



# Civic & Community Facilities

## *Community Land Management Plan*



City of  
Norwood  
Payneham  
& St Peters

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## Adoption and Review

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

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

*Cover: Norwood Town Hall  
Right: St Peters Rotary Club*



# Civic & Community Facilities

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

## Background

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

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

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

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

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

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

## What land does this include?

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

## Description

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

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

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



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**Legend**

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

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## Purpose of the Land

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

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

## Key Management Objectives

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

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

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

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

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

## Strategic Management Proposals

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

Facility	Management Proposal	Objective
Norwood Institute Building and Norwood Town Hall Civic Centre	In accordance with the Council's resolution dated 3 April 2018:  1. That the Norwood Library be included in the <i>Long-Term Financial Plan</i> (LTFP) for the period 2018–2019 to 2027–2028 as a strategic project beginning 2024–2026 with an initial budget of \$3.5m.  2. That during the 2018–2022 Council term, the Council commences investigations regarding the potential options for the Norwood Library which includes, but is not limited to, its location, design and function as a multi-purpose facility (e.g. information services, entrepreneurial hub, etc.)  The premises at 49 George Street (adjacent the Norwood Town Hall) has been identified as a potential future location for the Norwood Library.	As per the Management Proposal.
Payneham Library and Community Facilities Complex	Masterplan*	High-level vision for the upgrade of existing facilities including the playground and car park.
Payneham Youth Centre	Masterplan*	High-level vision for the upgrade of existing facilities.

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

## Trusts, Dedications and Other Restrictions

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



St Peter's Library

DO NOT DRINK  
UNBOTTLED STORM WATER

## Leasing and Licensing

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

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

### Notes:

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

# Appendix A

*Community Land Register  
Civic and Community Facilities*

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

**Notes:**

\*For further details relating to a Lease or Licence, see the Council's Lease & Licence Register, available at: [www.npsp.sa.gov.au](http://www.npsp.sa.gov.au)

The information provided in this Register was correct at the time of publication.



## Appendix B

*Management Strategies*

*Civic and Community Facilities*

#	Category	Objectives	Strategies	Performance Targets	Performance Measures
1	Public Access	To provide reserves, facilities and spaces that are fit-for-purpose, safe, well-maintained and accessible for people of all ages, backgrounds and abilities*	Design and provide safe, high quality facilities and spaces	Achieve a resident satisfaction rating of 4.2 or above, and a business satisfaction rating of 3.8 or above in relation to public access to open space  All upgrades and redevelopments are compliant with relevant legislation, strategies and standards relating to public access (including, e.g., Disability Discrimination Act 1992 (Cth), National Disability Strategy, Building Code of Australia, Australian Standards)	Community Survey (undertaken every two (2) years) – level of resident satisfaction  Audit of upgrades and redevelopments once completed
			Implement the Council’s <i>Access &amp; Inclusion Strategy</i> and <i>Access &amp; Inclusion Policy</i> (as amended from time-to-time)	Citizens of all ages and abilities have equitable access to building, open space and services available in the City	Annual reporting on <i>Access &amp; Inclusion Strategy</i>
			Identify opportunities for accessible and inclusive elements in all Masterplans for upgrades and redevelopments of Council reserves, facilities and public places	All upgrades and redevelopments include accessible or inclusive elements	Review of Masterplans prior to Council endorsement
2	Cultural Vitality	Dynamic community life in public places and precincts*	Broaden the range of land uses and activities in appropriate locations	Achieve a rating of 4.2 or above out of 5.0 in the Council’s Community Surveys in relation to open space	Community Survey (undertaken every two years) – level of resident satisfaction
			Create and provide interesting and colourful public places to encourage interaction and gatherings		
			Host and facilitate community events and activities	Achieve at least 70% of residents attending a Council-run event in the Council’s Community Surveys	Community Survey (undertaken every two years) – level of resident satisfaction
			Value and promote the City’s rich cultural and built heritage*	Protect and enhance places, streetscapes, precincts and landmarks which reflect the built and cultural history of the City  Promote the value of heritage protection through cultural heritage programs and events	Install a minimum of two historic plaques and signposts within the Council area, each financial year  Number of historic plaques and signposts installed by the Council each financial year

#	Category	Objectives	Strategies	Performance Targets	Performance Measures
3	<b>Economic Development</b>	Cosmopolitan business precincts contributing to the prosperity of the City*	Promote use of Council reserves, facilities and public places to activate the surrounding precinct  Promote the City as a tourist destination	Achieve an agreement rating from businesses of 3.2 or above out of 5.0 in the Council's Community Survey	Community Survey (undertaken every two years) – level of resident satisfaction
4	<b>Environmental Sustainability</b>	Sustainable and efficient management of water, waste, energy and other resources*	Investigate and implement innovative waste reduction initiatives  Incorporate "zero waste" or low waste principles into community event planning  Implement mechanisms to make better use of water resources including the harvesting and re-use of stormwater  Implementation of the Eastern Regional Alliance (ERA) Waterproofing Eastern Adelaide Stormwater Harvesting and Re-Use Project  Prioritise the purchase of recycled products and materials in the replacement or upgrade of Council assets in reserves, facilities and public places, for all relevant product types  Mitigating and adapting to the impacts of a changing climate*	Achieve a 2% increase in community recycling and green waste diverted from landfill from the 2015/2016 level across the City, each financial year  Install recycling and/or food and garden organics bins at Council reserves, facilities and public places where practicable  All community events held by the Council are "zero waste"  Reduction in mains water usage  Connection of all Council parks and reserves to the Council's recycled water supply  Purchase corporate materials to comprise the equivalent of 10% of the weight of collected kerbside recyclables per annum (and increasing annually, until this reaches 50%)  Reduce the amount of Corporate greenhouse gas emissions by 5% from the 2015/2016 level by 2020/2021  Achieve Resilient East tree canopy and water sensitive urban design (WSUD) targets	Tonnes of community recycling and green waste diverted from landfill as a percentage of the total waste collected, measured each financial year  Number of recycling and food and garden organics bins installed per year  Number of "zero waste" community events held by Council each year  Volume of stormwater harvested each year  Number of parks and reserves connected to the Council's recycled water supply  Reporting requirements under LGA Circular Procurement Pilot Project  Annual amount of greenhouse gas emissions generated by Corporate activities  Tree planting data and installation of WSUD devices in reserves and public spaces

#	Category	Objectives	Strategies	Performance Targets	Performance Measures
5	<b>Public Amenity</b>	All Council reserves and facilities maintained as smoke-free facilities	Educating the community about the Council's <i>Smoke-Free Policy</i>	No smoking in designated smoke-free areas in the City	Review of the number of complaints received regarding smoking in smoke-free areas annually
6	<b>Leasing, Licensing and Casual Hire</b>	Public and private use of Council reserves and facilities is managed in an equitable, efficient and consistent manner	<p>New leases and licences are assessed against a leasing and licensing strategy</p> <p>Maintenance of a Lease and Licence Register</p> <p>Community Land Management Plans regulate unauthorised uses and tenure for leasing and licensing of public open space and facilities.</p> <p>Regular inspections of leased / licensed / hired reserves and facilities to ensure compliance by users</p>	<p>Development of a leasing and licensing strategy for all Council owned properties</p> <p>All leases, licences and hire arrangements are up-to-date and compliant with relevant legislative requirements</p> <p>Leased / licensed / hired facilities are used in accordance with the terms of their lease / licence / hire arrangement</p>	<p>Adoption of a leasing and licensing strategy by the Council</p> <p>Review of Lease &amp; Licence Register annually</p> <p>Inspection records for properties</p>
		Increased, varied and shared use of Council reserves and facilities through suitable occupancy arrangements	Explore opportunities for increased and varied use of Council reserves and facilities (both short-term and long-term)	Highest and best usage of all Council reserves and facilities	Annual review to determine usage and occupancy of Council reserves and facilities
				Development of a leasing and licensing strategy for all Council owned properties	Adoption of a leasing and licensing strategy by the Council
7	<b>Urban Design</b>	Pleasant, well designed and sustainable urban environments*	Encourage sustainable and quality urban design outcomes in all Council reserves and facilities	Achieve a satisfaction rating of 4.3 or above out of 5.0 with the character of the local area	Community Survey (undertaken every two years) – level of resident satisfaction
		Sustainable and attractive open spaces*	Maximise the extent of landscaping and green infrastructure utilised in Council reserves, facilities and public places (where practicable)	All upgrades and redevelopments of Council reserves, facilities and public places incorporate landscaping and/or green infrastructure elements	Audit of upgrades and redevelopments once completed

#	Category	Objectives	Strategies	Performance Targets	Performance Measures
8	Public Art	To create an artistic, creative, cultural and visually interesting City*	<p>Facilitate public arts projects through the Council's Public Art Program, in accordance with the Council's <i>Public Art Policy</i></p> <p>Include funding for development and design of public artwork in all major Council projects</p>	Public artwork included in all major Council projects, where practicable	Number of major projects incorporating public artwork each year
			Continued implementation of the Council's Quadrennial Public Art Program	Commission a major public artwork every four years	Major public artwork installed every four years
9	Graffiti, Vandalism and Litter	Council reserves, facilities and public places are maintained free from graffiti, vandalism and litter in the interests of public amenity and safety	<p>Provision of public waste bins at all Council reserves and facilities</p> <p>Public waste bins are emptied in accordance with the Council's service standard (frequency dependent upon location)</p> <p>Explore options to implement 'Smart City' technology in relation to waste management in high usage areas</p> <p>Community education regarding waste management and reporting of incidents of littering, graffiti and/or vandalism</p>	No complaints regarding litter and provision of / access to public waste bins	Review of CRMs relating to litter and provision of/access to public waste bins
			General inspection and monitoring for graffiti, vandalism and litter	Inspection of approximately two civic and community facilities per month, and otherwise as required	Inspection and maintenance records
			CRMs in relation to graffiti, vandalism and litter are investigated and action taken where practicable (including reporting to the Police where required)	CRMs are actioned in accordance with the Council's service standard	Review of CRM responses against the Council's service standard, monthly
			Volunteer Graffiti Removal Program across the City (priority removal for offensive content)	Continued implementation of the Volunteer Graffiti Removal Program	Records of Graffiti Removal Program
			Explore opportunities for urban design to reduce risk of graffiti and/or vandalism in upgrades or redevelopments of Council reserves, facilities and public places	All Masterplans for Council reserves, facilities and public places incorporate urban design that seeks to reduce the risk of graffiti and/or vandalism (where relevant)	Review of Masterplans prior to Council endorsement

#	Category	Objectives	Strategies	Performance Targets	Performance Measures
10	<b>Animal Management</b>	Animal management in Council reserves, facilities and public places is conducted in accordance with the objectives set out in the Council's <i>2019–2024 Dog &amp; Cat Management Plan</i>	As set out in the <i>2019–2024 Dog &amp; Cat Management Plan</i> (as amended from time-to-time)	As set out in the <i>2019–2024 Dog &amp; Cat Management Plan</i> (as amended from time-to-time)	As set out in the <i>2019–2024 Dog &amp; Cat Management Plan</i> (as amended from time-to-time)
11	<b>Pest Control</b>	To maintain public safety and amenity in Council reserves, facilities and public places	Annual termite inspections of Council buildings	Annual termite inspections	Inspection and maintenance records
			Treatment of pest infestations if and when they arise (e.g., bees, ant, cockroach, rodents, possums, pigeons)		
			CRMs in relation to pest control are investigated and action taken where practicable	CRMs are actioned in accordance with the Council's service standard	Review of CRM responses against the Council's service standard, monthly
		To conduct pest control in an environmentally sustainable manner where practicable	Utilisation of environmentally sustainable pest control measures where practicable	Relocation of up to 50% of bee infestations at Council reserves, facilities and public places	Review of CRMs relating to bee infestations and action taken
12	<b>Vegetation and Landscaping</b>	Vegetation, landscaping and grassed areas at Council reserves, facilities and public places are fit-for-purpose, safe and well-maintained	Regular vegetation maintenance program at all Council reserves, facilities and public places (including, e.g., pruning, fertilising, irrigation, mulching, plant replacement) (frequency dependent upon type of vegetation)	Delivery of maintenance program	Inspection and maintenance records
				Development of maintenance plans for all Council reserves and facilities upon completion of reserve upgrade or redevelopment	
			CRMs in relation to vegetation and landscaping are investigated and action taken where practicable	CRMs are actioned in accordance with the Council's service standard	Review of CRM responses against the Council's service standard, monthly

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

#	Category	Objectives	Strategies	Performance Targets	Performance Measures
13	Drainage and Stormwater Management	Healthy and sustainable watercourses*	Encourage the capture and re-use of stormwater and reduce stormwater run-off from Council reserves, facilities and public places	Incorporate water sensitive urban design (WSUD) / stormwater capture and treatment considerations in at least two (2) Council projects each year	Number of projects with WSUD/stormwater capture and treatment considerations per year
		To seek equitable flood protection across the City	Development and review of the <i>Flood Mapping and Management Strategy</i>  Implementation of the <i>Stormwater Drainage Infrastructure and Asset Management Plan</i>  Implementation of the Council's 15-year Drainage Program across the City  Implementation of an annual scheduled maintenance program for all side entry pits across the city  Continued implementation of gross pollutant trap cleaning and inspection program for relevant creeks and rivers (frequency dependent upon rain events)	Reduction in local area flooding (particularly in high priority areas in the City, as identified in the <i>Flood Mapping and Management Strategy</i> )  Trunk mains across the City are capable of transferring a 100-year flow	Number of reported incidents of local area flooding per storm event  Review of Drainage Program annually in Budget process
			CRMs in relation to drainage and stormwater management are investigated and action taken where practicable	CRMs are actioned in accordance with the Council's service standard	Review of CRM responses against the Council's service standard, monthly
14	Irrigation	Irrigation systems at Council reserves, facilities and public places are fit-for-purpose, safe and well-maintained	Irrigation of Council reserves, facilities and public places is managed in accordance with the Council's Irrigation Policy and Irrigation Management Plans	Irrigation of Council reserves, facilities and public places (where relevant) meets the Irrigated Public Open Space (IPOS) Code of Practice requirements and relevant legislative requirements	Review of water use and irrigation practices against IPOS Code of Practice, annually (or otherwise as required)
		Utilise best practice and sound horticultural principles to maximise efficient use of water	Automatic or manual irrigation systems programmed to meet the needs of each area (including, e.g., soil type, grass type, use of area, water quality, climatic conditions)		
			Inspections and monitoring of irrigation systems to assess asset condition, performance and maintenance as required	Inspection of approximately five civic and community facilities per month and otherwise as required	Inspection and maintenance records
			CRMs in relation to irrigation are investigated and action taken where practicable	CRMs are actioned in accordance with the Council's service standard	Review of CRM responses against the Council's service standard, monthly

#	Category	Objectives	Strategies	Performance Targets	Performance Measures	
15	Building Maintenance	<p>Convenient and accessible buildings and facilities that are fit-for-purpose, safe and well-maintained*</p> <p>Sustainable and efficient management of water, energy and other resources in Council buildings and facilities</p>	<p>Management of Council buildings in accordance with the Council's <i>Infrastructure &amp; Asset Management Plans</i>, policies, strategies and statutory requirements</p>	<p>Continued asset management in accordance with Infrastructure &amp; Asset Management Plans, Council policies, strategies and statutory requirements</p>	<p><i>Asset Management Plan</i> reviewed every five (5) years</p>	
			<p>Incorporation of water saving / re-use, energy reduction and sustainability measures into existing buildings during repair or upgrade, or as opportunities arise</p>	<p>All buildings are compliant with Australian Standards and statutory requirements (where practicable, taking into account physical and heritage limitations of assets)</p>		
			<p>Building Condition Audit conducted every ten years</p>	<p>Continued implementation of Building Condition Audit every ten years</p>		<p>Building Condition Audit Process reviewed annually</p>
			<p>Planned building maintenance program to ensure key services are provided as required (frequency dependent upon service) (e.g. cleaning, essential safety provision testing and maintenance, pest control)</p>	<p>Delivery of maintenance program</p>		<p>Compliance certificates for building maintenance</p>
		<p>Inspection and monitoring of Council buildings and facilities to assess asset condition and performance as required</p>	<p>Continued implementation of inspection and monitoring regime</p>	<p>Inspection and maintenance records</p>		
		<p>To maintain the City's rich cultural and built heritage*</p>	<p>Management of Council buildings in accordance with the Council's <i>Infrastructure &amp; Asset Management Plans</i>, policies, strategies and statutory requirements</p>	<p>Continued preservation of the Council's heritage building assets</p>	<p><i>Asset Management Plan</i> reviewed every five (5) years</p>	
			<p>Building Condition Audit Process reviewed annually</p>			
			<p>Compliance certificates for building maintenance</p>			
			<p>Inspection and maintenance records</p>			
			<p>CRMs in relation to building maintenance are investigated and action taken where practicable</p>	<p>CRMs are actioned in accordance with the Council's service standard</p>	<p>Review of CRM responses against the Council's service standard, monthly</p>	

#	Category	Objectives	Strategies	Performance Targets	Performance Measures
16	<b>Public Toilets</b>	<p>Public toilets at Council reserves, facilities and public places are well-maintained, safe and accessible to all members of the community</p> <p>To prevent vandalism and antisocial behaviour in the vicinity of public toilets</p>	<p>Public toilets are regularly cleaned and maintained (at a minimum of three (3) times per week, dependent upon location and usage)</p> <p>All public toilets are locked between sunset and sunrise</p> <p>Security monitoring (dependent upon standard of public toilet facility)</p> <p>CRMs in relation to public toilets are investigated and action taken where practicable</p>	<p>Upgrade of at least one public toilet facility per year (including in connection with an upgrade / redevelopment process) to incorporate automated locking, security monitoring and DDA compliance</p> <p>CRMs are actioned in accordance with the Council's service standard</p>	<p>Number of public toilet facilities upgraded per year</p> <p>Review of CRM responses against the Council's service standard, monthly</p>
17	<b>Public Lighting</b>	<p>Council reserves, facilities and public places are lit for safety and amenity</p>	<p>Public lighting installed or upgraded to appropriate lighting levels where practicable (where Council responsible for lighting infrastructure)</p> <p>Use LED or energy efficient lighting where practicable</p> <p>CRMs in relation to public lighting are investigated and action taken where practicable</p>	<p>Public lighting installed and maintained in accordance with Australian standards</p> <p>CRMs are actioned in accordance with the Council's service standard</p>	<p>Maintenance and upgrade records</p> <p>Review of CRM responses against the Council's service standard, monthly</p>

#	Category	Objectives	Strategies	Performance Targets	Performance Measures
18	<b>Playgrounds and associated structures</b>  (including, e.g. shade structures and sails, exercise equipment)	Playgrounds and associated structures at Council reserves and facilities are fit-for purpose, safe and well-maintained  To provide a range of innovative, accessible and contemporary play spaces in the City	Annual external audit of all playground equipment and surfacing against Australian Standards	All playgrounds and associated structures are compliant with Australian Standards and legislative requirements	Audit records
			Monthly inspection and monitoring of all playgrounds and associated structures to assess asset condition, performance and maintenance	Continued implementation of inspection and monitoring regime	Inspection and maintenance records
			CRMs in relation to playgrounds and associated structures are investigated and action taken where practicable	CRMs are actioned in accordance with the Council's service standard	Review of CRM responses against the Council's service standard, monthly
			Playgrounds are upgraded in accordance with the Council's <i>Playground Strategy</i>	Create or improve five innovative playgrounds in the City in accordance with the Council's <i>Playground Strategy</i>	Number of innovative playgrounds implemented over life of Strategy
			Identify opportunities to incorporate accessible and inclusive play equipment in Masterplan for upgrades and redevelopments of Council reserves and facilities	All new or upgraded playgrounds include accessible and inclusive play equipment and associated structures	Play space design compliance report for all new playgrounds and associated structures
		Identify opportunities to incorporate exercise equipment in Masterplans for upgrades and redevelopments of Council reserves and facilities	Exercise equipment is included in all upgraded or redeveloped reserves or facilities where identified in Masterplans	Number of reserves incorporating exercise equipment	
19	<b>Outdoor Furniture and Associated Structures</b>  (includes, e.g., seats, benches, tables, shelters, barbecues, litter bins, drinking fountains, signage, dog poo bag dispensers)	Outdoor furniture and associated structures in Council reserves, facilities and public places are fit-for-purpose, safe and well-maintained	Inspection and monitoring of outdoor furniture and associated structures to assess asset condition, performance and maintenance	All outdoor furniture and associated structures are compliant with Australian Standards and legislative requirements  Inspection of approximately two civic and community facilities per month, and otherwise as required	Inspection and maintenance records
			CRMs in relation to outdoor furniture and associated structures are investigated and action taken where practicable	CRMs are actioned in accordance with the Council's service standard	Review of CRM responses against the Council's service standard, monthly

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

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

**Notes:**

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

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



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## Further Information

**For information on the Council's Community Land Management Plans, please visit [www.npsp.sa.gov.au](http://www.npsp.sa.gov.au) or phone 8366 4555.**

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

## Additional Copies

The Community Land Management Plan: *Civic & Community Facilities* can be viewed online at [www.npsp.sa.gov.au](http://www.npsp.sa.gov.au)

Additional copies may also be obtained by:

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

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