

City Life – 2017/18 Municipal Plan 4th Quarter Performance Report

Quarter 1	Quarter 2	Quarter 3	Quarter 4
-----------	-----------	-----------	-----------

Overview:

This report provides a quarterly progress report for the City Life Committee in delivering on the City of Darwin Municipal Plan 2017/18. The following program profiles fall within the delegated responsibility of the City Life Committee:

- Arts and Cultural Development
- Community Development
- Community Engagement & Participation
- Customer Experience
- Darwin Entertainment Centre
- Darwin Safer City
- Darwin Family and Children's Services
- Libraries
- Office of the GM City Life
- Leisure and Events
- Regulatory
- Youth

The following progress update reflects performance at the end of Quarter 4, 30 June 2018. The performance assessment is based on:

- Progress of municipal plan actions (key functions and outputs)
- Progress of key performance indicators

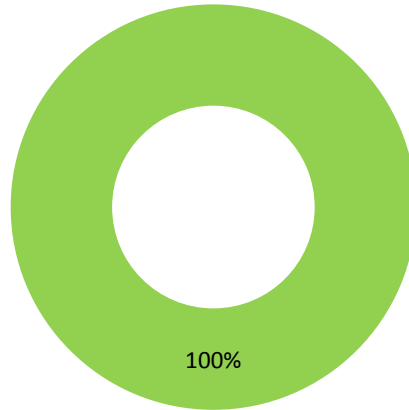
Key results for quarter 4 include:

- 100% (55) of municipal plan actions were reported on track or 100% complete
- 77% (24) of key performance indicators met target
- 16% (5) of key performance indicators were reported as monitor, still within an acceptable and/or manageable range
- 7% (2) of key performance indicators were reported as off track, not achieving target. These will be monitored in 2018/19.

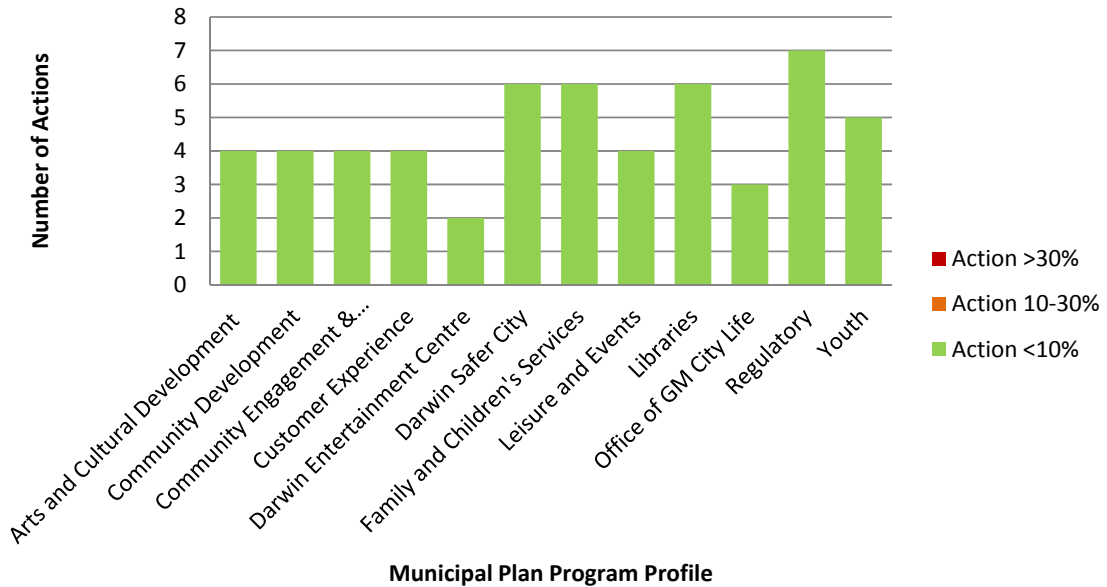
Financial Performance is currently reported under separate cover through monthly financial reports and quarterly budget variance reporting. Budget versus expenditure figures contained within these financial reports as key performance indicators may vary slightly compared to financial reports throughout the year due to timing of data extraction.

City Life - Action Performance Quarter 4- 2017/18

■ On Track
 ■ Monitor
 ■ Off Track / Not Yet Commenced

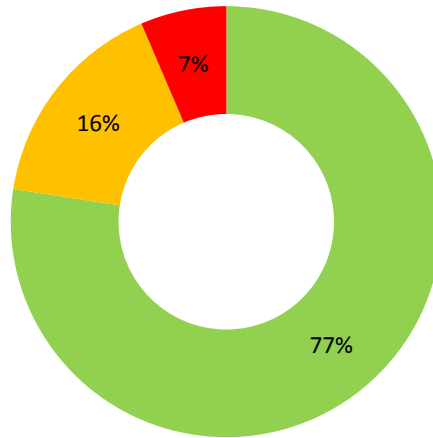


City Life Action Performance by Program Profile Quarter 4 - 2017/18

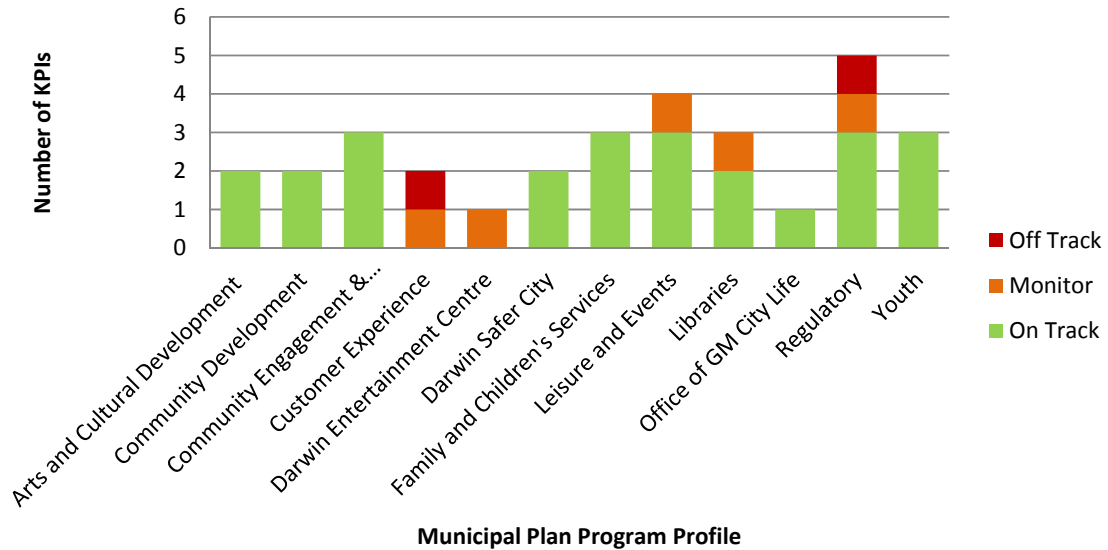


City Life - KPI Performance Quarter 4 - 2017/18

■ On Track ■ Monitor ■ Off Track



City Life - KPI Performance by Program Profile Quarter 4 - 2017/18





















City of Darwin
City Life Performance Report

Jul 17 - Jun 18

City Life Summary KPI

KPI	Unit	Target	Actual	
3.5 (out of 5) level of community satisfaction with Arts and Cultural activities	Jul 17 - Jun 18	#	3.50	3.40  GREEN
Latest Comment <i>In 2017/18 the number of survey respondents to were satisfied with Arts and Cultural activities increased by 4%. Overall the satisfaction rating remains consistent with the previous year.</i>				
3.5 (out of 5) level of community satisfaction with community services provided by the City of Darwin	Jul 17 - Jun 18	#	3.50	3.30  GREEN
Latest Comment <i>In 2017/18 the community rated satisfaction with Community Services as 3.3 out of 5, down from 3.5 in the previous year.</i>				
Annual City Life departmental expenditure within approved budget	Jul 17 - Jun 18	%	100.00	94.00  GREEN
Latest Comment <i>At 30 June 2018, City Life has expended 94% of the annual department budget.</i>				
Annual Darwin Entertainment Centre expenditure within approved budget	Jul 17 - Jun 18	%	100.00	85.00  YELLOW
Latest Comment <i>As at 30 June 2018, 85% of the Darwin Entertainment Centre approved budget has been expended. Results may be subject to change following end of year processing.</i>				
Community perception of safety in parks, reserves and public open spaces	Jul 17 - Jun 18	%	60.00	31.00  RED
Latest Comment <i>31% of the community were satisfied with safety in parks, an increase from 11% in the previous year.</i>				
Community satisfaction rating with Library services	Jul 17 - Jun 18	#	4.20	4.10  GREEN
Latest Comment <i>The level of satisfaction with Libraries remained consistent with the previous year.</i>				
Community satisfaction rating with the standard of recreational and leisure services such as sports oval	Jul 17 - Jun 18	%	4.00	3.70  GREEN
Latest Comment <i>Community satisfaction with the standard of recreation and leisure services was 3.7 out of 5, a consistent rating with the previous year.</i>				
Community satisfaction with Council swimming pools	Jul 17 - Jun 18	%	70.00	69.00  GREEN
Latest Comment <i>69% of survey respondents were satisfied with Council swimming pools and gave it a rating of 3.9 out of 5. This increased on the previous year of 3.7 out of 5.</i>				

KPI	Unit	Target	Actual	
Community satisfaction with dog and cat control and education programs	Jul 17 - Jun 18	#	3.30	3.20  GREEN
Latest Comment <i>A rating of 3.2 out of 5 is a slight increase on the previous year of 3.1 out of 5.</i>				
Community satisfaction with recreational and leisure services	Jul 17 - Jun 18	%	70.00	54.00  YELLOW
Latest Comment <i>54% of survey respondents (down from 55% in 2016/17) were satisfied with Council's recreation and leisure services. The level of satisfaction, 3.7 out of 5, remained consistent with the previous year.</i>				
Level of community satisfaction with contact made with Council	Jul 17 - Jun 18	%	70.00	56.00  YELLOW
Latest Comment <i>56% of the community were satisfied with the contact made by Council. The better satisfaction ratings were noted with these residents who had lived in Darwin for more than 10 years. Despite this being slightly less than the previous year (59%), dissatisfaction has decreased at a faster rate. This demonstrates a positive shift is occurring in the satisfaction of contact.</i>				
Level of community satisfaction with the quality of front counter customer service	Jul 17 - Jun 18	%	90.00	58.00  RED
Latest Comment <i>Of the 700 residents surveyed, 65 had indicated that they had been to the front counter. 58% of those people were satisfied with the quality of service with an overall satisfaction rating of 3.6. Both the number of people satisfied and the satisfaction rating has declined against previous years.</i>				
Number of advisory consultations provided by the Youth Advisory Committee	Jul 17 - Jun 18	#	4.00	6.00  GREEN
Latest Comment <i>3 Consultations held between July and December</i>				
Number of annual library visits	Jul 17 - Jun 18	#	500,000.00	442,101.00  YELLOW
Latest Comment <i>April to June visits did not meet target, partly due to Karama library closure for 5 weeks from 16 April to 21 May.</i>				
Number of community groups or organisations provided with council support (e.g. community grants, fun and	Jul 17 - Jun 18	#	55.00	102.00  GREEN
Latest Comment <i>During this period Darwin experienced flooding and a major Cyclone event. Community events were minimal; however community support from City of Darwin was plentiful but largely unmeasured. Support for the Community was provided through Cyclone clean up and response.</i>				
Number of items loaned annually	Jul 17 - Jun 18	#	300,000.00	411,106.00  GREEN
Latest Comment <i>April to June quarter exceeded our target</i>				

KPI		Unit	Target	Actual	
Number of LAUNCH pop-up events per annum	Jul 17 - Jun 18	#	4.00	10.00	 GREEN

Latest Comment

5 LAUNCH pop up events held between July and December

Number of Regulatory Services community education and engagement activities undertaken	Jul 17 - Jun 18	#	20.00	21.00	 GREEN
--	-----------------	---	-------	-------	--

Latest Comment

Animal Management - Animal Management held a registration and micro-chipping event on Saturday 19th of August. The event was held at the Jingili Water Gardens, with 11 organisations participating in the event. Council registered 69 pets and micro-chipped 66 animals.

Council's Animal Management Education Officer has delivered two animal health and worming days and a town camp de-sexing education day in partnership with Animal Management in Rural and Remote Indigenous Communities (AMRRIC).

East Point Education patrol - to educate people within east point on the regulations relating to dogs in the reserve.

Rangers also began working in partnership with Parks and Wildlife to patrol Casuarina beach to educate the community on changes to the off-lead policy for the area.

In May 2018, activities included the Million paws walk and the Jingili Primary School Science Expo.

Every 5 weeks Council conducts a parasite control program in collaboration with AMRRIC.

Number of school civic visits per year	Jul 17 - Jun 18	#	6.00	7.00	 GREEN
--	-----------------	---	------	------	--

Latest Comment

Nightcliff Primary School x 3 classes

Democracy Dash Challenge - 4 schools

Percentage of animals that are reunited with their registered owner	Jul 17 - Jun 18	%	85.00	74.00	 YELLOW
---	-----------------	---	-------	-------	--

Latest Comment

842 animals entered the pound during 2017/18. 627 animals were reunited with their owners. A further 146 animals were transferred to rehoming organisations and 69 were euthanized.

Percentage of community satisfied with Community events delivered by the City of Darwin	Jul 17 - Jun 18	%	50.00	48.00	 GREEN
---	-----------------	---	-------	-------	--

Latest Comment

48% of survey respondents who attended Community Events were satisfied with the events.

KPI		Unit	Target	Actual	
Total annual Fun Bus attendance	Jul 17 - Jun 18	#	6,500.00	12,239.00	 GREEN

Latest Comment

Children: 1114

Adults: 1256


Total: 2370

Action Details

City Life

Community Development

STRATEGY: 1.1.2 Develop equitable and accessible community participation opportunities

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
1.1.2.1 Facilitate and support activities that build capacity, skills and the professional development of artists	Arts and Cultural Development Coordinator	Completed	01/07/2017	30/06/2018	100%	100%	

Program Profile

Arts and Cultural Development							
-------------------------------	--	--	--	--	--	--	--

Action Progress Comments

City of Darwin is actively working to foster a community where creativity can flourish and grow. Fuel Up is an accessible program that provides a number of professional development opportunities for local artists, through master classes and mentoring. In 2018, Fuel Up is researching and planning a street art development program, public art conservation training and internships for young and emerging artists and arts workers.

STRATEGY: 1.1.3 Improve access for people of all ages and abilities

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
1.1.3.1 Manage and implement the City of Darwin Arts Plan 2015 - 2020	Arts and Cultural Development Coordinator	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Arts and Cultural Development

Action Progress Comments

Arts Plan 2015 – 2020 key themes are:

- Public Art
- Creative Spaces
- Access and Participation
- Arts Development, Opportunity and Connectivity.

This quarter included actions that addressed actions across all four themes of the 2015 – 2020 Arts Plan.

- Public Art
 1. The Parap Pool major public art commission by Jill Chism was finalized at the end of 2017 and was launched at the opening event of the pool. The two part artwork is called Under the Surface and consists of the building facade and a stand-alone sculpture at the entrance of the building.
 2. The Memory Wall at the Parap Pool was launched in 2018.
 3. Council Decision No. 22\0310 - The Flux Mural was endorsed by Council as a new addition to the Public Art Collection and was finalized in January 2018. A sign was installed at the beginning of February.
 5. The CITYLIFE Platform Lightbox program was launched in February 2018 across Darwin with lightboxes in the Mall, Chinatown carpark and the Nightcliff Pool. Nine local artists were showcased launching in February and running to May 2018. The second exhibition was opened on 8 June 2018 and featured 5 local artists. The exhibition, 'Glamorama Futurama' was curated by an emerging curator with support from the Arts and Cultural Development Coordinator.
 6. CITYLIFE Platform Lightbox program next exhibition is scheduled for October and is a collaboration activity with Charles Darwin University. 1st planning meeting was in June.
 7. Public art guidelines are in review...
 8. Public Art Register is in development to transfer data to GIS asset mapping system. Working with Asset Officer.
 9. Public Art Maintenance manual in is progress. This is a long term action that is ongoing.
- Creative Spaces
 1. The City Centre Open Space Toolkit finalized and released with an evaluation plan. The City Centre Open Space Toolkit was designed to support arts and cultural activity in City of Darwin's premier open spaces in the city centre and enhance the social, cultural and economic vibrancy of Darwin.
 2. Research is being done into City of Melbourne's 'Creative Spaces' online platform for potential Darwin partnership.
 3. Creation of a manual and booking system for the Green Room resource for open space event activation in in development and should be finalized by September 2018.
- Access and Participation
 1. Arts Bounty E news is under review. Early discussions within Council and Off the Leash have begun to broaden the reach of arts news and to value add to a successful pre-existing collaboration
 2. We have an artist register of 160 creatives across Darwin Research is being conducted into making this a publically facing resource database.
 3. The program was contacted by Children and Families and Libraries for short term artist workshop advice.
- Arts Development, Opportunity and Connectivity
 1. Pilot partnership established between Arts and Cultural Development, Safer City Program, and Corrugated Iron Youth Arts and Darwin Community Arts.
 2. A partnership with Libraries to create the Little Library neighbourhood project was completed in June 2018 with a Little Library being installed at Nightcliff Foreshore Café.
 3. A partnership with Youth is in development around the POPP table for young and emerging artists
 4. A partnership with Corrugated Iron Youth Arts to commission an artwork celebrating 21 years of the Nightcliff Community Centre was successfully delivered in June 2018.

STRATEGY: 4.2.1 Encourage the growth and development of the arts

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
4.2.1.1 Facilitate and support activities that promote public art and arts and cultural development	Arts and Cultural Development Coordinator	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Arts and Cultural Development							
-------------------------------	--	--	--	--	--	--	--

Action Progress Comments

1. An artist talk at the Parap Pool opening took place on 26 January 2018 and a masterclass in Public Arts was also delivered.
2. A short video of the current Platforms program exhibition is in development for social media distribution and will be provided to communications department with a communications plan.
- 3...Continued secretariat of the Arts and Cultural Development Advisory Committee. ACDAC Term ended in 2018. Returning and new committee members were inducted at 3 July Meeting with assistance from Matrix On-board. New chairperson was also recommended and deputy chairperson appointed. Organisation wide there is review and consolidation of TOR planned for all advisory committees.
4. Attended the first meeting of the Barneson Boulevard Project Management Team and provided advice to infrastructure on this development.
5. Attended closed meeting of Australian Theatre Network regarding sexual harassment in the sector and began initial discussions into supported activities and processes in Darwin.
6. Ongoing participation in National Cultural Forum as key capital city member.
7. Meeting in Hobart with City of Hobart art team in June to discuss possible collaborations and information sharing.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
4.2.1.2 Manage and implement the Darwin Public Art Pilot Plan	Arts and Cultural Development Coordinator	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Arts and Cultural Development							
-------------------------------	--	--	--	--	--	--	--

Action Progress Comments

- Pilot 1: This was the major integrated public artwork commission for Parap Pool. The work is complete.
- Pilot 2: The Public Art Platform Program has been branded as CITYLIFE Platform. The program was launched in February 2018, the second exhibition was opened on 8 June 2018 and the third exhibition is in planning stages and will be opened on 5 October.
- Pilot 3: Sites are still in discussion regarding the location of this pilot. Report in development regarding potential public artwork for the Centenary of the Great Air Race in 2019. Another arising opportunity is the new Bicentennial park area on the Esplanade.
- Additionally for Public Art Maintenance – The Keys to the City Art Piano was relocated in June to Nightcliff Community Centre and tuned in the first week of July. Public Art Guidelines are being reviewed and will be presented to ACDAC in September.

STRATEGY: 1.1.1 Develop and support programs, services and facilities, and provide information that promotes community spirit, engagement, cohesion and safety

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
1.1.1.6 Support, partner and deliver activities and events which benefit people with disabilities and seniors	Community Inclusion Coordinator	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile


Community Development

Action Progress Comments

This e-newsletter which replaced an old method of simply sharing (via email) upcoming events and projects from community services with the Darwin community continues to be one of the successful outcomes for the Vibrant Communities team. The e-newsletter is now a fortnightly distribution through Mail Chimp; it is a measured and modern approach that continues to be well received.

During January the Darwin region experienced severe flooding and again in March the region was hit by natural disaster in Cyclone Marcus. As a result of these events the Down Syndrome Association NT was forced to close their social enterprise shop - Walk in my Shoes. Services delivered by their office also had to be scaled down. City of Darwin has supported Down Syndrome Association NT to occupy their vacant office space on Smith Street under the China Town Car Park. City of Darwin continues to work with this organization to ensure they have a long term solution and are best supported to continue delivering services to the Darwin community.

During this period City of Darwin collaborated with United Nations Association of Australia NT and NTG Office of Gender Equity and Diversity to host an International Women's Day march and reception at Parliament House. This event measured the best attendance to date.


Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
1.1.1.10 Coordinate the Access & Inclusion Advisory Committee to ensure equity of access to Council procedures, services and facilities	Community Inclusion Coordinator	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Community Development

Action Progress Comments

The Committee met twice during this period with a focus on supporting the review and development of the Community Access plan. The Committee also attended the opening of the City of Darwin Parap Pool where the accessibility features of the pool were celebrated alongside the Olympic standards.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
1.1.1.9 Manage and implement the City of Darwin annual Community Grants program	Community Inclusion Coordinator	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Community Development

Action Progress Comments

The first round of 2018/2019 Community Grants opened in March 2018. This was the second round to completely use the Smarty Grants software program for all applications. Assessors were recruited internally in City of Darwin and were representative of a cross section of all departments.

The Assessment panel will access all applications and make individual assessments against each project for the first 3 weeks in April; they will meet in April to make final recommendations to Council.

As this was the second round of grants using Smarty Grants platform and evaluation of the effectiveness was carried out and some preliminary adjustments have been made in light of this evaluation. These adjustments are designed to minimize the amount of ineligible applications submitted as well as provide clarity in the funding requested. These adjustments will be reflected in Round 2 of the 2018/2019 financial year.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
1.1.1.8 Monitor the implementation of the City of Darwin Community Access Plan 2012 - 2017	Community Inclusion Coordinator	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Community Development

Action Progress Comments

The Access Institute began work on consulting the community and stakeholders for the review of the existing Community Access plan and the development of a new plan.

The City of Darwin Access and Inclusion Committee review items in the plan as a standing agenda item at every meeting.

STRATEGY: 2.3.3 Promote and host family-orientated activities

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
2.3.3.2 Manage the tenancy, lease renewals and stakeholder engagement for Council's community centres and child care centres	Manager City Life	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Family and Children

Action Progress Comments

City of Darwin has adopted new fees and charges with a rental agreement price increase for the 2018/ 2019 financial year.

The Nightcliff Community Centre is currently at capacity with no rooms up for lease.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
2.3.3.1 Support, partner and deliver community events for families and children, including Children's Week	Manager City Life	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Family and Children

Action Progress Comments

This quarter main focus is organizing Harmony Day in March. It was held at Malak Community Centre in collaboration with Early Childhood Australia – NT Branch, Territory Childcare Group. There were many multicultural activities, dances and morning tea with food from around the world. Due to Cyclone Marcus we were unable to use half of the outside yard as trees and the back fence was done. The event attracted 250 people over the morning. Positive feedback was received from families and Multicultural Council NT.

Family and Children's staff over the past reporting quarter have facilitated and hosted several outreach events including National Children's Day, Families Week which included an evening event targeting working families and are currently organising the annual Children's Week.

The Fun Bus have supported several community events including the Sea Breeze Festival, Refugee week (World Music Day), Casuarina Library Information week, and supported several activities for National Reconciliation Week. These events have included developing existing external relationships and extending outreach to new community groups including Danila Dilba (Deadly Choices), Hippy Darwin (Anglicare), Ludmilla School (FAFT), Create Foundation, Carers NT, Catholic Care NT, Autism NT, Casuarina Community Care Centre (Child Health Nurses), Life Without Barriers, Multicultural Council NT, Carpentaria Kids and Territory Childcare Group. These events are wholly well received by the Community, over the past several months the Fun Bus has gained several 'hard to reach' families including families from low socio-economic areas and families new to the area including military families and first time parents with new babies.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
2.3.3.7 Facilitate civic visits for school groups	Manager City Life	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Family and Children

Action Progress Comments

Educational material to support school civic visits is being updated to reflect new Council information. Civic visits facilitated during quarter included 3 classes (80 students in total) from the Steward Park Primary School. In addition 4 schools participated in the Democracy Dash Challenge.

Council engaged an artist to re-developed the Local Government video and resources which were used for the first time with the 80 school students from Stewart Park Primary.

Currently designing Civic Centre school excursion flyer that showcase what educational services are available for school group who aim to learn about Local Government. The flyer also address specific areas where school may want to include within their excursion; animal management, waste, recycling and climate change and environment.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
2.3.3.4 Develop and conduct the Fun in the Parks School Holiday Program	Manager City Life	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Family and Children

Action Progress Comments

In January, Fun in the Park held school holiday programs in Council Community Centre's.

Batik Art by NT Art Storms, Mosaic with Janie Andrews and Toonworld – interactive & entertaining cartoon drawing where very popular.

In February, Fun in the Parks supported Woolianna Flood School at Nightcliff Middle School providing 3 sessions with children's activities. Also provided Fun and Games Equipment for the week.

Fun in the Parks participated in the Sanderson Family Fun day on Saturday 30th of June to support school age children attending the event.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
2.3.3.5 Deliver the Fun Bus program	Manager City Life	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Family and Children


Action Progress Comments

Fun Bus Program recommenced in February, after a 6 week break.

In February, Fun Bus provided 2 playgroup sessions to families with young children from Daly River staying at Darwin Showground due to flooding in their community.

During the year there was a slight increase at Bagot community as several new initiatives have been brought to the program to increase community attendance including free breakfast, guest representatives for Not- for –profit originations and the Bagot OSHP now being a licensed child care facility of up to 30 children.

Children's and Families Services and Bagot community staff are aiming to establish a consistent number of Bagot families who attend the Fun Bus program on Monday mornings. Thursdays Fun Bus sessions are still currently operating from Sunset part waiting confirmation on Anula park post cyclone Marcus safety checks.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
2.3.3.6 Provide fun and games equipment for community access /use	Tania Sellers - A/Manager City Life	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN


Program Profile

Family and Children

Action Progress Comments

Fun and Games Equipment maintained and provided for community use. An additional piece of equipment has been purchased and some games are being replaced due to wear and tear.

STRATEGY: 2.3.4 Enhance services for youth

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
2.3.4.6 Ensure youth friendly opportunities, services and processes across Council	Coordinator Youth Engagement	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Youth Services							
----------------	--	--	--	--	--	--	--


Action Progress Comments

The Youth Services Team continue to employ and engage local young people to develop youth friendly resources and activities via:

LAUNCH media - Social Media training and employment through Youth Services Team

Continuation of Youth Services' 12 month traineeship

Paid employment in graphic design and media projects across Council


Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
2.3.4.1 Develop and implement Youth Strategy for 2016 – 2021	Coordinator Youth Engagement	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Youth Services							
----------------	--	--	--	--	--	--	--

Action Progress Comments

The plan is now currently being implemented across both Council and Community Stakeholder groups.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
2.3.4.5 Support, partner and deliver community events for young people by young people including delivery of an annual major event	Coordinator Youth Engagement	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN


Program Profile

Youth Services							
----------------	--	--	--	--	--	--	--

Action Progress Comments

LAUNCH events included:

- Street Heat
- A skate, scooter, BMX and quads competition held at Jingili Skate Park in September 2017.
- Maker Café
- A pop up workshop space at GeeCon in September/October 2017
- Happy Yess all-ages gigs
- Supported delivery of 2 gigs -October + November
- Sweatmass
- End of year wrap event for Wednesday Skate Nights

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
2.3.4.2 Coordinate and facilitate Council's Youth Advisory Committee	Coordinator Youth Engagement	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN


Program Profile

Youth Services							
----------------	--	--	--	--	--	--	--

Action Progress Comments

During the last period Council coordinated six meetings of the Youth Advisory Committee which included three consultations.

Supported YAC member Emmanuel Khemis to attend National Student Leadership Forum in Canberra in September 2017.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
2.3.4.4 Deliver LAUNCH recreation and leisure program	Coordinator Youth Engagement	Completed	01/07/2017	30/06/2018	100%	100%	

Program Profile

Youth Services							
----------------	--	--	--	--	--	--	--

Action Progress Comments

Activities for LAUNCH included:

- She Flies Drone Camp
Held at the Darwin Squash Centre in July, Council partnered with She Flies to provide six places for young women in grades 6-12 to attend.
- App Making 101
Part of our Get That Job holiday program held in July 2017 and presented in partnership with City of Darwin Libraries and Project Empower.
- Skate Nights
Regular social skate session held at Jingili Skate Park to support skills development, networking and engagement with the local skate community. Weekly sessions held throughout the quarter.
- LAUNCH media
Supported young people to develop social media skills for community development and small business promotions via workshop with Amy Hetherington in September 2017
- NTEEN
Partnered with NTEEN to provide 4 garment creation workshops for NTEN Fashion Festival in August 2017
- Skate Nights
Regular social skate session held at Jingili Skate Park to support skills development, networking and engagement with the local skate community. Weekly sessions held October + November.
- LAUNCH media
Team #2 attended and covered a range of community events including Pride, GeeCon, DIFF, Midnight Basketball, AFL Clinic and more on social media
- AFL Clinic
AFL School Holiday clinic held at TIO Stadium and delivered in partnership with AFL NT + Headspace Darwin
- 2 x LAUNCH media video making workshops
Upskilling LAUNCH media participants in use of video equipment
- Midnight Basketball
Social inclusion program for 12-18 year olds. 7 week tournament held on Saturday nights in October / November
- Drive Safe
Supported delivery of Drive Safe Program at Bagot Community during October

Community Engagement & Participation

STRATEGY: 5.3.4 Encourage community participation by engaging, communicating and working in partnership with the community


Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
5.3.4.8 Embed the practice of community engagement through training and development, provision of advice and resources development	Manager Engagement & Participation	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Community Engagement & Participation							
--------------------------------------	--	--	--	--	--	--	--

Action Progress Comments

Internal staff training held for Engagement HQ software on a quarterly basis. Development of a Community Engagement Toolkit underway which will support staff with the delivery of community engagement. Communications and Engagement Trainee commenced in June 2018 to assist with engagement across the organization.


Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
5.3.4.6 Develop and implement Council's Community Engagement Policy and guidelines	Manager Engagement & Participation	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Community Engagement & Participation							
--------------------------------------	--	--	--	--	--	--	--

Action Progress Comments

The Community Engagement Policy was updated and a draft endorsed in June 2018. It is now open for public comment for a period of three weeks. Ongoing support provided across the organisation to apply the policy to community engagement planning and processes.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
5.3.4.3 Develop and coordinate the delivery of a whole of Council community engagement program	Manager Engagement & Participation	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Community Engagement & Participation							
--------------------------------------	--	--	--	--	--	--	--

Action Progress Comments

Ongoing advice and support is provided across the organization for the delivery of community engagement. Community Engagement program branding 'Engage Darwin' complete. Engagement HQ software system launched on 29 January. Ongoing training delivered for staff.

STRATEGY: 5.3.5 Increase community awareness of the role and achievements of Council

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
5.3.5.2 Plan for and undertake community engagement for Council activities	Manager Engagement & Participation	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Community Engagement & Participation							
--------------------------------------	--	--	--	--	--	--	--

Action Progress Comments


A total of 34 community engagement activities delivered by Council, with a further 16 underway.

Key engagement activities coming up include:

- Waste Management Strategy
- Switching on Darwin
- Lakeside Drive Upgrade
- Exercise equipment upgrades
- Strategic Plan

Customer Experience

STRATEGY: 5.1.1 Provide quality service outcomes by ensuring that Council’s processes and systems are effective and efficient


Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
5.1.1.2 Provide services for processing Council payments	Manager Leisure and Customer Experience	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile							
Customer Experience							

Action Progress Comments

During Q4 Customer Service processed 3,043 payments for various transactions including rates, infringements, registrations and permits. Compared to Q4 in 2017 this is a decrease of 571 payments.


Council payments are also made via E-Services with 5,050 transactions during Q4, a decrease of 166 transactions to Q4 2017.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
5.1.1.1 Provide customer services and reception for City of Darwin	Manager Leisure and Customer Experience	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile							
Customer Experience							

Action Progress Comments

The Customer Service Team provided reception and service delivery for community and internal stakeholders.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
5.1.1.4 Provide support to community organizations to deliver community based events	Manager Leisure and Customer Experience	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Customer Experience

Action Progress Comments

During Q4 Customer Service provided support for 26 large community events:

- 6 April - Laneway Series, The Mall
- 21 April - Junior Championship, East Point
- 21 April - Michael Gunner's Movie Night, Parap Village
- 25 April - ANZAC Day, Bicentennial Park
- 28 April - Walk Off the War, East Point Reserve

- 4 May - Boutique Markets, The Mall
- 7 May - May Day, Bicentennial Park
- 12 May - Darkness into Light, Bicentennial Park
- 12 May - Seabreeze Festival, Nightcliff Foreshore
- 13 May - Mother's Day Classic, Mindil Beach
- 19 May - GRAZE, Bicentennial Park
- 19 May - Michael Gunner's Movie Night, Parap Village
- 20 May - Million Paws Walk, Jingili Water Gardens
- 31 May - Dinner in the Park, Yanyula Park

- 1 June - Boutique Markets, The Mall
- 2 June - Beach Week, Mindil Beach
- 3 June - City 2 Surf, Nightcliff Foreshore
- 9 June - Greek Glenti, Bicentennial Park
- 9 June - Queen's Birthday Gun Salute, Bicentennial Park
- 9 June - Summer Sessions, Mindil Beach
- 13 June - V8 Convoy Markets, Raintree Park
- 14 June - V8 Driver Signing, Raintree Park
- 23 June - World Music Day, Jingili Water Gardens
- 23 June - India @ Mindil, Mindil Beach
- 30 June - Michael Gunner's Movie Night, Parap Village
- 30 June - Sanderson Fun Day, Yanyula Park

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
5.1.1.3 Provide services for the use of Council facilities and the issue of related permits	Manager Leisure and Customer Experience	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Customer Experience							
---------------------	--	--	--	--	--	--	--

Action Progress Comments


Customer Service issued 138 permits during the quarter for the use of Council parks.

Customer Services took 420 bookings during Q4:

- Banner Sites 42
- Community Centres 117
- Equipment (Fun & Games Etc.) 16
- Parks & Ovals 131
- The Mall 90
- Staging 10
- Street Food 14

Darwin Safer City Program


STRATEGY: 1.1.1 Develop and support programs, services and facilities, and provide information that promotes community spirit, engagement, cohesion and safety

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
1.1.1.9 Manage and deliver the Safer City support services to retailers and residents	Manager Darwin Safer City Program	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile							
Darwin Safer City							

Action Progress Comments

Ongoing delivery of service. Providing support, referral, and liaison and crime prevention advice based on CPTED principles to businesses, organisations and residents. Resources have been developed which promote community safety and crime prevention strategies.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
1.1.1.6 Deliver policy and procedures that guide implementation of the Darwin Safer City Program	Manager Darwin Safer City Program	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile							
Darwin Safer City							

Action Progress Comments

Implementation continues on the Safer Vibrant Darwin Plan.
 The responsible consumption of alcohol is encouraged and managed in Council controlled spaces and places.
 Ongoing response to Liquor Licence applications.
 Terms of Reference for Public Place Services Collaboration Group regularly reviewed and updated.
 Ongoing review of WHS and Risk Management practices for Assertive Outreach and Safer City Support Service.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
1.1.1.5 Support and undertake advocacy to reduce adverse impacts of public intoxication on community life	Manager Darwin Safer City Program	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Darwin Safer City							
-------------------	--	--	--	--	--	--	--

Action Progress Comments

Ongoing support, participation and commitment is provided to the Darwin Inner City Packaged Liquor Accord and the Darwin Northern Suburb Liquor Accord. City of Darwin responds to all Liquor Licence applications in the Municipality and advocates at Local, State and Federal level where appropriate on harm reduction measures such as supply reduction. Provides information related to responsible liquor consumption and works with other service providers to mitigate the effects of public intoxication on individuals and the community.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
1.1.1.10 Deliver the City of Darwin Assertive Outreach Program to vulnerable members of the community	Manager Darwin Safer City Program	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN


Program Profile

Darwin Safer City							
-------------------	--	--	--	--	--	--	--

Action Progress Comments

Assertive Outreach services are ongoing and provide short interventions to address community need. Five partner service providers delivering outreach services alongside Assertive Outreach team, providing referrals and sector collaboration with local organisations.

STRATEGY: 1.2.5 Participate and partner in activities that contribute to a safer Darwin.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
1.2.5.1 Broker partnerships that foster a safer community	Manager Darwin Safer City Program	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Darwin Safer City							
-------------------	--	--	--	--	--	--	--

Action Progress Comments

Ongoing collaboration and partnerships with members of the Public Places Services Collaboration Group and partner agencies, across the Northern Territory Government and non-Government organisations.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
1.2.5.2 Implement the Darwin Safer City Plan in partnership with stakeholders	Manager Darwin Safer City Program	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Darwin Safer City							
-------------------	--	--	--	--	--	--	--

Action Progress Comments

Faces in Spaces Program completed. Assertive Outreach collaborates with service partners. Harm minimization and supply reduction advocacy is ongoing. Liquor Accords are developed and operational.
 Connection with other Plans, Strategies, policies and initiatives are in place.

Libraries

STRATEGY: 2.3.1 Enhance library and information services

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
2.3.1.3 Provide services and programs which satisfy the recreational and life-long learning needs of the community	Library Manager	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Libraries							
-----------	--	--	--	--	--	--	--

Action Progress Comments

'Books on Wheels' Service is delivered to those in the community who are unable to attend the libraries. Book clubs are held at all four libraries.

Amy Hetherington from Amiable Communications delivered 3 sessions at the City Library for October Business Month.

Karama staff delivered outreach information services to the Malak Street Party and the Karama shopping centre fun fair.

On Library Lovers Day on February 14th we invited our customers and library users to write notes on heart shaped sticky notes and tell us what they loved about our libraries.

The quiet study spaces at Casuarina Library are progressing with the plans finalised and City Works overseeing the project. MIM were awarded the contract and commenced construction on 9 March.

International Women's Day in March was celebrated with screening of the movie Made in Dagenham on the 8th March and was well attended. We also hosted the All about Women satellite event on the 4th March.

Casuarina library live streamed 2 events from the Sydney Writer's Festival on the 4th and 5th of May. Those attending were very appreciative of the opportunity to participate.

Family Fun Day held at Casuarina library on Sunday 20 May at the beginning of Library and Information Week as attended by approximately 1500 people who the most of the wide variety of activities on offer.

Senior's @ the library held at Karama continued, although the April activity had to be cancelled and rescheduled to later in the year. The May session was held in Ngarie Ah Kit's office as Karama was still closed and June was back in the library.

The Little Libraries project was launched in June by Alderman Peter Pangquee who unveiled the library. The project was initiated by local student Peter Susanto who teamed up with local artist Sarah Body to produce the little library which is located outside the Nightcliff Foreshore Café. The project funding was provided by City of Darwin.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
2.3.1.6 Provide safe welcoming community space	Library Manager	Completed	01/07/2017	30/06/2018	100%	100%	

Program Profile

Libraries							
-----------	--	--	--	--	--	--	--

Action Progress Comments

Architects Platt Consultants are working on revised plans for the quiet study spaces at Casuarina Library with the preferred location now the area adjacent to the meeting room and courtyard, where the Language and Travel collection is currently housed. City Works staff are project managing the project.

Power Water upgraded the substation in the staff carpark in late August. A generator was installed on 25 August to power the library for the duration of the work, around ten days.

Security guard presence at the Casuarina Library ceased in August with no further issues since.

The quiet study space construction began on 9 March and was handed over and opened on 30 April.

The library spaces continue to be well used by library members, visitors and the local community at large.

The Knit 'n' Knatter group which meets regularly at Karama library continues meet regularly and attract more participants who gather together to knit and enjoy each other's company.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
2.3.1.1 Manage public libraries in the City, Casuarina, Nightcliff and Karama	Library Manager	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Libraries							
-----------	--	--	--	--	--	--	--

Action Progress Comments

All library staff participated in the City of Darwin Organisational Culture & Effectiveness Inventories.

Casuarina Library remained open during the Council Christmas shut down period from 27 to 31 December to provide ongoing access of library services to community members.

Libraries support volunteers who actively assist in delivery library services and programs.

The Public library funding agreement with the Northern Territory Government is due for renewal in 2018/19.

Due to Cyclone Marcus all libraries were closed 9am-12n Saturday 17 March. Casuarina Library was closed 1-4pm Sunday 18 March. Nightcliff and Karama Libraries were closed Monday 19 March; Nightcliff Library was closed on 20 March.

Casuarina Library and the City Library Hub facilitated space to Territory Families as cyclone recovery centres. Managing the unexpected numbers of people was initially challenging but was a good opportunity to provide support to the community.

All of the libraries undertook maintenance on security gates to correct door count issues.

Karama library was closed for a period of 5 weeks from April 16 to May 21 for WH&S issues. Library staff were sent to the other 3 libraries to work during the period.

Council was scheduled to hold the 2nd ordinary Council meeting in April at Karama library and then rescheduled for May meeting. The 2nd ordinary meeting on 26 June was held at Karama.

A farewell morning tea was held at Casuarina library for City Life GM Anna Malgorzewicz on 27 April.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
2.3.1.5 Manage and maintain library collections	Library Manager	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Libraries							
-----------	--	--	--	--	--	--	--

Action Progress Comments

Construction of the quiet study space at Casuarina library has necessitated relocation of some collections. The motor manual collection has been decommissioned and much of the collection donated to community member. Similarly the Language & Travel collection has been interfiled with general non-fiction. Popular LOTE (Languages other than English) collections have been retained.

Libraries continued to purchase books in both print and digital format and other items in line with collection development policies and also satisfied a number of reader requests either by purchasing for our collections or supplying via interlibrary loan.

Weeding of collections at each library continued to maintain collections as relevant and in good order.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
2.3.1.4 Provide access to information in a variety of formats including digital	Library Manager	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Libraries							
-----------	--	--	--	--	--	--	--

Action Progress Comments

Investigations are well advanced for the introduction of a new PC management/print system for booking of our PC's at each of the libraries.

The "Be Connected" program was launched at Karama Library on the 5th February 2018. The launch was attended by the Lord Mayor, Alderman Justine Glover and Alderman Robyn Knox. We had a Be Connected cake which was enjoyed by all.

The program is aimed at Seniors in the community to assist them to thrive in a digital world.

City of Darwin libraries applied for a grant to enable all of our libraries to participate and deliver the program.

The 'Be Connected' sessions continue but the program has generally not attracted as many people as initially anticipated.

Digital literacy help continues to be provided on a one on one basis to library users at all of our libraries.

The libraries customer PCs, and laptops are well used by customers and visitors.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
2.3.1.2 Provide engaging educational and recreational programs for children, young people and families	Library Manager	Completed	01/07/2017	30/06/2018	100%	100%	

Program Profile

Libraries							
-----------	--	--	--	--	--	--	--

Action Progress Comments

October was a busy month with school holidays, the launch of the Tech Zone at Casuarina Library and Star Wars Reads Day. Library staff participated in outreach activities to a child care centre and at Children’s Week activities at the water gardens.21 – 29 October. November was another busy month with the KROC Awards Party, an author visit from Sally Rippin, the Babes ‘n’ Books graduations and a Youth coding program with Project Empower, Let’s Code for 12 to 17 year olds. December saw the launch of the December/January holiday program and Summer Reading Club; this included involving the Children’s University in the holiday program promotional material. We also held the Children and Youth Services Staff Development afternoon presented by Dr Bea Staley.

Regular programming is ever popular with good attendance at all our events.

The Children and Youth services Librarian participated in the Lead Learners for Early Literacy and Language group.

Brick by Brick: Build your own capital, a travelling Lego-based activity from the National Capital Authority, was launched on 12 January. A combination of guided sessions and free play were offered with the guided sessions open to vacation care and school groups as well as library members. Extra staff were rostered on the weekends to oversee the activity.

Code Club recommenced in February with full bookings with 4 sessions across 3 libraries.

Term 2 Code Club up and running after the April school holidays, however there was a delayed start for Karama sessions.

Milkwood School group visited Casuarina in lieu of going to Karama Library while closed.

Karama staff continued to deliver story-time sessions for the pop-up playgroup in the Karama shopping centre on a weekly basis. The playgroup is organised and run by the Save our Children program in conjunction with the shopping centre management and Karama Library.

Bilingual Chinese (Mandarin)/English Storytime started at Casuarina library on 26 April and were delivered on Thursdays at 10am until 28 June. The program is being presented by Chinese for Early Childhood.

During Youth Week, the libraries ran a competition for a chance to win tickets to 'Bass in the grass'. Entrants were asked to take a 'shelfie', upload to Instagram and tag the library. A Reality Engineers VR Camp workshop was held at the City Library on 16 April.

School holidays 16 – 20 April was very busy most days across our libraries. This was probably partly due to Karama Library closure and all activities went well and Tech Zone was especially popular.

Paige and Dewey school visits began in April and went

Yoga Storytime held at the City library on 21 April was well attended by 31 children and 25 adults. There was also excellent parent participation.

A six week Robotics Club was held at Casuarina using EV3 robots started on 15 May and was well attended.

National Simultaneous Storytime sessions held on 23 May were well attended at Casuarina and City Libraries during Library and Information Week. Casuarina library tuned into Jay Laga'aia from Playschool for his reading of the chosen book Hickory Dickory Dash while Acting Lord Mayor Gary Haslett read during the City library Storytime.


The two YTAA workshops held on Saturday 19 May were very well attended.

The NT Writer's Festival presented Kim's Cubby at the City Library on May 26. Stories and activities were enjoyed with local illustrator Samantha Fry, and local author/illustrators, Sandra Kendell and Paul Seden.

The Young Territory Author's Awards last day for entries was 30 June. The Awards attracted 157 individual entries and 3 school entries this year. The Awards ceremony is to be held on 30 August where all entrants will be recognized and winners announced.

Office of GM City Life

STRATEGY: 4.2.1 Encourage the growth and development of the arts


Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
4.2.1.3 Plan for and manage the renewal of capital at the Darwin Entertainment Centre to ensure a safe and functional facility	General Manager City Life	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Darwin Entertainment Centre							
-----------------------------	--	--	--	--	--	--	--

Action Progress Comments

The Darwin Entertainment Centre Air-conditioning project is complete.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
4.2.1.1 Oversee the management of Darwin Entertainment Centre	General Manager City Life	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN


Program Profile

Darwin Entertainment Centre							
-----------------------------	--	--	--	--	--	--	--

Action Progress Comments

Management of Darwin Entertainment Centre progressing as planned. Air-conditional project was completed.

STRATEGY: 5.4.1 Exhibit leadership on community issues


Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
5.4.1.1 Provide strategic and operational leadership to the City Life Department	General Manager City Life	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Office of GM City Life							
------------------------	--	--	--	--	--	--	--

Action Progress Comments

Led regular fortnightly planning and business management sessions of Senior Managers to ensure awareness and currency of key Council decisions and matters; regular communication to all Departmental staff members of key decisions and matters through fortnightly debriefs; ensured currency of emergent political, social and economic policy and evidence was disseminated to relevant Senior Managers and staff members.


Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
5.4.1.4 Actively participate and represent all matters relating to the City Life Department at organisational, committee and Council meetings	General Manager City Life	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Office of GM City Life

Action Progress Comments

Provided effective advocacy throughout the reporting period to ensure planning and decisions were made in a context consistent with endorsed Council policy and frameworks (Safer Vibrant Darwin, Young Darwin, Sports Field Plan).

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
5.4.1.3 Lead development and implementation of Council plans, policy and decisions which involve City Life programs and projects	General Manager City Life	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile


Office of GM City Life

Action Progress Comments

Effective guidance provided to Senior Managers to ensure Departmental business planning supported Council reporting and decision making processes; provided ongoing project management of key Council projects including Parap Pool Redevelopment, Velodrome Refurbishment and the Darwin Entertainment Centre Air-Conditioning projects. Parap Pool was opened to the public on 2 January 2018 with a formal opening event held on 26 January 2018.

Recreation, Leisure & Events

STRATEGY: 2.3.2 Position Darwin as a host centre for local, national and international sport and other events

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
2.3.2.1 Manage recreation and leisure facilities, including Council swimming pools and sporting ovals	Manager Leisure and Customer Experience	Completed	01/07/2017	30/06/2018	100%	100%	

Program Profile

Leisure and Events

Action Progress Comments

Pools

Recreation Officers continue to work with YMCA NT and stakeholders to work through operational issues at the new Parap Pool. This includes finalising lane allocations in an equitable manner and set up of multi-purpose club room.

Council Officers continue to liaise with residents around concerns regarding the increase in lighting compared with the old facility and the impact on surrounding properties.

Major events at the Pools:

Parap Pool hosted the South Australian Sports Institute Swim Team training camp in May 2018. The team consisted of 12 swimmers and staff, including a number of Australian Olympic swimmers.

Other events included an Easter Fun Day at Parap Pool and FREEPS at Nightcliff Pool.

Pool attendance for April to June was:

Parap Pool 26,225

Casuarina Pool 13,639

Nightcliff Pool 19,096

Overall pool attendance during Q4 was 58,960 patrons, an increase of 16,370 patrons compared to the same quarter last year. It should be noted this is also an overall increase of 510 patrons in comparison the same quarter of 2016, prior to the re-development of Parap Pool. Parap Pool had an increase in attendance of 8,995 from same period prior to re-development in 2016.

Ovals


Q4 was the first half of Dry Season sporting fixtures. All of Council's ovals were allocated on a weekly basis for multiple sporting codes for competition and training. Sports using the ovals were Rugby league, Soccer, Cricket and AFL.

The total allocations per week at the end of the quarter were a total of 315 hours.

Oval Upgrades

The Cricket sightcreens at Gardens Oval 1, damaged by Cyclone Marcus have been repaired and replaced.

Following consultation with Nightcliff Football and Sports Club a new gate has been installed in the boundary fence to ensure easy access for emergency services and pedestrians on and off the oval.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
2.3.2.2 Provide support and guidance to local sport and recreation associations and clubs	Manager Leisure and Customer Experience	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Leisure and Events

Action Progress Comments

Q4 – Recreation Services provided assistance and guidance to numerous sporting organisations during the quarter; significant items include:

AFL NT & NT Cricket – ongoing liaison re Gardens Oval lighting proposal.

FFNT – ongoing liaison re Bagot Oval lighting proposal.


Nightcliff Sports Club – ongoing liaison re Nightcliff Oval lighting proposal.

Darwin Cycling Club and Triathlon NT – ongoing liaison re updates on the velodrome redevelopment project.

Swimming NT and Swimming Clubs – ongoing liaison regarding the hiring and lane allocations, and shared use of storage and facilities.

Swimming NT/NT Major Events – liaison re: planning for the Arafura Games at Parap Pool.

STRATEGY: 2.3.5 Enhance and improve services and facilities which encourage healthy lifestyle choices

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
2.3.5.5 Develop and deliver community healthy lifestyle and recreation programs	Manager Leisure and Customer Experience	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Leisure and Events

Action Progress Comments

Healthy Darwin

Q4 was the first half of the Healthy Darwin 2018 Dry Season Program. The weekly subsidised activities running through Q4 were:

Aqua Aerobics

Parents and Bubs Group Fitness

Pilates

Bootcamp

Low Impact Functional Fitness

Disability Physical Exercise and Dance

For the first time Healthy Darwin is offering a program of subsidised sporting activities, these are:

Learn to Play Golf

Coastal Cruising Roller Skating

Cardio Tennis

Hockey Sixers

Registrations for Healthy Darwin's mailing list increased to 1,191 people at the end of Q4. Healthy Darwin's Facebook page Likes increased to 1,692, an increase of 75 Likes from Q3.

Event Support

Healthy Darwin provided Smoothie Bikes for 11 community events in Q4 to promote healthy lifestyle choices.


City of Darwin again partnered with Heart Foundation and Touch Football NT to provide organisational and financial support to the annual Touch for Heart lunchtime Touch Football competition. 14 teams have entered this year's competition.

Healthy Darwin program provided support to the Australian Drug Foundation's Good Sports Program to hold the first Tackling Illegal Drug Forum in Darwin at the Darwin International Tennis Centre. A range of sports including AFL, Rugby League, Tennis, Soccer and Hockey attended the forum.

Healthy Darwin held FREEPS at the Nightcliff Pool once again for the Seabreeze festival in May, and attracted many families.

Darwin Bike Plan

The Recreation team met with Bicycle Network and is working to finalise sites for the 2018 Super Tuesday Rider Count.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
2.3.5.2 Deliver City of Darwin annual major community events program	Manager Leisure and Customer Experience	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Leisure and Events

Action Progress Comments

Q4 – During the quarter City of Darwin supported one major community event and commenced planning for upcoming community events:

2018 Anzac Day Dawn service and parade traffic management.

With over 3000 attending the dawn service and parade and 1000 past and present Australian Defence Personnel marching, City of Darwin staff were engaged to ensure the safety of the community and provide support to the RSL for a seamless event.

The Bombing of Darwin 77th Anniversary Commemorative Program


Tender documents for the provision of Infrastructure & Audio Visual for a period of 3 years have been made public, with the closing date for tenders the Thursday 28 June.

Royal Darwin Show

Preparation and planning is underway for the 2018 show. City of Darwin will have a new look stall in the Foskey Pavilion with the theme 'Did you know?'

Regulatory Services

STRATEGY: 1.2.2 Provide secure and clean public places and open spaces

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
1.2.2.3 Ensure compliance with Australian Road Rules, NT Traffic Regulations and Council By-Laws	Manager Regulatory Services	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Regulatory Services							
---------------------	--	--	--	--	--	--	--


Action Progress Comments

At year end, Council rangers infringed 17,041 breaches of compliance with the Australia Road Rules, NT Traffic Regulations and Council By-laws in the CBD and suburban areas.

Non-compliance can be broken down as follows:

- Failure to Display - 11,681
- Overstay - 973
- Safety and Access - 1,118

STRATEGY: 1.2.4 Provide for diversity of uses and experiences in public places and open spaces

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
1.2.4.3 Manage and implement Council's animal management program	Manager Regulatory Services	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Regulatory Services							
---------------------	--	--	--	--	--	--	--

Action Progress Comments


At year end, Council had 2,099 Animal Management complaints

- Animal pick up - 640
- Animals at large - 772
- Dog Attack - 223
- Dog Barking - 464

A marketing campaign to promote animal registrations and responsible pet management in public was implemented across the Municipality.

Two SMS reminder messages have been sent to all pet owners who are on Council's database that have not yet registered their pets. Council will be following up with a phone audit over the next few months of all unregistered pets in the system.

The Animal Management Strategy has been adopted by Council in April 2018.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
1.2.4.4 Educate community about their obligations in maintaining public safety and amenity under the By-Laws	Manager Regulatory Services	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Regulatory Services							
---------------------	--	--	--	--	--	--	--

Action Progress Comments

Animal Management held a registration and micro-chipping event on Saturday 19th of August. The event was held at the Jingili Water Gardens, with 11 organisations participating in the event. Council registered 69 pets and micro-chipped 66 animals.


Council's Animal Management Education Officer has delivered two animal health and worming days and a town camp de-sexing education day in partnership with Animal Management in Rural and Remote Indigenous Communities (AMRRIC).

East Point Education patrol - to educate people within east point on the regulations relating to dogs in the reserve.

Rangers also began working in partnership with Parks and Wildlife to patrol Casuarina beach to educate the community on changes to the off-lead policy for the area.

The Animal Education officer has also attended 30 barking consults and 3 behaviour consults.

STRATEGY: 1.2.5 Participate and partner in activities that contribute to a safer Darwin.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
1.2.5.3 Monitor and report instances of illegal alcohol consumption and associated activities to the appropriate authorities	Manager Regulatory Services	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN


Program Profile

Regulatory Services							
---------------------	--	--	--	--	--	--	--

Action Progress Comments

Reasons Instances may not be Referred:

- Police already on location, persons consuming alcohol in a permitted area and direction given and compliance gained.
- We can identify the large difference of instances between AM & PM as Liquor outlets do not open until late morning and permitted drinking areas do not come into effect until the afternoon.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
1.2.5.1 Provide an after-hours emergency call-out service for dangerous dogs	Manager Regulatory Services	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN


Program Profile

Regulatory Services							
---------------------	--	--	--	--	--	--	--

Action Progress Comments

Council provides a rostered afterhours service for attacking or dangerous dogs.

There were 37 afterhours Dog Attack call outs last financial year.

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
1.2.5.2 Conduct routine patrols of public areas to ensure public facilities, parks and beaches are clean and safe	Manager Regulatory Services	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN

Program Profile

Regulatory Services							
---------------------	--	--	--	--	--	--	--

Action Progress Comments


Patrols are conducted daily during the week from 6am to 7pm through AM and PM shifts.

During the year, the Public Places Program has continue the patrols of the CBD, Fannie Bay, Stuart Park, East Point Reserve, Mindil Beach and Nightcliff Foreshore areas due to illegal camping, public intoxication, illegal consumption of alcohol, obstruction of public facilities and litter. There was a decrease in illegal camping and anti – social activities in the Vestey’s beach area since the new drinking restriction has been implemented; there has also been a decrease of illegal camping complaints by tourist (backpackers) partly due to a decrease in travellers. There continue to be steady reports and observation by Rangers of illegal camping, litter and illegal consumption and possession of alcohol in public and restricted areas particularly in the CBD. Rangers continue to reports these illegal activities to the police and venerable people to the safer City Program.

Complaints reported to Council for the year

- 126 illegal camping complaints with 108 infringements issued for illegal camping.
- 22 Anti-Social Behaviour complaints

STRATEGY: 2.1.4 Provide parking facilities to meet community needs

Action	Responsibility	Action Status	Start Date	End Date	% Comp.	Target	Indicator
2.1.4.1 Manage and maintain compliance with Council's On and Off-Street Parking Control Program	Manager Regulatory Services	Completed	01/07/2017	30/06/2018	100%	100%	 GREEN
Program Profile							
Regulatory Services							
Action Progress Comments							
Within the CBD, Rangers have issued 17,041 on-street and 2,341 off-street car park infringements during the year. With an infringement withdrawal rate of approximately 13%.							