

Workshop Program

Tuesday 11 September 2018 commencing at the conclusion of the Special Council Meeting

Prospect Town Hall, 126 Prospect Road, Prospect

Workshop Chair: Cate Hart, Chief Executive Officer

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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

Notes from Workshop 04/09/2018

Chair: Cate Hart, Chief Executive Officer

Present: D O'Loughlin, K Barnett, A De Backer, A Harris, M Standen, M Lee, M Larwood

Apologies: M Groote, T Evans

Notes from previous workshop held on 14/08/2018

- Taken as read.

1. 2018 Prospect Spring Fair Update

Nathan Cunningham introduced Grace Coy to present an overview on the ideas and plans for the Prospect Spring Fair held to be held at Broadview Oval on Saturday 27 October 2018. Grace provided an update on the layout, themes, stallholder engagement and changes for the event, based on feedback from last year.

Questions and Comments from Elected Members

- What was the feedback from the sporting clubs regarding last year's event? *This year the intention is to have an area with current members exhibiting what they do/ offer which supports the sport zones of the event.*
- Could the clubs promote other services they do? *Yes this is being encouraged, eg. Broadview Football Club will be running a bar from under the veranda and canteen.*
- A solution for car parking this year can be to promote cycling for active travel. Another suggestion is to use the public tennis courts for valet bike parking. *Cycling and active travel can be campaigned.*
- At last year's event there was a shortage of disabled parking, can this be resolved? *Last year disabled parking was available, however signage was minimal so the areas weren't broadly promoted, however this can be better managed for the event.*
- Can a blackboard timetable be installed to promote the Sports Zone? *Yes this can be introduced.*
- Can AirDrop technology be used for promotion? *Yes this can be explored further.*
- Is the car show present this year? *No, The Rotary Club are not doing the car display or health displays due to unavailability, but are likely to return in 2019.*
- The Events Team worked with Neighbourhood Watch last year to distribute information, can this be undertaken for the areas of Windsor Gardens and Manningham? *That zone is believed to be part of the Neighbourhood Watch area and will be confirmed with them as its ideal to go beyond Council boundaries.*
- Is there room for cross promotion of the event? *Yes, cross promotion has been undertaken eg. with social media and newsletter distribution.*
- Are stall holders being encouraged to promote the event? *Yes this is a requirement within their contracts.*
- None of the primary schools are on the community consultation list. *The list provided is who have been spoken to already. All of the schools receive information and this can be followed up directly with an invitation to participate.*
- We want to attract people to the event and due to the large amount of space we now have at Broadview Oval can we showcase more rides? This has potential to raise the profile and promotion. *This year's event has the same rides as last, plus one brand new ride, we'll ensure to activate other spaces as more stallholders are already registered.*
- Will the hill area be empty this year and can the carpark be available? *The hill area will be kept clear, but used for toilets and waste management. This area will be used for*

parking for the performers and volunteers, but total numbers can be looked at to determine if additional visitor spaces can be made available.

The CEO made reference to an Elected Member request for a stall application to undertake election campaigning at the Spring Fair. The CEO requested feedback from Elected Members to determine whether it was appropriate to undertake this during Caretaker Period. The general consensus was that it was valuable to have representation and promote Council election involvement. Cate will follow up and advise Councillors of the final position.

2. Facilities Booking System

Chris Hannaford introduced Daniel McCullen, the Co-Founder of SpacetoCo to provide a presentation on Council's Digital Transformation Initiative pilot project. City of Prospect is proposing to undertake a trial with spacetoCo over the next six months to evaluate five existing facility booking systems. At a minimum, booking systems are required for council parks, public spaces and CLIC, as currently the system has no online capacity. Daniel provided a demonstration of the spacetoCo software, presented supporting case studies and outlined the key points of the facilities booking system to develop a solution for City of Prospect.

Questions and Comments from Elected Members

- Do many people book the parks in our Prospect area? *Currently there is no online booking mechanism, however there is desire to have a technological system. Presently City of Prospect is the only council who doesn't charge a fee for exclusive use, hence we'd like to trial a pilot project.*
- If a space is booked and charged for exclusivity, does the area need to be patrolled? *Council's General Inspectors would patrol to confirm the area has been booked.*
- Can the Nailsworth Hall be used as the pilot area instead? *The hall is already heavily used by Council and community groups, so the proposed trial is for the parks and popular spaces.*
- There is a confrontational element to booking open spaces which presents challenges even if the park is booked. *Acknowledged and noted.*
- Can a noticeboard be used to advise of the booking timetable? *That is an option, however there will be clear signage and general inspector enforcement which will be trialed for six months.*
- Is there an opportunity to educate and promote the change of using the space? *Yes this can be explored.*
- When using the spacetoCo software, if a space is booked and it is unavailable - is the calendar date greyed out? *Yes.*
- What analytic reporting would be received from the software? *A facilities and occupancy report is sent and updated weekly. Customer feedback and financial reporting is also provided.*
- Can the 'date availability' system be colour coded? *Each space has its own landing page with its own availability which can modify the availability. There are several other growth strategies being explored for rollout including viewtech tv which is an embedded 3d video.*
- The spacetoCo model works based on income, however City of Prospect currently doesn't charge transactions. How will the software work with this environment? *In the trial a moderate fee will be introduced, this will be provisional during the six month pilot project. There are other methodologies that are currently being explored, but at this stage it's small steps.*
- Will there be discounts in the booking system facility? *This will be a policy decision, however discounts can be explored for schools and not for profits organisations. However other businesses and events there will be a reasonable charge, such as other councils.*

- Is there an API in the software? *There is no API, however that will be included in a future roadmap.*
- What info will be shared? *A CSV export can be offered, a future suggestion is to sync calendars for two-way function.*
- Are there plans to build a white label plan? *Not at this stage.*
- How can people who do not use technology navigate the software and make a booking? *There are options for live chat, direct phone calls or customers can visit Council in person.*
- Does the software have an app? *Not officially, but there is software that can act as an app.*
- One of the objectives to utilise this software was to develop economic development within the community, are there plans for that? *Yes there is a current feature called 'hire items' which are several add-ons to the booking facility which is currently being trialed.*
- Can a matrix be provided of two different services for comparison? *If Council obtains the grant, an evaluation can be undertaken of this system and others.*
- If bookings are made and paid for, how can additional charges be applied? *The app messaging service can be used to ask questions before any bookings are made.*
- What's is the point of difference for SpacetoCo? *Live availability, easy book and pay capacity, one click cancellations, discount codes, hire items and additional questions has been introduced as a new feature; this has been developed specifically for the marketplace, to ensure the user end is made as simple as possible.*
- Is there opportunity to have trigger mechanisms in the software? *Yes this is a possible feature, ultimately the officer has the approval sign off which can enable internal procedures.*

Next Steps

- A Council Report will be brought to the September Council Meeting.

3. Draft Information Technology Strategic Plan 2018 – 2021 + Demo Portal

George Pajak presented the Draft Information Technology Strategy. The Information Technology Strategy 2018-2021 combines previous IT-related strategic reviews with City of Prospect's strategic goals and the Intelligent Community Forum (ICF).

George provided an overview of the strategy, including the themes identified in previous reviews and priorities for the next three years.

A demonstration of the new Community Portal was given at the end of the presentation, with discussion and feedback provided by Elected Members.

Questions and Comments from Elected Members

- Is there scope for additional resourcing of software? *Staff will be formally trained in different functional areas and will become designated software champions.*
- Could GIS software be purchased through a Local Government agreement? *There is no identifiable software standard in local councils. Exponare is not being supported in the future and City of Prospect (COP) must look at upgrading their GIS platform. License agreements for Pitney Bowes products were negotiated with the LGA – COP is in the second year of the three year agreement.*
- In terms of software how much will require extra budget? *All projects are subject to a business case and quotes will be obtained.*
- With a future PC rollout can a large budget be avoided? *Funds for operational equipment are highlighted in the long term financial plan. Many PCs have already been refreshed, but the bulk of the fleet must be replaced – the refresh cycle was delayed two years ago due to the anticipated building of the CLIC.*

- Ongoing website management should be the responsibility of each department. *This model has been introduced this year. The website handover from Algo Mas will occur in late September 2018 and staff will be trained on how to use it and update content, including the use of any associated tools.*
- With the new Community Portal software does a user have to register into the program each time? *Registration is only required once – this requires entering contact details including name, home or business address and an email address. Users can then sign in and all personal details will be pre-populated on the screen. A user can choose to create a CRM request anonymously where no contact details need to be entered.*
- Do staff use this program? *No - staff use an internal system which has more functionality, however it is possible for staff to use the portal to log requests. The portal has a significantly more user friendly interface compared with the internal system.*
- Can a shared tool be developed for both staff and the community? *Civica are developing this opportunity, however the system in its current state will require manual intervention to ensure workflows are readily accessed and monitored.*
- The Community Portal is an off-the-shelf product with limitations to customise and reconfigure the system for a given agency. *Detailed workflow information is currently being exposed, however COP have requested that some customisation options be available to control what is displayed– it is anticipated these changes will be available within 2-3 months.*

Next Steps

- Investigate context sensitive menus and options available in the system (e.g. do not display the “Register” option when someone has already registered and is logged on).
- Introduce information as to why a user wants to register and link their accounts.
- Introduce a feedback loop in the system to allow users to provide feedback on the system and their experience with having their task completed.

4. Depot Relocation – Status Report

Simon Bradley gave an update on the status of the Depot Relocation Project and work undertaken to date. An overview of the CLIC developments was provided along with the role of the Depot Relocation Transition Team. Relocation and leasing options were presented to Elected Members for further investigation with opportunities including Option 1 – Lease of suitable private industrial land, and Option 2 – Depot co-share; advantages and disadvantages of these options were discussed.

Questions and Comments from Elected Members

- Can a summary of any lost depot resources be provided? *Yes this can be further investigated.*
- From the sites presented, which facility would benefit most in terms of resources? *City of Adelaide is a 24/hr operation and would provide the most advantage.*
- Was a co-share option explored for the Charles Sturt Beverly Depot? *This option wasn't considered but can be investigated further.*
- The Adelaide City Council depot proposal was initially well received, were there concerns with this property? *Issues include lack of parking, however this property is a good example of a hybrid of Port Adelaide Enfield and Campbelltown City Council.*
- Is there lack of interest in terms of depot co-share from Port Adelaide Enfield? *There have been further discussions which has indicated value from a financial perspective, however there was a solo approach in regards to the shared services model.*

The business model differs for City of Campbelltown, there are a number of attractions, however cost implications are present due to the location.

- When Council relocates from the Johns Street Depot, Prospect - is there interest for a tenant to move in during January 2019? *This date is more so a target for Council.*

Next Steps

- Develop a Transition Plan.
- Feasibility Study – due in September 2018.
- Council Report to go to September/ October Meeting.
- Vacate John Street Depot – target early January 2019.

Workshop closed at 10pm

Workshop Items

1. Service Review – Customer Services & Library Services

Responsible Director: **Ginny Moon, Director Corporate Services**

Supported by: **Ben Footner, Manager Library Services**

Jo Tanti, Manager Governance and Administration

Expected Duration: **60 minutes**

Presented by: **Ben Haigh (Managing Partner - Bee Squared Consultants)**

Within Council's Strategic Plan to 2020, one of the targets of Strategy 4.4 Accountable and People-focused Services is to review ten (10) services annually with a view to improve the customer experience.

The aim of these service reviews is to achieve: -

- Continuous improvements in the provision of services to our customers both internally and externally
- Savings from reduced costs
- Productivity increases (better resource management, decreased costs, removing duplication and raising additional revenue.)

As indicated in the report to Council on 24 April 2018, Ben Haigh from Bee Squared has been engaged to assist staff with the review, building on the knowledge and the works done as Stage 1 of the Service Innovation project in 2017.

Manager Library Services, Ben Footner and his staff assisted with the Review of the Library Services, where Manager Governance and Administration, Jo Tanti and her staff, assisted with the review of Customer Services.

The intent of this workshop item is to summarise, briefly and at a high level, the Service Reviews completed for the Library Service and Customer Service Team.

During this Workshop session, Ben Haigh will provide and discuss the findings of the reviews:-

Library Services:-

- Benchmark comparisons to other SA Metro council libraries
- The link between opening hours, costs and visitation rate, and how potential changes to hours can affect both cost and visitation
- Opportunities to enhance value-for-money and expand services

Customer Service:-

- Areas of very good performance and any possible improvements
- How the current team structure and broad responsibilities contribute to macro efficiencies
- Opportunities to take advantage of the new CLIC building facilities

Attachments: Nil.

2. Reduction and Disposal of Plastic Items

Responsible Director: **Simon Bradley, Director of Infrastructure and Environment**

Expected Duration: **30 minutes**

Presented by: **Simon Bradley**

Single-use plastics, or disposable plastics, are only used once before they are thrown away or recycled. These items are things like plastic bags, straws, coffee stirrers, balloons, water bottles and most food packaging.

So what is Council's commitment to eliminate single-use plastics at events run by Council, events on Council land and buildings, shopping outlets and by our community?

Single-use plastics have many negative environmental, social and economic impacts. Plastic is not biodegradable, rather it breaks down into even smaller pieces. Recent evidence shows that micro plastic fibres and fragments are being found in marine and human food chains and their impacts are a growing concern.

This Workshop will investigate who is doing what in the prevention of single-use plastics, looking at the impacts of single-use plastics and proposing a way forward to the banning of single-use plastics.

Attachments: Nil.

Future Workshop and Council Agenda Items

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 25/09/2018

- Audit Committee's Work Program (Audit Committee Self-Assessment) and Meeting Dates
- Response to Motions - Planning, Infill Development and Character - Assessment of Residential Development Applications (Council Resolution 144/18)
- Facilities Booking System
- Azalea Street Public Realm Upgrade
- ERA Chairman and CEO Report
- Reduction and Disposal of Plastic Items
- Christmas Closure