



2002/2003 ANNUAL REPORT



Cnr Todd St and Gregory Tce
PO Box 1071 Alice Springs NT 0871
Telephone: (08) 8950 0500
Facsimile: (08) 8953 0558
Email: astc@astc.nt.gov.au
Website: www.alicesprings.nt.gov.au

The 2002/2003 Alice Springs Town Council Annual Report

Purpose of this Report

This report highlights the achievements and activities of the Alice Springs Town Council and includes the Financial Statements for the financial year ending 30 June 2003.

Council's performance is reported under the six strategies outlined in the Strategic Plan:

1. Governance
2. Community Development and Services
3. Natural and Built Environment
4. Town and Regional Development
5. Major Projects
6. Organisational Development

The sections of the report are numbered according to the layout of the goals in the Annual Plan.

While this report is primarily produced to satisfy statutory requirements, the report provides an overview for residents, clients, staff, the Department of Local Government and other interested parties.

Table of Contents

Mayor's Message	3
Chief Executive Officer's Message	4
The Elected Council	5
Representation on Committees	6
Organisational Structure	7
Council's goals	8
Governance	9
Community Development and Services	10
Natural and Built Environment	12
Town and Regional Development	14
Major Projects	15
Organisational Development	16
Report on Council's Achievements 2000-2003	18
Financial Statements	21

Vision

A diversity of people proud to live in a clean, safe, vibrant and progressive town, supported by quality services, a strong and sustainable economy, and a built infrastructure reflective of the town's unique environment

Mission

Working with the local community to achieve a quality lifestyle for all

Values

A Quality Service for the Alice Springs Community

- Teamwork
Working together to achieve common goals.
- Honesty and Accountability
Open and transparent governance and work practices.
- Communication
Open and effective communication that clearly promotes understanding, recognition and participation.
- Quality
Continual improvement of the quality of our services.
- Responsive Service
Providing timely, useful and friendly service.
- Respect
Respecting each other's differences with tolerance, friendliness and humour.
- Satisfaction



Mayor's Message

I am pleased to present the annual report for 2002/3, a highly productive year for the Alice Springs Town Council.

As I reflect on all that we have achieved over the past year, I have a strong sense of pride in the town and our community. Alice Springs is a vibrant and progressive town, a modern desert metropolis, with all the major infrastructure of a regional city.

One of our major achievements was hosting the first National Assembly of the Australian Local Government Association ever to be held outside Canberra. Council spent months lobbying the ALGA for this event, and from all reports, delegates were pleasantly surprised by the quality and range of facilities available in our town.

Council has since remained focussed on the provision and maintenance of infrastructure including sporting facilities, roads, footpaths, parks, cemeteries and waste facilities. Some of the key projects that were completed this year include:

- Rechanneling of the Todd River to improve the flow of flood waters and restore the river to its natural condition;
- Redevelopment of Brainting Childcare centre building to provide a safer child care environment and ten extra places;
- Construction of a retransmission tower to improve television reception in the Brainting area;
- 4.5 kilometres of new footpaths;
- Installation of new bus shelters;
- Plans drawn up for the reconstruction of Stuart Terrace and Simpson Street under the Roads to Recovery Program;
- A new hazardous waste facility at the landfill.

Council has also been busy creating quality of life opportunities for everyone in Alice Springs. Through Council's Community Grants Scheme, more than \$62,000 was channelled back into community projects that address high priority needs. For youth, a Skate Park Advisory Committee was set up so that young people could be involved in its ongoing development, and a new website - youthhangout.com - was launched for young people to share their thoughts and ideas. Council was also successful in securing Commonwealth funding for a series of *Positive Ageing* workshops for senior citizens, and funding from the NT Government to upgrade the Senior Citizens Centre.

Council would not have been able to achieve such success without the people who put plans into action. I would like to take this opportunity to welcome our new Chief Executive Officer Rex Mooney, and thank him and the entire staff of the Alice Springs Town Council for their operational support throughout the year.

Over the next few months of our elected term, this Council will continue to work with all sectors of this community, and build on what we have achieved in 2002-3 to make Alice Springs an even better place to live.

Fran Kilgariff
Mayor



Chief Executive Officer's Message

I am very pleased to present this annual report to the community. It highlights some of your Council's achievements over the past twelve months.

It has been my pleasure to have been involved with a number of new initiatives :

- the release of the town budget and business plan, looking ahead to the year 2006
- commencing a review of all corporate policies
- the formation of closer working relationships within the community

Honesty, accountability, transparency and community consultation I believe are the keys to successful governance. During the first regional sitting of Parliament held in Alice Springs in April, Council demonstrated its commitment to these values by hosting its very first community-based Council meeting. The meeting was held outside the Civic Centre on the Council lawns. We will be holding regular meetings at different community venues in the future.

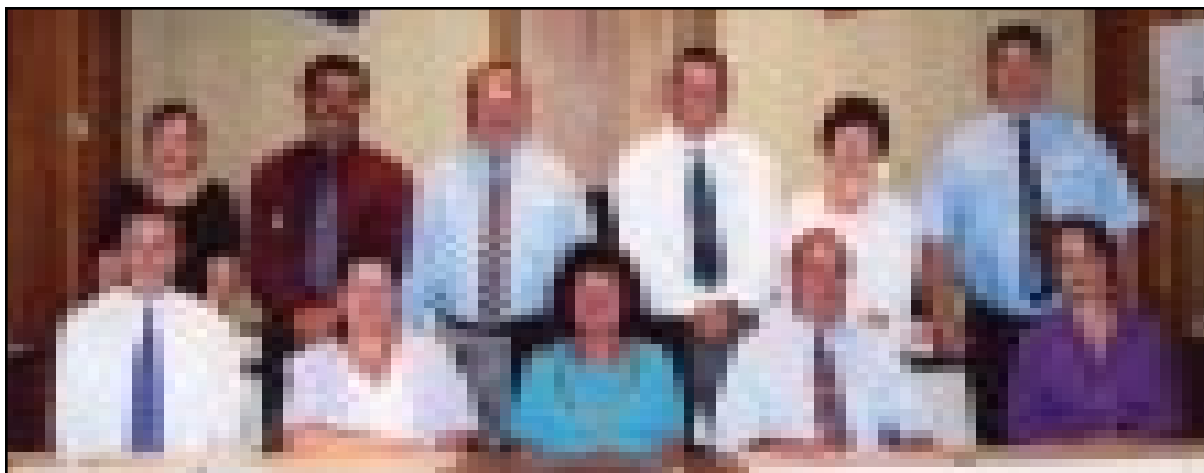
Other significant organisational achievements this year included:

- commencement of organisational restructure
- ongoing training for Elected Members and staff
- review of financial practices and procedures
- reactivation of the Worksafe Committee (Occupational Health Safety and Welfare)
- continued investigation of options for the redevelopment of the Civic Centre
- commencement of negotiations for a new Enterprise Bargaining Agreement

May I take this opportunity to thank Her Worship the Mayor Fran Kilgariff and all the Aldermen for their strong civic commitment and support. To each and every staff member, I extend my appreciation for a job well done.

Thank you for taking the time to read about your Council and your community. Alice Springs has a great future.

The Elected Council



Back row: Alderman Susan Jefford, Alderman Samih Habib, Alderman Bob Corby, Alderman Russell Naismith, Alderman Jenny Mostran, Alderman Geoff Bell

Front row: Alderman Michael Jones, Alderman Raelene Beale, Mayor Fran Kilgariff, Alderman David Koch, Alderman Annette Smith

Mayor Fran Kilgariff
31 Gosse Street
PO Box 2009 (h)
Phone: 8950 0525 (w) 8952 3760 (h)
Fax: 8953 0558 (w)
Mobile: 0419 376 060
Email: fkilgariff@astc.nt.gov.au

Alderman Raelene Beale
Unit 1/7 Mueller Street
PO Box 3876
Phone: 8953 4172 (h)
Mobile: 0417 589 966
Email: rae.beale@bigpond.com

Alderman Geoff Bell
16 Hablett Crescent
PO Box 1853
Phone: 8951 8913 (w) 8952 4648 (h)
Fax: 8951 8918 (w)
Mobile: 0412 469 662
Email: Geoff.Bell@nt.gov.au
or: gsbell@austarnet.com.au

Alderman Bob Corby
27 Hablett Crescent
Phone: 8953 1312 (h) 8951 6420 (w)
Fax: 8953 5712 (h)
Email: aldcorbs@austarnet.com.au

Alderman Samih Habib
75 Cromwell Drive
PO Box 3160
Phone: 8953 3105 (h)
Mobile: 0411 661 963
Email: shabib@astc.nt.gov.au

Alderman Susan Jefford
2 McKay Street
Phone: 8952 4795 (w) 8953 5308 (h)
Email: sjefford@octa4.net.au

Alderman Michael Jones
123 Dixon Road
Phone: 8952 5255 (w) 8953 6951 (h)
Mobile: 0419 491 076
Fax: 8952 5256 (w)
Email: mjones@astc.nt.gov.au

Alderman David Koch
4/60 Elder Street
PO Box 9200
Phone: 8952 4495 (h)
Fax: 8952 1228
Mobile: 0418 890 260
Email: DAVIDMKOCH@bigpond.com

Alderman Jenny Mostran
PO Box 1633
Phone: 8952 1603 (h)
Mobile: 0419 806 737
Fax: 8952 3699 (h)
Email: jmostran@ozemail.com.au

Alderman Russell Naismith
21 Erumba Street
PO Box 944
Phone: 8952 5885 (h)
Fax: 8952 6969 (h)
Mobile: 0411 810 081
Email: naisy@austarnet.com.au

Alderman Annette Smith
15 Willshire Street
PO Box 8683
Phone: 8952 6552 (h)
Fax: 8952 7516 (h)
Email: annette.s@octa4.net.au

Committee Representatives at 30 June 2002

Council Standing Committees

Finance and Management Committee
Chairman Alderman Bell
Alternate Chairman Alderman Mostran

Planning, Environment & Infrastructure Committee
Chairman Alderman Koch
Alternate Chairman Alderman Mostran

Economic and Community Development Committee
Chairman Alderman Naismith
Alternate Chairman Alderman Mostran

Council representation on other committees

Access Advisory Committee
Alderman Smith

Community Grants Sub-committee
Alderman Mostran
Alderman Smith

Road Safety Council
Alderman Habib

Alice in Ten Built Environment Committee
Alderman Beale

Development Consent Authority
Alderman Mostran

Sports Facilities Advisory Committee
Alderman Jones

Alice in Ten Mining Committee
Alderman Koch

Alderman Koch
Alderman Beale (alternate member)

Swimming Pool Centre Advisory Committee
Alderman Beale
Alderman Jefford

Alice in Ten Quality of Life Committee
Alderman Habib

Evaluations Reference Group (Liquor Trials)
Alderman Habib

Tangentyere Steering Committee
Mayor Kilgariff
Alderman Mostran

Alice in Ten Todd and Charles River Committee
Alderman Bell

Local Government Association NT
Mayor Kilgariff
Alderman Mostran

Tidy Town Committee
Alderman Jones

Araluen Advisory Committee
Alderman Beale

Alderman Jones (alternate member)

Australia Day Committee
Alderman Corby

Local Government Association NT Area Consultative Committee
Alderman Smith

Todd and Charles River Trustee Committee
Alderman Bell
Alderman Koch

Cemetery Committee
Alderman Corby
Alderman Habib
Alderman Bell

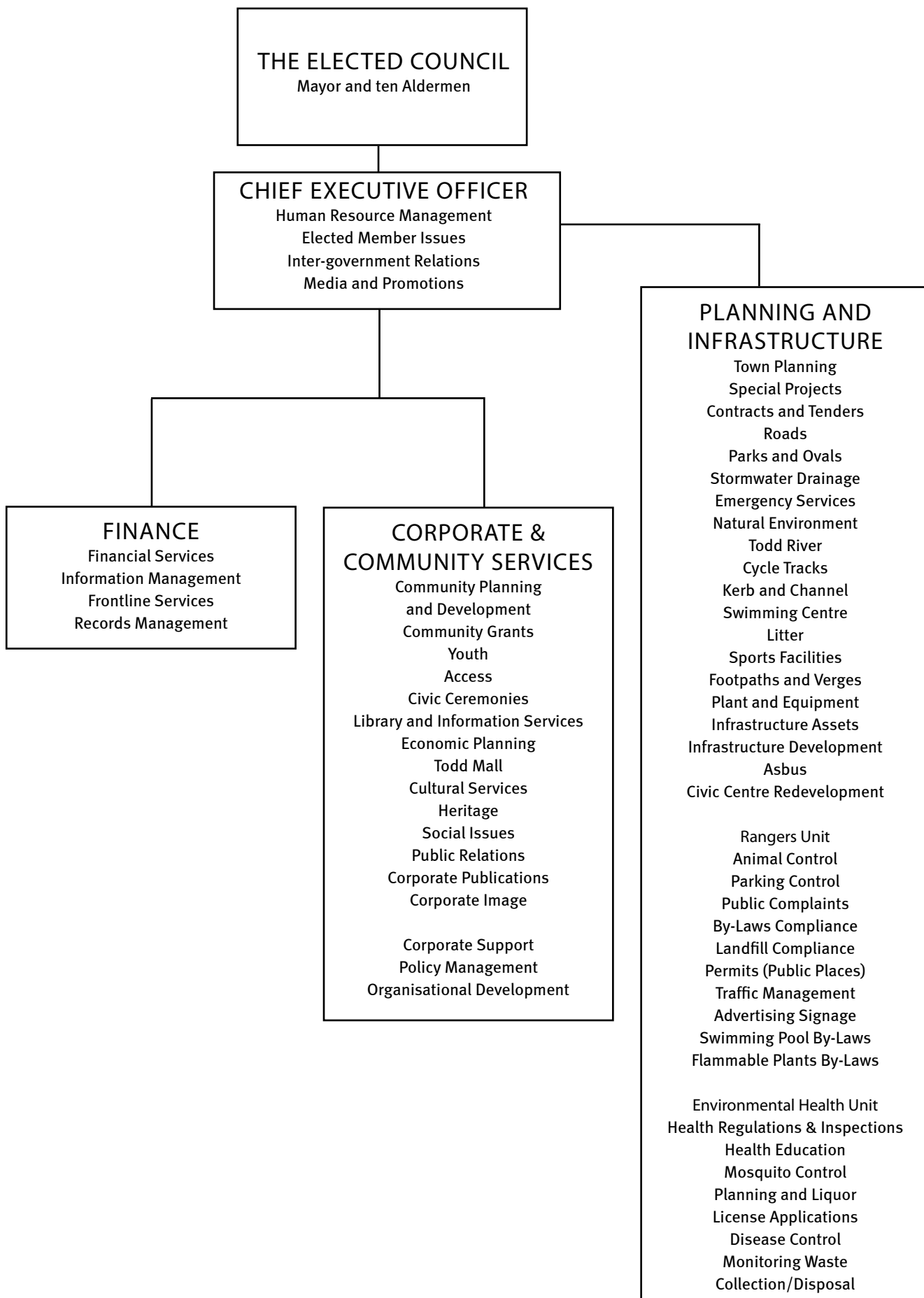
National Heritage Trust Selection Committee
Alderman Koch

Waste Management Advisory Committee
Alderman Jefford

Central Australian Regional Development Committee
Alderman Mostran

Open Space Reference Group
Alderman Beale
Alderman Habib
Alderman Mostran

Organisational Structure



Council's Goals

The Alice Springs Town Council's Annual Report is divided into six goals:

1. Governance Goal:

A community governed in a way that enables it to be involved in decision-making that impacts on it.

2. Community Development & Services Goal:

A quality lifestyle can be enjoyed by all members of the Community.

3. Natural and Built Environment Goal:

Alice Springs has well-managed, high standard infrastructure and ecologically sustainable open space.

4. Town and Regional Development Goal:

Alice Springs is a thriving, arid zone, regional service centre and a great place to live.

5. Major Projects Goal:

Further development of the town's infrastructure and community amenity will contribute significantly to the lifestyles of present and future generations.

6. Organisational Development Goal:

Well-resourced and skilled staff are competently delivering quality customer focused services.

These goals are not mutually exclusive so a project such as the Waste Management Strategy crosses all six goals in demonstrating good governance, in affecting the community service at the landfill, in reducing waste it benefits our unique natural and cultural environment, in creating new business opportunities it helps economic growth, it is a major infrastructure project and it is part of the Council's organisational development.

Therefore this report on the performance of Council's 2002/2003 Annual Plan features some projects in a different context across several relevant goal areas.

1. Governance

Goal:

A community governed in a way that enables it to be involved in decision-making that impacts on it.

The principal supporting objectives and outcomes were:



Alice Springs Town Council worked with Tangentyere Council under a Memorandum of Understanding

a) **Community Representation**

The development of good relationships with Tangentyere Council continued under the terms of a memorandum of understanding. Seven meetings of the Steering Committee were conducted; the most common issues discussed related to animal control, town camps, transport services, employment and training, youth, and environmental health.

(b) **Decision Making**

The Council adopted a community consultation policy, revised consultation procedures to recognize public concern at proposals to rationalize parks by establishing precinct groups to assist with planning and coordination, exhibited draft budget and management plans for 28 days inviting submissions before adoption, introduced "Meet the Alderman" before commencement of Council meetings, and included a public question time segment in the Council meeting agenda.

Elected Members participated in a number of training programs. The Western Australian Local Government Association was engaged through the Local Government Association Northern Territory (LGANT) to provide specialist courses in Local Government. These included Meetings in Local Government, Community Consultation and Participation in Local Government, and Regions and Resource Sharing in Local Government. Five Elected Members also attended The Company Director's Course. All training was provided in Alice Springs.

(c) **Communications**

Australia Day was celebrated at the Old Telegraph Station which was well attended. Regular individual citizenship ceremonies were conducted throughout the year, including Territory Day.



Australia Day Citizenship Ceremony at the Telegraph Station

The Council supported an improved stand at the Alice Springs Show, promoting open space revitalization and recycling themes. Other achievements included:

- Community involvement in planning future development of local neighborhood parks.
- Updating Council website www.alicesprings.nt.gov.au
- Christmas celebrations in the Mall, supported by new fairy lights, decorations and banners.

2. Community Development & Services

Goal:

A quality lifestyle can be enjoyed by all members of the Community.

The principal supporting objectives and outcomes were:

(a) Organizational Review

The organizational structure was reviewed by the Chief Executive Officer, resulting in the position of Director Economic and Community Development being absorbed into a new department of Corporate and Community Services.

(b) Alice Springs Public Library



Highlights included:

- The Library had some 474,000 visitors who borrowed 105,000 items. A seven day week service was provided with reduced hours on weekends.
- The organizational structure and job descriptions were reviewed to ensure a sustainable match between resources and satisfying demand for customer services. Projects completed included community needs analysis, Five Year Strategic Plan (MacroPlan), thesaurus supplement, Indigenous access projects, and signage project.
- Community events promoted by the Library included book programs, children's story time, NAIDOC Week concert, outreach services to Old Timers and Red Cross, internet and computer access, Indigenous access programs, and book launches.
- Visiting authors and book launches were promoted



as community activities. The "Good Umpires" launch in May was highly successful. It celebrated the lives of two great Territorians, Wenten Rubuntja and Bernie Kilgariff. The event was attended by a large crowd including Indigenous people.

Other author promotions included Morris Gleitzman and Kerry Collison.

(c) Community Development

Highlights included:

- A license agreement was negotiated with the Senior Citizens for use of Centre.
- Funding was obtained to conduct a series of lifestyle workshops on "Positive Aging" issues
- Seniors Month morning tea was celebrated with Mayor Kilgariff.
- Completion of the Grog Stop Anti-Social Behavior campaign, adopt a street by DET 421, and the community grants scheme.
- Creating History Project was established.



Adopt-a-street volunteers - Detachment 421

in consultation with the Waste Management Advisory Committee.

- Todd Mall and town maps were being revised for updating in consultation with the Access Advisory Committee.
- Cross cultural training was arranged for Council staff and courses conducted by the Institute for Aboriginal Development.
- Council's interest in the Tidy Towns Competition was renewed, and application for funding was lodged.
- New Resident's Kits were in high demand and more were required.

(d) Community Projects

Left: Good Umpires - Wenten Rubuntja, Bernie Kilgariff and Eli Rubuntja.

Highlights included:

- Alice Springs Show Stand shed was redeveloped and landscaped. Council was awarded first prize for the commercial and industrial section show displays.
- Youth Website was developed using Young Territorian of 2003 Sarah Chunys as site Ambassador.
- BushMob was developed as an experimental replacement program for Young Endeavour youth leadership program. The first Bushmob program commenced in June and was based on a three day camel ride trek camping out trip involving a cultural mix of Aboriginal and non-Aboriginal children.



Bush Mob: A journey of discovery for Alice Springs youth



- Athletes as Role Models program was assisted with an NT Safe grant, for elite athletes to visit Alice Springs for a three day residential workshop with young people regraded as peer leaders by their nominating agencies.
- Skate Park was built in the previous year and officially opened on Territory Day, 1 July 2002. Usage protocols were developed with young people represented on a community based committee. A grant was obtained to employ a project officer to supervise and promote safe skating.

(e) Rangers Unit

Highlights included:

- A very successful pet registration day was conducted in association with the Kennel Council of Australia, RSPCA, and 8HA. The day included a free sausage sizzle and resulted in approximately 200 new animal registrations.
- A national animal management conference was held in Alice Springs. The conference informed those attending of the problems faced by this community; i.e. camp doges versus domestic dogs, and litter.
- A successful radio education program was conducted on radio over an eight week period.
- Staff continued to liaise with Tangentyere Council and River Wardens to control river camping, animals, and itinerants.



- A successful anti-litter program was conducted by promotion on local radio, resulting in a huge reduction in litter dumping on the northern-western urban fringe.

(f) Environmental Health



Mozzie Man Phillip AhChee collecting mosquito traps (carbon dioxide light traps)

Highlights included:

- The department has managed to complete most registered premises inspections despite low levels of being available.
- Mosquito numbers were low in relation to recent years.
- Health Manager Data Base was obtained to update and support consistent reporting of statistics both for the council and the NT Government.
- Council continues to be the only Council providing environmental health service under agreement with



Council employees Kathryn Carr and Caroline Hanson at Dog Registration Day.

3. Natural and Built Environment

Goal:

Alice Springs has well-managed, high standard infrastructure and ecologically sustainable open space.

The principal supporting objectives and outcomes were:

the NT Government.

(a) Asset Management

- An accurate asset inventory data base was established. The inventory provided a basis for development of programmed maintenance plans, identification of and management of risks (particularly those related to public health and safety), consistency of service standards, and valuations from which depreciation expenses are determined. Assets included roads, drains, footpaths, parks furniture, and buildings.
- Roads to Recovery Projects included completion of Leichhardt Terrace (north and south sections) and planning for reconstruction of Stuart Terrace and Simpson Street to occur in 2003/4. The total estimated cost of these works was \$1.3 million.
- Installation of improved lighting in Todd Mall and in the Hartley Street car park, for improved safety and security. The cost of work was approximately



Installation of security lighting in Todd Mall

\$225,000.

- Development of the Landfill continued with completion of boundary fencing, drainage and weighbridge works. The Council also obtained its environmental license to operate the facility in accordance with the latest standards of environmental protection set by the NT Government.
- A hazardous waste disposal facility was established at the Landfill for safe disposal by the public. Commencement of this service was expected in

November 2003.

- Programmed Building Maintenance – program completed and included carry over works from the previous year.
- Open Drains – Programmed works were completed and drainage system was in good condition.
- Underground Drains - Programmed works completed.
- Sealed Roads – Maintained road network condition rating of between 70% - 75% of the new condition using an asset management system supported by



Bitumen Crew - Kelvin Durdin, Tony Boals and Rusty Batheren with CEO Rex Mooney (second from right)

annual road survey report of actual condition.

- Unsealed Roads and Laneways – maintained to suit local requirements.
- Street Furniture & Accessories – A good level of service was achieved, evidenced by no complaints. Seating in the Mall was being progressively replaced.
- Footpaths - 4.5 kms of new footpaths were constructed in accordance with the Council's continuing program. Completion of this program was expected next year, when every residence in the urban area should be within 200 metres of a footpath or cycle path on one side of the road.
- Bus Shelters – continued with a program to provide more bus shelters. Six new shelters were constructed in the last two years.
- Town Camp Roads – The Council accepted ongoing responsibility for the maintenance of 11.4 kms town camp roads pursuant to an agreement which provided for significant extra Government funding to bring the roads up to a good standard.



The redeveloped Braitling Child Care Centre

Upgrading and repair works were completed costing approximately \$750,000.

- Child Care Centres – Braitling Child Care Centre was redeveloped costing approximately \$420,000 using grants.

- Improved television reception was provided in the Braitling area with construction of a retransmission tower.

(b) Open Space

Achievements included:

- Construction of three shade structures, one each at the Frank McEllister Park, Rhonda Diano park and the Skate Park.

- Installation of improved lighting in Snow Kenna Park for improved safety and security. Planning also commenced for redevelopment and upgrading to the Totem Theatre and Senior Citizens Centre costing approximately \$360,000. The works were to be funded by a Commonwealth Regional Solutions grant and \$70,000 of Council funding.

- Todd River Rechanneling works commenced north of Heavitree Gap to towards the Stephens Road causeway. Excess sand deposits were removed from the waterway for improved flow of flood waters, and the works were planned in consultation with the Traditional Owners. Further progress was



Todd River Rechanneling: Mayor Fran Kilgariff with Council's Liaison Officer Lhere Artepe Aboriginal Corporation Peter Renehan and Lhere Artepe's Bob Stuart

expected next year, and the total estimated cost was approximately \$400,000.

- Continuation of extensive landscaping construction in Gap Road, as a joint venture with Centralian College to assist in training horticultural students. This included work adjacent to the Hospital.

- The maintenance of eight important ovals in accordance with established service standards.

- The maintenance of parks and reserves included



Alice Springs Swimming Centre: a Council facility, managed by the YMCA

child care centre and swimming pool grounds, in accordance with established service standards.

- Agreement with the NT Government to fund a new position of Sport and Recreation Officer. The Sports Faculties Advisory Committee obtained NT Government funding of \$130,000 over three years through planning and coordination with sporting groups. The Sport and Recreation Officer has enabled a higher level of consultation with community sports groups, which has been acknowledged. The Officer



Best recreation facility - Alice Springs Skate Park

also facilitated a number of deeds of agreement with users of Council facilities.

- Recognition by the National Heart Foundation of

4. Town & Regional Development

Goal:

Alice Springs is a thriving, arid zone, regional service centre and a great place to live.

The principal supporting objectives and outcomes were:

the skate park as its NT Local Government Award, for the best recreation infrastructure project.

Development - The Council provided \$25,000 to further support a CSIRO Tourism Futures Project, for research into developing a stronger market and service centre based on tourism. Project completion was expected next year. The Council continued support for the NT Government's "The Face of Alice in Ten Years Project" and collaborative projects with non-government organizations.

Other important achievements included;

- The Australian Local Government Association held its first ever National Assembly outside Canberra



Senator Margaret Reid, Mr Thomas Reid, Isis Mayor Bill Trevor and Mayor Fran Kilgariff at the National General Assembly of Local Government in Alice Springs.

in Alice Springs, as part of the year of the Outback celebrations.

- Successful promotion of Year of the Outback, and outcomes from Alice in Ten projects for Desert



Knowledge and use of the Convention Center for



2002 Masters Games - financial and in-kind support

major events.

- Successful staging of the Masters Games.
- Continuing coordination with other Councils along the proposed Outback Highway, to promote national significance and need for important upgrading works. The Council entered into sister cities relationships with the City of Kalgoorlie-Boulder and Shire of Longreach to strengthen this alliance.



Left: Alice Springs Convention Centre
Above: Sister City Mayors - Fran Kilgariff and Joan Maloney of Longreach

5. Major Projects

Goal:

Further development of the town's infrastructure and community amenity will contribute significantly to the lifestyles of present and future generations.

The principal supporting objectives and outcomes were:

An official visit was made by the Shire of Longreach to Alice Springs.

(a) Town Centre

The NT Government has continued with development of a Central Area Masterplan for Alice Springs, which has been part funded by Council. Completion of the Masterplan was delayed but expected next year. The Masterplan will provide guidance for the future development of the CBD to ensure sustained progress.

(b) Todd and Charles Rivers

The Council developed in consultation with Traditional Owners, a program for removal of couch grass from the river bed environment. Funding was provided by Council, the Territory Government, and Tangentyere

other Councils. Preliminary design commenced for redevelopment of Stuart Terrace as the next project



Above: Aussie Rules Football - one of the many sports played at Traeger Park.

Left: Restoring the Todd River to its natural condition - spraying couch grass



Council to purchase quads specially equipped for spraying. Works for the removal of couch grass will continue.

(c) Civic Centre Redevelopment

Investigations commenced for redevelopment of the Civic Centre, to meet the future needs of the municipality. Work on the project commences next year.

(d) Other Major Infrastructure

The Council received approximately \$470,000 in Roads to Recovery grants, which were expended on the redevelopment of Leichhardt Terrace. The program was accelerated to achieve completion of the whole project, and this resulted in future grants being received sooner because of the slow take up by some

Civic Centre - cnr Todd St and Gregory Tce



6. Organisational Development

Goal:

Well-resourced and skilled staff are competently delivering quality customer focused services.

The principal supporting objectives and outcomes were:

An agreement was finalized with the NT Government for a \$5 million development of Traeger Park.

(a) Human Resource Management

Highlights included:

- Organizational Review – The organizational structure was reviewed by the Chief Executive Officer, resulting in additional resources for human resource management. A position of Manager Human Resources was created, and the existing position of Human Resource Officer retained. This initiative facilitates policy review and development.
- Enterprise Bargaining Agreement – The current Enterprise Bargaining Agreement (EBA) expires on the 5 December 2003. A negotiating team was formed comprising management, staff, and union representatives; the first meeting occurred in May. A total of 89 individual claims were received, and the negotiating team met regularly to work through the issues.
- Catalyst Review – Catalyst Consulting International P/L reported on a staff climate survey conducted in 2001/2. The main staff concerns identified in the report were communications, relationships between management and staff, coordination of organizational training, and staff morale. The Consultative Committee (established under the EBA) considered the report's findings and staff feedback, and recommendations made to the Chief Executive Officer were implemented.
- Occupational Health and Safety – A new Worksafe and Welfare Committee was established. This committee was established in compliance with the Work Health Act, and met regularly to consider safety issues in the workplace. A dramatic reduction to the insurer's loss ratio for workers compensation

premium was achieved through previous initiatives in risk and case management of injured employees. Reduced insurance costs were achieved.

(b) Training and Workplace English, Language and Literacy (WELL)

Highlights included:

- The WELL program was originally developed for the needs of outdoor staff, and was extended to include indoor staff. Some 300 training sessions were provided to both individuals and small groups to facilitate staff development.
- Training focused on core local government competencies, thus providing opportunities for staff to gain formal qualifications in Local Government. An OH&S focus was in the core unit, "Follow Defined OH&S Policies & Procedures", where Council achieved a 96% participation rate. Other OH&S training included 213 enrolments in units of competence such as; the safe use of chainsaws, traffic control, chemical use, etc.



CEO Rex Mooney congratulates Council employee Trevor Packham on 15 years of service

- A Training Plan format was developed, and used by 31 employees to develop skills identified in their own approved training plans.

(c) Financial Management

Highlights included:

- Organizational Review – The organizational structure was reviewed by the Chief Executive Officer. Two new positions were created; Director Finance and Senior Finance Officer. The new positions were created by replacing existing positions for improved financial management.
- Finance and Budget – An accrual budget was prepared for the first time which included depreciation. A management plan was prepared with the budget, and both documents were placed on public exhibition for 28 days. The Council also accepted the basis for determining the amount of surplus funds (uncommitted cash available for use) as working capital less restricted funds, using balance sheet information.
- Software Improvements – BIS financial reporting software package was obtained, to expedite access to financial information. The BIS package overlays the Authority financial data base, and readily extracts financial information in various forms. It has revolutionised access to financial information, reporting, and budgeting. The software is user friendly, and staff were building confidence in its use.

(d) Information Technology

Highlights included:

- New Phone System – The Council’s phone system was totally replaced, for improved customer service



Council employee Caroline Hanson operating the new switchboard

and more handsets. The new system features call queuing and voicemail. The Depot was connected to the same phone system with voice over IP handsets, resulting in improved communications and cost savings.



Library employee John Chisholm testing the new public access computers in the Library

- Customer Action Request System – A new system for recording customer requests and service responses was installed in Authority (financial and property operating system). It provided for request tracking, issue of works orders, and records all communications.
- Library IT Services - An additional ten public access computers were provided using a standardized configuration to simplify management and support. The internet connection was upgraded by increasing speed ten times and achieved reduced costs.
- The Council’s IT Network infrastructure was upgraded by increasing speed, stability and manageability. Cost savings were achieved through

Report on Council's Achievements 2000/1 to 2002/3

A report on achievements made during the last three years is set out below. The period covered by this report largely coincides with the term of the Ninth Council and to review of the Strategic Plan in late 2000.

the merger of several logical networks onto one set of hardware.

- The Health Manager System used by Environmental Health Services was improved using Lotus Notes for compatibility with the NT Government.

GOVERNANCE

A community governed in a way that enables it to be involved in the decision-making that impacts upon it. The principal supporting objectives and outcomes were:

A memorandum of understanding was established with Tangentyere Council, promoting cooperation as a basis for solving community problems. An important achievement was establishment of a green waste disposal facility to produce mulch by composting.

The Council made conscious efforts to improve consultation with the community, and to involve it in decision making so that better outcomes could be achieved. Achievements included a policy to guide community consultation, and working with community groups to facilitate the revitalization of parks.

Training was made available to Elected Members for their professional development. The Western Australian Local Government Association had developed a comprehensive Local Government training program, and selected modules were made used. Training for Elected Members was also provided in business practices and financial management. The latter included workshops conducted by the Division of Local Government following a formal inquiry in 2002.

COMMUNITY DEVELOPMENT & SERVICES

A quality lifestyle can be enjoyed by all members of the community. The principal supporting objectives and outcomes were:

Community Development

The Alice Springs Public Library completed strategic planning and various projects to promote community involvement. These were targeted at school children, students, and Indigenous people through community programs and events. A review of Library's organizational structure occurred to improve resource usage and quality of services.

A higher level of community consultation has targeted specific issues of concern, and support by Council has been appreciated. There has been an acknowledgement by the community that the Council is now doing more.

Youth were extensively involved in design of a skate park, and in efforts to improve its development by incorporating "street elements" and ameliorating adverse social behaviour. A youth website was established and there has been a review of youth programs to increase involvement and build self-esteem.

The Council has maintained an active display at the Alice Springs Show as a means of communicating with residents. Major improvements to the show stand were completed last year.

Community Services

Environmental health services continued under a new service agreement with the NT Government, and the

formation of an Indigenous Environment Health Worker Program to commence in the next year.

There was a change of image by the By-Laws Unit to Rangers with new blue uniforms. Successful community education programs were introduced and there was improved liaison with Tangentyere Council and River Wardens. A full complement of Rangers Officers was achieved and has been maintained.

NATURAL AND BUILT ENVIRONMENT

Alice Springs has well-managed, high standard infrastructure and ecologically sustainable open space. The principal supporting objectives and outcomes were:

Asset Management

Major works were funded by Roads to Recovery program (\$1.3 million), Commonwealth grants for new child care centre and redevelopment of others (\$1.8 million), and Regional Solutions funding for improvements to buildings at Snow Kenna Park (\$0.3 million) was obtained. The footpath and cycle path program was accelerated (\$0.8 million). Other achievements included improved infrastructure planning and maintenance, replacement of all road drainage grates for safety of cyclists, improved presentation of the CBD, and new policies to guide provision of services.

Open Space

A \$5 million redevelopment of Traeger Park commenced with NT Government funding. Other achievements included construction of shade structures for playgrounds, construction and ongoing development of the skate park: consultation with community based precinct groups to plan revitalization of parks. Improved lighting was provided at sporting facilities, car parks and in the Mall. The maintenance of sporting facilities continued at a high standard that was suitable for Masters Games and international cricket. Funding for position of Sports and Recreation Officer was secured, and consultation by this Officer with sporting groups was well received.

TOWN & REGIONAL DEVELOPMENT

Alice Springs is a thriving, arid zone, regional service centre and a great place to live. The principal supporting objectives and outcomes were:

Achievements included completion of the Alice Springs Convention Centre (Alice in Ten Project), and attracting national conferences to Alice Springs. This included the Australian Local Government Association's first national conference held outside Canberra, which also recognized the importance of Alice Springs in celebrations for Year of the Outback.

The Council has worked with Aboriginal organizations to address common problems in the community, and has cooperated with them to build capacity and employment opportunities. Examples included establishment of a green waste facility, development and maintenance of town camp roads, and footpath construction.

MAJOR PROJECTS

The further development of the town's infrastructure and community amenity will contribute significantly to the lifestyles of present and future generations. The principal supporting objectives and outcomes were:

A number of major projects were achieved including:

- CBD - improved litter removal and presentation, development with NT Government of a Masterplan, and the Roads to Recovery program resulting in major street reconstruction.
- Mall – reviewed security issues including a study into use of security cameras, improved lighting and in nearby public car parks, repairs to pavers and provision of disabled access to shops.
- Traeger Park redevelopment.

- Evaluation of options for redevelopment of the Civic Centre, with works scheduled to commence next year.
- Removal of couch grass and sandbar obstructions in the Todd River to reduce impact of flooding, undertaken in consultation with the Traditional Owners.

ORGANISATIONAL DEVELOPMENT

Well resourced and skilled staff are competently delivering quality customer focussed services. The principal supporting objectives and outcomes were:

Human Resource Management

The organizational structure was reviewed by the Chief Executive Officer, resulting in additional resources for human resource management. A position of Manager Human Resources was created, and the existing position of Human Resource Officer retained. This initiative facilitates policy review and development.

Other achievements included:

- Negotiation of an Enterprise Bargaining Agreement and commencement of negotiations for a continuing three year agreement.
- Review of a staff climate survey and action to address staff concerns.
- Establishment of new Worksafe and Welfare Committee to focus on broader safety and welfare issues.
- Commencement of a training program focusing on Workplace English, Language and Literacy (WELL) that was assisted by a \$100,000 Commonwealth grant. Training opportunities were extended to staff as the first Council in Australia to offer training in nationally accredited local government competencies.

Financial Management

Organizational and software changes were made to implement improved controls. A new Accounting Policies and Procedures Manual was prepared, and including two accrual budgets supported by Business Plans. Continued development of financial reporting occurred, including recognition and use of working capital less restricted funds as a basis for determining the Council's net financial position. and improved software systems are now providing better access to financial information.

Information Technology (IT)

IT services underwent extensive redevelopment. Examples included:

- Critical development of the Authority financial software system and use of a new chart of accounts,



**2002/2003
FINANCIAL STATEMENTS
ALICE SPRINGS TOWN COUNCIL**