



COUNCIL AGENDA

for the Special meeting

Tuesday 28 July 2020
at 5.30pm

in the Colonel Light Room
Adelaide Town Hall



Members - The Right Honourable the Lord Mayor, Sandy Verschoor (Presiding);
Deputy Lord Mayor, Councillor Hyde;
Councillors Abrahamzadeh, Couros, Donovan, Hou, Khera, Knoll,
Mackie, Martin, Moran and Simms.

1. Acknowledgement of Country

At the opening of the Special Council Meeting, the Lord Mayor will state:

‘Council acknowledges that we are meeting on traditional Country of the Kurna people of the Adelaide Plains and pays respect to Elders past and present. We recognise and respect their cultural heritage, beliefs and relationship with the land. We acknowledge that they are of continuing importance to the Kurna people living today.

And we also extend that respect to other Aboriginal Language Groups and other First Nations who are present today.’

2. Apologies and Leave of Absence

Nil

3. Reports for Council

3.1. Receipt of Draft 2020/21 Business Plan and Budget public consultation [2019/02431] [Page 2]

4. Closure

2020 – 2021 Business Plan and Budget Public Consultation summary

ITEM 3.1 28/07/2020
Council

Strategic Alignment - Enabling Priorities

Program Contact:
Vanessa Godden, AD Customer
& People 8203 7156

2019/02431
Public

Approving Officer:
Clare Mockler, Deputy CEO &
Director Culture

EXECUTIVE SUMMARY

Consultation on the Draft 2020–2021 Business Plan and Budget (BP&B) commenced on the 2 July 2020 and concluded on the 23 July 2020. This report provides Council a summary of what we heard from our community to help inform final decision making ahead of Council's adoption of the 2020–2021 BP&B on 11 August 2020.

The BP&B was presented in alignment with Council's 2020 – 2024 Strategic Plan (Our Plan), outlining Council's Key Activities. The Budget component (Our Budget) presents Service Categories allowing our community to transparently see the resources and budgets associated with the delivery of community services.

A new engagement method to this year's consultation has been distributing surveys to our ratepayers and key stakeholders using Council's Customer facing Qualtrics system. This new method complemented surveys through Council's Your Say Adelaide website.

Targeted audiences for this consultation included City of Adelaide ratepayers, community, and precinct groups, creative, youth and entrepreneur groups/individuals and key stakeholders. From the consultation undertaken we received 109 completed surveys and 8 written submissions.

The Public Consultation held met statutory requirements through using traditional and new methods for the community to provide their input. The undertaking of a Public Meeting was in addition to our statutory requirements to provide members of our community the opportunity to speak to their submission should they wish to do so.

A detailed summary and analysis of the themes arising from feedback received is provided as **Attachment A**, and a copy of the surveys completed, other feedback and formal submissions received is provided as **Attachment B**.

RECOMMENDATION

THAT COUNCIL

1. Notes the summary of the consultation on the Draft 2020 – 2021 Business Plan and Budget, as Attachment A to Item 3.1 on the Agenda for the Special meeting of the Council held on 28 July 2020.
2. Receives the submissions from the community on the Draft 2020 – 2021 Business Plan and Budget, as Attachment B to Item 3.1 on the Agenda for the Special meeting of the Council held on 28 July 2020.

IMPLICATIONS AND FINANCIALS

City of Adelaide 2020-2024 Strategic Plan	<p>Strategic Alignment – Enabling Priorities</p> <p>Key Actions supported:</p> <ul style="list-style-type: none"> ▪ Implement new approaches to engaging the community ▪ Review Council’s services to balance efficiencies with meeting community expectations
Policy	Not as a result of this report
Consultation	Not as a result of this report
Resource	Not as a result of this report
Risk / Legal / Legislative	Council’s Draft 2020-21 Business Plan and Budget is developed in accordance with section 123 of the <i>Local Government Act 1999</i> (the Act), and sections 6 and 7 of the <i>Local Government (Financial Management) Regulations 2011</i> .
Opportunities	Feedback from the community regarding the services and projects they value / see as important provides Council an opportunity to review / reprioritise the delivery of services and projects.
20/21 Budget Allocation	Not as a result of this report
Proposed 21/22 Budget Allocation	Not as a result of this report
Life of Project, Service, Initiative or (Expectancy of) Asset	Not as a result of this report
20/21 Budget Reconsideration (if applicable)	Not as a result of this report
Ongoing Costs (eg maintenance cost)	Not as a result of this report
Other Funding Sources	Not as a result of this report

DISCUSSION

1. Consultation with the community on the Draft 2020 – 2021 Business Plan and Budget commenced on the 2 July 2020 and concluded on the 23 July 2020.
 - 1.1. 78 surveys were completed through Qualtrics (our customer survey tool)
 - 1.2. 31 surveys were completed, and 2,250 interactions recorded, through Your Say Adelaide
 - 1.3. 8 written submissions were received
 - 1.4. Over 350 interactions and comments were also recorded through Social Media channels (Facebook, LinkedIn and Twitter)
2. The consultation was advertised through:
 - 2.1. Legislatively required public notices in the SA Government Gazette and *The Advertiser* public notices
 - 2.2. Council's Customer Centre Qualtrics system via a short, easy to complete survey which was emailed directly to all Council ratepayers on the e-rates database and other key groups / stakeholders
 - 2.3. A direct email campaign through numerous Council databases
 - 2.4. A direct letter drop campaign to all CoA residents
 - 2.5. Notifications and displays at Council's Customer Centre, Libraries and Community Centres
 - 2.6. Council's digital and social media assets, including all external TV displays, Facebook, LinkedIn and Twitter and the Your Say Adelaide website
3. Specific audiences were targeted (on top of more generic advertising) to ensure a diversity of feedback received. This included;
 - 3.1. City of Adelaide ratepayers and residents were emailed directly and received a flyer in the post
 - 3.2. Creative, Youth and Entrepreneur groups / individuals who were part of the Strategic Plan consultation were emailed directly
 - 3.3. Business, Precinct and Resident groups and key stakeholders were emailed directly
4. Numerous opportunities to provide feedback were offered and included:
 - 4.1. A quick, easy to complete survey, through Qualtrics (no registration required)
 - 4.2. A virtual public meeting was trialled on the 21 July 2020 (registration required) (no feedback received)
 - 4.3. Formal submissions through Your Say Adelaide (registration required)
 - 4.4. Written submissions (post and email)
 - 4.5. Social Media channels, i.e. direct comments on Facebook posts
5. Consultation feedback was sought on our Key Activities, Services and Projects, investment, and financial levers. What we heard from the 109 surveys received can be summarised as follows:
 - 5.1. **Key Activities:** 94% of respondents were supportive of all or some of the Key Activities.
 - 5.1.1. An opportunity to comment further was provided for this question. One third of comments received were about businesses in the city or the local economy while over a quarter related to movement and transport in the City (i.e. bikeways).
 - 5.2. **Services:**
 - 5.2.1. Economic Growth was considered the most important service category, followed by Waste, Natural Resources and Environmental Services.
 - 5.2.2. Regulatory Services and Corporate Support Services were considered the least important service categories, followed by Commercial Operations.
 - 5.2.3. Waste, Natural Resources and Environmental Services was considered the best performing service category, followed by Arts, Community Development and Civic Services.
 - 5.2.4. Economic Growth was considered the worst performing service category, followed by Policy and Planning Services.
 - 5.3. **Investment:** Economic Growth and Infrastructure and Asset Management were seen as priorities for investment and Corporate Support Services was seen as a priority for reduced investment.

- 5.4. **Financial levers:** Investing in new revenue streams, using borrowings for major projects and new infrastructure (noting Council's policy position is to borrow to purchase income generating assets and invest in strategic capital projects) and unfreezing the rate in the dollar (residential and non-residential) were identified as the top three preferred options for Council to use to improve its financial position.
- 5.4.1. An opportunity for respondents to share other ideas was provided for this question. Other suggestions put forward for improving Council's financial position included a focus on reducing costs and seeking operational and infrastructure efficiencies. Further detail is provided in **Attachment B**.
- 5.5. A detailed summary of the feedback from surveys completed is provided as **Attachment A**.
- 5.6. An opportunity to provide general feedback was also provided at the end of the survey and these comments are provided in **Attachment B**.
6. Eight written submission were also received separate to the surveys completed. These submissions are provided within **Attachment B**.
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DATA AND SUPPORTING INFORMATION

The contents of this report were informed by the surveys and feedback received during the community consultation on Council's Draft 2020 – 2021 Business Plan and Budget.

ATTACHMENTS

Attachment A – Public Consultation Summary

Attachment B – Public submissions and surveys received

- END OF REPORT -

CITY OF ADELAIDE DRAFT 2020 – 2021 BUSINESS PLAN AND BUDGET

CONSULTATION SUMMARY



The draft City of Adelaide Business Plan & Budget 2020-21 (BP&B) was made available for public consultation between 2 July and 23 July 2020.

Community members were invited to provide feedback via a survey on the Your Say Adelaide website, written submissions, social media channels and a 'virtual' public meeting to held on 21 July 2020. Engagement with our ratepayers and key stakeholders was also undertaken, encouraging them to complete the survey via Qualtrics, a customer experience management platform. The survey delivered through YourSay and Qualtrics aimed to gather information on:

- the level of support for key activities listed in the BP&B;
- the relative importance of the ten service categories delivered by the City of Adelaide and Council's performance in their delivery
- whether certain service categories should see more or less investment;
- preferred financial levers to pay for the services, projects and infrastructure delivered; and
- any other feedback.

A total of 109 survey responses were received, 78 through Qualtrics and 31 through Your Say along with eight written submissions. Over 350 interactions and comments were also recorded through Social Media channels (Facebook, LinkedIn and Twitter)

SUPPORT FOR KEY ACTIVITIES

The majority of survey respondents (94%) were supportive of all or some of the draft key activities as Council's priorities for 2020-21. Only 6% did not support any of the key activities.

When asked to comment on the proposed draft key activities, 52 comments were provided. One-third of the comments were about businesses in the City or the local economy while over a quarter (28%) related to movement and transport in the City (i.e. bikeways). Increasing the amount of greenery and green space in the City also emerged as another key theme with one in five comments raising this topic. Other topics raised included the need to maintain and improve liveability, reducing homelessness, improving vibrancy and visitation to the City, and reducing spend. There were also several responses commending the BP&B.

SERVICE DELIVERY

When asked about the service categories that were the most important, Economic Growth had the highest number of respondents ranking it in their top five. This was followed by Waste, Natural Resources and Environmental Services and Infrastructure and Asset Management. In contrast, Regulatory Services and Corporate Support Services had the most survey respondents rank them in one of their top five least important service categories followed by Commercial Operations.

Waste, Natural Resources and Environmental Services and Arts, Community Development and Civic Services were selected as the best performing service categories. Economic Growth was selected by 29% of survey respondents as one of their five worst performing service categories.

PRIORITIES FOR INVESTMENT

The survey asked for feedback on which service categories should be priorities for investment. Economic Growth and Infrastructure and Asset Management were equally selected as one of the top five priorities for investment by 61% of respondents. Waste, Natural Resources and Environmental Services and Arts, Community Development and Civic Services were also ranked high as priority areas for investment.

Corporate Support Services, Regulatory Services and Commercial Operations ranked highest as areas where Council investment should be reduced.

FINANCIAL LEVERS

When asked about the preferred levers that Council could use to improve its financial position, more than half (59%) of respondents were in favour of Council investing in new revenue streams. The community were also open to the idea of using borrowings for major projects and new infrastructure (42%) and unfreezing the rate in the dollar (21%). Other suggestions put forward for improving Council's financial position include spending less, increasing fees, using Council-owned business to bring in revenue, and investigating new and additional grants.

GENERAL FEEDBACK

The survey provided an opportunity for community members to provide other feedback. A total of 53 comments were received. The themes that emerged from the general feedback were similar to the themes from the feedback on the draft key activities. The financial position of Council featured with over a quarter of the responses being related to this subject. Transport-related topics also emerged as a theme including cycling and bikeways in the city, shared use of roads, and upgrades to particular streets. Other comments centred on improving the vibrancy of the city through increased public art and encouraging more visitors to the City by having more events.

DETAILED SURVEY RESULTS

109 surveys

78 Qualtrics

31 YourSay

Support for Key Activities

When asked about the draft Key Activities for 2020-21, the overwhelming majority of survey respondents stated that they supported at least some of the key activities. Only a small proportion did not support the draft Key Activities at all (see Figure 1).

Respondents had the opportunity to provide comments on the proposed Key Activities. A total of 52 comments were put forward. Around a third of the comments related to business in the City or the local economy. These comments suggested increased support for small businesses and start-ups and highlighted the importance of generating more economic activity. Transport and movement was another key theme with 28% of respondents mentioning cycling, bikes, improving traffic conditions and e-scooters. Increasing the amount of greenery and green space in the City and the Park Lands also emerged as a key theme with one in five contributors mentioning this topic. Other topics raised include improving liveability, vibrancy and visitors to the city, reducing homelessness and reducing Council expenditure. Several responses commended the City of Adelaide on the comprehensiveness of the priorities outlined in the BP&B.

Survey Question: Do you support the draft Key Activities as Council's priorities for 2020-21?

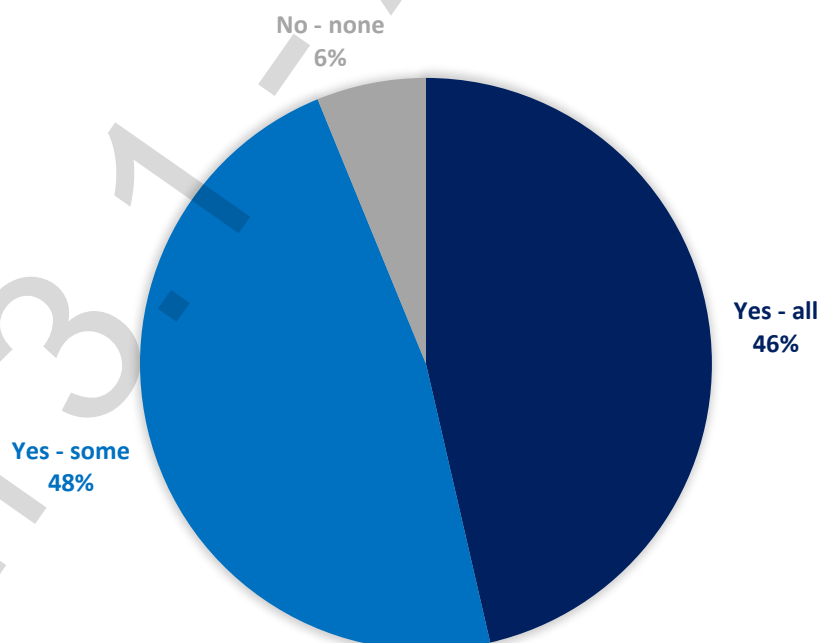


Figure 1. Support for draft Key Activities

Service Delivery

Ranking Methodology

Community members were asked to rank the service categories delivered by the City of Adelaide on their relative importance, performance, and whether there should be more or less Council investment in them. From the ten service categories listed below, respondents were asked to choose five, ranking their choices from one to five where one was the first choice, two the second choice, and so on.

- Arts, community development and civic services
- Economic growth
- Waste, natural resources and environmental services
- Infrastructure and asset management
- Asset maintenance
- Policy and planning services
- Corporate support services
- Commercial operations
- Property management

The ranking results presented in this report are based on the overall number of responses that each service category received (regardless of whether it was ranked one, two, three, four or five). This allows us to identify the service categories that were most often selected overall. In the commentary that follows, instances where a service category received noticeably more or fewer 'ones' is noted (i.e. ranked first).

Importance of Service Categories

When asked about the most important service categories Economic Growth had the highest number of respondents ranking it as one of their top five, as seen in Figure 2. Of those who ranked Economic Growth in their top five, 39% gave it a ranking of 'one' (most important). This is the largest proportion of 'one' (most important) rankings for any service category. Waste, Natural Resources and Environmental Management Services had the second highest number of responses overall (and the next highest proportion of 'one' (most important) rankings at 23%) followed closely by: Infrastructure and Asset Management; Arts, Community Development and Civic Services; and Asset Maintenance.

Survey Question: Which service categories are most important to you?

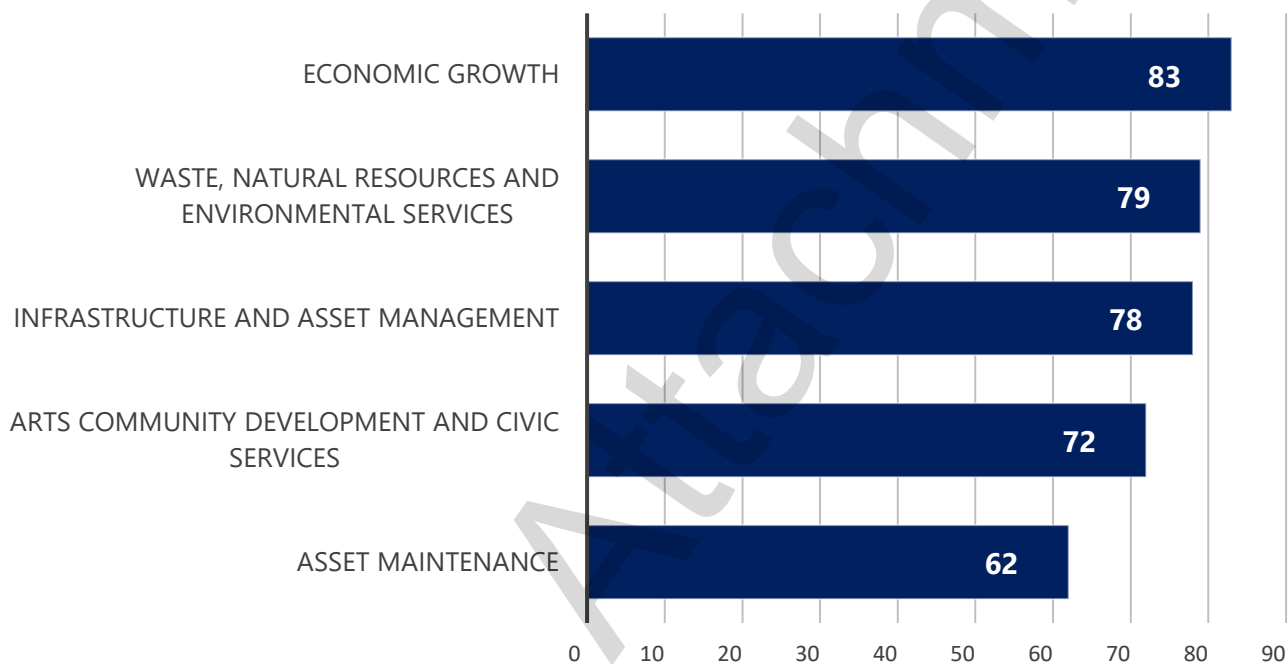


Figure 2. Top five **most important** service categories – by number of responses

Service categories that were administrative in nature such as Regulatory Services and Corporate Support Services had approximately 20 respondents nominating these in their top five most important.

When respondents were asked to select the services that were least important to them, Regulatory Services (as depicted in Figure 3) had the largest number of responses with 64 of the 109 respondents (58%) ranking it in their top five. The same number of respondents nominated Corporate Support Services as one of their top five least important service categories followed by Commercial Operations, Property Management and Policy and Planning Services. Of the 64 respondents who selected Corporate Support Services, 25 or 39% ranked Corporate Support Services as the number one least important.

While Arts Community Development and Civic Services does not appear in the top 5 least important service categories by way of total number of responses. 17 respondents gave this service category a 'one' ranking (i.e. ranking it the least important service category to them).

Other service categories that did not have many responses were Economic Growth and Infrastructure Management with 19 and 18 respondents respectively nominating these services as one of their five least important.

Survey Question: Which service categories are least important to you?

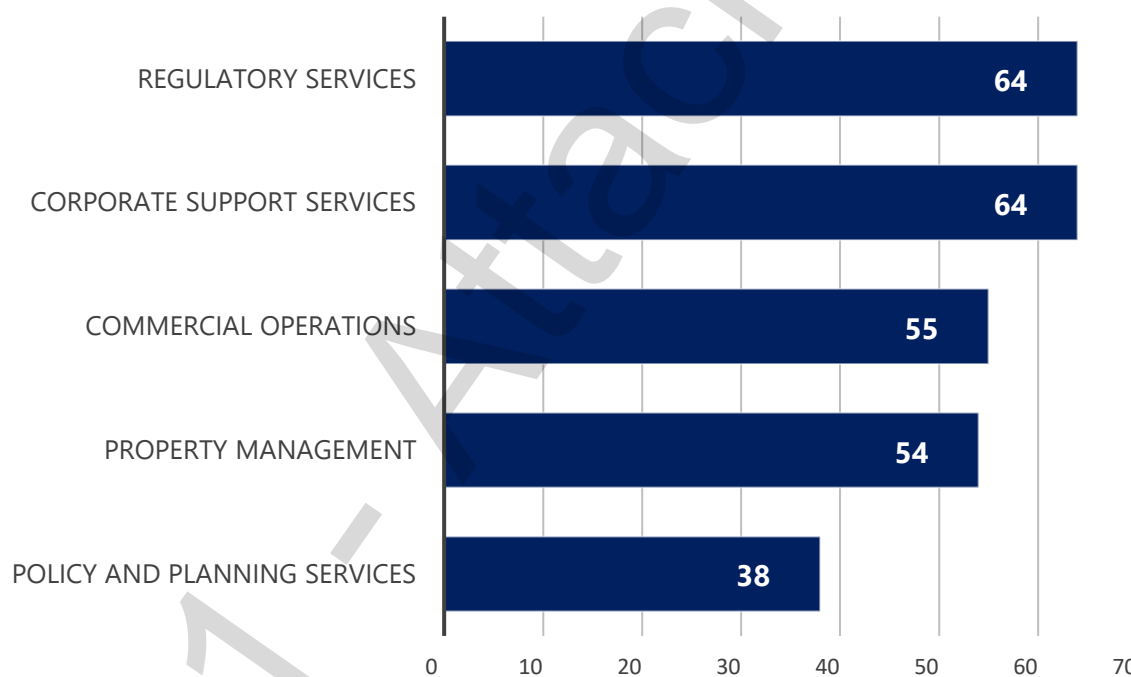


Figure 3. Top five **least important** service categories – by number of responses

Performance of service categories

Figure 4 shows that 28% or 31 out of 109 survey respondents chose Waste, Natural Resources and Environmental Services as one of their five **best performing service categories**. Arts, Community Development and Civic Services had the next highest number of 'best performing' selections. Policy and Planning Services, Asset Maintenance and Infrastructure and Asset Management had approximately one-fifth of all those completing the survey ranking these service categories in their top five best performing. Arts, Community Development and Civic Services had the highest number of respondents ranking it 'one' for best performance. Of the 27 people who chose this service category at all, 13 gave it a 'one' ranking (i.e. ranking it as best performing). Waste, Natural Resources and Environmental Services had the next highest number of respondents ranking it 'one' (11 respondents).

Survey Question: Which service categories is Council performing best in?

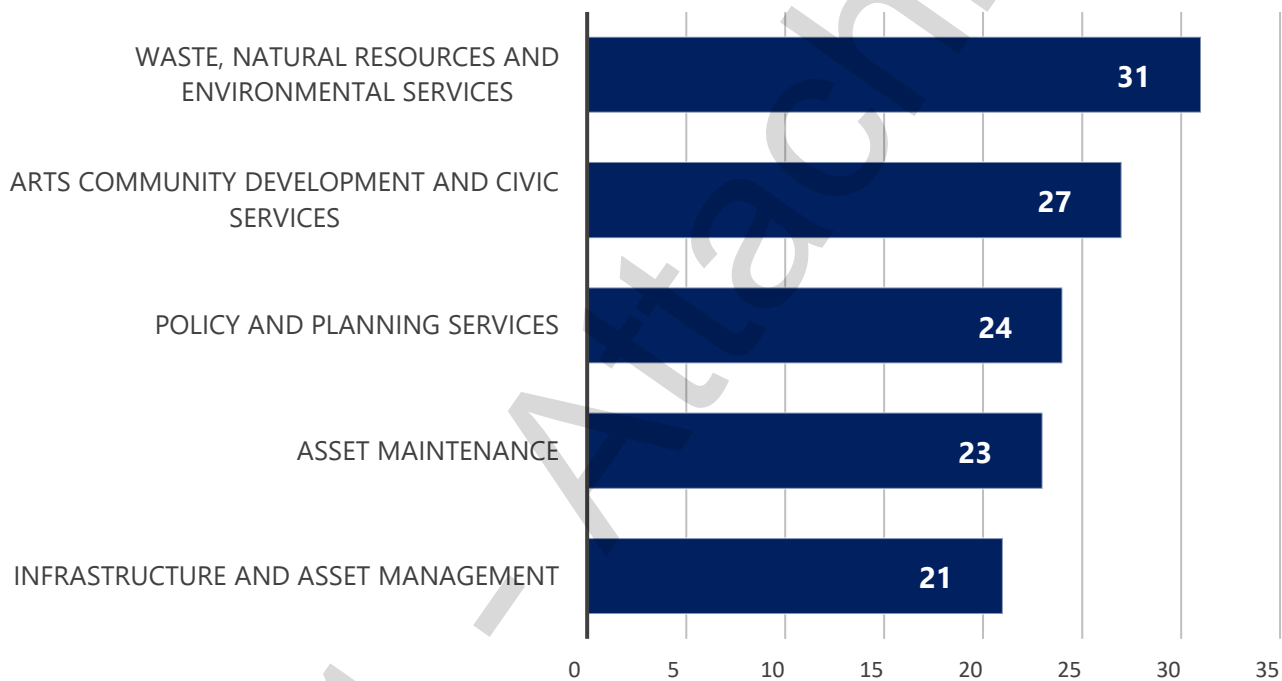


Figure 4. Top five **best performing** service categories – by number of responses

When it came to nominating service categories that they thought were worst performing, 29% of survey respondents nominated Economic Growth in their top five, the highest overall number of any service category (Figure 5). Economic Growth also had the highest number of respondents ranking it 'one' (i.e. ranking it as worst performing) (53%).

Policy and Planning Services and Infrastructure and Asset Management were the next ranked service categories identified in the top five worst performing service categories.

Asset Maintenance and Property Management were selected the least often, with ten responses each.

Survey Question: Which service categories is Council performing worst in?

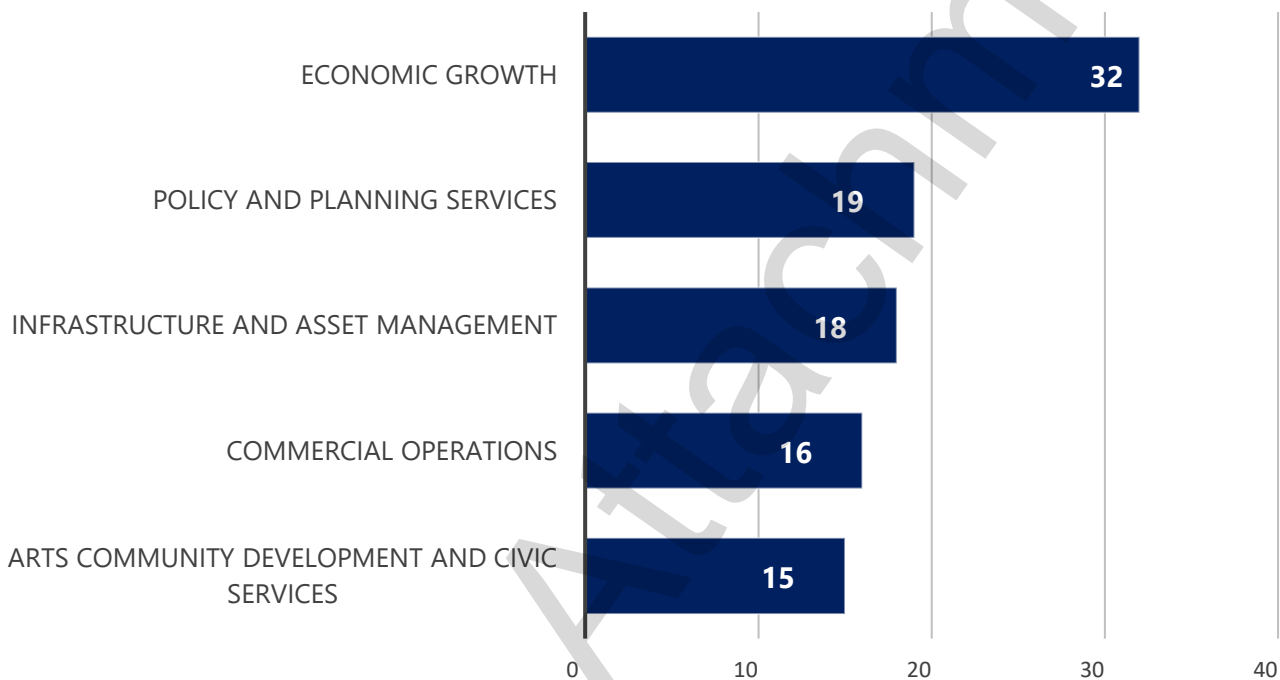


Figure 5. Top five **worst performing** service categories – by number of responses

Priorities for Investment

Feedback was sought on the service categories that should be prioritised for investment. The importance of Economic Growth and Infrastructure and Asset Management is evident in Figure 6 with 66 of the 109 survey respondents (61%) listing these service categories as one of their top five priorities for investment. Economic Growth also had the largest number of respondents (30) who ranked it 'one' (i.e. highest priority for investment), ahead of Infrastructure and Asset Management where 20 respondents ranked it 'one'.

Waste, Natural Resources and Environmental Services had the second highest number of selections overall, followed closely by Arts, Community Development and Civic Services.

Survey Question: In which service categories would you prioritise Council investment?

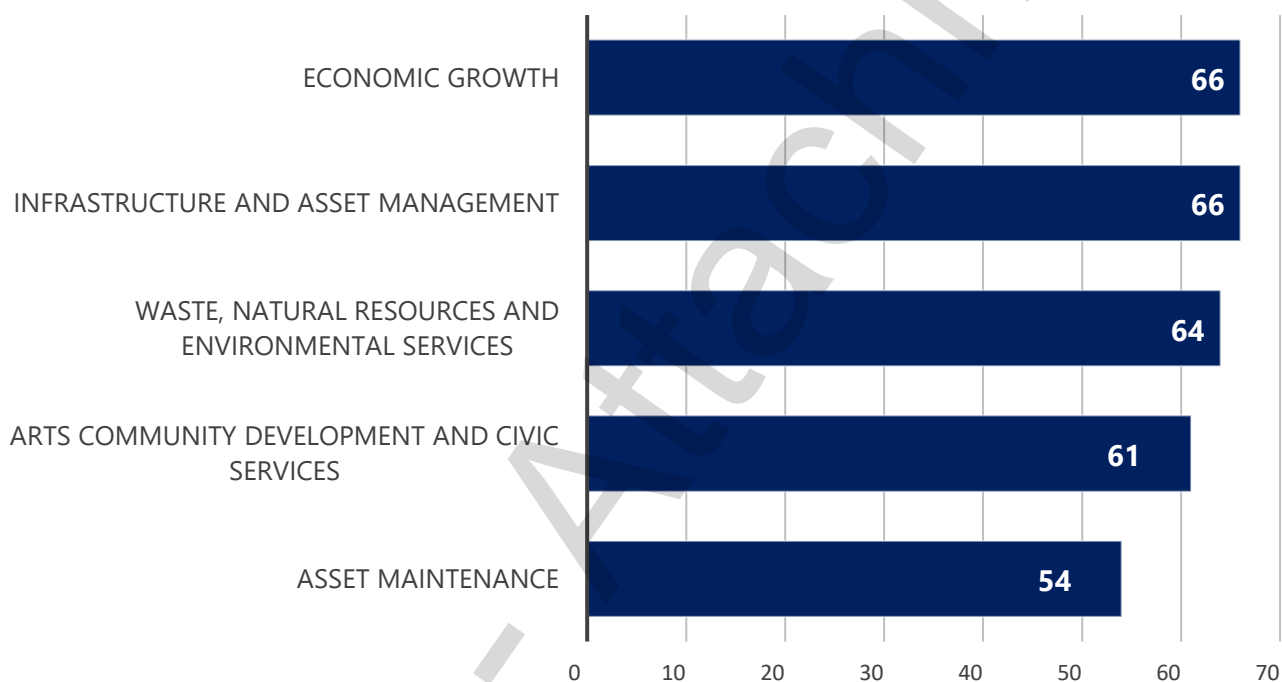


Figure 6. Top five **priorities for Council investment** – by number of responses

For service categories where survey respondents thought that there should be less Council investment, Corporate Support Services was most often selected. This was followed by Regulatory Services and Commercial Operations (Figure 7).

When looking at the service categories that were ranked first for reducing Council investment, Arts, Community Development and Civic Services had the largest number of 'one' rankings with 20 of the 26 respondents (77%) recording this result. Corporate Support Services had the next largest number of 'one' rankings (14 respondents).

Survey Question: In which service categories would you like to see less Council investment?

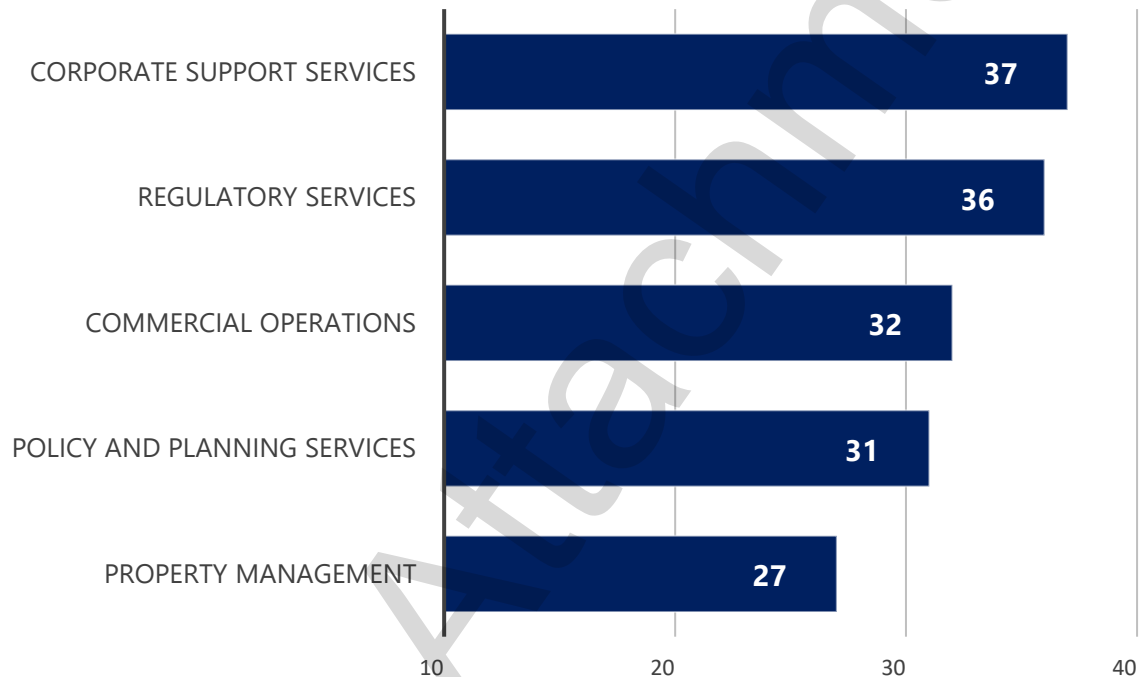


Figure 7: Top five priorities to reduce Council investment – by number of responses

Financial Levers

When asked about the **financial levers to improve Council's financial position**, Figure 8 indicates that survey respondents were in favour of Council investing in new revenue streams, using borrowing for projects and infrastructure and to a lesser extent, unfreezing the rate in the dollar.

Survey respondents were asked to make other suggestions to improve Council's financial position. Suggestions included reducing expenditure, increasing fees, using Council-owned businesses to bring in revenue, and investigating new and additional grant opportunities.

Survey Question: What other levers would you prefer Council to use to improve Council's financial position?

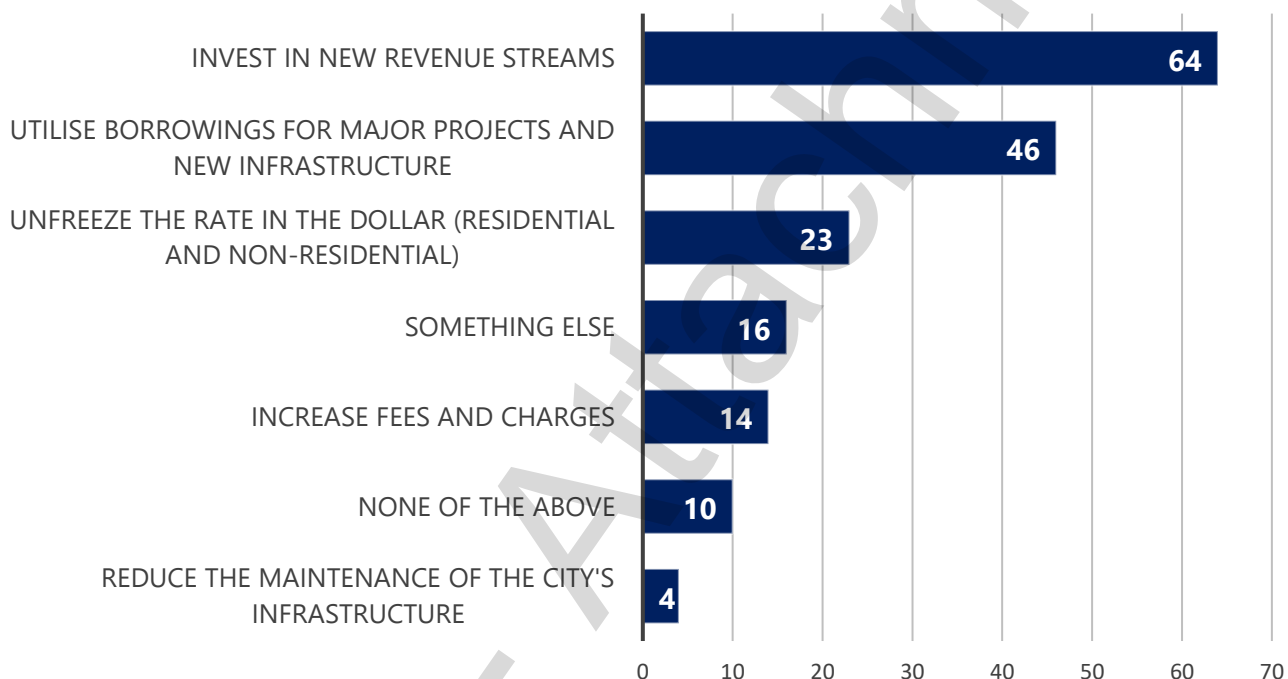


Figure 8. Preferred financial levers

General feedback

The survey provided an opportunity for community members to provide other feedback. A total of 53 comments were received.

The themes that emerged from the general feedback aligned with the themes from the feedback on the draft key activities.

Comments on the financial position of Council featured with 29% of responses related to this subject. Transport-related topics also emerged as a prominent theme with comments on cycling and bikeways in the City, shared use of roads, and upgrades to particular streets. Other comments centred on improving the vibrancy of the City through increased public art and encouraging more visitors to the City by having more events.

Survey respondent profile

The Qualtrics survey was emailed to ratepayers across the City of Adelaide while the Your Say Survey was open to the wider public as well. When asked about how they participate in City life, the majority of respondents stated that they came into the City for leisure and shopping and just over half worked and lived in the City (Figure 9). Around one-fifth of respondents owned businesses in the City and a small number of respondents indicated that they studied in the City or were a tourist.

Survey Question: How do you participate in City life?

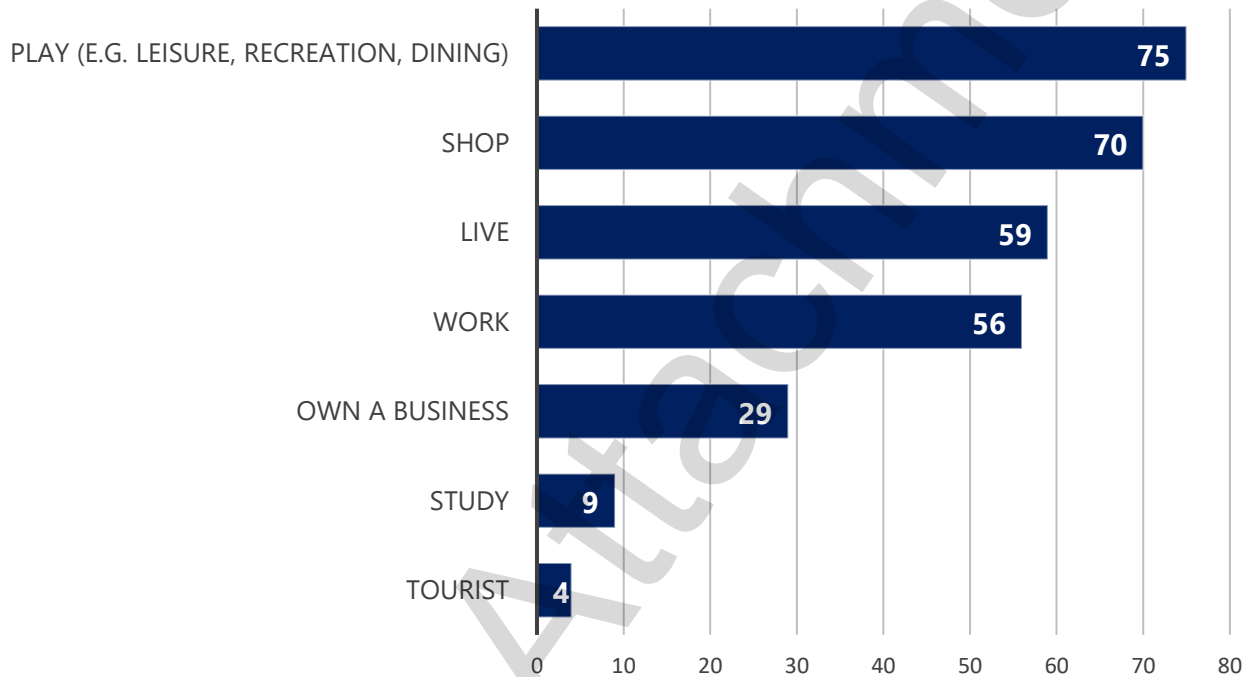


Figure 9. Participation in City life

CITY OF ADELAIDE DRAFT 2020 – 2021 BUSINESS PLAN AND BUDGET

CONSULTATION SUMMARY

COMMENTS (VERBATIM) FROM SURVEYS AND WRITTEN SUBMISSIONS

117 responses

78 Qualtrics

31 Your Say

8 submissions

Survey respondents were encouraged to provide additional comments. These comments are provided verbatim below. The major themes emerging from these comments are noted in the Summary Consultation Report (Attachment A).

Eight written submission were also received separate to the surveys completed. These submissions are provided at the end of this document.

Comments Related to Key Activities

An opportunity to comment further was provided for this question. These comments were:

Solid draft plan proposal in difficult economic cv19 times

could'nt find draft business plan, would make sense if you attached!!

One of the priority should be focusing on making doing business (setting up businesses/ start-ups) easier and fully supported.

Would be great to see support for small businesses as well however - everything on the plan is to support the big boys get even richer and profit off the back of small enterprises - the central market redevelopment for eg - it will make the multi-millionaire developer even richer, but without the stall holders and small businesses taking up leases in it, there is no development when it is finished. What can the Council do to encourage and support start ups and small businesses to flourish, grow and employ more people on an ongoing basis? Many more smaller grants to small businesses would be a better and more equitable spending of money rather than just focusing on the big players taking HUGE sums of money at a time

Council may need to have contingency arrangements in place or to create over the horizon flexibility given Covid related issues continuing for the next foreseeable year.

Safe cycling is crucial. Good to have a North-South and East West cycle way, but all roads need to be made safe.

In my view, a crucial way to achieve this is to lower speed limits in strategic places in the city. (40 rather than 50) Eg Hutt St.

Looks like all is well at the City Council spend spend spend.

Clearly no impact on income at all - no mention of virus impact! - wow.

You must reduce business costs. Simple.

I like the long term approach to it all , well needed for a sustainable future.

There are some Key Activities that I absolutely, wholeheartedly support. I really like the focus on community outcomes of thriving communities, strong economies, dynamic city culture and environmental leadership. However, I also have questions about the delivery of those projects (both the financial backing and timelines given the current COVID-19 situation) and also a lack of focus on the further development of the Riverbank Precinct.

It would help if your question used the same terminology as the pages in the plan. In the Q you use 'aligned'. In the plan, you use 'linked'. In your Q you use 'key activity' in the plan you use 'Key actions'. Are you talking about the same thing? Or are the 'key activities' in the left hand column? Community outcomes are written in body copy on page 6. They need to be colour coded or identifiable throughout the document. They do not dominate and they should. There is no reference to them labeled as 'Community outcomes' on pages 18 - 23. Same can be said for the Strategic Priorities. You cannot identify them as important.

With regards to the 'Linked Strategic Plan Key Actions', 1.06 is a worthy action but not relevant to the heading of the page, which is 'Economic growth'. It fits more into 'infrastructure and asset management'.

Overall, the plan is poorly presented and difficult to link elements to one another so that they are identifiable, relate easily and can be interpreted by the reader. Because of this, your responses to this survey are going to be ill determined.

Also, the link to the plan to download to answer these questions provides a document of 42 pages.

In your next question, you reference a document with at least 51 pages.

Strongly desire greening of Bank Street. It is a key designated part of the market-to-riverbank link but is largely a concrete thoroughfare, with few trees, no planters and tired building facades (particularly the western side). It needs improvements including greening, lighting and street-art to enliven the area, reduce risk of loitering/delinquency and improve engagement with businesses.

this council is going far beyond its role and is becoming a financial burden on rate payers. during these times of financial distress the council should be looking at reduced spending and concentrate on fundamental operations. rates should be halved and council staff should be minimised to further ensure business can continue to trade into the future with out rate hiking reducing profit levels.

Nothing really new and exciting here... What about the new soccer/football stadium? What else can we do to get folks back into the City? with all of this, the "devil is in the detail"...

1.03 - yes

1.08 - maybe. It depends on how disruptive and anti-car they are.

2.01 - no. Not an appropriate use of rate-payer's funds.

2.02 - no. Not necessary, and probably destructive of the history and atmosphere of the area.

There has to be an end to oversized developments - a five story limit is needed.

2.09 - No - meaningless jargon.

2.10 - maybe. Depends on the projects.

3.01 - yes

3.07 - yes

3.11 - yes

4 - yes, despite the jargon.

5.01. 5.02 - no. Meaningless jargon. This type of initiative is always counter-productive.

5.07 - yes

Increased greening & bike-ways - separated from cars, and do what you can for economic growth, including fast-track of artistic planning permissions.

Anything that boost business potential to thrive in the city, I'm all for.

Reduced rates for businesses

I have concerns about the conflicting priorities of greening and beautifying the city while at the same time promoting the use of scooters within the CBD area. Living on South Terrace we note that the footpaths have become littered with scooters and you cannot tell us that this leaves a lasting impression of Adelaide as a beautiful green park lands area.

carbon neutral by 2025 would appear to be a challenge

In reference to Asset Management and Transformation program; from a small business owner in the West Ends, predominantly on Hindley St, I would highly recommend upgrading Bank Street. As the new casino is due to open, the surrounding area should be ready and up to standard. All side streets (off Hindley St) such as Leigh St and Peel St have a very appealing atmosphere when compared to Bank Street. The shared zone for pedestrians and cars greatly limits the potential liveliness of the street as most venues don't feel safe having outside seating next to the road (with no curb) as cars speed by. From personal experience and customer survey done by our venue, the majority of the people was unaware that the street was a shared zone. I strongly suggest changing the vehicle entrance rule to increase net profit on the outdoor dining fee. For example, cars are able to access from North tce as normal but will be required to turn into Woodsons Lane to exit as from shop 26 Bank street, the entire street becomes a pedestrian walkway. This allows the venues on that street to extend the outdoor dining area, which they can be billed for both outdoor dining approval and liquor licensing. In addition to this, the council has options to bill venues for whether the furniture that uses for outdoor dining can be permanent or removable, i.e two different fees for permanent or removable outdoor dining furniture. Furthermore, this forces the cars to use nearby car park, generating more income.

At the moment the street is yet to reach it's full potential, especially being the first street that leads to the central market. The market to riverbank project will have a significant improvement once Bank Street gets a small upgrade. It is the first and last street to the Adelaide Railway and Adelaide Casino, thus the appearance and first impressions of the street is very important.

Another improvement I would like to add is the shop front renovation grant. At the moment the shop front on Bank Street is out of dated and needs some replenishment. This can be offered via grant assessment for eligible venues, including buildings upgrade.

In reference to Asset Management and Transformation program; from a small business owner in the West Ends, predominantly on Hindley St, I would highly recommend upgrading Bank Street. As the new casino is due to open, the surrounding area should be ready and up to standard. All side streets (off Hindley St) such as Leigh St and Peel St have a very appealing atmosphere when compared to Bank Street. The shared zone for pedestrians and cars greatly limits the potential liveliness of the street as most venues don't feel safe having outside seating next to the road (with no curb) as cars speed by. From personal experience and customer survey done by our venue, the majority of the people was unaware that the street was a shared zone. I strongly suggest changing the vehicle entrance rule to increase net profit on the outdoor dining fee. For example, cars are able to access from North tce as normal but will be required to turn into Woodsons Lane to exit as from shop 26 Bank street, the entire street becomes a pedestrian walkway. This allows the venues on that street to extend the outdoor dining area, which they can be billed for both outdoor dining approval and liquor licensing. In addition to this, the council has options to bill venues for whether the furniture that uses for outdoor dining can be permanent or removable, i.e two different fees for permanent or removable outdoor dining furniture. Furthermore, this forces the cars to use nearby car park, generating more income.

At the moment the street is yet to reach it's full potential, especially being the first street that leads to the central market. The market to riverbank project will have a significant improvement once Bank Street gets a small upgrade. It is the first and last street to the Adelaide Railway and Adelaide Casino, thus the appearance and first impressions of the street is very important.

Another improvement I would like to add is the shop front renovation grant. At the moment the shop front on Bank Street is out of dated and needs some replenishment. This can be offered via grant assessment for eligible venues, including buildings upgrade.

Additional facilities for tourism based activities, such as observation decks located on the roofs of one, or more of the tallest buildings with the least hindered views of the city and beyond, would be welcomed.

Roof gardens open to the public, with eateries and bars onsite, would also add an extra points of interests for people to choose from, when spending some time out and about in the city centre.

More focus needs to be on allowing Adelaide residents to work from home:

- Faster Internet (gigabit).
- Use of own e-scooters.
- Law against needing to go into an office to work where it's not vital.
- Funding towards autonomous vehicles.

Carbon neutral by 2025

Connectivity through 10 Gigabit

Great forward thinking while still having the basic strategies - caring for the community.

As part of supporting, promoting and sharing Aboriginal and Torres Strait Islander Cultures, and given the current Black Lives Matter situation, it would be good to look in to funding more urban street art that represents the Aboriginal and Torres Strait Islander cultures on some of the dull facades of newly completed high-rise buildings in the CBD. This includes the recently completed Spence on Light 13-story apartment building, which has a large, plain grey facade South-facing.

It would be good to develop a nature playground area in the parklands between Hutt Street, Beaumont Street and South Terrace as there are no parks for young children in that area.

The City Activation (Provide a platform for City businesses and the community

to trial and test initiatives aimed at increasing visitation and economic growth in the City) should be expanded to support business development, and international engagement and partnerships (ie water sensitive city, smart city).

The traffic network (coordination of crossings, road intersection lights etc) is highly inefficient, and should be upgraded to a coordinated, smart transport system using AI. A partnership with the University of Adelaide, Machine Learning Institute and a strategic scoping investment is recommended foe 2020-2021

Need to support all communities not only property developers and retail traders

Can I make a recommendation to change properties classified as student accomodation to normal apartment/units. I purchased a property on Pirie Street In 2010 and the value has not budged fog

20 years because banks don't loan on these apartments. This is not a good incentive for investors as similar style apartments not classified as student accommodation have increased considerably.

The plan is comprehensive, detailed, and generally reflects the needs and expectations of Adelaide residents, property owners and visitors.

I agree with all key activities however I strongly believe that Hindley Street upgrade should be included as a key activity to be completed in the very near future.

Hindley Street is the main night life precinct and tourist attraction for night life that Adelaide has to offer. I believe that with some small improvements Hindley Street can be a much more presentable, eye catching and more beautiful place by :

Adding more greenery and evergreen trees

Decorative lighting much like what has been installed through out Rundle St and Rundle Mall

Pedestrian seating. I very frequently notice that pedestrians are looking for a place to sit after leaving venues to rest their feet. Because there are no public seating available, pedestrians commonly use cafe and restaurants seating. This prevents venues from being able to seat patrons and use their outdoor furniture.

I would like to see a stronger shift to more bike infrastructure. With some roads only for cyclists and pedestrians. Cycle

roads are a lot cheaper to build and maintain than car roads and would there for help with the budget and create a more

lively community

I would like to strongly emphasise the need for the east-west bicycle lane to proceed instead of being shelved again.

Transport is the 2nd highest source of emissions in SA, and if CoA is to continue being leaders in climate mitigation and adaptation, then action must be taken to address transport, not just to be shelved yet again. Also, I would like to see more free public transport within the city, and a more even distribution of EV chargers throughout the city.

Budget amounts to be spent on Large - Adelaide events - New Years Eve, Christmas in the City, (mainly attracting people from the suburbs for a short time), should be reduced in line with covid-19 with the State Government providing any reduction in funding

"A safe, affordable, accessible, well-connected city for people of all ages and abilities, and all transport modes" is a lofty ambition, as is making Adelaide "the most liveable city in the world". Trouble is that there is a striking lack of ambition to actually make the necessary changes and it is very clear that Adelaide will remain dominated by cars and parking. "Team Adelaide" has been a disaster for active transport in Adelaide and until you sort out the city for safe walking and safe cycling, Adelaide will remain a backwater in international terms which other more progressive cities forge ahead. You

really need to start focusing on the needs of residents and not be so focussed on the availability and cost of parking or spending millions to shave off a couple of minutes commuter time.

The plan states upfront that "The City of Adelaide aspires to be the most liveable city in the world.". This is a great aspiration, but I don't feel that this is being lived up to. There needs to be more options for people not to drive into the city.

Yes, the East-West bikeway is necessary, and now. But how do people get there? There is little connection from the River Torrens Linear Park and Outer Harbor Greenway into the city. This needs to be better managed. Access via active transport from the East and South is better, but still needs work to create a proper network that is not mixed in with cars and heavy vehicles. Once in the city, people are squeezed onto footpaths while cars take up the majority of transport space. More shared transport zones where people on foot and bikes have precedence over cars are needed. Pirie and Waymouth Sts between Gawler Pl and Topham Mall would be ideal. As would Hindley St between Morphett and King William Sts, and Rundle St between Pulteney St and East Tce. Give the city back to people. The River is a great asset for the city, but it's cut off from the city, especially between King William St and West Tce. There's no vision that I could find to create a connection there. \$100,000 to reduce homelessness won't go very far. This needs a bigger effort from State and local governments.

You need to bring business to Adelaide, as in big business. Stop being so commercially risk averse.

Adelaide is a city of old people. Who wants to move to a city of old people?

Objectives are fine, but funding needs need to be further detailed

Lets drop the skyline again - we are going to end up with concrete rot and green spaces dying!

No comments.. . All seems to be fine

Central Market development should take priority, market to river bank and skatepark are also important. The skatepark is long overdue.

Rather than funding activities for two vacant premises in Hutt Street, the Council should acquire the former TPI building (now for sale) to : . provide a recognisable entry to the City in Hutt Street . provide a combined Library and Community Centre (instead of leasing premises) . restore and enhance a heritage property

Like to see more inclusive initiatives including upgrade to footpaths

There is no plan to upgrade or relocate the Visitor Information Office in James Place

I am concerned that there are too many key activities for 2020-2021 and suggest ACC focus on 2.01 (88 O'Connell) and 2.02 (ACM) since these 2 activities will be the main economic generators in the coming years but also carry the biggest risk. I suggest 2.09 and 2.10 be dropped or delayed so that ACC can ensure full support of activities 2.01 and 2.02 to enable these activities are completed in a timely manner and to their fullest potential.

I don't support development of the 88 O'Connell site (it's lovely having the open green space as the centre of the street, and SO many shops here are already empty - we don't actually NEED more shop fronts or poky, expensive flats), nor of the Adelaide Central Market (I think the proposed plan will ruin everything that makes the markets wonderful, for very little benefit).

I love the focus on Reconciliation, Music, Art, Bikes/Pedestrians, Trees/Greening, and Playgrounds. I'd be very happy to see a Council Procurement policy that focuses on SA Made and Sustainable as priorities above Cost.

The Adelaide Rainbow Circuit (ARC) initiative, in particular, the proposal to conduct a study and business case is not included in the Council's Key Activities. The ARC fits neatly into the Thriving Communities Activities to Increase community use of and access to the Adelaide Park Lands.

It appears to me that there is a lack of infrastructure maintenance and capital works.

Infrastructure is often a positive way forward in a challenged economy. Over many years and many Budgets it appears that the residential demographic of our city is forgotten, or overlooked or, just not important enough.

The plan lacks specific and sufficient attention to the plight of the homeless; affordable housing and job opportunities are needed for the needy.

Your first question is very leading.

Hutt St Centre should be supported and the rebuilding of Central Market Arcade stopped

Council should focus on core services and activities for ratepayers and local business

Financial Levers

An opportunity to comment further was provided for this question. These comments were:

Increase parking fees significantly in CBD to discourage people drive to the city. Increasing private parking charges to discourage CBD private car parking business.

Significantly and progressively increase taxes on vacant commercial property (and undeveloped residential land), to make continued non occupancy (commercial), and non development (residential land), non viable options for owners

spend less!!!! its simple . too much waste on salaries and perks. maintain minimum standard council activities. No advertising. No media bullshit. No continued development to make this organisation bigger than ben hur. don't take on any major projects. what we have got is just fine. rates are becoming a major tax on residents and business. we need rate reduction and reduced spending. if business collapses in the city so will residential and where will you get you income from then. reduce rates before its too late

Increase user-pays streams and fines.

Stop wastage and doubling up of costs.

Get more realistic quotes when works need to be done

Think ahead

Reduce the overall size of council, reduce expenditure and shrink the number of activities council are involved in.

Look to amalgamate with surrounding councils to drive economies of scale

Work with other local govt instrumentalities to drive cost reduction through supply chain buying hubs

Review operations to ascertain if there are any efficiencies to be made and more cost effective ways of operating.

Explore all avenues for accessing new and additional grants to increase opportunities for Council to undertake new projects and build the infrastructure, resources and experiences for Adelaide residents, workers, and visitors.

Investing in council owned business to bring in revenue. For example the council can open its own hotel for a lower price or operat tours from the city to the wine regions for tourists

Reduce spending on Community Events for non-city residents

Start spending more on infrastructure that actually makes Adelaide a pleasant place to walk and cycle around. It is pretty horrible currently and pedestrians and cyclists feel like second class citizens. Make it nicer and people will come back.

I would like to see a more timely and efficient use of money to repair streets, pedestrian paths, there are some that have now been outstanding for over 6 months!

I do not understand enough to comment

Be bold, uplift Adelaide, create/adopt a vision for Adelaide and its Park Lands that is truly unique - support the ARC initiative

I dont want to be negative yet I'm concerned about the money spent by Council buying expensive property. I understand the property was a basket case, but I wonder how much this has actually costs us.

Reduce spending on non-core services and activities. Reduce council staff levels and the inordinate number of staff with manager or senior titles, and the associated high pay packets.

General Feedback

An opportunity to provide General Feedback was provided at the end of the survey. These comments were:

Ongoing footpath maintenance program in CBD. Tiles and paving in west end/rundle mall.

Slippery and dangerous when wet. Council draft appears effective short term.

Start spending our money on more sensible ideas and don't waste so much

Thinking more of attracting new and innovating start-ups to the city.

I think it is excellent that there is a plan going forward

It was great to hear the city is at renewable energy status. If we can strive to claiming environmentally friendly in all avenues, ie waste, recycling, enrgy

It's not that any of the areas are not important, however, the way the money is spent within those areas are what I take task with. How many brand new dog parks do we need in parklands? Are they are important as, for example, ending homelessness in the city - on which subject, other countries have shown recently this is not only totally possible, is cheaper than going about it the way we currently are so can we stop all the faffing about, and just HOME them? Stop wasting all the money on red tape and giving it to organizations which all take their cut to pay staff etc, and just HOME them! There is so much in this budget that personally I find a waste of money (a skate park? Not a City of Adelaide thing to me - let suburbs drive traffic to those areas for kids who want to do that where they have the wide-open spaces to do this and leave the CBD for other recreational activities), and I wonder how much is wasted in poor management and red tape.

Need to study and to garner further info to be able to constructively make a contribution.

Overall, pretty happy.

Should dramatically increase borrowing.

reduce our business costs - so those who are left may survive this

What is going on with the Riverbank Precinct project development? In Adelaide we've got so much potential to do our city justice yet we are leaving the River Torrens as it is (awful, smelly, dirty, full of rubbish) and we're not utilizing the river to maximum potential. We need to bring more people (local) and tourists to Adelaide and the fact is that if the perception that Adelaide is boring remains, this simply won't happen.

So we need to think about and be strategic about the River Torrens and explore an opportunity to build restaurants and cafes on the River, as well as entertainment and shopping stores - while being mindful of the environmental and sustainability issues. We also need to think about upgrading the tennis courts in the city and expanding on them so that we can hold Adelaide International Tennis tournaments every year before the Australian Open. Adelaide should be a pre-destination to the Australian Open (not Brisbane or Sydney).

The city, as it currently is.... as great as it is... isn't very alive and interesting for younger generations of 20+ year olds. So we need to seriously and strategically think about opportunities that will create economic growth and attract tourists to Adelaide. Besides wineries and festivals in February, what other reason does one have for coming to Adelaide? Not much! So until we can name 3 interesting things for any tourist to want to visit Adelaide - we are not doing that well.

Another possibility that must be explored (although this is probably outside of Adelaide Council's jurisdiction) is investing in Cleland National Park to attract tourists to SA.

We need a slogan that will be associated with Adelaide (other than boring)! So if we say we are (example only) an amazing holiday destination where you go to unwind and relax then let's stick to that but have 5 key things one must do when visiting Adelaide: 1. great food and wine 2. visit nature in Barossa and rest (have spa experience or yoga or fitness classes etc.) 3. visit Cleland National Park and native Australian animals 4. have great coffee and wine and

shop in Riverbank Precinct, and 5. go to a sporting event (tennis or footy or soccer or cricket etc.)

What a poorly defined survey. The link to the Draft 2020-21 Business Plan & Budget provided a 42 page PDF. Your questions asked us to reference 51 pages!? A disconnect.

The prioritise 1 - 5 Qs did not define what each category was, simply used a heading, and did not relate it back to the plan. I can find the section on each in the draft plan but no evidence upon which to make a judgement on performance. The plan is forward looking, with budget and objectives / activities. These have nothing to do with past performance. You must be able to report on performance internally, provide us with the results of this and the trend over time, so we can base our assessment on the evidence (but if you measure performance, why seek our opinion anyway). These questions were simply a gauge on perception.

the CEO and councillors need to understand that many small business will fold within the next year unless something miraculous happens. to justify spending more money on infrastructure projects and other useless council expenditure just so some Johnny can add to their resume is mind boggling. rate relief is the only option for the long term survival of this city

Somehow, somehow, we need to get people in the City and NOT just during work hours or Saturday night...

Looks like more of the same.

I would expect the Council to reduce expenditure on politically correct activities that mean little to the community. We don't need to be governed by you with your socially inclusive programs. Please just walk along Grenfell Street as I do most days and try to avoid stubbing your toes on the uneven footpath. Stop spending the rates on made up ideas and get back to the basics! Grenfell Street must be the ugliest main thoroughfare anywhere in the Southern Hemisphere. Council have allowed a disgraceful mix of high rise buildings to be built around the city. The corner of Hutt and East Terrace being a prime example. Who is keeping you accountable? You need to fix up what you can within your budget like the rest of us. I do hope someone will read this and respond to me please.

Prioritise the natural environment within which we live, work and play. Less cars, higher priority for walking and cycling. Prioritise people and the natural environment above vehicles.

Thank you for soliciting feedback. Nice to see.

Brightly coloured, but difficult to actually elucidate the details required. The over reliance on expiations and rates is noted.

The questionnaire website has ample space to list the initiatives, that would have aided in preparing my response. However, I really don't know much about how the City of Adelaide is performing, perhaps consider a more extensive publication of all the things the City of Adelaide does for its occupants.

Spend more money or reducing cost of residents in city, etc Council Rates, Parking. Make the city a great place for families to live

When contemplating opportunities to invest in new income streams ie scooter hire, think about the ramifications of implementing this. Priority should be in maintaining a beautiful environment at the expense of revenue. We came to the city to enjoy the lifestyle and the beautiful parks not to fall over scooters and see how they have made our streets look like second hand rubbish stations. I am not allowed to leave my bike on the street why should scooters be permitted to do the same. If we do have them then they should be made to be left in specified stands and the meter should continue to run until they secured properly.

As mentioned earlier, the council should invest in upgrading the street and increase fees and charges among the outdoor dining area. The council can also invest in having street parties and/or allow venues to host an event on the public space/street - subject to regulations being followed and fees being paid.

As mentioned earlier, the council should invest in upgrading the street and increase fees and charges among the outdoor dining area. The council can also invest in having street parties

and/or allow venues to host an event on the public space/street - subject to regulations being followed and fees being paid.

Zoning a section of the c.b.d. to allow for the construction of a small number of taller buildings, would have a greater impact on the eye and free up space for additional businesses and services to exist within what is a relatively limited area. Unusual shapes, such as the addition of spires, or domed roofs and the like, would also help to break up the number of existing, more utilitarian structures already in place.

Connected walkways at higher levels between buildings, could also not only provide convenient access to and from different office spaces and shopping areas etc., but also provide an interesting way for people to view the city skyline, as part of the experience of choosing to shop, visit and/or work in the Adelaide metro area.

Freeing up space at the showgrounds every so often, for local designer/ producers to sell their own unique hand made products, could provide an extra revenue stream for both members of the public and whomever is in charge of the venue itself.

Providing the option to hire out tables and chairs etc onsite, could also bring in additional income, by making it possible for those with limited modes of transport, the opportunity to participate in selling their goods, as well, and in so doing, granting an opportunity to generate interest from potential customers, that may not otherwise exist.

I want to see Adelaide turn into a hub for work from home experts. We could have big video game companies move here since the land is cheap and workers are remote. I want to see the cars off the road and replaced with automation. We are a small city that could show the world how it's done. Rates/taxes are too high for individuals. It's getting costly to live in the city as a young couple trying to pay off an apartment.

Does look good and I hope we consider a new way of living and life in the city due to Covid-19.

An example is a 2sq metre per person or what is reasonably viable as a requirement for public spaces so we do not go back to businesses trying to fit more people in small spaces that you cannot move freely.

More businesses thinking outside the square to provide their service such as hotels providing takeaway, instead of platters they use sample boxes.

The different way of providing Fringe and other festivals.

I thought the plan was well thought out, it has strategies for the vulnerable people, cultural and heritage and still manages to have high expectations for innovation with the connectivity project and the environmental leadership.

As part of supporting, promoting and sharing Aboriginal and Torres Strait Islander Cultures, and given the current Black Lives Matter situation, it would be good to look in to more urban street art that represents the Aboriginal and Torres Strait Islander cultures on some of the dull facades of newly completed high-rise buildings in the CBD. This includes the newly completed Spence on Light 13-story apartment building, which has a large, plain grey facade South-facing.

The vision of a City is a Garden is key to the future of Adelaide. It should also be known as a smart city (improve transport management (traffic lights), cycleways and remote access to services and information).

This draft document was too extensive for me to analyse in the time I wish to spend on it. Therefore my responses are compromised.

Get 88 Oconnell street of the ground, its embarassing , dissapointing and a bloody disgrace to the councils ability to move red tape and "get on with the JOB"

Revitalising Hutt St should include slowing down the speeds to 40km/h and keeping the free connector bus - this corner is cut off from most of the city otherwise.

COVID-19 has highlighted how smaller cities, such as Adelaide, have an advantage over large cities including New York, Los Angeles, London, and Melbourne in being able to contain the spread of viruses and contagions. By 2024, or earlier, Adelaide could emerge as the most liveable city in the world based on its size, quality of life, facilities and infrastructure, and its ability to manage viruses better than large population centres.

Council's plan refers to the impact of COVID-19 on city businesses and the community, and the fact that many businesses will not re-open. Retail was already in decline before COVID-19 due to growth in online sales and some businesses successfully transitioned to online sales and reduced their retail footprint. COVID-19 has been a wake-up call to many industries to rapidly evolve their business model to survive. Many businesses now allow staff to work from home on a regular basis, which will reduce demand for office space as well as the reduced demand for retail premises. The crisis has also highlighted vulnerabilities in the economy with off-shoring production and over-exposure of manufacturing of vital equipment, components and pharmaceuticals to overseas countries.

Has Council considered the likely changing mix of businesses in the city and its role in facilitating a successful transition with the business mix and premise usage? For example, evolving technologies could enable many vacant premises to be replaced with 21st century small enterprises employing 5 to 20 staff in clean technologies such as 3D printing for niche components, medical implants, prostheses, heritage building components, or rapid prototyping. These types of small and scale-up enterprises have good margins, skilled professional owners and staff and could be sustainable businesses that can support the remaining retailers, cafes and restaurants to contribute to Adelaide being a vibrant city and strong economy.

Would like to increased development and density increase around train and tram stations to encourage public transport over cars. Also need to have more bike infrastructure with clearly labeled bike road signs for navigation.

My family and I are really excited about the new city skate park in planning, as well as the market tower redevelopment, the east / west protected bikeway project will be fantastic! Exciting times ahead!!

Please no more delays on East-west bicycle lanes.

"A safe, affordable, accessible, well-connected city for people of all ages and abilities, and all transport modes" is a lofty ambition, as is making Adelaide "the most liveable city in the world". Trouble is that there is a striking lack of ambition to actually make the necessary changes and it is very clear that Adelaide will remain dominated by cars and parking. "Team Adelaide" has been a disaster for active transport in Adelaide and until you sort out the city for safe walking and safe cycling, Adelaide will remain a backwater in international al terms which other more progressive cities forge ahead. You really need to start focusing on the needs of residents and not be som focussed on the availability and cost of parking or spending millions to shave off a couple of minutes commuter time.

Move North Adelaide into Walkerville or Prospect Council zoning

More detail on funding is required

See comment above - it really is an issue, eyesore and dangerous.

With the current financial downside because of the pandemic there should no such thing which will put the residents in any further depression n worrying situation like increase in service charges or any other facilities provided by the council.

Council should try to manage raise funds through corporate ventures participating in New activities n events where funds come through some big corporate companies n which will I directly help the community directly. Minimise the parking charges in and around the CBD area which will directly help people to come ahead n shop in and around the CBD area n all other nearby areas where business can boom. Try to create some new projects where there is a possibility of creating new jobs n new revenues.

More safe (off road) bike paths please!

consider pedestrian connectivity link across Currie Street connecting Rosina Street to Gillies Arcade.

Rundle Street should be 30Km/H like Hindley Street

While there is some funding for Built Heritage, where is funding for improving the public realm? The undergrounding overhead wiring (a previous programme) in residential streets

would significantly improve the attractiveness of the City.

This would be offset to some extent by the increase in property values and consequent rate revenue.

Keep up the great work. Adelaide is a beautiful City and both my family and self enjoy part of all that it has to offer. It would be fantastic to see other Councils working together to provide links where bike paths/walking paths could link to the City and reduce the use of vehicles and increase healthy activity or for our citizens using buggies to commute into the City. Bike tracks leading right out to the Northern suburbs such as Salisbury/Playford and Gawler.
Increased Arts and recreation to Activate community engagement for all over S.A.

found this survey very difficult to complete - from a number of perspectives. Firstly, i had difficulty downloading the draft. Then I was unable to find a spot for my input other than this part of the survey which wasn't happy that I didn't have any response to that part of the survey. (Note, I am not sufficiently familiar with the detail of what council is currently doing and it requires a lot of extras research to understand this). Also it doesnt really allow me to focus on the key issue I wanted to raise which is redevelopment of our immediate neighborhood. (We are residents of the city in Rowlands Place.) We have noted the significant change taking place with major expenditure on Her Majesty's Theatre, GPO, BHP offices, Central Market, etc. And future development (eg Coles site) are approved. The potential for Chinatown is also a potential driver of change.

However , there is a need for the council to take a lead and ensure that there is an integrated approach to provide the basic infrastructure and framework for the precinct. I therefore support the initiative to improve Moonta St (page 48) and to create a north/ south laneways link. This needs to particularly rejuvenate the poor condition of Rowlands Place which can join Grote and Franklin) and also also provide a link through from the Bus Station to Pitt St. Critical ingredients could include tree planting, paving, small shops and stalls, etc. This would also help deal with the number of people sleeping rough, which needs to be addressed as a priority through new or existing programs. And this could all be scaled up as part of a response to covik 19 which could be a major tourist hub built around the market, the restaurants and cafes, student accommodation. Etc (Sorry I have had to put the comments in this way but hope they are useful. My contact details are [REDACTED])

The Visitor Information Centre in James Place is inadequate and dated. It does not showcase our city or state in the manner to match the excellent marketing by SA Tourism. There is inadequate display area, there are no promotional boards for upcoming events and there are no services to book tours or accommodation. There are no interactive facilities or exhibits to entice visitors to seek more experiences in the city or state than planned. There is a need for a more professional presence in the office with more enthusiasm and a positive attitude to promote the state, its secrets, new facilities and attractions or plan for a future visit.

The Adelaide Rainbow Circuit (ARC) has the support of numerous interest groups, the community, APPA, and many within the State Government and the City of Adelaide. It is strongly suggested to include funding in the 2020/21 budget to jointly fund a study and business plan with the State Government. The Council has an opportunity to adopt a globally unique vision for the city of Adelaide, the ARC will be an internationally recognisable South Australian icon that is in keeping with our active lifestyle and ranking in the top 10 most liveable cities in the world.

Bravo ACC. It all sounds great in this current, challenging environment and Council does not have a crystal ball to glean how this is going to pan out. However, perhaps we need to get back to basics? Infrastructure and Capital works can be a positive for kick-starting a challenged economy. For example, our little street has needed a makeover and safety measure implemented for over 40 years. We were allocated funds in the 2018/19 Budget, but for reasons we do not understand, nor agree with the excuses provided by Admin after the fact, the project was cancelled. Something is very wrong. And it's not only the state of our little street. Infrastructure and capital works is sorely needed, not only

in our little street but in many other little residential streets in our city. Let's focus on the basics and make a lot more Residential Rate Payers happy.

Thanks for the opportunity to have my 2 cents' worth. I hope someone actually reads this.

Fix the free wifi (lots of blackspots, including Adelaide Town hall) promote cycling, protect the Parklands, keep the City connector, make sure a community centre stays

stop cutting rates to please business & stop vanity constructions projects! -+ start investing in basic services like transport, recycling & our parklands

Work more for the residents and businesses, stop funding infrastructure that benefits those who only work or visit our council area

Written submissions

The below written submissions were received separate to the surveys completed:

Formal submissions (name and address supplied)

- 1) Catalyst Architects Pty Ltd
Subject: Synagogue Place – proposed laneway improvement
- 2) Marjon Martin
Subject: Response to draft Business Plan and Budget
- 3) Sue McKay
Subject: Draft 2020-2021 Business Plan and Budget
- 4) Trish Hansen
Subject: Feedback 2020-2021 Business Plan and Budget (the Plan)
- 5) South-East City Residents Association (SECRA) Inc
Subject: Response to City of Adelaide 2020-21 Business Plan and Budget
- 6) South West City Community Association (SWCCA) Inc
Subject: 2020-2021 Annual Business Plan and Budget Draft (document)
- 7) Adelaide Convention Bureau
Subject: ACB submission to the City of Adelaide's FY21 Business Plan & Budget

Informal submissions received (no details supplied)

- 8) Peter
Subject: Consultation on the Draft 2020 – 2021 Business Plan and Budget

Written submission 1:



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ADELAIDE SA 5000
Phone (08) 8232 6332

Catalyst Architects Pty Ltd
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10 July 2020

Attention: City of Adelaide Lord Mayor and Councillors
c/o City of Adelaide
25 Pirie Street
ADELAIDE SA 5000

Dear Lord Mayor and Councillors

2020-21 CITY OF ADELAIDE INTEGRATED BUSINESS PLAN Synagogue Place - Proposed Laneway Improvement

I write in the capacity of Secretary of the Globe Apartments Community Corporation that represents all individual owners and supports the 156 residential building occupants located at 15-17 Synagogue Place. I have also consulted with the majority of Synagogue Place property owners and tenants over the past 3-years and confirm the request following is broadly shared by all.

Request

We are seeking funding for Synagogue Place proposed laneway improvements to be included in Council's 2020-21 Integrated Business Plan.

The 2018-19 and 2019-20 Integrated Business Plans included design work "to improve Synagogue Place adjacent new developments". This design work was completed and there remains strong stakeholder support for these proposed improvements to now be realised. The 2020-21 Draft Integrated Business Plan only includes funding for "upgrades to Tavistock Lane to facilitate a taxi drop-off area and the lane being upgraded and operating as a public road".

From our perspective, there is a critical need to link (integrate) the Tavistock Lane and Synagogue Place projects, as the opening of Frome Central, will bring all vehicle movements associated with this new development directly through Synagogue Place (via Tavistock Lane).

Nearly 90% of Synagogue Place users are pedestrians and the current road / footpath pavement and kerb conditions are highly degraded and unsuitable / inadequate for disabled users or those with prams. The street is predominantly vehicular focussed (on account of its former service lane life) and footpaths in their current state do not support this now transformed residential precinct and its diverse pedestrian needs. In reality, pedestrians are forced to utilise the road. The street is inadvertently being used as a shared-use zone, despite the street infrastructure not supporting this function. Whilst this presently works in an informal manner, we do not see how this can be safely sustained with the increased vehicular loads to be generated by the opening of Tavistock Lane and Frome Central.

For the above reasons, it is our view that Synagogue Place cannot be viewed in isolation to the proposed Tavistock Lane opening and accordingly we are seeking Council's commitment to deliver an integrated solution as part of its 2020-21 Integrated Business Plan.

Context

- Prior to 2012, Synagogue Place was an undesirable service lane with no residents. Understandably, there has been no public investment in Synagogue Place for many decades.
- Globe Apartments opened in 2012, bringing the first residents into Synagogue Place with a 156-bed student accommodation (15 storeys).
- We wrote to Council administration on 03 July 2017 expressing the need to upgrade Synagogue Place to support the transformation being realised in this street by ongoing private mixed-use development, of a scale unprecedented in the East End.
- Dwell Apartments opened in Synagogue Place at the beginning of 2019, bringing an additional 274-bed student accommodation (22 storeys).
- We wrote to Council 29 May 2019 seeking an upgrade to Synagogue Place under 2019-20 budget.
- Frome Central will open in late 2020, bringing a mixed-use development that is reliant on Synagogue Place for all vehicular movements, along with pedestrian links.
- Frome Central, Dwell and Globe Apartments, combined will represent over **1030 new residential beds** opened since 2012.

- In March 2019, daily movements in Synagogue Place measured by ACC totalled 1150 pedestrians (89%) / 145 cars (11%). Pedestrian numbers have dramatically increased in 2020 and will increase even further with the opening of Frome Central. The dominant street user are pedestrians and a revisit of daily movements by ACC will confirm the staggering growth of pedestrian use for this street.

Opportunity

Over the past seven years, Synagogue Place has been undergoing a transformation from a disused service lane into a mixed-use residential and retail focussed street. It is accessible from both Rundle Mall and directly off Rundle Street and contributes substantially to the East End economy. Current features of Synagogue Place include:

- Substantial residential uptake with both Globe apartments and Dwell Apartments operating at capacity in Synagogue Place.
- 50% of the Globe Apartments accommodation is offered under the *National Rental Affordability Scheme (NRAS)*, operated by Unity Housing who support housing for the more vulnerable in our community.
- Synagogue Place is home to popular Hacienda and Mary's Poppin nightclubs in the State Heritage Listed former Jewish Synagogue.
- Retail tenancies associated with both Globe and Dwell apartments.
- A new formalised pedestrian link was established by Globe apartments in late 2019, connecting Synagogue Place with Pulteney Street, via Centrepoint Lane. This exciting new link, initiated in Councils' Strategic Plan, has been established through a private partnership between Globe Apartments and Target. The initiative supports Council's Synagogue Place design work.
- Frome Central will open in late 2020, bringing significant additional residential and retail activity.

Investment Benefit

The need to upgrade Synagogue Place to support pedestrian users is vital. The Council design team have completed designs for Synagogue Place improvement options and we confirm in-principle support for design Option 1 (attached) which favours pedestrian users. This will introduce to Synagogue Place:

- Wider footpaths in a shared use arrangement, providing pedestrian and vehicle equity.
- DDA compliant pedestrian access to the 1030 beds and retail functions that will be directly accessed off Synagogue Place from early 2020, enabling safe use of the street for wheelchairs, prams and those with mobility or vision impairments.
- City greening via street trees.
- Support broader East End activation and economic vitality.

With Synagogue Place presently designed to support a redundant service lane function, its redevelopment can deliver a generational shift to reposition its public infrastructure in support of the now established and growing residential and retail functions of this street.

We reiterate our 2017 view that our expectations are not high. Any improvement works are welcomed given the poor quality of the existing infrastructure that is well beyond its service life. As a minimum, we suggest the delivery of road and pavement surfaces renewal. Ideally, transformative works are realised by the introduction of street trees and also removing kerbs to formalise a shared-use zone.

I invite you to meet me in Synagogue Place so you can discover for yourself the quiet transformation that has been underway since 2012 in this unique street. My contact details are below. Thank you for considering our submission.

Yours Sincerely



Jason Pruszinski,
Director Catalyst Architects / Secretary for Globe Community Corporation
P 8232 6332 / M 0419 833 032 / E jason@catalystarchitects.com.au



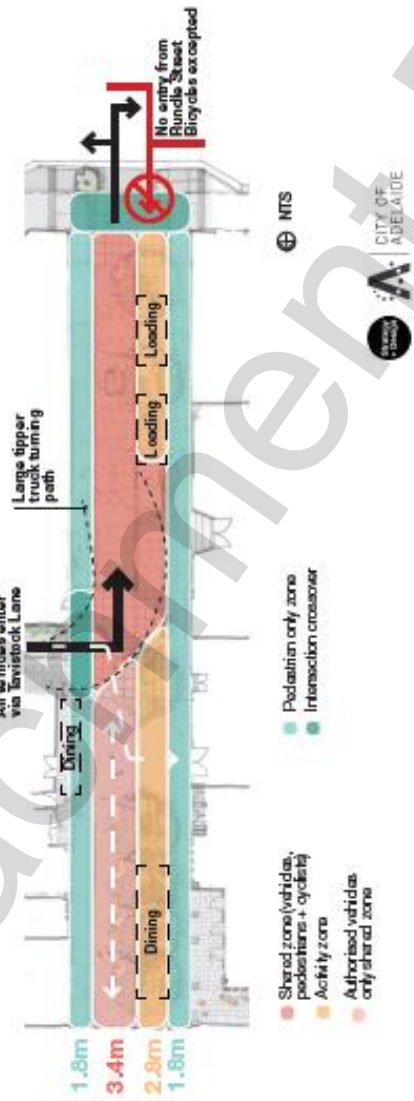
SYNAGOGUE PLACE, ADELAIDE – PUBLIC SPACE FOUND CONDITION

Option 01: Synagogue Place Sketch Plan - One Way Shared Zone



Street classification	One way Shared Zone - 10km/hr speed limit
Access	01. One way southbound - enter via Tavistock Lane only 02. Authorized vehicle access only to northern portion of street 03. Contraflow cycling accepted
Loading	04. 2 x loading zones
Trees	05. 7 x inground trees
Greening	06. Potential for 1x additional tree; smaller waste truck services street
Outdoor Dining	07. Understorey planting with opportunity for WSUD 08. Opportunity for trellis structure and climbing plants 09. Within activity zone adjacent cafe
Surface Treatment	10. Narrow zone adjacent new laneway 11. Flush, kerbless surface with central open drain

STREET ARRANGEMENT DIAGRAM



1 FOR STAKEHOLDER ENGAGEMENT MAY 2019

Option 01: Synagogue Place Sketch View - One Way Shared Zone



View from northern end of Synagogue Place towards Rundle Street

- 01. Textured concrete delineation strip
- 02. Charcoal coloured concrete spoon drain
- 03. Asphalt
- 04. Seating platforms
- 05. Lydrinstoney planting
- 06. Tallest structure and climbing plants

Precedent Images

2 FOR STAKEHOLDER ENGAGEMENT MAY 2019



Why we need to progress Synagogue PI

560

students
living on a street
where

**Footpaths not
disability compliant
Not pedestrian friendly
&**

No street trees

450+

hotel guests
soon to
use as short cut east

street upgrade estimate
\$1-2m

* depending on scope

\$30m

in private development
directly on street

\$8m

annual spend by the
600 international students
(discretionary F&B & services)

- Upgrade would deliver:
- pedestrian friendly
 - shared zone
 - disability compliant
 - greening
 - outdoor dining
 - local loading



Comments re Draft 2020-2021 Business Plan and Budget

Marjon Martin

City Resident, Owner/Occupier since Nov 1994, currently residing 14A Weil St Adelaide (South Ward)

General Comments

2020! This year, with the concept of 20/20 vision in our minds, we were hoping that decision-makers the world over would make decisions in the context of our time. Just saying 2020 sounded hopeful.

So, what is the context? The world population in February 2020 was 7.8 billion; resources are finite; pollution in many parts of the world is causing health problems on a daily basis, in Australia as yet it's every so often; global warming; sea levels rising; climate change which means weather conditions are becoming increasingly more unpredictable and weather extremes more common; the 6th mass extinction but this time 99% of the species becoming extinct is due to human actions; and intense global travel enabling diseases to spread rapidly worldwide. To clarify the last, back in 2016/17 on average there were 9,728 planes – carrying 1,270,406 people – in the sky at any one time.

In South Australia recently we experienced some weather extremes: drought and bush fires but were spared the flooding. We, as people everywhere, are dealing with the COVID 19 pandemic and the impact of isolation from the global village and physical distancing in our immediate vicinity.

Despite warnings over many years from farmers, scientists, fishermen, tourist operators, fire fighters, and business people for the need to adapt to changing circumstances, these have not been acted upon beyond lip service. The threats being heeded by decision-makers are those that focus on individual and corporate self-interest to stick with what we do now and with what we are familiar.

Decision-makers responsible to the community choose to act within their own political short-term mindset and accept the self-interested scare mongering rather than changing people's expectations, leading the way to doing and living differently and inspiring confidence in alternative ways of achieving economic stability in the context of our time.

Developing the 2020-2021 Business Plan and Budget in the midst of a pandemic is difficult, but I am disappointed that the thinking remains out of touch with our overarching context.

When the City of Adelaide (CoA) was re-allocating funds to help the community cope with the COVID 19 pandemic why choose to stop the tree planting schedule in the South West and North West quadrants? This is about reducing the heat island effect, which is a major long-term issue. Trees take time to grow and it was evident in April that the forecast was for good rain this year. While money is earmarked to do this later, we have lost a year of growing trees.

Why budget money for traffic lights at the northern end of Whitmore Square when you could slow traffic throughout the city to 40km/h thus solving that and many other traffic problems in the city?

Why continue to focus on international tourism when that will be a long time coming and perhaps will never, or should never, be a mainstay of an economy anywhere?

Make a city liveable for the locals and anyone else who comes will enjoy it and recommend it to others. The most likely people to visit are those from within South Australia and Australia.

It's important to maximise the strengths of our city. The benefits of being a geographically and numerically small city have not been evident to some, but I expected recent months would have shown that to be the case to all. The city is surrounded by 700 hectares of Park Lands and besides that being unique it's of great benefit in ensuring our city is, and can remain, a healthy place to live. Adelaide City has the possibility to do well despite all the challenges.

The Draft Business Plan and Budget reflects a desire to deal with the present and future by doing more of what we did before. It is expensive to keep delaying actions to improve our long-term sustainability.

Applying a Sustainable Mindset

Preference environmental sustainability of Park Lands to help achieve the four community outcomes: thriving communities, strong economics, dynamic city culture and environmental leadership.

- Encourage more community involvement eg organise annual working bees to remove bindii eye weeds. Schools and sporting clubs could participate and offer it as one of their in-kind 'thank you's' for the privilege of having regular access to the Park Lands. Residents and workers can be invited to participate as well. Think how happy kids and dogs in particular will be.
- Enable residents to have access to composting in Park Lands: to pass on their left over food and green waste and to collect resultant compost for their own needs and street gardens.
- Increase educational opportunities eg go beyond pilot stages of projects like Cultural Burns, more plantings of bush tucker and education to use it, more planting of fruit trees and pruning workshops, more volunteer programs such as Bush Care. Apply the mindset that being active in the Park Lands is not confined to playing sport but includes learning about nature and biodiversity, growing of suitable plants and trees, their maintenance and harvesting.
- Restore southern end of Park 23. Too much of the western Park Lands have been and are still being built upon with major car parking (eg Adelaide High School extensions and Cricket Club). Here is an opportunity for non-commercial restoration of Park Lands with Park Lands-focused activity.
- Strengthen knowledge, commitment and enthusiasm of Council staff by not outsourcing special projects.
- Employ more paid staff eg improve maintenance of trees with regular pruning, stop the parking on the Park Lands at inappropriate times and inappropriate places with active supervision and applying fines

Improve City Access to help achieve the four community outcomes: thriving communities, strong economics, dynamic city culture and environmental leadership.

- Schedule the review of traffic light programming so that pedestrians are prioritised. Why? It is as a pedestrian that we most interact with the city and what it offers. All people are pedestrians some of the time and not everyone uses public transport or drives a car. In creating a liveable and thriving city focus on the people who wish to be in the city. Make it easy for people once in the city to enjoy it.
- Although CoA is not responsible for Public Transport allocate staff time to help improve it. Enabling more people to come easily into the city and move about within it via Public Transport improves many aspects of being in the city, eg reduces congestion and air pollution, creates more space on the streets so able to diversify how we use the streets and provides opportunities for social interaction.
- Introduce a city-wide maximum speed of 40km/h. Use staff and technology to ensure compliance by drivers. This will enable a friendly interface between all road users and a dynamic city atmosphere.
- Enable cycling to be more than a recreational or sporting activity. When it is a popular mode of transport, we have the added advantages of improving people's fitness, less pollution and congestion, and more space for creating diverse areas.
- Ongoing and rapid improvement of city tree canopy cover to help cool the city and create streets you wish to be in.

Improve City Waste Management to help achieve the four community outcomes: thriving communities, strong economics, dynamic city culture and environmental leadership.

The economic and environmental benefits of effective waste management need no iteration. The potential for job creation in the private sector and in Councils is huge. The CoA could play a bigger part in improving what we currently do. Public education is a component of any improvement strategy.

The biggest challenge is to have us all understand that the aim is to achieve 'no waste'. Avoid, re-use, recycle are useful words to increase understanding of the concept of 'no waste'. But our emphasis on

urging people to buy to keep the economy going has made 'avoid' a hard one for people to accept. For that we need leadership from decision makers.

At a very practical basic level there are some actions that could help such as:

- What goes where: signage on bins is not clearly visible and at best is a passive means of providing information. One-on-one, or street-by-street education is required. This is a people intensive approach, so I suggest a combined paid and volunteer staff program. It probably requires both a carrot and stick approach.
- Visibly number bins already issued and those being newly issued. At its most basic such numbering will help to get bins back to where they belong. It will enable focused conversation on what goes into bins.
- Improve Public Bins: create the norm of separate bins for food waste, recyclables and rubbish. This reinforces that allocating waste to its proper stream is important in public and at home.
- Enable a variety of options for re-using food waste within the city eg composting in Park Lands, producing biogas in places such as the Joinery and the Central Market.
- Create a city challenge to convert all left over food into compost.

Community Centres in the city help to integrate and strengthen communities. Ideally, they are in Council owned buildings so that finding and outfitting is a one-off cost and their ongoing contribution to the community is assured.

The Adelaide South West Community Centre (ASWCC) was opened on 12 July 2005, but Council had entered on a leasing arrangement since December 2004. The fit-out cost much more than what was budgeted. Since then numerous leases have been negotiated. From the time the original owner died there has been increasing uncertainty as to what the outcome would be of the next negotiation.

It is relevant to note that the commitment by the local community to help establish the Centre was clearly evident eg they found a suitable building, visited other community centres to determine what they wanted from their local community centre, the interior design was drawn up pro bono by a local architect, a community member was on the interview panel for the Coordinator position and from day one there has been ongoing volunteer involvement to extend what the Centre offers the community.

Many local businesses rely on the Centre for some of their custom so that its closure during COVID 19 was an extra stress.

It is important that the ASWCC remains west of Morphet Street. It creates a local hub on the outer edge of the SW quadrant thus spreading foci of interest across the area. With the latest lease being from end of September 2020 to end February 2021 it is time to find a new place. Ideally, Council will buy and complete fit out for starting operations at beginning of March 2021.

Over redevelopment of successful city hubs has likely problems in today's context. For example, the Central Market will become too busy to be pleasurable to shop and catch up with friends, nor a healthy place to be when we have been reminded how colds, flus and viruses are transmitted. The push for a cashless society will be challenged increasingly with the decreasing confidence in security of online processing. Thus, the loss of ATMs at the Central Market is already causing some to head for ATMs at Goodwood where you can also go to Farmers Market and Drake supermarket.

Your Say Adelaide is one way that CoA uses to consult with the Public. The shortcomings have been discussed numerous times and attempts made to improve this process. However, the Your Say document for this Draft Business Plan and Budget leaves me shying away from any attempt to understand the motivation of this particular document.

What use can the ranking of services by individuals and groups be? For all of the ranking questions we have too little information and knowledge for our opinions to be meaningful. Being told it will only take a couple of minutes to complete the Survey indicates the credibility that can be assigned to this Survey.

To be very brief, I can say, that as yet CoA is not taking a cohesive, proactive approach to deal with the issues of our time.

Written submission 3:

From: MCKAY, Sue
To: [Strategic Plan](#)
Subject: Draft 2020-2021 Business Plan & Budget [SEC=UNOFFICIAL]
Date: Wednesday, 22 July 2020 1:45:17 PM

Hello

Thank you for providing several means to give feedback on the council's draft 2020-2021 Business Plan & Budget. Unfortunately time precludes submission of an online form and I am restricted from using Zoom, however I would like to express support for the draft and make one suggestion.

As a south west resident, it's pleasing to see a continued focus on greening the west and funds allocated for Field St design and upgrade (narrow footpaths and pedestrian safety need attention).

Living in a street littered seven days per week with numerous bins, I look forward to the new Waste and Recycling Strategy.

I'm also very pleased that City Connector bus services will continue as it's difficult to travel south west to north east in the city without walking long distances or using more than one bus/tram route.

I support the Place of Reflection and continued funding of Arts and Culture grants, however I note the latter will comprise \$257,000 compared to New Year's Eve event funding of \$371,000. Arts and Culture grants will be invaluable for people with reduced incomes due to the impacts of COVID-19 so it would be good to adjust this upwards, perhaps by scaling back the NYE event.

Kind regards
Sue McKay

14 Arthur St
Adelaide 5000

Written submission 4:

From: trish hansen
To: [Strategic Plan](#)
Subject: Feedback_2020-2021 Business Plan & Budget (the Plan)
Date: Wednesday, 22 July 2020 4:50:50 PM

Thank you for your leadership during this extraordinary time.

I'm not sure where exactly my comments fit and will perhaps require thoughtful consideration - so perhaps more relevant in the development of next year's budget.

Regeneration, beyond sustainability

I urge council to consider being more ambitious in relation to the environment, towards regeneration, beyond sustainability, as a Bio-city in a bioregion of bioregions.

Kate Raworth's 'Doughnut Economics' model provides an excellent framework for consideration towards this and is being employed by other progressive capital cities and regions around the world. Imagine if the City of Adelaide was Australia's first 'doughnut' city. That would generate an economy in itself.

<https://www.kateraworth.com/2020/07/16/so-you-want-to-create-a-city-doughnut/>

In relation to the environment and regeneration more broadly, it is shameful that Adelaide and the surrounding municipalities are not bike friendly. This would drive retail, welcome young people and enhance wellbeing. This is a lost opportunity.

Mindset throughout delivery

In relation to the delivery of the budget - 'how' the projects are delivered will remarkably influence the outcomes. For example if all portfolios routinely consider opportunities to use and leverage the arts to enhance the cultural value of their projects, we will not only have more interesting and meaningful outcomes, but generate economic opportunities across the creative industries. We have seen some excellent examples of this through the public space developments in the past year.

The focus on homelessness is commendable, however prevention is key and this should be considered and strengthened.

Substance abuse prevention (licit and alcohol) should also be considered priority, perhaps at least through stronger engagement with young people and the potential provision of non alcohol related engaging cultural and nature based activities in the Parklands.

Thank you again for your extraordinary commitment and dedication.

Kind regards
 Trish

Trish Hansen

Founding Principal

[Urban Mind Studio](#)

Kaurna Country

Adelaide, South Australia

**SOUTH-EAST CITY
RESIDENTS
ASSOCIATION INC.**

strengthening our community

21 July 2020

Michael Mallamo
Community Consultation
2020-2021 Business Plan and Budget
GPO Box 2252
Adelaide SA 5001

Response to City of Adelaide 2020-21 Business Plan and Budget

SECRA welcomes the opportunity to respond to the City of Adelaide Draft 2020-2021 Business Plan and Budget, which includes the Recovery Principals that underpin the Council's response to COVID 19. SECRA would like Council to consider an additional Recovery Principal "to develop strong, inclusive, united, and resilient city communities" to reflect the impact of COVID 19 upon city residents.

The South East City Residents Association (SECRA) speaks for some 100 members and has the following objectives:

- Promotion of interests of residents of the south-east precinct of the City of Adelaide and adjoining areas.
- Preserve and enhance the inherent character and heritage of the neighbourhood including the adjacent area of the Park Lands, and in particular, Victoria Park.
- Support the provision of local retail and service facilities while retaining the "village atmosphere" of Hutt Street.

SECRA also encourages our members to make individual responses to formal consultation processes.

COUNCIL'S PRIORITIES FOR 2020-21

Question 1: Do you support the draft Key Activities as the Council's priorities for 2020-21?

SECRA strongly supports the following Key Activities:

1.03 Continue support for the Adelaide Zero Project and other initiatives to achieve functional zero homelessness. There is a shortage of emergency accommodation which impacts upon our community. SECRA believes that the Council, as an advocate, should require the State Government to provide a range of suitable accommodation for the homeless.

1.08 Implement City Access projects (walking, cycling and public transport) in partnership with the State Government, including the North-South and East-West city bikeways. SECRA supports the completion of the two significant bikeways due to the financial commitments made by both state and local governments. SECRA also supports the inclusion of the Park Land Trail through Lot 14 that was recommended by the State Planning Commission and adopted by the Minister for Planning in April 2020.

2.09 Activate main streets and develop unique precincts to support a diverse range of businesses and communities. SECRA is an active participant on the South Ward Streets and Movement Study and seeks the funding of initiatives raised through this process, including:

- *remove unsafe U-turns on Hutt Street near Carrington Street where pedestrians cross.*
- *restore the pedestrian lights on Hutt Street to COVID 19 cycles to allow east-west travel.*
- *retain the current route of the City Connector Bus for across city transport.*

- reduce traffic speed on Hutt Street to a 40 km/h speed limit.
- implement a program to educate users in the multi-use of footpaths, particularly by cycles and scooters.

4.01 Increase street tree canopies and green infrastructure in city hot spots and public spaces. For instance, SECRA suggests accessing funding from Green Adelaide to develop landscape corridors allowing East-West movement and a North-South corridor linking the city and Park Lands.

4.02 Implement improvements to city-wide waste and recycling services to support the transition to the circular economy. SECRA members are strong supporters of initiatives which minimises our environmental impact and prepares for and responds to a changing climate.

4.05 Enhance biodiversity in the Park Lands and connect our community to nature. SECRA looks forward to the *Brown Hill and Keswick Creek Stormwater Management Project*, which will introduce a wetland environment and interpretative centre into Victoria Park.

5.01 Review and improve the way we collect and present data to share insights with the community. SECRA thinks that the Council needs to review its meeting procedures to reflect its role as the custodian of good local governance in the interests of a safe, accessible and well-planned city. SECRA also believes that the Council should endeavour to employ a diverse, multicultural workforce, including indigenous people who reflect the make-up of our community to reveal the full diversity within the city.

COUNCIL SERVICES

Question 2: Which service categories are most important to you?

As our objectives show SECRA's members:

- care deeply about the Adelaide Park Lands we would rate those service categories that support and enhance the Park Lands, in particular horticultural services, as essential.
- value Council services that strengthen our community, such as the Hutt Street library and the Box Factory Community Centre.
- rate highly safe streets and regularly use active transport such as walking and cycling, and public transport, including the City Connector bus.
- appreciate Hutt Street businesses and services, including the post office and the one remaining bank, Bank SA, and our heritage buildings and streetscapes, and
- environmental services are also essential, given the declared climate emergency.

These objectives lead SECRA to acknowledge the importance of the following services (in no order)

- Policy and planning services
- Waste, natural resources and environmental services
- Arts community development and civic services
- Infrastructure and asset management and
- Regulatory and statutory services.

In particular, SECRA would like to acknowledge:

The importance of the Adelaide Park Lands through the following:

1.01 Leverage the Adelaide Park Lands to promote health, wellbeing and lifestyle experience. SECRA notes the increased use of the Park Lands during and since COVID 19 restrictions.

3.02 Pursue world and State heritage listing for the Adelaide Park Lands and city layout. SECRA believes that it is not enough to list a layout; there must be protection for the built and natural heritage within the Adelaide Park Lands. SECRA is disappointed that the Park Lands are continually viewed as seen as a source of land for public and commercial developments including the O-Bahn City Access Project and the construction of an office tower and casino extension on Festival Plaza. SECRA was also disappointed that the Council, as custodian of the Park Lands, was prepared to consider the unsolicited proposal from the Adelaide Football Club to establish its headquarters in the Park Lands at the Adelaide Aquatic Centre site.

3.09 Connect City users to place through curated city experiences. SECRA believes that the Park Land Trail provides an opportunity to introduce visitors and new residents to the city.

Importance of Asset Maintenance.

3.06 Develop asset management plans to provide for future generations SECRA encourages the Council to consider the cost of future maintenance in developing infrastructure projects. An example is the new plantings along the Frome Road cycle paths that were not factored into the horticultural budget. SECRA is concerned about the management and development of the Adelaide Park Lands as a critical asset of the city in times of financial crisis. Moreover, the Park Lands can buffer residents against the realities of climate change such as high temperatures, reduce carbon emissions and improve air quality.

3.07 Deliver diverse parks and play spaces SECRA believes that the Park Lands require more money and resources in the asset maintenance budget to maintain existing paths, pedestrian bridges, gardens, trees, fitness circuits (in Victoria Park and elsewhere) given the increasing use of the Park Lands for health and wellbeing through individual fitness and recreational activities.

5.08 Protect and conserve heritage-listed Adelaide Park Lands A threat to the Park Lands is allowing unsolicited bids for development on the Park Lands. The community needs to be consulted before concept plans are prepared with a high degree of secrecy by both the administration and the elected body. SECRA believes that the Adelaide Park Lands, which is first and foremost a (managed) natural system, must remain open, accessible, 'green', public space.

Value of regulatory and Statutory Services

5.01 Review and improve the way we collect and present data to share insights with the community SECRA's supports the work of the Council in responding to the State Governments reform of the Planning and Design Code, and SECRA is seeking to:

- restore properties lost from heritage protections,
- strengthen the criteria for the demolition of buildings, and
- support community consultation processes for significant developments.

Acknowledging climate change and waste, natural resources and environmental services

4.02 Implement improvements to city-wide waste and recycling services to support the transition to the circular economy. SECRA notes the conflict between car parking as a significant income stream for Council and the waste, natural resource and environmental services objectives responding to climate change. Further SECRA believes that the Council should withdraw its support for Adelaide 500 as it not congruent with the Council's environmental goals, is losing supporters and its cultural significance is lost now that there is no car making in Adelaide, and there is an alternative purpose-built facility at the Bend.

Importance of arts community development and civic services

2.09 Activate main streets and develop unique precincts to support a diverse range of business and communities

SECRA is represented on the Lord Mayor's Hutt Street Round Table established to address challenges and identify opportunities to improve the amenity of Hutt Street for businesses, residents and city users. SECRA is pleased to note the funding for this project, as well as the establishment of a cultural and recreational hub, and improvements to the built environment.

SECRA notes and supports other key activities such as public art, cultural and civic infrastructure, promoting cultural diversity and preeminence in music.

Policy and Planning Services.

The title doesn't do justice to how essential this category is to the liveability within the city. In addition to those objectives already mentioned, SECRA supports the following:

1.07 Develop plans to improve mobility and physical and digital access and connectedness.

2.07 Develop spatial plans to support the growth in the city.

2.08 Facilitate creative uses of the public realm and underutilised city buildings.

- 3.03 Encourage smart, creative, adaptive reuse of heritage assets, including through incentives and promotion, and
- 5.08 Implement new approaches to engaging the community in Council decision-making.

Question 3 Which services are least important to you?

SECRA does not wish to respond to this question.

Question 4. Which service categories is Council performing best in?

In terms of customer service, SECRA has appreciated the advice provided by:

- *Asset Maintenance*: SECRA acknowledges that the horticultural services group maintain and improve the south-east of the city's urban environment to a high standard.
- *Arts Community Development and Civic Services*: Council staff in this service category are helpful, dedicated and approachable, and SECRA finds they have a model of community consultation that works.
- *Policy and Planning Services*: SECRA finds planning staff very approachable, and they have provided outstanding assistance on heritage matters and the complex issues raised by the new Planning and Design Code.

Question 5. Which service categories is Council performing worst in?

SECRA briefly outlines some issues it has confronted recently:

- *Commercial Operations* - The consultation processes around the establishment of the corporate headquarters of the Adelaide Football Club in the Park Lands were inadequate, resulting in considerable reputational damage for the Council and substantial resident disquiet.
- *Economic growth* – SECRA believes the response to COVID 19 will be defining for Adelaide, and we note the Council's response.
- *Infrastructure and Asset Management* - SECRA notes that increasingly infrastructure project management is being undertaken by outside contractors rather than by Council staff.
- *Property management* - Given the lack of information on two major projects, SECRA will adopt a wait and see approach to the developments at 88 O'Connell Street and the Adelaide Central Market. However, SECRA is concerned at the impact upon ratepayers should these projects not return the benefits proposed.

COUNCIL'S BUDGET

Question 6. In which service categories would you prioritise Council investment?

SECRA refers to the response to Question 1. SECRA notes that with the impact of COVID 19 still unknown we value the maintenance of Adelaide Park Lands and its assets, a systemic reaction to climate change, the reinvigoration of Hutt Street and activities that strengthen our community including the care of the homeless.

Questions 7 and 8. In which service categories would you like to see less Council investment What other levers would you prefer Council to use to improve the Council's financial position

To improve Council's financial position, SECRA suggests the following micro activities:

- Council should re-examine the policy of allowing bodies such as educational and church organisations and developments such as Lot 14 that are currently exempt from rates and occupy land that could otherwise be ratable.
- Additionally, the Council should financially discourage empty buildings and vacant lots, which change the social fabric of an area.

- SECRA believes that the Council will continue to investigate areas of its operation which are not appropriate to the current environment such as payment to consultants, areas of wastage, and the identification and support of core activities.
- Increased fees for commercial activities in Council owned or managed facilities including the Adelaide Park Lands should be examined along with reduced fees for community groups.
- SECRA suggests that the Council should require the state government to transfer the appropriate share of the Planning and Development Fund to support its commitment to the greening of Adelaide and the maintenance of the Adelaide Park Land system.
- SECRA does not support the immediate unfreezing the rate in the dollar, and then only after all the options have been fully considered. We note that if actual CPI increases are not applied, then any new growth is being serviced at the expense of overall reduced service levels to the rest of the city. Already it is evident that essential road and footpath infrastructure is not being maintained to a desirable standard.

Thank you for the opportunity to comment on the City of Adelaide's Business Plan and Budget and SECRA would endorse the Council demonstrating "bold governance leadership" within the coming year.

Yours sincerely,

Elizabeth Rushbrook
Chair
SECRA

SECRA Postal address: PO Box 7017 Hutt Street, Adelaide SA 5000. email: secra.sa@gmail.com <http://www.secra.asn.au/>

Written submission 6:

South West City Community Association Inc
 17 Halls Place, Adelaide SA 5000
 General email: swcityca@gmail.com
 22 July 2020

By email: yoursay@cityofadelaide.com.au
 Copy: StarategicPlan@cityofadelaide.com.au

To: Michael Mallamo
 Project Support Coordinator
 Strategic Finance and Performance
 C/- 'YourSay', City of Adelaide:

2020-2021 Annual Business Plan and Budget Draft (Document): submission due by midnight 23 July 2020

As we have indicated in other prior submissions to the City of Adelaide (**Council**), South West City Community Association Inc (**SWCCA**) was formed in August 2012 to give a voice to the residents and community in the South West corner of Adelaide City. SWCCA will address the overall document, with specific reference to the implications of this document as it will affect the South West City community.

As SWCCA represents the residents and community members in the South West City with whom we remain in continuous contact, this submission should not be viewed as one, but as many submissions from the concerned people we represent. **However, if Council continues to view this as one submission, we at least wish that it to be counted as 6, being the number of the Committee of Management of SWCCA.**

1. THE YOUR SAY PROCESS:

Over time SWCCA has taken issue with the Your Say process and the manner in which the questions are phrased to the general public.

We cite the recent issues regarding the Your Say process with the Aquatic Centre and the unsolicited bid by the Australian Football League (the Crows). The question that was asked was about the process, not about whether people wanted the proposed development to go ahead. This is one of several curiously-worded Your Say proposals put to the general public over time, and if viewed from the outside, there is an argument that there exists a culture to undermine the process and result in the answer from this process that was wanted all along.

On reading the information available at the Your Say Adelaide site for this topic, comparing this information with the Document, and listening to our community we have come to the following conclusions and wish to make the following comments.

2. PROJECT INFORMATION DOCUMENT (PID):

Yet again we cannot answer the questions provided in the PID due to the complexities involved. We understand that this will mean that, yet again, and unfortunately, our data will not be included in the graph or pie chart produced from the data provided by those using the form or survey. Again, we can see this is a failing of the Your Say process, but there is little we can do, as the comments from us result from our community, so do not fit neatly in the PID.

Q1: Key Activities: do you support them?

SWCCA cannot answer this question with a simple yes or no. We discuss the Key Activities later in this Submission.

SWCCA/ACCYourSay/Annual Business Plan & Budget Submission/22072020

Q2 to 5: Service Categories:

When reading the PID we also looked at why Q2 and Q3 should not be combined. Q2 asked which of the 10 service categories in the list were most important, yet the same list was provided in Q3 for people to select the least important. Why were these questions not combined? As the same service categories were provided in both questions, why not ask the general public to provide a list in order of preference from most to least important in the one question? The results would be the same.

This also happens in Q4 and Q5, where the document asks in which service categories Council is performing best or worst – the same list was provided as for Q2 and 3. Similarly with Q6 and Q7 (prioritising Council investment).

In addition, it would be impossible for SWCCA to answer the questions with any accuracy, representing as we do the people in the South West City, as opinions vary from one to another. What we try to convey in this submission is the main thrust of opinion from, and consensus of, our community.

The Your Say PID contains very little detail in fact, like all digital documents (and we include the State's new Planning and Design Code), the initial information provided links to other documents which inevitably provide links to other documents. The process becomes unwieldy, unworkable and overwhelming to the general public.

Proceeds from selling assets will build a 'future fund': SWCCA questions what assets will be sold, and do not want to see any more Community Land lost to a 'future fund' - or any other development or fund.

Asset enhancements will be delivered through partnerships: if the Aquatic Centre is an example of this process SWCCA strongly objects to partnerships that impact on any part of the Park Lands that are effectively providing facilities for the partners (sporting clubs?) and not the community at large.

The Your Say PID is more about collecting data that can be entered into a spreadsheet rather than assessing the outcomes that will result from the consultation itself. This process has been designed to feed results into a computer, not to provide for informed outcomes and effective solutions.

3. THE DOCUMENT

When SWCCA examined the Document, we did so in part to determine the resources Council had allocated to the City's most important asset. What was found is that although International Heritage Listing is being pursued for the Park Lands in the Document the Park Lands do not have a separate category but are scattered throughout the Document. In fact, as we look through the Document it was difficult to determine what services were provided, and where, in the Park Lands.

The Council has custody of the Park Lands and all Councillors and Administration are charged with the care and preservation of the Park Lands, not to facilitate their conversion on a permanent basis into car parking, event spaces and numerous sporting fields, courts and associated buildings. Council needs to stop treating the Park Lands as a liability and budget sufficient resources to enhance the Park Lands for the community at large, not for the chosen few.

Key Activities (Pages 19 to 23):

The 5 Key Activities listed as Council's priorities make very little reference to the Park Lands. The Park Lands should be the Council's top priority as it is part of the fabric which sets Adelaide apart in the world from everywhere else.

The Key Activities referred to in the PID and set out in Document are:-

- Thriving Communities: the Council's goal/achievement is "... an increased community use of and access to the Adelaide Park Lands". However, the Operational Activities in the Document appear to allocate no funding to achieve this goal.
- Strong economies: does not mention the Park Lands
- Dynamic City culture: does not mention the Park Lands
- Environmental leadership: (a lump sum of \$1.6m allocated) this makes no specific reference to the Park Lands but includes enhanced greening and biodiversity to be achieved – biodiversity in the Park Lands is being reduced, not enhanced (eg, recently: Park 21W).
- Enabling priorities: does not mention the Park Lands. What Council wants to achieve is to deliver community outcomes, transparent decision making and community consultation underpinning everything Council does. In the expansion on Page 23 of the Document Council wants to "... review and improve the way we collect and present data to share insights with the community..." yet Council continues to use the Your Say process which provides inadequate information which is often misleading, and have recently restructured and now conduct Council Meetings which essentially exclude the community.

Community Outcomes (Page 10):

The success or failure of the strategic priorities for the next 4 years and beyond will depend to a greater extent on the retention of the City's Park Lands belt, which at the current rate of consumption/conversion, will be gone in 4 years' time. The Park Lands are continuously under threat from the State Government and others. Unless Council and the State Government stop treating the Park Lands as a resource to be dipped into, this valuable asset will disappear.

SWCCA notes DL Mayor Hyde's seeming lack of concern about this precious resource with the following:-

"We have oodles of space here, a lot that is underutilized so would you be able to make use of it?"

(Advertiser Thursday 16 July 2020). It is obvious that the community's Park Lands are not valued highly.

When the Women's and Children's Hospital is built on the Park Lands next to the new RAH (also built on the Park Lands) in the future, an isolated strip of Park Lands that is approximately 15% of the original Park width will remain. This will lead to the City's claim to be surrounded by Park Lands, to be compromised and questionable, and will weaken the proposed International Heritage listing process.

Commercial Operations (Page 31):

SWCCA would ask why only totals were provided for this category and why one of the services provided for is "... off-street parking – Park Lands". Council has included this service (parking in the Park Lands) under the category of Commercial Operations and yet neither commercial operations nor car parking are permitted in the Park Lands. SWCCA remains opposed to car parking on Park Lands.

Property Management Category (Page 41):

There is 1 item that provides an income of \$8.5m. This category, as with Commercial Operations, needs to provide more detail of the income/expenditure to establish where Council is obtaining and disposing of the revenue.

SWCCA would like to see funds allocated from this service to purchase a permanent Community Centre in the South West corner of the City, preferably in the area of Sturt Street West.

Waste Natural Resources and Environmental Services Category (Page 44):

Under this category Council is focussed primarily on the contents of the various bins rather than their impact on the City itself. Yes, we all need to get the recycling into gear, but there are other issues relating to waste collection which cause problems for movement throughout the City. A new contract was recently awarded but the associated problems with rubbish collection were not addressed, resulting in bins continuing to obstruct

pathways, car park spaces and driveways and making it unsafe to move through various parts of the City 6 days per week. The 4 different collection areas have different collection days and the times for collection vary widely so that bins remain in the street for up to 24 hours. SWCCA cannot understand why rubbish in the City cannot be collected on the same week day, and preferably before 7am that day.

4. CONCLUSION AND WISH LIST:

Park Lands: The Park Lands need to be a separate category of the Document, with approved funding, rather than a mention here and there in it. It is the lungs of the City, and a valuable Nationally listed attribute to Adelaide and South Australia, so it needs to be promoted and afforded more prominence and protection with its own funding stream.

Heritage: More emphasis and extra funding should be attributed to heritage in the City Square Mile, rather than just the annual setting aside for grants to property owners to assist with conservation. The grants are a valuable addition in the Budget, but as they have been in operation for some years, they are not a new step in working out how to afford more protection to Adelaide's heritage. We also note an allocation of \$1.911m to Heritage Management, but further funds and resources should be allocated to Council's accomplished heritage experts to assist them in fighting the State Government's and developers' push towards turning the City into a series of high-rise glass boxes, particularly in light of the coming-ready-or-not Planning and Design Code.

Wattle Grove Memorial: There has been some negotiation over time with Council and Historians, all of whom are keen to see this Memorial nominated as State Heritage. We note under Projects and Infrastructure on Page 49 of the Document there is provision for \$43,000 to "investigate" the proposal. SWCCA would like to see funds made available in this budget, not only to investigate, but also to reinstate the Wattle Grove and Memorial, and then to pursue Heritage listing.

Adelaide South West Community Centre: the future of our community centre at the current leased premises in Sturt Street is under a serious cloud ever since it was sold on 20 September 2018, the lease limping along from period to period with limited extensions, the last being until end February 2021 – and SWCCA is fully aware that there is little chance that a further extension will be awarded. It is time for Council to buy a property in the South West City and funds to be allocated for the purchase and outfit. The ideal location is in Sturt Street West and now is the time to do it to allow for the fit-out and seamless transfer when the current lease extension expires.

On 29 August 2018 the Council voted unanimously to maintain a community centre in the South West City, west of Morphett Street, allowing Council Administration to continue their endeavours for the SW to ensure we would maintain this valuable resource for the future. We therefore ask, if not already done, that sufficient funding be allocated to acquire and outfit this project in this Document.

Yours Faithfully
Susan Collins
Chair



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 South Australia 5001
 Tel + 61 (0) 8 8237 0100
 Fax + 61 (0) 8 8231 9900
 www.adelaideconvention.com.au

22nd July 2020

Mark Goldstone
 Chief Executive Officer
 City of Adelaide

Dear Mr Goldstone

As Chief Executive Officer of the Adelaide Convention Bureau (ACB) I very much appreciate the opportunity to comment on the City of Adelaide's (CoA) 2020-21 Integrated Business Plan. It is immediately clear that the Plan has been astutely and strategically positioned to take into consideration both the COVID-related issues being currently faced; and the requirement for Adelaide to be well positioned to recover successfully and have the capability to thrive Post COVID.

As the CoA knows, the ACB is an economic driver with end-to-end impact on a business guest's time with us in Adelaide. We are always mindful of how much more financially valuable a business guest (\$632 per day) is to our city than a tourist (\$179 per day). It is the ACB which develops and manages the bids which, when won in an increasingly competitive global sector, deliver Adelaide the invaluable international and interstate business events with their many guests which boost the City and State economy – events such as the Australian Dental Congress and International Conference on Hydrogen Safety in 2019, and with World Indigenous People's Conference on Education, World Fisheries Congress and International Congress on Child Abuse and Neglect booked for 2021.

The ACB is a private sector not for profit membership organisation with much valued financial support also from the CoA and the State Government. It is a large convening power via its 190 members, and Government involvement, and therefore is a strong voice globally on behalf of our City – which is of course our role. In the 2020 financial year ACB secured \$208 million of future business – this result despite the quarter four COVID impact. This was a 559:1 ROI return to CoA of its investment in us of \$372,000. For every one of those who contribute to our success we are an asset rather than a cost.

As we move through 2020 and into 2021 all of our commitment is on member and business event sector recovery on behalf of Adelaide, and to that end our small team of just 12 FTEs has managed to secure business event postponements into 2021 rather than cancellations at a high level of 85 per cent. By way of context the nearest available such data we have is that of WA with 45 per cent postponements. The ACB's solid client result to date, is recognition of the belief in our city held by the team, and our determination to see Adelaide rebound as the vibrant, welcoming and competitive visitor economy we know it to be. Much dedication has gone into securing those postponements.

That dedication also led to an end-to-end positioning/marketing plan on behalf of the City, which was released in June for all of our members to utilise as they wish. This promise to ensure confidence sets Adelaide well apart from other Australian cities as an end-to-end COVID-secure location for inter and intrastate clients seeking to restart their business event planning. This was developed by the ACB with a team which met weekly and included Adelaide Airport, the Adelaide Oval, the Adelaide Showground, the AHA, event managers, expo builders and major hotels. **please see attached*

To date the ACB is cautiously optimistic for 2021, as postponed events on top of planned events fill the calendar and with the Federal aim of international borders reopening to some countries by at least the end of June 2021. The ACB is continuing to bid for business events – which include exhibitions and corporate incentive group events out into 2022 – 23.

The ACB supports the CoA's 2020-21 Plan – especially the strategic intent - and looks forward to continuing its strong and successful relationship with the CoA.

To continue this success, the ACB is exceptionally pleased to support the allocation of \$382,000 to the ACB in the 2020-21 Plan. We thank the City of Adelaide for this support and partnership at a time when it was never more essential for a Team Adelaide approach to driving the economy Post COVID.

Yours sincerely



Damien Kitto
Chief Executive Officer

Attach: SA FE Campaign

SAFE

SAFE

YOUR COVID SECURE BUSINESS EVENTS DESTINATION

SOUTH AUSTRALIA

Adelaide
Convention Bureau

Team Adelaide
Working together for business events

WWW.ADELAIDECONVENTION.COM.AU

SOUTH AUSTRALIA

YOUR COVID SECURE BUSINESS EVENTS DESTINATION



Team Adelaide staff will ensure the best and safest possible service



Team Adelaide hotels, events and venues are as contactless and digital as possible



Team Adelaide has high standards of hygiene protocols



Team Adelaide has enhanced touch point cleaning plus exceptional cleanliness in toilets, lifts, and rooms

These are some examples of the exemplary SA FE COVID measures that Team Adelaide, all members of the Adelaide Convention Bureau (ACB), are making on your behalf. For the full suite of high level safety and health measures our members have put in place to ensure you feel confident and SA FE in South Australia, we have put easy to find SA FE links to our members on the ACB website:

www.adelaideconvention.com.au/covidsafe/



Team Adelaide will ensure you have current COVID advice before arrival – so you can safeguard your health



Team Adelaide prioritises social distancing and guest "traffic management"



Team Adelaide has highly visible, easy to understand, COVID signage and guidance



Team Adelaide will have comprehensive guest contact details to support contact tracing – and strongly advocates the use of the COVID-SAFE app

SAFE

SOUTH AUSTRALIA YOUR COVID SECURE BUSINESS EVENTS DESTINATION

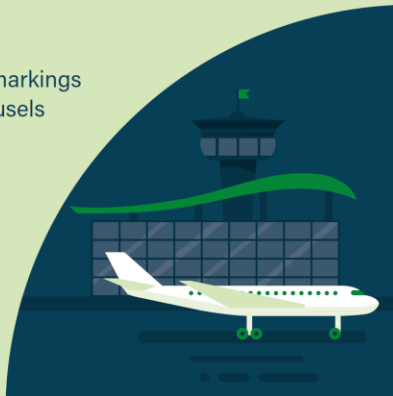
1 Arrival

Frequent PA announcements on social distancing

Easy to locate and numerous hand sanitising stations located throughout all areas of airport

Increased frequency of cleaning especially high touch areas

Social distance markings at baggage carousels



2 Accommodation

Increased cleaning frequency and disinfection protocols with enhanced team safety and COVID training

Modified guest services and supplies on request

Contactless checkin, self-park, self-luggage

COVID-safe cleaning procedures and reinforcement of social distancing



Socially distanced check-in kiosks

Passenger queue management and markings

Hand sanitisers at bagdrops and increased frequency of cleaning

Appropriate PPE worn by security screening staff



4 Departure

Expert staff training

Social distance markers throughout

Registration and all contact details essential

Dedicated separate entrance and exits

COVID-safe food and beverage service

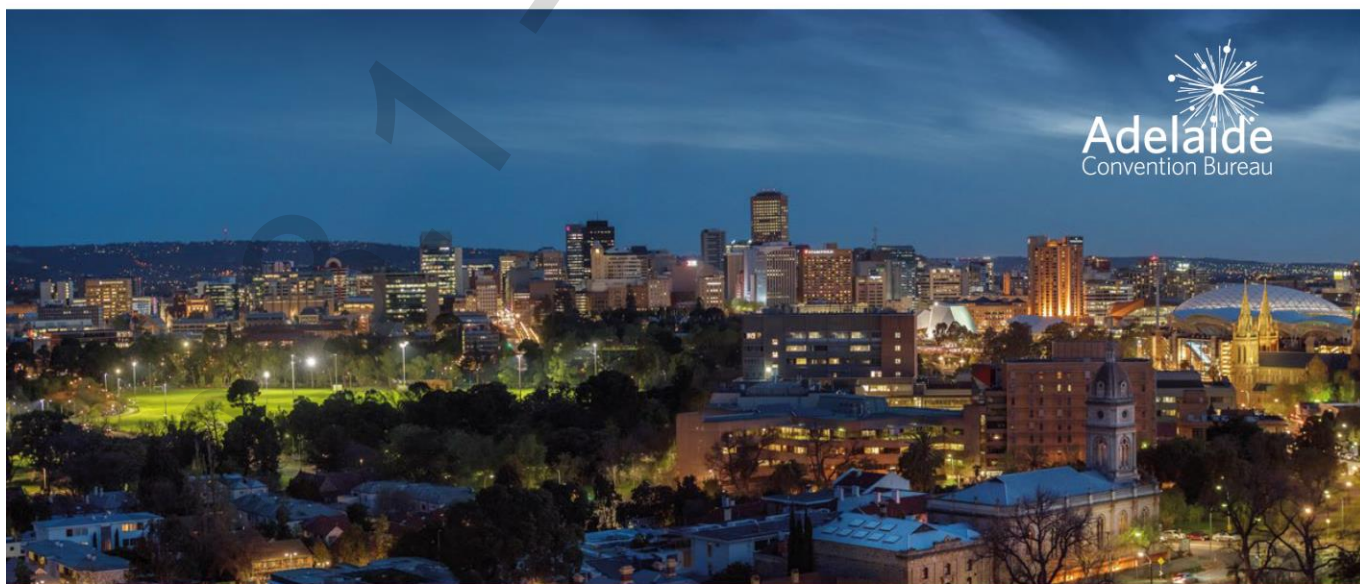
Strong emphasis throughout venue on hygiene and cleaning procedures



3 Venues



SOUTH AUSTRALIA YOUR COVID SECURE BUSINESS EVENTS DESTINATION



WWW.ADELAIDECONVENTION.COM.AU • WWW.COVID-19.SA.GOV.AU



SOUTH AUSTRALIA

YOUR COVID SECURE BUSINESS EVENTS DESTINATION



Team Adelaide staff will ensure the best and safest possible service



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Adelaide Convention Bureau

Team Adelaide

Working together for business events

SAFE

ACCOR

Adelaide Airport

ADELAIDE CONVENTION CENTRE

Adelaide Expo Hire

Adelaide Oval

aha|sa

Adelaide Showground

All Occasions Group

Hilton ADELAIDE

IHG

STAMFORD HOTELS AND RESORTS

THE CONFERENCE COMPANY

WWW.COVID-19.SA.GOV.AU
WWW.ADELAIDECONVENTION.COM.AU

Written submission 8:

To: [Strategic Plan](#)
Subject: RE: Consultation on the Draft 2020-2021 Business Plan & Budget
Date: Friday, 10 July 2020 2:52:06 PM

The central market redevelopment as advised 4 weeks or so ago, must go ahead.

Also, what is the current state of 88 oconnell, who did the ACC select as the preferred business... we are all still waiting to hear.

I dont have time for surveys sorry

Regards
Peter

Sent from my Samsung Galaxy smartphone.