



# QUARTERLY INNOVATION

Elected Member Information Briefing

5 April 2022

# Purpose



CITY OF  
MITCHAM

- To share innovations for the third quarter of 2021/22 (Jan – March)



# 2030 MITCHAM

## WE ARE A WELCOMING AND INCLUSIVE COMMUNITY THAT VALUES ITS HERITAGE AND NATURAL ENVIRONMENT.

### GOAL 1

#### ACCESSIBLE, HEALTHY & CONNECTED COMMUNITY

We connect our community with each other and with their places, and empower them to live healthy lives.

##### THEME 1. 1 TRANSPORT NETWORK

We are a City that is connected to places through an integrated, efficient and people friendly transport network for motorists, cyclists and pedestrians.



##### THEME 1. 2 HEALTH & WELLBEING

We build capacity for people to be active, healthy and connected, and provide inclusive and safe environments for all.



##### THEME 1. 3 SERVICES & FACILITIES

We provide convenient access to a diverse range of information, services, activities and facilities for our community.



### GOAL 2

#### SUSTAINABLE CITY

We sustain and improve our natural and built environments for today's and future generations.

##### THEME 2. 1 CLIMATE CHANGE MITIGATION & RESILIENCE

We limit our impact on the climate, and are prepared and adaptable to the impacts of climate change.



##### THEME 2. 2 SUSTAINABLE RESOURCES



We conserve resources through efficient practices, investment in technology, waste avoidance, and a commitment to reuse, recycle and repurpose.

##### THEME 2. 3 NATURAL ENVIRONMENT

We protect and enhance the environment and its biodiversity across natural landscapes, waterways, open spaces and across our suburbs.



### GOAL 3

#### DYNAMIC & PROSPEROUS PLACES

We have a strong and competitive economy that supports our unique and vibrant places and culture.

##### THEME 3. 1 PLACEMAKING

We have a spatial vision that guides the development of integrated, attractive and vibrant precincts that support diverse land uses and housing choice.



##### THEME 3. 2 CITY VIBRANCY



We are a City well recognised for our social and cultural diversity, creativity, arts, events, heritage, natural environment, educational and medical facilities.

##### THEME 3. 3 PARTNERSHIPS

We partner with neighbouring Councils, Government, universities, the private sector, not-for-profit organisations and community groups to maximise community and economic outcomes.



### GOAL 4

#### EXCELLENCE IN LEADERSHIP

We are a professional and innovative Council with responsible leadership that is valued by its people, community and partners.

##### THEME 4. 1 GOOD GOVERNANCE

We are transparent and accountable, make informed decisions, demonstrate integrity and empower our community to have a voice and participate in a meaningful way.



##### THEME 4. 2 ORGANISATIONAL IMPROVEMENT



We are efficient and effective with a culture of positive change and innovation to deliver sustainable outcomes and value-for-money services that meet community needs.

##### THEME 4. 3 COMMUNITY EXPERIENCE

We are easy to do business with and commit to a customer-centric approach that delivers positive experiences and builds trust.





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# Corporate Services and Innovations

# Click and Connect

## Click and Connect Request Management



- ✓ **Quickly and easily submit requests and report issues to Council**
- ✓ **Online forms on the website accessible on computer or mobile**

# 624

The screenshot shows the City of Wollongong website's 'Click & Connect' service page. At the top, there is a navigation bar with links for Council, Services, Community, Environment, Discover, Build & Develop, and Future City. A search bar and a 'Contact us' button are also visible. The main header features a large 'Click & Connect' logo with a mouse cursor icon. Below the header, the page is divided into two columns. The left column is titled 'CLICK AND CONNECT WITH US' and contains a list of service categories, each with a corresponding icon and a dropdown arrow: Animals, Bins, Waste and Recycling, Community, Council Buildings and Facilities, Footpaths and Stormwater, Parks, Reserves and Trails, Planning, Building and Development, Public Health, and Public and Environmental Issues. The right column is titled 'SERVICES' and lists various online services: Click and Connect, Online Payments, Animals, Bins, Waste and Recycling, Community, Council Buildings and Facilities, Footpaths and Stormwater, Parks, Reserves and Trails, Planning, Building and Development, Public Health, Public and Environmental Issues, Rates, Roads and Traffic, Trees, Vandalism, Vehicles and Parking, Section 7 Searches, Justice of the Peace, and Appeal Forms.

# Click and Connect

## Click and Connect Request Management



- ✓ **Quickly and easily submit requests and report issues to Council**
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# 6273 v 624

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## Leadership Mitcham

An internal leadership program

Fostering leadership that supports co learning, collaboration, diversity and inclusion

Open to all staff

# E&E Program Consultant Spend



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# ITOM



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## Project

Request Management

Map Layers for Defects and Work Orders

Financial Delegation Report

Volunteer Connect Portal

Emergency Management Software

Library Self-Scan Replacement

Garbage Truck Camera System (3Logix)

Forestreet and CIA Request Layers

Inventory in CIA

Public Toilet Map Layer

Dashboard for Risk Control Owners

Risk Internal Control Assessment Tool

# Community Solar Program Update



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# EV Fleet Transition



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# Working On and Across the Business



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Implement a governance system to try and address the problems of:

- Making time to work across the business
- Having somewhere to deliberate and brainstorm on how to deliver on the SMP and ORG Plan
- Having the right people in the right discussions at the right time (difficulty allocating time to things unless its directly ours and urgent)



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# Development and Community Safety

# Building Partnerships with Local Government and Government Agencies – LGFSG & DPI



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Staff represented LGFSG during state emergencies

- Coles Fire Event – South East
- Widespread Flooding in States North

Attending on Site for Coles Fire Event and at State Emergency Centre



# Building Partnerships with Local Government and Government Agencies – LGFSG & DPI



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- Government Agencies Engagement - SES, ADF, CFS, DTI, BOM, Emergency Housing
- Working with and across all levels of government
- Importance and relevance of Local Government during emergency events
- DPI partnership – Senior Planner to lead Local Government liaison for Amendments to P & D Code

# Community Safety Team deliver Animal education on line sessions - April 2022



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Animal Behaviorist will provide educative information to:

- Set residents up for success
- Increase understanding
- Dispel myths and provide resources

Topics Include:

- Barking Dogs
- Dog Aggression/Attacks
- Cats – Keeping them happy contained

Interactive Q & A Session, first of its kind





# Animals and Reserve Maintenance



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- New text system implemented to inform dog owners when local reserves are being maintained.
- Alerts dog owners to access restrictions to reserves - enables them to plan alternates
- Improves safety for all avoids confrontation when maintaining a reserve.

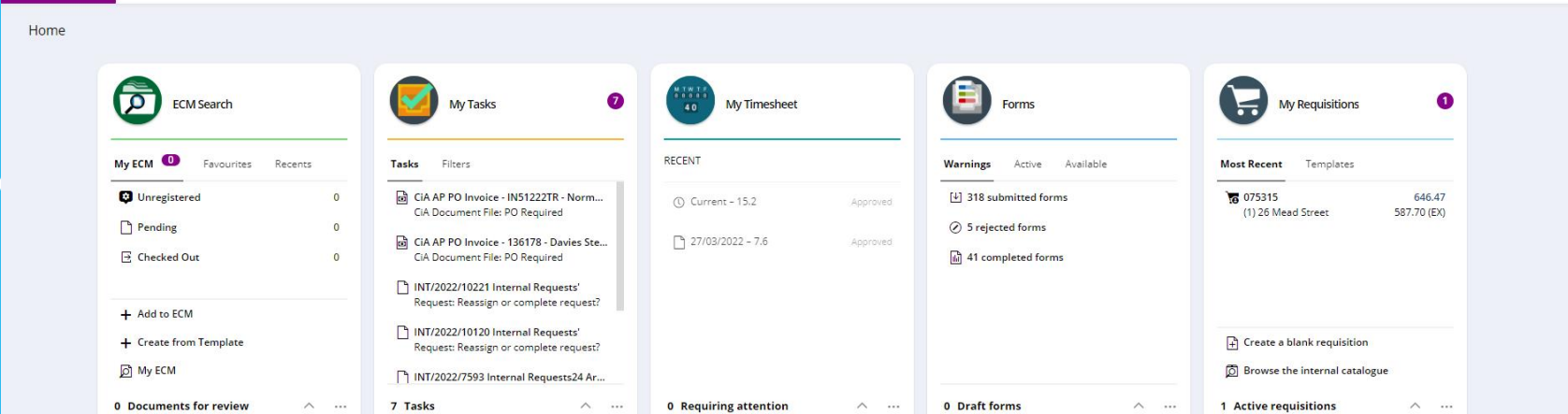
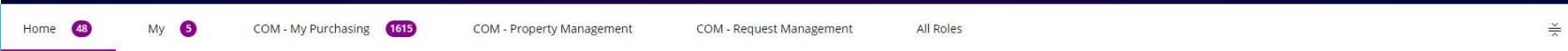


# Lease and License Module in Tech One being configured

- Utilising Inhouse resources
- Greatly improve operational management of lease and licence portfolio
- Aiming to enable dashboard reporting in real time
- First Council to configure module



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# Building Condition Audit - Accessibility and Inclusion focus for Capital Renewal Works program.



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Southern Suburbs Rugby Club project

## CONVERSION OF STORE ROOM TO ACCESSIBLE WC



BEFORE





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**AFTER**



**SOUTHERN SUBURBS RUGBY CLUB - AA BAILEY RESERVE**

February 2022

# Crime Prevention through Environmental Design (CPTED) and Design Response Analysis

CPTED design process to create a safer environment

- provides greater safety,
- more convenient access
- reducing vandalism and anti social behaviour.

Liaise and Work key Users:

- Eden Hills CFS, Sturt Lions, Blackwood Rotary and Eden Hills Scouts



Karinya Reserve



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# NEW COMPLIANCE AND ENFORCEMENT POLICY



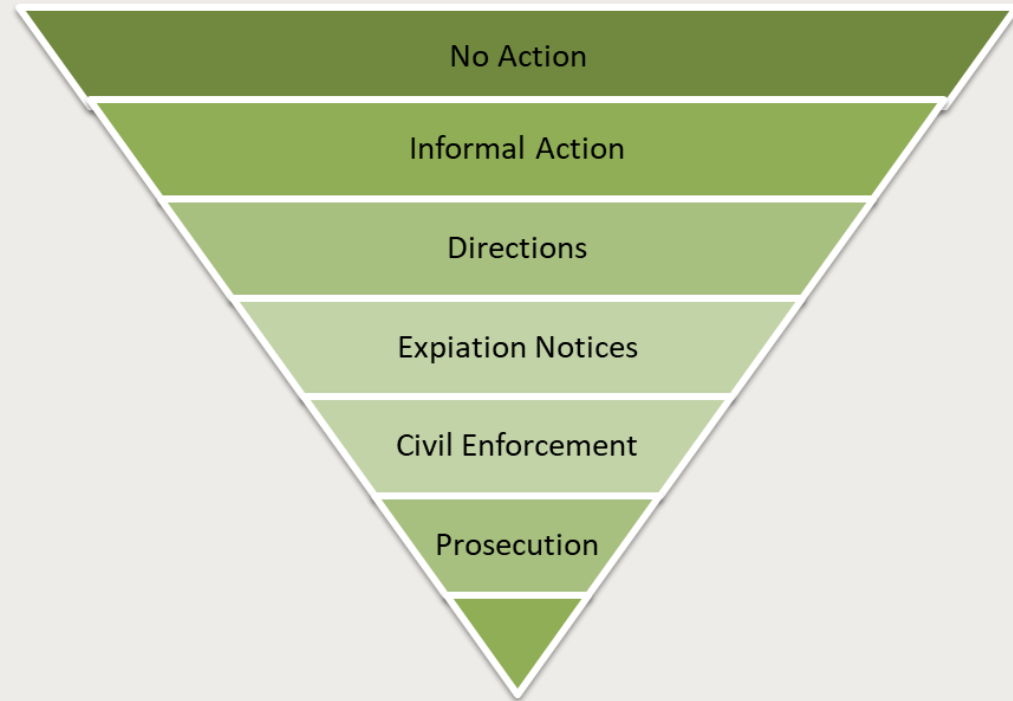
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## Enforcement and Compliance Policy

*Adopted by Council 22 February 2022*

public policy



# Engineering & Horticulture

Innovation Quarterly Update – Power of Spatial Data

5 April 2022

Presented by the City of Mitcham



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# Digital Asset Management Plans



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## What Condition Are They In

- Overall
- Footpaths
- Roads
- Kerbs
- Bridges
- Car Parks
- Bus Shelters
- Retaining Walls
- Glossary

### Footpaths Condition Map Interactive Legend



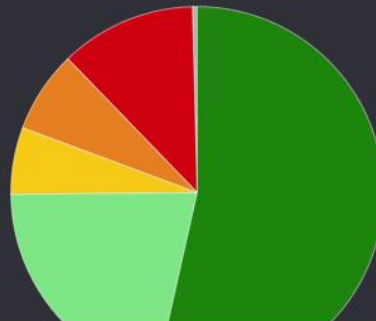
Esri, HERE, Garmin, USGS | Data Authority: Department of Planning, Transport and Infrastructure Data Provider: Location SA | Esri, HERE

Powered by Esri

### Average Footpath Condition

2.5

### Footpath Condition



Condition 1	53%
Condition 2	21%
Condition 3	6%
Condition 4	7%
Condition 5+	12%
N/A	0%

# Capital Works Program – Interactive Map

The screenshot displays an interactive map interface for the City of Mitcham Capital Works Program. The map shows various roads and project lines in different colors, indicating their status. The interface includes navigation tools, coordinate system information, and a layers panel on the left.

**NAVIGATION**

Zoom: 7443 m X: 281635 m Y: 6124424 m Scale: 1: 19387

COORDINATE SYSTEM: GDA94 MGA Zone54 Long/Lat (WGS84)

Global  User  Save

**MODULES**

- Property
- Planning
- Assets and Infrastructure
- Cemetery
- Compliance
- Aerial Basemap Metromap

**LAYERS**

- Capital Projects Lines
  - Complete
  - Construction
  - Design
  - On Hold
  - Scoping
  - Tender
  - Financially Complete
- Capital Projects Polygons

**BASEMAPS**

- No Basemap
- 2021 Sept 2
- 2021 July 1
- Aerial 2020
- Aerial 2019

**SEARCH**

- PROPERTY ADDRESS SEARCH
- PROPERTY SEARCHES
- OWNER NAME SEARCH
- ROAD SEARCH
- OPEN SPACE SEARCH

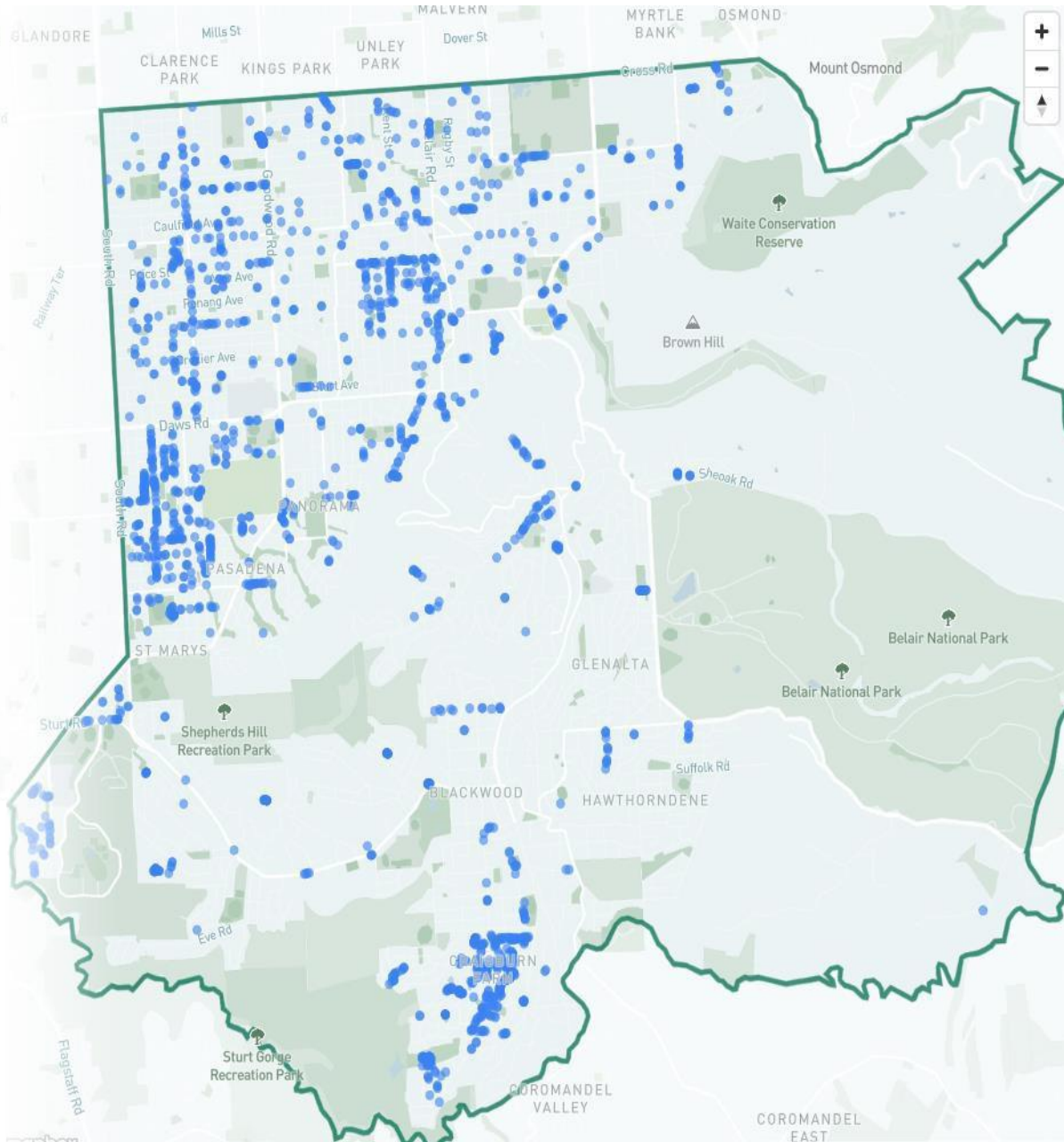
**CITY OF MITCHAM**

# Interactive Tree Viewer



[Go Back](#)

[Submit Tree Request](#)



TREES TO BE PLANTED

# 1,997

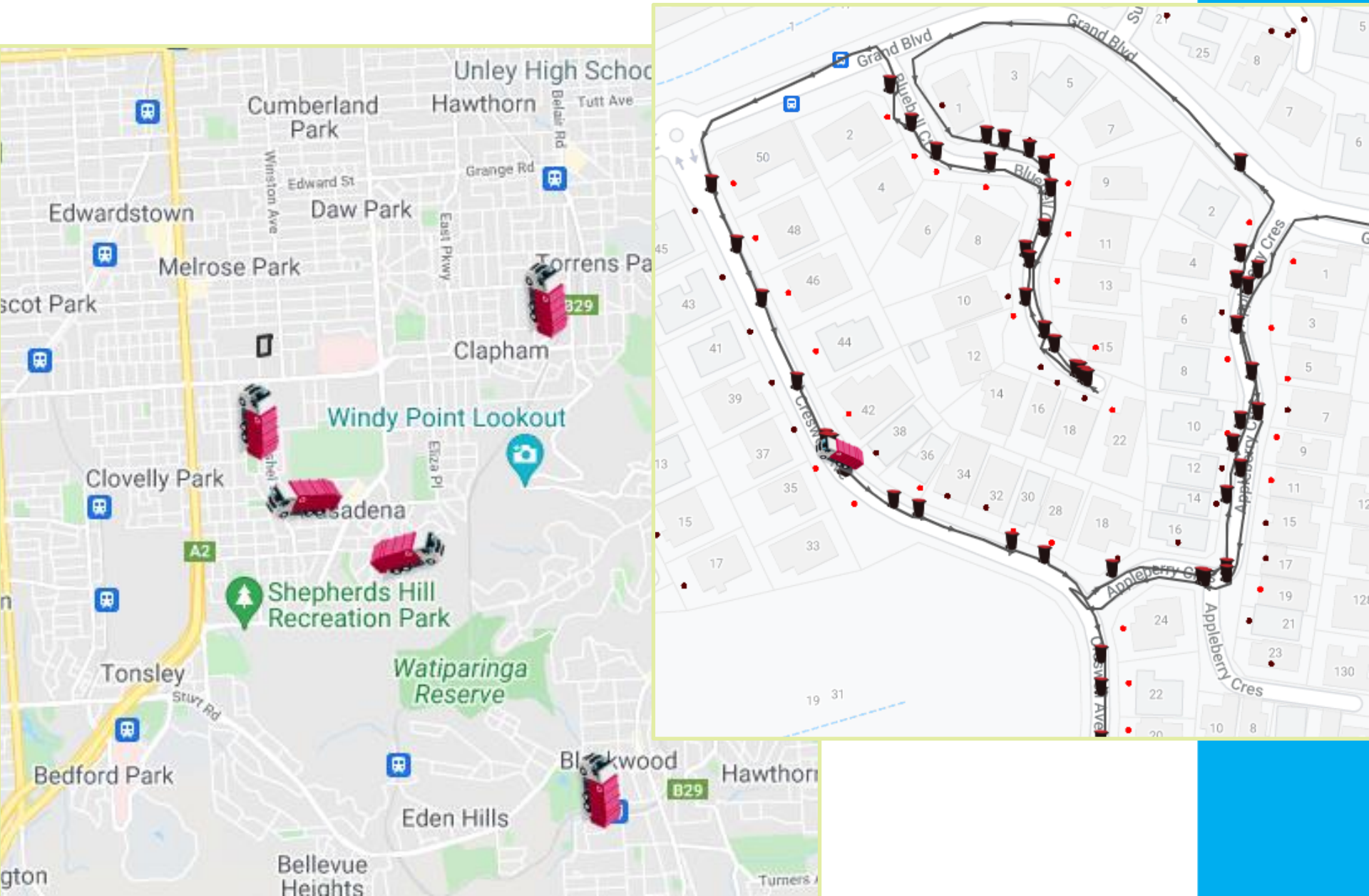
Council's tree planting program stretches from May to September each year. Trees are planted in streets where opportunities exist due to tree removals, where there are gaps and where residents have requested that trees be planted.

Click below to show/hide trees to be planted.

To be planted in 2022



# Waste Collection GPS and Camera System



# Benefits of Innovation...

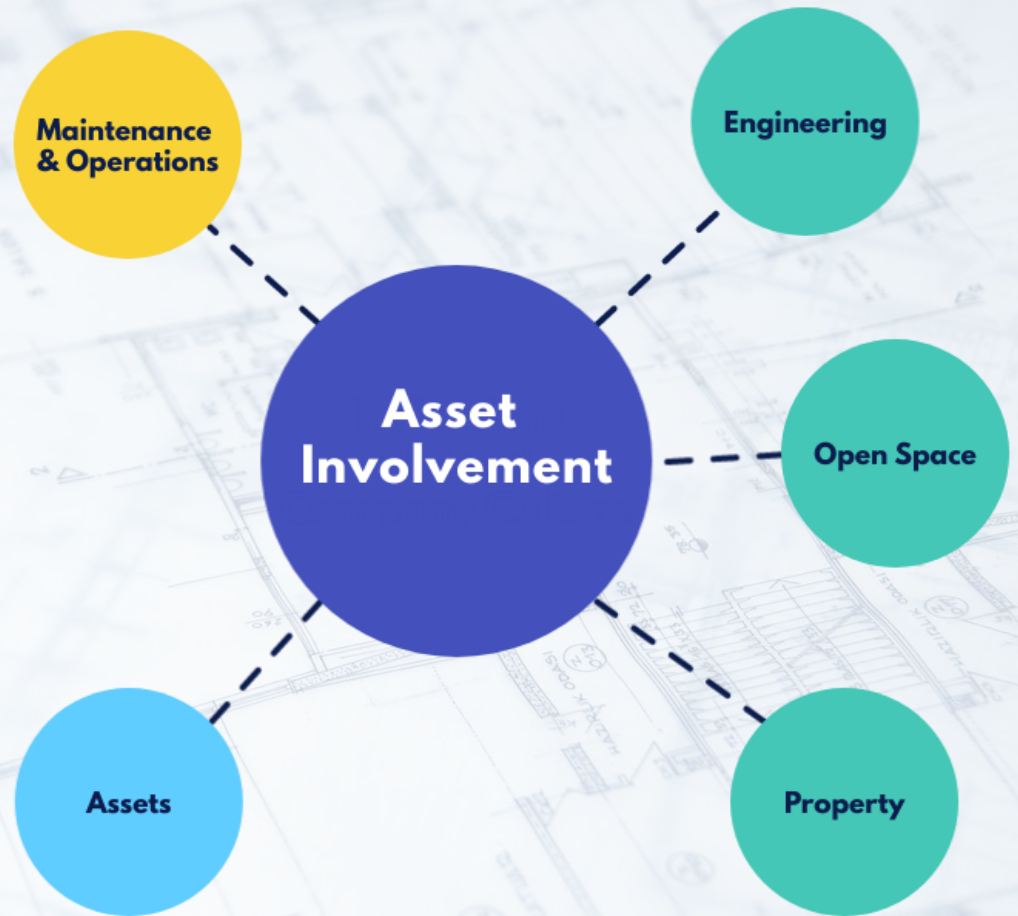
- Reached 4.9m Facebook users
- 3.6k reactions
- 383 Shares
- 294 comments
  - 770k US views
  - 280k UK views
  - 220k Poland
  - 178k Germany
  - 167k Canada
  - 165k Brazil
  - 133k Australia



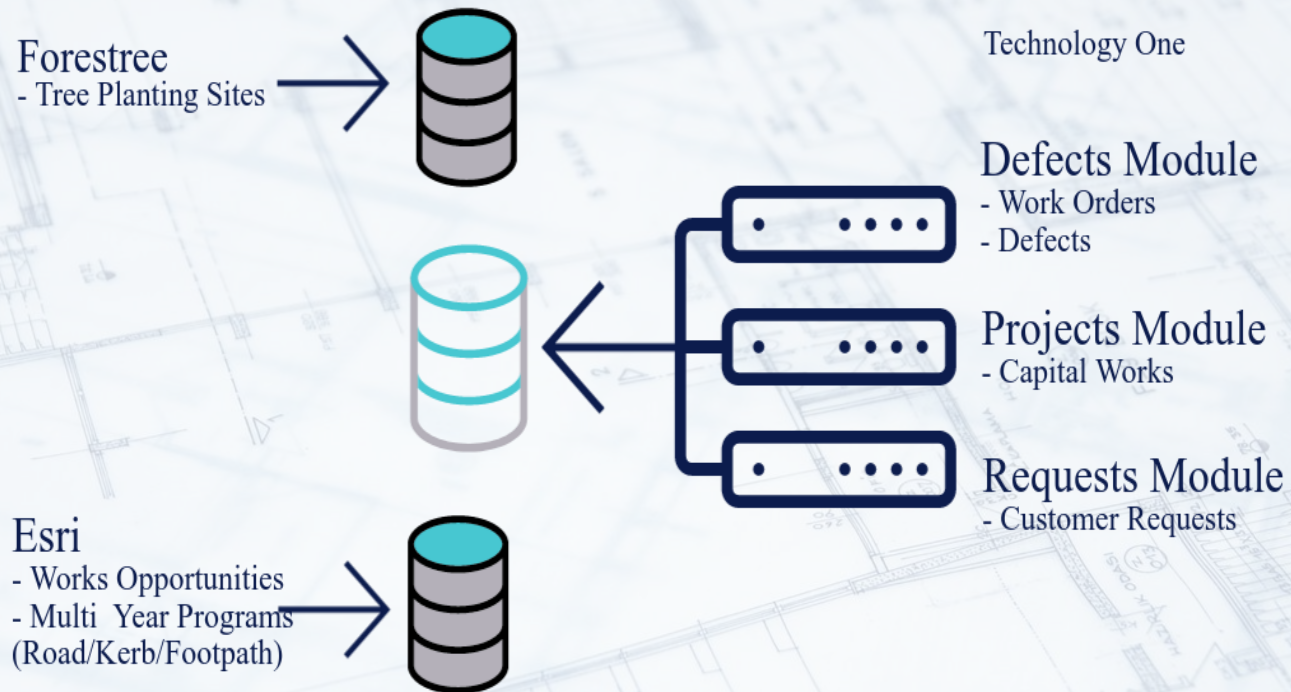
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# Infrastructure Project Planning and Optimisation

## The Challenge...



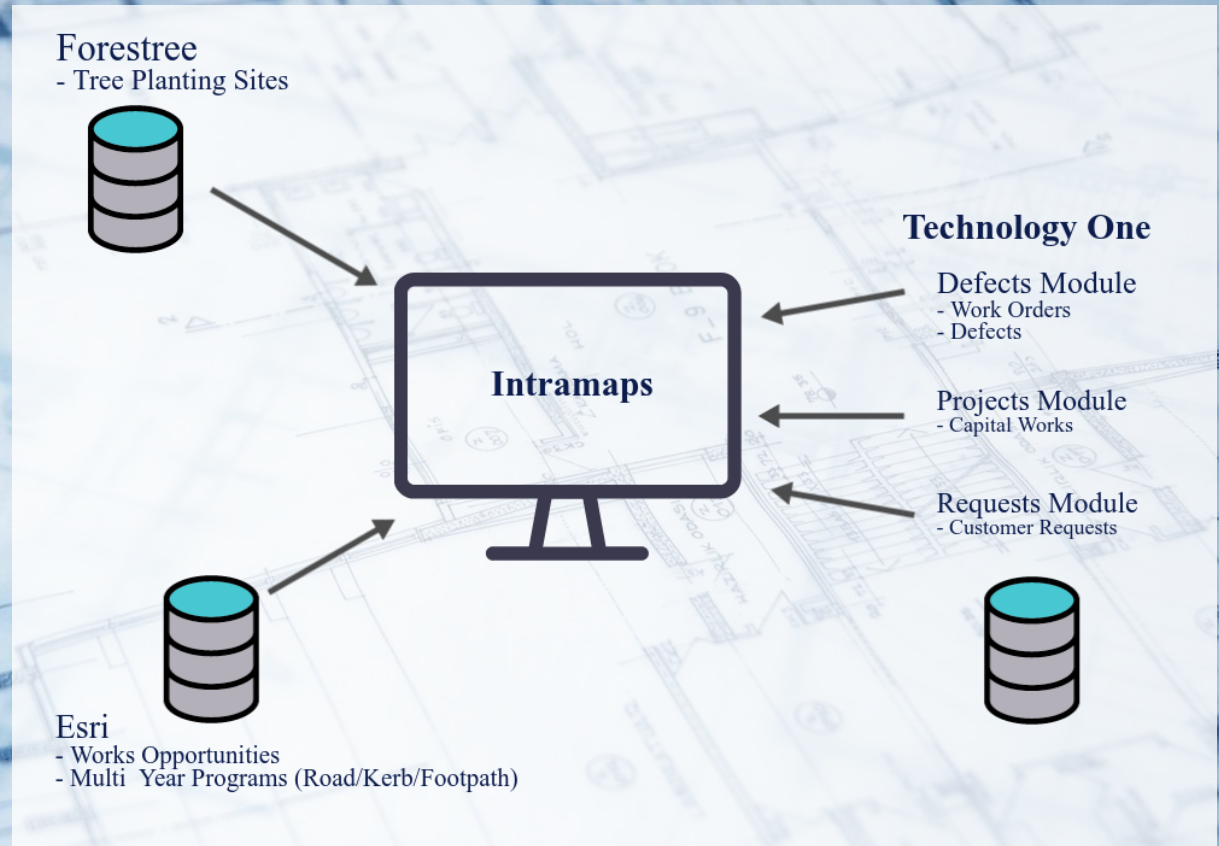
# Infrastructure Project Planning and Optimisation



# The Solution...

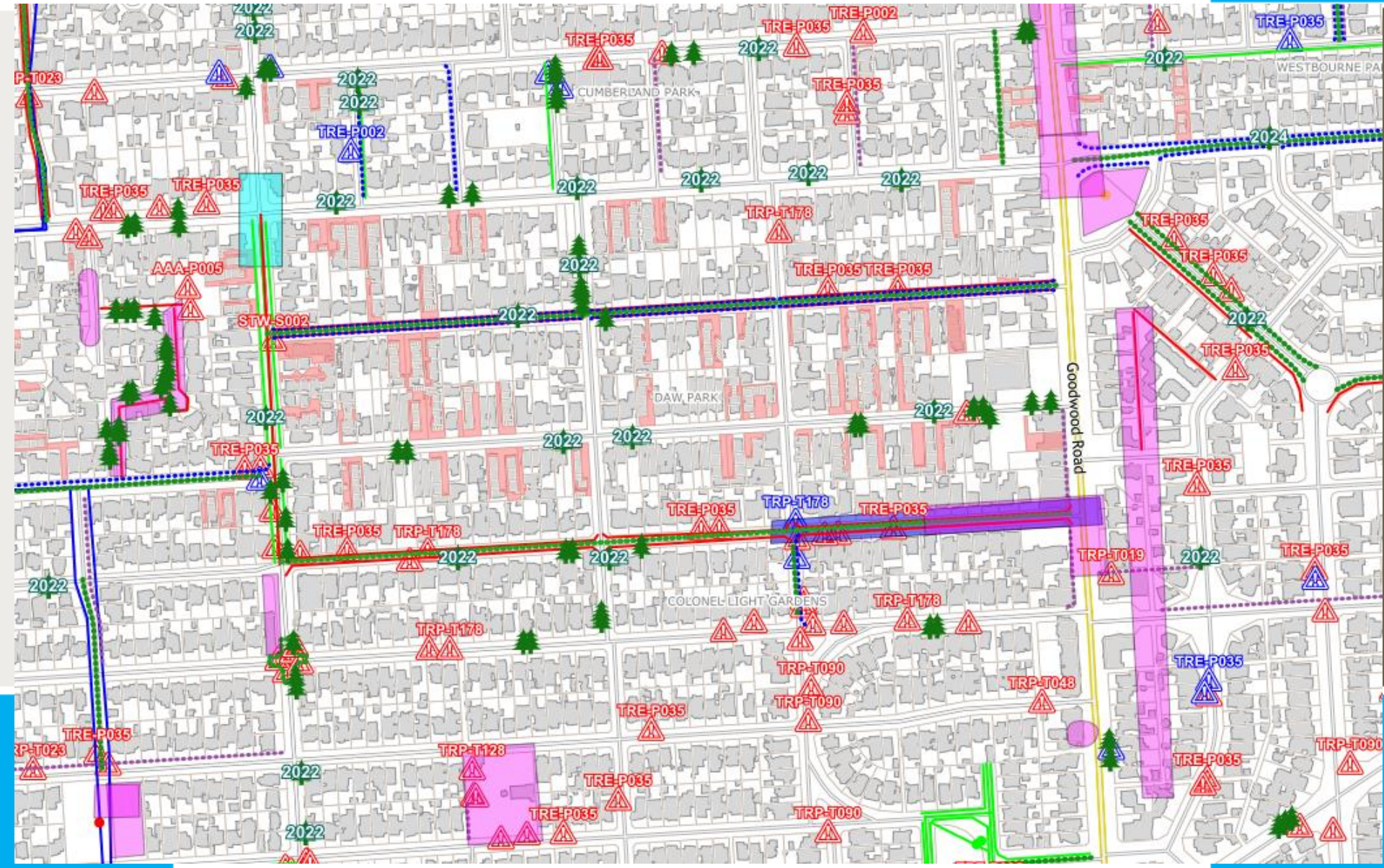
## Stage 1: Spatial Display

- Collate all spatial datasets from the multiple modules, and display in ONE central location

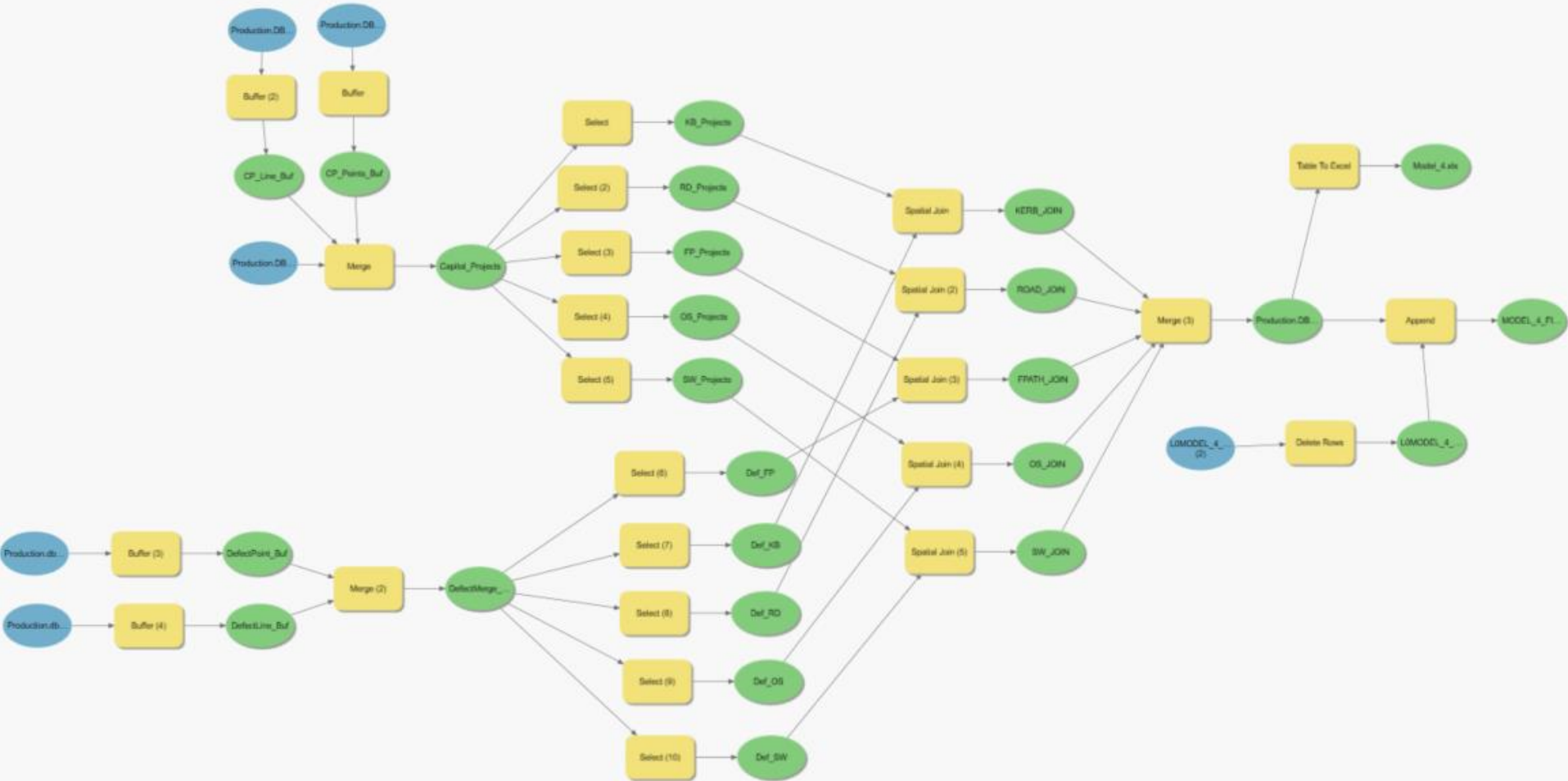




# How that looks...

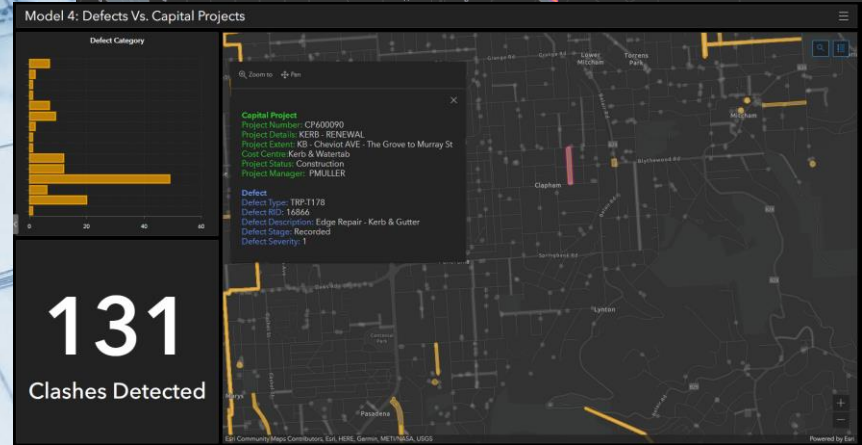
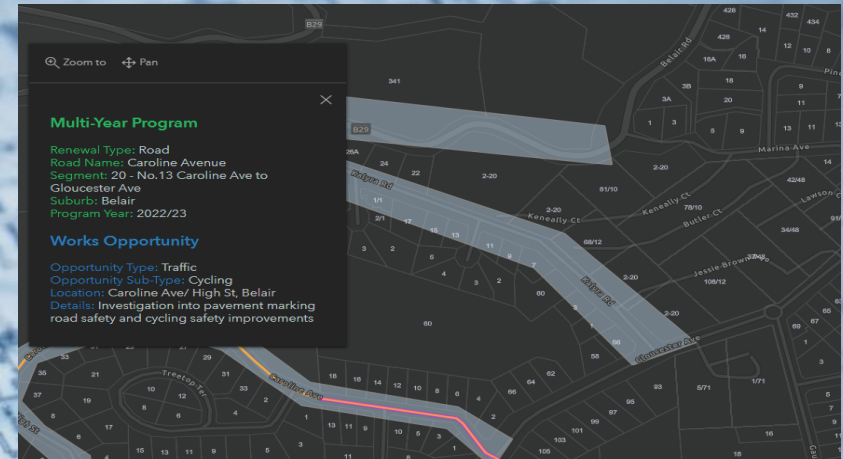


# The Model Workflows...



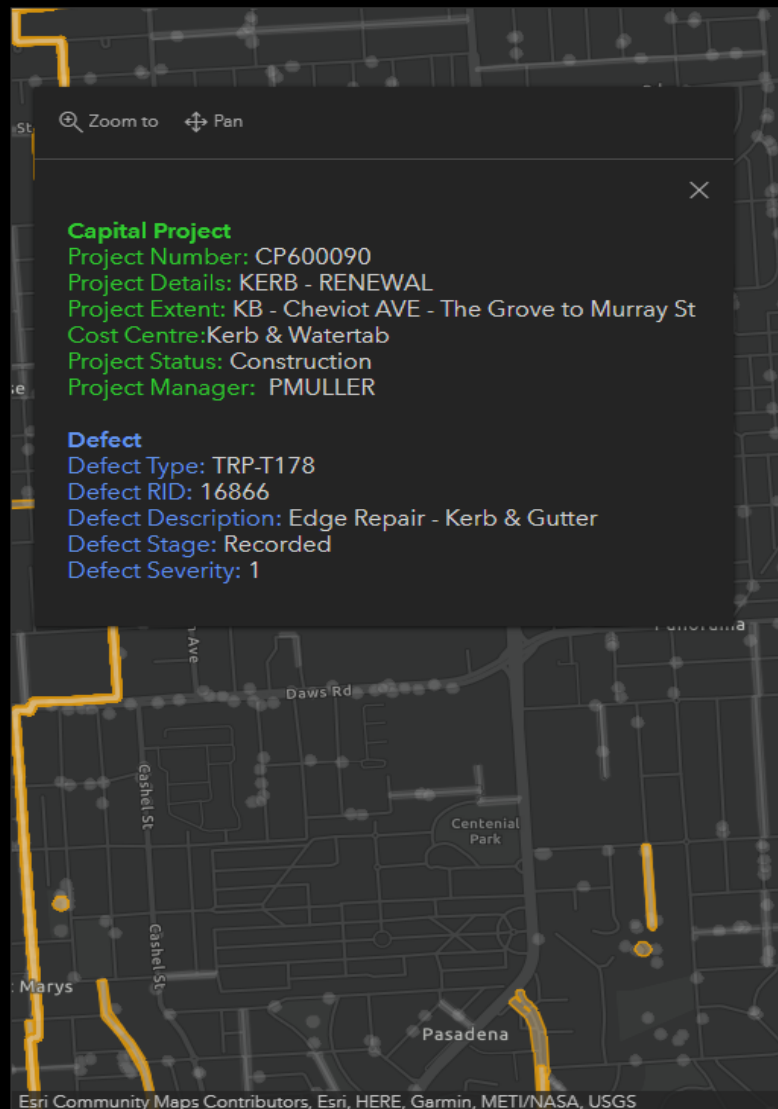
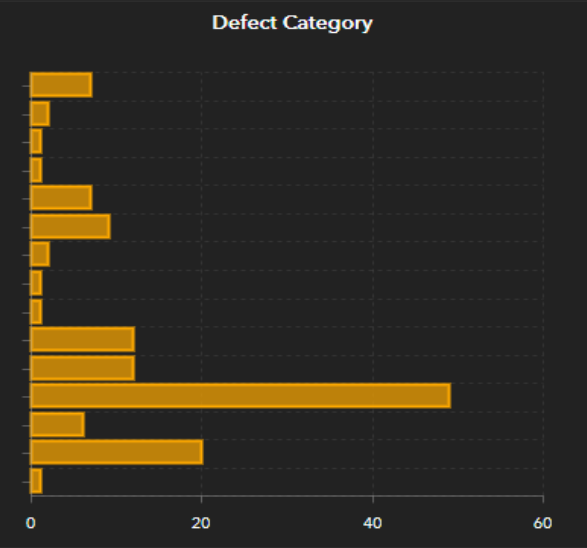
# Stage 2: Spatial Clash Detection

- **Model 1:** Works Opportunities vs. Multi Year Program (Road/Kerb/Footpath)
- **Model 2:** Works Opportunities vs. Capital Projects
- **Model 3:** Defects vs. Multi-Year Program (FP/RD/KB)
- **Model 4:** Defects vs. Capital Projects
- **Model 5:** Forestree Planting vs. Proposed New Footpaths
- **Model 6:** Forestree Planting vs. Kerb Renewals
- **Model 7:** Forestree Planting vs. Capital Projects

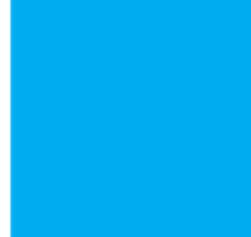


# Infrastructure Project Planning and Optimisation

## Model 4: Defects Vs. Capital Projects



**131**  
Clashes Detected



**Location in action:**  
**Delivering Smarter Infrastructure - Technical**

Using spatial asset planning and clash detection modelling to optimise infrastructure renewal  
**Sam Fulton, City of Mitcham**



Location in Action: Positioning the nation for a brighter future



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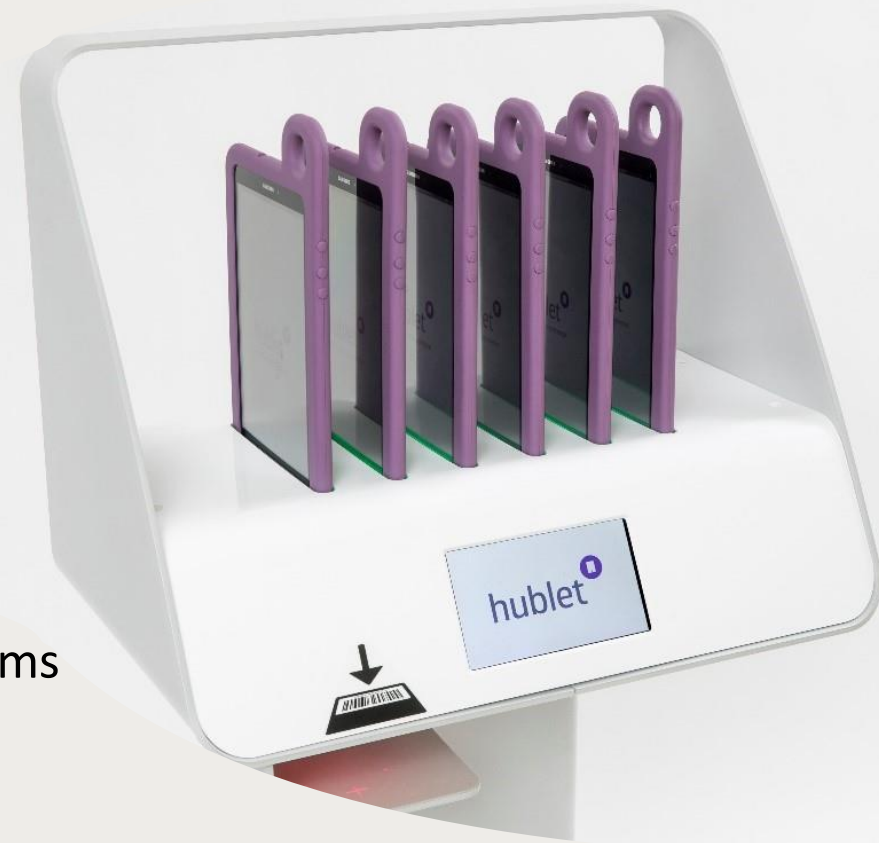
# Organisational and Community Development

# Digital Equity – Library Hublet System



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- Students
- NDIS carers and clients
- Digital literacy classes
- STEAM programming
- Outreach digital literacy programs



# On Track – STEAM Education



## STEAM Activities for Students

- Electronics
- Circuitry
- Coding
- Astronomy (linked to indigenous constellations)

## Partnerships

- Collaboration between Unley, Mitcham, Holdfast Bay, Marion & Wattle Range Councils

# Mitcham Prepared – Excellence in Emergency Response Management



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Local Government  
**Professionals**  
A U S T R A L I A S A

- Quality emergency management plans
- Governance structures
- Training and new technologies
- Operational practices
- Firsthand experiences and deployment (LGFSG)



# Pasadena Community Centre – Community Consultation



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# Career Revive Program



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Career Revive supports businesses to make cultural changes to better recruit and retain women returning to work after a career break

# Next Steps



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3<sup>rd</sup> Quarter Progress Council Report – 10 May 2022