



Civic & Community Facilities

Community Land Management Plan

Updated November 2021



City of
Norwood
Payneham
& St Peters

Contents

Civic & Community Facilities	1
Appendix A: Community Land Register	8
Appendix B: Management Strategies	11

Adoption and Review

The Civic & Community Facilities Community Land Management Plan was adopted by the Council on 1 June 2020.

The Council will review this Plan within three years of the adoption date, or otherwise as required from time-to-time.

Cover: Norwood Town Hall
Right: Jazz in the Park, Linde Reserve



Civic & Community Facilities

This Community Land Management Plan has been prepared pursuant to Section 196 of the *Local Government Act 1999* (the Act).

Background

Civic and community facilities play a vital role in enabling the Council to conduct its day-to-day administrative operations and provide services to the community. They provide a meeting place for community groups, a space to learn new skills and connect with others, and face-to-face contact with Council staff. They are some of the most well-known and utilised Council facilities, including the Norwood Town Hall, the St Peters Civic Centre Complex and the Payneham Community Centre.

The Council has a total of 11 civic and community facilities throughout the City.

Many of these facilities have a long history and contribute to the rich cultural and built heritage of our City. Increasingly, community buildings are being reimagined and redesigned as modern and inclusive community hubs that provide access to multi-purpose spaces and interactive technology.

Central to the role of the Council, the Council's Customer Service Centre operates out of the Norwood Town Hall located at 175 The Parade, Norwood, and provides a range of services to members of the community every day — from payment of rates and dog registration, to permit applications, to taking enquiries and providing information about the full range of Council services.

The Council also has three Libraries located within the City — the Norwood Library, the St Peters Library and the Payneham Library — reflective of the history and location of the three former Councils that amalgamated to form the City of Norwood Payneham & St Peters.

The Council's Works Depot, located in Glynde and the Council owned and operated St Peters Child Care Centre, located in Stepney, are also included within this category of Community Land.

What land does this include?

An excerpt from the Council's Community Land Register listing all civic and community facilities is contained within **Appendix A**.

Description

Civic and community facilities are Council-owned buildings which operate to provide a civic or community purpose for the City, including activities such as Council administration, provision of community services and activities, and public meeting spaces.

These facilities include community halls and centres, library complexes, child care centres and administrative buildings for Council staff.

Some of these facilities are operated by the Council and made available for casual hire by members of the community (for instance, the Payneham Community Centre), and some are operated by community groups under lease agreements.

Civic and Community Facilities Map



Legend

1	Beulah Road Community Hall
2	Norwood Institute Building (includes Norwood Library)
3	Norwood Town Hall Civic Centre
4	Payneham Community Centre
5	Payneham Library and Community Facilities Complex
6	Payneham Senior Citizens Centre
7	Payneham Youth Centre
8	St Peters Child Care Centre
9	St Peters Civic Centre Complex (includes St Peters Library)
10	St Peters Rotary Club Shed
11	Works Depot

Purpose of the Land

In general terms, Community Land comprising civic and community facilities is held by the Council for one or more of the following purposes:

- to facilitate the provision of community, health, recreational, educational, cultural and tourism facilities, services and activities across the City;
- to provide opportunities for social interaction and connection, relaxation and physical activity;
- to protect and enhance the lifestyle, amenity and 'sense of place' in the City;
- to protect, enhance and promote cultural and built heritage within the City; and
- to facilitate the provision of civic, operational and administrative functions by the Council.

Key Management Objectives

The Council will seek to manage all Community Land in accordance with all applicable legislative requirements and all relevant Council policies, strategies and management plans (including the Council's Strategic Management Plan *CityPlan 2030*), as introduced or amended from time-to-time.

In addition, the Council will seek to manage all Community Land in accordance with the following Key Management Objectives to:

- protect, enhance and expand public open space;
- maintain the quality and useability of open space over time;
- provide a range of services and facilities that benefit the City and cater to a variety of community needs (for ratepayers, residents and visitors);
- provide convenient and accessible public spaces for people of all ages, backgrounds and abilities;
- permit a broad range of land uses and activities in appropriate locations to promote dynamic community life within the City;
- protect and enhance the natural environment and promote sustainable and efficient management practices; and
- identify and pursue opportunities for more efficient, equitable and innovative use of Council land and facilities, taking into account changing community needs over time.

A Management Strategies table that contains the Council's specific objectives, strategies, performance targets and measures for management of civic and community facilities (as required by Section 196(3) of the Act) is contained within **Appendix B**.

The categories included in the Management Strategies apply only to the extent that they are relevant to each parcel of land (for instance, the management objectives, strategies and targets relating to playgrounds will not apply to all civic and community facilities, and specific management provisions relate to the St Peters Child Care Centre).

Strategic Management Proposals

The Council intends to undertake the following proposals for the civic and community facilities listed below (and otherwise in accordance with the Council's *2018–2028 Long-Term Financial Plan*):

Facility	Management Proposal	Objective
Norwood Institute Building	Feasibility study and Masterplan*	Redevelopment of the Norwood Library in its present location or relocation to the Norwood Town Hall Civic Centre.
Norwood Town Hall Civic Centre	Feasibility study and Masterplan*	Refurbishment of the Norwood Concert Hall, dependent upon the Council's decision on the location of the Norwood Library.
Payneham Library and Community Facilities Complex	Masterplan*	High-level vision for the upgrade of existing facilities including the playground and car park.
Payneham Youth Centre	Masterplan*	High-level vision for the upgrade of existing facilities.

*A Masterplan / Concept Plan is a long-term plan which sets out at a conceptual level the proposed vision for the Council facility. It includes future development and redevelopment proposals.

Trusts, Dedications and Other Restrictions

Where Community Land is subject to a trust, dedication, reservation or other restriction that controls the use or management of that land, this information is included in the Community Land Register in **Appendix A**.



St Peters Library

Leasing and Licensing

Pursuant to Section 202 of the Act, the following leasing and licensing arrangements are authorised for all Community Land comprising civic and community facilities:

Type of Arrangement	Length of Term	Authorised Uses
Leases (exclusive use)	Up to five years	The following land may be leased: Beulah Road Community Hall, Norwood Institute Building (excluding the Norwood Library), Payneham Senior Citizens Centre, Payneham Youth Centre, St Peters Civic Centre Complex (units 3 and 4), St Peters Rotary Club Shed and the Norwood Town Hall Civic Centre (49 George Street premises), for any use consistent with the Purpose of the Land set out in this Plan. Units 3 and 4 within the St Peters Civic Centre Complex and the 49 George Street premises at the Norwood Town Hall Civic Centre may be leased on a commercial basis, for any use consistent with the Purpose of the land set out in this Plan.
	Up to 15 years (Five + five + five)	Car parks on any of the land included in this Plan may be used on a commercial basis for the provision of publicly accessible electric vehicle charging stations.
Licences (non-exclusive use)	Six months – one year	The following land may be licensed: Beulah Road Community Hall, Norwood Institute Building (excluding the Norwood Library), Payneham Senior Citizens Centre, Payneham Youth Centre, St Peters Civic Centre Complex (units 3 and 4), St Peters Rotary Club Shed and the Norwood Town Hall Civic Centre (49 George Street premises), for any use consistent with the Purpose of the Land set out in this Plan. Use of the land for a business purpose may be granted where it occurs on a single occasion or on a short-term basis (up to the maximum term length), subject to approval.
		Any land excluding the St Peters Child Care Centre and the Works Depot may be hired. Any use consistent with the Purpose of the Land set out in this Plan. Use of the land for a business purpose may be granted where it occurs on a single occasion or on a short-term basis (up to the maximum term length), subject to approval. For any hire of the Payneham Community Centre, any use that comprises the operation of a commercial business from the Centre as the sole or primary location of that business on an ongoing basis, is not authorised.
Casual Hire (non-exclusive use)	Up to six months	

Notes:

- All existing leases, licences and casual hire arrangements in place with respect to Community Land comprising civic and community facilities at the time of adoption of this Plan, are taken to be authorised for the purposes of this Plan.
- The Council can approve the use of Community Land for a business purpose in accordance with the provisions of this Community Land Management Plan, pursuant to Section 200 of the Act.
- Where a lease or licence is proposed to be granted for a term of more than five years, or where a use of Community Land outside the Authorised Uses is proposed, this will be at the Council's discretion in all respects, and the Council is required to comply with its public consultation policy pursuant to Section 202(3) of the Act.

Appendix A

Community Land Register Civic and Community Facilities

#	Name of Land	Address of Land	Certificate of Title	Plan and Parcel	Notes	Lease / Licence*	Land area (approximate m ²)
1	Beulah Road Community Hall	31 Beulah Road, Norwood SA 5067	5752/340	D14768 A1		Lease	556
2	Norwood Institute Building	110 The Parade, Norwood SA 5067	5079/779	F100054 A51	Includes Norwood Library	Leases	531
3	Norwood Town Hall Civic Centre	Lot 1 The Parade, Norwood SA 5067 161–169 The Parade, Norwood SA 5067	6037/165 6083/292 6083/293	D69685 A1 26507F110 C26507F111	Includes 49 George Street premises, Norwood Concert Hall and Don Pyatt Hall	Lease	3,447
4	Payneham Community Centre	374 Payneham Road, Payneham and 2 Arthur Street, Payneham SA 5070	5464/648 5530/477	F13004 A101 F13004 A102	Includes playground	Licences	6,352
5	Payneham Library and Community Facilities Complex	2 Turner Street, Felixstow SA 5070	6233/72 5744/454 Pt 5744/453 Pt 5386/506	D122244 A10 F40075 A15 F40075 A16 D42573 Q23			5,400
6	Payneham Senior Citizens Centre	54–58 Coorara Avenue, Payneham South 5070	5807/541 5816/66 5839/300	D1793 A70 D1793 A71 D1793 A72		Lease	3,404
7	Payneham Youth Centre	24 Turner Street, Felixstow SA 5070	5828/683 Pt 5386/506	F40075 A18 D42573 Q23	Adjacent to Patterson Sportsground	Lease	3,430
8	St Peters Child Care Centre	42–46 Henry Street, Stepney SA 5069	5554/194 Pt 5729/969	F212439 A132, A133 F211841 A245	Adjacent to Linde Reserve		2,137
9	St Peters Civic Centre Complex	101 Payneham Road, St Peters SA 5069	5847/278 5847/279 5827/303 5830/817	F136449 A98 F136450 A99 F136451 A100 F136452 A1	Includes St Peters Library and Units 3 and 4	Leases	4,573
10	St Peters Rotary Club Shed	46A Henry Street, Stepney SA 5069	5729/969	F211841 A245	Adjacent to Linde Reserve and St Peters Child Care Centre	Lease	837
11	Works Depot	30 Davis Road, Glynde SA 5070	5630/933	D50583 A53			5,937

Notes:

*For further details relating to a Lease or Licence, see the Council's Lease & Licence Register, available at: www.npsp.sa.gov.au
The information provided in this Register was correct at the time of publication.

Appendix B

Management Strategies

Civic and Community Facilities

#	Category	Objectives	Strategies	Performance Targets	Performance Measures
1	Public Access and Mobility	Provide reserves, facilities and spaces that are fit-for-purpose, safe, well-maintained and accessible for people of all ages, backgrounds and abilities*	Design and provide safe, high quality facilities and spaces for all people Provide safe and accessible movement for all people	Achieve a resident perception rating higher than the average from the previous four Council Community Surveys for the level of community satisfaction with the access to services and facilities. All upgrades and redevelopments are compliant with relevant legislation, strategies and standards relating to public access (including, e.g., <i>Disability Discrimination Act 1992 (Cth)</i> , <i>National Disability Strategy</i> , <i>Building Code of Australia</i> , <i>Australian Standards</i>)	Community Survey (undertaken every two (2) years) – level of resident satisfaction Audit of upgrades and redevelopments once completed
		Improve smart mobility options/outcomes in Council reserves, facilities and public places	Implement the Council's <i>Access & Inclusion Strategy and Access & Inclusion Policy</i> (as amended from time-to-time) Identify opportunities for accessible and inclusive elements in all Masterplans for upgrades and redevelopments of Council reserves, facilities and public places Explore opportunities to improve city parking with smart technology Facilitate smart mobility options (e.g. micro-mobility, active travel, green transport)	Citizens of all ages and abilities have equitable access to building, open space and services available in the City All upgrades and redevelopments include accessible or inclusive elements	Annual reporting on <i>Access & Inclusion Strategy</i> Review of Masterplans prior to Council endorsement
			Facilitate uptake of electric vehicles (EV) and roll-out of EV charging infrastructure	Consider and incorporate smart technology and smart mobility options in upgrades of Council reserves, facilities and public place upgrades (where practicable) Targets otherwise as outlined in the Council's Smart City Implementation Strategy and Smart City Action Plan (as amended from time-to-time) Enter into arrangements with up to two (2) private sector proponents to install a maximum of 16 publicly accessible electric vehicle (EV) charging stations at key locations across the City over the period 2021-2036, with a minimum of two (2) charging stations installed within the period 2021-2023.	Performance measures as per the Council's Smart City Implementation Strategy and Smart City Action Plan (as amended from time-to-time) Number of EV charging stations installed in 2021-2023 and 2021-2036
2	Cultural Vitality	Dynamic community life in public places and precincts* Create and provide interesting and vibrant public spaces to encourage interaction and gatherings Host and facilitate community events and activities	Facilitate a mix of land uses and activities in appropriate locations in balance with amenity and character Create and provide interesting and vibrant public spaces to encourage interaction and gatherings Host and facilitate community events and activities	Undertake the design or upgrade of at least one public space per annum Hold a minimum of six major community events per year	The number of designs or upgrades undertaken to community spaces by the Council The number of community events held
		Value and promote the City's rich cultural and built heritage*	Protect and enhance places, streetscapes, precincts and landmarks which reflect the built and cultural history of our City	Achieve a resident perception rating higher than the average from the previous four Council community surveys for the level of community satisfaction with cultural heritage programs provided by the Council	Community Survey undertaken by the Council every two years
3	Economic Development	Cosmopolitan business precincts contributing to the prosperity of the City*	Promote use of Council re-serves, facilities and public places to activate the surrounding precinct Promote the City as a visitor destination	Year-on-year increase in the number of business promotional initiatives held	The number of promotional initiatives undertaken by the Council

#	Category	Objectives	Strategies	Performance Targets	Performance Measures
4	Environmental Sustainability	Sustainable and efficient management of resources*	Investigate and implement innovative waste reduction and education initiatives	Year-on-year increase in community recycling and green waste diverted from landfill across the City	Tonnes of community recycling and green waste diverted from landfill as a percentage of the total waste collected, measured each financial year
			Incorporate "zero waste" or low waste principles into community event planning	Install recycling and/or food and garden organics bins at Council reserves, facilities and public places where practicable	Number of recycling and food and garden organics bins installed per year
			Prioritise the purchase of recycled products and materials in the replacement or upgrade of Council assets in reserves, facilities and public places, for all relevant product types	All community events held by the Council are "zero waste"	Number of "zero waste" community events held by Council each year
			Undertake climate change ad-aptation initiatives for our as-sets, public spaces, services and operations	Year-on-year increase in corporate purchases of products of materials that contain recycled content	The weight (tonnes) of recycled content purchased by the Council, as reported under the LGA Circular Procurement Pilot Project
		Mitigating and adapting to the impacts of climate change*	Implement actions from the Resilient East Action Plan 2020-2025	Achieve a resident perception rating higher than the average from the previous four Council Community Surveys for the level of community satisfaction with the Council's response to climate change	Community Survey undertaken by the Council every two years
				Refer to timeframes for actions in the Action Plan	Resilient East reporting on Action Plan each financial year
5	Public Amenity	All Council reserves and facilities maintained as smoke-free facilities	Educating the community about the Council's <i>Smoke-Free Policy</i>	No smoking in smoke-free areas	Review of the number of complaints received regarding smoking in smoke-free areas annually
		Improve the usage and amenity of public and green spaces	Integrate digital technology into parks and green spaces to improve amenity, sustainability and safety	Consider and incorporate digital and smart technology in upgrades of Council reserves, facilities and public place upgrades (where practicable)	Performance measures as per the Council's Smart City Implementation Strategy and Smart City Action Plan (as amended from time-to-time)
			Leverage smart data collection to improve planning and management of parks and public space	Targets otherwise as outlined in the Council's Smart City Implementation Strategy and Smart City Action Plan (as amended from time-to-time)	
			Investigate the usage of smart sensors to enhance the collection and activation of data to improve public asset management	Performance measures as per the Council's Smart City Implementation Strategy and Smart City Action Plan (as amended from time-to-time)	
6	Leasing, Licensing and Casual Hire	Public and private use of Council reserves and facilities is managed in an equitable, efficient and consistent manner	New leases and licences are assessed against a leasing and licensing strategy	Development of a leasing and licensing policy framework for the City	Adoption of a leasing and licensing policy framework by the Council
			Maintenance of a Lease and Licence Register	All leases, licences and hire arrangements are up-to-date and compliant with relevant legislative requirements	Review of Lease & Licence Register annually
			Community Land Management Plans regulate unauthorised uses and tenure for leasing and licensing of public open space and facilities.	Leased / licensed / hired facilities are used in accordance with the terms of their lease / licence / hire arrangement	Inspection records for properties
			Regular inspections of leased / licensed / hired reserves and facilities to ensure compliance by users		
		Increased, varied and shared use of Council reserves and facilities through suitable occupancy arrangements	Explore opportunities for increased and varied use of Council reserves and facilities (both short-term and long-term)	Highest and best usage of all Council reserves and facilities	Annual review to determine usage and occupancy of Council reserves and facilities
				Development of a leasing and licensing strategy for all Council owned properties	Adoption of a leasing and licensing strategy by the Council

#	Category	Objectives	Strategies	Performance Targets	Performance Measures
7	Urban Design	Pleasant, well designed and sustainable urban environments*	<p>Encourage sustainable and quality urban design outcomes in all Council reserves and facilities</p> <p>Maximise the extent of green landscaping provided in new development and in the public realm</p> <p>Protect, enhance and expand public open space</p> <p>Integrate green infrastructure into streetscapes and public spaces</p>	Undertake the design or upgrade of at least one public space per annum	The number of designs or upgrades undertaken to community spaces by the Council
8	Public Art	Sustainable streets and open spaces*	<p>To create an artistic, creative, cultural and visually interesting City*</p> <p>Facilitate public arts projects through the Council's Public Art Program, in accordance with the Council's <i>Public Art Policy</i></p> <p>Include funding for development and design of public artwork in all major Council projects</p> <p>Continued implementation of the Council's Quadrennial Public Art Program</p>	<p>All upgrades and redevelopments of Council reserves, facilities and public places incorporate landscaping and/or green infrastructure elements</p> <p>Public artwork included in all major Council projects, where practicable</p> <p>Commission a major public artwork every four years</p>	<p>Audit of upgrades and redevelopments once completed</p> <p>Number of major projects incorporating public artwork each year</p> <p>Major public artwork installed every four years</p>

#	Category	Objectives	Strategies	Performance Targets	Performance Measures
9	Graffiti, Vandalism and Litter	Council reserves, facilities and public places are maintained free from graffiti, vandalism and litter in the interests of public amenity and safety	<p>Provision of public waste bins at all Council reserves and facilities</p> <p>Public waste bins are emptied in accordance with the Council's service standard (frequency dependent upon location)</p> <p>Community education regarding waste management and reporting of incidents of littering, graffiti and/or vandalism</p> <p>General inspection and monitoring of reserves for graffiti, vandalism and litter</p> <p>CRMs in relation to graffiti, vandalism and litter are investigated and action taken where practicable (including reporting to the Police where required)</p> <p>Volunteer Graffiti Removal Program across the City (priority removal for offensive content)</p> <p>Explore opportunities for urban design to reduce risk of graffiti and/or vandalism in upgrades or redevelopments of Council reserves, facilities and public places</p>	<p>No complaints regarding litter and provision of / access to public waste bins</p> <p>Inspection of approximately five reserves per month, and otherwise as required</p> <p>CRMs are actioned in accordance with the Council's service standard</p> <p>Continued implementation of the Volunteer Graffiti Removal Program</p> <p>All Masterplans for Council reserves, facilities and public places incorporate urban design that seeks to reduce the risk of graffiti and/or vandalism (where relevant)</p>	<p>Review of CRMs relating to litter and provision of/access to public waste bins</p> <p>Review of CRM responses against the Council's service standard, monthly</p> <p>Records of Graffiti Removal Program</p> <p>Review of Masterplans prior to Council endorsement</p>
10	Animal Management	Animal management in Council reserves, facilities and public places is conducted in accordance with the objectives set out in the Council's <i>2019-2024 Dog & Cat Management Plan</i>	<p>As set out in the <i>2019-2024 Dog & Cat Management Plan</i> (as amended from time-to-time)</p>	<p>As set out in the <i>2019-2024 Dog & Cat Management Plan</i> (as amended from time-to-time)</p>	<p>As set out in the <i>2019-2024 Dog & Cat Management Plan</i> (as amended from time-to-time)</p>

#	Category	Objectives	Strategies	Performance Targets	Performance Measures
11	Pest Control	To maintain public safety and amenity in Council reserves, facilities and public places	<p>General inspection and monitoring of reserves for pest control</p> <p>Annual termite inspections of Council buildings</p> <p>Treatment of pest infestations and animal management issues if and when they arise (eg, bees, ant, cockroach, rodents, possums, pigeons, fruit fly)</p> <p>CRMs in relation to pest control are investigated and action taken where practicable</p>	<p>Inspection of approximately five reserves per month, and otherwise as required</p> <p>CRMs are actioned in accordance with the Council's service standard</p> <p>Relocation of up to 50% of bee infestations at Council reserves, facilities and public places</p>	<p>Inspection and maintenance records</p> <p>Review of CRM responses against the Council's service standard, monthly</p> <p>Review of CRMs relating to bee infestations and action taken</p>
12	Vegetation and Landscaping	Vegetation, landscaping and grassed areas at Council reserves, facilities and public places are fit-for-purpose, safe and well-maintained	<p>Regular vegetation maintenance program at all Council reserves, facilities and public places (including, e.g., pruning, fertilising, irrigation, mulching, plant replacement) (frequency dependent upon type of vegetation)</p> <p>General inspection and monitoring of reserves for vegetation and landscaping</p> <p>CRMs in relation to vegetation and landscaping are investigated and action taken where practicable</p> <p>Protect, diversify and increase green cover</p> <p>Establish a network of linked open spaces for wildlife habitat</p>	<p>Delivery of maintenance program</p> <p>Development of maintenance plans for all Council reserves and facilities upon completion of reserve upgrade or redevelopment</p> <p>Inspection of approximately five reserves per month, and otherwise as required</p> <p>CRMs are actioned in accordance with the Council's service standard</p> <p>Plant a minimum of 500 new trees per year in streets and/or public spaces.</p>	<p>Inspection and maintenance records</p> <p>Number of maintenance plans developed</p> <p>Review of CRM responses against the Council's service standard, monthly</p> <p>The number of new trees planted by the Council (LiDAR Analysis – Mapping Data)</p>

#	Category	Objectives	Strategies	Performance Targets	Performance Measures
		Thriving and healthy habitats for native flora and fauna*	<p>Identify and protect existing native vegetation and enhance habitat quality</p> <p>Revegetate designated areas with local native species where appropriate</p> <p>Facilitate community participation in revegetation programs and gardening programs, where appropriate</p> <p>Site management and maintenance of the St Peters Billabong to be conducted in accordance with any specific management plan for the Billabong, in connection with Green Adelaide (or other relevant body), as amended from time-to-time</p> <p>Tree management program for selected trees in specified locations (including, e.g., adjacent high-use Council facilities), with annual inspection and monitoring</p> <p>General inspection and monitoring of trees by a qualified arborist to assess tree condition and identify faults, dead trees or fallen branches (before programmed works, prior to major Council events, and otherwise as required)</p> <p>Cataloguing of Council trees across the City (dependent upon availability of resources)</p> <p>CRMs in relation to trees are investigated and action taken where practicable</p>	<p>Undertake at least two initiatives to promote the value of native flora and fauna per year</p> <p>St Peters Billabong is maintained in accordance with applicable management plan (if any)</p> <p>Continued implementation of tree management program and general inspection and monitoring regime</p> <p>Development of a Tree Strategy for the City</p> <p>Development of a comprehensive register for all Council trees in the City</p> <p>CRMs are actioned in accordance with the Council's service standard</p>	<p>Number of initiatives to promote and educate the community about the value of native flora and fauna, per year</p> <p>Review of management and maintenance as required under plan (if any)</p> <p>Inspection and monitoring records (annually or otherwise as required)</p> <p>Development of Strategy</p> <p>Register developed</p> <p>Review of CRM responses against the Council's service standard, monthly</p>

#	Category	Objectives	Strategies	Performance Targets	Performance Measures
13	Drainage and Stormwater Management	Sustainable and efficient management of resources*	Encourage the capture and re-use of stormwater and reduce stormwater run-off from Council reserves, facilities and public places Implementation of the Eastern Regional Alliance (ERA) Waterproofing Eastern Adelaide Stormwater Harvesting and Re-Use Project	Incorporate water sensitive urban design (WSUD) / stormwater capture and treatment considerations in reserve and public place upgrades (where practicable) Connection of all Council parks and reserves to the Council's recycled water supply	Number of projects with WSUD/stormwater capture and treatment considerations per year Number of parks and reserves connected to the Council's recycled water supply
		To seek equitable flood protection across the City	Manage stormwater to reduce the risks of flooding Development and review of the Flood Mapping and Management Strategy Implementation of the Stormwater Infrastructure Asset Management Plan Implementation of the Council's 15-year Drainage Program across the City Implementation of an annual scheduled maintenance program for all side entry pits Continued implementation of gross pollutant trap cleaning and inspection program for relevant creeks and rivers (frequency dependent upon rain events)	Reduction in local area flooding (particularly in high priority areas in the City, as identified in the Flood Mapping and Management Strategy) Trunk mains across the City are capable of transferring a 100-year flow	Number of reported incidents of local area flooding per storm event Review of Drainage Program annually in Budget process
		CRMs in relation to drainage and stormwater management are investigated and action taken where practicable	CRMs in relation to drainage and stormwater management are investigated and action taken where practicable	CRMs are actioned in accordance with the Council's service standard	Review of CRM responses against the Council's service standard, monthly

#	Category	Objectives	Strategies	Performance Targets	Performance Measures
14	Irrigation	Irrigation systems at Council reserves, facilities and public places are fit-for-purpose, safe and well-maintained Utilise best practice and sound horticultural principles to maximise efficient use of water	Irrigation of Council reserves, facilities and public places is managed in accordance with the Council's Irrigation Policy and Irrigation Management Plans Automatic or manual irrigation systems programmed to meet the needs of each area (including, e.g., soil type, grass type, use of area, water quality, climatic conditions)	Irrigation of Council reserves, facilities and public places (where relevant) meets the Irrigated Public Open Space (IPOS) Code of Practice requirements and relevant legislative requirements	Review of water use and irrigation practices against IPOS Code of Practice, annually (or otherwise as required)
		Inspections and monitoring of irrigation systems to assess asset condition, performance and maintenance as required	Inspections and monitoring of irrigation systems to assess asset condition, performance and maintenance as required	Inspection of approximately five reserves per month and otherwise as required	Inspection and maintenance records
		CRMs in relation to irrigation are investigated and action taken where practicable	CRMs in relation to irrigation are investigated and action taken where practicable	CRMs are actioned in accordance with the Council's service standard	Review of CRM responses against the Council's service standard, monthly
15	Building Maintenance	Convenient and accessible buildings and facilities that are fit-for-purpose, safe and well-maintained* Sustainable and efficient management of water, energy and other resources in Council buildings and facilities	Design and provide safe, high quality facilities and spaces for all people Management of Council buildings in accordance with the Council's Infrastructure & Asset Management Plans, policies, strategies and statutory requirements Incorporation of water saving / re-use, energy reduction and sustainability measures into existing buildings during repair or upgrade, or as opportunities arise	Continued asset management in accordance with Infrastructure & Asset Management Plans, Council policies, strategies and statutory requirements All buildings are compliant with Australian Standards and statutory requirements (where practicable, taking into account physical and heritage limitations of assets)	Asset Management Plan reviewed every five (5) years
		Building Condition Audit conducted every ten years	Building Condition Audit conducted every ten years	Continued implementation of Building Condition Audit every ten years	Building Condition Audit Process reviewed annually
		Planned building maintenance program to ensure key services are provided as required (frequency dependent upon service) (e.g. cleaning, essential safety provision testing and maintenance, pest control)	Planned building maintenance program to ensure key services are provided as required (frequency dependent upon service) (e.g. cleaning, essential safety provision testing and maintenance, pest control)	Delivery of maintenance program	Compliance certificates for building maintenance
		Inspection and monitoring of Council buildings and facilities to assess asset condition and performance as required	Inspection and monitoring of Council buildings and facilities to assess asset condition and performance as required	Continued implementation of inspection and monitoring regime	Inspection and maintenance records

#	Category	Objectives	Strategies	Performance Targets	Performance Measures
16	Public Toilets	Public toilets at Council reserves, facilities and public places are well-maintained, safe and accessible to all members of the community To prevent vandalism and antisocial behaviour in the vicinity of public toilets	Public toilets are regularly cleaned and maintained (at a minimum of three (3) times per week, dependent upon location and usage) All public toilets are locked between sunset and sunrise Security monitoring (dependent upon standard of public toilet facility) CRMs in relation to public toilets are investigated and action taken where practicable	Upgrade of at least one public toilet facility per year (including in connection with an upgrade / redevelopment process) to incorporate automated locking, security monitoring and DDA compliance	Review of CRM responses against the Council's service standard, monthly Number of public toilet facilities upgraded per year
17	Public Lighting	Council reserves, facilities and public places are lit for safety and amenity	Public lighting installed or upgraded to appropriate lighting levels where practicable (where Council responsible for lighting infrastructure) Use LED or energy efficient lighting where practicable CRMs in relation to public lighting are investigated and action taken where practicable	Public lighting installed and maintained in accordance with Australian standards CRMs are actioned in accordance with the Council's service standard	Maintenance and upgrade records Review of CRM responses against the Council's service standard, monthly
18	Playgrounds and associated structures (including, e.g. shade structures and sails, exercise equipment)	Playgrounds and associated structures at Council reserves and facilities are fit-for purpose, safe and well-maintained	Annual external audit of all playground equipment and surfacing against Australian Standards Monthly inspection and monitoring of all playgrounds and associated structures to assess asset condition, performance and maintenance CRMs in relation to playgrounds and associated structures are investigated and action taken where practicable	All playgrounds and associated structures are compliant with Australian Standards and legislative requirements Continued implementation of inspection and monitoring regime CRMs are actioned in accordance with the Council's service standard	Audit records Inspection and maintenance records Review of CRM responses against the Council's service standard, monthly
#	Category	Objectives	Strategies	Performance Targets	Performance Measures
19	Outdoor Furniture and Associated Structures (includes, e.g., seats, benches, tables, shelters, barbecues, litter bins, drinking fountains, signage, dog poo bag dispensers)	To provide a range of innovative, accessible and contemporary play spaces in the City Outdoor furniture and associated structures in Council reserves, facilities and public places are fit-for-purpose, safe and well-maintained	Playgrounds are upgraded in accordance with the Council's <i>Playground Strategy</i> Identify opportunities to incorporate accessible and inclusive play equipment in Masterplan for upgrades and redevelopments of Council reserves and facilities Identify opportunities to incorporate exercise equipment in Master Plans for upgrades and redevelopments of Council reserves and facilities	Create or improve five innovative playgrounds in the City in accordance with the Council's <i>Playground Strategy</i> All new or upgraded playgrounds include accessible and inclusive play equipment and associated structures Exercise equipment is included in all upgraded or redeveloped reserves or facilities where identified in Masterplans	Number of innovative playgrounds implemented over life of Strategy Play space design compliance report for all new playgrounds and associated structures Number of reserves incorporating exercise equipment
20	Fencing, Retaining Walls and Associated Structures	Fencing, retaining walls and associated structures at Council reserves, facilities and public places are fit-for-purpose, safe and well-maintained	Inspection and monitoring of outdoor furniture and associated structures to assess asset condition, performance and maintenance CRMs in relation to outdoor furniture and associated structures are investigated and action taken where practicable	All outdoor furniture and associated structures are compliant with Australian Standards and legislative requirements Inspection of approximately five reserves per month, and otherwise as required CRMs are actioned in accordance with the Council's service standard	Inspection and maintenance records Review of CRM responses against the Council's service standard, monthly
			Inspection and monitoring of fencing, retaining walls and associated structures to assess asset condition, performance and maintenance CRMs in relation to fencing, retaining walls and associated structures are investigated and action taken where practicable	All fencing, retaining walls and associated structures are compliant with Australian Standards and legislative requirements Inspection of approximately five reserves per month, and otherwise as required CRMs are actioned in accordance with the Council's service standard	Inspection and maintenance records Review of CRM responses against the Council's service standard, monthly

#	Category	Objectives	Strategies	Performance Targets	Performance Measures
21	Roadways, Car Parks and Paths	Roadways, car parks and paths at Council reserves, facilities and public places are fit-for purpose, safe and well-maintained	Regular inspections and monitoring of roadways, car parks and paths to assess asset condition, performance and maintenance Regular street sweeping of car parks and roadways (approximately every six weeks) CRMs in relation to roadways, car parks and paths are investigated and action taken where practicable	All newly constructed car parking is compliant with Australian Standards and legislative requirements, and is paved Inspection of approximately five reserves per month, and otherwise as required Implementation of inspection and monitoring regime and street sweeping program CRMs are actioned in accordance with the Council's service standard	Inspection and maintenance records Review of CRM responses against the Council's service standard, monthly

#	Category	Objectives	Strategies	Performance Targets	Performance Measures
22	Child Care Centre	To provide quality and inclusive early childhood education and care services Child care centre facilities are fit-for-purpose, safe and well-maintained	Child care centre facilities and the delivery of services are managed in accordance with the Quality Improvement Plan (QIP), Strategic Plan and Business Plan for the Centre Implementation of the Early Years Learning Framework curriculum (or other approved learning framework) Ensuring Centre staff hold the necessary qualifications, accreditations, registrations and certifications (including, e.g., working with children, first aid, teacher registration) Room and yard checks to ensure compliance, daily	Management of child care centre facilities and service delivery in accordance with the National Quality Framework (comprising the Education and Care Services National Law and the Education and Care Services National Regulations) and other relevant legislative requirements (including, e.g. food handling and safety, occupational health and safety, child safe environments) Management of child care centre facilities and service delivery in accordance with the relevant legislative requirements relating to food handling and safety and occupational health and safety.	Self-assessment and internal review of QIP (against the National Quality Standard), annually Assessment and rating against National Quality Standard by the Australian Children's Education & Care Quality Authority (ACECOA), three yearly Internal OH&S Audit, quarterly Eastern Health Authority food safety audit, annually
			Child Care Centre & Pre-School Committee to provide feedback on the Centre's Strategic Plan and Business Plan, and to undertake general oversight of issues related to child welfare, programming and safety of the Centre CRMs are investigated and action taken where practicable	Management of child care centre facilities and service delivery in accordance with the Centre's Strategic Plan and Business Plan CRMs in relation to the Child Care Centre are actioned in accordance with the service standard	Quarterly Committee report to the Council Review of CRM response actions and timeframes by responsible officers, monthly

Notes:

*See the Council's Strategic Management Plan *CityPlan 2030: Shaping Our Future*, for the Council's strategic objectives for the City.

'CRMs' – CRMs are Customer Requests logged in the Council's Customer Request Management System. CRMs are investigated and action taken where practicable (ie within Council budgetary limits, and in accordance with the Council's service standard and timeframe, for that category of request).

Further Information

For information on the Council's Community Land Management Plans, please visit www.npsp.sa.gov.au or phone 8366 4555.

You can also visit the Council's Customer Service Centre at the Norwood Town Hall, 175 The Parade, Norwood.

Additional Copies

The Community Land Management Plan: *Civic & Community Facilities* can be viewed online at www.npsp.sa.gov.au

Additional copies may also be obtained by:

- visiting Norwood Town Hall
- visiting any of the Council's Libraries
- emailing townhall@npsp.sa.gov.au
- contacting the Council on 8366 4555
- writing to the Council at PO Box 204, Kent Town SA 5074

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& St Peters**