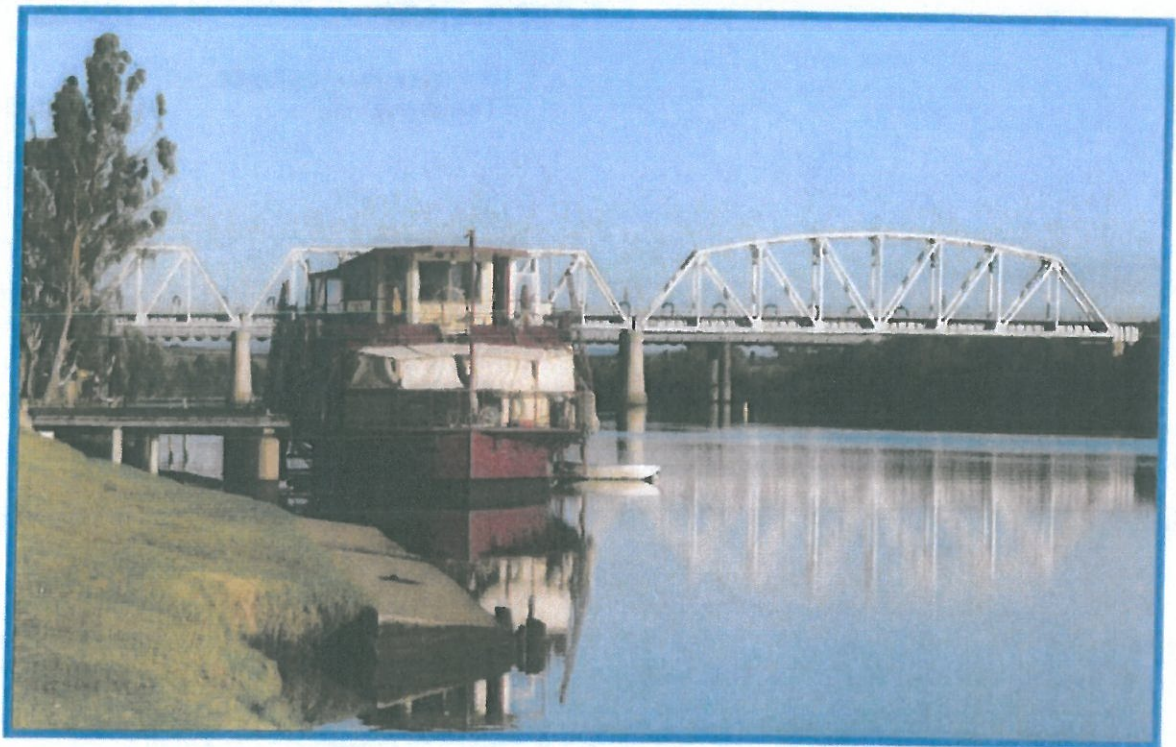


Rural City of Murray Bridge

Annual Report

2004 - 2005



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CONTACTS

Local Government Centre
2 Seventh Street Murray Bridge 5253
(PO Box 421)
Telephone: 85391100
Facsimile: 85322766
Email: council@rcmb.sa.gov.au
Web www.murraybridge.sa.gov.au

Depot
21 Hindmarsh Road Murray Bridge 5253
Telephone: 85391160
Facsimile: 85310170

Public Library
Level 3 Mobilong House
Seventh Street Murray Bridge 5253
Telephone: 85391175
Facsimile: 85321622

Visitor Information Centre
South Terrace Murray Bridge 5253
Telephone: 85391142
Facsimile: 85325288

Lerwin Nursing Home
67 Joyce Street Murray Bridge 5253
Telephone: 85391187
Facsimile: 85311655

Swimming Pool
Flavel Terrace Murray Bridge 5253
Telephone: 85322924

Brinkley Waste Depot
Telephone: 0427 971 587

Mayoral Message



It is just 12 months since our new Chief Executive Officer David Altmann started with the Rural City of Murray Bridge and what a busy year we have all had.

The negotiations with previous staff and the appointments of new managers and staff have been ongoing over the last 12 months and in my opinion we now have the best staff we have ever had here and I look forward to working with them all in the future.

We celebrated 125 years since the opening of the Town Bridge and 120 years of the Council during the last year which was fun dressing up in the clothes of that era.

As well as Plan Amendment Reports we have consulted the community for our 10 year Strategic Management Plan; our new library facility and conducted the first rate review for many years.

We have carried out major infrastructure works such as Wharf Hill, Adelaide Road Streetscape as well as sealing roads in Mypolonga, Callington, Wellington and Murray Bridge. The extensions to Lerwin Nursing Home are nearly completed and are due to be opened later this year.

We have also built another new roundabout near the hospital in conjunction with Transport SA that will make this intersection safer.

There are signs of major housing developments in our area with a big AV Jennings subdivision as well as a new private school on Eastside.

The rezoning of South Terrace will give developers an opportunity to build a shopping complex near the town centre with the possibility of a library being incorporated in the design.

The Deputy Governor opened the Vicki Nottage Sculpture Court at the Murray Bridge Regional Art Gallery which is already proving a great venue for the art gallery and other functions.

A Grand Piano has been purchased for our Town Hall with much appreciated help of donations from our community.

Shane Thompson our Youth Officer conducted a very successful YAC Youth Week and thanks to him for his achievements for our youth and the community as a whole.

Unseasonal heavy rains have caused some flooding in low lying areas. We are doing all we can to fix the problem and hopefully this issue will be resolved by the end of 2005.

We were able to secure a grant for the purchase of a heating system for the swimming pool which was installed and opened to the joy of the Swimming Club.

This has been a very busy year, but we are able to take some satisfaction in the progress being made in a lot of areas.

I extend my sincere appreciation to the Elected Members and staff for their support over the last 12 months and look forward to another successful 12 months.

AUSTRALIA DAY AWARDS 2005

Citizen of the Year
Bob Wheare

Young Citizen of the Year
Sisilia Tu'ipulotu

**Young Sportsperson of the
Year**
Sam Redding

Event of the Year
Murray Bridge Christmas Pageant
and
Relay for Life Organising
Committee

Chief Executive Officer's Report

It has been an exceptional year for the Rural City of Murray Bridge, the district and the wider Murraylands region.

It was a privilege and honour to be appointed by the Council as the Chief Executive Officer of the Rural City of Murray Bridge, commencing on 5 July 2004.

In planning for the future, Council embarked on the preparation of a new Strategic Management Plan for the year 2005 – 2010. The Plan has a 5 year focus and sets a 20 year vision titled 'Bridge to Opportunity'. The Plan establishes guiding principles and establishes strategic priorities, together with targets to be measured through regular monitoring and review. This is the first Strategic Plan of its type for many years and comes at a time of strong growth and future planning in the Rural City of Murray Bridge. The Region is viewed as the strongest growth region in South Australia with unemployment levels being at an all time low; building applications being at a record high; increased enquires for development prospects and availability and suitably zoned land; and 3000 jobs being created in the region for the period 2003-2006.

Council has also embarked on the following initiatives:

- Conduct of organisational review - restructure with new senior management team and management team appointments.
- Outstanding Audit of Council's Home and Community Care program,
- Conduct of Council's first Rate Review
- Completion of the Library Facility Review investigations to community consultation stage.
- Record numbers in attendance at Council's Strategic Management Plan Consultation stage.
- Launch of Council's new corporate logo.
- Finalisation of ASU and Nurses Federation Enterprise Bargaining Agreements.
- Launch of Council's new web site www.murraybridge.sa.gov.au.

A number of Strategic, Infrastructure and Community Services projects were also delivered including:

- Completion of Wharf Hill Precinct beautification.
- Completion of Avoca Dell ski reserve beautification and upgrade.
- Sturt Reserve playground shelter on the banks of the River Murray.

- Success of Councils Community grants program.
- Outstanding efforts of Community Volunteers with over 100 volunteers working for Council.
- Success of our Youth Advisory Committee
- Excellence of Crime Prevention and graffiti removal program.
- Town Oval licence and back debt issue resolved.
- Door to door approach with dog registrations.
- Town Hall project management group established.
- Lerwin Nursing Home nearly completed with new expanded 75 bed facility.
- Adelaide Road Streetscaping Phase 2 underway and Phase 3 funding being sought.
- Rural garbage collection rolled out.
- Completion of rezoning for South Terrace land for future major retail development.
- Record number of Plan Amendment Reports.
- Strong economic growth with approval of new private school, childcare centres, AV Jennings residential 250 lot subdivision.
- Management of acute storm and flooding events and immediate upgrade of severely affected areas and planning for future infrastructure upgrades.
- Strong progress of town road sealing program.
- New roundabout at Swanport Road Mulgundawah Road completed.
- Opening of Regional Art gallery renovations.
- 125 year Bridge celebration.
- Ongoing major support to Australian International Pedal Prix.
- Various ministerial visits and delegations.
- Purchase of Grand Piano.
- Opening of Heated Olympic Swimming Pool.

Under pinning the outstanding achievements of Council has been the team approach exhibited by our Mayor, Elected Members, staff and the community – all working together for the good of our community.

It has been an exciting, demanding and challenging year and it is certainly a great time to be working for and with the Rural City of Murray Bridge and the community.

Congratulations to all and a sincere thanks to our Mayor, Elected Member and staff team for a successful year.

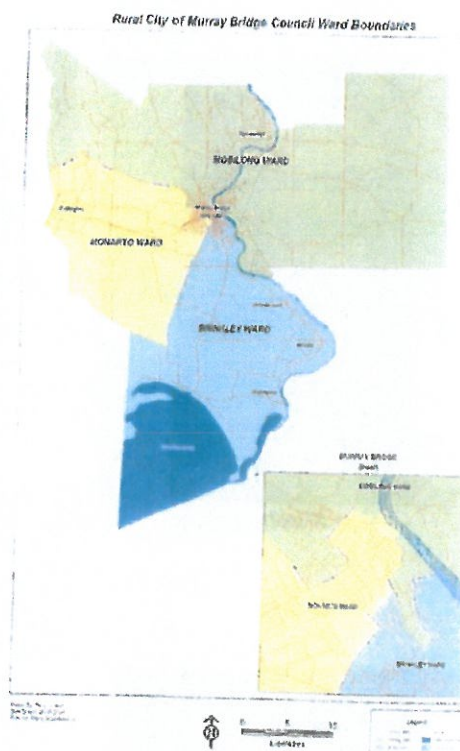
We still have an enormous amount to do and numerous challenges lay ahead. Many of these challenges will be of a financial nature with Local Government assuming greater and further responsibility for Community and Infrastructure service provision. This comes at a time where income is not keeping pace with the cost of delivering services and ever ageing infrastructure and community assets. Council, through its Strategic Management Plan and development of the 10 year financial plan will be challenged to develop budgets and financial plans which achieve a balance between delivering a full range of community services, facilities and infrastructure whilst being mindful of securing other income sources and a full range of Federal and State grant opportunities.

I look forward to the years ahead and Murray Bridge and district being the 'Bridge to Opportunity'.

David Altmann
Chief Executive Officer



WARD BOUNDARIES



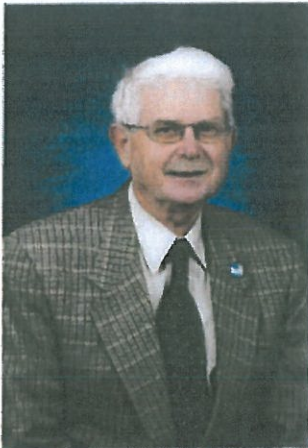
CITIZENSHIP CEREMONIES

The following people received Australian Citizenship during 2004/2005.

Ms Patricia Jacqueline Putman
Mr Russell Arthur Putman
Ms Safiye Oztemur
Ms Beverley Joan Dermody
Ms Susan Elizabeth Heritage
Ms Adrienne Leah Peterson
Mr Michael David Stubbington
Ms Visitacion Sims
Mr Ross Anthony Jensen
Mr Douglas James Longmore
Mrs Margaret Ann Longmore
Mrs Souad Mohamad Jammoul
Mr Musa Ozkan
Ms Susan Lynda Couper

ELECTED MEMBERS

BRINKLEY WARD



Cr Bob England



Cr Barry Laubsch



Cr Bruce Pearson

MOBILONG WARD



Cr Ken Coventry



Cr Clem Schubert



Cr Theo Weinmann

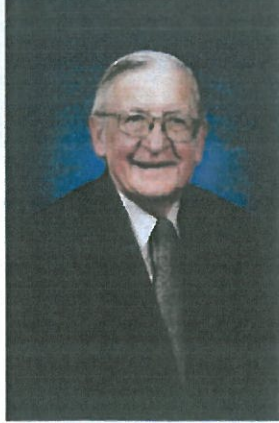
MONARTO WARD



Cr Phil Nutt



Cr Keih Simmons



*Cr Milton Weinert
(Deputy Mayor)*

ELECTED MEMBER REPRESENTATION

The Elected Members represent the Rural City of Murray Bridge on the following Committees and External bodies.

Council Committees

Donations/Community Grant Funding
Development Assessment Panel
Crime Prevention Advisory Committee
Road Safety Committee
Community Cultural Development Advisory Committee
Accessibility Advisory Committee
Captain's Cottage Museum
Showgrounds Management Committee
Swanport Management Committee
Johnstone Park Combined Clubs
Review of Arrangements for use of Ovals Working Party
Lerwin Expansion Committee
Library Facilities Committee
Youth Advisory Committee
Traffic Safety (Manure on Roads) Committee
CEO Selection Committee
Strategic Plan Review Group

External Representation

Adelaide Hills Region Waste Management Authority
Bushfire Prevention Committee
Local Government Association
Local Government Finance Authority
Lower Murray Irrigation Action Group
Lower Murray Local Government Working Group
Mannum to Wellington Local Action Plan Committee
Multicultural SA
Murray & Mallee Local Government Association
Murray Bridge & District State Emergency Service
Murray Bridge Animal & Pest Plant Control Board
Murray Bridge Basketball Association
Murray Bridge Business & Tourism Inc
Murray Bridge High School Governing Council
Murray Bridge Soldier's Memorial Hospital
Murray Darling Association
Murray Mallee Aged Care
Murray Watch
Murraylands Regional Development Board
Murraylands Regional Tourist Association
Australian International Pedal Prix Committee
Provincial Cities Association
Rural Counselling Service
SA Council on the Ageing
SA Recreation Trails
Southern & Hills Local Government Association
State/Local Government Passenger Transport Group

SENIOR MANAGEMENT TEAM



Chief Executive Officer
David Altmann



Manager, Corporate & Community Services
Kym Miller
(commenced January 2005)



Manager, Infrastructure and Technical Services
Martin Waddington
(commenced January 2005)



Manager, Development and Environmental Services
Thornton Harfield
(Acting Corporate Services Manager – July 2004 to January 2005)



Manager, Lerwin Nursing Home and Community Care
Reg Budarick



Acting Business Services Manager
Sundra Nadaraja
Sept 2004 – January 2005



Business Services Manager
Chris Collins
July – September 2004
(Passed away 11 September 2004)



Acting Regulatory Services Manager
Renee Mitchell
July 2004 – January 2005



Human Services Manager
David Wade
July 2004 – January 2005**

**

This department was absorbed into new corporate structure in January 2005

Council Profile

Number of Elected Members Including the Mayor	10
Number of Electors	14025
Number of Rateable Properties	9640
Resident Population (2001 Census)	16,532
Number of Wards	3

Statement of Council Representation

The representation quota is determined by dividing the number of electors for the area of the Council by the number of Elected Members of the Council.

The number of electors of the Rural City of Murray Bridge as at February 2005 was 14025 and the quota is 1:1402.

The representation quota compares with similar populations:

- Barossa Council 1:1151
- Victor Harbor 1:1229
- Yorke Peninsula 1:1189

In accordance with Section 12 of the Local Government Act 1999, Council has commenced its next periodic review which is anticipated to be completed by October 2005.

Members Allowances

The allowances set by the Council in accordance with Section 76 of the Local Government Act 1999 are as follows:

Mayor	\$24,000
Deputy Mayor	\$7,500
Elected Members	\$6,000

Decision Making, Structure and Functions of the Council

Council comprises the Mayor and 9 Ward councillors and is the decision making body on all policy issues. Ordinary meetings of the Council are held on the second and fourth fourth Monday of each month at 7.00 p.m. and members of the public are welcome to attend.

The Works and Finance Committee was disbanded on 29th March 2005.

The Development Assessment Panel meets on the third Wednesday of each month at 10.00 am and makes decisions on Categories 2 and 3 development

applications (those which require public notification) where there have been written representations made by third parties.

Notices and agendas of all Council, Works & Finance Committee and Development Assessment Panel meetings are placed on public display no less than three days prior to the meeting. Minutes are placed on display at the Local Government Centre within five days of the meeting.

In accordance with Section 44 of the Local Government Act 1999, powers, functions and duties are delegated to the Chief Executive Officer. In this role, the CEO may, at his or her discretion, delegate powers, functions and duties to Council officers. Such delegations enable the effective and efficient operation of the Council administration.

As required by the Local Government Act, 1999, Council has developed a procedure for the review of Council decisions, outlining how decisions of Council or other people acting on behalf of the Council are reviewed.

Public participation in Council's decision making process

There are a number of ways in which members of the public can put forward their views on particular issues to Council.

These are:

- Deputations/Presentations – with the permission of the Mayor, a member of the public can address a Committee or the Council personally or on behalf of a group of residents.
- Petitions – written petitions can be addressed to the Council on any issue within the Council's jurisdiction.
- Written requests – a member of the public can write to the Council on any Council policy, activity or service.
- Elected Members – members of the public can contact Elected Members of the Council to discuss any issue relevant to the Council.

Community Consultation

The Rural City of Murray Bridge values effective consultation in developing a positive relationship with its community. This process provides the members of the community with the opportunity to be informed and influence decisions which affect their lives.

Council has a Community Consultation Policy that describes in detail its commitment to this valuable process. The objective of this policy is to ensure Council effectively:

- Consults with its community
- Promotes community involvement
- Makes decisions which are open, transparent and responsive to the needs and aspirations of the community
- Fulfils the legislative requirements as set out in the Public Consultation requirements of the Local Government Act 1991 and, where necessary, the Development Act 1993

Access to Council Documents

The following documents are available for public inspection at the Local Government Centre, 2 Seventh Street, Murray Bridge between the hours of 8.30 am and 4.45 pm, Monday to Friday. Members of the public may purchase copies of these documents.

- Council Agendas and Minutes
- Committee Agendas and Minutes
- Development Assessment Panel Agendas and Minutes
- Policy Manual
- Delegated Authority Manual
- Strategic Management Plan
- Budget Statement
- Annual Report
- By Laws
- Annual Statement
- Development Application Register
- Register of Elected Member Allowances and Benefits
- Register of Employees Salaries, Wages and Benefits (including Senior Management)
- Assessment Record
- Register of Public Streets and Roads
- Schedule of Fees and Charges
- Voters Roll
- Code of Conduct – Elected Members
- Code of Conduct – Employees
- Election Campaign Donation Returns
- Procedure for Internal Review of Council Decisions Policy
- Audited Financial Statements
- Register of Interest of Elected Members
- Register of Community Land
- Public Consultation Policy
- Contracts and Purchasing Policy
- Rating Policy
- Order Making Policy
- Charters of Council's subsidiaries

Other Information Requests

Initial enquiries regarding access to, or copies of information not covered above, should be directed to the Freedom of Information Officer at the Local Government Centre. Formal applications will be responded to within the statutory timeframes.

Confidential Items

The Rural City of Murray Bridge is committed to the principle of open and accountable government. Council also recognises that on occasions it may be necessary in the broader community interest to restrict public access to discussion and/or documents as provided for under Section 90 of the Local Government Act 1999.

Council considered 64 matters under Section 90 of the Local Government Act and of those released 18 matters to the public.

Freedom of Information Applications

The Freedom of Information Statement is published annually by the Council in accordance with the requirements of the Freedom of Information Act 1991. The Statement is included in this report at Appendix 1.

The Rural City of Murray Bridge did not receive any applications under Freedom of Information for the 2004/2005 financial year.

Services to the Community

Council makes decisions on policy issues relating to services that are provided for members of the public. These services include:

- Aged Care Transport for medical appointments and essential shopping
- Bus shelters
- Car parks
- Clean air controls
- Cemeteries
- Community halls
- Cycle tracks
- Dementia care
- Dog control
- Environmental Health matters
- Garbage collection
- Home assistance for the elderly
- Immunisation programs
- Litter bins
- Parking controls
- Parks and Reserves
- Planning and Development controls
- Playground equipment
- Public Library
- Public toilets
- Public seating
- Recreational/Sporting facilities
- Respite Care
- Roads/footpaths/kerbing
- School crossings
- Stormwater drainage
- Street lighting
- Street sweeping
- Traffic control devices

INFRASTRUCTURE & TECHNICAL SERVICES

The Infrastructure and Technical Services Department embraces the following key functional areas of Councils overall business, which are Technical Services (Engineering), Operations (Depot), Horticulture and Olympic Swimming Pool.

The 2004/05 financial year was characterised by a series of unusual storm events in December 2004 followed by a similar event in January 2005 and then again in June.



These unexpected events caused a great deal of damage around the District and resulted in significant disruptions to the planned works program which had been scheduled. Several road construction projects were postponed in order to fund emergency flood mitigation infrastructure projects to address the effects of any similar events. However, Council still delivered a significant Road and Footpath construction program.

Technical Services

Technical Services Division incorporates survey, design and supervision of the construction of Councils civil infrastructure such as Roads, Stormwater systems, Environmental projects (wetlands, footpaths and structures), wharves and retaining walls. This division also provides engineering advice with regard to traffic, asset management (civil) and development assessment. There are four staff members dedicated to this role including two engineers, a project officer and an asset maintenance officer.

The Rural City of Murray Bridge has been affected by freak storms during the 2004/05 financial year, including:-

- tropical storms on 10 and 11 December 2004 with two separate rainfall events
- with 60mm of rain in one hour in each separate event - Tonkin Engineering investigations of storm cells and rainfall

- equate to 1 in 200 year rain interval return
- further storm damage on 26 January 2005
- further flooding in one of the previously affected areas on 17 June 2005
- significant storm damage on 22 June 2005 with flooding and stormwater issues across the township of Murray Bridge and rural areas.

As a result of the first two storm events, Council instigated urgent flood mitigation works which consequently lessened and in some cases prevented flood waters from causing harm in June 2005. Nevertheless all the storms caused damage to many footpaths throughout Murray Bridge and roads throughout the District. The estimated cost of this damage for the first two events is \$289,000 and the June event caused an approximate \$460,000 of damage. Council is continuing to seek assistance from the State Government through the State Disaster Fund. At the same time Council was active in pursuing other potential funding sources through State and Federal governments as well as through the Murray Catchment Water Management Board.

The department was also busy preparing for the 2005/06 construction programs as well as ongoing projects which include:

- Survey and Design of urgent Stormwater Projects namely, Christian Reserve Detention Basin, Cromwell Road, Torrens Road and Warner Road
- Planning and Design of Adelaide Road Stage 2 and 3 Stormwater Drainage system
- Stormwater remediation works - Schwerdt Road Detention Basin (off Old Swanport Road - Adelaide Road end) and repair of the damage to the Greenlands Drive Retention Basin.
- The assessment and finalisation of the AV Jennings Development was carried out during this period.
- Murray Bridge Traffic report was completed which examined the impact of growth on the traffic movements along and to the east of Swanport Road Murray Bridge.

Operations

The role of this area includes the delivery of new construction projects and maintenance for all civil functions utilising thirty two staff. The operations are backed up by a comprehensive workshop staffed by three fully qualified mechanics that ensure Councils fleet of heavy plant are safe, well maintained and fully operational.

Construction of the Special Stormwater Projects namely Christian Reserve Detention Basin, Cromwell Road Drainage

The construction of the Christian Road Drainage System was carried out and completed during this period.

The following roads were sealed during the year:

Callington

Bremer Rd, Hefford Dr, Kiernan St, Prisk St, Steele Rd, Water St, Cemetery Rd, Hallett St, Jaensch Rd

Mypolonga

Marten St, Vogt Rd, Robin St

Wellington

Bowman St

Murray Bridge

Attunga Av, Bungana Dr, Campbell Dr, Clearview Rd, Culburra Av, Emu Rd, Kirra Av, Nardoo Av, Siesta Dr, Tooma Dr, Grassmere Dr, Kent St, Dorset St. and Standen St which was a road reconstruction project.

In addition to the road construction program was a significant reseal program. This differs from ordinary patching work in that entire sections of road are given a fresh coat of bitumen over the top of the existing bitumen surface which has typically reached the end of its useful life. Bitumen surfaces usually need resealing every 15 to 20 years. The resealing process protects the rubble structure construction under the bitumen. This year fifteen sections of road were resealed.

Plant and Equipment Purchase

\$1.2 million was approved in the 2004/2005 budget for the purchase of new Plant and Equipment. This mostly involved the replacement of old plant which was up to 25 years old. Ageing plant increases maintenance costs and have a real impact on Councils annual budget. The following lists some of the purchases made.

\$320,000.00 of this budget was for the purchase of the 3 Rollers from Dynapac. Two of these new rollers replaced the old Averling Barford roller and the pedestrian roller (walk behind). The third roller is additional to the fleet of heavy plant.



New Rollers

A truck-mounted Street Sweeper was purchased for \$285,000 from Schwarze Industries Australia and replaced the 15 year old mobile sweeper.



Truck Mounted Street Sweeper

\$109,000 was used to purchase a new 'Quickerb' kerbing machine. This machine replaced the 25 year old 'Arrow' kerbing machine.



New Kerbing Machine

\$114,000 was spent on the purchase of new trucks.

The purchase of two new trucks replaces the current water truck which has been in service for approximately 23 years and the other replaced an old service van which was approximately 25 years old.

A further \$200,000 was allocated to replace four other trucks in the Councils fleet.

Horticulture

Horticulture involves the development and maintenance of Councils Parks Gardens and Cemeteries through a workforce of twelve staff.

Among many other activities, the horticultural department became involved in the following projects and activities.

- Installation of a pump and rising main from Greenlands Drive Dam to the Bremer Road Cemetery
- Planet Ark - Council in conjunction with T&R, Murray Bridge City Lions, Puzzle Park, TransportSA, Daniel Browns Family and Dairy Farmers accompanied by 31 volunteers all had a great day planted 500 trees alongside the off ramp from the freeway onto Jervois Road.
- Roundabout Swanport Road – Planting of artificial grass and small area landscaped to reduce the risk to the gardeners when working within the roundabout. More artificial grass and landscaping yet to be completed on the large protuberance.
- Adelaide Road - The removal of sheoak suckers along the drain between Cromwell Road and New Era Avenue to help alleviate flooding problems and general tidy up of this area.
- PLEC Adelaide Road – Council is waiting for ETSA to remove the poles along Adelaide Road. Concrete footpaths are currently being installed with water to supply gardens and trees soon to be planted. Once poles are removed artificial grass will be installed. Due to a new supplier the cost is more viable than previously. Artificial grass will reduce risks to safety, water use and dollars in maintenance costs. Trees, flowers and paving will also be incorporated to beautify this area.
- The landscaping of Tumbella Drive Reserve is complete with a little remediation of the storm water catchment to be tidied up.
- *Avoca Dell Reserve*
Landscaping is basically complete with the planting of trees to be completed by the end of May.
- *Tumbella Drive Reserve*
Irrigation and pump shed installed with turf, trees and pump to be installed before the end of April.
- *Slashing*
Due to unseasonable conditions, unforeseen slashing has occurred during February and March.
- *Tree Trimming*
The ongoing tree trimming program continued through the year.
- *Irrigation*

Due to better watering practices and favourable seasonal conditions, Council has only needed to use 60% (150 Megalitres) of its water license allocation of 250 Megalitres. This is 10 Megalitres less than at this time last year despite irrigated areas increasing due to upgrades to parts of the Swimming Pool grounds, Avoca Dell Reserve, Overall Park, Johnstone Park Dog Obedience and Pony Club.

- *Wharf Hill*

This area provides a picturesque link between Bridge Street and the Wharf and Sturt Reserve areas and has generated a very positive reaction from the community. A few more trees will be planted towards the old Shell Depot to address the weed problems of the past.

- *Weeds-*

High rainfall has directed time and resources to weed control, particularly Calltrop. This issue seems to remain static with limited inroads into its control, especially within townships.

- *Parks and Reserves*

Staff have been kept busy with irrigation, weed eradication and garden maintenance. Due to some extreme circumstances, maintaining the planned schedule has been a challenge.

Olympic Swimming Pool

The pool is located on the corner of Adelaide Road and Flavel Street and offers three heated swimming pools including a 50m pool used for general and lap swimming. The pool is open between the months of October and April and caters for school swimming programs and also hosts the Murray Bridge Amateur Swimming Club.



COMMUNITY CARE SERVICE PROGRAMS

The Community Care Service programs coordinated by the Rural City of Murray Bridge provide services that broadly target frail and at risk aged persons and younger adults with moderate to severe disabilities who without the assistance of these programs would be at risk of entering residential care prematurely.

The programs are provided through a joint partnership agreement between Council, Commonwealth and State Governments. Council is one of a number of service providers in our region who each have specified roles and target groups. Council has three distinct program areas these being Home and Community Care (HACC) including Homeassist, Dementia Care and Transport, Commonwealth Respite for Carers including a Carer's Group, and Veterans Home Care providing similar services to HACC for veterans.

The Home and Community Care (HACC) program is a State funded program (although the HACC program itself is a joint Federal/State initiative) which aims to provide a wide range of services to frail aged and disabled people. Council's HACC funded program operates via a service level agreement that focuses mainly on aged residents (with a smaller component for younger disabled adults).

The Commonwealth Respite for Carers (CRC) program is a program which focuses on providing in-home respite for those who act as carers of the aged or disabled, plus a Carers Support Group.

Veterans Home Care (VHC) program is Commonwealth funded and provides in-home respite and home care assistance specifically to veterans and war widows.

In each case, Council contributes significantly to the programs in cash or in kind.

Council employs 2 full time coordinators who manage the program on a day to day basis.

There are currently 334 active clients registered with Council's Community Care programs. During the year, some clients use the service more regularly than others. The transport program is well supported with voluntary donations being received from most clients.

Fifteen self employed contractors provide in-home services. HACC coordinators share good rapport with contractors by maintaining an open door policy and facilitating bi-monthly meetings. The contractors are an integral part of their clients lives and in time become a trusted part of their extended "community family". This can make a big difference to clients' feeling of security, well-being and self-worth.

HACC PROGRAMS

Volunteer Transport Program

The Transport program covers essential trips within the Council area. A group of twelve volunteers support the program using their own vehicles or drive Council vehicles to out of town destinations. Throughout the financial year, 12 volunteers have provided in excess of 3,000 hours of service and travelled just under 35,000 kilometres. Volunteers are reimbursed for out of pocket expenses.

The program continued to support older people with essential shopping and medical appointments. This service was extensively utilised, with clients often travelling 2-3 per vehicle making it a social occasion. Volunteers assisted with the shopping itself and in addition transferred and unpacked shopping.

The Accessible Bus used for Adelaide medical appointments is run in conjunction with the Office of Public Transport. The bus can cater for 9 clients plus 2 wheelchair clients. A gopher can also be accommodated if there are no wheelchairs on that day. Frail clients can be lifted on the ramp if they find it difficult to board the bus.

Clients were transported to most major hospitals in Adelaide and various other medical specialists and clinics this year. A HACC car was still sent to Adelaide on occasions for exceptional medical circumstances, which may have otherwise prohibited a client from attending an appointment. Transportation of younger disabled residents of Murray Bridge continued with the support of the Accessible Bus service.

Since the inception of the Adelaide service, HACC has been able to assist clients with appointments in Mount Barker (eye surgery), Stirling (CT scans and x-rays) and to the Rehabilitation Centre at Strathalbyn.

Home Maintenance and Modifications

The maintenance program helps with most aspects of minor home repairs. It caters for jobs that are one-off or once per year and is dependant upon available funding. Tasks must fall into a category, which benefit the health, safety or security of the client, eg. minor plumbing and carpentry, installation of grab rails, one-off rubbish removal, one-off garden cleanups, installation of security devices on windows and doors etc. Modifications fall into this category and may be

major jobs. For example, bathroom modifications for people who have had a stroke can be arranged. The client pays for the materials and the program assists with the payment for labour to a certain value. The work is undertaken following consultation with the Occupational Therapist from the Murray Mallee Health Service and monitored by the Community Care Coordinators. A number of clients were assisted through this service this year with the most popular services being gutter and window cleaning.

Dementia Respite

Dementia Respite is a component of Home and Community Care. It is designed to support the carer, caring for a person with cognitive and/or physical impairments.

Again this year, most respite was conducted in-home however in some cases extra assistance was provided to assist the client access day-care. In addition, some carees were taken to the library or for a drive or for coffee with a contractor. Extra assistance for clients was provided in some instances by the Hills Mallee Southern Buddy Program which is funded by a government initiative for dementia clients with difficult behaviours.

Domestic Assistance

Domestic Assistance and Social Support programs again formed a significant part of the overall program and assisted clients who had difficulty attending daily tasks or who are socially isolated. With this help, clients were able to remain independent and safe for much longer.

The service is flexible and there is room for changes to occur immediately. An example this year were services catering for sudden illness of caregivers. HACC coordinators work closely with other local service providers wherever possible to provide the best possible outcome for clients.

Commonwealth Respite for Carers (CRC)

This program assists carers to maintain a life beyond the home and caring role. It primarily provides the carer with a break for an afternoon or perhaps overnight. Funding provided allows for the carer to "get away" whilst feeling confident that a qualified person is caring for their loved one.

Carers occasionally choose to accumulate respite hours providing them with longer periods of respite.

The "Out and About with the Murray Bridge Carers Group" program provided support and relief to carers this year. Several short bus trips were organised throughout the year. In addition, speakers from agencies

such as South Australian Police and Aged Rights Advocacy Service provide clients with valuable information regarding the safety and rights of older people in the community.

Full day outings are an ongoing feature of the program and a once a year overnight carer retreat is arranged. This year saw 6 carers and 2 coordinators venture to Victor Harbor, staying at the Hotel Victor.

There is strong evidence to indicate that these breaks are of great benefit to those carers who participate. Friendships are forged, experiences shared and issues discussed.

Veteran Home Care

As a Service Provider in this area we provide services to clients in Murray Bridge and Mannum.

The services provided through Veteran Affairs include personal care, respite, domestic assistance and gardening. During the year, some clients used up to three of the services offered.

*Clients from outside our LGA are serviced on a cost recovery basis.

Collaboration with Other Service Providers

During the past year, program coordinators have been involved in a number of networking and project working groups including the Murray Mallee Aging Taskforce, Dementia Coordinators Regional Network, Buddy Program, Local Government Aged & Community Care Workers Committee, Veterans Affairs Coordinators Network and Primary Health Workers Forum. The links provided by these forums are crucial for the delivery of seamless packages of care for the residents of Murray Bridge and the Murray Mallee region.

Murray Mallee Ageing Taskforce (MMAT)

The MMAT is made up of 30 organisations across the Murray Mallee and meets bi monthly. An Executive Committee elected by members of the full MMAT meets monthly and supervises the work of the project officer Gary Sawyer. The Rural City of Murray Bridge provides administrative support (office space, phones etc), meeting room space, manages the project finances and provides day-to-day guidance and direction to the project officer.

The Murray Mallee Strategic Planning Project received one-off HACC funding for a term of 2 years ending June 2005. The project developed a framework and a Strategic Plan for the Murray Mallee Ageing Taskforce (MMAT).

The Strategic Plan, which was launched in June 2005, provides a framework for the development of accessible, coordinated, comprehensive, quality services for older people in the Murray Mallee and develops mechanisms for linkage and collaboration between service delivery agencies.

The aim of the Strategic Plan is to support older people and their carers to maximise their independence and participation by improving the quality and flexibility of the service network, improving access to information about the services in the region and ensuring that there are services across the service continuum.

The Project Officer will facilitate the MMAT and implement the Strategic Plan through:

- Facilitating MMAT meetings and working groups and providing executive support where appropriate.
- Providing a research capacity on innovative and best practice models
- Facilitating consumer and community participation in planning and gap identification
- Locating funding for specific project work
- Managing specific project work
- Facilitating information to the MMAT through regular meetings, email, workshops and forums.

Detailed project work was also carried out in support of aged and disability care Workforce Planning. An external grant from the Murraylands Regional Development Board together with some funds from the project were used to commission a study on this issue. The study has now been completed and this will form the basis for future workforce planning.

STATISTICS

HACC Volunteer Transport

Destination	Kilometres	Hours
Adelaide	3500	250
Aldgate	120	3
Hahndorf	106	4
Local (own vehicle)	24474	2706
Mt Barker	3199	77
Stirling	519	12
Strathalbyn	380	8
Total	32298	3060

Clients by Category	
HACC Home Assist - Domestic	48
HACC Home Assist - Maintenance	8
HACC - Dementia	2
Commonwealth Respite for Carers (CRC)	13
Carers Group	12
Veterans Home Care - Domestic	23
Veterans Home Care - Personal Care	2
Veterans Home Care - Respite	2
Veterans Home Care - Maintenance	2

- Some clients receive services from more than one program
- 182 new referrals for last financial year

LERWIN NURSING HOME



Lerwin Nursing Home

Lerwin Nursing Home is a 50 bed facility that provides accommodation for people who have a high level of need for continuous nursing care. Lerwin is located in Joyce Street and is designed as a stand-alone facility, however, the home is a business unit of Council and Local Government Centre staff assist in a number of functional areas of governance including accounting, payroll, and human resources.

OPERATIONAL

Accreditation

This years reporting period has again fallen between the major Accreditation rounds (3 yearly) however quality activities have continued to allow continuous improvement outcomes to be met. A scheduled support visit by the Standards Accreditation Agency occurred in March (the second of 2 support visits scheduled between the main audits). The assessor concentrated her audit around Continuous Improvement and Mobility. The assessor concluded that Lerwin was compliant.

Lerwin continued its association with Aged Care Quality Association (ACQA) again this year. ACQA was formed after a group of providers (of which Lerwin was one) had been successfully benchmarking a number of care related key performance indicators. ACQA provides networking and training on quality related issues as well as benchmarking and data analysis service to member organisations. During this year, data collection moved to a web based format allowing for easier data entry and retrieval.

Staffing

Although Registered Nurses remain in short supply and this continues to be an issue of concern at Lerwin and the industry in general, Lerwin was successful in securing the services of several new nurses during this year. This has reduced the number of shifts that have needed to be covered by agency staff this year.

Lerwin again hosted several groups of personal care staff students (some from Equals International) for part of their practical placements.

This practice continues to be fruitful in identifying potential employees when vacancies become available.

LGA Compensation Scheme figures for Lerwin released in April indicated a continuation of Lerwin's strong performance in relation to work injuries, with the indicated rebate rising again for the coming year.

Resident Activities

Resident activities are an important feature of the care provision at Lerwin. This year, due to the expansion project the activities program was not quite as wide ranging as past years however the following events and outings were organised:

- Murray Bridge Orchid Show
- Weekly Card Playing
- Men's Afternoons (BBQ and activities)
- Footy Tipping
- Weekly Bingo
- Carpet Bowls
- Visiting Singing Groups
- Visiting dancers including regular visits by Old Time Dance Club
- Old Time Film Afternoons (Thanks to Robert Eckerman)
- Melbourne Cup Luncheon
- Visiting various displays at the Town Hall
- Christmas Party
- Weekly Church Services and Communion
- Fashion Display
- Lavender Products Demonstration
- Knitting Club
- Lions Christmas Tree Competition
- Olympics Activities Week

A number of dedicated volunteers have continued to assist residents at Lerwin this year. Their efforts are very much appreciated by both residents and staff. Volunteers have assisted with resident activities, feeding of residents, piano playing, running a knitting club and general visiting and talking to residents. Several volunteers have also brought pets in for visits with residents.

STAGE 1 EXPANSION – RESIDENT RELOCATION

Following completion of Stage 1 building works it was necessary to relocate residents from the oldest wings of the home to the newly finished areas to allow refurbishment of the old wings to occur. This process was completed in March and required some rearrangement of staffing and systems.

Another change planned for this time saw Spotless Pty. Ltd. commence management and operation of "Hotel Services" at Lerwin. This was a significant change, as food

services had been provided by Murray Bridge Soldiers Memorial Hospital for over twenty years and cleaning and laundry were done by Lerwin staff. The changes meant that a number of existing staff became redundant. By arrangement with the new contractor, the majority of redundant staff who wished to continue were re-employed by Spotless.

STATISTICS

Permanent resident admissions – 17

Respite admissions – 17

Wandering dementia	4
Neurological	5
Other	8

Average occupancy was 99.3% for the year. Waiting list numbers have remained relatively low.

Average Concessional Ratio for the year was 60.17% (minimum 40% required).

LERWIN EXPANSION PROGRAM

An application for 25 extra bed licenses and a capital grant was submitted in the 2002 Aged Care Approvals Round. The application was successful with 20 bed licenses and a capital grant of \$835,000 allocated. A further 5 beds application was lodged in the 2003 Aged Care Approvals Round which was successful. A further capital grant of \$200,000 was also secured. Project Manager/Architect, Hodgkison was appointed last year to carry out planning work and assist with the appointment of cost and engineering consultants. Consideration of tenders received saw the appointment of the project builder Mobbs Construction. The official sod turning was carried out by Deputy Mayor Weinert on 15th June 2004 which officially launched the construction phase of the project.

During this financial year:

- Site earthworks and demolition were completed
- New Stage 1 accommodation wings completed and commissioned
- New full cook kitchen completed and commissioned
- Several new garden and outdoor areas completed
- Work on new administration wing nearing completion
- Work on refurbishment of oldest existing accommodation wings nearing completion

The project is now scheduled for completion in August 2005.

Generous donations from a number of service clubs, individuals and bequests from families and friends of former residents have again this year been allocated to the building fund. These donations are gratefully received and will assist with financing the building project.

PUBLIC LIBRARY

The Public Library is undoubtedly one of Council's best used services and is open 48 hours a week. All through the night, on Sundays and public holidays, its clients are reading books and magazines, listening to cds, watching dvds and videos, and playing computer games borrowed from their library.

This financial year Council decided to investigate the building of a new purpose-designed library. Consultants Hardy Milazzo were hired to make recommendations on an appropriate site. Geoff Carson, Director of Library Consultancy Services Pty Ltd, prepared the Report, which was most favourably received by the public. His consultation workshops were well attended, and he was impressed by the way locals "owned" their library. The recommendations are being considered by Council.

A broad cross section of the community uses the Library. All sections of society can be seen at the counter - from babies to school children, adolescents and young parents, those in the middle years to retired people. More and more who were not born in this country but are making their home in our city are making use of the Library. Material is also made available to those in our retirement villages, hospital day care, nursing homes, and Mobilong Prison.

Always popular is public access to the internet, and word processing. The five terminals are often fully utilised.

The Children's Library has always been a hit with youngsters. They look forward to visiting the picture book train, and now there are novelty bean bags too. A recent innovation is a designated Youth Area. The illustrated (graphic) fiction is featured, as well as magazines, music, movies and games for the teenage audience, and specially selected fiction and information books. There are posters on the wall (donated by SoundZone), and two comfortable bean bags (donated by Friends of the Library)

The Library greatly values its loyal volunteers, who give so much of their time to shelving material, processing new books, updating the notice boards and displays and preparing book lists. The service would not be as efficient without their help. Especially appreciated are those who run the School Holiday Activities - hundreds of hours are put in to preparing the programs.

The Friends of the Library deserve special acclamation. This group works tirelessly to raise money for Library equipment and raise awareness of the service throughout the community. They run a monthly book sale in the Library and a street stall three times a year. They invite interesting guest speakers to their regular meetings and hold an annual Spring Garden Party.

Annual Statistics

Loans	174,766
Transactions	320,541
Inter-library loans	7,483
Registrations (new borrowers)	1,026
Reservations	2,794
Internet bookings	7,095
International visitors	571
Volunteer hours (20 volunteers)	2,080

Current borrowers

Adult	8,301
Children	2,529
Mobilong	426
Homebound	51

Library staff	7
Book depots	4
Other libraries	87



Peggy Bennett - Librarian

HUMAN RESOURCES

Staffing:

Council had 184 employees as at 1st July 2004. These included full-time and part-time employees, but excluded short-term casuals. Lerwin accounted for 80 of these employees. The remaining 104 staff comprised 58 administrative/professional/technical staff and 46 "outside" workforce. During the year 25 staff left Lerwin and 16 staff commenced. 13 staff left the Rural City and 24 commenced employment. Staff numbers as at June 30, 2005 were 186 - an overall increase of 2 staff.

Occupational Health and Safety

During 2004/5, seven employees suffered minor work-related injuries, with a total of 3.1 days off

work. One employee suffered a lingering work related injury that incurred 44.1 days off work. The total cost to the Council of these injuries was \$21,900. The Local Government Workers Compensation Scheme penalises Councils with poor safety records and pays a percentage rebate (of Council contributions) to Councils with good safety records. The Rural City commenced the financial year receiving a rebate of 36.6% from its contributions to the scheme. By the end of the financial year the Council was receiving a rebate of 50.4% of costs from the scheme. This is an excellent result and all staff are to be commended for their safe working practices. In particular, the OH&S Committee played a major role in identifying potential safety hazards and initiating actions to rectify them. Council thanks all Committee members (Peggy Bennett (Chair), Mick Nottle, Dot Temby, Dave Allen, Joylene Stock, Glenn Dean and David Wade for a job well done.

Staff Training

Twenty four Depot-based employees completed required modules to achieve competency in Certificate II – Civil Construction and are well on their way to completing the next level of competency - Certificate III in Civil Construction. 42 employees attended specialised work related workshops and seminars whilst many staff took advantage of free workshops offered by the Local Government Corporate Health Group. These workshops covered Skin Cancer Screening, Health Checks, Dietary Analysis and Healthy Lifestyles.

Employee Relations

The Rural City negotiated two staff Enterprise Agreements (EB) during the 2004/2005 financial year.

The first was negotiated with nurses at the Lerwin Nursing Home and was initially rejected by the Arbitration Commission as a result of a decision from the High Court (The Electrolux Decision), which impacted on all Enterprise Agreements across Australia. The Nurses and the Rural City appealed the decision, won the appeal and implemented the agreed Enterprise Agreement.

The second agreement was negotiated with salaried staff and approved by the Commission.

No lost time was incurred during these negotiation processes. Enterprise Agreement negotiations with the outside workforce will commence in the next financial year.

COMMUNITY DEVELOPMENT

Community Cultural Development Advisory Committee

The Community Cultural Development Advisory Committee (CCDAC) is a community based advisory committee to the Council of the Rural City of Murray Bridge and provides information and advice on policies, strategies and projects that will advance cultural development in the Rural City of Murray Bridge.

The Committee has up to 13 voting members (including one member of Council, Cr. Ken Coventry) and broadly represent the many cultural interests in the Rural City of Murray Bridge.

The CCDAC aims to foster and promote a range of projects including advising Council on community and cultural issues affecting residents and visitors to the Rural City of Murray Bridge.

All projects of the Community Cultural Development Advisory Committee assist in the implementation of the Murray Bridge Cultural Plan. The CCDAC have been involved in numerous projects, some of which are ongoing.

- Artists Register
- Murray Bridge Regional Art Gallery, Stage 2.
- Town Hall Grand Piano fundraising, including several events held throughout the year.
- SA Stumpy Festival (SA Great Commendation Award)
- Railway Lands
- Pomberuk
- Art in Public Places Policy
- Town Hall Project Committee
- Refugee Settlement Program Support
- International Women's Day
- Town Hall Kitchen

Town Hall – 'On it's Way'

Vision – 'The Creation of a Multipurpose Complex of Excellence'



It was resolved by Council, after several well attended public meetings regarding the Town Hall, that a 'Town Hall Project Group' would be

established. The Working Party, comprises major stakeholders, relevant Council Officers and Councillors.

The first meeting was held on Thursday the 16.06.05 with the groups key objectives being:-

- Communicate to Council any key issues relating to the development of the Town Hall, which may impact on the community;
- Foster open channels of communication between the Council, Project Management Group and the Community;
- To consult on the future directions of the Town Hall;
- To create a vision statement for the Town Hall;
- Research and report findings from other regional centres (Town Halls) projects that have similar desired outcomes;
- To review and discuss any consultants or other qualified specialists reports;
- To research and report appropriate grant funding opportunities;
- To provide examples of expenditure required for budget considerations to Council at appropriate times;
- To discuss the fundamentals of proposed maintenance regimes;
- To discuss the fundamentals of any proposed hall hirers;
- To report recommendations to Council;

Town Hall's facilities receives a facelift

The community of Murray Bridge was the beneficiary of a major refurbishment of the Town Hall's kitchen, opened by the Mayor, Mr Allan Arbon on Thursday 2 June 2004.

The \$11,000 upgrade was made possible by significant contributions by several community groups including the Murray Bridge Players and Singers, Murray Bridge Historical Society, the Murray Bridge Dance Club and the Murray Bridge Regional Gallery.



Kym Miller (RCMB), Wally & Iris O'Loughlin of the Murray Bridge Dance Club

The kitchen was a community capacity building project between community groups and the Rural City of Murray Bridge. Council provided \$3000 through their

Community Grants Scheme and in-kind project management assistance.

Speaking at the opening, Council's Corporate and Community Services Manager, Mr Kym Miller, expressed his admiration to the dozens of people who assisted in painting, carpentry and electrical installation.

"Special mention must be made of Mr Terry Hoare who spent many hours of his own time coordinating and building the kitchen and also Adrienne and Graham Coulter who sourced a \$2,700 grant for kitchen appliances," Mr Miller said.



Graham & Adrienne Coulter & Terry Hoare of Murray Bridge Players and Singers.

"Fundraising is always a challenge, however the efforts of Wally and Iris O'Loughlin of the Murray Bridge Dance Club by raising \$3000 was outstanding and most appreciated," he said.

"The generosity of Ms Sue Antel who provided a \$5,000 donation through the Murray Bridge Regional Gallery, also made a significant impact on this project," he said.

The new kitchen facility comprises a stainless steel stove and oven, pie warmer, microwave oven, fan, fridge, heaters, urns and cappuccino machine. New accessories such as cutlery, crockery and cooking utensils were also included in the make-over.



Adrienne Coulter (MBPS), Marilyn Lannan (Gallery) & Mayor Alan Arbon

"The works undertaken here in the Town Hall has enabled a very fine community asset to be more attractive and desirable as a meeting and function facility," Mayor Arbon said.

"This new kitchen is a tribute to the community spirit in Murray Bridge and its environs and will be enjoyed by a wide range of users," he said.