



CITY OF
MITCHAM

Innovation Highlights Report Q1 & Q2 2020/21



The Innovation Highlights report provides a ‘sneak peek’ look at innovations and program and project outcomes scheduled to be included in upcoming Quarterly Reports.

It is distributed to Elected Members (out of session) to inform a quarterly briefing with the CEO and General Managers.

Highlights are arranged against relevant Themes of Mitcham 2030.

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GOAL 1

**ACCESSIBLE, HEALTHY &
CONNECTED COMMUNITY**

THEMES 1.2 HEALTH & WELLBEING & 1.3 SERVICES & FACILITIES

Innovation Highlights

Community Care

1. 2021 Wellness Calendar distributed to 1,300 older residents and those living with a disability who access Community Wellbeing programs
2. A temporary meals home delivery service was initiated for community members previously attending community lunches, supporting a local catering business and ensuring healthy, nutritious meals are available to vulnerable residents
3. New walking groups, a carer's catchup, and social knitting groups were launched in both the Hills and Plains, and Men's Lunch Groups recommenced at a local venue
4. Operational processes and protocols were developed to successfully bring the community shopping buses back into service within an ongoing COVID-19 environment
5. A coordinated program of regular welfare checks and friendly phone calls was implemented by staff and volunteers
6. 'Cumby Crew' Newsletter facilitated to allow members to keep in touch with each other during COVID-19
7. The People Mover was repurposed to deliver 1:1 personal transport to essential medical appointments by staff through all levels of COVID-19 restrictions.
8. The first face to face meeting of the Inner Southern Inclusion Reference group was held, providing a forum for residents of the Cities of Mitcham, Marion, and Holdfast Bay to contribute to inclusion for people living with a disability
9. Storytime, Wriggle and Read, school and childcare groups with restricted numbers, floor marking to encourage physical distancing and 'take-home' craft packs.

Regulations, Registrations, Inspections and Controls

10. Most library staff have undertaken COVID-19 marshal training to ensure that we support the community to follow safe practices while participating in library activities and visiting our sites.
11. Commonwealth COVID-19 infection control training was undertaken by all Community Wellbeing staff and volunteers, as well as a re-induction to COVID-19-safe practices to safely bring the first social groups back to community centres in a COVID-19 environment
12. Each Environmental Health Officer has worked with senior staff to develop a work plan for their area to manage the backlog of inspections created by COVID-19 and are working via this work plan to ensure the backlog is addressed in a timely and efficient manner

Reserves and Open Spaces

13. Enhancement of Hannaford Reserve for dog owners to exercise their dog(s) off lead but under effective control, in accordance with Council's resolution and Dog and Cat Management Plan 2018-23. Final works being undertaken with proposed launch planned for February 2021.

GOAL 2

SUSTAINABLE CITY

THEME 2.1 CLIMATE CHANGE MITIGATION & RESILIENCE

Innovation Highlights

Environmental Planning

14. An innovative remote-controlled mulcher has been used to clear significant areas of the Ellis Reserve fire break in Eden Hills.
15. Solar PV installed across a range of Council Buildings, where an additional 82.5 kilowatts of solar photovoltaics have been installed at Mitcham Memorial Library, Melrose Park Depot, Mitcham Community Centre and Cumberland Park Community Centre. These upgrades have been forecasted to save Council \$372,000 and reduce Council's greenhouse gas emissions by 560 tonnes over 10 years.
16. "Climate Adaptation Pathways" and "Greenhouse Gas Emission Reduction Pathways" documents were created that outlined what Council could do to meaningfully respond to climate change.
17. Developed a business case to replace Councils remaining street lights to LED as well as an Action Plan to tackle changeovers of Councils open space lighting assets that also consider smart technology innovations in upgrades.
18. In 2020 Mitcham partnered with a number of other South Australian Councils to deliver a Community Emission profile for City of Mitcham and other SA councils called "Snapshot".
19. Project completed to assess how well Council incorporates climate change governance into corporate processes and frameworks and was used to benchmark Councils nationally and inform the development of a three-year Climate Adaptation Pathways document.
20. Ongoing improvements to Trellis to track and monitor corporate greenhouse gas emissions, gas, water, street lighting tariffs and waste by automation of data entry and data extraction from utility bills
21. Secured an additional \$99,000 of Green Adelaide funding to support a Regional Resilient South Coordinator to support the Resilient South program
22. Secured a LGA Grant for \$100,000 to commence a Resilient South project that will develop and apply a climate vulnerability assessment on Councils engineering, property and open space assets and help Southern regional councils prioritise high priority mitigations to climate proof assets
23. Secured funding along with Flinders University to review the Resilient South Regional Implementation Plan. To date the project has delivered a benchmarking review of national and international best practice and consultation with relevant stakeholders is planned for Feb/March 2021
24. In partnership with Red Cross and Resilient South Councils, City of Mitcham supported 62 community leaders across the southern region to work in the community to prepare for climate change. We have also partnered in 2020/21 to deliver training that will inspire more community-led action on climate change.
25. Council Bushfire Management Team and the Depot Operations team have commenced the development of a 3 year Bushfire Operational Plan as a coordinated forward thinking approach to bushfire management in the City of Mitcham

THEME 2.2 SUSTAINABLE RESOURCES & NATURAL ENVIRONMENT

Innovation Highlights

Water Management

26. The City of Mitcham is working collaboratively with SA Water to install smart water technology at 15 of our highest water usage sites across the City
27. This smart technology solution, includes soil moisture probes, smart water meters, telemetry data hubs and a secure, web based, Swan irrigation scheduling system, which aim to assist with reducing water usage at sports grounds/ovals
28. The St Marys Permeable waste tyre asphalt carpark was recently awarded a high commendation at the 2020 LG Professional Australia National Federation awards under the award category of Environmental Leadership and Sustainability
29. Smart stormwater storage study will target developing solutions across a broad range of catchments to improve the modelling approach and techniques and allow cost comparison for the implementation of smart tank measures against conventional current pit and pipe solutions
30. Partnered with SA Water to trial soil Moisture probes to improve irrigation and water usage. A series of temperature probes in high use reserves allow Council to monitor localised temperatures to help plan for future visits

Native Vegetation and Maintenance

41. Mitcham's tree canopy cover has been mapped as part of a project undertaken with 15 metropolitan councils to establish canopy and plot trees above 3m in height. This data will be used to track future canopy loss on both private and public land. The project used LiDAR (Light Detecting and Ranging) technology for the first time to capture high resolution, three-dimensional tree metric data.

Waste Collection, Management and Education

31. Implemented 3 bin system with educational material at all Community centres across Council
32. Year two of food scrap project (data collection, new flyer, survey/community engagement)
33. Plastic Free July Behaviour Change Campaign and community competition to reduce plastic use
34. Transition to online waste calendar currently underway
35. National Recycling Week presentation and online content
36. Reviewed additional waste services such as batteries disposal and medical waste
37. Initiated first stage of – Assessment of Kerbside Waste diversion Initiatives in collaboration with RAWTEC
38. Contamination of Waste Bins Letter reviewed and implemented. Compliance monitoring measures being applied to reduce contamination
39. Waste Educational Booklets reviewed and renewed
40. Domestic waste contract review, introducing a new approach involving ESD aspects into the draft contract, exploring partnership and circular economy opportunities
42. Secured \$340,000 of Green Adelaide funding to support the construction of the Pasadena Biodiversity Corridor to commence in 2021

GOAL 3

DYNAMIC & PROSPEROUS PLACES

THEME 3.1 PLACEMAKING

Innovation Highlights

Planning and Development Services

43. Reinstating a more formalised and accessible Heritage Advisory Service in collaboration with Heritage SA to ensure ongoing high-quality development decision in heritage areas
44. Monthly reporting (via new ePlanning reporting tools) to the General Manager and Chief Executive on Development Services performance under the new system
45. Following Code implementation, introduction of a new Pre-lodgement / Held Desk Service for applicants (particularly of complex development) to ensure issues can be identified and resolved "up-front" and prior to lodgement to ensure progressive certainty for both applicants and assessment staff
46. Establishment of a development register for the management and monitoring of the Commonwealth Home Builder Grant to ensure eligible persons can access the grant and facilitate economic stimulus through COVID-19
47. The development of an updated Development Services team plan and Development Services Business Operations Manual – resulting in new Standard Operating Procedures and Business Processes to reflect the new planning system
48. Given the demonstrated benefits to Development Services (particularly in the assessment space) that flexible working arrangements – post COVID-19 – will be maintained and formalised through updated team and resourcing plan

49. ePlanning and digitised administrative processes have resulted in the need to review and redefine some roles and responsibilities. Operational savings are expected in administrative areas of Development Services, which are proposed to be reallocated to other parts of the business to further drive strategic and policy innovation.
50. Accreditation of planning and building staff under the Accredited Professionals Scheme, including an annual training and education program to ensure 'continuing professional development' requirements are maintained for staff.

Precinct and Key Site Master Planning

51. Building on the Spatial Vision for City of Mitcham and recent Development Plan Amendments (Growth Precincts DPA and Special Residential Character Areas DPA currently underway) it is proposed to develop a 5 year Strategic and Policy Planning Work Program for consideration by council by mid-2021.
52. A key element of the work program involves revising councils current (2012) Strategic Direction Report to ensure it is contemporary, and consistent with councils' aspirations for ongoing strategic planning and policy work under the PDI Act, and importantly to ensure alignment with the Spatial Vision for the City of Mitcham.

THEME 3.2 CITY VIBRANCY

Innovation Highlights

Events

53. The Community Development and Library Teams collaborated ahead of both winter and spring school holidays to deliver school holiday activities programs which were both COVID-19 safe, diverse and exciting
54. Mitcham's Christmas Festival was launched including Christmas Celebration Spaces (lights, decorations, pop-up entertainment) at CC Hood Reserve, Soldier's Memorial Gardens and Waite Street Reserve. This included decorative lighting at Blackwood Community Centre, Cumberland Park Community Centre, Mitcham Cultural Village and Mitcham Community Centre as part of a Community Development initiative to support our hirers and the community
55. Revised an innovative Book Week program working with acclaimed Australian author and artist Shaun Tan. Shaun delivered a Zoom art session to 30 classes from 9 local primary schools. Children then created their own interpretations of his 'curious creatures' which were displayed in the Mitcham Memorial Library foyer. Classes visited the library to see the display and take part in a treasure hunt
56. Techtme, Book groups, knitting, French classes and discussion group have resumed. The Toy Libraries have re-opened and volunteers returned to the libraries after having COVID-19 inductions
57. We were successful in getting a \$5000 grant from the Good Things foundation to purchase web cams and "explore technology" promotional banners. We then offered Come-n-Try training in video-calling for the community during 'get online' week, with the aim of helping people to connect remotely with family and friends
58. Our libraries worked closely with the Community Development team to participate in the City of Mitcham celebration of Christmas with themed night-time Storytime events, Santa's mailbox and a very popular Christmas display in the foyer of the Mitcham Memorial Library

GOAL 4

EXCELLENCE IN LEADERSHIP

THEME 4.1 GOOD GOVERNANCE

Innovation Highlights

Corporate Reporting

- 59. Improved Quarterly reporting to better align to Mitcham 2030 and display historical data.

Strategic Planning

- 60. Published a new 4-Year Delivery Plan to consolidate strategic context, directions and actions. 34 new community insights will inform Council budget deliberations in 2021.

Financial Management

- 61. Interactive manager dashboards that include drill downs and traffic light reporting, so managers can see all of their financial metrics in one place.

Asset Management and Planning

- 62. Community Land Management Plans reviewed for better management of community land and to enable future planning for developments and enhancements.
- 63. Rescinding of current delegations under the Development Act and establishment of new delegations under a series of new “delegations instruments” to reflect the requirements of the new Planning System and PDI Act.
- 64. Alterations to the governance of the Strategic Planning and Development Policy Committee (SPDPC) so that it aligns with changes to the new planning system.

Information Management

- 65. Investigation into the destruction and retention of records in line with relevant legislative standards. Electronic records will save space and be easier to access

Risk and Emergency Management

- 66. Risk management now managed via dashboards that improve visibility on identified risk treatment plans, who is responsible and timeframes for completion.
- 67. Introduction of a new Building Inspection Audit Policy to meet the requirements set by the State Planning Commission, together with additional inspections in bushfire prone areas and owner builder development.
- 68. Development of a new TechnologyOne module for building inspections to ensure clear and consistent management of inspections and compliance timeframes, to minimise risk to the community as a result of non-compliance.
- 69. Internal risk auditing module was launched to ensure greater reporting on risks and risk management plans

Governance Support

- 70. Various Governance improvements such as a minute style guide, governance manual, meeting minute release schedule, integrity checklists, virtual meeting procedures and Council Chamber technology improvements.
- 71. Various updates to Infocouncil processes and templates to improve Council meeting efficiency, transparency, discussion and decision making.

THEME 4.2 ORGANISATIONAL IMPROVEMENT

Innovation Highlights

Efficiency and Effectiveness

72. Developed new service insights (include financial analytics), developed new rapid feasibility process, held new EM Innovation Briefing (October), developed and recruited for new position to drive strategic procurement and value initiatives in 2021
73. To provide consistency across the organisation, eliminate duplication and improve efficiencies to the payroll process, pays for all staff were shifted to be for the same period at the same time
74. Council undertook a joint procurement of banking services with Burnside Council, presenting a higher transactional and spend opportunity for prospective suppliers to tender for as well as a reduced cost of procurement to go to market.
75. Improved forms, CiA workflows, and published process maps allow for a more streamlined approach that supports the digital strategy and ensures business continuity
76. The Home Library Service has responded to the COVID-19-related increase in numbers by redesigning delivery routes, reviewing procedures, and making increased use of Council vehicles for deliveries
77. Currently undertaking process to streamline and automate our internal processes for the processing of requests for invoices to send to businesses for food inspections
78. Community Safety staff developed a more efficient dog and cat registration door knock program which included a mobile payment device which assisted residents to pay for the registration on the spot
79. A contractor performance review framework and schedule was developed and initiated to add to existing monitoring of home support service standards and client satisfaction levels

ICT Management and Development

80. Delivered SaaS cloud transition, server upgrades, security enhancements (including MFA, training, antivirus upgrades, new procedures) and deployed new laptops to improve safe remote working
81. Delivered new customer digital display/kiosk, new community centre AV, e-Recruitment (Stage 2), new dashboard analytics and scoped new waste service fleet system to align with new fleet arriving early 2021
82. Administration has worked with leaders to ensure recruitment has not been compromised and have successfully recruited critical roles virtually when/where required
83. Recruitment dashboard expected to be completed by January 2021. This will identify any bottlenecks or areas of improvement/increased efficiency opportunities in Recruitment timelines, processes, and validate ROI's on advertisement platforms
84. Integrated recruitment system for volunteers that will reduce administration and improve tracking requirements
85. A new online booking system (Space to Co) was introduced for community centres, improving efficiency of booking, and ensuring COVID-19 protocol compliance
86. Changes were made to both the Citizenship Ceremony and New Resident Welcome Packs (conferred virtually) to allow these vital ceremonies to continue in a COVID-19-impacted year
87. Project scoping work has begun on a new lease and licence module in TechnologyOne which will vastly improve efficiencies and save storage