



# Workshop Program

**Tuesday 14 February 2017 commencing at 6.15pm**

Reception Room, Civic Centre, 128 Prospect Road, Prospect

**Workshop Chair: Cate Hart, Chief Executive Officer**

## Workshop Opening

- Apologies
- On Leave

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## Workshop Guidelines

The following details provide an overview of the procedures to be observed:

1. The Workshop will be held on the first and second Tuesday of each month, other than January of each year, between the hours of 6.15pm and 9.30pm (commencing with a light meal for elected members and staff), for the term of the Council or until the Council determines to discontinue the Workshop structure.
2. The need for extraordinary Workshops will be assessed and determined by the CEO.
3. The Workshops will be held in the Reception Room, Civic Centre, 128 Prospect Road, Prospect SA 5082.
4. The time, date and location may be subject to change by the CEO where necessary.
5. The Workshops will be open to the public and media. Notice of a Workshop and the program for a Workshop is to be placed on the Council's website.
6. A confidentiality declaration may be determined by either the Council or CEO in accordance with Council's Informal Gatherings Policy.
7. No decisions will be made at the Workshops. There will be the opportunity for discussion and questions and answers only, and the provision of guidance to the Administration.
8. The CEO or proxy will convene and chair the Workshop to ensure the smooth running of the meeting. The proxy will be determined by the CEO on a needs basis.
9. All Elected Members will be encouraged to attend.
10. The CEO will ensure the Program and papers for the Workshop, which will include Agenda items for the following Council Meeting, will be provided to members by the Friday preceding the Workshop to allow time for members to read the reports and prepare their questions prior to the Workshop.
11. Notes will be made of the general issues and items covered by the Workshop, given that no decisions can be made, and distributed to Elected Members for information.
12. The format for the Workshop may vary on a meeting by meeting basis and could include training, planning, presentations, and discussions.
13. The format for the Workshop will be determined by the CEO.
14. External parties may make Presentations/deputations to the Workshop, subject to prior agreement by the CEO.
15. Elected Members, employees and consultants will be required to disclose any financial and/or conflicts of interest in matters to be discussed. The disclosure of such interest and participation in the Workshop will need to be made as if the matter was considered in accordance with the Local Government Act 1999. A record of the disclosures of interest will be made and maintained by the CEO.

## Workshop Protocol

The protocols are a set of guiding principles that aim to achieving enhanced, meaningful engagement of members and to facilitate an equal and equitable participation of all members.

The individual members commitment to active listening and disciplined talking, displaying both courtesy and respect to other members is paramount.

1. The Chair ensures that every members' input is heard and not overlooked or lost, and will enforce a limit on speakers' time when it is best required.
2. No rank and/or officer position of administrative or governance authority recognised within the workshop (except for the Chair), and protocols are enforced when deemed necessary.
3. Members and staff are to be addressed by their first name and not by their title of office they hold.
4. Discussion must be focussed on the issues and matters being the subject of discussion.
5. One member speaking at a time is a right, and must be enjoyed by all members.
6. Interrupting another member speaking is not desired and members are encouraged to exercise restraint for the benefit of all concerned. Equally, there should be no dialogue between members and person(s) in the gallery that interrupts the workshop discussion.
7. No ridicule, blame or shame to be expressed and/or exchanged during the workshop and care should always be taken with the words used in debate.
8. Problems and solution expressed by members are a healthy part of the discussion and may lead to positive outcomes, and should not be frowned upon but rather encouraged.
9. Although it is not a decision-making forum, it is an important part of ensuring a well-informed and enhanced decision-making process for Council.
10. The imperatives for a successful conduct of these workshops are that all members need to work together, displaying courtesy and respect to each other.

It is important that all members recognise the above list of protocols is not about rules; protocols are a set of guiding principles that are agreed on and committed to by all participating members.

# Notes from previous workshop

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## Notes from Workshop 07/02/2017

**Chair:** Cate Hart, Chief Executive Officer

**Present:** K Barnett, T Evans, A De Backer, A Harris, M Standen, M Lee, M Groote, M Larwood

**Apologies:** D O'Loughlin

Notes from previous workshop held on 10/01/2017

- Taken as read.

### 1. Charles Cane & George Whittle Precinct Master Plan

Greg Georgopoulos and Gene Fong introduced the item for discussion with a short overview of Council's draft Open Space Strategy as the umbrella document for the Master Plan, discussing the strategy alignment and future direction, highlighting the process of community engagement, leading to the current draft version. The draft Open Space Strategy will be the subject of a separate information briefing and workshop in March 2017.

Consultants Nicole Halsey (URPS) & Tim Conybeare (ASPECT Studio) were in attendance, outlining the plan focus and providing a overview of the community engagements undertaken including workshops, stakeholder meetings e.g. sporting clubs, Office of Recreation & Sports, speaking directly with site users (e.g. skaters) and the facilitation of a Community Day.

An example of the information sort from community members included:

- How sites are currently used if they do use them?
- What does the future hold?
- What works well and what doesn't?
- What amenities/facilities would people like to see?

Engagement Outcomes included:

Charles Cane - Devonport Terrace: improve safety and bike access, increase links to East/West, train stations and pedestrian connectivity on Churchill Road particularly Belford Ave intersection. Aim to improve community assets and increase unstructured activities.

George Whittle – maintain youth focus as a 'pocket park', improve connectivity, particularly to Devonport Terrace. Acknowledge it is landlocked, identified all development options will require significant amenities upgrade.

Elected Member comments and questions included:

#### **Charles Cane Reserve:**

- There is no information at either site about the park namesakes
- Would it be possible for the Cricket Club to use the Blackfriars Oval?
- Devonport Terrace is disjointed, there is nothing to connect it, railway stations have no information about how to get to the parks, including bike paths, a clear lack of signage
- The reserve accommodates sports which require setback in case of balls flying around – not keen to see the pitch areas moved closer to adjoining roads/future childrens play area - there is a minimum 5 metre offset zone for sports but we may need to be implementing fencing
- Did consultation get a sense of where the visitors are coming from (travelling)? - Most on the community day walked to Charles Cane, most are daily/weekly users, many will spectate active sport
- Did you think about closing Devonport Terrace off to increase the pedestrian access behind Charles Cane? - We are putting a bid forward for 2017/2018 to do a discovery project on this.
- Toilet access is problematic at Charles Cane, have we looked at that? - Yes we considered 24 hour retrospect fit out with community consultation identifying this as an area for improvement

### **George Whittle Reserve:**

- The neighboring shop site, are there opportunities for further connective development?
- Why do we call the site a reserve versus a park? Old fashioned.
- The skate park opposite the Bowden development is a popular night time active zone due to lighting, what was raised about the George Whittle site and lighting? - Low level lighting to allow night activation is probable due to future residential development; discussion has started surrounding Councils plans so developers are able to inform potential customers of the future environment.
- We talked about George Whittle having a thoroughfare, knowing there is no land available, has this been considered? - No.

### **General discussion:**

- Does the Open Space Strategy include all the Ovals Strategic Plans e.g. Prospect Oval, Broadview Oval?
- Have you started to develop a proposed budget for these two reserves? - Have met with the Places for People funding body.
- Will the total proposed projects from the master plan be delivered for Councils consideration in total, including long term financial impacts? When will we get the 15 year timeline for reserve upgrades? - We will show the projects for each park, including forecasted budgets at the workshop of 14 March.
- We have a master plan for the Broadview Oval that is 3 years old and nothing has happened, so we need to ensure we don't get peoples hopes up in terms of delivering the proposals.
- Why was this considered before Broadview Oval for the Places for People funding? - We took advice from the funding body who explained that this is more desirable. We are planning improvements for Broadview Oval in the budget process, including a steering committee, a partnership with Tennis SA and other interested parties.
- I think it is important to be 'project ready' for funding opportunities.
- What does 'junior equipment' mean? Charles Cane sculpture always has people of all ages climbing over it.
- I would like to see all the open space/master planning projects as a Gantt chart with clear deadlines which are met.

## **2. Proposed Motions for LGA Ordinary General Meeting**

Cate Hart spoke about the proposed changes to LGA motions and how they are put, the use of staff resources within the LGA and that Lorraine Rosenberg, LGA President spoke to a recent metropolitan local government group meeting about the possible introduction of a 'screening process' for motions from metropolitan councils to ensure that matters raised are of the concern to a broader number of member Council's rather than being too specific.

The workshop attendees received an update on the progress of Council's successful motions from the AGM in October 2016.

### Elected Member comments and questions included:

- Propose another NOM to revisit the small bar venues licensing.
- Look at the 'red tape' blocking people from securing jobs in this area?
- With reference to the Breastfeeding Policy, why can't we use what other councils already have? City of Prospect has a clause in the Enterprise Agreement. Breastfeeding Policy –can we develop a policy based on this which can include elected members and hand it out? There is no reason why the LGA needs R&D Scheme funding for this.
- Concerned on how the LGA are dealing with Establishing Local Treaties.

Cate advised that she will provide direct feedback to Matt Pinnegar on the handling of the resolutions. Cate will further consider putting briefing notes together for the OGM in April for the voting delegate to raise the concern about the 'standard' LGA response to motions which rely on seeking funding from the R & D Scheme and will inform Matt Pinnegar so he will have the an opportunity to respond.

### **Suggested Notices of Motion included:**

- “The LGA to undertake a public campaign to positively influence the State Government in amending the Liquor Licensing regulations to deregulate small bar licenses across SA and is so doing refute the current rhetoric of supporting the CBD in this regard”
- “The LGA partner with the Electoral Commission to pilot electronic voting in the 2018 Local Government elections with a metropolitan and regional Council”

### **3. Communications Strategy**

Chris Newby & Jane Miller (Insource Marketing) presented the draft Communications Strategy as an engagement tool versus a marketing tool. The recent adoption of Council's Strategic Plan has provided the opportunity to revisit the Communications Strategy allowing it to be aligned with Council's longer term vision.

An implementation plan is included, outlining the progress within our organization to adopt the fundamentals of the Strategy including the redesign of the magazine, new websites implemented and refreshed corporate branding.

#### Elected Member comments and questions included:

- Why do we still have the 'Live Work Play' tag line? Prospect's identity is vital. Tag line is very important to be able to sell us as a destination. This is too closely aligned to mars bars.
- It is aligned with the Network Prospect? Yes
- If the Strategy is for the whole organisation it needs to include the Elected Members.
- In terms of our brands, will we continue to maintain different fonts etc.? There is a difference between brands and treatments, we think that we can still maintain an individual approach.
- Does that mean each of those events would have a separate website and Facebook page? - The Strategy should help us increase recognition. Is there a preference to see uniformity?
- Why wouldn't we go digital by default? - Some have a preference for print/hard copy, there are instances where we do not use digital e.g. park signage, softening to digital by preference gives us the opportunity to choose our delivery mode dependent on external influences.
- What is the reach of the Magazine? What is our thinking of the future magazine as a prescribed facility? - We do not identify a significant cost saving from shifting to digital, perhaps time savings.
- Is the budgeted amount for the magazine only for printing & delivery? - There is also design as the layout is outsourced.
- We could say that if you opt into the digital magazine we will not deliver to your house? - Yes
- That may be dangerous as the cost of printing may increase to the point of costs being too high.
- Can you hyperlink a pdf copy? - Yes, we could look at a digital version to allow for view options.
- I like the magazine as a pdf, keep it as it is, it collates everything we do over 3 months we can't get that anywhere else.
- If the magazine was digital readers could click-through articles and we would then have rate metrics on favoured information - all newspapers do this, including Fairfax. We are behind the 8 ball.
- I am concerned about staff skills, was the Communications Strategy developed internally? I would not like to see people reworking another template and wasting time.
- We need to have tight branding. Social Media feedback branding to be more genteel, click-through rates are important.
- The Messenger is moving to collection points away from delivery, we could consider this; we should inform the community of the proposed changes before they happen; I do not like some of the digital mags having to fiddle with the layout (size etc.).
- We could do subtle links in branding e.g. powered by..., Touriffic lead in was well delivered; we need to the ability to segment our market accurately to deliver what our community wants (currently it is all or nothing), we should target our communications based on what people are interested in, use a process to capture peoples interests so we can deliver relevant information - Council needs a CRM to centralise relationships that will connect/relate

interactions and identify peoples preferences and interests. Some Councils use a database versus a request/activity based system to ensure information is linked.

- External stakeholders are critical, not just those already here but attracting others; you can create an application to capture those that attend events that may not live here.
- In your experience which Councils are doing communications well? - There is an award that is given out to communications professionals each year and we can follow up which Councils have been recognised.
- I hope the magazine still comes out in print; but can we update our statistical profile (ABS 2011)?
- Can we bump posts to get attention? Perhaps we can offer other alternatives.

#### 4. Business Economic Development Update

Chris Hannaford & Jennifer Uebergang updated the attendees on the current status of the City of Prospect business environment with a overview of what is happening in respect to business development.

Prospect is entering a growth phase of new businesses (2.4% increase in in new business start ups). Many other Councils are stable or reducing. Growth began in 2013 which is deemed to be connected to the roll out of the NBN.

The City's vacant tenancies rate is close to 3% now – this is a reduction to Sept 2016 when it was 4.67%.

We are proposing to update the current digital strategy and establish a business leaders group with our leading employers. The top 10% of businesses equate to approx.180 businesses of which we see 20-30 businesses being key to leading opportunity in our City.

The funding available through the Commonwealth for Smart Cities (\$50m over 2 years) is providing an opportunity to work in collaboration with the University of Adelaide and a number of other councils on a proposal for Connected Parks- this aligns to a business unit of the University and will assist Council in further developing its open space.

##### Elected Member comments and questions included:

- The growth is relative even though we are small; the Network Prospect gatherings show the SME's are looking for a champion;
- Is there a definition of new business? – People who set up an ABN, filtering trusts etc. We have just received a new dataset but have not at this time evaluated it.
- Are there any opportunities to secure funding?
- Will those that move into the area be picked up as a start up? – Yes
- I disagree with the proposition that businesses must employ more than 5 people in order to be in the Business Leaders Group - we should include sole traders as 68% of Prospect businesses are sole traders or employ less than 5 people; it's not just about big business, the opportunity is focussing on micro business, no one is doing that – Network Prospect is the platform to do that.
- Why is North East Road not in the data?
- The Communications Team being here earlier, will the Wi-Fi symbol with Hearts appeal to everyone?
- Consider partnerships with Universities versus us doing everything ourselves
- Do we have a 12 month calendar for businesses meetings etc.? - Yes it is in progress
- Is there any activity with the Eastern Region Alliance Group? - Yes there has been some recent activity.
- I am not wedded to working with ERA based on history and whether they may hold us back, most ERA Councils were not interested in the digital projects, I think we should look at other opportunities. - We have other relationships/connections throughout the sector.
- I am concerned about the proposal for funding through the Smart Cities funding program for Connected Parks –staff have ignored the body of work with the booking system partnership which was presented to other councils as a new initiative and which still hasn't been delivered. Was this considered in the meeting with the University? - No it was not raised, the funding application has not been written at this time, and it can be included as this is a first cut of an idea, staff will look at the booking system being incorporated in the project scope if possible to align with the proposed app for connected parks.

Proposed Next Steps:

- Establish a Prospect Business Leaders Group
- Revitalise the Prospect Road Traders Group
- Continue with Network Prospect.
- Update: Next Generation Digital Economy Strategy 2014-2018, via Smart City / Intelligent Communities Framework.
- Apply for funding from Commonwealth Smart City and Suburbs Program
- Apply for funding from Commonwealth Incubator Program

Workshop closed at 9.35pm

## Workshop Items

### 1 CRM Presentation and Training

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**Responsible Director:** Greg Georgopoulos – Director Infrastructure, Assets & Environment / Director Ginny Moon – Director Corporate Services

**Expected Duration:** 60 minutes

**Presented by:** Nick Sklavos (Contract Business Analyst)

The overall Customer Request Management (CRM) application facilitates the full lifecycle of a Customer Request from initiation, workflow and finalisation to support Council operations across different business units.

This session will provide Elected Members with a general understanding of the CRM application and its functions relating to the communication between staff and customers and a training demonstration on how to lodge a CRM request.

**Attachments:** Nil

### 2 North Adelaide Cricket Club – Lehmann Academy

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**Responsible Director:** Greg Georgopoulos, Director Infrastructure Assets & Environment

**Expected Duration:** 30 minutes

**Presented by:** Lesley Golley, Property Officer

The majority of leases and licences over community facilities have lapsed. Before offering new Agreements, Elected Members will need to adopt a new Leasing and Licencing Policy in the context of Community Land Management Plans, various Master Plans and asset management commitments to serviceability.

This also presents an opportunity to start a robust discussion around the future of specific assets and what Council's vision is for the future.

**Attachments:** Nil

### 3 Waste Tender Update

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**Responsible Director:** Greg Georgopoulos  
**Expected Duration:** 30 minutes  
**Presented by:** Anders Bogdanowicz and Chris Brideson

This update is to inform Council of the status of the Waste Tender review process. Council went to market in an open tender on 15 November 2016. The tender closed on 12 December 2016. 8 tenders were received of which 6 were conforming and 2 were non-conforming. The tenders were all of a high standard, however 2 tenderers were stand outs due to their commitment to innovation throughout the life of the contract, while still delivering a cost competitive service.

**Attachments:** Nil

### 4 CLIC – What’s in? What are the priorities?

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**Responsible Director:** Nathan Cunningham  
**Expected Duration:** 120 minutes  
**Presented by:** Nathan Cunningham and Brendan Lott

The discussion is to include input from key Council staff as subject matter experts: Liz Gunn (Community Engagement Officer), Melissa O’Kelley (Senior Library Officer), Tara Lee (Digital Literacy Coordinator) and Carolyn Ramsey (Art/ Gallery representative).

A facilitated discussion is proposed which will focus upon the key services to be made available within the new Community Hub, Library and Innovation Centre (CLIC). It is proposed to use the potential inclusions covered in the LibrariesAlive report adopted in 2015, whilst also considering what Elected Members and staff saw on the various Library and Community space tours in early 2016 and having an understanding of existing space and service allocations.

*Note:* this discussion is designed to focus on priority services to be provided in the new centre, to start to articulate the key elements and should touch on the whether certain spaces can be multi-use or shared. A subsequent workshop with a design consultant or architect will occur which will look at the internal operation, interrelationships between components and potential flow of the facility once that consultant is engaged. Engagement of that consultant will be informed by the prioritisation session.

The LibrariesAlive (***Library Services to the Future Project***) - Final Report 2015 was distributed in recent weeks for pre-reading and a report related to European libraries was also distributed to assist in setting the scene. The LibrariesAlive report indicated a range of possible functions to include within the new facility:

Function
Collection <ul style="list-style-type: none"> <li>• Books</li> <li>• Periodicals</li> <li>• Non-print (DVDs, CD, audio)</li> <li>• Digital resources</li> </ul>
Public access computers (10)
Seating for 140 people <ul style="list-style-type: none"> <li>• Desks</li> <li>• Lounge seating</li> <li>• Group study</li> </ul>
Service desk
Browsing, displays, information
Newspapers & magazines
Children's story telling
Toy library
Young adult area
Games & digital media
Specialist area: local & family history; digitisation
Storage, archival, conservation
Technology training room
Staff work, lunch, lockers
Work area storage
Circulation (foyer, lobby, corridors)
Parenting room
Toilets, cleaners
Plant equipment, maintenance
Secure server room
Copiers, printers, scanners
Goods delivery, rubbish, general store
Café & community kitchen
Community services (flexible space)
Gallery <ul style="list-style-type: none"> <li>• Exhibition space</li> <li>• Storage space</li> </ul>
Meeting room (60 people)

**Attachments:** Nil

## **Future Workshop and Council Agenda Items**

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**Members may seek advice as to the purpose, or intended resolutions planned for the next Council meeting. These items are subject to change.**

### **Council Meeting 28/02/2017**

- Code of Practice - Meeting Procedures Review
- Conference Opportunities - Elected Members - Affordable Housing Australia
- MOU with Walkerville Council for master planning
- Australian Local Government Association National Congress 2017 Voting Delegate
- CLIC Update
- Second Budget Review
- 2017 LGA OGM Notices of Motion & Appointment of Delegates

### **Council Workshop 07/03/2017**

- Future Workshop Topics
- Tourrific Prospect Debrief
- New Broadview Oval Event Development of Objectives & Expectations
- Urban Corridor Zone Design Review DPA
- Long Term Financial Plan - Focus Group Feedback

### **Council Workshop 14/03/2017**

- Resident Satisfaction Survey
- Innovation Project
- Open Space Strategy

### **Council Workshop 21/03/2017**

- CLIC Partnership - Developer Expression of Interest