AGENDA

FOR THE

CEO PERFORMANCE REVIEW COMMITTEE

TO BE HELD ON

TUESDAY 23 JULY 2019

COMMENCING AT 5.00PM

The public can access this Committee Agenda on the City of Mitcham website at: www.mitchamcouncil.sa.gov.au?page.aspx?u=1947
AGENDA FOR A MEETING OF THE CEO PERFORMANCE REVIEW COMMITTEE TO BE HELD IN THE COUNCIL CHAMBERS, 131 BELAIR ROAD, TORRENS PARK ON TUESDAY, 23 JULY 2019 AT 5.00PM.

**MEMBERSHIP:**
- Mayor (H Holmes-Ross)
- Crs C McCarthy, D Munro, J Sanderson and Y Todd

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MANAGER PEOPLE AND CULTURE
AGENDA FOR A MEETING OF THE CEO PERFORMANCE REVIEW COMMITTEE TO BE HELD IN THE COUNCIL CHAMBERS, 131 BELAIR ROAD, TORRENS PARK ON TUESDAY, 23 JULY 2019 AT 5.00PM.

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Mayor (H Holmes-Ross)  
Crs C McCarthy, D Munro, J Sanderson and Y Todd

PRESENT:

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ABSENT:

STAFF IN ATTENDANCE:

WELCOME

BUSINESS

1. CONFIRMATION OF MINUTES

1.1 CEO PERFORMANCE REVIEW COMMITTEE MEETING - 11 JUNE 2019

RECOMMENDED that the Minutes of the CEO Performance Review Committee Meeting held on 11 June 2019 be confirmed.
2. DECISION REPORTS

2.1 CHIEF EXECUTIVE OFFICER PERFORMANCE REVIEW 2018/19

Report Author/Manager: Matthew Pears
General Manager: Matthew Pears
(Meeting Date: 23 July 2019)
(Location: Council Wide)
(Consultant Used: $Nil)

PROPOSAL

To review the performance and remuneration of the Chief Executive Officer (CEO).

OPTIONS

DECISION 1

Option 1

That Council assessment of the performance of the Chief Executive Officer is….

DECISION 2

Option 1

That Council endorses an increase to the total salary package of the Chief Executive Officer of X% based on the performance determined in Decision 1, And makes the following changes to the contract of the Chief Executive Officer:

- ...
- ....

Option 2

That Council endorses no change to the salary package of the Chief Executive Officer based on the performance determined in Decision 1, And makes the following changes to the contract of the Chief Executive Officer:

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BACKGROUND

Based on the resolution from Full Council 26 March 2019:

*That the performance of the Chief Executive Officer for the financial year 2018/19 be assessed at a meeting of the CEO Performance Review Committee in June/July and the CEO prepare a report about his performance for this meeting, which includes discussion of the following key themes;*

- Innovation
The last decision by Council on the performance of the CEO related to the 2017/2018 financial year was as follows:

“Council endorses the performance of the Chief Executive Officer as excellent”

A decision was made to increase the CEO’s remuneration package by 2% (Staff under Enterprise Agreements increased by 2.3% in comparison)

Attachments:

A. Innovation
B. Projects

STRATEGIC OBJECTIVES

Goal 5 Continuous Organisation Improvement Strategy

Objective 5.2 Positive Workplace Culture with strong leadership that values people, customers and partners.

Goal 5 Continuous Organisation Improvement Strategy

Objective 5.3 Efficient and Effective Organisation with a culture of positive change, process improvement and productivity gains.

DISCUSSION

Attachment A is a summary of a number of innovations from across the organization in 2018/2019.

A highlight was the Mitcham Memorial Library and Brown Hill Creek. This project is one of which I am very proud to have played a part.

Council has been addressing a significant backlog in road, footpath and stormwater assets for many years. The past year has seen significant work on a similar backlog in community and sporting facilities.

Our success in attracting external funding has been excellent, particularly to secure funding for the Springbank/Daws and Goodwood intersection (Council’s number one external priority).

However much of this funding still has ongoing financial implications for Council.

The development of a Spatial Vision for the City is a milestone for Mitcham, it now requires further action to implement.
It was pleasing for Council to be one of the first to implement LED lighting across the City, with both environmental and cost savings.

Council continues to be a leader in Water Sensitive Urban Design, including our crumbed rubber and permeable pavement trials.

The innovation to utilize technology to enable more Council services to operate on Extreme Fire Risk days is a great innovation in response to Elected Member and community feedback.

Internally the year has been dominated by the challenges and opportunities presented by the complete replacement of our information systems. The automation of the section seven process (improved service, reduced cost) is a highlight. However improvements to our asset management and digital access in the field are brilliant innovations to set us up for the future.

The recent implementation of a partnership with Flinders University to introduce graduate skills to our workforce has the potential to drastically improve not just our performance but that of the sector.

**Human Resources**

The capacity of Council to innovate and change continues to increase.

Increasing digital literacy remains a key focus.

Negotiated ASU and AWU Enterprise agreements, with minor amendments / improvements and a salary increase of 2.3% in Year 1 and Year 2 and 3 being CPI with a minimum of 2% and maximum 3%

Delivered staff Wellness / Breastfeeding Room supporting Council’s commitment in the ASU Enterprise Bargaining Agreement to support breastfeeding mothers in their return to work, promoting equal opportunity and work place diversity.

Participated in the LGA Active Aging Pilot Program at the Depot.

Recognised by the LGA at the LGA Annual General Meeting and awarded two WHS Best Practice Awards.

Delivered new training in the areas of Mental Health First Aid and Resilience.

Return to Work Claims have decreased.

98% completion of the LGA WHS Improvement Plan (positive impact on our rebates)

Staff Turnover has increased due to a combination of:
- Performance management and the clear establishment of performance expectations,

- Continual need for change, heightened by continual technology change,

- Recognition by the industry of the capability of Mitcham employees,

- Natural attrition

The turnover (after a decade of turnover at 2% or below) has created opportunity to refresh the organization and made recruitment and onboarding a significant strategic opportunity.

Retaining key staff remains a priority.

The City of Mitcham is seen as an attractive employer within the industry, however the sector struggles to attract candidates of the highest caliber – partly due to the media/political climate. Hence the focus on attracting local Flinders students.

Council is not currently a diverse organization.

2019/2020 will see an increased focus on corporate driven training.

I am instigating a very deliberate strategy of de-centralizing decision making and reducing hierarchical decision making. This is not without risk, however is crucial to a customer centric organization.

**Financial Management**

Council has met the efficiency target of $500,000 for 2018/2019.

Achieving efficiency savings is becoming increasingly difficult.

Council’s cost structure remains transparent via the Annual Business Plan and Long-Term Financial Plan. This is not true of the sector and is an issue going forward, many Councils fail to distinguish between:

- operating and capital expenditure
- recurrent versus one off expenditure

and do not budget for life cycle costs.

I believe the Productivity Commission Inquiry will pick up on these issues, this would provide a great opportunity for the sector.

Like much of the sector Mitcham needs to improve its service definition, identification of service levels and external benchmarking. This is a significant body of work and will be a focus at Mitcham for the next three years.

Engaging the community in financial decision making is difficult because of the different levels of understanding within the community. Providing
financial information which informs (and not floods) the community is a significant ongoing issue.

We are well placed with technology to significantly improve in 2019/2020:
- financial reporting to Council,
- reporting on the progress of projects,
- reporting on the progress of our asset renewal, and
- improving the timeliness of the payment of accounts.

Corporate Governance

2018/2019 has seen a marked improvement in the progress of our internal audit and risk program.

The Audit and Risk Committee continues to perform its independent role very well (it is one of the strongest committees I have been associated with). I maintain a distance from the Committee to ensure its independence, it is well managed by Wade Reynolds and Kate O’Neill.

Conducted Local Government Election and induction of new Council.

The Technology One implementation has forced us to re-consider many issues of risk and compliance as part of the implementation.

As discussed above the transparency of many of our activities and financials will be a focus in the next three years.

The issue of the recording of Council meetings is currently a very sensitive issue.

We continue to have low levels of confidential meetings and documents.

Elected Members continue to be highly accessible to the community.

The challenge remains being transparent and accountable via an appropriate level of meaningful information being provided and available to the community.

There has been a significant increase in policies reviewed and under review, this needs to continue as a significant backlog remains.

Projects

Attachment B outlines Council’s achievements against a range of projects.

Decision Two

The existing CEO contract has an expiry date of 31 July 2022.

The contract also includes a clause that the CEO must be advised by November 2020 as to whether the contract will be extended.

The CEOs contract is available to Elected Members on request.
Community Implications

Community confidence in the Administration of Council is crucial to the success of Council.

Environmental / Heritage Implications

Nil

Cost Shifting Implications / Legislative Cost Imposts

Nil

Impact on Budget including Lifecycle Costing

Nil

Risk Management / WHS Assessment

Nil

Legal / Policy Implications

Nil

Engagement

Nil

CONCLUSION

The past year has been a very successful period for the City of Mitcham.

A significant number of community infrastructure projects are now underway (with significant external funding).

The importance of Council’s strong financial position has been made very apparent.

The physical implementation of a new back end information system is now complete. Utilising the opportunities presented by the new system to reduce costs and improve service is the major internal challenge facing the organisation.

The pace of change and negative media scrutiny of the sector means our internal culture will always remain a priority. Following the Council elections there is significant senior staff movement in the sector, this will continue to be disruptive for the next 12 months.

The capacity of our staff to improve our business continues to improve.
The organisation is moving to become more agile and responsive, with individual roles more fluid. This is attracting the worker of the future to our organisation.

The political context is fraught and challenging for the workforce.

At a personal level I continue to be challenged and enthused by the role. I would like to acknowledge the great support I receive in my role from both Elected Members and staff.

**RECOMMENDATION – ITEM 2.1**

**DECISION 1**

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INNOVATION 2018/2019

1 Rubber hitting the road - Crumbed Rubber Road Stanlake Avenue, St Mary’s

The City of Mitcham is leading the way in testing new mixes of crumbed rubber asphalt that can improve road durability and offer a significant recycling use for the millions of used tyres Australia generates each year.

In Stanlake Ave, St Marys the City of Mitcham have constructed an asphalt road using recycled car and truck tyre rubber mixed into the bitumen. The road has been laid as a trial and it is expected the rubber will give the road improved strength and resistance to cracking in the expansive clay soils of St Marys. Crumb rubber roads have been used extensively in the USA and Spain to improve the quality of their roads and provide a practical use of tyres at the end of their life, and it is hoped the success of the trial at Mitcham will lead to uptake of this technology in Australia where over 56 million tyres are disposed of annually. The project was part funded by Tyre Stewardship Australia (TSA).

The Stanlake Avenue project won the Australian Asphalt Pavement Association (AAPA) 2019 State Award in May 2019.

2 LED Street Lighting upgrade

In August 2018 Council completed upgrading 4,980 residential street lights to LED. The new LED lights provide residents and businesses more directional light with less back spill and are 82% more energy efficient reducing greenhouse gas emissions. The project successfully lowered Council greenhouse gas emissions by approximately 605 tonnes a year. The project initially cost approximately $2.2 million and will be offset by projected savings (approximately $293,000 annually) in electricity charges, lower maintenance costs and reduced lighting tariffs.

3 Section 7 Automation

This project involved the digitising of existing records and the building of an automated search engine. It means customers (generally conveyancers) can get a section seven almost instantaneously, the format is consistent (and legally approved) and the information correct (not subject to human error). While service is now improved – accuracy, consistency and timeliness it has also resulted in recurrent savings of $120,000.

4 Crushed Rubber Permeable Car Park surfacing – Kenilworth Football Club, St Mary’s

This permeable asphalt pavement trial was established with cooperation of the University of Melbourne in the Kenilworth Football Club’s car park in St Marys; the innovative asphalt treatments include rubber recycled from tyres and are equipped to monitor pavement strains and stormwater management capacities.
The asphalt uses 50% recycled tyre rubber yet has outstanding strength properties whilst allowing water to flow through to the underlying soils and tree roots to reduce stormwater runoff, provide healthier tree canopies (and shade!) to the carpark and reduce the potential for trip hazards and surface deterioration due to shallow tree root damage. The trial is being done in partnership with Melbourne University and Tyre Stewardship Australia and will monitor the performance of the asphalt and the environmental benefits associated with this new technology.

Many innovations have been designed and built into the re-developed Mitcham Memorial library.

These include:

- Addition of a youth zone, separate to children’s zone, which has transformed the young adult offerings and resulted in larger youth usage of the service.
- Integration of the Toy Library
- Award winning Library design, features including integration with the reserve, display areas, meeting room configuration, creation of many Libraries in one
- Library enquiry statistics – capturing these via a new method of recording at time of enquiry for email, phone, and desk. Provides a true representation of demand on the service.

The small cost of the re-development has amazed the industry. The staff innovations to continue to deliver services during the re-development were very pleasing.

Enhanced Waste Collection - Management of Extreme Day Garbage Collection through real time data assessment—‘Fire Danger Index (FDI) process’

As a result of the implementation of a new process and accompanying procedures for undertaking Councils Operational Risk Assessment associated with its waste collection service on days declared as Extreme by the CFS, Council were able to suitably assess operational risk and operate its waste collection service on 4 days declared as extreme during the 2018/19 high fire season. Under previous Operational Risk Assessment procedures these collections would not have occurred.

This innovation involving real-time assessments of weather conditions resulted in an improved service to the community than would have otherwise occurred, with 4 days being collected as scheduled and not delayed, and less impacts to waste collection in terms of operations, costs and staff.

Outcome: Improved community service, waste collection, operational management and efficiencies and reduced impacts to staff scheduling

Implementation of a Graduate Program in partnership with Flinders University. One of the aims of the program is to attract skill sets, which the sector struggles
to attract. As at July 2019, 13 Graduates/Near Graduates across a range of disciplines have been involved in this project.

8 Creation of a process to prioritise and action IT improvements from across the organisation. Complete cultural change towards being creative and identifying opportunities to improve the business, not accept the status quo. Key platform to enable future change/innovation. Currently scheduling a briefing for Elected Members in August 2019.

9 Automation of initial customer phone contact point to enable customers to self-select their destination – Planning or Customer Service.

   Saves staff time, reduces opportunity that due to human error the phone call is lost before it reaches someone who can action the request/question.

10 Brown Hill Creek Project: innovative design to incorporate nature play into a stormwater project. Merged with the Library project to attract greater external funding.

11 Successful outsourcing of home assist CHSP services, resulting in a significant savings in co-contributions for residents.

12 Planning and Business Support have reviewed all processes and been able to run below their budget, with savings returned to Council.


   Innovative approach to upcoming Legislative change which has placed Mitcham in the best possible position and has been promoted to other Councils as the best approach.

14 Residential Parking Permits

   Applications for residential parking permits are now available online via council’s website, this compliments the capacity for residents to apply for burning permits via the website.

   Approximately 50% of parking permits come through the website. This service is quick and easy, it opens up the service to the resident and saves both the resident and council officer’s time in managing hard copy applications and paperwork.

15 Ipads and training have been provided for the evening and weekend Community Safety officers, with Dog and Cat Online (DACO) this greatly improves the ability to return lost pets home without the need to use the services of a boarding facility at a cost to Council.

16 Fully digitised format for undertaking onsite Building & Compliance Inspections Laptops/Ipads to enable access to our network remotely while on site.
Outcome
- estimated average time saving post inspection of 15 minutes
- consistent professional reporting process for all officers
- increased inspections resulting in safer built environment for customers
- improved customer confidence through increased Council presence.

17 Electronic Mandatory Notification of Buildings & Swimming Pools

Ability for builders and customers to electronically notify Council (via our website) of all building mandatory notifications

Outcome
- safer community through a compliant safe built environment
- more options, time saving and user friendly for customers
- improved consistent delivery of notifications to Building Officers (less touch points – improved efficiency)

18 During 2018/19 a number of existing separate agreements in relation to the collection and disposal of waste streams across a number of Council properties and facilities, including Councils Lynton facility, were identified and undertaken to deliver cost and operational efficiencies through economies of scale and reduced contract administration and management.

19 Resilient South Program

Resilient South is about strengthening southern Adelaide so that our businesses, communities and environments can bounce back from the challenges of climate change, and stay productive, connected, and strong.

Joint achievements shared between Cities of Mitcham, Marion, Onkaparinga and Holdfast Bay in 2018/19 included:

a. Resilient South councils have partnered with the Australian Red Cross on an exciting new project to help communities prepare for intensified extreme events under climate change. The project trained over 60 Climate Ready Communities. [https://www.resilientsouth.com/climate-ready-champions](https://www.resilientsouth.com/climate-ready-champions)
b. the coordination of a total of nine community engagement events educating residents and businesses in the Southern region about what they can do to manage the impacts of climate change. [https://www.resilientsouth.com/events](https://www.resilientsouth.com/events)

20 Formative Pruning Transformation Project – Innovative Management Approach

This ‘Formative Pruning Transformation Project’ has:
- Reinvigorated and improved work opportunities for existing staff with physical restrictions
- Improved workers health and wellbeing by increasing their contribution towards Councils strategies and objectives
- targeted a Council maintenance backlog area through increasing service levels
- pruned juvenile trees to reduce future tree maintenance requirements and maximise the long-term health and vitality of Mitcham’s street trees
In October 2018 this initiative won the ‘2018 LGAWCS RTW Best Practice Major Award’ for its return to work focus, innovation and using technology to re-establish and reinvigorate Councils formative pruning crew

Outcome: Community benefit – enhanced streetscape, improved health and longevity of Councils tree stock, time saving and staff utilisation, a place where people choose to work.

21 Geothermal pavement – Kenilworth Football Club, St Mary's

During construction of the new permeable asphalt carpark in St Marys the City of Mitcham have partnered with Melbourne University to install a geothermal pipe system under the pavement. The system uses the difference in the carpark surface temperature (which in South Australia can be very hot or very cold depending on the season) to the soil temperature half a metre below the surface (that remains a stable 18 degrees) and if successful the trial could generate up to 5kW of power to provide hot water to the new clubrooms.

22 Lynton facility – Waste Transfer Edge Protection Gates (Redesign to Lynton facility operational gates to suit functional requirements)

Operational staff at all levels collaborated and thought outside the box in this instance to overcome a longstanding issue and develop a solution which enabled efficient and effective operation of our Green Waste facility whilst ensuring the safety of our workers and our Community were appropriately addressed.

A real success story whereby the collaboration and involvement of those directly impacted by the original setup has developed a great solution to the gates. The end result being something that provides for both safety and effective operations at the site.

In October 2018 this initiative won the ‘2018 LGAMLS Risk Management Major Award’ for Councils Waste Transfer Edge Protection Gates upgrade embracing true collaboration with the workforce to develop an innovative solution that enhanced safety to workers and public whilst maximising operational efficiency

Outcome: Improved operational efficiency, enhanced safety for public and workers

23 Communications – City Operations Lunchroom screen

To improve the timeliness and effectiveness of regular communications with the outdoor workforce a new communication method was necessary to overcome the transient nature of Councils outdoor staff (i.e. staff that do not have regular access or time at desks with corporate information readily available)

To address this, City Operations have recently installed an information screen at the depot site. The screen allows for information to be remotely directed to a screen, situated in a common area, capable of playing static slides, pictures,
videos and media feeds. It is programmable and able to run outside traditional office hours.

The screen was identified as being a valuable tool for the outside workforce primarily in a workplace safety context. It allows for safety messaging as well as relevant work information such as road closures and weather conditions that impact on the outside workforce. In addition the screen provides leaders the ability to directly communicate with staff via a communication channel that specifically suits the work environment and places less reliance on the cascading of key information through a traditional management hierarchy.

Outcome: Improved communications, corporate knowledge sharing and effectiveness of operations

24 Smart Water Design

The City of Mitcham continues to show strong leadership in the Water Sensitive Urban Design (WSUD) through 2018/19 with many WSUD features and treatments being incorporated into its Capital projects wherever feasible. Tree Inlets, which in the past had been installed on occasions, are now being incorporated into capital kerb renewal projects wherever feasible.

Research into the effectiveness of WSUD treatments continues and in 2018/19 by ‘Measuring How much Water our Street Trees Use’ Council, with grant funding from the Adelaide and Mt Lofty Ranges Natural Resources Management Board and in collaboration with Flinders University is investigating how our street trees might assist how we engineer our stormwater drainage and flood mitigation work. Sap flow meters were installed Egmont Terrace and Jeffery Street to measure the effects of TREENET Inlets on transpiration of mature trees

Permeable asphalt pavement trial in conjunction with the University of Melbourne in the Kenilworth Football Club’s car park in St Marys; the innovative asphalt treatments include rubber recycled from tyres and are equipped to monitor pavement strains and stormwater management capacities.

A few notable other activities through 2018/19 demonstrating City of Mitcham’s strong leadership in the Water Sensitive Urban Design area are listed below:

- January 2018: Staff interviewed for Water Sensitive SA (WSSA) and Water Sensitive Cities Cooperative Research Centre for Water Sensitive Cities (CRC) video:
- February 2018: staff attended Water Sensitive SA planning workshop and launch of Vision and Transition Strategy for a Water Sensitive Adelaide
- March 2018: staff contributed to TREENET Inc planning workshop for Green Infrastructure/Civil Engineering research project
- March 2018: staff presented at WSSA’s Permeable Paving and Infiltration Systems Seminar followed by a guided a bus tour of WSUD demonstration sites in Mitcham
- March 2018: staff contributed to AMLR NRMB & WSSA Green Infrastructure and WSUD Policy Expert Panel (workshop)
- August 2018: staff attended Stormwater SA Awards Event, Mitcham won: Excellence in Research and Innovation, acceptance speech acknowledging Mitcham residents (many in attendance)
- October 2018: staff contributed to ‘Cost effective innovation in footpath construction’ workshop (Heart Foundation funded project)
- November 2018: staff presented Mitcham’s WSUD research and demonstration works at the Stormwater SA AGM
- November 2018: staff contributed to WSSA Special meeting: Development of green infrastructure & WSUD performance-based planning policy re DPI Act 2016
- January 2019: staff met with Flinders University staff to consider opportunity for tree-infrastructure integration research
- January 2019: staff contributed to City of Unley site meeting in Way Avenue Myrtle Bank to advise on WSUD/GI/TREENET research opportunity
- February 2019: staff worked with Flinders University staff to establish tree-infrastructure integration research experiment in Hawthorn
- February 2019: staff presented on Council’s current WSUD initiatives at the Murray Darling Association Region 7 meeting at City of Mitcham Civic Centre
- March 2019: staff presented Mitcham’s WSUD innovation at WSSA event: Cooler Greener Adelaide: shaping our future city (Convention Centre, Adelaide)
- June 2019: staff participated in CRCWSC workshop: Future research and application of outputs in SA
- June 2019: Council was acknowledged for its contribution to water sensitive urban design research in a scientific paper which reports on the effectiveness of TREENET Inlets in treating stormwater pollution. The paper was published in the Journal of Environmental Management which is an international publication accessed by several million professionals, academics, students and researchers. The paper was published online last week, and will be published in hard copy later this year. The paper is cited as ‘Sapdare, Harsha & Myers, Baden & Beecham, Simon & Brien, Chris & Pezzaniti, D & Johnson, Tim & Lawry, David. (2019). A field and laboratory investigation of kerb side inlet pits using four media types. Journal of Environmental Management. 247. 281-290’.
- Outcome: environmental, sustainability, stormwater management, greening City of Mitcham
Further Innovations/Ideas in the pipeline:

- Monitoring effects of water on reactive soils and the potential to improve road pavement performance and lifetime
  Preliminary geotechnical investigations completed at St Marys Reserve, cnr Donald St and Mingbool Ave, shows site is ideal for future research to determine how well WSUD/infiltration might stabilise highly reactive/extremely reactive soils, thus helping to improve infrastructure asset performance and reduce asset life cycle costs.

- Increasing use of Water Sensitive Urban Design (WSUD) in whole of streetscape upgrades

- Permeable surfacing in sporting facilities
  Staff are currently looking into alternative applications for permeable recycled tyre rubber surface in sporting facilities such as cricket nets. There is the potential to provide an all-weather surface that doesn’t stay wet in winter, doesn’t deteriorate under extended use and provides superior grip compared to wet concrete. It could potentially also provide a safer surface for joints and injuries.

- Open Space Mulching Program
  Work is ongoing to review operational procedures in relation to Councils mulch management with the aim to enhance a number of Councils open space areas through improved utilisation of mulch generated from operational activities.

- Virtual Tour: will enable customers to experience a virtual tour experience of our key assets - libraries, community centres, historical places, parks and reserves. Will improve the customer experience and save staff time.

- Automating recruitment process – save time and improve the experience of a new recruit.

- Building an Employment video to capture the benefits of working at the City of Mitcham and attract potential candidates, a first for Mitcham.

- Urban 3D data mapping (digital)
  Research proposal developed in partnership with Australian institute of machine learning. Currently investigating funding.

- On-site Professional Development program, run by Flinders University (at no charge) targeting graduates and alumni but available to all staff planned to commence in 2019/2020.
PROJECTS 2019/20

Capital Works Awards

- Received the IPWEA Sustainable Infrastructure Award for the Mitcham Memorial Library and Brownhill Creek Project.
- Received a commendation for the Parks and Leisure Australia (PLA) Award for the Mitcham Memorial Library and Brownhill Creek Project.
- Crumb tyre rubber trail (road) at Stanlake Avenue, St Marys completed in conjunction with Top Coat Asphalt and Tyre Stewardship Australia for which Council received the State Award for Innovation from the Australian Asphalt Pavement Association.
- Safety award for the design of the Lynton gates.
- Safety award for best practice for formative pruning and return to work initiative.

Capital Works

- Completed and opened the redeveloped Mitcham Memorial Library.
- Ongoing efficiency and effectiveness savings of $604,000 achieved in 2018/19
- Completed 100% scheduled footpath renewal program, including permeable pavement installations.
- Completed new footpaths at Willora Road, Eden Hills and Vaucluse Crescent, Bellevue Heights.
- Completed 100% scheduled road and kerb renewal program.
- Completed road rehabilitation at Sargeant Parade and Price Avenue, Coromandel Parade
- Completed road reconstruction (seal, pavement and kerb & gutter) along Boothby Street, Panorama (between Eliza Place to Strathcona Avenue)
- Completed Brigalow roundabout renewal at Blackwood.
- Stage 1 of the St Marys Park Clubroom extension completed.
- Permeable crumb tyre rubber trial (carpark) at St Marys Park in conjunction with University of Melbourne.
- Completed installation of new stormwater pipe at Morgan Street, Daw Park.
- Completed playground renewals at Francis Reserve and Netherby Reserve.
- Completed resurfacing of Tennis Courts at Apex Park, Netherby Reserve, Rochester Avenue and Naomi Terrace.
- Installed a new synthetic soccer pitch at AA Bailey Reserve in collaboration with the Football Federation South Australia and Cumberland United Soccer Club.
- Lighting upgrade on Rugby Ground at AA Bailey Reserve and Football Oval and Hewett Reserve.
- Installation of new toilet at Avenue Road completed through Fund My Neighbourhood scheme.
- Delivery of road reseal at Sargent Parade, Bellevue Heights as part of the Roads to Recovery Program.
- Completed de-siting of Urrbrae wetlands to ensure stormwater quality and stormwater detention capacity is maintained.
- Brownhill Creek Upgrade works delivered in Hawthorn Reserve
• New Mitcham Reserve Playground installed
• City – Belair Bikeway section from Cross Road to Mitcham Library completed.

**Community Events**
• Carols at Kingswood Oval was held with approximately 4,200 in attendance
• Held Australia Day Citizenship and Awards Ceremony, welcoming 79 new citizens to our community in January and held an additional three citizenship ceremonies during the year.
• Mitcham Memorial Library – Family Fun Day to celebrate the opening of the library was attended by approximately 3,000 people
• Civic Receptions held for Australia and Queens Birthday Honours recipients in July 2019 and Community Groups in September 2019
• Joint Event with Southern Business Connections ‘Shaping the Future of Mitcham’ held in September 2019

**Projects and Initiatives**
• Completed Councils 2018/19 Tree Planting Program with the planting of 1,330 trees.
• Food Caddy Trial implemented through distribution of 5,500 caddies in St Marys, Pasadena, Clapham, Eden Hills and Panorama.
• Meningococcal B Trial Study undertaken with a two year trial in 10 schools across three years levels delivered over 4,500 students.
• Implementation of DACO (Dog and Cat Online) centralised system in accordance with Legislative requirements.
• Section 7 Automation – implemented an automated process for Section 7s, making it quicker and easier for customers and providing ongoing savings for Council.
• Operational Service Reviews undertaken and improvements identified for Communications, Marketing, Social Media and Community Consultation Service, the Customer Service and Information Management (Records) Service and the Immunisation Services.
• Building Services Team review commenced in preparation for transition into the new Planning Development and Infrastructure Act
• Development, implementation and completion of Dog and Cat Management Plan 2018-2023 – A five year plan encouraging responsible pet ownership and Management.
• Spatial Vision endorsed by Council in February 2019
• Received Ministers authorisation to commence Growth Precincts Development Plan Amendment.
• Community Consultation undertaken for the Blackwood Community Hub and Waite Street Reserve Project
• New Council elected, trained and ongoing inductions implemented in accord with legislative requirements.
• Two staff completed the Flinders New Venture Institute ‘Innovation for Transformation’ Professional Certificate.
• Implemented the outsourced Community Wellbeing service contract with Southern Cross Care.
Nil

3. **NEXT MEETING**

   The next meeting of the CEO Performance Review Committee is.

CLOSE: