchell Park to Sampson Reserve, Mitchell Park, across the south east perimeter of the Hamilton College school oval.		Mat Allen	

6 Confidential Items - Nil

7 Reports for Discussion - Nil

8 Workshop / Presentation Items

8.1 City of Marion Community and Engagement

Report Reference	SASC211005R8.1
Originating Officer	Acting Manager Community Connections – Jaimie Thwaites
Corporate Manager	N/A
General Manager	General Manager City Services – Tony Lines

REPORT HISTORY

Report Reference	Report Title
GC201201R02	New Committee Focus

REPORT OBJECTIVE

To present the Asset and Sustainability Committee with information on the City of Marion (CoM) community, its satisfaction with services, and how CoM is currently engaging with the community.

EXECUTIVE SUMMARY

The Committee will be presented with information on the demographics of the City of Marion.

The presentation will also cover:

- Council priorities (satisfaction with services)
- Forms of community engagement
- Current engagement areas of focus

Independent Community Engagement consultant (Ms Becky Hirst) will conduct a short workshop with the Committee on the upcoming *Marion 100* initiative that will support our review of community engagement at the City of Marion.

RECOMMENDATION

That the Asset and Sustainability Committee:

1. **Notes the presentation.**
2. **Participates in the Community Engagement workshop.**

DISCUSSION

At the 1 December 2020 Elected Member forum, Members discussed the 2021 program for the new Asset and Sustainability Committee and Planning and Development Committee.

The following topics were identified as areas of interest for the Asset and Sustainability Committee:

- Community demographics
- Emerging and changing community expectations
- Satisfaction with services across Council programs
- Community engagement

SPEAKERS

Jaimie Thwaites – Acting Manager Community Connections
Megan Bradman – Manager Customer Experience
Patrice Pearson – Community Engagement Coordinator
Becky Hirst - Consultant (Becky Hirst Consulting)

ATTACHMENTS

1. Asset and Sustainability Slides [8.1.1 - 25 pages]

City of Marion

Community & Engagement

► 5 October 2021

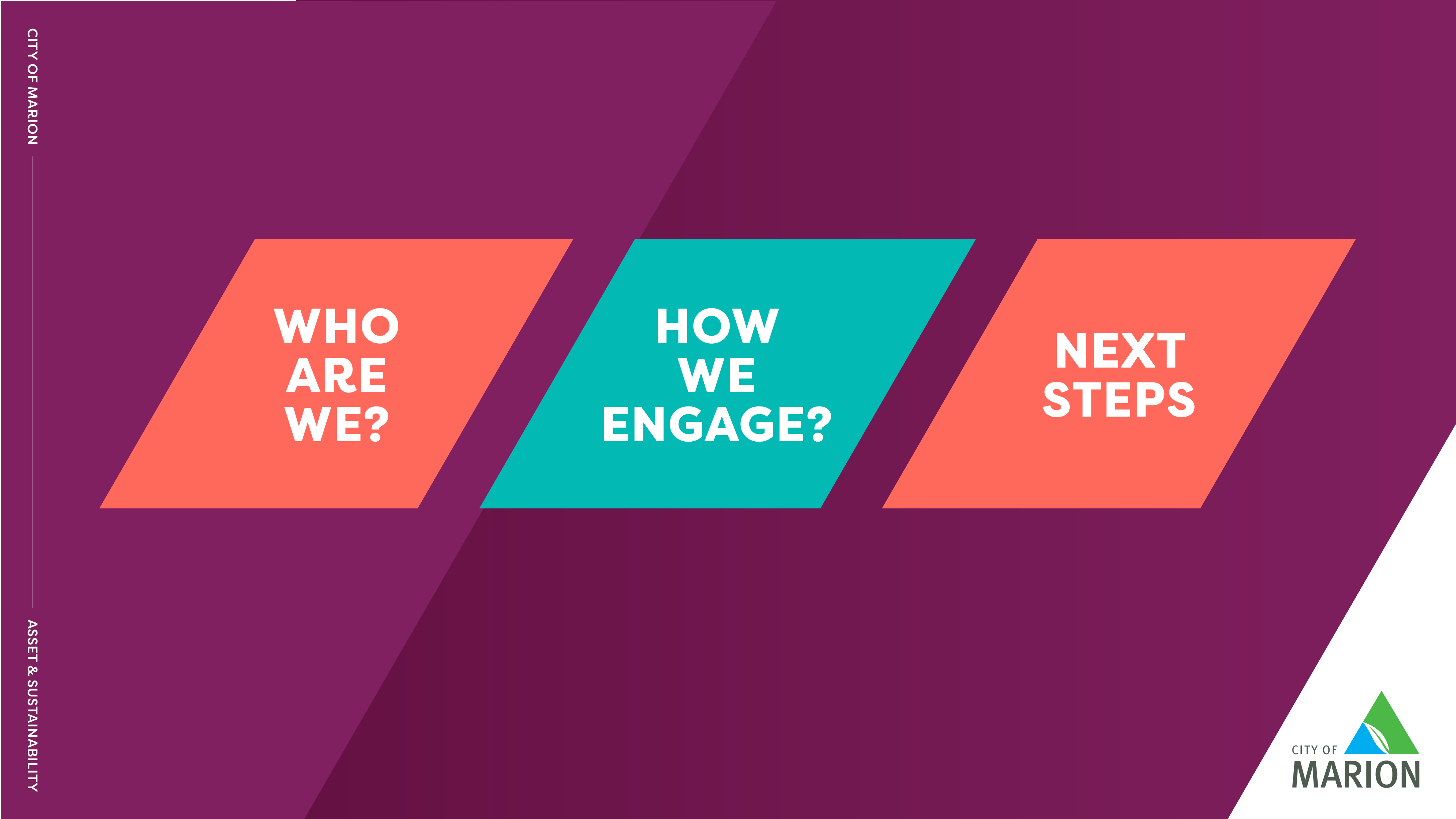
SPEAKERS

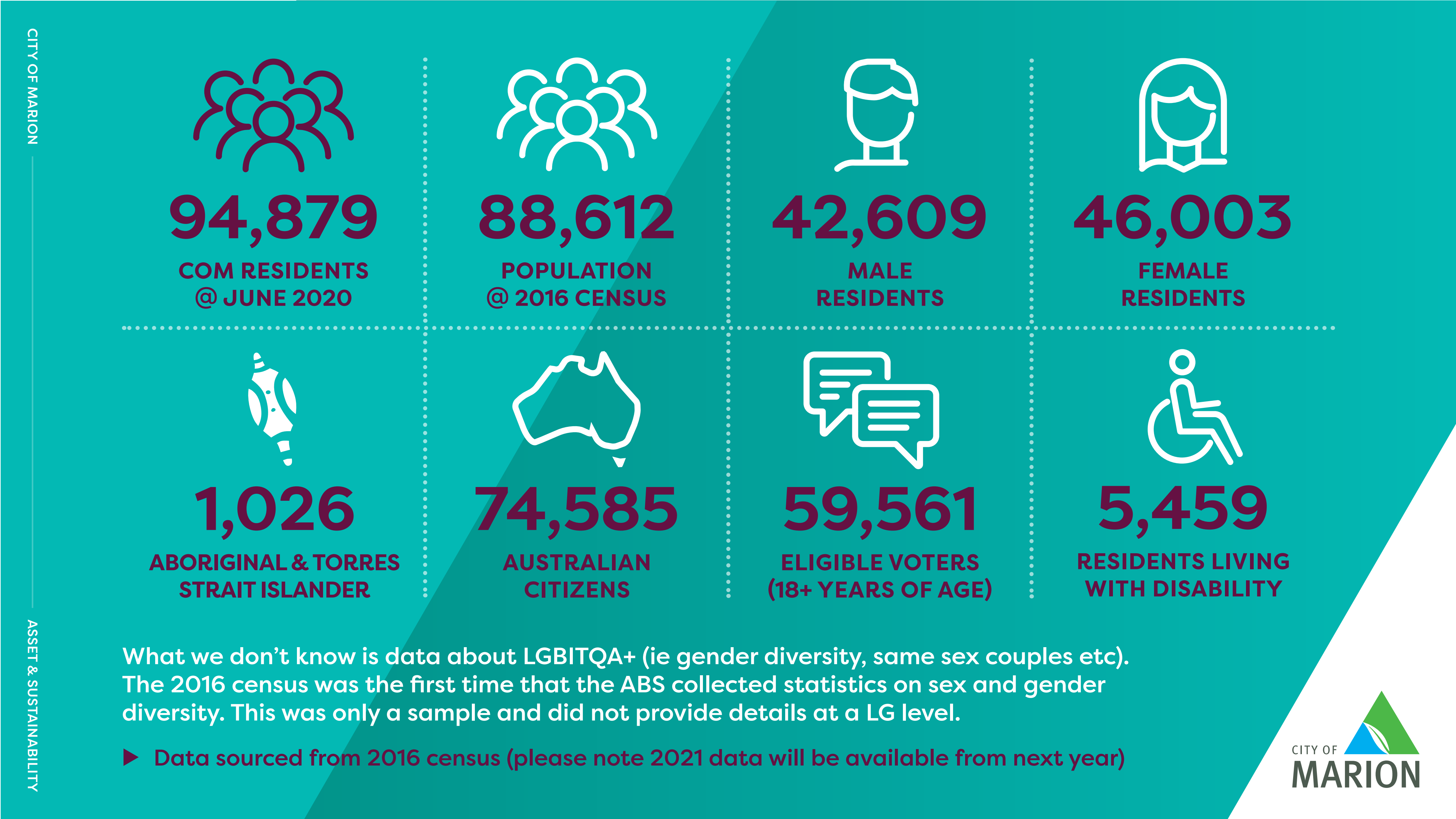
**Jaimie
Thwaites**

**Megan
Bradman**

**Patrice
Pearson**







Employment

*Employment indicates socio-economic status; labour force participation indicates the strength of the local economy and social characteristics of the populations.



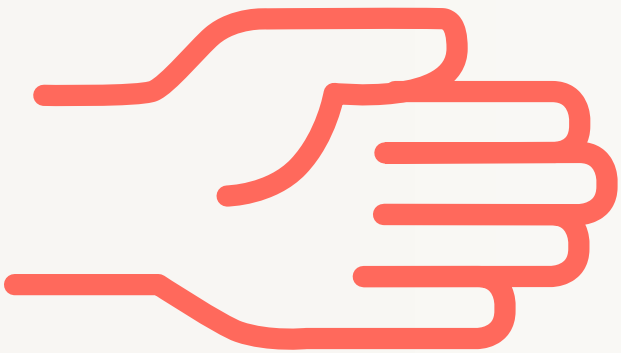
**24,141 (53.6%)
EMPLOYED FULL TIME**

**17,156 (38.1%)
EMPLOYED PART TIME**



**7,474 (34.5%)
LIVE & WORK WITHIN COM**

**14,182 (65.5%)
WORK IN AREA BUT LIVE
OUTSIDE COM**



**14,376 (19.4%)
VOLUNTEERS***

*Volunteering is an indication of the cohesiveness of a community and how readily individuals contribute to that community.



Job Seeker Statistics

► Data provided by Dept Social Services on a monthly basis (June 2021)

4,369
PEOPLE RECEIVE
EITHER OF THESE

► **JobSeeker** (allowance for those over 22 years)
82,401 total recipients across South Australia

► **Youth Allowance** (21 years and under, excluding students)
8,506 total recipients across South Australia

SUBURB BREAKDOWN FOR JOB SEEKER

1,004 Mitchell Park

852 Warradale

792 Edwardstown

685 Morphettville

428 Hallett Cove

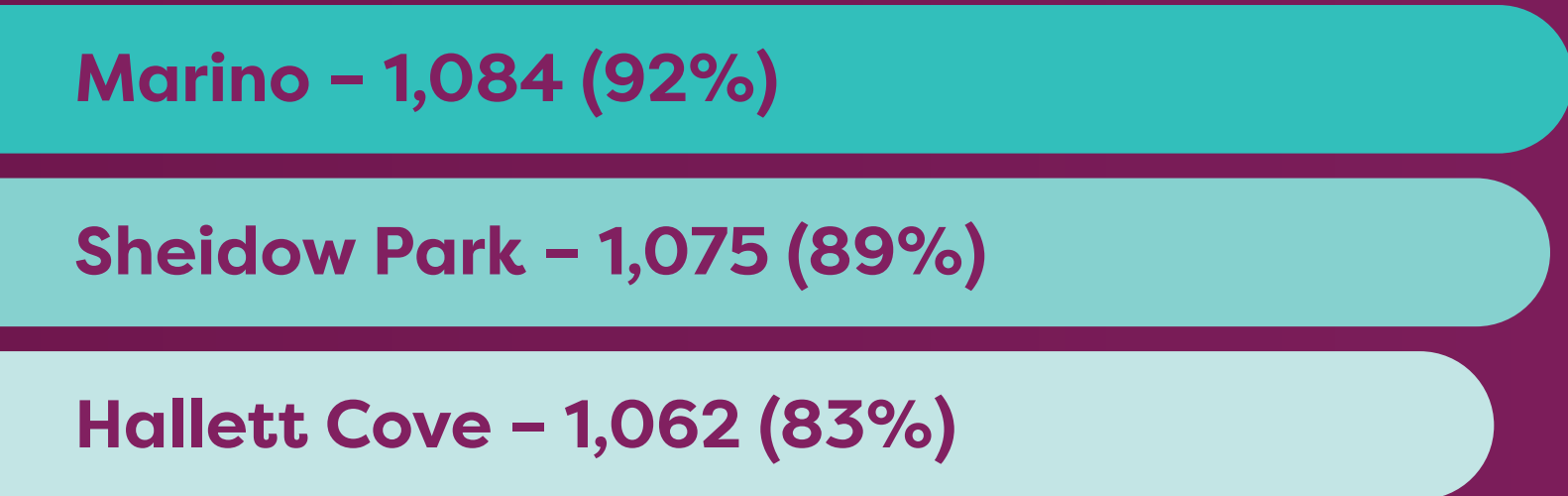
353 Marino/
Seaview Downs

312 Sheidow Park/Trott Park

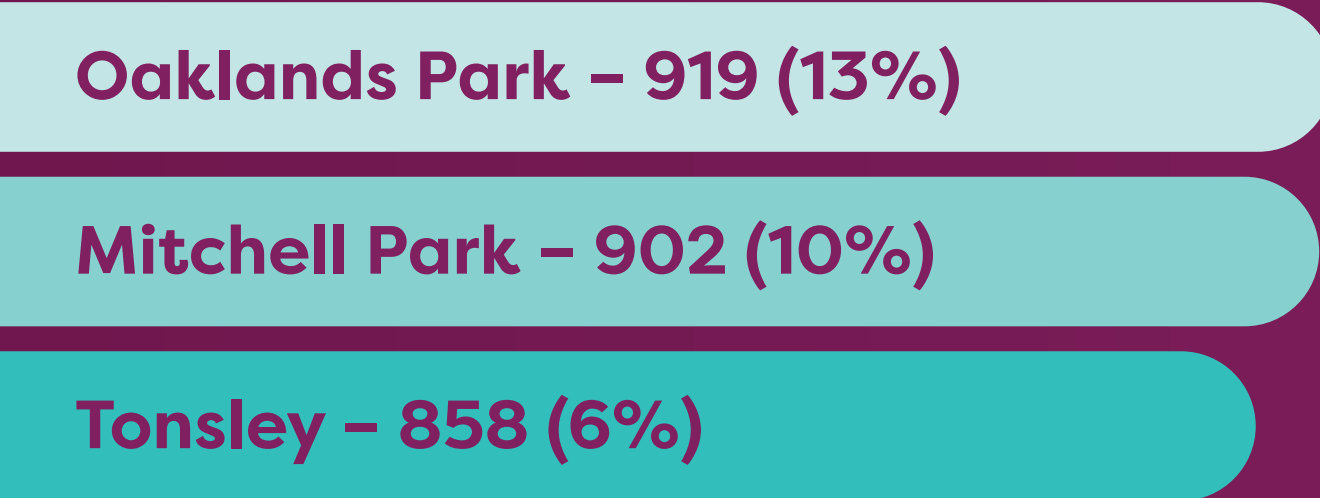


SEIFA data measures the socio-economic advantage/disadvantage based on a number of Census variables including income, education, employment, occupations and housing characteristics. SEIFA gives us a general view of the relative level of disadvantage/advantage.

**MARION’S TOP 3 SUBURBS
(INDEX AND %)**



**MARION’S BOTTOM 3 SUBURBS
(INDEX AND %)**



Young People - aged 12–24 years

16,893 (15.4%) young people live in the City of Marion

WHAT IS IMPORTANT TO THEM?

AT A LOCAL LEVEL

(CoM YEC Report, pre CV19)

- › Environment (rubbish & recycling)
- › Schooling, education, training
- › Community & personal safety
- › Mental health (lack of services, increasing need)
- › Jobs & employment
- › Animal welfare

AT A STATE LEVEL

(Mission Australia Report 2020)

- › Coping with stress
- › Mental health
- › School or study problems
- › Body image and physical health

As a result of the pandemic young people in South Australia are also concerned with

- › Employment & unemployment
- › Housing & homelessness
- › Mental health

Australian Early Development Census (2018)

Australia is one of the first countries to collect data on the developmental health and wellbeing of all children starting school.



**City of Marion has 5,239
(6%) residents aged
between 0–4 years**

Australian Early Development Census (2018)

PHYSICAL HEALTH & WELLBEING

Children’s physical readiness for the school day, physical independence and gross and fine motor skills. There has been a general increase in developmental vulnerability across the City of Marion from 7.4% in 2012 to 9.0% in 2018.

City of Marion Suburbs below the Australian average of 78% ‘Developmentally on track’

SUBURB	DEVELOPMENTALLY ON TRACK (%)	DIFFERENCE TO AUSTRALIAN AV. (%)	DEVELOPMENTALLY AT RISK (%)	DEVELOPMENTALLY VULNERABLE (%)
Glandore	65%	- 13%	19%	16%
Mitchell Park	67%	- 11%	15%	18%
Plympton Park	69%	- 9%	19%	11%



Australian Early Development Census (2018)

SOCIAL COMPETENCE

Children’s overall social competence, responsibility and respect, approach to learning and readiness to explore new things.

City of Marion Suburbs below the Australian average of 76% ‘Developmentally on track’

SUBURB	DEVELOPMENTALLY ON TRACK (%)	DIFFERENCE TO AUSTRALIAN AV. (%)	DEVELOPMENTALLY AT RISK (%)	DEVELOPMENTALLY VULNERABLE (%)
Clovelly Park	56%	- 20%	29%	15%
Glandore	57%	- 19%	22%	22%
Morphettville/ Park Holme	68%	- 8%	18%	13%
Mitchell Park	69%	- 7%	15%	16%
Edwardstown	69%	- 7%	18%	13%
Glengowrie	69%	- 7%	21%	10%
Ascot Park	70%	- 6%	20%	10%
Seacombe Gardens/ Sturt	71%	- 5%	19%	10%



Australian Early Development Census (2018)

EMOTIONAL MATURITY

Children’s pro-social and helping behaviours and absence of anxious and fearful behaviour, aggressive behaviour and hyperactivity and inattention.

City of Marion Suburbs below the Australian average of 77% ‘Developmentally on track’

SUBURB	DEVELOPMENTALLY ON TRACK (%)	DIFFERENCE TO AUSTRALIAN AV. (%)	DEVELOPMENTALLY AT RISK (%)	DEVELOPMENTALLY VULNERABLE (%)
Ascot Park	63%	- 15%	18 %	20%
Clovelly Park	65%	- 12%	21%	15%
South Plympton	66%	- 11%	27%	7%
Mitchell Park	67%	- 10%	21%	12%
Glandore	68%	- 10%	14%	19%
Seacombe Gardens/ Sturt	70%	- 7%	14%	16%
Shiedow Park	71%	- 6%	23%	6%



Australian Early Development Census (2018)

LANGUAGE & COGNITIVE SKILLS (SCHOOL BASED)

Children’s basic literacy, advanced literacy, basic numeracy, and interest in literacy, numeracy and memory.

City of Marion Suburbs below the Australian average of 84% ‘Developmentally on track’

SUBURB	DEVELOPMENTALLY ON TRACK (%)	DIFFERENCE TO AUSTRALIAN AV. (%)	DEVELOPMENTALLY AT RISK (%)	DEVELOPMENTALLY VULNERABLE (%)
Morphettville/ Park Holme	78%	- 6%	12%	10%
Clovelly Park	79%	- 5%	21%	0%



Australian Early Development Census (2018)

COMMUNICATION SKILLS & GENERAL KNOWLEDGE

Children’s communication skills and general knowledge based on broad development competencies and skills measured in the school context.

City of Marion Suburbs below the Australian average of 77% ‘Developmentally on track’

SUBURB	DEVELOPMENTALLY ON TRACK (%)	DIFFERENCE TO AUSTRALIAN AV. (%)	DEVELOPMENTALLY AT RISK (%)	DEVELOPMENTALLY VULNERABLE (%)
Clovelly Park	56%	- 21%	15%	29%
South Plympton	68%	- 9%	22%	10%
Glandore	70%	- 7%	16%	14%



Crime – SAPOL reports 2020/2021

SUBURBS WHO EXPERIENCED THE MOST CRIME

Oaklands Park	761
Sheidow Park	641
Edwardstown	341
Mitchell Park	255

SUBURBS THAT EXPERIENCED THE LEAST CRIME

Seacombe Heights	25
Trott Park	27
Seacliff Park	36
Tonsley	36

SOURCE: SAPOL 2020/2021 – includes graffiti, theft, serious assault, property damage etc



Domestic and Family Violence

IN 2019/20 SOUTHERN ADELAIDE DOMESTIC VIOLENCE SERVICE SUPPORTED:

- 6679 clients (3780 women and 2883 children, 799 culturally and linguistically diverse, 938 First Nations clients).
- 9509 people were provided with crisis counselling through DVCL.
- 18,040 callers on the 1800RESPECT line.

9,526 FAMILY & DOMESTIC -RELATED ASSAULTS

South Australian Police reported a significant increase in the number of domestic violence assaults during the height of the state's COVID-19 lockdowns.

9,526 family and domestic-related assaults were reported to police in 2020 compared to 8,587 in 2019, increase of 11%.

60%

of Domestic Violence victims don't go to the police. On average, one woman per week is murdered in Australia by a current or former partner, while one child is killed by a parent almost every fortnight.

ABC News, April 2021

www.abc.net.au/news/2021-04-05/sa-covid-domestic-violence-statistics/100048794

Homelessness

Estimated number of people experiencing homelessness, City of Marion:

206
2011

243
2016

INCREASE OF 5% SEEN NATIONALLY BETWEEN THE 2011 AND 2016 CENSUS



1% of South Australian’s are homeless or at risk of homelessness.

DEMOGRAPHIC BREAKDOWN

40% male | 60% female | 29% children | 24% Aboriginal or Torres Strait Islander
34% experiencing family and domestic violence
29% experiencing mental health issues

SOURCE: SA Housing Authority ‘Future Directions for Homelessness – South Australia’s Homelessness Alliance’ Data from the Australian Institute of Health and Welfare (AIHW).



Food Security

	VERY FOOD INSECURE	LOW FOOD INSECURE	HIGH/MARGINAL FOOD SECURE
Younger adults	✓	✓	
Living in low SES areas	✓	✓	
Lower household incomes	✓	✓	
Students & those unemployed	✓	✓	
Those who reported a negative change in employment since Covid 19 (March 2020)	✓	✓	
Those who are renting (private or through Housing SA)	✓	✓	
Aged 70 and over			✓
High			✓
Retired			✓
No change in their employment status since March			✓
Living in retirement villages			✓

Source: Wellbeing SA’s PHSMS* Food Security Report, June 2020

*Public Health Survey Module System

Overall demand for support increased by 47% (nation-wide).

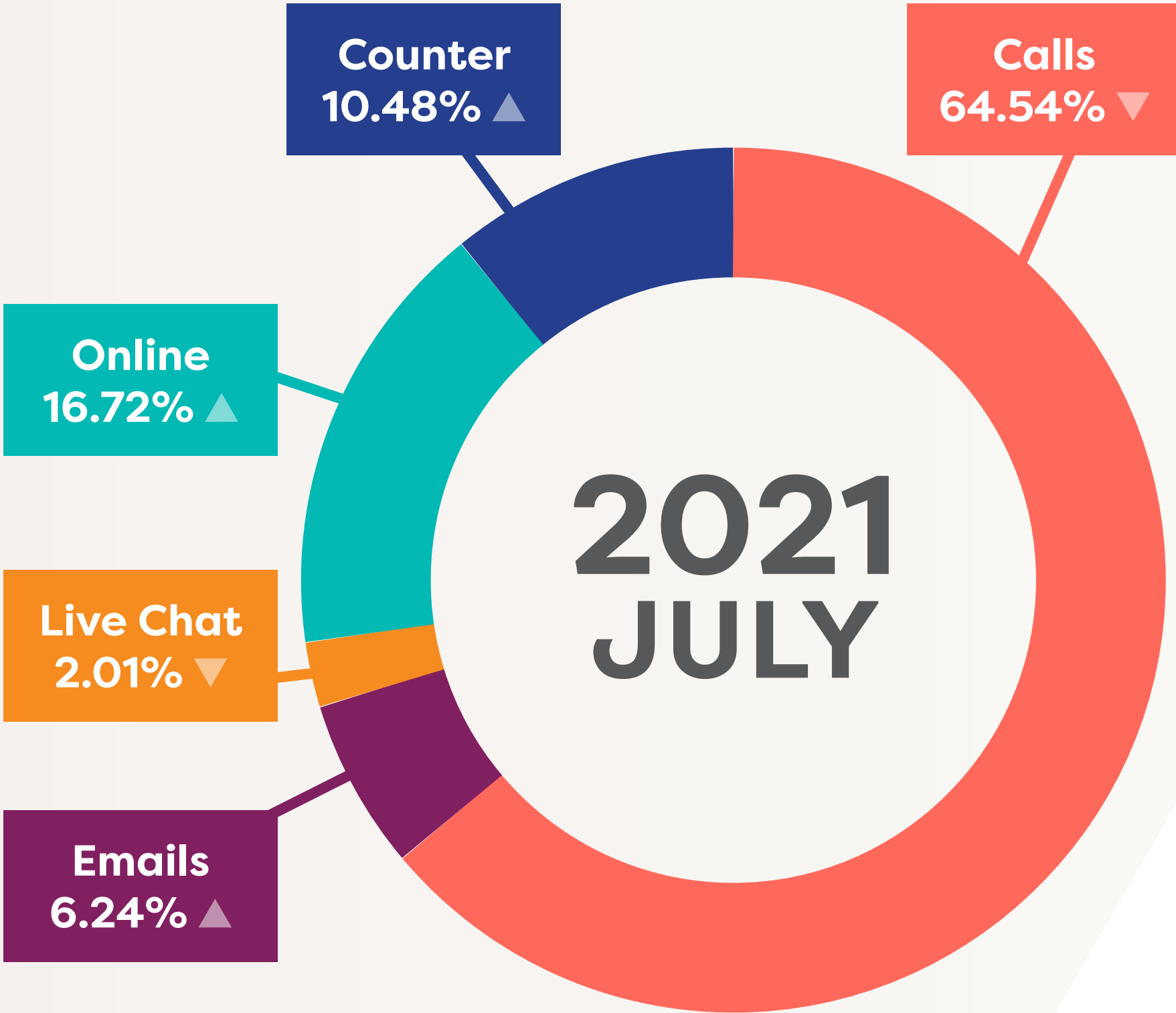
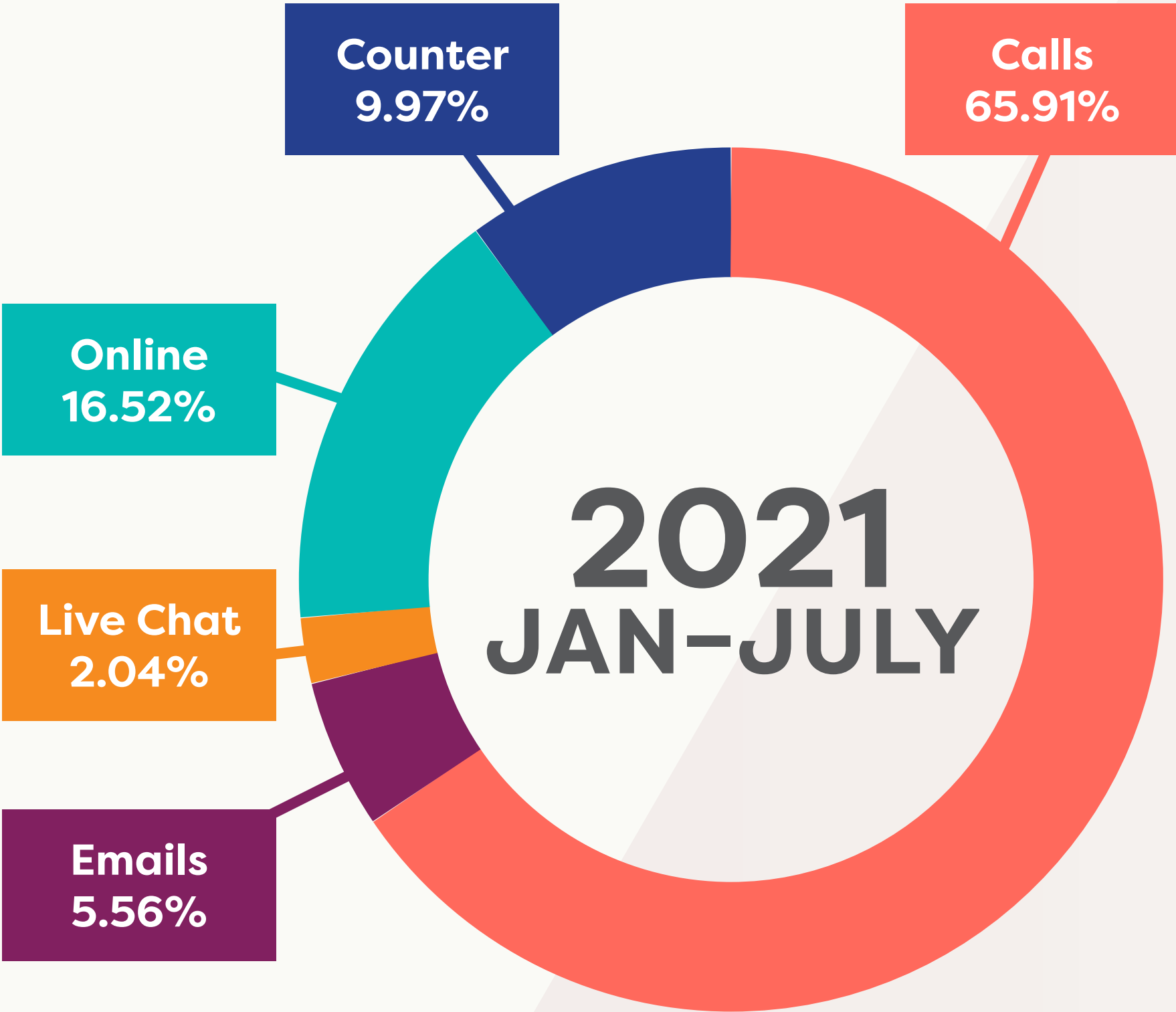
South Australians experience one of the highest levels of food insecurity across the country with 13% of SA experiencing food insecurity in the last 12 months.

- 31% of food insecure people in SA had never experienced food insecurity prior to the COVID-19 Pandemic
- In 2019, 8% of those South Australian residents experiencing food insecurity were seeking relief one time per week, in 2020 this has more than doubled to 19%.
- The 3 main causes of food insecurity in South Australia in 2020: rent/ mortgage payments (52%), unexpected bill or large expense (50%), low income or pension (41%).

Source: Foodbank Hunger Report 2020



Contact Channel of Choice



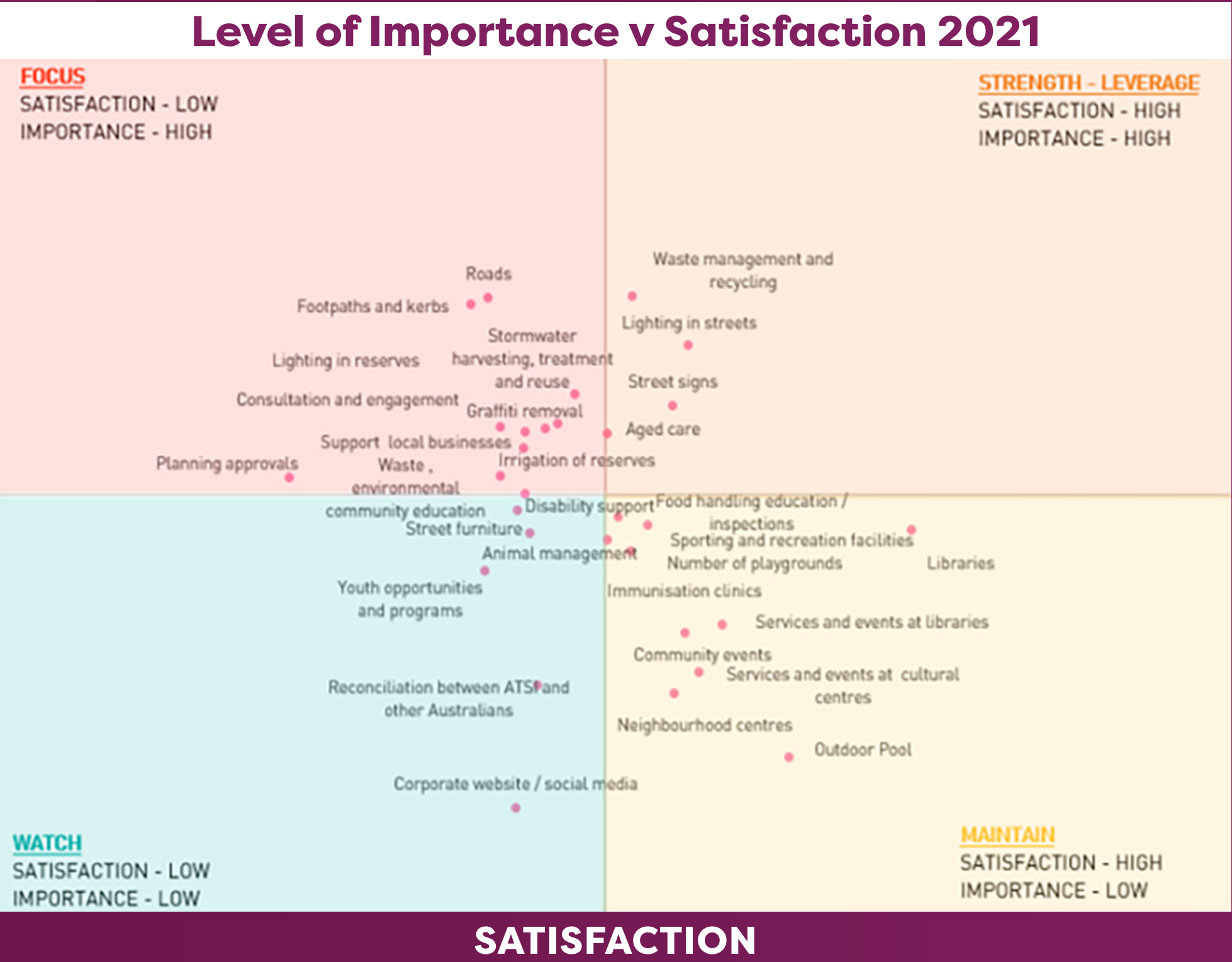
Council Priorities

- Roads
- Footpaths & kerbs
- Stormwater harvesting, treatments and reuse
- Consultation & engagement
- Support local businesses
- Irrigation of reserves
- Lighting in reserves
- Graffiti removal
- planning approvals
- Waste environmental community education

Compared to 2020, Aged care services moved from the focus quadrant to strengths - all services in this section should be maintained to continue to deliver on what matters to the community.

Street furniture (e.g. bins and benches) has dropped in importance and satisfaction level compared to 2020 and moved out of the strengths section.

IMPORTANCE



*The cross section was determined by the overall average importance and overall average satisfaction. Therefore, all placings within the quadrants are relative to each other. 'Low' does not necessarily mean low satisfaction only lower than the other variables tested.



Community Engagement

► **SNAPSHOT
JUNE 2021**

We received a significant improvement from 2019 survey from 651 to 1944 respondents in 2021



PRIORITIES

- Average importance of services remains relatively unchanged
- Libraries, outdoor pool have the highest satisfaction
- Highest priorities are roads, footpaths, animal management, waste management and planning
- We are now sharing data with the organisation and preparing a close the loop with community.



Overall community satisfaction rating for council services 2021 results are in with a focus on roads, animal management and planning.

We want to share with business, to inform community service level expectations and strategic communications.



Use *Engagement Spectrum* to identify type of engagement





LEVEL OF
ENGAGEMENT

TYPE OF
ENGAGEMENT

ENGAGEMENT
DESCRIPTION

WHEN SHOULD
YOU USE
THIS TYPE OF
ENGAGEMENT?

WHO SHOULD
YOU INVOLVE?

				
	INFORM	CONSULT	INVOLVE	COLLABORATE
	Here's what's happening and why	Here are some options, what do you think?	Here's a problem, what ideas do you have to solve it?	Let's work together to solve this problem
	When there is no opportunity for the stakeholders to influence the decision	When stakeholders care about the decision to be made and there may be options	When there is a high level of interest in the decision and there are a range of options	When we want to partner with our stakeholders in the decision making process
	Community Engagement Coordinator			
	Communications Team			



Is it us? Is it you?
We want our
relationship to
work.
For the sake of
the city.
Let's talk.
Will you?

Marion 100

.....

An event that pulls together
100 people representative
of the population to have a
conversation about how the
Council can better involve its
residents and ratepayers in
the decisions it makes.



IMPROVEMENT FOCUS 1

Community survey results delivered to business to enhance data driven decision making using voice of community.

IMPROVEMENT FOCUS 2

Engagement Framework Review to reconnect with communities and refresh the way we engage, enhancing representative feedback for Chamber.

IMPROVEMENT FOCUS 3

Increased internal rigour and resourcing to support strategic community engagement and communications activities.

**Ensure SA Community Engagement Charter considered in Policy once known*

www.makingmarion.com.au



Workshops

Case Study Community Engagement Facilitated by Becky Hirst

Context

Workshop to explore how would you conduct the consultation

Who would you involve?

How would you ensure engagement was effective and successful?

What would stop people getting involved?



8.2 CRM Project Update

Report Reference	SASC211005R8.2
Originating Officer	Senior Project Manager – Matthew Ielasi
Corporate Manager	N/A
General Manager	General Manager Corporate Services - Sorana Dinmore

REPORT OBJECTIVE

The objective of this report is to provide an update on the progress of the Customer Relationship Management (CRM) project to the Committee

DISCUSSION

The presentation to the Committee will cover:

- Delivery plan
- Elements of implementation
- Key features
- Benefits for the customer
- Demonstration

SPEAKERS

Matthew Ielasi – Senior Project Manager
Nathan Leverington - Ennovate

ATTACHMENTS

1. CRM Project Update Asset & Sustainability 211005 [8.2.1 - 7 pages]



Digital Transformation

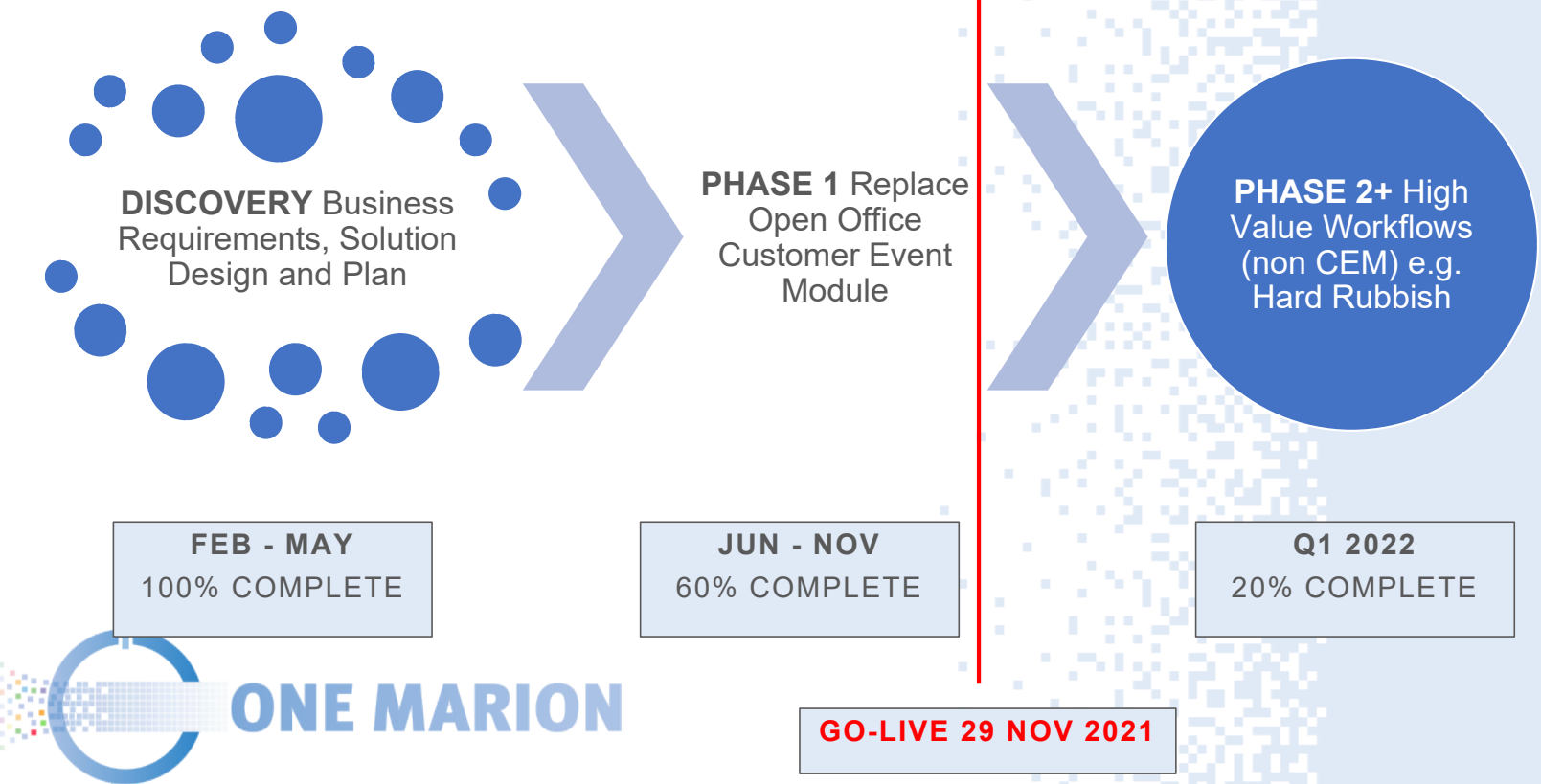
SINGLE VIEW OF THE CUSTOMER

Having a single view of each customer and their interactions with us enables us to deliver a more personalised service and improved query resolution.

Asset & Sustainability Committee
5 October 2021



Delivery plan



Key elements of the CRM implementation

- ❖ Salesforce CRM platform
- ❖ CFSuite workflow - implementation partner (Ennovative)
- ❖ Proven solution implemented at 10 LGAs (including Tea Tree Gully)
- ❖ On track for Go Live on **29 November 2021**.
- ❖ Hard waste solution subject to a separate implementation soon after go-live (Q1 2022 TBC).



Key features for community

- ❖ Lodge requests 24/7 via portal on CoM website
- ❖ Simple customer request type search
- ❖ Map view to identify location & see other requests logged
- ❖ Notifications as request progresses (via SMS or e-mail)
- ❖ History of interactions with council



Key benefits for customer

- ❖ Decreased turnaround time
- ❖ Increased customer satisfaction
- ❖ Improved complain resolution time
- ❖ Increased visibility of all requests
- ❖ Increased first contact resolution
- ❖ More personalised service
- ❖ More customer



Demonstration



Questions



9 Reports for Noting

9.1 Aged Care Services - Fee Payment Update

Report Reference	SASC211005R9.1
Originating Officer	Team Leader Positive Ageing and Inclusion – Rima Sallis
Corporate Manager	Acting Manager Community Connections – Jaimie Thwaites
General Manager	General Manager City Services - Tony Lines

REPORT OBJECTIVE

To provide an update about the Fee Payments for services received from Positive Ageing and Inclusion.

EXECUTIVE SUMMARY

The community has 5 different payment options for services received from Positive Ageing and Inclusion.

RECOMMENDATION

That the Asset and Sustainability Committee:

1. **Notes the report.**

DISCUSSION

The City of Marion receives funding from the Australian Government, Department of Health to provide services and activities for residents to support their independence, wellbeing, and social connections. The funded program is the Commonwealth Home Support Programme (CHSP) delivered by the Positive Ageing and Inclusion Team (PAI).

Services are delivered in home, in the community or at a centre by staff, volunteers or by a Contract Panel which is several agencies who have successfully tendered to deliver services.

Due to the Covid – 19 pandemic it became necessary to collect service fees in a non-contact way to ensure the health and safety of residents, workers, and volunteers. Working with various City of Marion departments, the PAI team and software provider developed and implemented electronic options to enable clients to pay fees. This change originally caused some community members concern however with further options available residents have found an option that suits them.

Available Options:

1. Direct Debit – a monthly invoice is received for record purposes only, no additional action required.
2. BPAY – the invoice will show the full amount due, unique reference numbers to be included in the online payment.
3. Credit Card – phone the team during business hours (Monday to Friday between 8.30 AM and 5.00 PM).
4. Cheque – tear off the remittance section of the invoice to be included with payment to PO Box 21, Oaklands Park SA 5046.

5. Cash – invoice to be paid at City of Marion Administration Building 245 Sturt Rd, Sturt or at one Neighbourhood Centres.

Client payment preferences in 2020/21

The table below is the number of clients and preferred payment options for Direct Debit, BPAY, Cheque, Credit Card and Cash.

Direct Debit	435
BPAY	291
EFT (type of BPAY)	1083
Credit Card	6
Cheque	49
Money Order (type of Cheque)	2
Cash	178

ATTACHMENTS

Nil

10 Other Business**11 Meeting Closure**

The meeting shall conclude on or before 9.30pm unless there is a specific motion adopted at the meeting to continue beyond that time.