

2019-20 Annual Business Plan Summary

The Annual Business Plan helps us to deliver on the goals and objectives of Council's Strategic Plan – **Your Adelaide Hills – A place for everyone**, in a responsible, innovative and collaborative way, whilst also acting in the best interests of the Adelaide Hills community.

You elected a new Council, including five new Council Members, in November 2018 under the revised two ward structure. Since this time we have focused on working as a cohesive team to continue to build a happy, healthy and prosperous Hills community. Financial sustainability remains an important commitment so that both current and successive Councils can understand the cost implications of their strategic decisions and facilitate the prudent delivery of services and facilities to the community now and into the future.

While continuing to progress our strategic planning initiatives, Council has resolved to undertake a comprehensive review of the current Strategic Plan in line with legislative requirements. This review commenced in April 2019 with a new Strategic Plan to be adopted in 2020.

Adelaide Hills Council is well-placed to implement our Annual Business Plan having drafted a responsible budget that includes an expected increase in average rates of 2.8%. An additional \$10 increase in rates per assessment has been added due to the extraordinary increase in the Solid Waste Levy that occurred after community consultation. This increase will not only enable us to maintain all existing services as costs grow in line with the Consumer Price Index,

but also fund increased levels of capital renewal works (in particular our road network) as identified within our Long Term Financial Plan.

On 18 June the State Government, without prior notice, increased the Solid Waste Levy by 40%. This State tax increase is equivalent to 0.5% of our total rates income or \$10 per property. Consequently, in response to this extraordinary impost, Council resolved to apply this additional amount to each rateable property.

Our Annual Business Plan has also funded a number of new projects and initiatives in response to community feedback, whilst at the same time dealing with a range of additional cost pressures through the achievement of savings strategies. The impact alone of China mandating stringent quality requirements for imported recycled materials has been in excess of 1% of rates revenue which we have so far managed to absorb through improved efficiencies.

Creating a vibrant and inclusive community for everyone, who lives, works and plays in the Adelaide Hills, remains at the heart of many Council initiatives. The former Onkaparinga Woollen Mill at Lobethal is being revitalised with the establishment of Fabrik, our Arts and Heritage Hub. We're working closely with the community in Gumeracha to revitalise the main street and surrounds and have achieved some major funding milestones to date. Events such as the Hills Harmony Picnic also reinforce our community spirit and recognise diversity and inclusion in our community.

On a grass roots level our Community Centres, Libraries and volunteer activities continue to thrive and support people of all ages and backgrounds in the Hills.

To improve the liveability of the Adelaide Hills we have also planned significant investment in improving our walking and cycling trails, new footpaths, overcoming road blackspots and preserving our natural environment through programs such as our weed control and Roadside Marker Program.

We will finalise our Carbon Management Plan later this year, with a further objective of achieving 100% renewable energy (electricity use) for Council as an organisation in a financially sustainable way.

Council has also identified almost \$600,000 of new capital investment to continually increase our environmental sustainability. This includes a substantial increase in solar panel installations, water sensitive urban design work, irrigation design and upgrades to ensure the efficient use of water.

This is the first Annual Business Plan of your new Council with a strong focus on delivering value for the rate dollar with responsive services for the community while working collaboratively with our staff, volunteers, partner councils and subsidiaries. We continue to enthusiastically serve you – our community.

Jan-Claire Wisdom
Mayor



Budget Highlights



\$22.4
million

Infrastructure and Operations



\$3.8
million

Property Services



\$3.7
million

Community Development



\$4.6
million

Waste and Recycling



\$2.5
million

Planning and Development



\$2.7
million

Libraries and Customer Services

How your money is spent

Program Spend	Invested (\$'000)	%
Infrastructure & Operations	22,445	45%
Support Services	6,361	13%
Property Assets	3,815	8%
Waste Services	4,637	9%
Community Services	4,420	9%
Planning and Development	2,505	5%
Home Support Services	1,127	2%
Regulatory and Health	1,543	3%
Governance	1,390	3%
Community Waste Management Systems	1,245	3%
Total	49,488	100%

2018–19 Key Achievements

The Council made significant progress in delivering on its priorities from the Strategic Plan. Some key outcomes include:

Objective	Outcome
Goal 1 People and business prosper	<ul style="list-style-type: none"> Held our second annual May Business month, providing opportunities for local business operators to network, learn new skills and update their knowledge. Managed an external expert review of the Mt Lofty Ranges World Heritage Bid to identify a focus for the next phase of the project. Supported a Northern Freight Bypass study to establish the viability of alternative freight movement options. Supported a Regional Public Transport Study to identify transport needs and opportunities in the short and long term. Completed the collaborative Hills Sculpture Trail project, linking 26 major sculptures throughout the region through a signage and marketing strategy. Enhanced Council's website with improved search capability and information on development. Supported the apple and pear growing industry following a second consecutive year of hail damage through part funding and facilitating a number of industry events (Pome Fest) and the Hail Storm Heroes marketing campaign. Celebrated International Volunteer Day with a lunch event for all Council volunteers and collaborated with other councils in the region to run Volunteer Movie Day for all community volunteers in National Volunteering Week. Completed a review of Council's office and service centres in relation to bushfire safety and whether these sites and services should be open on extreme and catastrophic fire danger days with a view to improving staff and community safety. Initiated the Design Guidelines Project for Stirling Main Street. Progressed the Electronic Development Assessment System with improved assessment efficiencies. Progressed the implementation of the Electronic Development Assessment System with improved assessment efficiencies and upgraded the Council's development webpage, including a new development application checklist. Working collaboratively with the largest abattoir for the relocation of their operations from Murray Bridge to Lobethal through multiple development applications. Conducted food safety training courses for the community, one specifically designed for food handlers in aged care. Continued work on the upgrade of failing waste systems in the District through the Aerobic Wastewater Project.
Goal 2 Activities and opportunities to connect	<ul style="list-style-type: none"> Established a Reconciliation Working Group, in partnership with Mt Barker District Council, to assist both councils understand and identify meaningful ways to recognise the culture of our first people. Held our third, and largest, Harmony Picnic, which welcomed people of all cultural backgrounds to the Hills. Established a Youth Leadership Program. Engaged with local youth in concept development, planning and construction in the development of a Trial BMX Track in Stirling. Integrated the Community Leadership Program with other community group development initiatives relating to sport and recreation and resilience. Named and commenced the establishment of Fabrik, an arts and heritage hub in the former woolen mill at Lobethal. Undertook a review of library services to identify community preferences and plan for future service provision. Hosted the Santos Tour Down Under with the Council's biggest involvement in the event's history - two stage finishes for the women's tour, a stage start and finish of the men's tour, and support to various elements of stages passing through the district.
Goal 3 Places for people and nature	<ul style="list-style-type: none"> Developed a draft Carbon Management Plan in readiness for consultation in early 2019-20. Committed to partnering with key agencies and councils to develop a proposal for an Adelaide Wine Capital Cycle Track, which would see the Amy Gillett Trail completed as a key part. Developed the Resource Recovery and Recycling Strategy which builds on Council's Waste and Resource Management Strategy 2016-2021 and helps to drive further reductions in waste-to-landfill. Completed the Gumeracha Mainstreet and Federation Park Masterplans. Along with the Gumeracha Main Street Project Group and Jensen PLUS Council won a National Award for Planning Excellence for the Gumeracha Main Street Masterplan Design Framework. In May 2019 the Woorabinda Bushland Reserves were formally placed under Heritage Agreement by the Minister for Environment and Water. Issued over 500 burning permits prior to bushfire season thereby reducing bushfire risk in the District.
Goal 4 Explore ideas and work with others	<ul style="list-style-type: none"> Implemented a new system for managing incoming customer calls to provide more streamlined customer service. Undertook 49 community engagement exercises through our online engagement portal (and other methods) including the Pomona Road BMX Track Trial, proposed Stonehenge Reserve Courts upgrade, What should replace the Stirling Rotunda and the Gumeracha Main Street Precinct Masterplan. Moved to a paperless, prioritization process for Tree Services through the integration of our Customer Request Management system and Asset Management System. Further developed the Council's virtual reality hub at Gumeracha, including training a team of volunteers to facilitate community use of the equipment.
Organisational Sustainability	<ul style="list-style-type: none"> Facilitated the 2018 Local Government Election through local action to encourage enrolment, the nomination of candidates and the casting of votes. Following the Election, inducted and trained the new Council in the obligations and roles of public office. Developed the Corporate Reporting Framework which will see quarterly operating, project and financial reporting to the Council and community for 2019-20. Implemented the first two modules organisation wide in our WHS system (Skytrust), being incident and hazard reporting and investigation. Commenced our People Leader gatherings, focused on development of our leaders and better management of our people. Implemented Bushfire Site Safety and Survival Plans and kits to further develop our responses in times of emergency.

Snapshot: 2019-20 Strategic Plan Projects

1. People and business prosper

- Through digital technology and with our partners, we will work to ensure visitors to our region know what is on offer and how to get there.
- Support and encourage business growth and new investment through initiatives including May Business Month.
- Complete the review of our cycling and trail strategies, including costed priorities for implementation.
- Commence the conversion of our Development Plan into the new State Planning Code to assist with the transition to the new Planning System.

2. Activities and opportunities to connect

- Through the Reconciliation Working Group, progress our next version of the Reconciliation Action Plan to take our understanding and recognition of Aboriginal culture to the next level.
- Roll out cultural diversity awareness programs for young people through our libraries.
- Implement a leadership development program specifically for young people.
- Focus on developing young people as leaders through a new youth leadership development program.
- Develop Stage 1 of the Fabrik Arts and Heritage Hub at the Old Woollen Mill in Lobethal.
- Develop a Library Services Strategy to identify a vision for the future of library services in the Hills.

3. Places for people and nature

- Finalise and commence implementation of our Carbon Management Plan.
- Continue our road reserves and reserve assessments programs, leading the nation in conservation and biodiversity management practices.
- Develop our Community and Facilities Framework to guide strategic investment in related assets.
- Continue to implement our Waste and Resource Management Strategy to reduce waste to landfill and maximise recycling.
- Continue our community-led place making approaches to enhance our townships and public spaces including the Gumeracha Main Street Project.

4. Explore ideas and work with others

- Review our website to optimise functionality on mobile devices and improve access to information.
- Continue to develop and implement the Internet of Things to support emerging technologies.
- Identify more opportunities for customers to do business with Council online.
- Continue to encourage public art and place-making through the provision of community grants.

Organisational sustainability

- Review Council's Strategic Plan to set the direction for services and infrastructure for the medium term.
- Develop methods to regularly measure customer satisfaction and ease of doing business with Council.
- Implement our Procurement Framework and related procedures to ensure that we achieve value in the expenditure of public money.
- Continue to develop our work health and safety management practices with the use of the integrated safety management system (Skytrust).

Key Capital Works Projects

The introduction of a rolling three year Capital Works Program which includes intended projects for 2020-21 and 2021-22 assists in planning, scoping and project delivery. In 2019-20, some notable investments include:

- ✓ \$232,000 for additional solar panels on Council buildings.
 - ✓ \$100,000 for a pedestrian crossing facility on Milan Terrace adjacent the Stirling Hospital.
 - ✓ \$750,000 for the Gumeracha Main Street upgrade including undergrounding of powerlines.
 - ✓ \$221,000 towards upgrades for the Arts and Heritage Hub (Fabrik) at Lobethal.
 - ✓ \$970,000 for renewal and upgrade of Newman Road in Charleston township.
- A significant asset renewal program of \$9.274m in 2019-20 will see a range of projects including:
- ✓ \$2,599,000 on the renewal of sealed and unsealed road surfaces.
 - ✓ \$970,000 on the renewal of sport and recreational facilities including playgrounds.

Loan Borrowings

The budget for 2019-20 provides for additional borrowings of \$2.5m that will primarily be used to fund new and upgraded assets.

Net Rates

2.8% average annual increase to general rates, plus an additional \$10 per assessment in response to the Solid Waste Levy. A complete copy of Council's rating policy is available at ahc.sa.gov.au

Investing in important Capital Works Projects

The 2019-20 Capital Budget continues to focus on the renewal of infrastructure.

The Council has in excess of \$500m (Current Replacement Values) of infrastructure assets that it manages, to ensure that our current and future communities have access to the ongoing services these assets provide.

This year our capital investment program will include \$9.274m on the renewal of our existing assets and \$4.811m in providing additional assets for capacity improvements and new projects to meet service level demands.



Community Consultation Feedback

During May Council undertook community consultation on the draft 2019-20 Annual Business Plan.

The engagement was through our engagement digital platform and also included direct submissions, and an opportunity for in-person representation at a Council meeting. As a result of the consultation process 8 submissions were received.

2019-20 Budget	
Asset Category	\$'000
Bridges	185
Buildings	1,553
CWMS	550
Footpaths	923
Kerbing	460
Other (Guardrail / Retaining Walls / Cemeteries / Furniture / Traffic Control)	1095
Road Pavement	1,128
Roads: Sealed	1,228
Roads: Unsealed	1,441
Shoulders	400
Stormwater	890
Sport and Recreation (including Playgrounds \$200k)	1,170
Plant and Fleet	1,393
Information, Communication & Technology	320
Minor Plant & Equipment (including Library fittings)	65
Project Management Costs	1,284
Total Capital Expenditure	14,085

Rating Structure

Variable Rate Charge

The general variable rate is 0.2469 cents in the dollar. The commercial industrial rate is 0.2839 cents in the dollar.

Fixed Charge

The fixed charge has been set at \$662 (including an additional \$10 in response to the Solid Waste Levy increase) and provides a mechanism to recognise that all properties have access to core Council services, regardless of valuation, and should make a contribution to the cost of those services. In addition, the fixed charge provides a mechanism to adjust the rates contributions across high and low valued properties. This can add balance and equity to the rate system.

Primary Production Rebate

Primary Producers can apply for a rebate of 10% on the differential rate in the dollar. Forms are available at ahc.sa.gov.au and all Customer Service Centres. A rebate is not eligible on those properties that currently receive a Notional Capital Value.

Community Wastewater Management System (CWMS) Service Charge

Council applies a service charge to all properties serviced by CWMS. The cost of providing these services includes operating the system, depreciation, maintenance, an administration allocation and infrastructure replacement provision.

Council recovers the cost of the service through the CWMS service charge. This year, the annual service charge for occupied properties has increased by 5% and vacant properties has reduced by 13% to reflect the full cost of providing the service as per the requirements of the Essential Services Commission of South Australia.

Natural Resource Management Levy

The Natural Resource Management Levy is a State tax. Councils are required to collect it under the NRM Act. Enquiries should be directed to:

Adelaide & Mt Lofty Ranges NRM Board

amlrnm.sa.gov.au (08) 8273 9100

SA Murray-Darling Basin NRM Board

samdbnm.sa.gov.au (08) 8532 9100

Paying Your Rates

Electronic Delivery of Rates Notice

Say goodbye to paper bills and access your rates notice through one of our electronic methods:

- BPAY View
- Email

Please refer to the reverse of your 2019-20 rate notice for further details.

Direct Debit

Direct Debit continues to be available for annual and quarterly payments. Please call us on 8408 0400 for more information or visit ahc.sa.gov.au to download an application form.

Paying Rates by Cash

We have removed cash as a rate payment option in our Customer Service Centres at Woodside, Gumeracha and Stirling due to the processing costs involved. However, cash payments for rates can still be made at Australia Post.

BPAY

Pay your rates through BPAY by quoting the biller code 45369 and using the reference number on the front of the Rates Notice.

State Government Concessions

The State Government provides a "Cost of Living Concession", as well as water and sewerage concessions for council Community Wastewater Management Schemes (CWMS) or council-provided water. These payments may be used for any purpose, including off-setting Council rates.

To check eligibility contact the DHS Concessions Hotline: 1800 307 758, or go to sa.gov.au/concessions

Should you be eligible for a State Government funded concession, this will be paid directly to you by the Department of Human Services and is not provided via your rates notice.



Adelaide Hills
COUNCIL

☎ (08) 8408 0400

✉ mail@ahc.sa.gov.au

✉ PO Box 44, Woodside SA 5244

🌐 ahc.sa.gov.au

Postponement of Rates

Section 182A of the *Local Government Act 1999* requires councils to provide eligible senior rate payers (i.e. persons eligible to hold a Seniors Card) with the option to postpone a prescribed proportion of their Council rates on their principal place of residence each financial year. Pursuant to Regulation 13A(1) of the *Local Government (General) Regulations 1999*, the "prescribed proportion of rates" that may be postponed is any amount in excess of \$500 (\$125 per quarter). Council may allow for the postponement of the payment of rates if the payment of those rates would cause financial hardship. Interest is charged on the rates that are postponed. The outstanding rates and interest incurred are paid to Council when the property is sold, or when the ownership circumstances change. Please call our Customer Contact Centre on 8408 0400 for information and an application package.

Note: A rate cannot be challenged on the basis of non-compliance with the policy and must be paid in accordance with the required payment provisions.



2019-20 Rate Capping Application

Rate Assessment Number

Name of Ratepayer(s)

Property Address

Signature of Ratepayer

Date Daytime Phone

Email

Ratepayer Declaration:

I wish to apply for a residential rate capping rebate on my rates for the 2019-20 financial year and declare that my rates have been increased by more than 15% AND:

The property is used by me as my PRINCIPAL place of residence AND there has not been:

- Recent improvements to the property worth more than \$20,000, OR
- Any change in the land use since 1 January 2018, OR
- A change in ownership of the property since 1 January 2018.

Please note that under Section 159 of the *Local Government Act 1999*, those persons lodging a false declaration may be subject to a maximum penalty of \$5,000.

Please forward the completed application to:

Rates Office
Adelaide Hills Council
PO Box 44, Woodside SA 5244