



THE COMMITTEE AGENDA & REPORTS

for the meeting

Tuesday 7 April 2020
at 5:30 pm



Members - The Right Honourable the Lord Mayor [Sandy Verschoor];
Councillor Hyde (Deputy Lord Mayor) (Chair)

Councillors Abrahamzadeh, Couros, Donovan, Hou, Khera, Knoll, Martin, Moran and Simms (Deputy Chair).

1. Acknowledgement of Country

At the opening of the Committee Meeting, the Chair will state:

'Council acknowledges that we are meeting on traditional Country of the Kaurna 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 Kaurna 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. Confirmation of Minutes – 17/3/2020 [TC]

That the Minutes of the meeting of The Committee held on 17 March 2020 be taken as read and be confirmed as an accurate record of proceedings.

4. Presentations

Nil

5. All reports in this section will be presented to Council

All reports in this section will be presented to Council on 14 April 2020 for consideration and determination

Strategic Alignment – Smart

5.1. Adelaide Aquatic Centre Needs Analysis Consultation Results [2019/01387] [Page 3]

5.2. Adelaide Football Club Draft Proposal Consultation Results [2019/01387] [Page 72]

Strategic Alignment – Liveable

5.3. Child Care Facilities [2019/00957] [Page 100]

5.4. Amendments to Heritage Incentives Scheme Operating Guidelines [2003/02604] [Page 106]

5.5. Adelaide Archery Club – Lease Consultation Results [2015/02131] [Page 117]

5.6. The Stables of Victoria Park - Lease Assignment [2013/00354-2] [Page 121]

5.7. City of Adelaide Submission – Federal Parliamentary Inquiry into Homelessness [2017/03664] [Page 125]

5.8. E-Scooter Update Report [2020/00191] [Page 148]

6. Exclusion of the Public

6.1. Exclusion of the Public to Consider in Confidence [2018/04291] [Page 151]:

- 7.1 Telstra SmartHub Telephones [s 90(3) (b) & (h)]
- 7.2 Bonython Park Kiosk EOI Results [s 90(3) (d)]
- 7.3 Strategic Property Review [s 90(3) (b) & (d)]

7. All reports in this section will be presented to Council in Confidence

All reports in this section will be presented to Council on 14 April 2020 for consideration and determination

Strategic Alignment – Smart

- 7.1 Telstra SmartHub Telephones [2018/02304] [Page 156]

Strategic Alignment – Liveable

- 7.2 Bonython Park Kiosk EOI Results [2018/00264] [Page 165]
- 7.3 Strategic Property Review [2017/04450] [Page 173]

8. Closure

Adelaide Aquatic Centre Needs Analysis Consultation Results

ITEM 5.1 07/04/2020
The Committee

2019/01387
Public

Program Contact:
Tom McCready, AD Property &
Commercial 8203 7313

Approving Officer:
Mark Goldstone, Chief Executive
Officer

EXECUTIVE SUMMARY

On 19 February 2019, Council received an unsolicited proposal from the Adelaide Football Club (AFC) in relation to the development of a training and administration / sports and community aquatics facility based at Denise Norton Park / Pardipardinnyilla (Park 2), which is the current site of the Adelaide Aquatic Centre.

In August 2019, an independent consultant was engaged to undertake a 'Needs Analysis' to ascertain the scale and key features that should be prioritised to best meet the current and future needs of the community if Council was to replace the existing Adelaide Aquatic Centre (AAC) with a new facility.

At its meeting on the 10 December 2019, Council received the 'Draft Needs Analysis' Report and endorsed the Communication and Engagement Plan for the purposes of commencing public consultation on the 'Draft Needs Analysis'.

Community engagement and consultation on the findings of the 'Draft Needs Analysis' commenced on 11 December 2019 and ran for a period 10 weeks closing on 19 February 2020.

Over the 13 weeks / 92-day period, 3,330 persons visited the dedicated Your Say Adelaide (YSA) webpage, 1,150 documents were downloaded, and 502 persons completed the online survey. In addition, 130 hardcopy feedback forms were received.

This report and attached Community Engagement Summary Report provide Council Members an overall summary of the methodologies used to undertake consultation, details who participated and summarises the key themes that emerged from the feedback gathered on the on the 'Draft Needs Analysis'.

A separate report on the Community Consultation findings relating to the 'Draft Adelaide Football Club Proposal' is included in the agenda for the Committee meeting on 7 April 2020.

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The following recommendation will be presented to Council on 14 April 2020 for consideration.

That Council:

1. Notes the AAC "Needs Analysis" Community engagement findings summarised in **Attachment A** to Item # on the Agenda for the meeting of the Council held on 14 April 2020.

IMPLICATIONS AND FINANCIALS

<p>City of Adelaide 2016-2020 Strategic Plan</p>	<p>Strategic Alignment – Smart</p> <ul style="list-style-type: none"> • Supports a review of Council businesses to determine best management models • Aims to provide operational efficiency and greater value for money through enhanced effectiveness and greater use of the facility by the community. <p>Strategic Alignment – Liveable</p> <ul style="list-style-type: none"> • Create a world class sporting and community infrastructure incorporating universal access. • Aims to provide Council with an understanding of the facilities and attractions needed to meet the needs and expectations of growing high-density communities living in and near the City • Opportunity to increase participation by the broadest range of residents in the community life of their neighbourhood. <p>Strategic Alignment Green</p> <ul style="list-style-type: none"> • Supports the embedding of better environmental performance into new and existing developments.
<p>Policy</p>	<p>The Adelaide Park Lands Management Strategy and relevant Community Land Management Plan provide direction for the future development and use of the Park Lands.</p> <p>As there is no legislated consultation required under the Unsolicited Proposals Process the City of Adelaide Community Consultation Policy does not apply.</p> <p>A Communication and Engagement Plan developed to ensure our Community and other stakeholders are fully engaged throughout all future stages of the Unsolicited Proposal process.</p>
<p>Consultation</p>	<p>Whilst not a legislated requirement, Council endorsed community consultation on the findings of the 'Needs Analysis' was undertaken between run for a period of no less than 10 weeks.</p> <p>At the conclusion of the consultation period, a workshop will be facilitated with Council Members to consider the community consultation results and further evaluate the findings of the 'Draft Needs Analysis' report and seek feedback from Council Members of any matters that require further consideration.</p>
<p>Resource</p>	<p>Currently being resourced from the Property and Commercial Program operating budget.</p>
<p>Risk / Legal / Legislative</p>	<p>There are no risk/legal/legislative implications arising out of this report.</p>
<p>Opportunities</p>	<p>To inform Council and the Community as to the findings of the 'Draft Needs Analysis' and provide an opportunity for feedback / ideas.</p>
<p>19/20 Budget Allocation</p>	<p>Not as a result of this report</p>
<p>Proposed 20/21 Budget Allocation</p>	<p>Not as a result of this report</p>

Life of Project, Service, Initiative or (Expectancy of) Asset	Not as a result of this report
19/20 Budget Reconsideration (if applicable)	Currently being resourced and funded from the Property and Commercial Program operating budget.
Ongoing Costs (e.g. maintenance cost)	Not as a result of this report
Other Funding Sources	Not as a result of this report

DISCUSSION

1. On 19 February 2019, Council received an unsolicited proposal from the Adelaide Football Club (AFC) in relation to the development of a sports and community aquatics facility based at Denise Norton Park / Pardipardinyilla (Park 2), which is the current site of the Adelaide Aquatic Centre (AAC).
2. In August 2019, an independent consultant was engaged to undertake a 'Needs Analysis' to ascertain the scale and key features that should be prioritised to best meet the current and future needs of the community if Council was to replace the existing AAC with a new facility.
3. The findings would inform the AFC concept development and assist Council in its decision making with respect to the 'Unsolicited Proposal' or the potential scale and level of investment required if Council was to undertake its own redevelopment of the existing AAC as a Community aquatics and recreation facility.
4. On 19 November 2019, Council resolved that Council:
 - 4.1. Sets a deadline for Adelaide Football Club to submit detailed concepts for their proposed facility to Council for public release in the agenda and papers for the Council meeting to be held 10 December 2019.
 - 4.2. Sets a deadline for Administration's Needs Analysis to be publicly released in the agenda and papers for the Council meeting to be held 10 December 2019.
 - 4.3. Launches an extensive public consultation on both to help determine the scale and service offering of a new state of the art Adelaide Aquatic Centre. Consultation shall commence on or before 31 January 2020.
 - 4.4. If it does not receive the above, Council reserves the right to not accept the Adelaide Football Club proposal.
5. At a public briefing, prior to the Council meeting on the 10 December 2019, the Consultant engaged to undertake the Needs Analysis provided a presentation to Council Members outlining the research, findings and key messages of the 'Draft Needs Analysis'.
6. In addition, the motion requested that extensive public consultation on both the 'Draft Needs Analysis' and AFC's detailed concepts commences on or before 31 January 2020.
7. While consulting on the 'Draft Needs Analysis' is not a legislated requirement, it is a key aspect of the Needs Analysis research. A Communication and Engagement Plan was prepared and subsequently endorsed by Council at its meeting on 10 December 2019.
8. A Communication and Engagement Plan was prepared and subsequently endorsed by Council at its meeting on 10 December 2019.
9. The Communication and Engagement Plan outlined the following consultation methodology:
 - 9.1. 10 weeks of targeted engagement with AAC users / City of Adelaide (CoA) rate payers / adjacent councils and wider community across multiple channels/mediums as per below:
 - 9.1.1. Online consultation to commence as soon as practicable following the Council meeting on 10 December 2019;
 - 9.1.2. Consultation via all other channels/mediums commencing no later than 13 January 2019.
 - 9.2. Provide findings to Council and AFC by 31 March 2020.
10. On 11 February 2020, Council resolved that Council:
 - 10.1. Notes its commitment to undertake a thorough consultation on both the Independent Needs Analysis commissioned by the Administration and the draft Unsolicited Bid Proposal received from the Adelaide Football Club.
 - 10.2. Extends the current community consultations underway for three weeks and includes as part of this extension:
 - 10.2.1. An improved user interface that more readily displays the supporting information for those completing the survey and one that is more mobile friendly;
 - 10.2.2. Increasing the availability of translation and interpretive options to assist members of the multicultural community in completing the survey;
 - 10.2.3. An assessment to ensure the consultations are easily accessible for members of our community with a disability.'

11. Both consultations commenced on 11 December 2019 and concluded on 11 March 2020 (extended from 19 February 2020) with the community and stakeholders notified of the consultation using the various methods / platforms.
12. Following feedback from the community, a staff member was placed in the foyer of the Aquatic Centre between 26 February 2020 - 11 March 2020 to assist people complete forms and answer general questions regarding the consultation material.
13. During this period, the staff member had interactions with approx. 580 people.
14. The community and other stakeholders were able to provide formal feedback on the “Draft Needs Analysis” via the following platforms:
 - 14.1. an electronic survey and community consultation via the ‘You Say Adelaide’ website;
 - 14.2. Hardcopy versions of the online surveys available at all Council operated Libraries, Community Centres and the Aquatic Centre;
 - 14.3. Email and written feedback via Your Say Adelaide and directly to the relevant contact persons (provided on Your Say Adelaide) email;
 - 14.4. Intercept surveys with at least 200 users of the Aquatic Centre;
 - 14.5. Drop-in information desk at the Adelaide Aquatic Centre.
15. In addition to the above, Council engaged an independent market research company (**Intuito**) to conduct at least 200 face to face / intercept surveys. The surveyor conducted the surveys within the Aquatic Centre (questions were based on Your Say Adelaide survey questions but adapted for a face to face environment), included in **Attachment A**.
16. Key findings from the engagement were:
 - 16.1. Despite its age, the facility is highly valued as it delivers a wide range of services to the community and is of importance to the lives of many people.
 - 16.2. There is general concern amongst sporting organisations and individuals that represent and play water sports such as water polo, underwater hockey and rugby that there would be a significant impact on their sports future if their needs were not considered as part of any re-development of the facility.
 - 16.3. Notwithstanding the relatively low usage by City of Adelaide rate payers, the common view from the wider community is that it the responsibility of Council to continue to provide an aquatics and recreational facility for ratepayers and visitors to the city to use.
17. A detailed summary of the community engagement findings is provided in the Report titled ‘Community Engagement Summary – Draft Needs Analysis’ (**Attachment A**).
18. In addition to the information and analysis contained in **Attachment A**, correspondence received via Email, letters and comments within surveys are available in Data & Supporting Information – Link 1 view [here](#), Link 2 view [here](#); Link 3 view [here](#), Link 4 view [here](#).

Next Steps

19. **Attachment A** along with all items listed under Data & Supporting Information will be provided to Warren Green Consulting to finalise the ‘Needs Analysis’ Report for Council’s consideration thereafter.

DATA & SUPPORTING INFORMATION

Link 1 – Consultation Email Responses April 2020

Link 2 – Written Submissions by Organisations April 2020

Link 3 – YSA Submissions April 2020

Link 4 – Needs Analysis Respondents Comments April 2020

ATTACHMENTS

Attachment A – Community Engagement Summary – Draft Needs Analysis April 2020

- END OF REPORT -

COMMUNITY ENGAGEMENT SUMMARY

Denise Norton Park / Pardipardinyilla (Park 2)

Draft Needs Analysis

April 2020



1. EXECUTIVE SUMMARY

The City of Adelaide is currently considering an unsolicited proposal from Adelaide Football Club (AFC) to establish an administration and training base in Denise Norton Park / Pardipardinyilla (Park 2).

In August 2019, an independent consultant was engaged to undertake a 'Needs Analysis' to ascertain the scale and key features that should be prioritised to best meet the current and future needs of the community if Council was to replace the existing Adelaide Aquatic Centre (AAC) with a new facility.

The consultant was responsible for the following deliverables:

- Review current participation rates and identify the social value of aquatic facilities to the local and broader community;
- Ascertain the future demand for an aquatics and recreation facility in the CoA;
- Investigate the Adelaide aquatic market segments, participation trends, broader industry trends, competitor analysis and provide benchmarking;
- Undertake a review of best practice, design, facility components, operation and management, car parking provision, ecological sustainable design (ESD), past/similar project learnings and industry trends/findings;
- Prepare feasibility assessment of the broad "options" addressing economic, social and environment aspects;
- Provide a high-level analysis of likely investment required to address CoA's needs within a new community aquatics and recreation facility.

The findings would inform the AFC concept development and assist Council in its decision making with respect to the 'Unsolicited Proposal' or the potential scale and level of investment required if Council was to undertake its own redevelopment of the existing AAC as a Community aquatics and recreation facility.

While consulting on the 'Draft Needs Analysis' is not a legislated requirement, Community consultation is a vital and integral part of the Needs Assessment process. Involving the community in the process is almost as important as the outcomes and should not be underestimated in its ability to be used as a tool in the community development area.

An important task in a Needs Assessment is separating 'wants' from 'needs'.

In many facility re-developments sometimes the 'wants' have been translated into a need that has not been tested and examined fully, leading to underutilised, costly and/or poorly located facilities.

Through an extensive consultation phase, many of the identified 'wants' can be tested against community values and desired futures. That is, what may be a need of one individual or group can be questioned and analysed against other identified need in order to determine the priority of a community.

This report provides an overall summary of the methodologies used to undertake consultation, details who participated and summarises the key themes that emerged from the feedback gathered.

The results of the consultation are yet to be incorporated into the final Needs Analysis Report. Once incorporated, the report findings will assist Council in its future planning for the facility.

2. BACKGROUND

The City of Adelaide has offered swimming and aquatic facilities in the City for more than 150 years.

The original City Baths, owned by the Corporation of the City of Adelaide, served as the city's sole aquatics facility from 1861 until 1969 when it was demolished to make way for the Adelaide Festival Centre. A new outdoor facility was constructed in Park 2 and in 1985 was converted to an indoor aquatic centre as part of a joint Commonwealth, State and Local Government project. At the time of conversion, the main roof enclosure covered the main 50m pool, the diving pool and a learner's pool. Shortly thereafter, the learner's pool was replaced with a new leisure pool which at the time was one of the first of its kind in Australia.

The current Adelaide Aquatic Centre (AAC) attracts over 715,000 visits per year.

Approximately 8% of annual visits are made by City of Adelaide residents.

The AAC is open 364 days a year for up to 15 hours each day and is managed and operated by the City of Adelaide.

Being centrally located in the Adelaide Metropolitan Area, the AAC has traditionally performed a regional and State level role, as well as a local role in the provision of aquatic facilities for the community.

2.1 The Adelaide Football Club Draft Proposal

Earlier this year the AFC approached the City of Adelaide with an unsolicited proposal (expression of interest) to establish an administration and training base together with a Community Aquatic and Recreation Facility in Denise Norton Park / Pardipardinyilla (Park 2) on the site of the Adelaide Aquatic Centre (AAC).

The proposal would involve the demolition of the current facility and a replacement facility integrated with the AFC administration and training base into a single building.

2.2 Process to Date

In March 2019, Council endorsed progressing the proposal to Stage 2, subject to AFC entering into a Participation Framework Agreement (PFA).

On 11 June 2019, Council endorsed a set of Guiding Principles and on 17 July, the AFC signed the Participation Framework Agreement. The Participation Framework Agreement establishes a formal process for Council and the AFC to engage throughout the Stage 2 Unsolicited Proposal process.

On 19 November 2019, Council resolved that the 'Draft Needs Analysis' and AFC's concept proposal to date be publicly released and launches extensive public consultation on both to help determine the scale and service offering of a new state of the art Adelaide Aquatic Centre and that consultation shall commence on or before 31 January 2020.

In response, the AFC provided an outline of their draft proposal, to date, at a public briefing prior to the Council meeting on 10 December 2019. The purpose being to illustrate to Council Members and the Community how the AFC were responding to the Guiding Principles set by Council and allow the community to see the proposal at an early stage of its development.

Based on the resolution on 19 November 2019, Administration prepared a Communication and Engagement Plan. The plan was subsequently endorsed by Council at its meeting on 10 December 2019.

On 10 December 2020, Council endorsed the Engagement Plan and consultation commenced on the next day (11 December 2019) for a 10-week period. Consultation was initially due to conclude on the 19 February 2020 but was subsequently extended by Council for a further 3-week period until the 11 March 2020. In total, the consultation ran for 13 weeks or 92 days.

3. COMMUNITY ENGAGEMENT

3.1 Purpose of Community Engagement

As outlined in the Communication and Engagement Plan, the purpose of the engagement was to:

- stakeholder feedback will inform the completion of the Needs Analysis;
- inform community of the findings to date contained within the Draft Needs Analysis and provide an opportunity for feedback;
- inform community of the process and high-level process map and stages for this element of the project;
- engage in a timely and transparent way with the community.

3.2 Engagement Approach

The information gathered was primarily through questionnaires provided via the 'Your Say Adelaide' platform or hardcopy. In addition, information provided via email and written submissions has been integrated into the collation and analysis.

Participants that undertook Councils structured consultation were asked a range of questions relating to their use of the Aquatic Centre.

The community and other stakeholders were able to provide formal feedback on the 'Draft Needs Analysis' via the following platforms:

- An electronic survey and community consultation via the 'Your Say Adelaide' website;
- Hardcopy versions of the online surveys available at the Aquatic Centre and all Council operated Libraries, Community Centres;
- Email and written feedback via Your Say Adelaide email and aquatic.facility@cityofadelaide.com.au email set up for the consultation period;
- Intercept surveys with at least 200 users of the Aquatic Centre;
- Drop-in information desk at the Adelaide Aquatic Centre;

In addition to the above, Administration met in person and / or by phone with several user groups of the Aquatic Centre and / or Park 2 (e.g. Royal Life Saving Society).

3.3 How was Consultation Promoted

Council promoted the consultation and opportunities to participate in the following ways:

- Dedicated page on the 'Your Say Adelaide' website;
- Direct emails to subscriber listings (Including Adelaide Aquatic Centre Members / Users, Your Say, Sporting Organisations);
- Media releases;
- Flyers in January's rate notice;
- 6 specific posts on CoA Facebook page;
- 6 specific posts on CoA Twitter;
- Various radio interviews;
- Posters, banners and flyers located with the Aquatic Centre and libraries and Community Centres;
- Drop-in information desk located at the Aquatic Centre.

In addition, the consultation was promoted by individuals and organisations outside of Council, these include, but may not have been limited to, the following:

- CoA Councillor Newsletters and Facebook posts.
- AFC website, Facebook and twitter.
- Direct emails to subscriber listings by AFC and Property Council.
- Various online and print newspaper articles.
- Various radio interviews.

As further summary of these and their reach (where known) is provided in Appendix 1 – Table 1.

As outlined above, at several points during the 13-week / 92-day period contact was made (through various platforms) with community members by Councillors and other individuals or organisations including, the Adelaide Park Lands Preservation Association (AAPA), Adelaide Football Club and Property Council. While it was focussed more towards the draft AFC proposal, it did encourage participation in both consultations.

In addition, in early February 2020, the Hon. Tung Ngo MLC arranged a community meeting outside the Aquatic Centre for members of the Vietnamese Community to help regular users from this community understand the draft proposal and consultation process.

The Deputy Lord Mayor and Councillor Couros were also in attendance with the Deputy Lord Mayor explaining the history of the centre and responded to any questions from the crowd that had gathered.

3.4 How was Consultation Feedback Provided?

The community and other stakeholders were able to provide formal feedback on the “Draft Needs Analysis” via the following platforms:

- An electronic questionnaire / survey via the ‘You Say Adelaide’ website;
- Hardcopy questionnaire / survey available at all Council operated Libraries, Community Centres and the Aquatic Centre;
- 200 Face to Face surveys undertaken by an independent Market Research Company;
- Email and written feedback via Your Say Adelaide and / or directly to the relevant contact persons (provided on Your Say Adelaide) email;
- Drop-in information desk at the Adelaide Aquatic Centre.

In addition to the above, Administration met to discuss the proposal in person and / or by phone with several user groups of the Aquatic Centre and / or Park 2 (e.g. Blackfriars Priory School, St Dominic’s Priory, Determined2, Royal Life Saving Society SA).

3.5 Who Participated?

Analysis of the data obtained from the ‘Your Say Adelaide’ engagement platform shows that the over the **13 weeks / 92-day** period, **3,330** persons visited the ‘Your Say Adelaide’ webpage, **1,150** documents were downloaded, and **502** persons completed the online survey. In addition, **130** hardcopy feedback forms were received.

139 (22%) of the **632** respondents were rate payers whilst the highest responses by suburb were North Adelaide with **78**, Adelaide with **41** and Prospect with **45** respondents as shown in **Appendix 2 - Figure 1**. **10 or less** responses were captured in all other individual suburbs and in total **182** different suburbs received at least 1 response.

295 respondents identified as male, **330** identified as female whilst the remaining **7** didn’t identify or didn’t supply a gender as shown in **Appendix 2 - Figure 2**.

Respondents from a broad range of age groups were captured indicating accessibility was not an issue based on age as shown in **Appendix 2 - Figure 3**.

AAC members, covering Gym/Swim and swim school, were well represented totalling **280** (44%) of the overall 632 respondents as shown in **Appendix 2 - Figure 4**.

3.6 ‘Your Say Adelaide’

Administration is aware that some sectors of the community found the online engagement platform difficult to navigate. However, it is important to note that:

- The 'Your Say Adelaide' (YSA) platform is provided by an internationally recognised and reputable market-leading company, 'Bang The Table'. This product is used by public and private organisations and across all levels of government. The advantage being that it provides the community an opportunity to provide feedback 24/7, from their computer or digital device;
- While not perfect, the platform provides an easy and **secure** way for your community to participate, online, engage and give honest feedback when and where it's convenient for them;
- The City of Adelaide has used the YSA engagement platform since 2011;
- The City of Adelaide YSA has almost 10k registered users. Of these, 2,769 registered in the last 3 months;
- YSA has received 3.2k contributions in the last 3 months;
- There have been minimal issues, and all have been followed up promptly and resolved by council staff and found to be primarily related to user-error;
- Council uses many methods for engaging the community and YSA is never used as the only means for community to provide feedback. It is recognised that not everyone can/wishes to use an online tool, and as such, hard copy information packs with feedback form are available through our venues; and people community are welcome to provide feedback verbally, in writing or via email;
- Tools and techniques are adapted during consultation to ensure maximum reach and provide opportunities for the community to provide feedback. Some examples are:
 - Intercept surveys and drop-in information desk at the Adelaide Aquatic Centre;
 - Multilingual material displayed at the Aquatic Centre.
- The content provided on the YSA platform for each project is tailored to ensure that community members have timely and relevant information to provide an informed feedback response
- A google translate app on the YSA site which enables translation into approximately 80 languages
- Additionally, project lead contact details are provided to enable a direct contact option for verbal feedback regarding a project or the consultation process
- Notwithstanding the community's criticism/concerns over the online platform 3,330 persons visited the 'Your Say Adelaide' webpage, 1,150 documents were downloaded,

and 502 persons completed the online survey. In addition, 130 hardcopy feedback forms were received.

For the reasons outlined above, the data obtained from the 'Your Say Adelaide' platform is considered the most reliable for analysis purposes.

3.7 Letter / Email Feedback and YSA Comments

In addition to the online surveys, community members were able to submit completed hardcopy surveys (as per the online platform) or provide written submissions by email to one of two dedicated and monitored email addresses or via regular mail. **437** respondents also provided comments to the question "Please provide any other feedback regarding the Draft Needs Analysis".

A total of **130** completed hardcopy feedback forms were received, and **18** individuals/organisations provided direct written feedback (Letter / Email), further breakdown is available in **Appendix 1 – Table 2**.

A total of **449** emails were received through the two email addresses set up for both consultations. While the comments were more often directed towards the draft AFC proposal.

All comments, emails and letters will be further analysed by the consultant to inform the finalisation of the Needs Analysis. They were also used to inform the key findings of this report (section 4).

3.8 Face to Face Surveys

In addition to the online and hardcopy surveys, an independent Market Research company (**Intuito**) was engaged to undertake face to face surveys with current users of the Aquatic Centre. Surveying was conducted over a two-week period commencing 20 January 2020 and week commencing 27 January with approximately 100 surveys collected in each week.

The aim was to capture one week within the school holidays and a second week after the new school year had started. Spreading the surveying over these two weeks allowed for a range of different user's views to be captured.

The scope, objectives, results and detailed analysis can be found in **Appendix 3 - 'Adelaide Aquatic Centre User Survey 2020, Market Research Report'**.

3.9 Drop-in Information Desk

Following feedback from the community, particularly non-English speaking communities, a drop-in information desk was set up in the foyer of the Aquatic Centre.

In addition, posters were produced in six languages and placed within the Aquatic Centre to inform users from the most common language groups (as identified by the ABS and those known to use the facility) that consultation was occurring on both the draft Needs Analysis and draft AFC proposal.

The staff member located at the desk was able to assist users with general questions and provide / accept hardcopy feedback forms.

Over the course of the two-week period, the staff member assisted approx. 580 users. This included representatives and individuals from non-English speaking communities who are regular users of the centre.

4. KEY FINDINGS

The following is a summary of the **502** online and **130** hardcopy feedback forms received between 11 December 2019 and 11 March 2020.

4.1 Summary of Your Say Adelaide Findings

As shown in **Appendix 2 – Figure 3**, the respondents were well distributed across ages brackets. **384** respondents were 40-70 years of age accounting for 63% of respondents. Across the **605** respondents that supplied an age the **median was 56**.

People were asked how they travel to the Aquatic Centre. As can be seen in **Appendix 2 - Figure 5**, the most popular mode of transport to the Aquatic Centre was by **car 73%** followed by **walking 13%**, **bicycle 6%** and **public transport 5%**.

Understanding the frequency respondents utilised the centre provides context as to the different types of customers profiles utilising the services. The higher the frequency of use the more engaged a customer is and this increases the likelihood of them taking part in the survey. The propensity of infrequent users to engage in the survey needs to be considered when interpreting the data as this group represents large amounts of people however as individuals, they are less likely to fill in the survey and hence likely underrepresented. The below data is consistent with this hypothesis.

Appendix 2 – Figure 6 shows the breakdown of usage frequency with **459 (73%)** respondents indicating they use services **at least weekly**. **44%** of respondents were **members** who would be in this cohort indicating **29% of respondents are non-members** however remain **high frequency users**. Typically, you would expect this group to be utilising lap swimming and or club/organised swimming.

Respondents were asked to rank services offered; each response was then given a weighting to analyse how important the services were across all responses. The services

included are shown in **Appendix 1 – Table 4**, the weightings applied to the responses are shown in **Appendix 1 – Table 5**. The top 5 most important services in order were **Recreational swimming, Lap swimming, Swim School lesson, Café and Gym Workout**. A full breakdown of the scores and comparisons for all services is shown in **Appendix 2 – Figure 7**

4.2 Themes of Feedback

As part of the consultation, participants were able to provide general feedback on the Draft Needs Analysis.

The strongest themes that emerged from individuals were:

- The Aquatic Centre is an important and much-loved facility for people from across metropolitan Adelaide;
- The facility is publicly accessible and offers a variety of services and facilities people want;
- Other facilities do not offer the same level of accessibility for people with physical disabilities;
- There was a lack of information regarding the AFC proposal and what facility components would be incorporated into a new facility;

The strongest themes that emerged from organisations were:

- Any new facility should not be to the detriment of the Park Lands with open space given over to parking;
- Adjacent councils should make a financial contribution to a new facility, unless centre is only to serve the CoA ratepayers (e.g. a local facility);
- Both State and Federal Governments should contribute to the re-development given the health, educational and social benefits of such a facility;
- The use of the Centre for Water Polo has been significantly understated;
- The SAALC is poorly located as a State level facility to maximise participation.

Additional feedback from the staff member located at the drop-in desk identified the following common themes:

- There was general scepticism and lack of trust about Government;
- Stakeholders were concerned about temporarily losing access to facility and what the interim arrangements would be, if any or more seriously what would they do if the centre was permanently closed.

4.3 Cross Section of Comments

The following cross section of comments were provided by survey participants:

Illustrative cross section of positive comments:

- *"I think the Adelaide Aquatic Centre is a fabulous, affordable facility for Adelaide, particularly us in the North of Adelaide";*
- *"The Aquatic Centre is of great importance in the lives of a large number of people. Moreover, it is a really pleasant building and ambiance to visit";*
- *"The Aquatic Centre provides me with a facility which is not available anywhere else in the near vicinity to where I live. At my age of 85 this is vital for my continuing health and body fitness";*
- *"We always bring our grandchildren to your pool because it is undercover, very well supervised and offers a range of fun activities (water slides, dive pool, etc) for different age groups and skill levels".*

Illustrative cross section of negative comments

- *"I do not wish for the Aquatic Centre to be a facility for commercial enterprises such as the AFC and am strongly opposed to a shared facility";*
- *"The aquatic centre is an important community resource and should be maintained as such. It should not be sold off to a private company nor redeveloped as a private facility, which is what the proposal is";*
- *"Swimming at the centre is great, but it's just a real pain with the changing and lockers. There are always families queuing for the change rooms next to the play area";*
- *"My daughter plays underwater rugby for Adelaide White Pointers and they need the use of the pool with 5m depth. If this was not to be available in the future, the team would no longer be able to play".*

4.4 Services not currently provided that survey participants would like available at the Adelaide Aquatic Centre

Some common services / features not currently provided at the Adelaide Aquatic Centre that survey participants suggested being made available in the future include:

- Diving boards, more fun activities like rock climbing walls/obstacle courses over water;
- Outdoor pool;
- Clean and functioning change rooms;
- Massage;
- Deep Water Aqua;
- Safer bike lockup area, lit and with cameras;

- Water slides and water play;
- Nature play (playground redevelopment);
- Better Picnic areas;
- Yoga classes 2 to 3 times a week;
- Continued choice of multiple pools for water walking and water exercising;
- A wider choice of exercise programs including meditation, tai chi, aerobics etc;
- Hydrotherapy pool for recovery, rehabilitation and exercise;
- More core strength and stretching classes;
- Inflatable play equipment, Function room(s), Water Slides, Large zero depth water play equipment;
- Playground for kids, outdoor pools for kids, areas to celebrate parties & BBQ facilities.

4.5 Final Summary

In summary, it is clear after completing 13 weeks / 92 days of consultation that the Adelaide Aquatic Centre is a much-loved facility that provides important recreational health and social benefits to the broader metropolitan community.

Despite its age, the facility is highly valued as it delivers a wide range of services to the community and is of great importance in the lives of many people.

There is general concern amongst sporting organisations and individuals that represent and play water sports such as water polo, underwater hockey and rugby that there would be a significant impact on their sports future if their needs were not considered as part of any redevelopment of the facility.

Notwithstanding the relatively low usage by rate payers, it is clear that the wider community believes strongly that it is a responsibility of Council to continue to provide an aquatics and recreational facility for ratepayers (albeit with Federal and State Government contributions) and visitors to the city to use.

As stated at the beginning, this report provides an overall summary of the methodologies used to undertake consultation, details who participated and summarises the key themes that emerged from the feedback gathered.

The results of the consultation are yet to be incorporated into the 'Final Needs Analysis' Report. Once incorporated, the report findings will inform the AFC concept development and assist Council in its decision making with respect to the 'Unsolicited Proposal', should the AFC submit a detailed proposal or the potential scale and level of investment required if Council was to undertake its own redevelopment of the existing AAC as a 'community' aquatics and recreation facility.

APPENDIX 1 – Tables

Table 1: How was Consultation Promoted

Promotion medium / platform	Reach
Dedicated page on the Your Say Adelaide website	3,320
Direct emails to subscriber listings (Including Adelaide Aquatic Centre Members / Users, Your Say, Sporting Organisations)	12,303 (Adelaide Aquatic Centre Members / Users) 300 + (Sport & Fitness Connect)
Media releases	Statewide
Flyers in January's rate notice	Council wide
6 specific posts on CoA Facebook page	Statewide
6 specific posts on CoA Twitter	Statewide
Various radio interviews	Statewide
Posters, banners and flyers located with the Aquatic Centre and libraries and Community Centres.	Unknown
Drop-in information desk located at the Aquatic Centre	Approx. 560 direct contacts made

Table 2: Written Submissions

Written Submissions	
Organisations (some of which submitted combined response to both consultations)	10
YSA submissions	7
Individual	1
	TOTAL 18

Table 3 – Written Submission by Organisation

Organisation
Blackfriars Priory School
St Dominic's Priory School
Determined 2
Water Polo SA
South Australian Underwater Hockey Association
Royal Life Saving Society SA
Eastern Saints Water Polo Club
Hon. Rachel Sanderson
Hon. Tung Ngo MLC
South- East Residents Association Inc.

Table 4 – Services

Services
Aquatic Group Fitness
Dry Group Fitness
Gym Workout
Lap swimming
Club / Organised swimming
Recreational swimming
Swim School lesson
Spa
Sauna / Steam Room
Cafe
Personal Training
Allied Health / Therapy
Creche
Retail / Swim Shop
Aquatic Sports

Table 5 – Response Weighting

Response	Weighting
Very Important	4
Important	3
Slightly Important	2
Not Important	1

APPENDIX 2 – Graphical Analysis

Figure 1: Respondents by Post Code

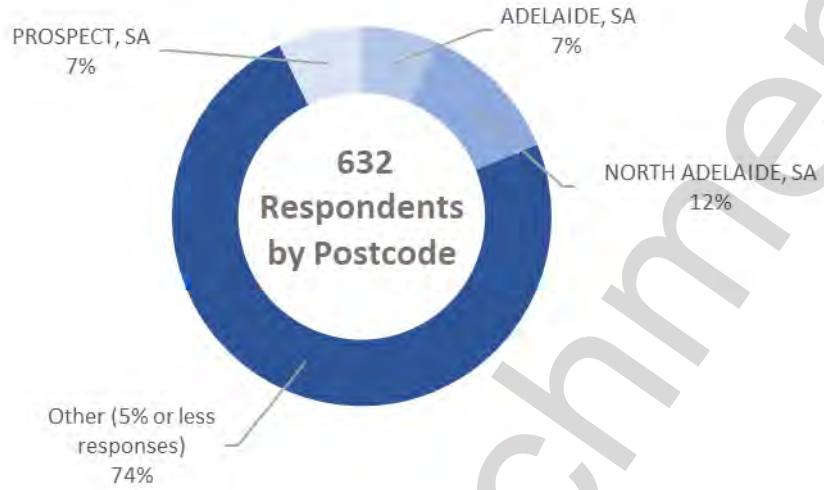


Figure 2: Gender of Participants

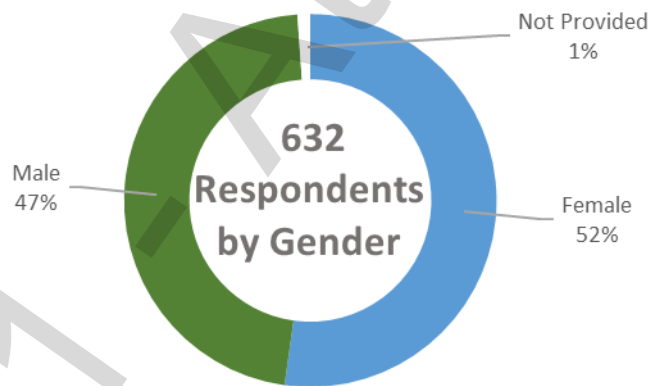


Figure 3: Age Group

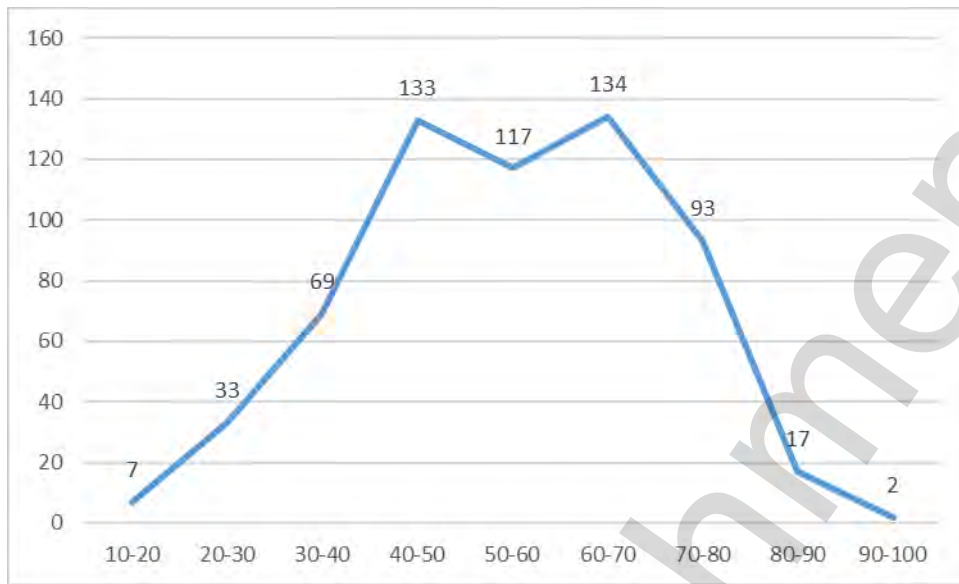


Figure 4: Participation by Member Status



Figure 5: Mode of Transport

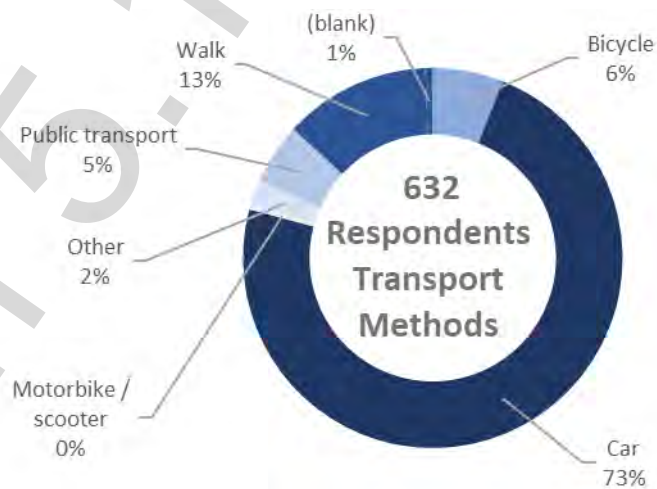


Figure 6: Usage Patterns

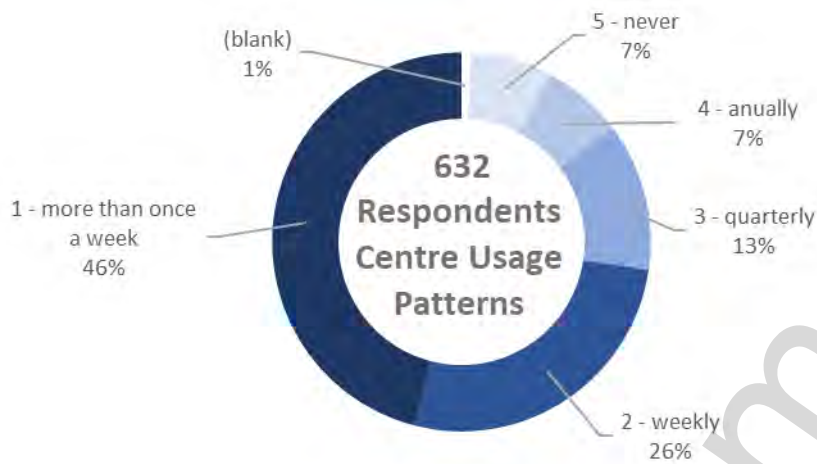
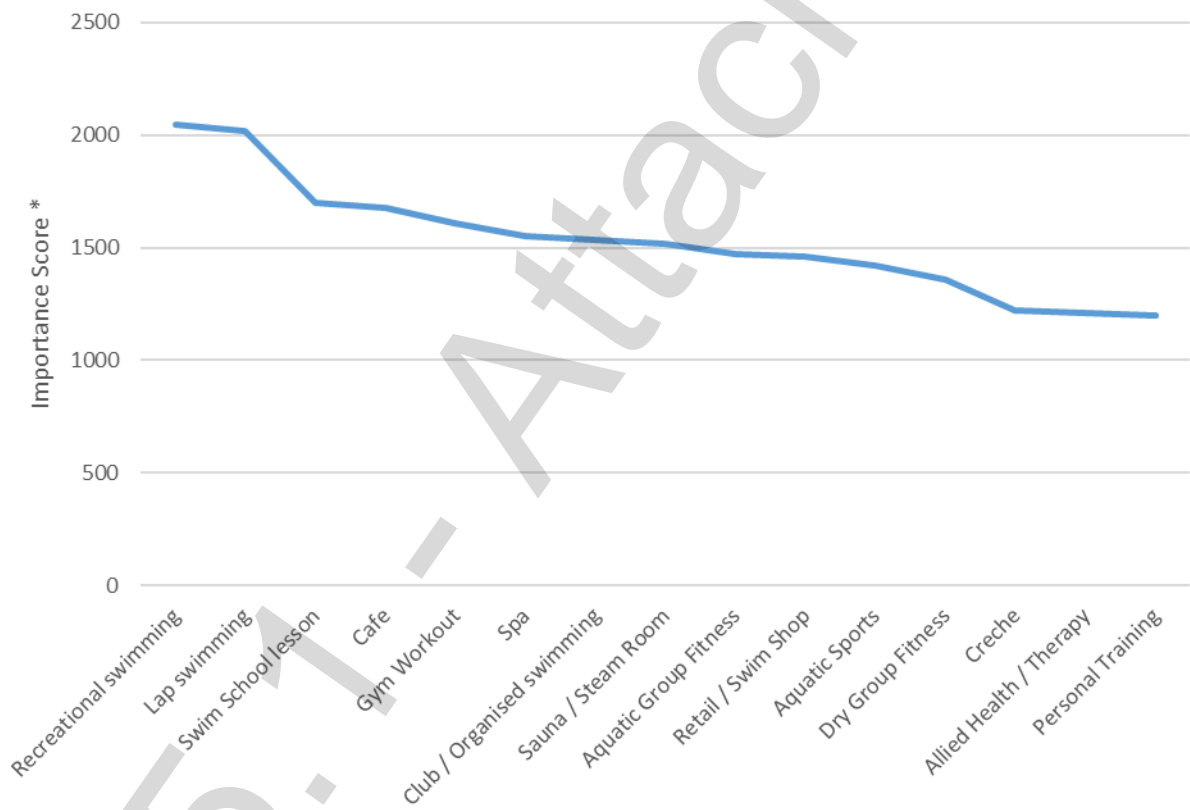


Figure 7: Service Importance



* See Appendix 1 – table 5 for weightings applied to answers which were then totalled across all respondents to total the overall importance score of the service.

Appendix 3 - Adelaide Aquatic Centre User Survey 2020, Market Research Report

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Adelaide Aquatic Centre User Survey 2020 Market Research Report

City of Adelaide

6 February 2019



Contents

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5. Key findings	9
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1. Introduction

Intuito is delighted to present this market research report to the City of Adelaide for the Adelaide Aquatic Centre User Survey 2020.

Project overview

Project Summary

In February 2019, Council received an unsolicited proposal from Adelaide Football Club (AFC) in relation to the development of a sports and community aquatics facility based at Denise Norton Park/Pardipardinyilla (Park 2), the current site of the Adelaide Aquatic Centre (AAC).

In August 2019, the City of Adelaide (CoA) engaged an independent consultant to undertake a needs analysis to ascertain the key features that should be prioritised to best meet the current and future needs of the community if Council were to replace the existing AAC with a new facility.

Since that time, the draft findings of the needs analysis have been presented to Council and are now open for public viewing and feedback. The AFC has also submitted a draft concept which is being consulted on concurrently with the draft needs analysis.

Council wanted to hear from users about what services and facilities they value and wish to see at the Aquatic Centre to help inform Council's future planning for an aquatic and recreational facility. Consultation is currently underway via Council's online engagement platform 'Your Say Adelaide'. Council wished to supplement this with face to face surveys of current users on site at the AAC.

Background

The AAC located in Denise Norton Park/Pardipardinyilla (Park 2) in North Adelaide was first built in 1969. Redeveloped and enclosed in 1985 the Adelaide Aquatic Centre was previously an elite training and competition venue. With the development of the State Aquatic Centre at Marion in 2011 the AAC has evolved into a recreational/multipurpose facility.

While there have been upgrades over the years, the AAC operates at a loss to Council and will require significant investment in the next 2-5 years to continue to provide its existing level of service to the community.

The AAC currently draws visitors from all over the metropolitan Adelaide and country areas to participate in swimming lessons, general recreational swimming, working out in the gym, and to participate in general health and wellbeing activities.

Council is currently considering an unsolicited proposal from AFC to establish an administration and training base in Denise Norton Park/Pardipardinyilla (Park 2) on the site of the AAC.

The facility would incorporate AFC's administration, indoor training facilities and car parking provisions integrated with a publicly accessible multi-purpose community space and an aquatic and recreational facility.

Project Scope

The key deliverables included:

- Questionnaire comprising five demographic related questions and eight 'Needs Analysis' related questions that are a mixture of qualitative and quantitative questions asked in person to users at the Aquatic Centre.
- Interviewers were to seek out a diverse group of respondents, in regard to cultural background, age and gender where possible and over the course of the survey period ensure that at least 100 survey responses are received in each weeklong period (i.e. a total of at least 200 surveys to be completed).
- One week of surveying to be conducted outside of school holidays and the other within the school holiday period to capture potential differences in audience attendance motivations (such as holiday leisure or school term swim school).
- Questionnaire surveys to be tailored for face to face interviews based on the sample questionnaire (and that of Your Say Adelaide).
- At the beginning of the survey, users were to be asked if they are aware of the AFC proposal and provided with a flyer and encouraged to go to the Your Say Adelaide page to provide feedback on the AFC proposal.
- The responses from the user surveys were to be collated into both an easy to read visual summary and more detailed analysis report which will then be considered and used to inform Council decision making.
- Council staff assisted in the drafting of any specific content for the opening statement prior to surveys commencing.

2. Market research objectives

The overall objective of this project is to understand the features and services users of both frequent and infrequent users of the Aquatic Centre value and would like to see incorporated if the AAC was to be re-developed.

The specific objectives are to:

- Understand the features and services users of Aquatic Centre value most amongst a diverse range of users.
- Understand what features and services users would like to see incorporated if the AAC was to be re-developed and the effect these new services might have on frequency of use.
- Inform users' that Council is currently consulting on AFC's draft proposal and direct them to the Your Say Adelaide page to provide feedback.
- Determine frequency of use of the ACC amongst the various sectors.
- Determine the frequency of use of the various facilities offered at the ACC and the level of importance of each of the facilities offered.
- Determine how users travelled to the ACC along with other demographics.
- Gather email addresses of users who would like to be kept informed of developments at the ACC.

3. Research strategy and methodology

AAC User Survey

Research objectives that surround metrics such as understanding the market and what features and services are valued amongst current users of the AAC are best understood with quantitative research.

The number of measures required to meet the stated objectives highlighted a relatively succinct survey of around 2 minutes which was conveniently transacted throughout the centre given the free range access AAC staff provided our interviewers.

Surveying was conducted over a two week period week commencing 20 January 2020 and week commencing 27 January 2020 with approximately 100 surveys collected in each week, for a total sample of 200 that was further split 60% weekday, 40% weekend. The first week fell inside the school holidays and the second was after the new school year started. The purpose of these two different weeks was to capture a range of different users such as school holiday leisure swimmers and those who attend the centre for structured sessions such as swim school and aqua fitness classes.

All interviews were conducted on tablet using a survey application that did not require Wi-Fi connectivity to conduct the survey. Given the nature of the survey, many respondents chose to self-complete the survey on the tablets, the balance were 'interviewed'.

The average length of the survey was 2 minutes.

Our interviewers found that the vast majority of participants were very willing to participate in the survey with some expressing their personal opinion on the AFC draft proposal or the need for an upgrade to the centre. There were very few who declined to participate and overall our interviewers did not experience any resistance or antagonistic behaviour.

Interview Scheduling

Period	Dates interviews Conducted	Surveys
Week 1 w/c 20 January	Tuesday 21/1, Wednesday 22/1, Friday 24/1	62
	Saturday 25/1	41
Week 2 w/c 27 January	Tuesday 28/1, Thursday 30/1, Friday 31/1	55
	Saturday 1/2	42
Total		200

All interviews were conducted between the hours of 10am and 2.30pm to capitalise on the peak time for arrivals and fitness classes as advised by AAC staff.

4. Executive summary

Participant profiles

The majority (60%) of those interviewed at the Aquatic Centre were aged 25-54 years but with a reasonable representation of 15-24 year olds (11%), 55-64 year olds (13.5%) and over 65 year olds (15.5%). There was a slight skew to female (55% compared to 45% male), postcodes were varied and represent the wider Adelaide geographic area, nearly a quarter were residents or business owners of the City of Adelaide, but only 15% were ratepayers. 38% were current Aquatic Centre 'Gym & Swim' or 'Swim School' members.

Frequency of ACC use of the sample

There was an even spread of users by frequency and we categorised light users as attending annually (19.5%), medium users as attending monthly to quarterly (24.5%) and heavy users as attending weekly or more often (56%).

Frequency of accessing various services/facilities

Recreational swimming, the café, lap swimming and the retail/swim shop are the most accessed services with the ACC although frequent users show higher usage of aquatic group fitness, dry group fitness, lap swimming, swim school lesson, spa, sauna/steam room, café, personal training and retail/swim shop.

Level of importance of various services/facilities

The most important services amongst the total sample are recreational swimming, café, lap swimming, and swim school lessons. Recreational swimming is more important to occasional users, swim school lessons to frequent users, the spa, sauna/steam room to residents and business owners, members and frequent users.

Other services suggested for ACC

78 people could offer suggestions for other services and these included 21 comments relating to facilities (mostly more car parking and the need for an upgrade), 18 comments pertaining to bigger/better slides and diving, 14 comments about suggested activities (like swimming races, hot spa pool, more group fitness classes), 13 comments specific to children's facilities and activities, 7 comments about the café and F&B offering (better and healthier) and 4 comments about disability facilities.

Would use of the facility increase if these new ideas were adopted?

It would appear that people would attend the ACC slightly more often particularly more than once a week and daily.

Mode of transport to the Centre

The vast majority of people would use a car (88%) with walking (5.5%) and public transport (3%) to follow.

Additions to the mailing list

71 out of the total 200 users gave their email details to be kept informed.

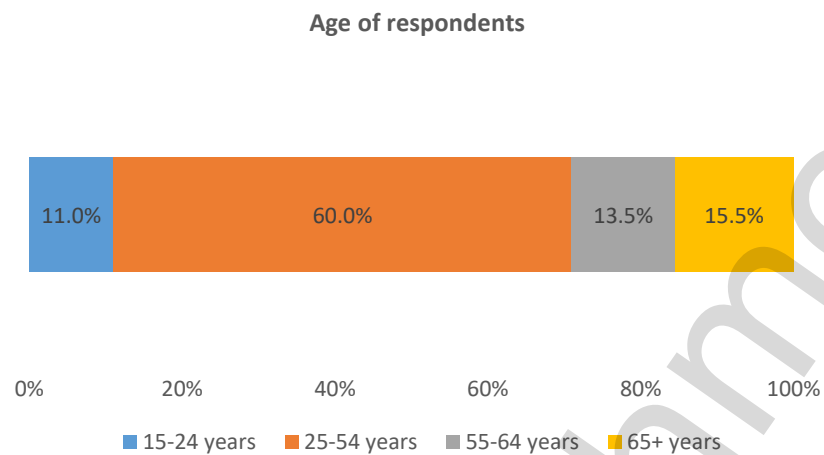
Conclusions

This survey was easier than most to complete because most people had a vested interest in giving their opinion and wanted to participate. On some occasions, users were lined up wanting to do the survey. Anecdotally, the general sentiment was that people wanted the Centre to remain open and available to the general public. It is a valued and much loved facility that is accessible and offers a variety of services and facilities that people want. As Council knows, there is great interest in its future.

Another sentiment was that some people are uncertain about the future of the Centre enough to question their ongoing membership. There is also a sense that staff at the Centre are unsettled.

5. Key Findings

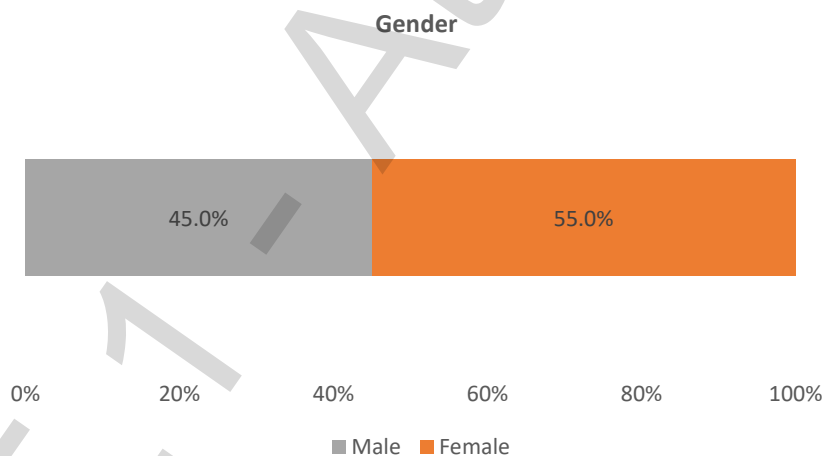
Q1. Age of user interviewed



The greatest proportion of users interviewed were aged 25-54 years. This age group had higher representation on weekdays during the school holidays and on the Saturday outside of school holidays and were more likely to be CoA residents or business owners and ratepayers.

Those aged 55-64 years had a higher presence on the weekdays outside of school holidays with those aged over 65 years more likely to attend on weekdays regardless of school breaks. The over 65 years were also more likely to be AAC Gym & Swim or Swim School Members (most likely the former).

Q2. Gender



Respondents identified as either male (45%) or female (55%).

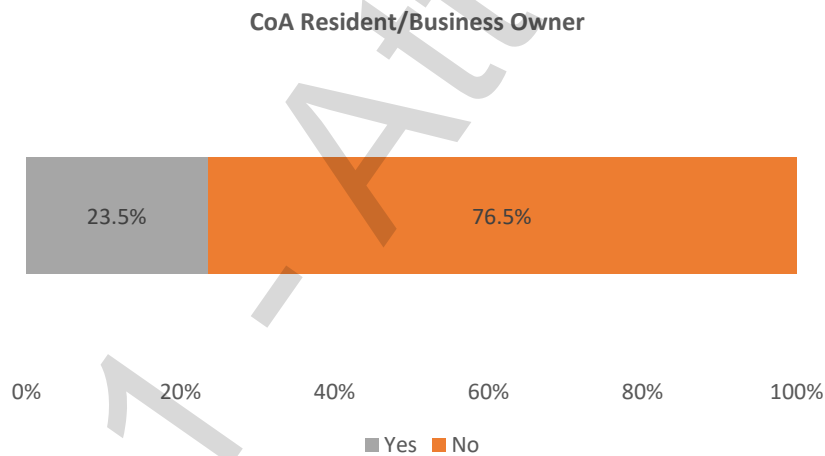
The males in the sample were more likely to be attending on Saturdays, aged over 55 years and were neither residents nor business owners. Whereas the females were more likely attending on weekdays during the holidays and during school term, were aged 25-54 years and are CoA residents or business owners.

Q3. What is your postcode of residence?

193 South Australian metropolitan postcodes ranged from 5000 through to 5173 with four regional ranging from 5245 through to 5571. There were three postcodes from NSW. The full list of postcodes are within the tabulations section of the document. The top postcodes feature below.

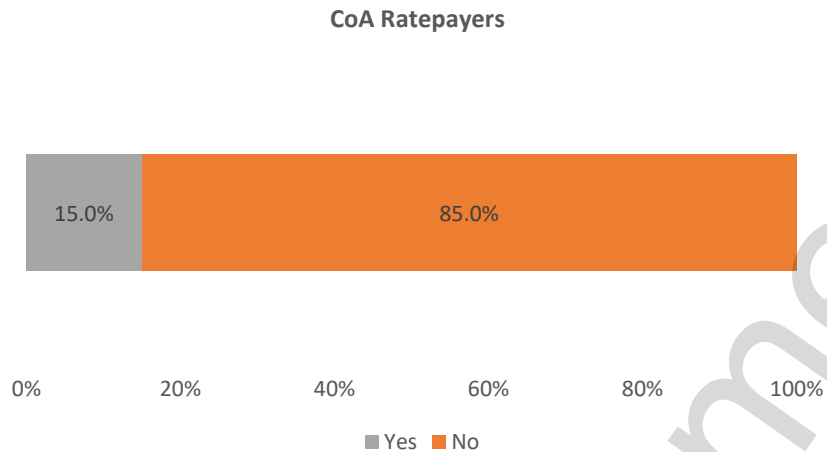
Postcode	Quantity	Suburbs
5082	11	Fitzroy, Prospect, Thorngate, Ovingham
5008	9	Devon Park, Dudley Park, Renown Park, Ridleyton, Croydon, Croydon Park, West Croydon
5085	9	Northfield, Northgate, Enfield, Lightsview, Clearview
5006	8	North Adelaide
5009	6	Kilkenny, Beverley, Allenby Gardens
5022	6	Grange, Henley Beach, Tennyson
5095	6	Mawson Lakes, Pooraka
5025	5	Flinders Park, Kidman Park
5067	5	Kent Town, Beulah Park, Rose Park, Norwood South, Norwood
5083	5	Sefton Park, Broadview, Nailsworth
5108	5	Paralowie, Salisbury North, Salisbury Downs, Salisbury
5000	4	Adelaide
5012	4	Woodville North, Woodville Gardens, Mansfield Park, Athol Park
5066	4	Wattle Park, Waterfall Gully, Beaumont, Stonyfell, Hazelwood Park, Erindale, Burnside

Q4. Are you a City of Adelaide resident or business owner?



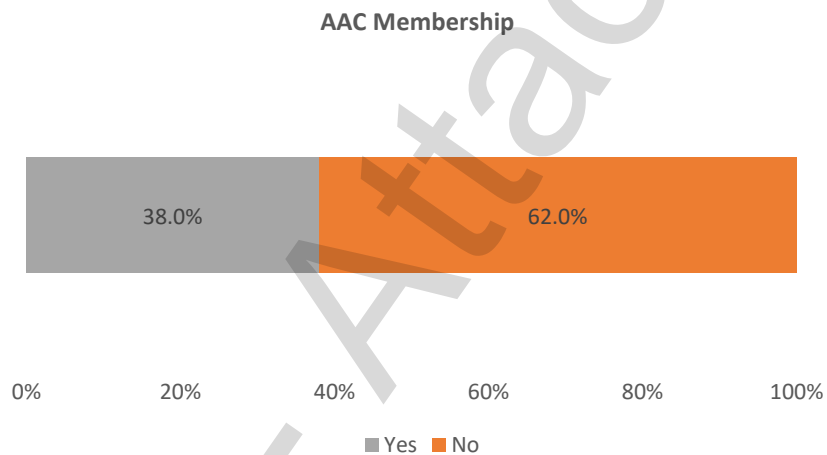
Respondents more likely to be residents or business owners were attending outside of school term, female and CoA ratepayers. Non-residents or business owners were more likely attending during the school holiday weekdays, identified as male and aged over 55 years.

Q5. Are you a City of Adelaide ratepayer?



There was a small cohort of 30 ratepayers represented.

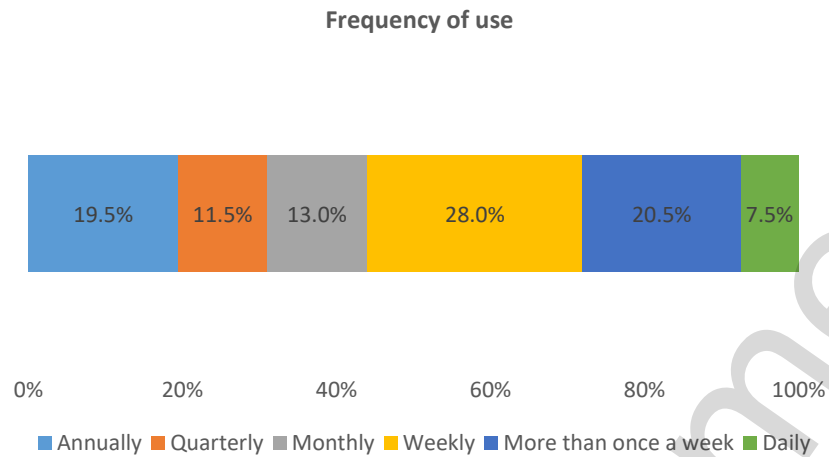
Q6. Please indicate if you are a current Adelaide Aquatic Centre 'Gym & Swim' or 'Swim School' Member?



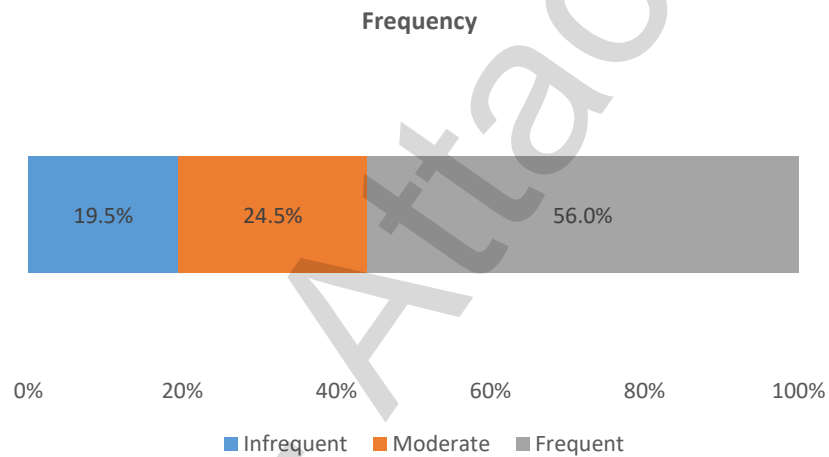
Nearly four in ten of those interviewed held either a Gym & Swim or Swim School membership.

Members were more likely attending on weekdays, were aged over 55 years, CoA residents or business owners, and ratepayers.

Q7. Please indicate how frequently you access the Centre.



A further subset was created based on the above attendance rates. Annual equals infrequent, quarterly and monthly are moderate attendees and weekly, more than once a week and daily are frequent users.



Over half of those interviewed were frequent users of the AAC and were more likely attending on a weekday during the school holidays and the weekend outside of school holidays, male, aged over 55 years, ratepayers and either Gym & Swim or Swim School members.

Moderate users were more likely in attendance on the weekend of school holidays, aged between 15 years and 54 years, residents or business owners, and non-members.

Infrequent users were more likely in attendance on a weekday during the school holidays, female, and a non-member.

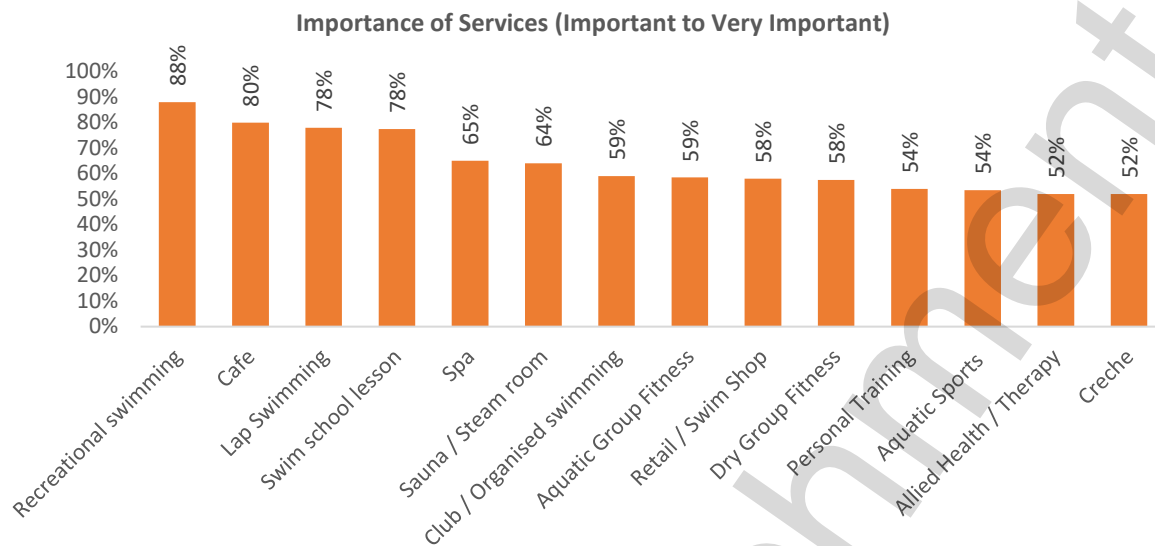
Q8. Please indicate how frequently you have accessed the following services within the Adelaide Aquatic Centre.

We have applied a heat map to better understand the frequency of each service/facility.

	Never	Annually	Quarterly	Monthly	Weekly	More than once a week	Daily
Aquatic Group Fitness	86.0%	1.0%	0.5%	1.0%	2.0%	7.0%	2.5%
Dry Group Fitness	89.0%	0.0%	0.5%	0.0%	1.0%	6.5%	3.0%
Lap Swimming	42.5%	9.5%	6.0%	12.0%	13.5%	14.0%	2.5%
Club / Organised swimming	94.0%	1.0%	2.0%	0.5%	0.5%	0.5%	1.5%
Recreational swimming	23.5%	17.0%	11.0%	15.0%	14.0%	16.5%	3.0%
Swim school lesson	77.0%	3.0%	0.0%	2.0%	13.5%	2.5%	2.0%
Spa	58.5%	8.0%	2.5%	8.0%	7.5%	12.0%	3.5%
Sauna / Steam room	62.0%	6.0%	3.0%	7.5%	7.0%	11.0%	3.5%
Cafe	27.5%	13.5%	12.5%	14.5%	16.5%	13.5%	2.0%
Personal Training	92.0%	1.0%	2.5%	2.0%	1.0%	1.5%	0.0%
Allied Health / Therapy	96.0%	1.0%	1.0%	0.5%	0.5%	1.0%	0.0%
Crèche	98.0%	0.5%	0.5%	0.5%	0.5%	0.0%	0.0%
Retail / Swim Shop	53.5%	20.0%	20.5%	5.5%	0.5%	0.0%	0.0%
Aquatic Sports (e.g. Water Polo, Underwater Hockey / Rugby)	98.0%	0.5%	0.5%	0.0%	0.0%	0.5%	0.5%

Recreational swimming, the Café, lap swimming and the retail/swim shop are the most accessed services within the AAC. Frequent visitors (weekly, more than once a week and daily visitors) show higher usage of aquatic group fitness, dry group fitness, lap swimming, swim school lesson, spa, sauna/steam room, café, personal training and the retail/swim shop.

Q9. Please indicate the level of importance to you and your family of the following facilities.



The most important services amongst the total sample are recreational swimming, café, lap swimming, and swim school lessons. The spa and sauna/steam room is important to around two-thirds of the sample with over half placing strong importance on all other aspects. It would appear from these percentages that even though people may not use a particular facility or service they still do believe they are important to the Centre.

Recreational swimming was more important to members and infrequent visitors.

The café was more important to school holiday users, non-residents or business owners, members, and frequent visitors.

Lap swimming was more important to school holiday users, members, and frequent visitors.

Swim school lessons was more important to members and frequent visitors.

The spa, sauna/steam room were more important to residents and business owners, members and frequent visitors.

Aquatic group fitness was more important to school holiday users, members, infrequent visitors, and frequent visitors.

The retail swim shop, personal training, aquatic sports, and allied health were more important to members and frequent visitors.

Dry group fitness was more important to school holiday users, members and frequent visitors.

The crèche was more important to users in both the school holidays and when school had returned, members, and frequent visitors.

Q10. Please indicate any other services not listed that you would like available at the Adelaide Aquatic Centre.

Six in ten respondents (122 people) were unable to provide a comment. Of those who did there were 21 various comments relating to facilities, 18 comments pertaining to bigger/better slides and diving, 14 comments about suggested activities, 13 comments specific to children's facilities and activities, 7 comments related to the café and food and beverage offerings and 4 comments for suggestions for disability facilities. 5 people claimed that everything was fine as is. The comments are as follows:

Facilities/Services

- 3 month membership
- Another spa
- Better car parking
- Better menu for intolerance at cafe
- Cleaning - bit tired.
- Direct Bus service from town,
- Extended crèche hours, extra toilets near kids pool, classes not on crèche room
- Great meeting place. I usually catch up over a swim and a spa.
- Improve spa and sauna
- More car parking and no crows
- More car parking, no crows please
- More fitness areas
- More outdoor & indoor chairs tables lounges
- More outdoor areas
- More parking lot space
- Music
- Outdoor pool
- Quiet Yoga room
- Spa to be more private, not overlooking kids, women's spa
- Upgrade of all facilities (2 comments)

Slides/Diving

- More slides
- Diving boards and slides open all the time.
- Diving boards open 24/7
- Better slides (5 comments)
- Water slides
- Bigger slides
- Water slides big.
- More slides for kids
- Opening diving boards
- 5m jump/dive 7m jump/dive, jumping castle
- Slides open
- A longer water slide for adult to enjoy
- Upgraded dive pool

- Big slide

Activities

- Scuba diving lessons
- Swimming races
- Swimming races
- Hot spa pool
- Hot spa pool
- Scuba classes
- Muay Tai class (Thai boxing)
- Better group fitness area
- More laps available after business hours as generally there are only a few lanes
- Diving lesson
- Variety of group fitness
- More group fitness classes Pilates
- Meditation
- More hydro classes on the weekends

Children

- Floaty equipment hire for kids
- Playground
- Older kids activity 10 years old and over
- Kids blow up climbing equipment on weekends, open diving boards earlier
- More children facilities
- Diving club (dive boards) for kids
- Bigger slide and play areas for kids
- Lifesaving class for kids and adults, more water sports
- Change table for children
- More swimming school availability
- Better waterslides and facility's for younger people as this promotes a love and respect for all water ways.
- Bigger baby pool
- Casual crèche

Café

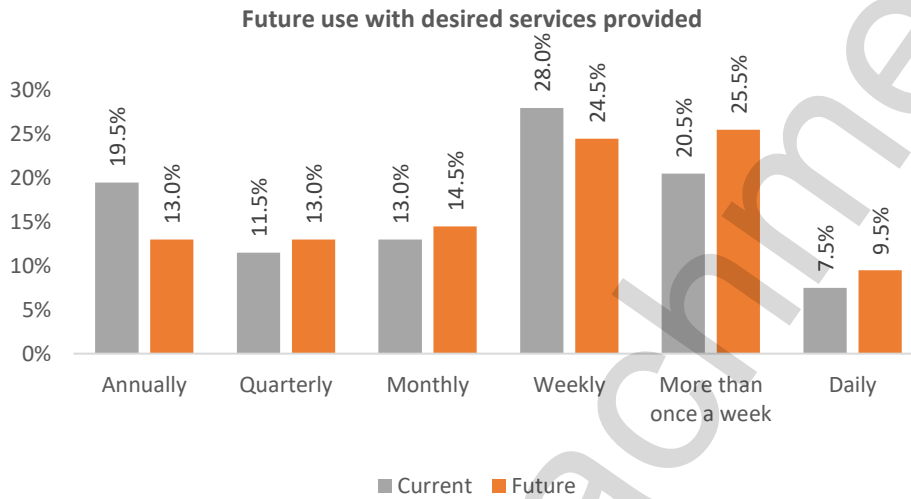
- Better cafe
- Improve cafe menu
- Healthy food options for kids and adults
- Bar
- Free coffee for membership one a week
- Bigger cups for the frozen yoghurt
- Vending machines for food after hours

Disability

- Perhaps, bigger area for disability kids.

- Pool needs to be graduated if kids don't have an edge awareness for those with special needs
- Aqua sensory course
- Therapeutic pool for disabled

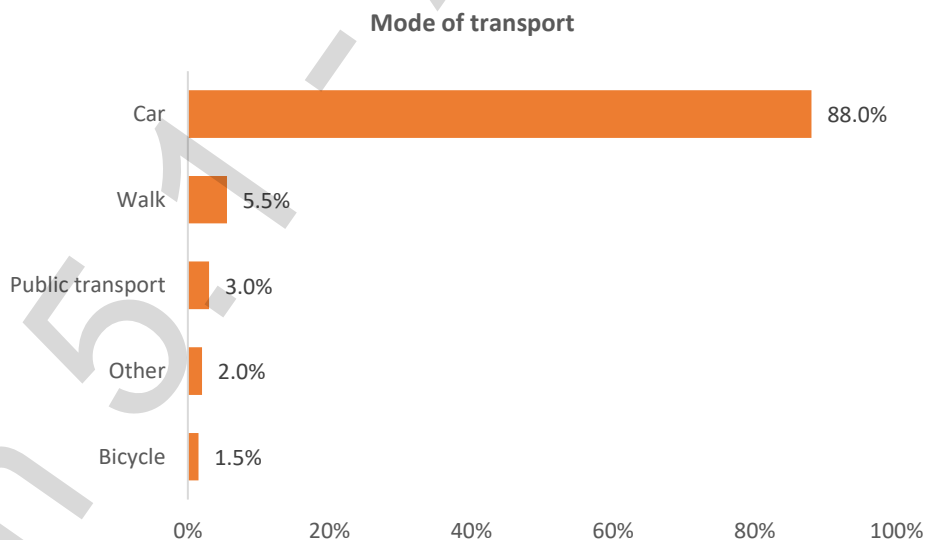
Q11. Please indicate how often you would use this facility if your most desired services were provided at the Adelaide Aquatic Centre.



The impact if the desired services were provided at the Adelaide Aquatic Centre would see a reduction in annual and weekly visitation and an increase in more than once a week. (Whilst there is an increase for quarterly, monthly and daily visitations, these figures are not significant.)

Those more likely to visit more than once a week are weekday visitors, males, those over 55 year's old and current members.

Q12. Please indicate which mode of transport you would use to travel to the Centre?



The vast majority of respondents travel to the centre by car which was higher on Saturday's, and amongst females and those aged 25-54 years. Those providing other responses claimed to travel by taxi, mini bus and private bus (2 responses).

Q13. Please indicate if you would like to be added to a mailing list to be kept informed of any future plans for the Adelaide Aquatic Centre or to participate in further engagement.

71 people requested to be added to the mailing list and these details are provided in the tabulations section of the report.

Item 5.1 - Attachment A

6. Tabulations

Q1. Please indicate your age group

Please indicate your age group	Count	Percentage
15-24 years	22	11.0%
25-54 years	120	60.0%
55-64 years	27	13.5%
65+ years	31	15.5%
Total	200	100.0%

Please indicate your age group	15-24 years	Interview Date				Total
		Week 1 Weekday SH	Week 1 Saturday SH	Week 2 Weekday	Weeks 2 Saturday	
15-24 years	0	10	7	5	22	
	.0%	24.4%	12.7%	11.9%	11.0%	
25-54 years	40	22	25	33	120	
	64.5%	53.7%	45.5%	78.6%	60.0%	
55-64 years	7	7	10	3	27	
	11.3%	17.1%	18.2%	7.1%	13.5%	
65+ years	15	2	13	1	31	
	24.2%	4.9%	23.6%	2.4%	15.5%	
Total	62	41	55	42	200	
	100.0%	100.0%	100.0%	100.0%	100.0%	

Please indicate your age group	15-24 years	Are you a City of Adelaide resident or business owner?			Are you a City of Adelaide ratepayer?			Please indicate if you are a current Adelaide Aquatic Centre 'Gym & Swim' or 'Swim School' Member?		
		Yes	No	Total	Yes	No	Total	Yes	No	Total
15-24 years	7	15	22	0	22	22	2	20	22	
	14.9%	9.8%	11.0%	.0%	12.9%	11.0%	2.6%	16.1%	11.0%	
25-54 years	31	89	120	24	96	120	45	75	120	
	66.0%	58.2%	60.0%	80.0%	56.5%	60.0%	59.2%	60.5%	60.0%	
55-64 years	4	23	27	3	24	27	12	15	27	
	8.5%	15.0%	13.5%	10.0%	14.1%	13.5%	15.8%	12.1%	13.5%	
65+ years	5	26	31	3	28	31	17	14	31	
	10.6%	17.0%	15.5%	10.0%	16.5%	15.5%	22.4%	11.3%	15.5%	
Total	47	153	200	30	170	200	76	124	200	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

Q2. Do you identify as

Do you identify as	Count	Percentage
Male	90	45.0%
Female	110	55.0%
Other Identity	0	.0%
Total	200	100.0%

		Interview Date					Total
		Week 1 Weekday SH	Week 1 Saturday SH	Week 2 Weekday	Weeks 2 Saturday		
Do you identify as	Male	25 40.3%	21 51.2%	22 40.0%	22 52.4%	90 45.0%	
	Female	37 59.7%	20 48.8%	33 60.0%	20 47.6%	110 55.0%	
	Total	62 100.0%	41 100.0%	55 100.0%	42 100.0%	200 100.0%	

		Please indicate your age group				Total
		15-24 years	25-54 years	55-64 years	65+ years	
Do you identify as	Male	10 45.5%	45 37.5%	15 55.6%	20 64.5%	90 45.0%
	Female	12 54.5%	75 62.5%	12 44.4%	11 35.5%	110 55.0%
	Total	22 100.0%	120 100.0%	27 100.0%	31 100.0%	200 100.0%

		Are you a City of Adelaide resident or business owner?			Are you a City of Adelaide ratepayer?			Please indicate if you are a current Adelaide Aquatic Centre 'Gym & Swim' or 'Swim School' Member?		
		Yes	No	Total	Yes	No	Total	Yes	No	Total
Do you identify as	Male	15 31.9%	75 49.0%	90 45.0%	13 43.3%	77 45.3%	90 45.0%	33 43.4%	57 46.0%	90 45.0%
	Female	32 68.1%	78 51.0%	110 55.0%	17 56.7%	93 54.7%	110 55.0%	43 56.6%	67 54.0%	110 55.0%
	Total	47 100.0%	153 100.0%	200 100.0%	30 100.0%	170 100.0%	200 100.0%	76 100.0%	124 100.0%	200 100.0%

Q3. What is your postcode of residence?

		What is your postcode of residence?			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5082	11	5.5	5.5	5.5
	5008	9	4.5	4.5	10.0
	5085	9	4.5	4.5	14.5
	5006	8	4.0	4.0	18.5
	5009	6	3.0	3.0	21.5
	5022	6	3.0	3.0	24.5
	5095	6	3.0	3.0	27.5
	5025	5	2.5	2.5	30.0
	5067	5	2.5	2.5	32.5
	5083	5	2.5	2.5	35.0
	5108	5	2.5	2.5	37.5
	5000	4	2.0	2.0	39.5
	5012	4	2.0	2.0	41.5
	5066	4	2.0	2.0	43.5
	5007	3	1.5	1.5	45.0
	5011	3	1.5	1.5	46.5
	5020	3	1.5	1.5	48.0
	5021	3	1.5	1.5	49.5
	5051	3	1.5	1.5	51.0
	5063	3	1.5	1.5	52.5

What is your postcode of residence?

	Frequency	Percent	Valid Percent	Cumulative Percent
5072	3	1.5	1.5	54.0
5073	3	1.5	1.5	55.5
5076	3	1.5	1.5	57.0
5081	3	1.5	1.5	58.5
5084	3	1.5	1.5	60.0
5087	3	1.5	1.5	61.5
5088	3	1.5	1.5	63.0
5125	3	1.5	1.5	64.5
2015	2	1.0	1.0	65.5
5015	2	1.0	1.0	66.5
5023	2	1.0	1.0	67.5
5024	2	1.0	1.0	68.5
5032	2	1.0	1.0	69.5
5033	2	1.0	1.0	70.5
5041	2	1.0	1.0	71.5
5062	2	1.0	1.0	72.5
5065	2	1.0	1.0	73.5
5069	2	1.0	1.0	74.5
5092	2	1.0	1.0	75.5
5093	2	1.0	1.0	76.5
5109	2	1.0	1.0	77.5
5112	2	1.0	1.0	78.5
5163	2	1.0	1.0	79.5
2612	1	.5	.5	80.0
2714	1	.5	.5	80.5
5010	1	.5	.5	81.0
5013	1	.5	.5	81.5
5014	1	.5	.5	82.0
5016	1	.5	.5	82.5
5017	1	.5	.5	83.0
5031	1	.5	.5	83.5
5035	1	.5	.5	84.0
5038	1	.5	.5	84.5
5043	1	.5	.5	85.0
5045	1	.5	.5	85.5
5046	1	.5	.5	86.0
5047	1	.5	.5	86.5
5061	1	.5	.5	87.0
5064	1	.5	.5	87.5
5068	1	.5	.5	88.0
5075	1	.5	.5	88.5
5091	1	.5	.5	89.0
5097	1	.5	.5	89.5
5098	1	.5	.5	90.0
5107	1	.5	.5	90.5
5113	1	.5	.5	91.0
5114	1	.5	.5	91.5
5116	1	.5	.5	92.0
5118	1	.5	.5	92.5
5120	1	.5	.5	93.0
5126	1	.5	.5	93.5
5136	1	.5	.5	94.0
5137	1	.5	.5	94.5
5155	1	.5	.5	95.0

What is your postcode of residence?

	Frequency	Percent	Valid Percent	Cumulative Percent
5158	1	.5	.5	95.5
5159	1	.5	.5	96.0
5162	1	.5	.5	96.5
5165	1	.5	.5	97.0
5166	1	.5	.5	97.5
5173	1	.5	.5	98.0
5245	1	.5	.5	98.5
5250	1	.5	.5	99.0
5453	1	.5	.5	99.5
5571	1	.5	.5	100.0
Total	200	100.0	100.0	

Q4. Are you a City of Adelaide resident or business owner?

Are you a City of Adelaide resident or business owner?	Yes	47
		23.5%
	No	153
		76.5%
Total		200
		100.0%

		Interview Date					
		Week 1 Weekday SH	Week 1 Saturday SH	Week 2 Weekday	Weeks 2 Saturday	Total	
Are you a City of Adelaide resident or business owner?	Yes	5	10	16	16	47	
		8.1%	24.4%	29.1%	38.1%	23.5%	
	No	57	31	39	26	153	
		91.9%	75.6%	70.9%	61.9%	76.5%	
Total		62	41	55	42	200	
		100.0%	100.0%	100.0%	100.0%	100.0%	

		Do you identify as			Please indicate your age group				
		Male	Female	Total	15-24 years	25-54 years	55-64 years	65+ years	Total
Are you a City of Adelaide resident or business owner?	Yes	15	32	47	7	31	4	5	47
		16.7%	29.1%	23.5%	31.8%	25.8%	14.8%	16.1%	23.5%
	No	75	78	153	15	89	23	26	153
		83.3%	70.9%	76.5%	68.2%	74.2%	85.2%	83.9%	76.5%
Total		90	110	200	22	120	27	31	200
		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		Are you a City of Adelaide ratepayer?			Please indicate if you are a current Adelaide Aquatic Centre 'Gym & Swim' or 'Swim School' Member?			
		Yes	No	Total	Yes	No	Total	
Are you a City of Adelaide resident or business owner?	Yes	27	20	47	20	27	47	
		90.0%	11.8%	23.5%	26.3%	21.8%	23.5%	
	No	3	150	153	56	97	153	
		10.0%	88.2%	76.5%	73.7%	78.2%	76.5%	
Total		30	170	200	76	124	200	
		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

Q5. Are you a City of Adelaide ratepayer?

Are you a City of Adelaide ratepayer?	Yes	30
		15.0%
	No	170
		85.0%
	Total	200
		100.0%

		Interview Date				Total
		Week 1 Weekday SH	Week 1 Saturday SH	Week 2 Weekday	Weeks 2 Saturday	
Are you a City of Adelaide ratepayer?	Yes	5	7	7	11	30
		8.1%	17.1%	12.7%	26.2%	15.0%
	No	57	34	48	31	170
		91.9%	82.9%	87.3%	73.8%	85.0%
	Total	62	41	55	42	200
		100.0%	100.0%	100.0%	100.0%	100.0%

		Do you identify as			Please indicate your age group				Total
		Male	Female	Total	15-24 years	25-54 years	55-64 years	65+ years	
Are you a City of Adelaide ratepayer?	Yes	13	17	30	0	24	3	3	30
		14.4%	15.5%	15.0%	.0%	20.0%	11.1%	9.7%	15.0%
	No	77	93	170	22	96	24	28	170
		85.6%	84.5%	85.0%	100.0%	80.0%	88.9%	90.3%	85.0%
	Total	90	110	200	22	120	27	31	200
		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		Are you a City of Adelaide resident or business owner?			Please indicate if you are a current Adelaide Aquatic Centre 'Gym & Swim' or 'Swim School' Member?			
		Yes	No	Total	Yes	No	Total	
Are you a City of Adelaide ratepayer?	Yes	27	3	30	16	14	30	
		57.4%	2.0%	15.0%	21.1%	11.3%	15.0%	
	No	20	150	170	60	110	170	
		42.6%	98.0%	85.0%	78.9%	88.7%	85.0%	
	Total	47	153	200	76	124	200	
		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

Q6. Please indicate if you are a current Adelaide Aquatic Centre 'Gym & Swim' or 'Swim School' Member?

Please indicate if you are a current Adelaide Aquatic Centre 'Gym & Swim' or 'Swim School' Member?	Yes	76
		38.0%
	No	124
		62.0%
	Total	200
		100.0%

		Interview Date					Total
		Week 1 Weekday SH	Week 1 Saturday SH	Week 2 Weekday	Weeks 2 Saturday		
Please indicate if you are a current Adelaide Aquatic Centre 'Gym & Swim' or 'Swim School' Member?	Yes	25	10	24	17	76	
		40.3%	24.4%	43.6%	40.5%	38.0%	
	No	37	31	31	25	124	
		59.7%	75.6%	56.4%	59.5%	62.0%	
Total		62	41	55	42	200	
		100.0%	100.0%	100.0%	100.0%	100.0%	

		Do you identify as			Please indicate your age group				Total
		Male	Female	Total	15-24 years	25-54 years	55-64 years	65+ years	
Please indicate if you are a current Adelaide Aquatic Centre 'Gym & Swim' or 'Swim School' Member?	Yes	33	43	76	2	45	12	17	76
		36.7%	39.1%	38.0%	9.1%	37.5%	44.4%	54.8%	38.0%
	No	57	67	124	20	75	15	14	124
		63.3%	60.9%	62.0%	90.9%	62.5%	55.6%	45.2%	62.0%
Total		90	110	200	22	120	27	31	200
		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		Are you a City of Adelaide resident or business owner?			Are you a City of Adelaide ratepayer?			Total
		Yes	No	Total	Yes	No	Total	
Please indicate if you are a current Adelaide Aquatic Centre 'Gym & Swim' or 'Swim School' Member?	Yes	20	56	76	16	60	76	
		42.6%	36.6%	38.0%	53.3%	35.3%	38.0%	
	No	27	97	124	14	110	124	
		57.4%	63.4%	62.0%	46.7%	64.7%	62.0%	
Total		47	153	200	30	170	200	
		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

Q7. Please indicate how frequently you access the Centre:

Please indicate how frequently you access the Centre:	Annually	39
		19.5%
	Subtotal infrequent	39
		19.5%
	Quarterly	23
		11.5%
	Monthly	26
		13.0%
	Subtotal Moderate	49
		24.5%
	Weekly	56
		28.0%
	More than once a week	41
		20.5%
	Daily	15
		7.5%
	Subtotal frequent	112
		56.0%
Total		200
		100.0%

		Interview Date				Total
		Week 1	Week 1	Week 2	Weeks 2	
		Weekday SH	Saturday SH	Weekday	Saturday	
Please indicate how frequently you access the Centre:	Annually	15	6	11	7	39
		24.2%	14.6%	20.0%	16.7%	19.5%
	Subtotal infrequent	15	6	11	7	39
		24.2%	14.6%	20.0%	16.7%	19.5%
	Quarterly	6	8	5	4	23
		9.7%	19.5%	9.1%	9.5%	11.5%
	Monthly	4	6	10	6	26
		6.5%	14.6%	18.2%	14.3%	13.0%
	Subtotal Moderate	10	14	15	10	49
		16.1%	34.1%	27.3%	23.8%	24.5%
	Weekly	14	15	6	21	56
		22.6%	36.6%	10.9%	50.0%	28.0%
	More than once a week	16	3	18	4	41
		25.8%	7.3%	32.7%	9.5%	20.5%
	Daily	7	3	5	0	15
	11.3%	7.3%	9.1%	.0%	7.5%	
Subtotal frequent	37	21	29	25	112	
	59.7%	51.2%	52.7%	59.5%	56.0%	
Total	62	41	55	42	200	
	100.0%	100.0%	100.0%	100.0%	100.0%	

		Do you identify as			Please indicate your age group				Total
		Male	Female	Total	15-24 years	25-54 years	55-64 years	65+ years	
Please indicate how frequently you access the Centre:	Annually	14	25	39	8	25	2	4	39
		15.6%	22.7%	19.5%	36.4%	20.8%	7.4%	12.9%	19.5%
	Subtotal infrequent	14	25	39	8	25	2	4	39
		15.6%	22.7%	19.5%	36.4%	20.8%	7.4%	12.9%	19.5%
	Quarterly	9	14	23	2	17	2	2	23
		10.0%	12.7%	11.5%	9.1%	14.2%	7.4%	6.5%	11.5%
	Monthly	10	16	26	6	19	0	1	26
		11.1%	14.5%	13.0%	27.3%	15.8%	.0%	3.2%	13.0%
	Subtotal Moderate	19	30	49	8	36	2	3	49
		21.1%	27.3%	24.5%	36.4%	30.0%	7.4%	9.7%	24.5%
	Weekly	23	33	56	4	41	7	4	56
		25.6%	30.0%	28.0%	18.2%	34.2%	25.9%	12.9%	28.0%
	More than once a week	25	16	41	1	15	11	14	41
		27.8%	14.5%	20.5%	4.5%	12.5%	40.7%	45.2%	20.5%
	Daily	9	6	15	1	3	5	6	15
	10.0%	5.5%	7.5%	4.5%	2.5%	18.5%	19.4%	7.5%	
Subtotal frequent	57	55	112	6	59	23	24	112	
	63.3%	50.0%	56.0%	27.3%	49.2%	85.2%	77.4%	56.0%	
Total	90	110	200	22	120	27	31	200	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

		Are you a City of Adelaide resident or business owner?			Are you a City of Adelaide ratepayer?			Please indicate if you are a current Adelaide Aquatic Centre 'Gym & Swim' or 'Swim School' Member?		
		Yes	No	Total	Yes	No	Total	Yes	No	Total
		Please indicate how frequently you access the Centre:	Annually	8	31	39	4	35	39	2
		17.0%	20.3%	19.5%	13.3%	20.6%	19.5%	2.6%	29.8%	19.5%
	Subtotal infrequent	8	31	39	4	35	39	2	37	39
		17.0%	20.3%	19.5%	13.3%	20.6%	19.5%	2.6%	29.8%	19.5%
	Quarterly	4	19	23	4	19	23	1	22	23
		8.5%	12.4%	11.5%	13.3%	11.2%	11.5%	1.3%	17.7%	11.5%
	Monthly	11	15	26	3	23	26	0	26	26
		23.4%	9.8%	13.0%	10.0%	13.5%	13.0%	.0%	21.0%	13.0%
	Subtotal Moderate	15	34	49	7	42	49	1	48	49
		31.9%	22.2%	24.5%	23.3%	24.7%	24.5%	1.3%	38.7%	24.5%
	Weekly	12	44	56	10	46	56	30	26	56
		25.5%	28.8%	28.0%	33.3%	27.1%	28.0%	39.5%	21.0%	28.0%
	More than once a week	10	31	41	8	33	41	30	11	41
		21.3%	20.3%	20.5%	26.7%	19.4%	20.5%	39.5%	8.9%	20.5%
	Daily	2	13	15	1	14	15	13	2	15
		4.3%	8.5%	7.5%	3.3%	8.2%	7.5%	17.1%	1.6%	7.5%
	Subtotal frequent	24	88	112	19	93	112	73	39	112
		51.1%	57.5%	56.0%	63.3%	54.7%	56.0%	96.1%	31.5%	56.0%
	Total	47	153	200	30	170	200	76	124	200
		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Q8. Please indicate how frequently you have accessed the following services within the Adelaide Aquatic Centre:

	Never	Annually	Quarterly	Monthly	Weekly	More than once a week	Daily	Total
Aquatic Group Fitness	172	2	1	2	4	14	5	200
	86.0%	1.0%	.5%	1.0%	2.0%	7.0%	2.5%	100.0%
Dry Group Fitness	178	0	1	0	2	13	6	200
	89.0%	.0%	.5%	.0%	1.0%	6.5%	3.0%	100.0%
Lap Swimming	85	19	12	24	27	28	5	200
	42.5%	9.5%	6.0%	12.0%	13.5%	14.0%	2.5%	100.0%
Club / Organised swimming	188	2	4	1	1	1	3	200
	94.0%	1.0%	2.0%	.5%	.5%	.5%	1.5%	100.0%
Recreational swimming	47	34	22	30	28	33	6	200
	23.5%	17.0%	11.0%	15.0%	14.0%	16.5%	3.0%	100.0%
Swim school lesson	154	6	0	4	27	5	4	200
	77.0%	3.0%	.0%	2.0%	13.5%	2.5%	2.0%	100.0%
Spa	117	16	5	16	15	24	7	200
	58.5%	8.0%	2.5%	8.0%	7.5%	12.0%	3.5%	100.0%
Sauna / Steam room	124	12	6	15	14	22	7	200
	62.0%	6.0%	3.0%	7.5%	7.0%	11.0%	3.5%	100.0%
Cafe	55	27	25	29	33	27	4	200
	27.5%	13.5%	12.5%	14.5%	16.5%	13.5%	2.0%	100.0%
Personal Training	184	2	5	4	2	3	0	200
	92.0%	1.0%	2.5%	2.0%	1.0%	1.5%	.0%	100.0%
Allied Health / Therapy	192	2	2	1	1	2	0	200
	96.0%	1.0%	1.0%	.5%	.5%	1.0%	.0%	100.0%
Creche	196	1	1	1	1	0	0	200
	98.0%	.5%	.5%	.5%	.5%	.0%	.0%	100.0%
Retail / Swim Shop	107	40	41	11	1	0	0	200
	53.5%	20.0%	20.5%	5.5%	.5%	.0%	.0%	100.0%
Aquatic Sports (e.g. Water Polo, Underwater Hockey / Rugby)	196	1	1	0	0	1	1	200
	98.0%	.5%	.5%	.0%	.0%	.5%	.5%	100.0%

Total sample

	Never	Annually	Quarterly	Monthly	Weekly	More than once a week	Daily
Aquatic Group Fitness	86.0%	1.0%	0.5%	1.0%	2.0%	7.0%	2.5%
Dry Group Fitness	89.0%	0.0%	0.5%	0.0%	1.0%	6.5%	3.0%
Lap Swimming	42.5%	9.5%	6.0%	12.0%	13.5%	14.0%	2.5%
Club / Organised swimming	94.0%	1.0%	2.0%	0.5%	0.5%	0.5%	1.5%
Recreational swimming	23.5%	17.0%	11.0%	15.0%	14.0%	16.5%	3.0%
Swim school lesson	77.0%	3.0%	0.0%	2.0%	13.5%	2.5%	2.0%
Spa	58.5%	8.0%	2.5%	8.0%	7.5%	12.0%	3.5%
Sauna / Steam room	62.0%	6.0%	3.0%	7.5%	7.0%	11.0%	3.5%
Cafe	27.5%	13.5%	12.5%	14.5%	16.5%	13.5%	2.0%
Personal Training	92.0%	1.0%	2.5%	2.0%	1.0%	1.5%	0.0%
Allied Health / Therapy	96.0%	1.0%	1.0%	0.5%	0.5%	1.0%	0.0%
Creche	98.0%	0.5%	0.5%	0.5%	0.5%	0.0%	0.0%
Retail / Swim Shop	53.5%	20.0%	20.5%	5.5%	0.5%	0.0%	0.0%
Aquatic Sports (e.g. Water Polo, Underwater Hockey / Rugby)	98.0%	0.5%	0.5%	0.0%	0.0%	0.5%	0.5%

School holiday users

	Never	Annually	Quarterly	Monthly	Weekly	More than once a week	Daily
Aquatic Group Fitness	85.4%	1.0%	1.0%	0.0%	1.9%	8.7%	1.9%
Dry Group Fitness	88.3%	0.0%	1.0%	0.0%	1.9%	5.8%	2.9%
Lap Swimming	46.6%	4.9%	8.7%	8.7%	13.6%	16.5%	1.0%
Club / Organised swimming	90.3%	1.9%	2.9%	1.0%	0.0%	1.0%	2.9%
Recreational swimming	21.4%	19.4%	12.6%	8.7%	16.5%	18.4%	2.9%
Swim school lesson	80.6%	2.9%	0.0%	1.9%	11.7%	1.0%	1.9%
Spa	64.1%	6.8%	1.0%	5.8%	7.8%	11.7%	2.9%
Sauna / Steam room	68.9%	3.9%	1.9%	5.8%	6.8%	9.7%	2.9%
Cafe	26.2%	15.5%	15.5%	8.7%	16.5%	14.6%	2.9%
Personal Training	93.2%	0.0%	2.9%	1.9%	1.0%	1.0%	0.0%
Allied Health / Therapy	97.1%	0.0%	1.9%	0.0%	1.0%	0.0%	0.0%
Creche	98.1%	1.0%	0.0%	0.0%	1.0%	0.0%	0.0%
Retail / Swim Shop	55.3%	21.4%	17.5%	5.8%	0.0%	0.0%	0.0%
Aquatic Sports (e.g. Water Polo, Underwater Hockey / Rugby)	97.1%	1.0%	1.0%	0.0%	0.0%	0.0%	1.0%

Outside of school holiday users

	Never	Annually	Quarterly	Monthly	Weekly	More than once a week	Daily
Aquatic Group Fitness	86.6%	1.0%	0.0%	2.1%	2.1%	5.2%	3.1%
Dry Group Fitness	89.7%	0.0%	0.0%	0.0%	0.0%	7.2%	3.1%
Lap Swimming	38.1%	14.4%	3.1%	15.5%	13.4%	11.3%	4.1%
Club / Organised swimming	97.9%	0.0%	1.0%	0.0%	1.0%	0.0%	0.0%
Recreational swimming	25.8%	14.4%	9.3%	21.6%	11.3%	14.4%	3.1%
Swim school lesson	73.2%	3.1%	0.0%	2.1%	15.5%	4.1%	2.1%
Spa	52.6%	9.3%	4.1%	10.3%	7.2%	12.4%	4.1%
Sauna / Steam room	54.6%	8.2%	4.1%	9.3%	7.2%	12.4%	4.1%
Cafe	28.9%	11.3%	9.3%	20.6%	16.5%	12.4%	1.0%
Personal Training	90.7%	2.1%	2.1%	2.1%	1.0%	2.1%	0.0%
Allied Health / Therapy	94.8%	2.1%	0.0%	1.0%	0.0%	2.1%	0.0%
Creche	97.9%	0.0%	1.0%	1.0%	0.0%	0.0%	0.0%
Retail / Swim Shop	51.5%	18.6%	23.7%	5.2%	1.0%	0.0%	0.0%
Aquatic Sports (e.g. Water Polo, Underwater Hockey / Rugby)	99.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%

CoA Residents and Business Owners

	Never	Annually	Quarterly	Monthly	Weekly	More than once a week	Daily
Aquatic Group Fitness	83.0%	2.1%	0.0%	0.0%	8.5%	6.4%	0.0%
Dry Group Fitness	89.4%	0.0%	0.0%	0.0%	4.3%	6.4%	0.0%
Lap Swimming	42.6%	12.8%	4.3%	12.8%	17.0%	8.5%	2.1%
Club / Organised swimming	91.5%	0.0%	4.3%	2.1%	0.0%	0.0%	2.1%
Recreational swimming	40.4%	12.8%	10.6%	17.0%	8.5%	10.6%	0.0%
Swim school lesson	78.7%	6.4%	0.0%	2.1%	10.6%	2.1%	0.0%
Spa	44.7%	10.6%	2.1%	14.9%	17.0%	8.5%	2.1%
Sauna / Steam room	48.9%	8.5%	4.3%	14.9%	12.8%	8.5%	2.1%
Cafe	34.0%	10.6%	10.6%	19.1%	14.9%	10.6%	0.0%
Personal Training	93.6%	2.1%	2.1%	0.0%	2.1%	0.0%	0.0%
Allied Health / Therapy	95.7%	0.0%	2.1%	0.0%	0.0%	2.1%	0.0%
Creche	97.9%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%
Retail / Swim Shop	59.6%	14.9%	17.0%	6.4%	2.1%	0.0%	0.0%
Aquatic Sports (e.g. Water Polo, Underwater Hockey / Rugby)	97.9%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%

Non CoA Residents or Business Owners

	Never	Annually	Quarterly	Monthly	Weekly	More than once a week	Daily
Aquatic Group Fitness	86.9%	0.7%	0.7%	1.3%	0.0%	7.2%	3.3%
Dry Group Fitness	88.9%	0.0%	0.7%	0.0%	0.0%	6.5%	3.9%
Lap Swimming	42.5%	8.5%	6.5%	11.8%	12.4%	15.7%	2.6%
Club / Organised swimming	94.8%	1.3%	1.3%	0.0%	0.7%	0.7%	1.3%
Recreational swimming	18.3%	18.3%	11.1%	14.4%	15.7%	18.3%	3.9%
Swim school lesson	76.5%	2.0%	0.0%	2.0%	14.4%	2.6%	2.6%
Spa	62.7%	7.2%	2.6%	5.9%	4.6%	13.1%	3.9%
Sauna / Steam room	66.0%	5.2%	2.6%	5.2%	5.2%	11.8%	3.9%
Cafe	25.5%	14.4%	13.1%	13.1%	17.0%	14.4%	2.6%
Personal Training	91.5%	0.7%	2.6%	2.6%	0.7%	2.0%	0.0%
Allied Health / Therapy	96.1%	1.3%	0.7%	0.7%	0.7%	0.7%	0.0%
Creche	98.0%	0.7%	0.7%	0.7%	0.0%	0.0%	0.0%
Retail / Swim Shop	51.6%	21.6%	21.6%	5.2%	0.0%	0.0%	0.0%
Aquatic Sports (e.g. Water Polo, Underwater Hockey / Rugby)	98.0%	0.7%	0.0%	0.0%	0.0%	0.7%	0.7%

AAC Members

	Never	Annually	Quarterly	Monthly	Weekly	More than once a week	Daily
Aquatic Group Fitness	69.7%	0.0%	0.0%	2.6%	3.9%	17.1%	6.6%
Dry Group Fitness	75.0%	0.0%	0.0%	0.0%	1.3%	15.8%	7.9%
Lap Swimming	38.2%	0.0%	3.9%	13.2%	14.5%	25.0%	5.3%
Club / Organised swimming	88.2%	1.3%	3.9%	0.0%	1.3%	1.3%	3.9%
Recreational swimming	17.1%	2.6%	3.9%	15.8%	22.4%	31.6%	6.6%
Swim school lesson	53.9%	2.6%	0.0%	1.3%	31.6%	5.3%	5.3%
Spa	43.4%	3.9%	2.6%	7.9%	11.8%	22.4%	7.9%
Sauna / Steam room	46.1%	3.9%	2.6%	6.6%	11.8%	21.1%	7.9%
Cafe	19.7%	2.6%	7.9%	13.2%	26.3%	26.3%	3.9%
Personal Training	82.9%	2.6%	5.3%	3.9%	2.6%	2.6%	0.0%
Allied Health / Therapy	90.8%	2.6%	2.6%	1.3%	1.3%	1.3%	0.0%
Creche	96.1%	0.0%	1.3%	1.3%	1.3%	0.0%	0.0%
Retail / Swim Shop	31.6%	19.7%	38.2%	9.2%	1.3%	0.0%	0.0%
Aquatic Sports (e.g. Water Polo, Underwater Hockey / Rugby)	96.1%	0.0%	1.3%	0.0%	0.0%	1.3%	1.3%

AAC Non-Members

	Never	Annually	Quarterly	Monthly	Weekly	More than once a week	Daily
Aquatic Group Fitness	96.0%	1.6%	0.8%	0.0%	0.8%	0.8%	0.0%
Dry Group Fitness	97.6%	0.0%	0.8%	0.0%	0.8%	0.8%	0.0%
Lap Swimming	45.2%	15.3%	7.3%	11.3%	12.9%	7.3%	0.8%
Club / Organised swimming	97.6%	0.8%	0.8%	0.8%	0.0%	0.0%	0.0%
Recreational swimming	27.4%	25.8%	15.3%	14.5%	8.9%	7.3%	0.8%
Swim school lesson	91.1%	3.2%	0.0%	2.4%	2.4%	0.8%	0.0%
Spa	67.7%	10.5%	2.4%	8.1%	4.8%	5.6%	0.8%
Sauna / Steam room	71.8%	7.3%	3.2%	8.1%	4.0%	4.8%	0.8%
Cafe	32.3%	20.2%	15.3%	15.3%	10.5%	5.6%	0.8%
Personal Training	97.6%	0.0%	0.8%	0.8%	0.0%	0.8%	0.0%
Allied Health / Therapy	99.2%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%
Creche	99.2%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Retail / Swim Shop	66.9%	20.2%	9.7%	3.2%	0.0%	0.0%	0.0%
Aquatic Sports (e.g. Water Polo, Underwater Hockey / Rugby)	99.2%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%

Infrequent visitors (Annual)

	Never	Annually	Quarterly	Monthly	Weekly	More than once a week	Daily
Aquatic Group Fitness	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Dry Group Fitness	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Lap Swimming	59.0%	38.5%	2.6%	0.0%	0.0%	0.0%	0.0%
Club / Organised swimming	97.4%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Recreational swimming	25.6%	71.8%	2.6%	0.0%	0.0%	0.0%	0.0%
Swim school lesson	89.7%	10.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Spa	76.9%	23.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Sauna / Steam room	82.1%	17.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Cafe	41.0%	59.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Personal Training	97.4%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
Allied Health / Therapy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Creche	97.4%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Retail / Swim Shop	84.6%	15.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Aquatic Sports (e.g. Water Polo, Underwater Hockey / Rugby)	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Moderate visitors (Quarterly, Monthly)

	Never	Annually	Quarterly	Monthly	Weekly	More than once a week	Daily
Aquatic Group Fitness	98.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%
Dry Group Fitness	98.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%
Lap Swimming	51.0%	6.1%	18.4%	22.4%	2.0%	0.0%	0.0%
Club / Organised swimming	93.9%	0.0%	4.1%	2.0%	0.0%	0.0%	0.0%
Recreational swimming	22.4%	8.2%	34.7%	34.7%	0.0%	0.0%	0.0%
Swim school lesson	91.8%	4.1%	0.0%	4.1%	0.0%	0.0%	0.0%
Spa	69.4%	4.1%	6.1%	18.4%	2.0%	0.0%	0.0%
Sauna / Steam room	71.4%	2.0%	8.2%	18.4%	0.0%	0.0%	0.0%
Cafe	28.6%	6.1%	36.7%	28.6%	0.0%	0.0%	0.0%
Personal Training	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Allied Health / Therapy	98.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%
Creche	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Retail / Swim Shop	69.4%	12.2%	14.3%	4.1%	0.0%	0.0%	0.0%
Aquatic Sports (e.g. Water Polo, Underwater Hockey / Rugby)	95.9%	2.0%	2.0%	0.0%	0.0%	0.0%	0.0%

Frequent visitors (Weekly, more than once a week, daily)

	Never	Annually	Quarterly	Monthly	Weekly	More than once a week	Daily
Aquatic Group Fitness	75.9%	1.8%	0.0%	1.8%	3.6%	12.5%	4.5%
Dry Group Fitness	81.3%	0.0%	0.0%	0.0%	1.8%	11.6%	5.4%
Lap Swimming	33.0%	0.9%	1.8%	11.6%	23.2%	25.0%	4.5%
Club / Organised swimming	92.9%	0.9%	1.8%	0.0%	0.9%	0.9%	2.7%
Recreational swimming	23.2%	1.8%	3.6%	11.6%	25.0%	29.5%	5.4%
Swim school lesson	66.1%	0.0%	0.0%	1.8%	24.1%	4.5%	3.6%
Spa	47.3%	4.5%	1.8%	6.3%	12.5%	21.4%	6.3%
Sauna / Steam room	50.9%	3.6%	1.8%	5.4%	12.5%	19.6%	6.3%
Cafe	22.3%	0.9%	6.3%	13.4%	29.5%	24.1%	3.6%
Personal Training	86.6%	1.8%	4.5%	2.7%	1.8%	2.7%	0.0%
Allied Health / Therapy	93.8%	1.8%	0.9%	0.9%	0.9%	1.8%	0.0%
Creche	97.3%	0.0%	0.9%	0.9%	0.9%	0.0%	0.0%
Retail / Swim Shop	35.7%	25.0%	30.4%	8.0%	0.9%	0.0%	0.0%
Aquatic Sports (e.g. Water Polo, Underwater Hockey / Rugby)	98.2%	0.0%	0.0%	0.0%	0.0%	0.9%	0.9%

Q9. Please indicate the level of importance to you and your family of the following facilities:

	Not important	Slightly important	Important	Very important	Total
Aquatic Group Fitness	59 29.5%	24 12.0%	59 29.5%	58 29.0%	200 100.0%
Dry Group Fitness	64 32.0%	21 10.5%	56 28.0%	59 29.5%	200 100.0%
Lap Swimming	22 11.0%	22 11.0%	54 27.0%	102 51.0%	200 100.0%
Club / Organised swimming	52 26.0%	30 15.0%	59 29.5%	59 29.5%	200 100.0%
Recreational swimming	12 6.0%	12 6.0%	55 27.5%	121 60.5%	200 100.0%
Swim school lesson	31 15.5%	14 7.0%	43 21.5%	112 56.0%	200 100.0%
Spa	35 17.5%	35 17.5%	56 28.0%	74 37.0%	200 100.0%
Sauna / Steam room	36 18.0%	36 18.0%	57 28.5%	71 35.5%	200 100.0%
Cafe	18 9.0%	22 11.0%	68 34.0%	92 46.0%	200 100.0%
Personal Training	64 32.0%	28 14.0%	58 29.0%	50 25.0%	200 100.0%
Allied Health / Therapy	62 31.0%	34 17.0%	53 26.5%	51 25.5%	200 100.0%
Creche	69 34.5%	27 13.5%	52 26.0%	52 26.0%	200 100.0%
Retail / Swim Shop	32 16.0%	52 26.0%	66 33.0%	50 25.0%	200 100.0%
Aquatic Sports (e.g. Water Polo, Underwater Hockey / Rugby)	59 29.5%	34 17.0%	62 31.0%	45 22.5%	200 100.0%

Total sample

	Not important	Slightly important	Important	Very important	Total important
Aquatic Group Fitness	29.5%	12.0%	29.5%	29.0%	58.5%
Dry Group Fitness	32.0%	10.5%	28.0%	29.5%	57.5%
Lap Swimming	11.0%	11.0%	27.0%	51.0%	78.0%
Club / Organised swimming	26.0%	15.0%	29.5%	29.5%	59.0%
Recreational swimming	6.0%	6.0%	27.5%	60.5%	88.0%
Swim school lesson	15.5%	7.0%	21.5%	56.0%	77.5%
Spa	17.5%	17.5%	28.0%	37.0%	65.0%
Sauna / Steam room	18.0%	18.0%	28.5%	35.5%	64.0%
Cafe	9.0%	11.0%	34.0%	46.0%	80.0%
Personal Training	32.0%	14.0%	29.0%	25.0%	54.0%
Allied Health / Therapy	31.0%	17.0%	26.5%	25.5%	52.0%
Creche	34.5%	13.5%	26.0%	26.0%	52.0%
Retail / Swim Shop	16.0%	26.0%	33.0%	25.0%	58.0%
Aquatic Sports (e.g. Water Polo, Underwater Hockey / Rugby)	29.5%	17.0%	31.0%	22.5%	53.5%

School holiday users

	Not important	Slightly important	Important	Very important	Total Important
Aquatic Group Fitness	25.2%	9.7%	32.0%	33.0%	65.0%
Dry Group Fitness	26.2%	7.8%	33.0%	33.0%	66.0%
Lap Swimming	11.7%	5.8%	29.1%	53.4%	82.5%
Club / Organised swimming	23.3%	15.5%	30.1%	31.1%	61.2%
Recreational swimming	6.8%	4.9%	21.4%	67.0%	88.3%
Swim school lesson	17.5%	5.8%	19.4%	57.3%	76.7%
Spa	19.4%	17.5%	25.2%	37.9%	63.1%
Sauna / Steam room	18.4%	17.5%	26.2%	37.9%	64.1%
Cafe	9.7%	6.8%	32.0%	51.5%	83.5%
Personal Training	30.1%	16.5%	29.1%	24.3%	53.4%
Allied Health / Therapy	29.1%	20.4%	28.2%	22.3%	50.5%
Creche	33.0%	18.4%	25.2%	23.3%	48.5%
Retail / Swim Shop	15.5%	27.2%	35.0%	22.3%	57.3%
Aquatic Sports (e.g. Water Polo, Underwater Hockey / Rugby)	27.2%	20.4%	30.1%	22.3%	52.4%

Outside of school holiday users

	Not important	Slightly important	Important	Very important	Total important
Aquatic Group Fitness	34.0%	14.4%	26.8%	24.7%	51.5%
Dry Group Fitness	38.1%	13.4%	22.7%	25.8%	48.5%
Lap Swimming	10.3%	16.5%	24.7%	48.5%	73.2%
Club / Organised swimming	28.9%	14.4%	28.9%	27.8%	56.7%
Recreational swimming	5.2%	7.2%	34.0%	53.6%	87.6%
Swim school lesson	13.4%	8.2%	23.7%	54.6%	78.4%
Spa	15.5%	17.5%	30.9%	36.1%	67.0%
Sauna / Steam room	17.5%	18.6%	30.9%	33.0%	63.9%
Cafe	8.2%	15.5%	36.1%	40.2%	76.3%
Personal Training	34.0%	11.3%	28.9%	25.8%	54.6%
Allied Health / Therapy	33.0%	13.4%	24.7%	28.9%	53.6%
Creche	36.1%	8.2%	26.8%	28.9%	55.7%
Retail / Swim Shop	16.5%	24.7%	30.9%	27.8%	58.8%
Aquatic Sports (e.g. Water Polo, Underwater Hockey / Rugby)	32.0%	13.4%	32.0%	22.7%	54.6%

CoA Residents and Business Owners

	Not important	Slightly important	Important	Very important	Total important
Aquatic Group Fitness	34.0%	14.9%	29.8%	21.3%	51.1%
Dry Group Fitness	36.2%	14.9%	27.7%	21.3%	48.9%
Lap Swimming	10.6%	14.9%	29.8%	44.7%	74.5%
Club / Organised swimming	27.7%	17.0%	29.8%	25.5%	55.3%
Recreational swimming	6.4%	8.5%	38.3%	46.8%	85.1%
Swim school lesson	19.1%	6.4%	23.4%	51.1%	74.5%
Spa	12.8%	12.8%	36.2%	38.3%	74.5%
Sauna / Steam room	17.0%	12.8%	34.0%	36.2%	70.2%
Cafe	12.8%	17.0%	34.0%	36.2%	70.2%
Personal Training	29.8%	17.0%	27.7%	25.5%	53.2%
Allied Health / Therapy	34.0%	17.0%	23.4%	25.5%	48.9%
Creche	40.4%	17.0%	19.1%	23.4%	42.6%
Retail / Swim Shop	19.1%	29.8%	27.7%	23.4%	51.1%
Aquatic Sports (e.g. Water Polo, Underwater Hockey / Rugby)	29.8%	14.9%	36.2%	19.1%	55.3%

Non CoA Residents or Business Owners

	Not important	Slightly important	Important	Very important	Total important
Aquatic Group Fitness	28.1%	11.1%	29.4%	31.4%	60.8%
Dry Group Fitness	30.7%	9.2%	28.1%	32.0%	60.1%
Lap Swimming	11.1%	9.8%	26.1%	52.9%	79.1%
Club / Organised swimming	25.5%	14.4%	29.4%	30.7%	60.1%
Recreational swimming	5.9%	5.2%	24.2%	64.7%	88.9%
Swim school lesson	14.4%	7.2%	20.9%	57.5%	78.4%
Spa	19.0%	19.0%	25.5%	36.6%	62.1%
Sauna / Steam room	18.3%	19.6%	26.8%	35.3%	62.1%
Cafe	7.8%	9.2%	34.0%	49.0%	83.0%
Personal Training	32.7%	13.1%	29.4%	24.8%	54.2%
Allied Health / Therapy	30.1%	17.0%	27.5%	25.5%	52.9%
Creche	32.7%	12.4%	28.1%	26.8%	54.9%
Retail / Swim Shop	15.0%	24.8%	34.6%	25.5%	60.1%
Aquatic Sports (e.g. Water Polo, Underwater Hockey / Rugby)	29.4%	17.6%	29.4%	23.5%	52.9%

AAC Members

	Not important	Slightly important	Important	Very important	Total important
Aquatic Group Fitness	23.7%	9.2%	26.3%	40.8%	67.1%
Dry Group Fitness	22.4%	6.6%	27.6%	43.4%	71.1%
Lap Swimming	5.3%	7.9%	18.4%	68.4%	86.8%
Club / Organised swimming	17.1%	14.5%	28.9%	39.5%	68.4%
Recreational swimming	3.9%	3.9%	26.3%	65.8%	92.1%
Swim school lesson	7.9%	1.3%	15.8%	75.0%	90.8%
Spa	9.2%	10.5%	28.9%	51.3%	80.3%
Sauna / Steam room	7.9%	13.2%	28.9%	50.0%	78.9%
Cafe	7.9%	6.6%	34.2%	51.3%	85.5%
Personal Training	21.1%	9.2%	34.2%	35.5%	69.7%
Allied Health / Therapy	23.7%	14.5%	31.6%	30.3%	61.8%
Creche	28.9%	9.2%	23.7%	38.2%	61.8%
Retail / Swim Shop	10.5%	18.4%	32.9%	38.2%	71.1%
Aquatic Sports (e.g. Water Polo, Underwater Hockey / Rugby)	22.4%	11.8%	31.6%	34.2%	65.8%

AAC Non-Members

	Not important	Slightly important	Important	Very important	Total important
Aquatic Group Fitness	33.1%	13.7%	31.5%	21.8%	53.2%
Dry Group Fitness	37.9%	12.9%	28.2%	21.0%	49.2%
Lap Swimming	14.5%	12.9%	32.3%	40.3%	72.6%
Club / Organised swimming	31.5%	15.3%	29.8%	23.4%	53.2%
Recreational swimming	7.3%	7.3%	28.2%	57.3%	85.5%
Swim school lesson	20.2%	10.5%	25.0%	44.4%	69.4%
Spa	22.6%	21.8%	27.4%	28.2%	55.6%
Sauna / Steam room	24.2%	21.0%	28.2%	26.6%	54.8%
Cafe	9.7%	13.7%	33.9%	42.7%	76.6%
Personal Training	38.7%	16.9%	25.8%	18.5%	44.4%
Allied Health / Therapy	35.5%	18.5%	23.4%	22.6%	46.0%
Creche	37.9%	16.1%	27.4%	18.5%	46.0%
Retail / Swim Shop	19.4%	30.6%	33.1%	16.9%	50.0%
Aquatic Sports (e.g. Water Polo, Underwater Hockey / Rugby)	33.9%	20.2%	30.6%	15.3%	46.0%

Infrequent visitors (Annual)

	Not important	Slightly important	Important	Very important	Total important
Aquatic Group Fitness	20.5%	15.4%	43.6%	20.5%	64.1%
Dry Group Fitness	25.6%	15.4%	41.0%	17.9%	59.0%
Lap Swimming	7.7%	15.4%	43.6%	33.3%	76.9%
Club / Organised swimming	17.9%	23.1%	33.3%	25.6%	59.0%
Recreational swimming	2.6%	5.1%	28.2%	64.1%	92.3%
Swim school lesson	10.3%	12.8%	23.1%	53.8%	76.9%
Spa	23.1%	20.5%	38.5%	17.9%	56.4%
Sauna / Steam room	25.6%	23.1%	35.9%	15.4%	51.3%
Cafe	5.1%	20.5%	30.8%	43.6%	74.4%
Personal Training	30.8%	25.6%	28.2%	15.4%	43.6%
Allied Health / Therapy	30.8%	25.6%	28.2%	15.4%	43.6%
Creche	28.2%	23.1%	33.3%	15.4%	48.7%
Retail / Swim Shop	20.5%	33.3%	30.8%	15.4%	46.2%
Aquatic Sports (e.g. Water Polo, Underwater Hockey / Rugby)	23.1%	30.8%	33.3%	12.8%	46.2%

Moderate visitors (Quarterly, Monthly)

	Not important	Slightly important	Important	Very important	Total important
Aquatic Group Fitness	40.8%	14.3%	32.7%	12.2%	44.9%
Dry Group Fitness	44.9%	12.2%	30.6%	12.2%	42.9%
Lap Swimming	20.4%	14.3%	40.8%	24.5%	65.3%
Club / Organised swimming	36.7%	10.2%	34.7%	18.4%	53.1%
Recreational swimming	8.2%	10.2%	36.7%	44.9%	81.6%
Swim school lesson	26.5%	8.2%	26.5%	38.8%	65.3%
Spa	26.5%	22.4%	26.5%	24.5%	51.0%
Sauna / Steam room	28.6%	20.4%	26.5%	24.5%	51.0%
Cafe	14.3%	8.2%	44.9%	32.7%	77.6%
Personal Training	46.9%	12.2%	32.7%	8.2%	40.8%
Allied Health / Therapy	38.8%	18.4%	28.6%	14.3%	42.9%
Creche	38.8%	14.3%	28.6%	18.4%	46.9%
Retail / Swim Shop	22.4%	24.5%	36.7%	16.3%	53.1%
Aquatic Sports (e.g. Water Polo, Underwater Hockey / Rugby)	38.8%	16.3%	34.7%	10.2%	44.9%

Frequent visitors (Weekly, more than once a week, daily)

	Not important	Slightly important	Important	Very important	Total important
Aquatic Group Fitness	27.7%	9.8%	23.2%	39.3%	62.5%
Dry Group Fitness	28.6%	8.0%	22.3%	41.1%	63.4%
Lap Swimming	8.0%	8.0%	15.2%	68.8%	83.9%
Club / Organised swimming	24.1%	14.3%	25.9%	35.7%	61.6%
Recreational swimming	6.3%	4.5%	23.2%	66.1%	89.3%
Swim school lesson	12.5%	4.5%	18.8%	64.3%	83.0%
Spa	11.6%	14.3%	25.0%	49.1%	74.1%
Sauna / Steam room	10.7%	15.2%	26.8%	47.3%	74.1%
Cafe	8.0%	8.9%	30.4%	52.7%	83.0%
Personal Training	25.9%	10.7%	27.7%	35.7%	63.4%
Allied Health / Therapy	27.7%	13.4%	25.0%	33.9%	58.9%
Creche	34.8%	9.8%	22.3%	33.0%	55.4%
Retail / Swim Shop	11.6%	24.1%	32.1%	32.1%	64.3%
Aquatic Sports (e.g. Water Polo, Underwater Hockey / Rugby)	27.7%	12.5%	28.6%	31.3%	59.8%

Q10. Please indicate any other services not listed that you would like available at the Adelaide Aquatic Centre:

All commentary can be found in the report.

Q11. Please indicate how often you would use this facility if your most desired services were provided at the Adelaide Aquatic Centre:

Please indicate how often you would use this facility if your most desired services were provided at the Adelaide Aquatic Centre:	Annually	26
		13.0%
	Quarterly	26
		13.0%
	Monthly	29
		14.5%
	Weekly	49
		24.5%
	More than once a week	51
		25.5%
Daily	19	
	9.5%	
Total	200	
	100.0%	

		Interview Date					Total
		Week 1 Weekday SH	Week 1 Saturday SH	Week 2 Weekday	Weeks 2 Saturday		
Please indicate how often you would use this facility if your most desired services were provided at the Adelaide Aquatic Centre:	Annually	8	4	9	5	26	
		12.9%	9.8%	16.4%	11.9%	13.0%	
	Quarterly	11	8	5	2	26	
		17.7%	19.5%	9.1%	4.8%	13.0%	
	Monthly	5	8	10	6	29	
		8.1%	19.5%	18.2%	14.3%	14.5%	
	Weekly	10	12	9	18	49	
		16.1%	29.3%	16.4%	42.9%	24.5%	
More than once a week	20	4	17	10	51		
	32.3%	9.8%	30.9%	23.8%	25.5%		
Daily	8	5	5	1	19		
	12.9%	12.2%	9.1%	2.4%	9.5%		
Total	62	41	55	42	200		
	100.0%	100.0%	100.0%	100.0%	100.0%		

		Do you identify as				Please indicate your age group				
		Male	Female	Other Identity	Total	15-24 years	25-54 years	55-64 years	65+ years	Total
Please indicate how often you would use this facility if your most desired services were provided at the Adelaide Aquatic Centre:	Annually	11	15	0	26	6	15	2	3	26
		12.2%	13.6%	.0%	13.0%	27.3%	12.5%	7.4%	9.7%	13.0%
	Quarterly	7	19	0	26	4	17	2	3	26
		7.8%	17.3%	.0%	13.0%	18.2%	14.2%	7.4%	9.7%	13.0%
	Monthly	13	16	0	29	4	24	0	1	29
		14.4%	14.5%	.0%	14.5%	18.2%	20.0%	.0%	3.2%	14.5%
	Weekly	21	28	0	49	5	35	6	3	49
		23.3%	25.5%	.0%	24.5%	22.7%	29.2%	22.2%	9.7%	24.5%
More than once a week	28	23	0	51	2	21	12	16	51	
	31.1%	20.9%	.0%	25.5%	9.1%	17.5%	44.4%	51.6%	25.5%	
Daily	10	9	0	19	1	8	5	5	19	
	11.1%	8.2%	.0%	9.5%	4.5%	6.7%	18.5%	16.1%	9.5%	
Total	90	110	0	200	22	120	27	31	200	
	100.0%	100.0%	.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

		Are you a City of Adelaide resident or business owner?			Are you a City of Adelaide ratepayer?			Please indicate if you are a current Adelaide Aquatic Centre 'Gym & Swim' or 'Swim School' Member?		
		Yes	No	Total	Yes	No	Total	Yes	No	Total
Please indicate how often you would use this facility if your most desired services were provided at the Adelaide Aquatic Centre:	Annually	6	20	26	2	24	26	0	26	26
		12.8%	13.1%	13.0%	6.7%	14.1%	13.0%	.0%	21.0%	13.0%
	Quarterly	5	21	26	3	23	26	2	24	26
		10.6%	13.7%	13.0%	10.0%	13.5%	13.0%	2.6%	19.4%	13.0%
	Monthly	8	21	29	4	25	29	1	28	29
		17.0%	13.7%	14.5%	13.3%	14.7%	14.5%	1.3%	22.6%	14.5%
	Weekly	12	37	49	11	38	49	22	27	49
		25.5%	24.2%	24.5%	36.7%	22.4%	24.5%	28.9%	21.8%	24.5%
More than once a week	11	40	51	7	44	51	36	15	51	
	23.4%	26.1%	25.5%	23.3%	25.9%	25.5%	47.4%	12.1%	25.5%	
Daily	5	14	19	3	16	19	15	4	19	
	10.6%	9.2%	9.5%	10.0%	9.4%	9.5%	19.7%	3.2%	9.5%	
Total	47	153	200	30	170	200	76	124	200	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

Q12. Please indicate which mode of transport you would use to travel to the Centre:

Please indicate which mode of transport you would use to travel to the Centre:	Count	Percentage
Car	176	88.0%
Walk	11	5.5%
Public transport	6	3.0%
Bicycle	3	1.5%
Other	4	2.0%
Total	200	100.0%

Other response:

- Taxi
- Mini bus
- Private bus (2 responses)

		Interview Date				Total
		Week 1 Weekday SH	Week 1 Saturday SH	Week 2 Weekday	Weeks 2 Saturday	
Please indicate which mode of transport you would use to travel to the Centre:	Car	52	38	47	39	176
		83.9%	92.7%	85.5%	92.9%	88.0%
	Walk	3	1	6	1	11
		4.8%	2.4%	10.9%	2.4%	5.5%
	Public transport	3	1	1	1	6
		4.8%	2.4%	1.8%	2.4%	3.0%
	Bicycle	1	1	0	1	3
	1.6%	2.4%	.0%	2.4%	1.5%	
Other	3	0	1	0	4	
	4.8%	.0%	1.8%	.0%	2.0%	
Total	62	41	55	42	200	
	100.0%	100.0%	100.0%	100.0%	100.0%	

		Do you identify as			Please indicate your age group				Total
		Male	Female	Total	15-24 years	25-54 years	55-64 years	65+ years	
Please indicate which mode of transport you would use to travel to the Centre:	Car	73	103	176	19	111	21	25	176
		81.1%	93.6%	88.0%	86.4%	92.5%	77.8%	80.6%	88.0%
	Walk	10	1	11	0	3	5	3	11
		11.1%	.9%	5.5%	.0%	2.5%	18.5%	9.7%	5.5%
	Public transport	4	2	6	3	3	0	0	6
		4.4%	1.8%	3.0%	13.6%	2.5%	.0%	.0%	3.0%
	Bicycle	2	1	3	0	1	1	1	3
	2.2%	.9%	1.5%	.0%	.8%	3.7%	3.2%	1.5%	
Other	1	3	4	0	2	0	2	4	
	1.1%	2.7%	2.0%	.0%	1.7%	.0%	6.5%	2.0%	
Total	90	110	200	22	120	27	31	200	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

		Please indicate if you are a current Adelaide Aquatic Centre 'Gym & Swim' or 'Swim School' Member?								
		Are you a City of Adelaide resident or business owner?			Are you a City of Adelaide ratepayer?					
		Yes	No	Total	Yes	No	Total	Yes	No	Total
Please indicate which mode of transport you would use to travel to the Centre:	Car	42	134	176	25	151	176	67	109	176
		89.4%	87.6%	88.0%	83.3%	88.8%	88.0%	88.2%	87.9%	88.0%
	Walk	4	7	11	4	7	11	7	4	11
		8.5%	4.6%	5.5%	13.3%	4.1%	5.5%	9.2%	3.2%	5.5%
	Public transport	0	6	6	0	6	6	1	5	6
		.0%	3.9%	3.0%	.0%	3.5%	3.0%	1.3%	4.0%	3.0%
Bicycle	1	2	3	1	2	3	1	2	3	
	2.1%	1.3%	1.5%	3.3%	1.2%	1.5%	1.3%	1.6%	1.5%	
Other	0	4	4	0	4	4	0	4	4	
	.0%	2.6%	2.0%	.0%	2.4%	2.0%	.0%	3.2%	2.0%	
Total	47	153	200	30	170	200	76	124	200	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

Q13. Please indicate if you would like to be added to a mailing list to be kept informed of any future plans for the Adelaide Aquatic Centre or to participate in further engagement:

71 people requested to be added to the mailing list.

Name	Email
A Wendelborn	alwrjp@Gmail.com
Annemarie Schulz	ampra2@optusnet.com.au
Brad Alexander	bradalexa@gmail.com
Calvin	calvin_goh@yahoo.com
Carmela Di fava	linadf44@gmail.com
Carmen Kowalski	ckowalski50@gmail.com
Cathy	pac5@optusnet.com.au
Chau Ho	Chau.ho@hotmail.com
China Ngo	chinhvanngo@hotmail.com
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David Modra	mods6@ozemail.com.au
Denise Stevens	denise.stevens113@gmail.com
Doug Pike	dougpike@live.com.au
Emily	dukes-@hotmail.com
Erfan	erfansae00@gmail.com
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Greg Spender	greatg74@hotmail.com
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Jack Bridges	jacky_bridges@hotmail.com
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Susan Hutton	huttontravels@gmail.com
Susan Salter	leesue@internode.on.net
Susanne Shawyer	susanneshawyer@gmail.com
Tony Goodwin	tgoodwin1@hotmail.com
Vinh	vinhvandle6@gmail.com
Vy	vylien@hotmail.com
Yolanda	Yolanda.alba@me.com

7. Questionnaire

Demographic questions

1. Please indicate your age group

- 15- 24 years
- 25-54 years
- 55-64 years
- 65+ years

2. Do you identify as

- Male
- Female
- Other Identity

3. What is your postcode of residence? _ _ _ _ _

4. Are you a City of Adelaide resident or business owner?

- Yes
- No

5. Are you a City of Adelaide ratepayer?

- Yes
- No

Aquatic and Recreational Facility - Draft Needs Analysis

6. Please indicate if you are a current Adelaide Aquatic Centre 'Gym & Swim' or 'Swim School' Member?

- Yes
- No

7. Please indicate how frequently you access the Centre:

- annually
- quarterly
- monthly
- weekly
- more than once a week
- daily

8. Please indicate how frequently you have accessed the following services within the Adelaide Aquatic Centre:

Never / annually / quarterly / monthly / weekly / more than once a week/ daily

- Aquatic Group Fitness
- Dry Group fitness
- Gym workout
- Lap swimming
- Club / Organised swimming
- Recreational swimming
- Swim School lesson
- Spa
- Sauna/ Steam room
- Café
- Personal Training
- Allied Health / Therapy
- Crèche
- Retail / Swim Shop

Aquatics Sports (e.g. Water Polo, Underwater Hockey / Rugby)

9. Please indicate the level of importance to you and your family of the following facilities:
not important / slightly important / important / very important

- Aquatic Group Fitness
- Dry Group fitness
- Gym workout
- Lap swimming
- Club / Organised swimming
- Recreational swimming
- Swim School lesson
- Spa
- Sauna/ Steam room
- Café
- Personal Training
- Allied Health / Therapy
- Crèche
- Retail / Swim Shop
- Aquatics Sports (e.g. Water Polo, Underwater Hockey / Rugby)

10. Please indicate any other services not listed that you would like available at the Adelaide Aquatic Centre:

Open responses _____

11. Please indicate how often you would use this facility if your most desired services were provided at the Adelaide Aquatic Centre:

never / annually / quarterly / monthly / weekly / more than once a week

12. Please indicate which mode of transport you would use to travel to the Centre:

- Public transport
- Car
- Walk
- Bicycle
- Motorbike / scooter
- Other _____

13. Please indicate if you would like to be added to a mailing list to be kept informed of any future plans for the Adelaide Aquatic Centre or to participate in further engagement:

Name

Email

Adelaide Football Club Draft Proposal Consultation Results

ITEM 5.2 07/04/2020
The Committee

2019/01387
Public

Program Contact:
Tom McCready, AD Property &
Commercial 8203 7313

Approving Officer:
Mark Goldstone, Chief Executive
Officer

EXECUTIVE SUMMARY

On 19 February 2019, Council received an unsolicited proposal from the Adelaide Football Club (AFC) in relation to the development of a training and administration / sports and community aquatics facility based at Denise Norton Park / Pardipardinnyilla (Park 2), which is the current site of the Adelaide Aquatic Centre.

On 12 March 2019, Council approved progressing the Unsolicited Proposal received from the Adelaide Football Club, to Stage 2 of the Unsolicited Proposals process.

On 10 December, Council endorsed the undertaking community consultation on the 'Adelaide Football Club Draft Proposal'. Community engagement and consultation on the findings of the 'Adelaide Football Club Draft Proposal' commenced on 11 December 2019 and ran for a period 10 weeks closing on 19 February 2020.

Over the 13 weeks / 92-day period, 18,300 persons visited the 'Your Say Adelaide' webpage, 7,370 documents were downloaded, and 2,013 persons completed the online survey. In addition, 38 completed hardcopy feedback forms were received, and 44 persons/organisations provided direct written feedback (Letter / Email).

In addition, a total of 449 emails were received through the two dedicated email addresses set up for both consultations. While the comments were more often directed towards the draft AFC proposal, they often crossed over and therefore have been included in both Consultation Engagement Summary Reports.

This report and attached Community Engagement Summary Report provide Council Members an overall summary of the methodologies used to undertake consultation, details who participated and summarises the key themes that emerged from the feedback gathered on the 'Draft Adelaide Football Club Proposal'.

A separate report on the Community Engagement findings relating to the 'Draft Needs Analysis' is included in the agenda for the Committee meeting on 7 April 2020.

.....

The following recommendation will be presented to Council on 14 April 2020 for consideration

That Council:

1. Notes the community engagement findings for the AFC Draft Proposal summarised in Attachment A to Item # on the Agenda for the meeting of the Council held on 14 April 2020.
-

IMPLICATIONS AND FINANCIALS

<p>City of Adelaide 2016-2020 Strategic Plan</p>	<p>Strategic Alignment – Smart</p> <ul style="list-style-type: none"> • Supports a review of Council businesses to determine best management models • Aims to provide operational efficiency and greater value for money through enhanced effectiveness and greater use of the facility by the community. <p>Strategic Alignment – Liveable</p> <ul style="list-style-type: none"> • Create a world class sporting and community infrastructure incorporating universal access. • Aims to provide Council with an understanding of the facilities and attractions needed to meet the needs and expectations of growing high-density communities living in and near the City • Opportunity to increase participation by the broadest range of residents in the community life of their neighbourhood. <p>Strategic Alignment Green</p> <ul style="list-style-type: none"> • Supports the embedding of better environmental performance into new and existing developments.
<p>Policy</p>	<p>The Adelaide Park Lands Management Strategy and relevant Community Land Management Plan (CLMP) provide direction for the future development and use of the Park Lands.</p> <p>As there is no legislated consultation required under the Unsolicited Proposals Process the City of Adelaide Community Consultation Policy does not apply.</p>
<p>Consultation</p>	<p>Whilst not a legislated requirement, Council endorsed community consultation on the Adelaide Football Club Draft Proposal.</p> <p>Community consultation was undertaken for a period of 10 weeks between 11 December 2019 – 19 February 2020.</p>
<p>Resource</p>	<p>Currently being resourced from the Property and Commercial Program.</p>
<p>Risk / Legal / Legislative</p>	<p>There are no risk/legal/legislative implications arising out of this report.</p>
<p>Opportunities</p>	<p>To inform Council and the Community as to the findings of the community consultation on the 'Adelaide Football Club Draft Proposal.</p>
<p>19/20 Budget Allocation</p>	<p>Not as a result of this report</p>
<p>Proposed 20/21 Budget Allocation</p>	<p>Not as a result of this report</p>
<p>Life of Project, Service, Initiative or (Expectancy of) Asset</p>	<p>Not as a result of this report</p>

19/20 Budget Reconsideration (if applicable)	Currently being resourced and funded from the Property and Commercial Program operating budget.
Ongoing Costs (e.g. maintenance cost)	Not as a result of this report
Other Funding Sources	Not as a result of this report

DISCUSSION

1. On 19 February 2019, Council received an unsolicited proposal from the Adelaide Football Club (AFC) in relation to the development of a sports and community aquatics facility based at Denise Norton Park / Pardipardinyilla (Park 2), which is the current site of the Adelaide Aquatic Centre (AAC).
2. In August 2019, an independent consultant was engaged to undertake a 'Needs Analysis' to ascertain the scale and key features that should be prioritised to best meet the current and future needs of the community if Council was to replace the existing AAC with a new facility.
3. The findings would inform the AFC concept development and assist Council in its decision making with respect to the 'Unsolicited Proposal' or the potential scale and level of investment required if Council was to undertake its own redevelopment of the existing AAC as a Community aquatics and recreation facility.
4. On 19 November 2019, Council resolved that Council:
 - 4.1. Sets a deadline for Adelaide Football Club to submit detailed concepts for their proposed facility to Council for public release in the agenda and papers for the Council meeting to be held 10 December 2019;
 - 4.2. Sets a deadline for Administration's 'Needs Analysis' to be publicly released in the agenda and papers for the Council meeting to be held 10 December 2019;
 - 4.3. Launches an extensive public consultation on both to help determine the scale and service offering of a new state of the art Adelaide Aquatic Centre. Consultation shall commence on or before 31 January 2020;
 - 4.4. If it does not receive the above, Council reserves the right to not accept the Adelaide Football Club proposal.
5. At a public briefing, prior to the Council meeting on the 10 December 2019, the Consultant engaged to undertake the 'Draft Needs Analysis' provided a presentation to Council Members outlining the research, findings and key messages of the 'Draft Needs Analysis'.
6. In addition, the AFC presented their draft proposal to Council Members outlining the general siting, scale, height and programming of the facility and its response, to date, to the Guiding Principles.
7. The motion outlined above, requested that extensive public consultation on both the 'Draft Needs Analysis' and AFC's detailed concepts commences on or before 31 January 2020.
8. While consulting on the 'Adelaide Football Club Draft Proposal' is not a legislated requirement, it is contemplated under the Unsolicited Proposal Guidelines.
9. A Communication and Engagement Plan was prepared and subsequently endorsed by Council at its meeting on 10 December 2019, the following questions were posed for consultation:
 - 9.1. Question 1: In your opinion, does the Draft Proposal provided by Adelaide Football Club align with the Guiding Principles?
 - 9.2. Question 2: The draft proposal submitted by Adelaide Football Club has not been informed by the Draft Needs Analysis findings nor by community feedback. Taking this into consideration, what are your views on the Adelaide Football Club Draft Proposal?
 - 9.3. Question 3: Please provide any further feedback regarding the Adelaide Football Club Draft Proposal.
10. The Communication and Engagement Plan outlined the following consultation methodology:
 - 10.1. 10 weeks of targeted engagement with AAC users / City of Adelaide (CoA) rate payers / adjacent councils and wider community across multiple channels/mediums as per below:
 - 10.1.1. Online consultation to commence as soon as practicable following the Council meeting on 10 December 2019;
 - 10.1.2. Consultation via all other channels/mediums commencing no later than 13 January 2019.
 - 10.2. Provide findings to Council and AFC by 31 March 2020.
11. On 11 February 2020, Council resolved that:
 - 11.1. Notes its commitment to undertake a thorough consultation on both the Independent Needs Analysis commissioned by the Administration and the draft Unsolicited Bid Proposal received from the Adelaide Football Club.

- 11.2. Extends the current community consultations underway for three weeks and includes as part of this extension:
 - 11.2.1. An improved user interface that more readily displays the supporting information for those completing the survey and one that is more mobile friendly;
 - 11.2.2. Increasing the availability of translation and interpretive options to assist members of the multicultural community in completing the survey;
 - 11.2.3. An assessment to ensure the consultations are easily accessible for members of our community with a disability.'
12. Both consultations commenced on 11 December 2019 and concluded on 11 March 2020 (extended from 19 February 2020) with the community and stakeholders notified of the consultation using various methods / platforms.
13. Following feedback from the community, a staff member was placed in the foyer of the Aquatic Centre between 26 February 2020 - 11 March 2020 to assist people complete forms and answer general questions regarding the consultation material. During this period, the staff member had interactions with approximately 580 people.
14. In looking at the results, it is important to understand the proposal from the AFC is only in a draft form and the primary purpose of the consultation was to illustrate to Council Members and the community how the AFC were responding to the Guiding Principles set by Council and allow the community to see the proposal at an early stage of its development and in doing so the results should not be construed as simply a poll with the highest number of responses for or against being the determining factor as to the community's overall level of support for the proposal.
15. Key findings from the engagement were:
 - 15.1. Overall 59% were of the view that the AFC had responded positively to the Guiding Principles (Question 1). The remaining 34% disagreed with the question "Does the Draft Proposal align with the guiding principals?".
 - 15.2. Ratepayers views differed with 46% agreeing with the question and 45% disagreeing;
 - 15.3. Those that provided general feedback which indicated support for the proposal were commonly of the view that the proposal would better activate Park 2 and reinvigorate the wider area. The replacement of the current aging facility with a new modern user-friendly facility and associated return of some of the site to Park Lands being a positive outcome;
 - 15.4. The shared view from those did not support the proposal were that the Park Lands were established for the benefit of the South Australian public and should be maintained for public use and Corporate organisations should not have a presence on the Park Lands. They were also fearful that the proposal would restrict public access to the aquatic facility and that the facility would likely increase in size in the future. A common view was that the Council should seek alternate funding to redevelop the facility from a combination of adjoining LGA's, State and Federal Government;
 - 15.5. 471 (17%) of the 2,051 respondents were rate payers, whilst the highest responses by suburb were North Adelaide with 222, Adelaide with 150 and Prospect with 103 respondents as shown in Attachment A - Appendix 3 - Figure 1. 23 or less responses were captured in all other suburbs and in total 419 different suburbs received at least 1 response.
16. A detailed summary of the community engagement findings is provided in the Report titled 'Community Engagement Summary - Adelaide Football Club Draft Proposal' (**Attachment A**).
17. In addition to the information and analysis contained in **Attachment A**, correspondence received via Email, letters and comments within surveys are available in Data & Supporting Information – Link 1 view [here](#), Link 2 view [here](#); Link 3 view [here](#), Link 4 view [here](#).

Next Steps

18. Notes the community engagement findings for the AFC Draft Proposal summarised in **Attachment A** to Item # on the Agenda for the meeting of the Council held on 14 April 2020.

DATA & SUPPORTING INFORMATION

Link 1 – Consultation Email Responses April 2020

Link 2 – Written Submissions by Individuals – Draft AFC Proposal April 2020

Link 3 – Written Submissions by Organisations – Draft AFC Proposal 2020

Link 4 – YSA Submissions by Individuals – Draft AFC Proposal – Final April 2020

ATTACHMENTS

Attachment A – Community Engagement Summary - Adelaide Football Club Draft Proposal

- END OF REPORT -

COMMUNITY ENGAGEMENT SUMMARY

Denise Norton Park / Pardipardinyilla (Park 2)

Adelaide Football Club Draft Proposal

April 2020

1. EXECUTIVE SUMMARY

The City of Adelaide is currently considering an unsolicited proposal from Adelaide Football Club (AFC) to establish an administration and training base in Denise Norton Park / Pardipardinyilla (Park 2).

On 19 November 2019, Council resolved that the draft Needs Analysis and AFC's concept proposal to date be publicly released and launches extensive public consultation on both to help determine the scale and service offering of a new state of the art Adelaide Aquatic Centre and that consultation shall commence on or before 31 January 2020.

On 10 December 2020, Council endorsed the Engagement Plan and consultation commenced on the next day (11 December 2019) for a 10-week period. Consultation was initially due to conclude on the 19 February 2020 but was subsequently extended by Council for a further 3-week period until the 11 March 2020. In total, the consultation ran for 13 weeks or 92 days.

This report provides an overall summary of the methodologies used to undertake consultation, details who participated and summarises the key themes that emerged from the feedback gathered.

2. BACKGROUND

The AFC approached the City of Adelaide with an unsolicited proposal (expression of interest) to establish an administration and training base in Denise Norton Park I Pardipardinyilla (Park 2).

The proposal is currently being assessed under Council's Unsolicited Proposals process, which outlines a three-stage process.

In March 2019, Council endorsed progressing the proposal to Stage 2, subject to AFC entering into a Participation Framework Agreement (PFA).

On 11 June 2019, Council endorsed the Guiding Principles and on 17 July, the AFC signed the Participation Framework Agreement. The Participation Framework Agreement establishes a formal process for Council and the AFC to engage throughout the Stage 2 Unsolicited Proposal process.

The following set of guiding principles were endorsed by Council.

Community engagement – short/long term consultation and communication;

Considerations:

- Community to have input into decision-making;
- Community informed about the existing challenges associated with the Aquatic Centre;
- including budget implications to undertake repairs, etc;
- Stakeholder engagement (including Blackfriars Priory School).

Community Benefit - service provision, community access, recognition of user groups;

Considerations:

- Increase to service offering with best-practice approach applied to service delivery;
- Universal access to enable mobility strategy;
- Community access and public use of the two ovals.

Community priority access and public use of the aquatic and recreational facility pool/public baths element;

Considerations:

- Reduction in net footprint of any facility infrastructure in its developed form;
- Sympathetic to Park Lands setting;
- Sustainable;

- Car parking provision, under-croft if possible, to minimise footprint and improve aesthetic;
- No permanent liquor licence on the site.

Economic Outcomes - supporting the broader precinct;

Considerations:

- Catalyse O'Connell Street and surrounding area;
- Must not detract from O'Connell Street;
- Drives commercial outcomes for the precinct and city with increase in dollars spent by visitors.

Value Proposition - financial sustainability, short I long-term commercial benefits, upgrades to recreational and building asset and opportunities to Council;

Considerations:

- A financially sustainable operation for Council that maximises return on investment, delivers new revenue streams and reduces Council's reliance on rate revenue;
- Fit for purpose. A modern integrated aquatic and leisure facility capable of meeting the needs of a diverse range of user groups and future population growth (with a 20-year outlook).

2.1 The Adelaide Football Club Draft Proposal

The AFC are proposing to establish an administration and training base integrated with a new community Aquatic and Recreation Facility in Denise Norton Park / Pardipardinyilla (Park 2) on the site of the Adelaide Aquatic Centre (AAC).

The facility would incorporate AFC's administration, indoor training facilities and car parking provisions integrated with a publicly accessible multi-purpose community space and an aquatic and recreational facility.

The proposal also includes the upgrade and re-configuration of the adjacent playing field.

2.2 Unsolicited Proposals Guideline and Process to Date

While consulting on the 'Adelaide Football Club Draft Proposal' is not a legislated requirement, it is contemplated under the Unsolicited Proposal Guidelines and called for in the Participation Framework Agreement (PFA) between the City of Adelaide (CoA) and AFC.

The PFA does not stipulate the frequency and timing of community consultation but it would ordinarily be expected that consultation would not occur until such time as the AFC had submitted their detailed proposal.

However, on 19 November 2019, Council resolved that Council:

- Sets a deadline for Adelaide Football Club to submit detailed concepts for their proposed facility to Council for public release in the agenda and papers for the Council meeting to be held 10 December 2019;
- Sets a deadline for Administration's Needs Analysis to be publicly released in the agenda and papers for the Council meeting to be held 10 December 2019;
- Launches an extensive public consultation on both to help determine the scale and service offering of a new state of the art Adelaide Aquatic Centre. Consultation shall commence on or before 31 January 2020;
- If it does not receive the above reserves the right to not accept the Adelaide Football Club proposal.

In response, the AFC provided an outline of their draft proposal, to date, at a public briefing prior to the Council meeting on 10 December 2019, The purpose being to illustrate to Council Members and the community how the AFC were responding to the Guiding Principles set by Council and allow the community to see the proposal at an early stage of its development.

Based on the resolution on 19 November 2019, Administration prepared a Communication and Engagement Plan. The plan was subsequently endorsed by Council at its meeting on 10 December 2019.

Community engagement on the 'Draft Proposal' commenced the following day (11 December 2019) and was initially proposed to conclude after a 10-week period on the 19 February 2020. However, on the 11 February 2020 Council endorsed extending the engagement for a further 3-week period until 5 pm on 11 March 2020.

3. COMMUNITY ENGAGEMENT

3.1. Purpose of Community Engagement

As outlined in the Communication and Engagement Plan, the purpose of the engagement was to:

- inform community of the process and stages for this project;
- engage with key stakeholders and the wider community about the Adelaide Football Club (AFC) draft proposal and how it will be assessed in relation to the Guiding Principles, needs analysis, community feedback and other factors;
- inform the community of facts relating to the AFC draft proposal and why it is being proposed;
- engage in a timely and transparent way with the community;
- stakeholder feedback will help inform Council's decisions in relation to the unsolicited bid.

3.2. Engagement Approach

The information gathered was primarily through questionnaires provided via the Your Say Adelaide platform or hardcopy. In addition, information provided via email and written submissions has been integrated into the collation and analysis.

It should be noted that in some cases, people participated in the consultation in more than one way. For example, an individual may have completed the 'Your Say Adelaide' online or hardcopy survey, written an email, undertaken a face to face survey at the Aquatic Centre and submitted a feedback form prepared by Adelaide Park Lands Preservation Association (APPA).

Given the potential for individuals to submit multiple responses via email and / or written submissions which may unfairly impact the results and furthermore may not have been provided factual information upon which to base their comments, greater weight has been applied to the results / feedback provided through the 'Your Say Adelaide' platform which limits individuals to one submission per registration.

Participants that undertook Councils structured consultation were asked three questions relating to the draft proposal by the AFC.

The first question related to participants opinion as to how the initial response provided by the Adelaide Football Club aligns with the Guiding Principles? People were asked if they Strongly Agree; Agree; Neutral; Disagree; Strongly Disagree and the reason for their selection.

The second question asked participants their views on the Concept Design (noting that the AFC has not been informed by the Needs Analysis Report findings nor by community feedback).

The final question asked participants to provide any further feedback regarding the Adelaide Football Club's draft proposal and Denise Norton Park / Pardipardinyilla (Park 2).

3.3. How was Consultation Promoted

Council promoted the consultation and opportunities to participate in the following ways:

- Dedicated web page on City of Adelaide website;
- Dedicated page on the Your Say Adelaide website;
- Direct emails to subscriber listings (Including Adelaide Aquatic Centre Members / Users, 'Your Say', Sporting Organisations);
- Flyers in January's rate notice;
- 6 specific posts on CoA Facebook page;
- 6 specific posts on CoA Twitter;
- Various radio interviews;
- Posters, banners and flyers located with the Aquatic Centre;
- Drop-in information desk located at the Aquatic Centre.

In addition, the consultation was promoted by individuals and organisations outside of Council, these include, but may not have been limited to, the following:

- APPA letterbox drop and flyer distribution;
- APPA Facebook page;
- AFC website, Facebook and twitter;
- Direct emails to subscriber listings by AFC and Property Council;
- Various online and print newspaper articles;
- Various radio interviews.

As further summary of these and their reach (where known) is provided in **Appendix 1 – Tables 3 and 4**.

The influence of the above promotions on visitations to the YSA page over the course of the consultation can be seen in **Appendix 3 – Figures 6 and 7**. Spikes in visitations to YSA can

be traced to times were council and the above-mentioned individuals / organisations contacted the public and / or digital / print media articles were published.

3.4. How was Consultation Feedback Provided?

The community and other key stakeholders were able to provide formal feedback on the ‘Adelaide Football Club Draft Proposal’ via the following platforms:

- An electronic questionnaire / survey via the ‘Your Say Adelaide’ website;
- Hardcopy questionnaire / survey available at all Council operated Libraries, Community Centres and the Aquatic Centre;
- Email and written feedback via Your Say Adelaide and / or directly to the relevant contact persons (provided on ‘Your Say Adelaide’) email;
- Drop-in information desk at the Adelaide Aquatic Centre.

In addition to the above, Administration met to discuss the proposal in person and / or by phone with several user groups of the Aquatic Centre and / or Park 2 (e.g. Blackfriars Priory School, St Dominic’s Priory, Determined2, Royal Life Saving Society SA, Pashtun Community SA (PASA)).

3.5. Who Participated?

Analysis of the data obtained from the ‘Your Say Adelaide’ engagement platform shows that over the **13 weeks / 92-day** period, **18,300** persons visited the Your Say Adelaide webpage, **7,370** documents were downloaded, and **2,013** people completed the online survey and **38** people submitted hardcopy surveys.

471 (17%) of the **2,051** respondents were rate payers whilst the highest responses by suburb were North Adelaide with **222**, Adelaide with **150** and Prospect with **103** respondents as shown in **Appendix 3 - Figure 1**. **23 or less** responses were captured in all other suburbs and in total **419** different suburbs received at least 1 response.

1,279 respondents identified as male, **733** identified as female whilst the remaining **39** didn’t identify or didn’t supply a gender as shown in **Appendix 3 - Figure 2**.

Respondents from a broad range of age groups were captured indicating accessibility was not an issue based on age as shown in **Appendix 3 - Figure 3**.

3.6 ‘Your Say Adelaide’

Administration is aware that some sectors of the community found the online engagement platform difficult to navigate. However, it is important to note that:

- The 'Your Say Adelaide' (YSA) platform is provided by an internationally recognised and reputable market-leading company, 'Bang The Table'. This product is used by public and private organisations and across all levels of government. The advantage being that it provides the community an opportunity to provide feedback 24/7, from their computer or digital device.
- The platform provides an easy and secure way for your community to participate, online, engage and give honest feedback when and where it's convenient for them.
- The City of Adelaide has used the YSA engagement platform since 2011.
- The City of Adelaide YSA has almost 10,400 registered users.
- YSA has received 3,200 contributions in the last 3 months.
- There have been minimal issues, and all have been followed up promptly and resolved by council staff and found to be primarily related to user-error, such as email addresses being mistyped, or registration activation email diverted to junk mail folder so unable to activate account to make a submission.
- Council uses many methods for engaging the community and YSA is never used as the only means for community to provide feedback. It is recognised that not everyone can/wishes to use an online tool, and as such, hard copy information packs with feedback form are available through our venues; and community are welcome to provide feedback verbally, in writing or via email.
- Tools and techniques are adapted during consultation to ensure maximum reach and provide opportunities for the community to provide feedback. Some examples are:
 - Intercept surveys and drop-in information desk at the Adelaide Aquatic Centre;
 - Multilingual material displayed at the Aquatic Centre;
 - Contact with community leaders of cultural groups who are regular users of the centre and may have limited English to ensure they were able to make submissions.
- The content provided on the YSA platform for each project is tailored to ensure that community members have timely and relevant information to provide an informed feedback response.
- A google translate app on the YSA site which enables translation into approximately 80 languages.
- Additionally, project lead contact details are provided to enable a direct contact option for verbal feedback regarding a project or the consultation process.

- Notwithstanding the community's criticism/concerns over the online platform, **18,300** persons visited the Your Say Adelaide webpage created for the consultation and **2,013** persons completed the online survey and **38** completed the hardcopy survey form(s) equating to a total of **2051** survey forms completed.
- Contact with community leaders of cultural groups who are regular users of the centre and may have limited English to ensure they were able to make submissions.

For the reasons outlined above, the data obtained from the 'Your Say Adelaide' platform is considered the most reliable for analysis purposes.

3.7 Letter / Email Feedback

In addition to the online surveys, community members were able to submit completed hardcopy surveys (as per the online platform) or provide written submissions by email to one of two dedicated and monitored email addresses or via regular mail.

A total of **38** completed hardcopy feedback forms were received. In addition, **44** individuals/organisations provided direct written feedback (Letter / Email). As shown in **Appendix 1 – Tables**, of these, six letters were received from organisations (Bolded in Table 2) that are recognised users of the Aquatic Centre and / or Park 2.

A total of **449** emails were received through the two email addresses set up for both consultations. While the comments were more often directed towards the draft AFC proposal, they did cross-over, and this has been included in both Consultation Summary Reports. Additional email feedback was provided via the Office of the Lord Mayor which captures emails sent directly to the Lord Mayor. All feedback provided by email has been consolidated into a spreadsheet which is provided as a supporting document to ACC2020/21087 Committee Report - 3 March 2020 - Draft AFC Proposal Community Consultation. All comments have been provided in verbatim, but names withheld for privacy reasons. Names can be provided to Council Members upon request.

3.8. Promotion and Feedback Outside of Formal Consultation

At several points during the 13-week / 92-day period contact was made (through various platforms) with community members by Councillors and other individuals or organisations including, the Adelaide Park Lands Preservation Association (AAPA), AFC and Property Council.

This contact was made separately to Council's formal consultation methods and in some instances did not direct people to the consultation material available online or in hard copy at the Colonel Light Centre, Aquatic Centre and all Libraries and Community Centres.

The most significant of these was undertaken by the APPA who prepared and distributed a pamphlet (see **Appendix 2 – APPA Pamphlet Images 1 + 2**) which included a pre-filled and biased response to the three AFC related questions being asked on Council's consultation survey.

It is understood (as stated on APPA Facebook page) that 25,000 of these were printed and 16,000 were distributed to the mailboxes of City of Adelaide residents and residents of adjoining councils. In addition, these were handed out to patrons outside of the Aquatic Centre and / or left on windscreens of vehicles within the Aquatic Centre carpark.

Of the 16,000 - 25,000 printed and distributed, 475 (1.9% - 3%) were received.

The pamphlet provided a space for people to include their personal details however, as APPA did not advise people that their personal details would be made public, we are unable to publish these for privacy reasons.

However, the themes / sentiment of those that did provide additional comments were consistent with those reflected in the submissions to the Your Say Adelaide platform or the written and / or emailed responses.

In addition to this pamphlet, APPA sent at least one email to its email distribution list at approx. 5:00 pm on the 10 March 2020 directing people to circumvent the 'Your Say Adelaide' page and email feedback directly to the aquatic.facility@cityofadelaide.com.au inbox. The email included a pre-populated response for individuals to use.

This resulted in a total of 271 emails being received from the time the email was sent to the conclusion of the consultation period. It is noted that a high proportion of emails received used the content drafted by APPA or a combination of this with additional comments. These emails have been included in supporting documentation of ACC2020/21087 Committee Report - 3 March 2020 - Draft AFC Proposal Community Consultation.

Given that these responses appear to have been driven by the request from APPA, in most instances Administration cannot be certain that persons that emailed their comments directly had viewed either the draft Needs Analysis or draft AFC Proposal and therefore their views / comments may have been influenced by information provided within the pamphlet or other sources (e.g. APPA's Facebook page).

Other organisations, including the AFC and the Property Council also sent emails to their email distribution lists on the 10 March 2020 however, these directed subscribers to the 'Your Say Adelaide' webpage to view the information and complete the consultation before the deadline.

On 4 February 2020, the Hon. Tung Ngo MLC arranged a community meeting outside the Aquatic Centre for members of the Vietnamese Community to help regular users from this

community understand the draft proposal and consultation process. The Deputy Lord Mayor and Councillor Courous were also in attendance with the Deputy Lord Mayor explaining the history of the centre and responded to any questions from the crowd that had gathered.

In addition to the above, two 'Community Forums' were arranged, one by APPA on Wednesday 12 February 2020 and the second by Mr Steve Georganas MP, Member for Adelaide, South Australia and the Hon. Rachel Sanderson MP, State Member for Adelaide on Sunday 16 February 2020.

The Lord Mayor and a representative from the City of Adelaide and the AFC attended the later forum and presented information to those that attended.

It is also noted that interest in the subject and activity on the Your Say Adelaide webpage also increased after various articles appeared in print and digital media. 352 (17%) responses were received on the last day of consultation which is believed to have been driven by external parties promoting a call to action directing people to the YSA site just before consultation closure (see Appendix 3 – Figures 6 and 7).

4. KEY FINDINGS

4.1 'Your Say Adelaide' Feedback

The following is a summary of the **2,013** online and **38** hardcopy feedback forms received between 11 December 2019 and 11 March 2020.

It was not possible to include the **449** e-mails and **44** letters received from individuals and organisations within this analysis as they did not include information relevant to this section. However, these submissions have been included in supporting documentation of ACC2020/21087 Committee Report - 3 March 2020 - Draft AFC Proposal Community Consultation.

In looking at the results, it is important to understand the purpose of the consultation and that should the AFC submit a final detailed proposal for Council's consideration, further consultation will be undertaken to provide the community a further opportunity to provide feedback on the AFC's detailed plans and submission before any decision is made, as endorsed by Council.

Thus, the results should not be construed as simply a poll with the highest number of responses for or against being the determining factor as to the community's overall level of support for the proposal.

4.2 Q 1 - Does the Draft Proposal align with the Guiding Principles?

As seen in **Appendix 3 - Figure 3**, of the total **2,051** respondents **59%** 'Agree' or 'Strongly Agreed' that the AFC's initial response was aligning with the Guiding Principles. **34%** 'Strongly Disagreed' or 'Disagreed' that the AFC's initial response was aligning with the Guiding Principles. Collectively **7%** of respondents were Neutral or left the answer blank.

Respondents were asked if they were a City of Adelaide rate payer to enable a clearer understanding of their views vs the wider community, **23%** of respondents were rate payers.

Appendix 3 - Figure 4 shows the results for Question 1 segmented to only include answers from the **471 rate payers** who completed the survey.

4.3 Cross Section of Comments

Survey questions 2 and 3 asked participants their views on the Concept Design (noting that the AFC has not been informed by the Needs Analysis Report findings nor by community feedback) and any further feedback regarding the Adelaide Football Club's draft proposal.

The following cross section of comments were provided by participants:

Illustrative cross section of positive comments:

- *"Again, without seeing the full plan including aquatic facilities it is hard to say, but this is an exciting proposal and should be well received by the community".*
- *"It's a beautiful development that improves the current facilities in every way, without diminishing public access. I'd be so proud of this initiative".*
- *"Looks good. North Adelaide and parklands are dying. Need rejuvenation"*
- *"We always bring our grandchildren to your pool because it is undercover, very well supervised and offers a range of fun activities (water slides, dive pool, etc) for different age groups and skill levels".*
- *"It's a sensible proposal to replace a problematic public facility. It will help the local area and bring people to the City".*

Illustrative cross section of negative comments:

- *"Adelaide Crows should find neutral grounds on which to build their facilities, not our public park green belt which has been there for everyone for 190 years".*
- *"The park lands belong to the people not a corporation. Leave the park lands as they are". "Revamp the aquatic centre as it at least provides a service to people".*
- *"This idea should never have reached the proposal stage. There was a reason it was placed on the Australian National Heritage List. To prevent loss of parklands into private hands".*
- *"I do not agree with any commercial enterprise in our Park Lands".*

- *“The club proposal should not be accepted. It is community land. If the proposal is developed, in the future the club and/or the City of Adelaide will change the rules and further privatisation and locking out of the community will occur”.*

4.4 Themes of Feedback

As stated earlier, the results should not be construed as a poll with the highest number of responses for or against being the determining factor as to the community’s overall level of support for the proposal. It is important to consider the broader themes that emerged from the consultation to understand the community’s overall views of the proposal.

The strongest themes that emerged from participants (individuals and organisations) that advocated against the proposal were:

- The Park Lands were established for the benefit of the South Australian public and should be maintained for public use
- Corporate organisations should not have a presence on the Park Lands.
- There is no community benefit from locating a commercial office building to accommodate AFC coaching and Administration staff in the Park Lands.
- The AFC should not be permitted to obtain a liquor license for the facility

The strongest themes that emerged from the those that advocated for the proposal

- Support the AFC re-locating to the CoA
- The proposal would support activation of Park Lands
- The proposal would support renewal of AAC without CoA funding
- The proposal would support economic rejuvenation of the area

4.5 Final Summary

In summary, it is clear after completing 13 weeks / 92 days of consultation that the community are passionate about both the Adelaide Park Lands and the Adelaide Aquatic Centre.

It is also clear the community’s views where varied on the proposal by the AFC. Overall **59%** were of the view that the AFC had responded positively to the Guiding Principles (Question 1). The remaining **34%** disagreed with the question. Ratepayers views differed with **46%** agreeing with the question and **45%** disagreeing.

Those that provided general feedback which indicated support for the proposal were commonly of the view that the proposal would reinvigorate the area with the replacement of

the current aging facility with a new modern user-friendly facility and return of some of the site to Park Lands being a positive outcome.

The shared view from those did not support the proposal were that the Park Lands were established for the benefit of the South Australian public and should be maintained for public use and Corporate organisations should not have a presence on the Park Lands. They were also fearful that the proposal would restrict public access to the aquatic facility and that the facility would likely increase in size in the future.

A common view was that the CoA should seek alternate funding to redevelop the facility from a combination of adjoining LGA's, State and Federal Government.

Six percent of participants were 'Neutral' in their view.

A common reason indicated for taking this position was that they did not have enough information to make an informed decision at this point. Some 'neutral' respondents indicated they did not support the proposal or would so if it accommodated current users particularly water polo and the underwater sports that currently use the dive pool.

APPENDIX 1 - TABLES

Table 1 - Written Submissions

Written Submissions	
Organisations (some of which submitted combined response to both consultations)	12
Individuals	17
YSA Submission uploaded documents	17
	TOTAL
	44

Table 2 – Organisations by Name

Organisation
Blackfriars Priory School
St Dominic's Priory School
Determined 2
Water Polo SA
Royal Life Saving Society SA
Eastern Saints Water Polo Club
Hon. Rachel Sanderson
Hon. Tung Ngo MLC
Natural Resources Adelaide and Mount Loft Ranges
Adelaide Park Lands Association, Inc
South West Community Association Inc
South- East Residents Association Inc.

Table 3 – Promotion medium / platform

Promotion medium / platform	Reach
Dedicated web page on City of Adelaide website	1,081 since July 2019
Dedicated page on the Your Say Adelaide website	18,300
Direct emails to subscriber listings (Including Adelaide Aquatic Centre Members / Users, Your Say, Sporting Organisations).	12,303 (Adelaide Aquatic Centre Members / Users) 300 + sporting organisations
Flyers in January's rate notice	Council wide
6 specific posts on CoA Facebook page	28,602 reach 1,267 engagements
6 specific posts on CoA Twitter	Statewide
Various radio interviews	Statewide
Posters, banners and flyers located with the Aquatic Centre	Unknown
Drop-in information desk located at the Aquatic Centre	Approx. 560 direct contacts made

Table 4 – Other promotion medium / platform

Non-Council controlled promotion medium / platform	Reach
APPA letterbox drop and flyer distribution	25,000
APPA Facebook page	Unknown
AFC website, Facebook and twitter	Unknown
Direct emails to subscriber listings by AFC and Property Council	Unknown
Various online and print newspaper articles	Statewide
Various radio interviews	Statewide

APPENDIX 2 – APPA PAMPHLET

Image 1 – APPA pamphlet

3. Please provide any further feedback regarding the Adelaide Football Club Draft Proposal.

The Adelaide Football Club must be advised to seek an alternative commercial site for their planned headquarters. The Council, in turn, must examine other options for providing aquatic facilities, whether on this site or elsewhere.

Tick box to endorse this response and/or insert your own comments below:

Name: _____

Address: _____

Signature: _____

Deliver this page to the Town Hall, or post your comments (before 19 February) to:
Community Consultation
AFC Unsolicited Proposal – Draft Proposal
GPO Box 2252, Adelaide SA 5001

Want to know more?

Join the audience at a free public debate (for and against).

When: Wednesday 12 February 8pm
Where: North Adelaide Community Centre
 176 Tynte Street

At the time of printing, speakers for the affirmative (Adelaide Football Club) side of the debate were still being arranged.

AFC Club Chief Executive Andrew Fagan has refused to debate, so prominent alternative speakers were being sought.

Confirmed speakers for the negative (Park Lands) side of the debate will be:

- Former Lord Mayor and Member for Adelaide, Dr Jane Lomax-Smith
- Dr Ingrid Wangel – FOR
- Denise Norton-Wangel
- APPA President Shane Sody

Questions from the floor will be encouraged. The debate will be moderated by former Adelaide Lord Mayor Stephen Yarwood.

MAKE YOUR VOICE HEARD

#StandWithDenise

to prevent the Crows commercial takeover of the north Park Lands










Take action now

For more information or to donate to this campaign, visit: www.adelaide-parklands.asn.au/crows

Designed and proudly supported by www.alisonfort.com

Image 2 – overleaf of APPA pamphlet

The Adelaide City Council will take YOUR comment only until 19 February on plans by the Adelaide Football Club (the Crows) to replace the Adelaide Aquatic Centre with the club's proposed new commercial headquarters.

After 10 months of secret negotiations, tentative drawings were released by the Crows on 10 December 2019. The drawings envisage a massive two-storey commercial building, with a smaller-scale, public aquatic centre attached.

The value of the land that the Crows want to get for a peppercorn rent is conservatively estimated at \$40 million.

The AFC is proposing:

- 16,500 square metres of total floor space.
- Of that, only 5,000 square metres would be for a public aquatic centre.
- The remainder, 11,500 square metres, would be for the club's own commercial purposes, including for a function centre, restaurant, shop, offices, private gym, etc.

Assurances of 'no liquor licence' and 'no fencing' of the Park 2 ovals could be easily overturned in future. As former Premier Lynn Arnold has warned:

"Whatever is proposed would be merely an initial foothold from which commercial operations would inevitably expand in coming years. It would be negligent to future generations to allow such a powerful commercial force to dominate Denise Norton Park."

The Adelaide Crows are wholly controlled by the Melbourne-based AFL. They are a big business, with an annual turnover of \$56 million.

With \$15 million donated by the Federal Government, the Crows can buy land and build anywhere they want. But the City Council has encouraged them to go for this public land. The Council process of 'unsolicited bids' makes a mockery of Council's own Park Lands plans.

This Park is named after SA's first female Olympian, champion swimmer Denise Norton. Please **#StandWithDenise** and deliver your response to the City Council through the Council's 'YourSay' page: <https://yoursay.cityofadelaide.com.au/aquatic-recreational-facility-afc-proposal>. You can go there by typing this shortened link: tinyurl.com/yg8r9gqc if you are unable to record your comments on Council's web page, then instead you can email: aquatic.facility@cityofadelaide.com.au or complete and return the attached form to Council.

These are the three questions on which the City Council wants your feedback. Either tick the boxes below to agree with these suggested responses, or write your own responses in the space provided.

1. In your opinion, does the Draft Proposal provided by Adelaide Football Club align with the Guiding Principles?

Strongly Disagree

Please explain:

The Guiding Principles that the Council provided to the Adelaide Football Club are irrelevant to the Council's and State Government's legal obligation "to ensure the preservation of the Adelaide Park Lands" for the public benefit of all South Australians.

Tick box to endorse this response and/or insert your own comments below:


2. What are your views on the Adelaide Football Club Draft Proposal?

The AFC's proposal to locate its commercial headquarters on Denise Norton Park (Park 2) must be rejected. The provision of aquatic facilities on this site (or any other site) is a separate, unrelated matter that must not be used as an excuse to justify a commercial land grab for a large section of the world-unique, National Heritage-listed Park Lands.


Tick box to endorse this response and/or insert your own comments below:



First floor
5,000 square metres PRIVATE



Ground floor
6,500 square metres PRIVATE



APPENDIX 3 – GRAPHICAL ANALYSIS

Figure 1 – Respondents by Suburb

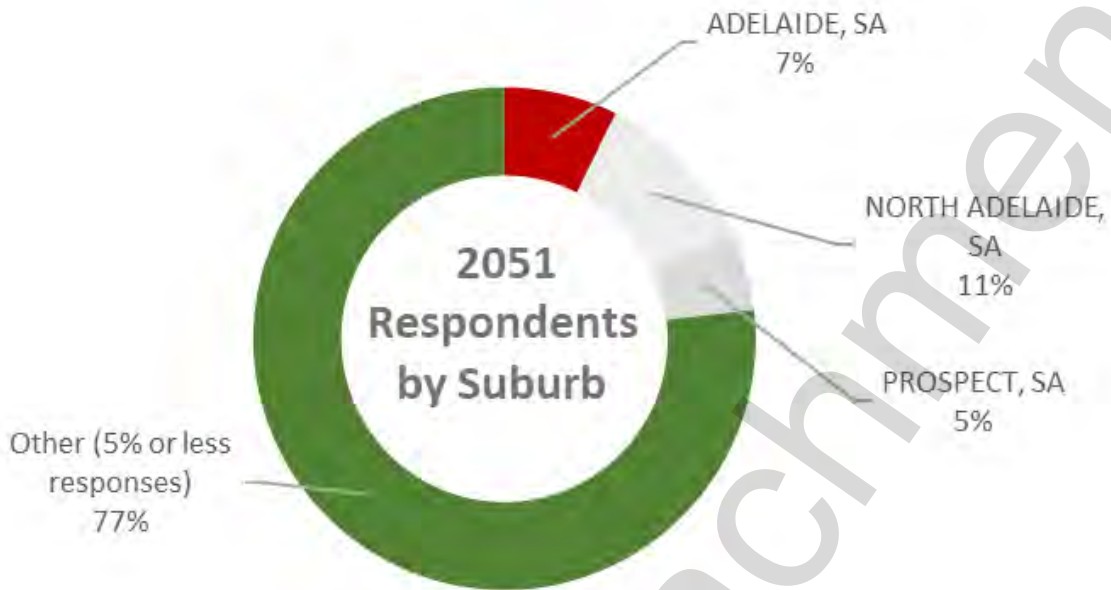


Figure 2 – Gender of participants



Figure 3 – Age range of participants

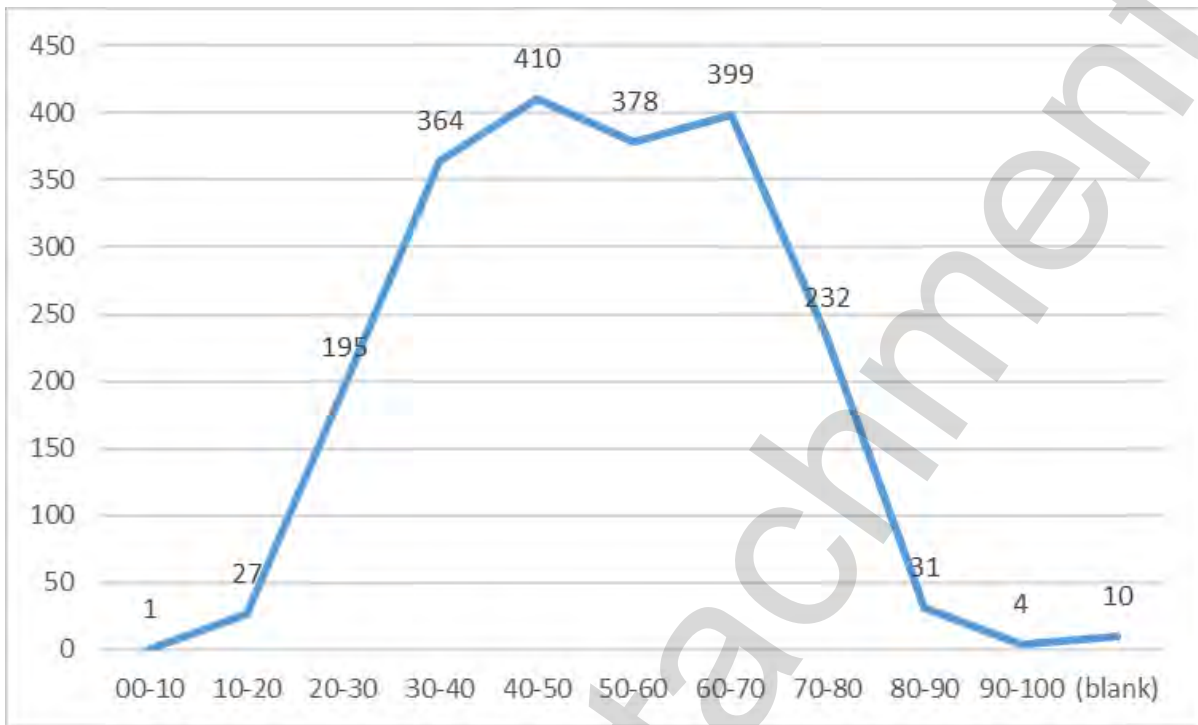


Figure 4 – All Responses

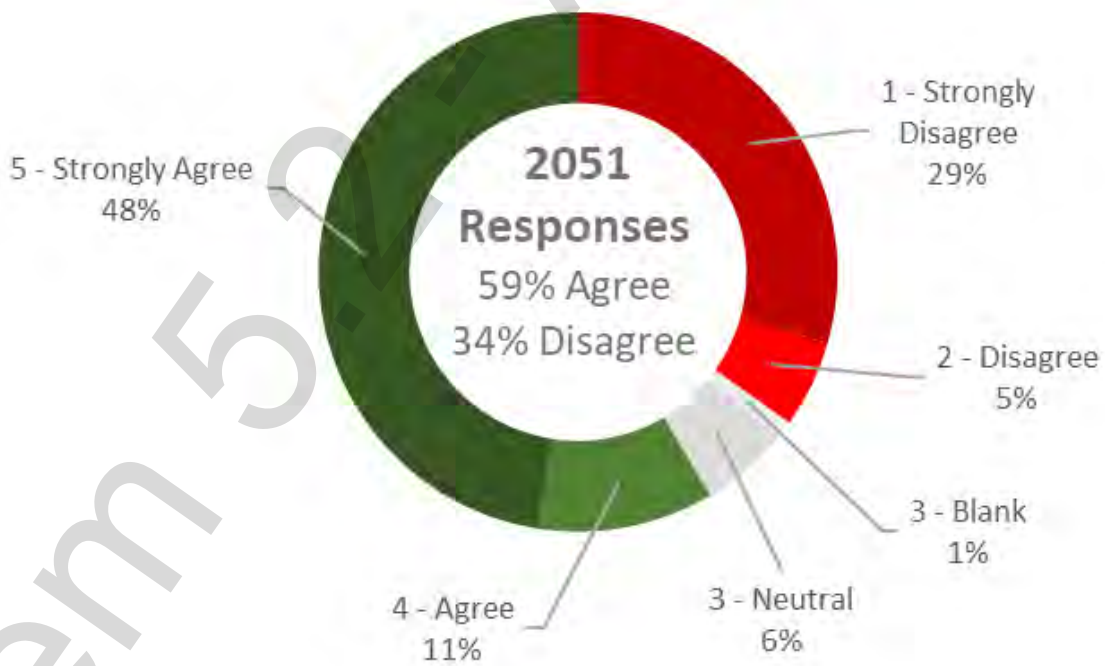


Figure 5 – Ratepayer Responses

Does the Draft Proposal align with the Guiding Principles?

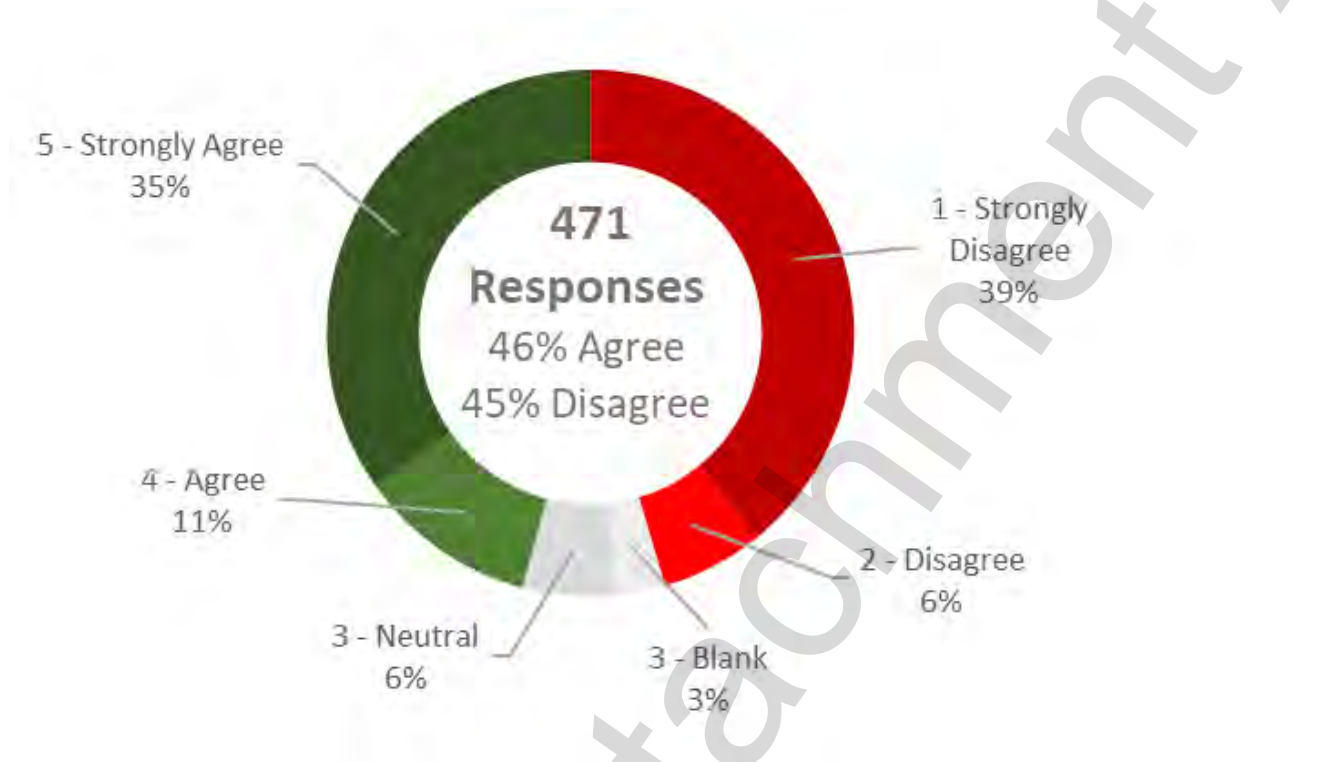


Figure 6 – Visitor Summary by Rate Payer

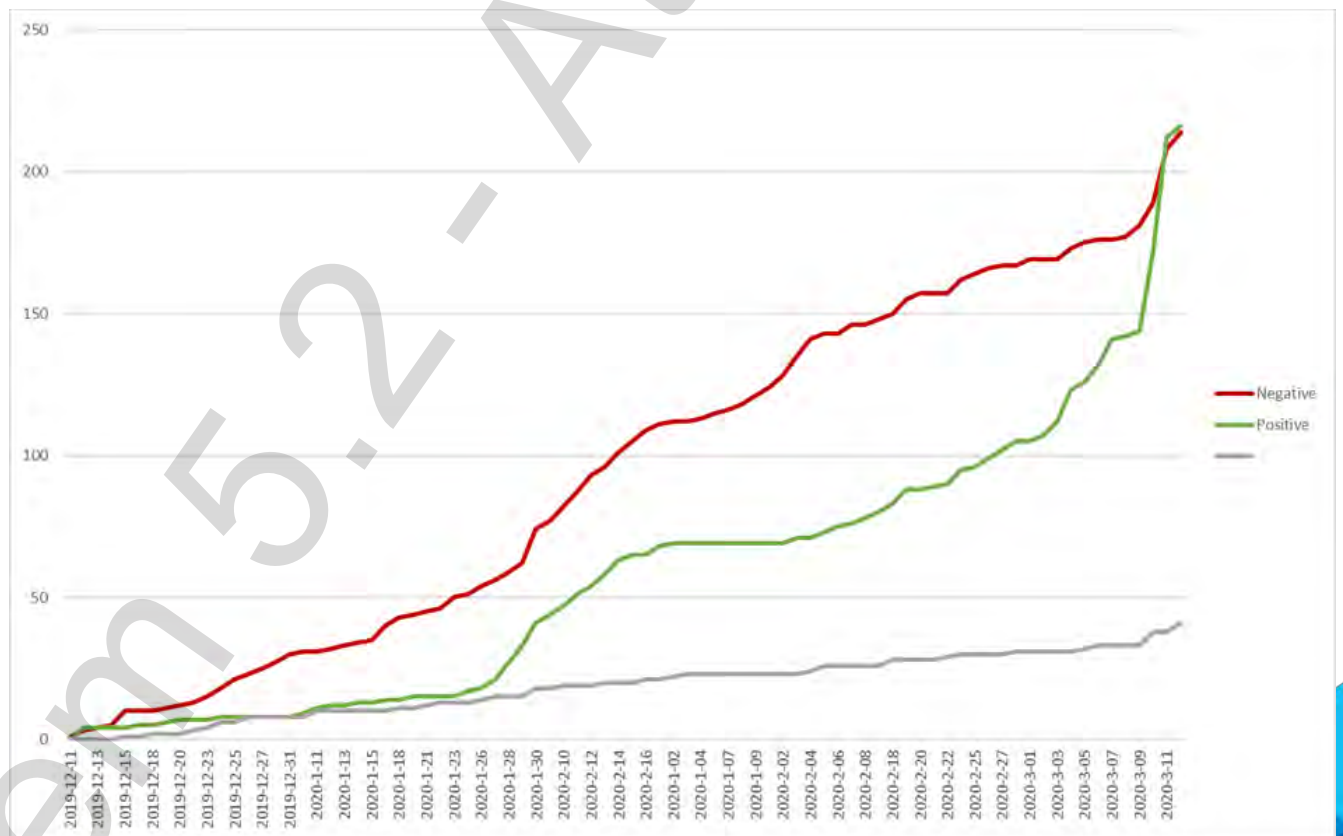
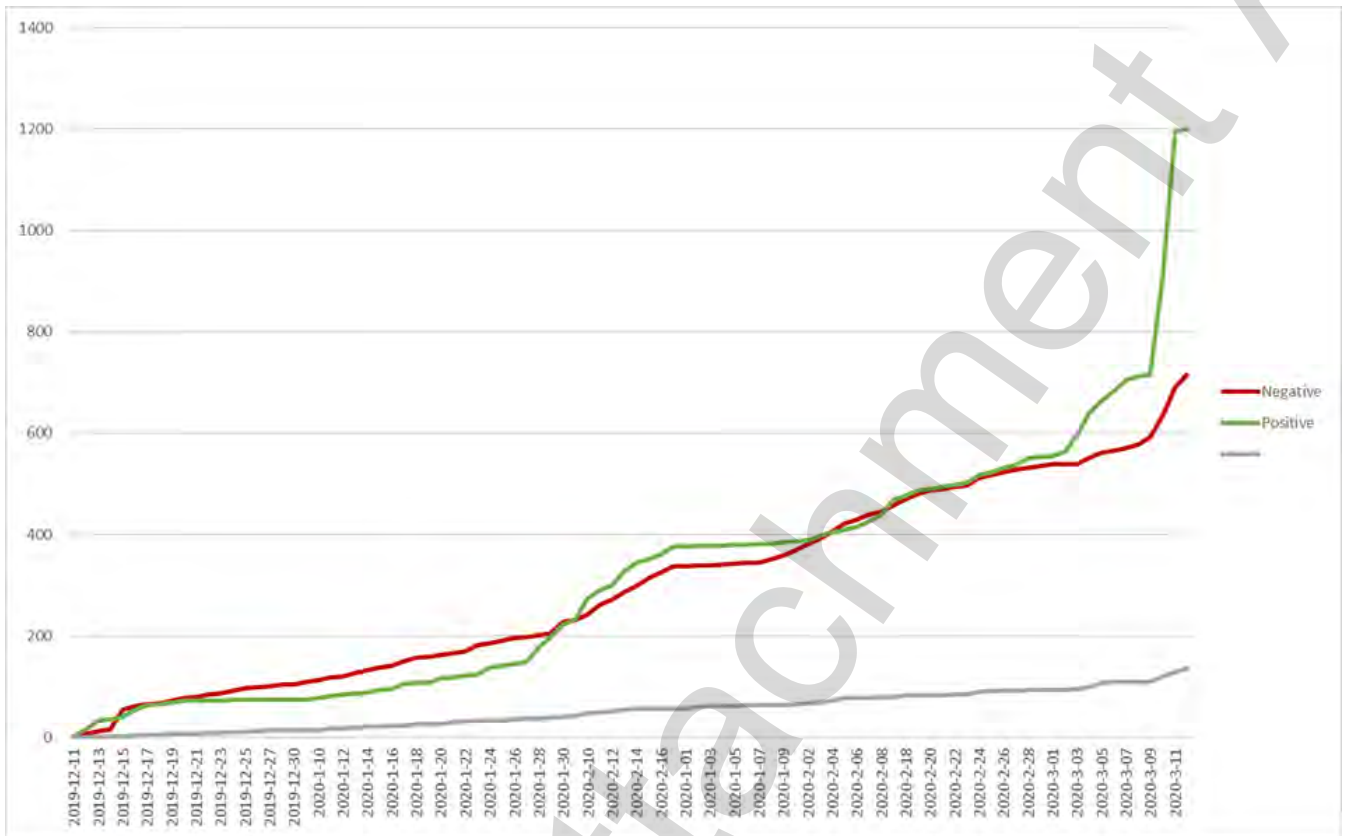


Figure 7 – Visitor Summary by all Responses



NOTE: lines continue past 11 March 2020 as all hard copy forms received were entered on the day after official consultation concluded.

Child Care Facilities

ITEM 5.3 07/04/2020
The Committee

2019/00957
Public

Program Contact:
Shanti Ditter, AD Planning,
Design & Development 8203
7756
Approving Officer:
Klinton Devenish, Director Place

EXECUTIVE SUMMARY

This report responds to a Council decision to investigate the current status of child care facilities and the child care industry in the City of Adelaide and describes the potential role(s) for the City of Adelaide to encourage child care to meet the needs of existing and future children, parents and guardians in the City.

The following recommendation will be presented to Council on 14 April 2020 for consideration

That Council:

1. Authorises the Chief Executive Officer to:
 - 1.1. Advocate for best practice child care centre design in Council's response to the current consultation on the Draft Planning and Design Code which will apply to the City of Adelaide when approved, and related policy initiatives.
 - 1.2. Liaise with the Education Standards Board, SAMFS, DPTI and other relevant bodies to prepare a Development Information Guide for Child Care Centres to be available on-line via the Planning Design and Development page of the City of Adelaide website.

IMPLICATIONS AND FINANCIALS

City of Adelaide 2020-2024 Strategic Plan	Strategic Alignment – Liveable This report supports the Thriving Communities objective of the Strategic Plan by seeking to identify how the current and projected future level of child care will meet the likely needs of children, to encourage parents, and prospective parents, to live, work and study in the City.
Policy	The Draft Planning & Design Code is currently being finalised by State Government and will replace the current Adelaide (City) Development Plan. Administration will consider policy supporting the provision of child care facilities as part of reviewing the Code.
Consultation	Targeted internal consultation occurred to inform this report, and individual meetings were held with external organisations who contacted City of Adelaide in response to media articles about the Motion of Notice.
Resource	Not as a result of this report
Risk / Legal / Legislative	Not as a result of this report
Opportunities	Opportunities exist to: <ol style="list-style-type: none"> 1. Via a communications plan, highlight the existing quality child care in the City of Adelaide and benefits of parents living and working in the City with convenient access to their children via marketing. 2. Enable access to information on child care centre design and regulatory approvals early in the design stage, potentially via City of Adelaide website. 3. Advocate for quality child care in the City of Adelaide, including safety, fire safety and outdoor play areas in child care centres located in the City of Adelaide, when responding to Draft Planning & Design Code, BCA/NCC, Capital City Committee and the like.
19/20 Budget Allocation	Not as a result of this report
Proposed 20/21 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
19/20 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. At its meeting on 30 April 2019 Council resolved for an investigation into the current state of childcare services supply within the City of Adelaide. Among other things, it resolved for a report to be prepared including:
 - 1.1. An outline of current services available, indicating the number of places available and a percentage figure of current capacity within the City and North Adelaide.
 - 1.2. An estimate of future demand based on existing jobs growth numbers and anticipated residential development.
 - 1.3. An exploration of partnerships and/or opportunities to work with property developers in the city to provide such care as is required.
 - 1.4. An investigation for the inclusion of childcare facilities in its own properties, such as the Colonel Light Centre and development proposals, namely the 88 O'Connell Street and the Adelaide Central Market Arcade development.
 - 1.5. A review of what planning regulations and stipulations exist which prevent the retrofitting of office buildings to accommodate childcare facilities.
 - 1.6. Consideration of how to encourage the State Government to create regulations which better facilitate new and existing buildings to accommodate child care services as part of the State Planning Reform process.
2. This report in response to Council's resolution has been informed by meetings with a range of internal staff and a review of previous reports on this topic. Individual meetings have also been held with external organisations including Australian Childcare Alliance SA, Gowrie SA and Education Standards Board of South Australia. Additional desk-top research has identified current services and current best-practice approaches to the design and approvals approach of child care centres in South Australia and interstate.
3. Child Care in the City of Adelaide:
 - 3.1. Providing childcare in the City that meets the need of parents who work, live and/or study in the City contributes to the City of Adelaide's Strategic Plan "Thriving Communities' outcomes key action:

"Develop diverse places, housing and facilities with and for young people".
 - 3.2. City of Adelaide seeks to increase its residential population from 23,000 to 28,000 by 2020. Providing for the needs of children and their parents and carers will support and encourage families to live in the city.
 - 3.3. The City of Adelaide seeks to understand if the current and projected future level of child care will meet the likely needs of children, such that parents to encouraged to live, work and study in the City.
 - 3.4. Various types of child care are currently provided in the City for parents and carers, including:
 - (a) Centre based long day care
 - (b) Preschool/kindergarten
 - (c) Before school care
 - (d) After school care
 - (e) Vacation care
 - (f) Family day care
 - (g) In home care
 - (h) Other.

This report addresses centre-based long day care; however, the important role of all other forms of child care is also acknowledged.
 - 3.5. Figure 1 shows the number of centres with reported vacancies, the total number of approved places, and the National Quality Standard assessment of child care centres in the City of Adelaide. It should be recognised that vacancy rates change on a regular basis.

Figure 1: Child Care in Adelaide and North Adelaide

Location	Number of Centres	Centres with vacancies	Vacancy information not provided	Approved Places	Number of centres exceeding national standards	Number of centres meeting national standards	Number of centres working towards national standards	Number of centres not yet assessed against National Standards	Number of centres stating approval for Government Child Care Subsidy
Adelaide	13	11	2	804	8	2	2	1	8
North Adelaide	3	1	2	75	2	1	0	0	1
Total	16	12	4	879	10	3	2	1	9

Source: www.careforkids.com.au September 2019

- 3.6. The estimated resident population in the City of Adelaide is currently 24,794 (source: ABS ERP, 30 June 2018) and in 2018 was an estimated 566 babies and pre-schoolers (0-4) (source: .id, service forecast age structure 2018).
- 3.7. Child care in the City is also utilised by people who do not live in the City, and who travel to Adelaide or North Adelaide to work.
- 3.8. Other factors which might influence the decision to take up an available child care place in the City include:
- Affordability – daily child care fee, the net cost of child care after Commonwealth Child Care Subsidy, family eligibility for subsidy, and whether a centre is approved for Commonwealth Government Child Care Subsidy.
 - Proximity of child care to home or to parental work place or study, and/or schools attended by children in the same family.
 - Quality of care and facilities provided at child care centres.
 - The cost of travel or car parking in the City for families who do not live in Adelaide or North Adelaide.
 - The relative ease of transporting young children to the City by public transport and by bicycle. For example, some bus designs do not enable prams to board and disembark easily, and safe, family-friendly cycle routes are not yet uniformly provided across the City.
- 3.9. The forecast number of babies and pre-schoolers in the City of Adelaide by 2023 is 686 (with a total population of 33,450) and by 2028, 808 babies and pre-schoolers (with a total population of 39,274). (source: ABS Census of Population and Housing 2011 and 2016 compiled by .id).
- 3.10. The proportion of people in family-forming age groups is relatively high in the City of Adelaide, however this is likely to be skewed by the large tertiary student population in the City, including temporary overseas students.
- 3.11. Parents who work in the City but who do not live in the City also generate demand for child care places. Convenient access to child care close to work can minimise the duration of time spent away from parents.
4. Developer partnerships
- 4.1. There is potential for City of Adelaide to introduce the developer community to the child care community to create a shared understanding of the existing and emerging needs for childhood development in the City.
 - 4.2. It is understood that any over-supply of childcare may impact on the viability of both for profit and not-for-profit child care providers, by reducing the level of income per centre and potentially affecting staffing. Management of staffing to enable long-term stable relationships between children and carers can benefit the overall wellbeing of children.
5. Childcare in Council Properties
- 5.1. Developments by the City of Adelaide, such as Central Market Arcade Redevelopment and 88 O'Connell Street have the potential to include child care into large-scale developments.

- 5.2. The City of Adelaide entered into a partnership with ICD Property in December 2019 to redevelop the Central Market Arcade. The design concept for the redevelopment incorporates proposed child care with capacity for 60 children and dedicated private/ public open spaces. The project is now the subject of a design development process.
 - 5.3. In November 2019 Council selected the preferred proponent for 88 O'Connell to negotiate a Project Development Agreement. The proposal for 88 O'Connell does not contemplate child care provision.
 - 5.4. The City of Adelaide is currently reviewing the future of its property assets, including the Colonel Light Centre, as part of the Strategic Property Review. This may provide a future opportunity with regard to child care provision. Child care in the Colonel Light Centre, or other Council properties, might require significant building works to meet National Construction Code, Metropolitan Fire Service and Education Standards Board requirements. Such works would need to be considered in any feasibility assessments, in addition to other considerations.
6. New and retrofitted buildings for childcare

- 6.1. The Adelaide (City) Development Plan has existing provisions which enable childcare facilities, and which specifically encourage the incorporation of child care into large-scale developments:

COUNCIL WIDE

Community Facilities

Objectives

Objective 4: Community and social facilities and services that promote greater equity, or located for convenient access by residents, workers and visitors and that form a focus for residential development.

Objective 5: Location of appropriate community facilities (e.g. schools, hospitals and other institutions) where they are conveniently accessible to the population they serve.

Principles of Development Control

2 Community facilities should:

- (a) Be located conveniently in relation to the population they serve*
- (b) Be designed for multi-purpose use where possible*
- (c) Meet the demonstrated needs of the various communities who will use them*
- (d) Be safe and easy to reach on foot, by bicycle and by public transport*
- (e) Be situated in suitable locations, and*
- (f) Not unreasonably impact on the amenity of the surrounding locality through excessive traffic generation.*

3 The redevelopment, alteration or change of use of community facilities should ensure the adequate provision of such facilities.

4 Childcare facilities should be incorporated into large scale employment, commercial, shopping, higher education, tourism, entertainment, health and leisure development.

- 6.2. Planning regulations currently enable the retrofitting of office buildings, in certain zones, to accommodate child care facilities. The Adelaide (City) Development Plan will be replaced by the Planning and Design Code in 2020. The proposed code is currently being finalised by the Department of Planning, Transport and Infrastructure. The extent to which existing policy is being altered through this process is currently being reviewed by Administration, however City-specific Council-wide policies which encourage child care centres in large-scale development were not included in the consultation version of the Draft Code.
- 6.3. The South Australian Metropolitan Fire Service (SAMFS) issued guidelines in 2011 and 2016 in relation to Child Care Facilities in Multi-Storey Buildings, which include the statement "The MFS is of the opinion that the Deemed-to-Satisfy (DTS) Provisions of the BCA do not adequately address the risks to occupants of a child care facility where these facilities are located above ground level" (source: South Australian Metropolitan Fire Service "Built Environment Section Guideline 024 – Child Care Facilities in Multi-Storey Buildings" version 1.0, 20 June 2016).
- 6.4. The National Construction Code sought feedback in September 2019 on "Early Childhood Centres in High-Rise Buildings - Preliminary Analysis of Options". The purpose of the Options Paper is to consider options to address the problem that has been identified, which is "that the NCC's Deemed-to-satisfy (DTS) Provisions for ECCs do not explicitly address circumstances where the ECC is located

on an upper level of a high-rise building. The potential for long distances of travel, without additional fire safety systems, have been shown to pose an unacceptable level of risk to the life safety of vulnerable occupants of ECCs”.

- 6.5. Accreditation of child care centres to operate is provided by the Education Standards Board of South Australia.
 - 6.6. It is understood that some child care centres proposed in the City in the past, and which received planning consent, have not proceeded once the full extent of the cost of compliance with BCA (National Construction Code) became apparent.
 - 6.7. There may be benefit in the City of Adelaide enabling the provision of up-front information from the Education Standards Board, SAMFS, and in relation to the National Construction Code for developers and/or new entrants to the child care sector who might be considering operating child care centres in the City, particularly in above-ground level locations or in areas which might not have ready access to open space.
7. Planning regulations and reform
 - 7.1. The Draft Planning and Design Code is currently being finalised by the Department for Planning, Transport and Infrastructure and the date for commencement of the Code is anticipated post-July 2020.
 - 7.2. There is an opportunity to encourage best practice child care centres in the state-wide Planning and Design Code policy, including consideration of most appropriate locations, facilities and design.
 - 7.3. City of Adelaide could help provide timely access to existing information on child care centre design and regulatory approvals early in the concept design of child care centres, including best-practice child care centre design guidelines (building design/outdoor play/challenges for multi-storey buildings etc.), National Construction Code requirements, MFS Guidelines, and Education Standards Board approval requirements.
 8. Opportunities
 - 8.1. Advocate for best practice child care centre design in the finalisation of the Draft Planning and Design Code which will apply to the City of Adelaide post-July 2020.
 - 8.2. Liaise with the Education Standards Board, MFS, DPTI and other relevant bodies to prepare a Development Information Guide for Child Care Centres to be accessed on-line via the Planning Design and Development page of the City of Adelaide website.

DATA & SUPPORTING INFORMATION

www.careforkids.com.au

ABS Estimated Resident Population, 30 June 2018

ABS Census of Population and Housing 2011 and 2016 compiled by .id

South Australian Metropolitan Fire Service “Built Environment Section Guideline 024 – Child Care Facilities in Multi-Storey Buildings” version 1.0, 20 June 2016

ATTACHMENTS

Nil

- END OF REPORT -

Amendments to Heritage Incentives Scheme Operating Guidelines

ITEM 5.4 07/04/2020
The Committee

2003/02604
Public

Program Contact:
Shanti Ditter, AD Planning,
Design & Development 8203
7756
Approving Officer:
Klinton Devenish, Director Place

EXECUTIVE SUMMARY

The City of Adelaide Heritage Incentives Scheme (HIS) reimburses eligible owners of heritage listed and unlisted historic character places for a portion of costs for professional advice and conservation works. The HIS fund has been operating since 1988. The current HIS Operating Guidelines were endorsed by Council on 15 November 2016 and are due to be reviewed towards the end of 2021.

Some revisions are recommended before 2021 to ensure that the Heritage Incentives Scheme:

- meets the needs of heritage property owners
- provides the best value for money for the City of Adelaide
- ensures funding requirements are clearly and concisely communicated throughout the Operating Guidelines.

The revised Operating Guidelines are provided in **Attachment A**. The key amendment is to provide the flexibility to fund complex projects over several years for staged conservation works.

The following recommendation will be presented to Council on 14 April 2020 for consideration

That Council:

1. Approves the updated Heritage Incentives Scheme (HIS) Operating Guidelines as per Attachment A to Item # on the Agenda for the meeting of the Council on 14 April 2020.

IMPLICATIONS AND FINANCIALS

City of Adelaide 2016-2020 Strategic Plan	Strategic Alignment – Liveable The Heritage Incentives Scheme achieves Strategic Plan deliverables to promote and protect Adelaide’s built character and heritage through our operations, incentives, policies and direct investments.
Policy	Amendment to the current Heritage Incentives Scheme Operating Guidelines. The Operating Guidelines are due to be updated at the end of 2021; however, an early review is appropriate.
Consultation	Not as a result of this report
Resource	Not as a result of this report
Risk / Legal / Legislative	Not as a result of this report
Opportunities	Not as a result of this report
19/20 Budget Allocation	The annual HIS budget allocation is \$1,079,817.
Proposed 20/21 Budget Allocation	The annual HIS budget allocation is \$1,101,413. The revised Operating Guidelines will provide clearer allocation guidelines.
Life of Project, Service, Initiative or (Expectancy of) Asset	Not as a result of this report
19/20 Budget Reconsideration (if applicable)	Not as a result of this report
Ongoing Costs (e.g. maintenance cost)	Not as a result of this report
Other Funding Sources	Not as a result of this report

DISCUSSION

1. The current Heritage Incentives Scheme (HIS) Operating Guidelines were adopted by Council on 15 November 2016. The Heritage Incentives Scheme has been working effectively with full allocation of the budget year on year. Reviews of the Operating Guidelines have been periodically undertaken and the HIS Operating Guidelines are due to be reviewed in 2021. There are several amendments to the HIS which are sought prior to the 2021 review to ensure that HIS funding responds to current customer needs and that the CoA receives the best value for money for all HIS allocations. The proposed changes are detailed below in paragraphs 2-8.
2. The current HIS Operating Guidelines require a project to be completed within 12 months. It is recommended that there is a provision for staged funding that may extend over multiple financial years. Complex heritage projects with extensive conservation needs may take several years to complete due to the owner's financial capacity and the availability of specialist heritage contractors. The staged funding has been drafted to enable a flexible approach with no completion date specified in the guidelines. Each proposal will be considered on a case by case basis in consultation with Administration. This approach will facilitate support for larger projects such as the Beehive Corner building.
3. A single grant allocation for an agreed scope of works would be staged over several years and provides owners with surety that a comprehensive conservation project could be completed.
4. Staged funding will result in a strategic approach to building conservation and allow owners time to source and manage funds for the project and engage specialist heritage contractors.
5. The current HIS Operating Guidelines state that a minimum of two quotes is preferred. It is recommended that unless there are extenuating circumstances (such as a highly specialised contractor), a minimum of two quotes is a requirement of the HIS. This enables a comparison of costs and ensures the best use of Council's funds.
6. The current HIS Operating Guidelines allow for a 50% subsidy for conservation works. It is recommended that a maximum of 50% is available to projects. With some HIS funding applications where there is a significant disparity between quotes, the owner may apply for funding based on the highest quote. If quotes are comparable in all other respects and contractors can undertake the HIS conservation works, administration should have the discretion to allocate less than the 50% applied for by the owner and allocate funds based on the lower quote.
7. Applicants would be free to select the higher priced contractor, but the funding allocation would be based on the lower quote.
8. At the completion of the HIS conservation works, the applicant is required to notify Council and submit evidence of payment to the contractor/s. It is recommended that the Operating Guidelines are amended to require the applicant to notify Council at the completion of the HIS works but before the final payment to the contractor. There are instances where the conservation works have not been undertaken to an acceptable standard and are therefore not acceptable for Council's grant purposes. If the HIS works are inspected by CoA heritage architects prior to the final payment, this will facilitate prompt rectification of the works by the contractor.
9. The revised Operating Guidelines take into account the new planning legislation which has been adopted in South Australia but is yet to be fully implemented.
10. Further review is to be undertaken in relation to the grants allowed for the documentation of projects. Currently an allocation of up to 75% (to a maximum of \$10,000) is funded. Administration will investigate the extent to which funding for documentation is taken up, its effectiveness and whether the allocation amount of 75% is an appropriate level of funding. A further report to Council may be required dependent upon the findings of the review.

ATTACHMENTS

Attachment A – Heritage Incentive Scheme Operating Guidelines

HERITAGE INCENTIVES SCHEME OPERATING GUIDELINES

Date this document was adopted

council / administration

PARENT DOCUMENT: Heritage Strategy and Action Plan 2020 - 2035

PURPOSE

Adelaide's built heritage makes a significant contribution to the city's identity and its liveability. There are 647 state heritage and 1850 local heritage places within the city boundaries. The Heritage Incentives Scheme (HIS) provides financial and other incentives to support owners in the conservation of their heritage places. Grants are available for both professional documentation and building conservation works. Works funded through the Heritage Incentives Scheme visually enhance the public realm and develop community understanding about the importance of heritage conservation.

The Heritage Incentives Scheme also funds the services of Council's heritage architects in providing free conservation guidance to property owners and managers.

OPERATION

Eligibility

Funding is available to:

- Local Heritage Places listed in the Adelaide (City) Development Plan.
- State Heritage Places on the South Australian (SA) Heritage Register.
- places listed by Donovan and Associates, History and Historic Preservation consultants in their report City of Adelaide Heritage Survey 2008 – 2009, as meeting heritage criteria in the Development Act;
- unlisted heritage places that were objector properties in the North Adelaide Plan Amendment Report (2003).
- other unlisted buildings of significant historical character based on their merits.

Funding is provided for conservation works that are in accordance with the Australia ICOMOS Burra Charter, 2013 (Burra Charter) and associated with heritage fabric including:

- elements of the heritage place designated as of heritage value in the Adelaide (City) Development Plan or the SA Heritage Register or work that ensures the structural integrity of the place.
- reinstatement of lost elements or fabric of the place where there is physical or archival evidence, such as historical photos or drawings, or remnant elements. Conjectural works will not generally be supported except where no evidence exists, and a heritage consultant is engaged to achieve an authentic and appropriate outcome agreed with Council heritage staff.

Funding may be allocated to an unlisted heritage place of historic character, providing the owner enters into a Land Management Agreement (LMA) on the Certificate of Title to ensure:

- the building is not demolished

- support for future Development Plan policy changes to enable heritage listing
- conservation works reinforce the heritage value of the place.

The cost of a heritage assessment and LMA is fully funded through the HIS.

Funding may also be allocated for the construction of appropriately researched and detailed front boundary fences, (where the fence is not part of the heritage listing). Funding of up to \$10,000 or up to 50% of the construction cost, whichever is the lesser amount, may be allocated.

In addition, the applicant must meet the following:

- the property is owned by the non-government sector.
- there are no debts or outstanding charges to Council on the property.
- the works have not been substantially commenced or completed prior to funding approval. Retrospective funding is not available.
- the cost of the conservation works is greater than \$1,000.
- for properties in multiple ownership, each owner has agreed to undertake conservation works and the applicant is the body corporate of the strata or community title holders.
- other affected parties (e.g. lessees, lessors, owners) have agreed to undertake the conservation works at the property.
- any encumbrances have been identified.

For works resulting from an insurance claim, grants are for conservation works not covered by the insurance.

Categories of Funding

1 Professional Advice and Documentation:

Funding of up to \$10,000 or up to 75% of the total documentation and professional fees, whichever is the lesser amount for:

- advice, plans and specifications which guide the future management of and investment in heritage places
- documents for development approval, tendering, implementing and supervising conservation works.
-

Funding may also be allocated for:

- conservation plans
- reuse options studies
- photographic, archaeological or dilapidation surveys
- fire safety and disabled access upgrade plans.

2 Conservation Works:

Minor conservation works - projects up to \$50,000:

- a grant of up to \$25,000 or up to 50% of the project cost, whichever is the lesser amount.

Major Conservation Works - projects over \$50,000:

- projects between \$50,000 and \$200,000: a grant of up to \$100,000 or up to 50% of the project cost, whichever is the lesser amount. The maximum grant is \$100,000.
- Projects over \$200,000: a grant of up to 25% of the project cost. The maximum grant is \$250,000.

3 Staged Conservation Works

Where a building owner requests funds for major conservation works, Council may consider a grant allocation over multiple financial years. The project would be subject to an agreed scope of works that satisfies the general funding requirements of these Operating Guidelines. The first stage should be commenced within 12 months, with other stages undertaken in accordance with the agreement.

Fees

Development application fees for HIS conservation works requiring Development Approval will be waived.

For state heritage places, there are mandatory fees for referral to Heritage South Australia which are payable by the applicant.

Any licence and permit fees incurred by the owner during the construction period of HIS funded conservation projects (e.g. building works permit fees) may be paid from the HIS.

Loans

In addition to direct funding, subsidised loans may also be available. A subsidised loan is additional to the HIS funding limits and will be within the budget (and at no additional cost) to the Built Heritage Management Program. Loans will be approved at the discretion of Council.

Process

Step 1 - Preliminary Discussions

Before lodging a HIS application, owners must contact Council heritage staff to discuss:

- the scope of works, priorities and options
- the eligibility of the project
- documentation requirements
- the application process.

Step 2 – Lodging an Application

HIS applications are lodged online through the City of Adelaide website.

Applications for **professional advice and documentation** should include:

- the scope of works
- written quotes (two are preferred).

Professional advice and documentation should be from a suitably qualified heritage professional.

Professional documentation is a requirement for conservation works over \$10,000 unless exempted by Council.

Applications for **conservation works** should include:

- a site plan or aerial photo identifying the location of the proposed works on the property.
- construction techniques (e.g. Council's standard specifications and advisory notes).
- details of materials and conservation methodology.
- plans, elevations, sections and where appropriate, large scale details.
- where applicable, professional advice and documentation funded through the HIS.
- a minimum of two written quotes unless an exemption has been agreed to by council.

Applications that are incomplete or inaccurate, will not be processed.

Development Approval must be obtained before allocation of the HIS grant.

Step 3 - Application Assessment

All grants are at the discretion of Council. Applications are assessed according to the Operating Guidelines. Assessment is based on the condition of the building, the merit of the project and is assessed against the following criteria:

Principle	Criteria	Rank
Needs of the place	<ul style="list-style-type: none"> • Condition of the building • Conservation of original heritage fabric • Stability of the building • Emergency works • Useability and economic viability of the place 	High
Visual Contribution to the public realm	<ul style="list-style-type: none"> • Conservation works on elements which are visible from the public realm or to places which are publicly accessible 	High
Heritage value of the place	<ul style="list-style-type: none"> • Heritage listing status – State, Local, Local (City Significance) or Local (Townscape) • Retaining, reinforcing and reinstating elements of heritage significance of the place • Projects that conserve the elements of heritage value of a place as identified in the Adelaide (City) Development Plan or in the State Heritage Register 	High
State Heritage Places	<ul style="list-style-type: none"> • Availability of grants from the State Government 	Medium
Level of Past HIS financial assistance	<ul style="list-style-type: none"> • Properties that have not previously received HIS funding. 	Medium
	<ul style="list-style-type: none"> • Funding history of the property. 	On Merit

Step 4 - Funding Allocation

Subject to availability of funds, applications will be accepted on an on-going basis.

Funding is **up to** 50%. The allocated amount is at the discretion of council. Unless Council considers that there are extenuating circumstances, the allocated amount will not be increased after the allocation approval date.

For more complex conservation projects, Council may allow for a contingency sum in the grant allocation for unforeseen cost or scope increases.

Funding is valid for 12 months from the date of the allocation letter. Excepting for major conservation works, staged conservation works or where an extended completion date has been agreed to by Council, funding will be forfeited if the project is not substantially completed within 12 months.

If an applicant wishes to substantially alter the scope of works or project costs, a new HIS application will be required.

Step 5 - Implementation

Following the funding allocation, the applicant is required to:

- comply with the conditions of the funding allocation and Development Approval.
- notify Council heritage staff when the works are about to commence and at key milestones in the construction process as agreed with heritage staff.
- notify Council at the completion of the works and before final payment to the contractor.
- provide a post-completion inspection report when it is required by Council.

Step 6 - Allocation Reimbursement

Prior to reimbursement for:

- **Professional Advice and Documentation:**
 - The applicant must provide copies of the funded professional advice and documentation to Council heritage staff. Council will advise if the work is acceptable for Council's grant purposes.
 - The applicant must provide evidence of payment to the consultant.
- **Conservation Works:**
 - Council heritage staff will inspect the completed conservation works and advise if the work has been satisfactorily completed for HIS grant purposes.
 - The applicant must provide evidence of payment to the contractor/s.

Once satisfied that the all HIS grant requirements have been met, Council heritage staff will arrange reimbursement to the applicant.

Administrative Roles and Responsibilities

The Planning, Design and Development Program has overall responsibility for the implementation and monitoring of these Operating Guidelines as well as processing applications for Development Approval. Specific roles and responsibilities include:

Advisor - Council will support the management and conservation of heritage places through the provision of advice through the Heritage Advisory Service and the HIS.

Information Provider - Council will foster community awareness and appreciation of the City's built heritage through promotion and education.

Advocate - Council will advocate to:

- other tiers of Government for funding to support heritage conservation
- property owners to invest in their heritage assets.

The Chief Executive Officer (CEO) has authority to approve the allocation of funding of grants up to and including \$50,000 for conservation works.

Approval for funding over \$50,000 requires a report to Committee/Council.

The Planning, Design & Development Program will provide Council with recommendations for project funding. Council will allocate funds at their discretion.

Restrictions and Limitations

HIS funding will not be provided to projects that:

- do not meet the eligibility criteria
- do not sufficiently describe the scope of works or are not accompanied by adequate quotes
- are lacking professional advice or documentation which has been requested by Council heritage staff
- are owned by the Australian Government, State or Local Government
- are from individual owners within a strata or community title property
- are for general building maintenance-that is not dependent on heritage status, such as repainting or termite treatment
- are for internal works (unless the interior is listed as of heritage value)
- are for works unrelated to heritage values, such as landscaping, paving, additions, outbuildings, re-plumbing, re-wiring or installation of security devices
- are for the cost of an owner's labour

Council reserves the right to withdraw funding if a project does not proceed as agreed.

KEY PERFORMANCE INDICATORS

Key performance indicators are:

- 80 percent of approved projects completed (*Note: there may be some time lag in measurement e.g. not all approved projects will commence in the same financial year as funding allocation)
- customer satisfaction level of 7 or above (survey of applicants that have received funding)
- all commenced projects are completed to an adequate quality

- administration of the scheme occurs in accordance with the Operating Guidelines.

OTHER USEFUL DOCUMENTS

Related documents

- The Burra Charter: The Australia ICOMOS Charter for Places of Cultural Significance, 2013
- The City of Adelaide Heritage Strategy and Action Plan 2020 - 2035
- The City of Adelaide Heritage Technical Notes
- Technical Conservation Notes, South Australian Department of Environment and Water
- City of Adelaide Strategic Plan 2020 - 2024

Relevant legislation

- *Development Act 1993*
- *Heritage Places Act 1993*
- Adelaide (City) Development Plan
- Building Code of Australia
- *Planning, Development and Infrastructure Act 2016 (SA) (PDI Act)*
- Draft Planning and Design Code

GLOSSARY

Throughout this document, the below terms have been used and are defined as:

Conservation as defined in The Burra Charter and for the purposes of these guidelines includes preservation, restoration, reconstruction and stabilisation.

Conservation works are building works that directly contribute to the heritage values of a heritage place by restoring, conserving, enhancing or reinstating historic fabric or features (including removal of cladding/screening devices on existing facades or non-original elements concealing historic fabric).

Development is as defined in the Development Act 1993.

State Heritage Place is a place which is listed under the SA Heritage Places Act 1993 as it satisfies one or more of the criteria for listing under Section 16 of the Act. These places are identified in and statutorily protected from inappropriate development through the Adelaide (City) Development Plan.

Local Heritage Place is a place which is listed in Council's Development Plan and satisfies one or more of the criteria for listing under Section 23 of the Development Act 1993. These places are identified in and statutorily protected from inappropriate development through the Adelaide (City) Development Plan.

Unlisted Heritage Building is a place which is not listed in Council's Development Plan, but satisfies one or more of the criteria for local heritage listing and has been endorsed by Council (following detailed assessment by heritage advisors) for consideration for listing as part of the:

- Central Business Area/Mixed Use Zones City Heritage DPA [2010]
- Residential/Mainstreet (Hutt) Zones City Heritage DPA (Parts 1 & 2) [2010]
- North Adelaide Plan Amendment Report (PAR) [2003]

- other places listed by Donovan and Associates History and Historic Preservation Consultants in their report City of Adelaide Heritage Survey 2008-2009, dated April 2009, as meeting criteria in the Development Act, 1993

Character Building is a place which is of a traditional style and materials and considered to contribute to the historical context of a streetscape but does not satisfy the criteria for local heritage listing.

ADMINISTRATIVE As part of Council's commitment to deliver the City of Adelaide Strategic Plan, services to the community and the provision of transparent information, all policy documents are reviewed as per legislative requirements or when there is no such provision a risk assessment approach is taken to guide the review timeframe.

This Policy document will be reviewed every **five** years unless legislative or operational change occurs beforehand. The next review is required in **2021**.

Review history:

Trim Reference	Authorising Body	Date/ Decision ID	Description of Edits
ACC2016/181572	Associate Director People & Governance	15/09/2016	Amendment to Guidelines to include the conservation of front fences, to increase the proportion of professional advice and documentation costs covered by HIS from 50% to 75%, and to increase internal delegation to \$50,000.

Contact:

For further information contact the Planning, Design and Development Program

City of Adelaide
25 Pirie Street, Adelaide, SA
GPO Box 2252 ADELAIDE SA 5001
+61 8 8203 7185
h.mail@cityofadelaide.com.au

Adelaide Archery Club – Lease Consultation Results

ITEM 5.5 07/04/2020
The Committee

2015/02131
Public

Program Contact:
Tom McCready, AD Property &
Commercial 8203 7313

Approving Officer:
Ian Hill, Director Growth

EXECUTIVE SUMMARY

The purpose of this report is to present the results of the community consultation that was undertaken for the proposed 15-year lease agreement for the Adelaide Archery Club located in Bullrush Park/Warnpangga (Park 10) in accordance with the *Local Government Act (SA) 1999*.

Of the 49 responses received, 48 were all in support of the proposed 15-year lease agreement. The one submission not in support related to the financial appropriateness of the final extension design (which has already been endorsed by Council and has received full Development Approval), rather than comments about the lease and associated conditions.

Once Council has considered the consultation results, it is proposed that the lease will be submitted to both Houses of Parliament in accordance with the *Adelaide Park Lands Act (SA) 2005*.

.....

The following recommendation will be presented to Council on 14 April 2020 for consideration

That Council:

1. Notes the results of the consultation process that was undertaken by the Administration in accordance with the requirements of the *Local Government Act (SA) 1999*.
 2. Notes that the 15-Year Community Park Lands Lease Agreement will be presented to both Houses of Parliament in accordance with the *Adelaide Park Lands Act (SA) 2005*.
 3. Authorises Chief Executive Officer to finalise and to execute all documentation to give effect to the 15-year Community Park Lands Lease Agreement with the Adelaide Archery Club located in Bullrush Park / Warnpangga (Park 10).
-

IMPLICATIONS AND FINANCIALS

City of Adelaide 2016-2020 Strategic Plan	Strategic Alignment – Liveable This proposal is in line with the <u>City of Adelaide 2016-2020 Strategic Plan</u> , as it promotes increasing the number of people visiting the Park Lands and city for leisure or entertainment by providing support to organisations that attract visitors to the City.
Policy	<u>The Adelaide Park Lands Management Strategy</u> suggests as sporting activities continue to expand in this precinct there is likely to be further demands for facilities such as clubrooms to support these uses. Sports grounds and facilities in Bullrush Park / Warnpangga will remain largely unchanged whilst identifying that opportunities to enable broader community use of the existing clubroom facilities and ovals will be explored to ensure ongoing activation of the locality. The desired future character statement within Chapter 11 of the <u>Community Land Management Plan (CLMP)</u> is ' <i>Providing space and facilities for organised recreation and sport, while meeting the wider recreational needs.</i> ' The CLMP for this park also supports the leasing and licensing of this area.
Consultation	Community consultation was undertaken in accordance with the <i>Local Government Act (SA) 1999</i> from 10 February – 5 pm 2 March 2020.
Resource	Not as a result of this report.
Risk / Legal / Legislative	Lease not approved via the Parliamentary process.
Opportunities	This project presents an opportunity to upgrade an existing facility ensuring it is fit for purpose and allow the club to recover its financial investment over a 15-year lease.
19/20 Budget Allocation	Not as a result of this report.
Proposed 20/21 Budget Allocation	Not as a result of this report.
Life of Project, Service, Initiative or (Expectancy of) Asset	15 years.
19/20 Budget Reconsideration (if applicable)	Not as a result of this report.
Ongoing Costs (eg maintenance cost)	Council to maintain the Capital and Structural items of this building. Incoming lessee to maintain their fit out.
Other Funding Sources	Not as a result of this report.

DISCUSSION

Background

1. The Adelaide Archery Club (The Club) is located on the south-west corner of War Memorial Drive and Bundy's Road, North Adelaide in Bullrush Park / Warnpangga (Park 10). They share this park with the Adelaide University (West) and the City of Adelaide Nursery (South) – see Image 1.

Image 1: Bullrush / Warnpangga (Park 10) Site Plan



2. On 28 May 2019, Council considered a building extension proposal and long-term lease for the Adelaide Archery Club and resolved that Council:

- “1. Approves the request made by the Adelaide Archery Club to undertake a building extension to their leased premises in Bullrush Park / Warnpangga (Park 10), subject to Development Approval.
2. Approves the proposed building extension concept design as per Attachment A to Item 4.1 on the Agenda for the meeting of The Committee held on 21 May 2019 incorporating additional storage and upgraded amenities, and enhancements to the appearance of the existing facility as per Option 1.
3. Approves Administration to deal directly with the Adelaide Archery Club in relation to this project and notes that the Club will not be subjected to an Expression of Interest (EOI) process.
4. Authorises the CEO to enter into lease negotiations with the Adelaide Archery Club in accordance with the Park Lands Leasing and Licensing Policy and Guidelines and for a term of up to (15) years, noting that the agreement would be subject to community consultation (Local Government Act (SA) 1999) and being placed before both Houses of Parliament (Adelaide Park Lands Act (SA) 2005).”

Community Consultation – Local Government Act (SA) 1999

3. In accordance with Section 202 of the *Local Government Act (SA) 1999* and as per Council's resolution, community consultation on the 15-year lease agreement was undertaken over a three-week period.
4. The consultation commenced on Monday 10 February 2020 and concluded at 5:00 pm on Monday 2 March 2020 and the community, visitors to the Park Lands and other stakeholders were invited to review the 15-year lease proposal and submit their feedback to Council.

5. The consultation was promoted through the 'Your Say' Adelaide website and a formal notice printed in The Advertiser. The comments received from the consultation are presented in the link [[Consultation results](#)] and overall results are summarised below:
6. Through the 'Your Say' Adelaide website 47 of 48 respondents (approx. 98%) support the renewal of the 15-year lease whereas 1 of 48 respondents (approx. 2%) did not. Comments received from the person who did not support the lease related to the financial appropriateness of the final design (which has already been endorsed by Council and has received full Development Approval), rather than comments about the lease per se. There was also an additional written letter of support for the lease ([Written Letter of Support](#)).
7. The below image (Image 2: Your Say Adelaide Website – Visitor Summary) shows a summary of the visitor traffic accessing the consultation material on the 'Your Say' Adelaide website. Some of the online project highlights reported were that there was a total of 164 visits and that 24 new people registered for the Your Say Adelaide website.

Image 2: Your Say Adelaide Website – Visitor Summary



Next Steps

8. The Adelaide Park Lands Authority will be notified of the consultation results through the Executive Officer Verbal Report.
9. Once Council has considered the consultation results and subject to Council approval, it is proposed that the lease will be submitted to both Houses of Parliament in accordance with the *Adelaide Park Lands Act (SA) 2005*.
10. Once the lease completes its legislative journey, the lease may then be executed by both parties.

DATA & SUPPORTING INFORMATION

Link 1 – Consultation results

Link 2 – Written Letter of Support

ATTACHMENTS

Nil

- END OF REPORT -

The Stables of Victoria Park - Lease Assignment

ITEM 5.6 07/04/2020
The Committee

2013/00354-2
Public

Program Contact:
Tom McCready, AD Property &
Commercial 8203 7313

Approving Officer:
Ian Hill, Director Growth

EXECUTIVE SUMMARY

Council's lessee at the Bookmakers Building located on Fullarton Road, Victoria Park, trading as The Stables of Victoria Park Pty Ltd, has commenced a process to sell the business.

To finalise this transaction, the Lessee requires that the balance of the lease for the Bookmakers Building be assigned to the incoming purchaser.

Through this transfer transaction, the purchaser will become the legal owner of the business name, plant and equipment (excluding the building), goodwill, stock and the lease. It is understood that the purchaser will continue to operate the business as The Stables of Victoria Park Pty Ltd, and they will also assume all responsibility for the associated website, email address and online social media platforms.

This report seeks Council's approval to proceed with the assignment of lease and have the Common Seal of Council affixed to any relevant documents to finalise the transaction.

.....

The following recommendation will be presented to Council on 14 April 2020 for consideration

That Council

1. Approves the Deed of Assignment of Lease, as a result of the sale of business, from The Stables of Victoria Park Pty Ltd (Lessee) to Solomos Bars & Clubs Pty Ltd (Purchaser) for the leased and licensed area in Victoria Park/Pakapakanthi (Park 16).
 2. Authorises the Chief Executive Officer to execute all documentation to give effect to the Assignment of Lease.
 3. Authorises The Lord Mayor and Chief Executive Officer to affix the Common Seal of the Council to the Deed of Assignment and associated documentation.
-

IMPLICATIONS AND FINANCIALS

City of Adelaide 2016-2020 Strategic Plan	Strategic Alignment – Liveable The proposal promotes increasing the number of people visiting the Park Lands and city for leisure or entertainment by providing support to organisations that attract visitors to the City.
Policy	<u>Adelaide Park Lands Management Strategy</u> Seeks to enhance the north/east corner of Victoria Park/Pakapakanthi (Park 16) by creating a “large hub” in the area where the recently restored Grandstand, Bookmakers building, and Kiosk are located. Large hubs are described as: <i>'significant destinations within the Park Lands which are intended to attract large numbers of people and generate high levels of activity...they are also likely to have associated built form facilities and be of high aesthetic quality and finish'.</i> The <u>Community Land Management Plan (CLMP)</u> for this park supports the leasing of this property.
Consultation	Not as a result of this report.
Resource	Not as a result of this report.
Risk / Legal / Legislative	There is a requirement to have the Common Seal of the Council affixed to the Deed of Assignment of Lease and to facilitate this a formal decision of Council is required. Assignment of Lease being undertaken in accordance with the provisions of the current lease agreement between The Stables of Victoria Park Pty Ltd and Council dated 8 December 2016. Park Lands Lease agreements are exempt from the <i>Retail Commercial Lease Act 1995</i> (Ministerial exemption date 28/12/11). All due diligence associated with this transaction was undertaken by Wallman’s Lawyers.
Opportunities	Not as a result of this report.
19/20 Budget Allocation	Not as a result of this report.
Proposed 20/21 Budget Allocation	Not as a result of this report.
Life of Project, Service, Initiative or (Expectancy of) Asset	Lease term: 9 years and 11 months – commenced on 1 January 2017.
19/20 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. Council currently leases the Bookmakers Building located on Fullarton Road, Victoria Park, to The Stables of Victoria Park Pty Ltd (Lessee), by virtue of a 9 year and 11-month lease which commenced on 1 January 2017 (see location plan - Image 1).

Image 1: Location Plan – Bookmakers Building, Victoria Park/Pakapakanthi (Park 16)



2. Following the successful operation of the café/restaurant since it opened in 2017, the Lessee has commenced a process to sell 100% of the business.
3. This includes the business name, plant and equipment (excluding the building), goodwill, stock and the lease. Through this sale, the purchaser will also assume all responsibility for the existing website, email addresses and online social media platforms that relate to the business.
4. To finalise this transaction, the Lessee requires that the lease over the Bookmakers Building be assigned to the incoming purchaser for the remainder of the lease under the same terms and conditions [[Draft Assignment of Lease](#)].
5. Clause 12 of the lease agreement between the Lessee and Council, executed under the Common Seal states that:

“12.1 Assignment: The Lessee must not assign the Lessee’s interest in the Premises or any part of it under this Lease without the Consent of the Council.”
6. Solomos Bars & Clubs Pty Ltd (Purchaser) has provided financial and business information as part of the application for the sale and assignment of the lease and demonstrates relevant business acumen to continue running a successful food and beverage outlet in the Park Lands.
7. Wallmans Lawyers have undertaken relevant due diligence on the Purchaser, and it appears at this stage there is no reason to withhold consent to this assignment.
8. The Administration have met with the Purchaser to discuss the lease, opportunities and expectations of leasing a Council owned asset. Following this meeting, the Administration is satisfied that the purchaser will be able to meet all requirements of the lease.
9. Furthermore, the current Lessee (Massimo Piscioneri) will provide a personal guarantor that will cover the new arrangement for the first three years.
10. There is a requirement to have the Common Seal of the Council affixed to the Deed of Assignment of Lease and to facilitate this a formal decision of Council is required.

Next Steps

11. Pending Council's consent to this assignment, organise signature of the Assignment of Lease by the Lessee and Purchaser, then prepare to have the Common Seal affixed to this document.

DATA & SUPPORTING INFORMATION

Link 1 – Draft Assignment of Lease

ATTACHMENTS

Nil

- END OF REPORT -

City of Adelaide Submission – Federal Parliamentary Inquiry into Homelessness

ITEM 5.7 07/04/2020
The Committee

2017/03664
Public

Program Contact:
Christie Anthoney, AD
Community & Culture 8203 7444

Approving Officer:
Clare Mockler, Deputy CEO &
Director Culture

EXECUTIVE SUMMARY

The Commonwealth Government, through the House of Representatives Standing Committee on Social Policy and Legal Affairs is inviting submissions from individuals and organisations for the Inquiry into homelessness in Australia.

The purpose of this report is to advise Council of the Inquiry and seek approval for the attached submission representing the views of the City of Adelaide.

The following recommendation will be presented to Council on 14/04/2020 for consideration

THAT COUNCIL

1. Notes that the House of Representatives Standing Committee on Social Policy and Legal Affairs will inquire into and report on homelessness in Australia.
 2. Approves the attached submission to the Parliamentary Inquiry into Homelessness in Australia as per Attachment A to Item # on the Agenda for the meeting of Council held on 14 April 2020.
-

IMPLICATIONS AND FINANCIALS

City of Adelaide 2016-2020 Strategic Plan	Strategic Alignment – Liveable Developing and creating strong and resilient City communities that are welcoming and encourage people of all ages, cultures and means to participate in City life. Working with the State Government, community leaders and community organisations to support vulnerable members of the community.
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	Not as a result of this report.
Opportunities	The submission provides an opportunity for Council to communicate its position on homelessness and housing in the City to the Federal Government.
19/20 Budget Allocation	Not as a result of this report.
Proposed 20/21 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.
19/20 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. The Federal Government is now inviting submissions into Parliamentary Inquiry into Homelessness. The attached submission (**Attachment A**) is recommended as the City of Adelaide's response to the [Terms of Reference](#) set out Standing Committee on Social Policy and Legal Affairs.
2. The submission has been prepared using experience from the City of Adelaide's collaborative work with the homelessness sector particularly through the Adelaide Zero Project and based on a number of decisions of Council from successful motions. These include:
 - 2.1. *Becoming a Strategic Partner with the Don Dunstan Foundation to provide backbone support for the Adelaide Zero Project.*
 - 2.2. *Supporting the Raise the Rate campaign to increase Newstart.*
 - 2.3. *Supporting the Everybody's Home campaign for more investment across the country in social and affordable housing.*
 - 2.4. *Investigation into the role Council can play to facilitate the development of social and affordable housing in the City.*
 - 2.5. *Committing \$200,000 towards the implementation of the recommendations of Dame Louise Casey's report into Inner City Homelessness services, contingent of further State Government funding.*
 - 2.6. *Advocating to the Minister for Human Services and Minister for Health and Wellbeing for increased funding to the homelessness, mental health and drug and alcohol sectors and better coordination of these services to increase access.*
 - 2.7. *Declaring a homelessness crisis in the City of Adelaide.*
 - 2.8. *Opposing the transfer of 25% of mental health funding from local non-government organisations to the federal National Disability Insurance Scheme and urging a reconsideration.*
 - 2.9. *Working with the homelessness sector to investigate options for temporary shelter for people who are sleeping rough in the City.*
 - 2.10. *Funding the development of two business cases for 1. better coordination of homelessness, health and housing services in the City and; 2. Addressing the mobility of Aboriginal groups between remote communities and regional urban centres, such the City.*
3. The submission focuses on the inquiry areas set out in the Terms of Reference that are most applicable to the City of Adelaide. This covers:
 - 3.1. The incidence of homelessness in Australia
 - 3.2. Factors affecting homelessness, including the housing market
 - 3.3. Services to support people who are homeless or at risk of homelessness
 - 3.4. Support and services for particular at risk groups such as Aboriginal people living with a disability, and mental illness
 - 3.5. Examples of best practice in Australia and internationally
 - 3.6. Data collection and publication
 - 3.7. Governance and funding arrangements, particularly as they relate to the responsibility of Local, State, Territory and Federal Governments.
4. The City of Adelaide's submission supports the messages provided by the Adelaide Zero Project, in particular the recommendations of the report by Thinker in Residence Dr Nonie Brennan and the Council of Capital City Lord Mayors that are key to their own submissions to the inquiry.

DATA & SUPPORTING INFORMATION

Link 1 – Parliamentary Inquiry into Homelessness Terms of Reference

ATTACHMENTS

Attachment A – Submission – Parliamentary Enquiry into Homelessness

- END OF REPORT

Parliamentary Enquiry into Homelessness

Submission by the City of Adelaide

Introduction

The City of Adelaide has had a long history of working with Government and non-government organisations to support people experiencing/ at risk of homelessness. The City of Adelaide has also often played an active role in the provision of a range of housing outcomes for the city. This submission is made at a time when Council has identified a desire to increase its role in these related policy areas.

Since 2012, Council has delivered the Homeless and Vulnerable People Project funded in partnership with the South Australian Government through the National Housing and Homelessness Agreement. The Homeless and Vulnerable People Project works with internal Council stakeholders, inner city homelessness and other social services and the broader community to provide support by connecting people experiencing/ at risk of homelessness, in particular those sleeping rough. This project undertakes this role with consideration of the needs of all users of the city's public spaces.

The City of Adelaide has also had a long history of partnering with the Federal Government, State Government and community housing providers to deliver social and affordable housing developments such as Sydney Place, Whitmore Square, Ergo (Stage 1), Common Ground (Bus Station and Mellor Street) and Uno on Waymouth.

More recently, the City of Adelaide has strongly advocated for more joined-up solutions across all tiers of Government to better support people experiencing/ at risk of homelessness or on low incomes. Some examples of this advocacy are:

- Becoming a Strategic Partner with the Don Dunstan Foundation to provide backbone support for the [Adelaide Zero Project](#).
- Supporting the Raise the Rate campaign to increase Newstart.
- Supporting the *Everybody's Home* campaign for more investment across the country in social and affordable housing.
- Investigation into the role Council can play to facilitate the development of social and affordable housing in the City.
- Committing \$200,000 towards the implementation of the recommendations of the Institute of Global Homelessness Dame Louise Casey's report into

Inner City Homelessness services, contingent of further State Government funding.

- Advocated to the South Australian Minister for Human Services and Minister for Health and Wellbeing for increased funding to the homelessness, mental health and drug and alcohol sectors and better coordination of these services to increase access.
- Declaring a homelessness crisis in the City of Adelaide.
- Opposing the transfer of 25% of mental health funding from local non-government organisations to the federal National Disability Insurance Scheme and urged a reconsideration.
- Working with the homelessness sector to investigate options for temporary shelter for people who are sleeping rough in the City.
- Funded the development of two business cases for 1. better coordination of homelessness, health and housing services in the City and; 2. Addressing the mobility of Aboriginal groups between remote communities and regional urban centres, such the City.

In addition to local advocacy, the City of Adelaide has joined other Councils to raise issues federally by:

- supporting motions raised through the Australian Local Government Association, National General Assembly that urge more investment in housing and homelessness service delivery and reform of these sectors.
- The Lord Mayor's involvement in the Council of Capital City Lord Mayors and support for the Lord Mayors strategic advocacy for national action on homelessness and housing affordability.

Council agrees that the current housing and homelessness system is not adequately addressing the needs of people who rely on these services and looks forward to working with the State and Federal Governments as soon as possible, to address these issues with requisite resourcing.

Inquiry focus areas

The Terms of Reference provide a comprehensive outline of the scope of the Inquiry and identifies a significant number of focus areas in order to achieve outcomes. While all these focus areas are important for identifying the gaps and opportunities for a strong and coordinated housing and homelessness sector, the City of Adelaide has identified specific areas that are a focus, or of particular concern for Council. These are addressed below:

Incidence of homelessness in Australia

The 2016 census indicated that there were 116,427 people were experiencing homelessness across Australia. In Adelaide City, 644 people were identified as experiencing homelessness in 2016 and increase of 15% from 2011.

Accurately understanding the incidence of homelessness relies on real time, quality data. Through the Adelaide Zero Project, as a community, we now know the names and needs of 150 people who are sleeping rough in the City of Adelaide and are able to track this figure in real time. This is the most comprehensive and accurate indication of the number of people rough sleeping in a community in Australia. Of these, 32% are Aboriginal or Torres Strait Islander, despite being only 2% of the Australian population.

Homelessness and in particular, rough sleeping is concentrated in capital cities. As a Capital City, the City of Adelaide experiences a higher level of rough sleeping than other metropolitan areas. Addressing rough sleeping is a key priority and Council willingly works with the State Government and non-government service providers towards successful outcomes.

Factors affecting the incidence of homelessness, including housing-market factors

The City of Adelaide is concerned with the factors that contribute to the incidence of homelessness, in particular, the availability of safe and affordable housing for all Australians.

Through our Strategic Plan 2016-2020, the City of Adelaide has a commitment to creating a Liveable City by:

“working with the State Government to address housing affordability, including diversity of dwelling stock, and deliver a range of initiatives such as adaptive re-use and new building technologies’; and

“advocating to the Federal and State governments for changes in housing taxation and levies to reduce the cost of housing, including extension of the State government’s “off-the-plan” Stamp Duty Concessions for apartments”.

Council is committed to encouraging a greater range of dwelling typologies that suit the needs of a broader range of household types, income groups, demographics and ability than currently exists in the City. Council is therefore supportive of new initiatives, financing models and incentives that would attract the delivery of housing (for purchase or rent) that better matches the needs of existing and potential new residents.

A more flexible and affordable housing system will create capacity in social housing to adequately address homelessness. A 'housing first' model proposes safe and permanent housing as the first priority for people experiencing homelessness. Once housed, support can be wrapped around the individual to address other complex needs such as drug and alcohol use or mental health.

Commitment to a Housing First model, will support a well-functioning housing system that should be able to respond to the changing needs of its customers and support individuals into independence. The City of Adelaide advocates for a range of housing options, including tenancy mix in developments to be able to respond to the specific needs of people from crisis and supported accommodation, through to independent living in the public, community and private housing markets. Integrated support services that wrap around those who need them to sustain their housing situation are essential to long term sustainable outcomes in homelessness.

Services to support people who are homeless or at risk of homelessness, including housing assistance, social housing, and specialist homelessness services

The City of Adelaide has recognised that the current approach to addressing homelessness is not producing sustainable and appropriate outcomes. With homeless rates increasing, the entire housing and homelessness system needs to review the ways in which funding of the system can produce outcomes where people are supported out of homelessness.

The City of Adelaide is a major partner of the Adelaide Zero Project and is proud to be part of trying new ways to address rough sleeping. Data driven responses to rough sleeping focus energy on the areas of most impact and result in sustainable and supportive outcomes.

Council has also endorsed the recommendations of the [Institute of Global Homelessness Report](#) by Dame Louise Casey after her Service Review Visit in September 2018. The Council has committed \$200,000 towards the implementation of these recommendations and urges the State Government to commit further funding.

More recently, the Adelaide Zero Project and Thinkers in Residence Program hosted a visit by International homelessness expert, Dr Nonie Brennan, former CEO of All Chicago. Dr Brennan reviewed the current system of service delivery and provided informed and expert recommendations to strengthen the homelessness system and better support people sleeping rough in the City of

Adelaide. These recommendations (**Attachment A**) covered three simple themes – Housing, Support and System.

Support and services for people at particular risk of homelessness, including:

- Aboriginal and Torres Strait Island Australians

The City of Adelaide is concerned for the lack of culturally appropriate accommodation and support options for Aboriginal and Torres Strait Island people experiencing/ at risk of homelessness. It is most concerning that Aboriginal and Torres Strait Island people who travel to Adelaide from their communities for various reasons are often not able to find safe and appropriate places to meet, socialise and sleep. This may result in unsafe and/ or inappropriate activity occurring in the Adelaide Park Lands and public spaces of the City, which increases risk for vulnerable individuals and increases the likelihood of negative interaction with the broader public and Police.

Aboriginal and Torres Strait Islander people have the right to access social housing and support that respects and acknowledges their culture. Responses to Aboriginal and Torres Strait Island housing and homelessness should be led by the Aboriginal and Torres Strait Island community and is necessary to ensure that cultural needs are met and that people who travel from remote communities can be safe.

- People living with a disability
- People living mental illness

The City of Adelaide recognises the well-established link between rough sleeping and other forms of homelessness, poor physical health including that related to substance use and poor mental health. In May 2019, a Connections Week was undertaken and the findings demonstrate that 75% of rough sleepers in our city have this combination of complex health needs that require coordinated support and sensitive housing options. Also run in 2018, Connections Week is an exercise where volunteers engage with every rough sleeper across the City and conduct an assessment. The City of Adelaide supports a person-centred approach to delivering appropriate supports to people such as mental health, physical health, drug and alcohol and housing to effectively respond to people with complex needs.

Unfortunately, there are times when, despite the best efforts of services, systemic blockages prevent an appropriate outcome for an individual. The City of Adelaide often finds itself required to respond to matters that play out in public spaces with a service system that is not currently able to deliver solutions in these complex

cases. Better coordination and integration of services is required to satisfactorily address the needs of people with multiple complex needs.

Examples of best practice approaches in Australia and internationally for preventing and addressing homelessness

The most sustainable way to reduce homelessness is to address the drivers that cause people to become homeless. Identifying the entry points and making system level change across many sectors is crucial to developing interventions aimed at prevention. Council's support for the Adelaide Zero Project and the Functional Zero model can identify the entry points and provide evidence for prevention and early intervention work. The City of Adelaide encourages Government to adopt a system level approach such as Functional Zero to address inflow and outflow pathways of homelessness.

A 'housing first' approach is internationally recognised as the most effective response to sustainably ending a person's homelessness. The Adelaide Zero Project advocates for a housing first model, not just with the provision of secure housing, but also with appropriate wrap around supports to maintain housing and to build independence.

The adequacy of the collection and publication of housing, homelessness, and housing affordability related data

The City of Adelaide supports the approach of the Adelaide Zero Project to maintain community owned and publicly available data. Quality data should inform all decision making for the design of service systems and procurement of individual support services. Adelaide is currently the only community in Australian collecting and reporting on quality data. Other communities across the country are working hard to achieve this. Quality data is collected through a common assessment tool used by all homelessness and other support services to determine the vulnerability of each individual experiencing homelessness in a community.

Governance and funding arrangements in relation to housing and homelessness, particularly as they relate to the responsibility of Local, State, Territory and Federal Governments.

The City of Adelaide supports collaborative and innovative approaches, including all potential funding streams, to the housing and homelessness service systems and actively seeks to work with others to address complex issues. Council is a key partner, along with the SA Housing Authority, of the Adelaide Zero Project, a collective impact approach to using data to drive innovative new responses to

people sleeping rough, with the aim of ending rough sleeping in the City. The February 2019, Institute of Global Homelessness Report by Dame Louise Casey into the current state of the homelessness ecosystem in Adelaide provided clear recommendations to the sector. The City of Adelaide endorses these recommendations and has made a financial commitment to contribute to their delivery conditional on funding from the State Government.

The City of Adelaide fully supports the creation of a clear framework outlining the roles and responsibilities of all three tiers of Government, the private sector and the broader community in delivering a well- connected and accessible housing and support system.

Council is also considering how, as a Local Government, we can work with other stakeholders to identify opportunities and facilitate the delivery of social and affordable housing in the City and to provide safe crisis accommodation for people sleeping rough.

Conclusion

The City of Adelaide welcomes the opportunity to provide a submission to the Inquiry. Addressing homelessness is a high priority for cities and the City of Adelaide supports the advocacy of the Council of Capital City Lord Mayors to the Federal Government. The following policy solutions have identified by the CCCLM as the priorities to be addressed by the Government:

- A 'housing first' approach to supporting people experiencing homelessness to access long term accommodation
- Investment in social housing and support services
- An Australian housing system that supports our cities most vulnerable residents.
- Housing policies and programs for Aboriginal and Torres Strait Islander people should be informed by culture and kin.

The City of Adelaide urges both the State and Federal Governments to look into the successes and learnings from a Functional Zero model to addressing homelessness such as the Adelaide Zero Project. The Project has established significant momentum and infrastructure, but has also identified where further investment is required to genuinely create a system that adopts Housing First and a person centred approach.

Council is committed to working with all levels of Government and the non-government sector to achieve sustainable solutions to homelessness and create a city where everyone is safe, secure and has an affordable place to call home.

For further information:

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Thinker in Residence: **Dr Nonie Brennan**

Ending sleeping rough in the inner city

*Adelaide, Australia
November 4-22, 2019*

Acknowledgements

This report was written with the assistance of:

Dr Nonie Brennan, Senior Advisor and Collaborating Faculty at the Institute of Global Homelessness.

Prepared by:

Clare Rowley (Adelaide Zero Project), Rose Lagoon Williamson (Thinkers in Residence Project) from the Don Dunstan Foundation and Lydia Crawford-Pope, Thinkers in Residence Catalyst, Uniting Communities.

The Don Dunstan Foundation is very grateful to Uniting Communities for seconding Lydia Crawford-Pope to act as the Project Catalyst for this residency. The Thinkers in Residence program features 'Project Catalysts' for each residency. This allows for a professional from the local sector to accompany the Thinker throughout their program, providing professional support and local knowledge to the Thinker. At the same time, this offers a powerfully immersive professional development experience for the Project Catalyst.

Thank you to our partners

Presenting Partners



Dr Nonie Brennan visited Adelaide between Monday 4 and Friday 22 November 2019. Dr Brennan is a Senior Advisor at the Institute of Global Homelessness (IGH) and former CEO of All Chicago.

This is Dr Brennan's second visit to Adelaide after accompanying Dame Louise Casey in 2018 as part of Adelaide's recognition as a Vanguard City by the Institute of Global Homelessness. During the 2019 residency, Dr Brennan met with over 30 organisations and representatives from the housing and homelessness sector, local and state government representatives and Adelaide Zero Project stakeholders.

The visit was organised by the Thinkers in Residence program team in partnership with the Adelaide Zero Project.

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Thinkers in Residence- Overview

Established in 2003, the Adelaide Thinkers in Residence program was a global first. It is a tested Social Innovation, developed in South Australia, to address urgent challenges or to explore areas of opportunity, through new policy development and systems reform.

The program brings new ideas into the state and translates them into practical solutions to improve the lives of the people who live in South Australia. The Thinkers methodology relies upon the relevance of the issue at hand, the calibre of the visiting expert (known as the Thinker), and the leadership of the public, community, university and private sector partners who invest in the residency and commit to supporting the implementation of the recommendations.

The Thinkers in Residence program helped guide the State's response to some of the most important issues of the last decade including health, education, water, climate change, manufacturing, transport and road safety.

In 2017 the first series of residencies was launched under this new model with a focus on growing the purpose economy – we called them the Social Capital Residencies. The aim was to build on South Australia's founding purpose: to be a better society, while addressing our most contemporary need – job creation. The ultimate goal, and hence the name, was for South Australia to be as well known for Social Innovation as Geneva is for diplomacy or Tamworth is for country music – to be truly known as the Social Capital of Australia.

About our Thinker in Residence

Dr Nonie Brennan, Collaborating Faculty and Senior Advisor, Institute of Global Homelessness

Helping our neighbours come 'home' has been the driving theme of Dr Nonie Brennan's career. In every role Dr Brennan has held, she has brought a visionary, systems-change perspective and a grass-roots collaborative approach that drives efficiency, shares learning, aligns funding, and increases positive community outcomes.

From 1997 to 2002, Dr Brennan served as the Executive Director of the Volunteer Centre of Battle Creek where she led programming to help volunteers meaningfully contribute to their community. She also brought the first 2-1-1 Call Centre to the state of Michigan to help people in need to navigate to appropriate community services. In 2003, Dr Brennan became the Executive Director of the Emergency Fund, which she grew to become the largest provider of homelessness prevention funding in the state of Illinois. She co-launched Chicago's Homelessness Prevention Call Centre and effectively navigated an organisational merger with the Chicago Alliance to End Homelessness. In 2011, Dr Brennan became the Chief Executive Officer of All Chicago Making Homelessness History, where she served until her retirement in 2019. Under her guidance, All Chicago grew to become a national and internationally recognised leader in proven practices that prevent and end homelessness.

Notable achievements under Dr Brennan's leadership include securing, distributing, and monitoring of over \$70 million in public and private funding to prevent and end homelessness for Chicago's homeless system annually; and implementing Chicago's 'Plan 2.0 – A Home for Everyone', in partnership with Chicago's Department of Family and Support Services. She has been instrumental in leading the systems change in Chicago over the last 15 years that has led to an overall decrease in homelessness by 25%.

Dr Brennan was elected to the King's University College Board of Directors in 2019, served on the National Public Housing Museum Board of Directors, was appointed by Chicago's Mayor Rahm Emanuel to the Community Development Advisory Board and was appointed by Governor Engler to the Michigan Community Service Board. Dr Brennan serves as a part-time faculty member at DePaul University, and as Collaborating Faculty and Senior Advisor to the Institute of Global Homelessness. She holds a Doctor of Management from Case Western Reserve University's Weatherhead School of Management, and a Master's in Public Service from DePaul University and a Bachelor of Arts in English and History from King's University College at Western University. She has received recognition for her visionary leadership through a Special Tribute from Michigan's Governor John Engler and the Alumni of Distinction Award from King's University College in 2015. In 2017, she received an Honorary Doctor of Laws from Western Reserve University.

Dr Brennan enjoys cooking, reading, travelling, and life at her cottage in Bayfield, Ontario, with her husband Michael, her two community-minded daughters, Jocelyn and Andie, and her dog Edgar.

Foreword

While visiting in 2018, Adelaide had been announced as one of only 13 Vanguard Cities in the world that had been recognised by the Institute of Global Homelessness for its commitment to reduce homelessness. Adelaide continues to lead the way in Australia and globally, with other cities looking to Adelaide to learn from the collective impact approach being championed by the Adelaide Zero Project to achieve lasting reductions in the number of people who are sleeping rough.

Returning in 2019, the progress that has been achieved is energising. Adelaide maintains its commitment to the set goal of reaching Functional Zero street homelessness by the end of December 2020. I have seen that the current system has strengths and initiatives in place to create ideal conditions for system-wide goals to be achieved.

Moreover, during my visit, Adelaide was certified by Community Solutions to be the first city outside of North America to have quality data on the names and needs of anyone sleeping rough in the inner city. No community world-wide has reached Functional Zero without meeting this milestone first.

It was clear that inner-city homelessness services, local and state government representatives and Adelaide Zero Project stakeholders have a shared appetite for change. There are respected voices from all parties that continue to discuss the need for service and sector integration and it is vital that they embrace opportunities to co-design solutions together. The vibrancy of the data that is now available from the By-Name List begins to tell the story of the real people behind the numbers and their experiences which form the statistics. Additionally, there is continued support from the Don Dunstan Foundation as the dedicated backbone agency for the project.

Homelessness and rough sleeping are not the failure of an individual, rather they are the result of complex system breakdowns. By recognising this and working together, an opportunity is created to enable the most vulnerable to access the most appropriate options for a home and to support them as their needs change over time.

Some Adelaideans are querying the methodology of a focus on people who are sleeping rough in the inner city as opposed to a state-wide effort. It's important to remember that a reduction in people who are sleeping rough in the inner city is a reduction in homelessness as a whole in South Australia. There are significant system learnings that have been achieved through the Adelaide Zero Project that can be rolled out across the state when the system is ready; and a co-ordinated effort of where the majority of service providers are based, is an efficiency of scale. Ultimately, a system matures through a process and a network effect, which has now begun with the dedication and unwavering support of the City and State representatives, services and stakeholders.

Every complex system starts with a simple system that works. In this instance, a system that supports housing the most vulnerable – those who are at risk of death and experience tri-morbidities that are exacerbated by the exposure, and the associated risk of being homeless and sleeping rough. This is the simple solution to this complex issue. Housing First is the methodology that is evidenced, researched and has internationally proven to be the most effective response. An understanding of this influenced the Recommendations for this Report.

Dr Nonie Brennan
Thinker in Residence

Recommendations

It is important for a community to have a shared understanding and shared goals. The Adelaide Zero Project has collectively chosen to work towards achieving Functional Zero in the inner city by December 2020. This goal is achievable, however there are three areas for the Adelaide Zero Project to focus on to ensure they meet their Functional Zero goal.

Housing

The Adelaide Zero Project would benefit from embracing a Housing First philosophy, which would allow service providers to move people from the By-Name List directly into permanent housing. This includes developing a shared understanding of Housing First, prioritising the most vulnerable people on the By-Name List who are experiencing sleeping rough within the Adelaide CBD, and committing to offering sustainable housing for those who have moved into temporary accommodation or been housed.

To achieve Functional Zero, the Adelaide Zero Project should focus on:

- **Increasing housing availability.**
- **Preventing people falling into homelessness.**
- **Re-defining the concept of 'housing' and 'home'.**

Support

The Adelaide Zero Project should consider enhancing its person-centred approach to ensure that periods of sleeping rough are rare, brief and non-recurring. A person-centred approach should be maintained throughout a person's journey out of homelessness. This ranges from providing support at the time of sleeping rough, to facilitating their transition into sustainable, long-term housing, as well as critical ongoing support after they are housed. All sectors should be involved in providing a person-centred response when interacting with people sleep rough or at risk of falling into homelessness.

To achieve Functional Zero, the Adelaide Zero Project should consider focusing on:

- **Ensuring each person receives the support and services they need.**
- **Providing training and technical assistance to the sector to ensure people's complex needs can be met.**

System

All communities worldwide who have reached Functional Zero have had a strong and well-functioning housing and homelessness system supporting the goals of effectively ending homelessness.

To do this, the Adelaide Zero Project should consider how to:

- **Make sure the right people are empowered to make decisions.**
- **Reinforce a data-driven decision-making process.**
- **Implement a process of monitoring and evaluation to ensure the system goals are being met.**

Recommendations and Strategies – Discussion

The Adelaide Zero Project has multiple opportunities for change, and an environment that is ready to embrace different approaches. There is a recognition that the current support services available to assist people with complex needs aren't effective in preventing cycles of crisis. A Housing First model, incorporating person-centred support with housing outcomes, is necessary for maintaining long-term tenancies and improved home and housing outcomes.

Adelaide should commit to a Housing First model as soon as possible, rather than requiring people to demonstrate 'housing-readiness' before they are able to be housed.

It is important to recognise there is a place for temporary, low-barrier shelter in every system, provided there are accessible and sustainable exits from shelter to permanent housing arrangements. The newly established 'Waymouth' as temporary accommodation for people sleeping rough is a great success in the short term, but there is still a need for a true low barrier shelter. A safe place where there is minimal criteria and barriers placed on people who would otherwise be sleeping rough, which people with complex needs can access, including people who are intoxicated. However, the Adelaide Zero Project's ultimate aim should be to support people from the By-Name List to access and maintain permanent housing.

Aboriginal people are 2.0% of South Australia's population. However approximately 40% of people who are actively homeless on the By-Name List identify as Aboriginal. As such, Adelaide needs an urgent response to eradicate barriers that exist throughout the housing and homelessness system which impact on the outcomes for Aboriginal people.

The SA Housing Authority released Our Housing Future 2020-2030 in December 2019. Many of the state-wide strategies included in the document have a direct link to the Adelaide Zero Project, and more can be leveraged to provide better outcomes for people on the By-Name List.



Housing

Between June 2019 and November 2019, Adelaide Zero Project's average housing placement rate was 11 people per month. This housing rate is sufficiently stabilising the number of people actively homeless in Adelaide's inner city, but needs to increase to significantly move the needle on the number of people sleeping rough. Adelaide should reassess methods to source, allocate and understand housing to reach Functional Zero by 2020.

Increase housing availability

Housing people from the By-Name List is a critical measure to meet a Functional Zero goal. Successful communities leverage all aspects of the housing system to provide appropriate housing options. Currently most of Adelaide Zero Project's housing stock comes from one source – public housing. To make positive moves in the direction of Functional Zero in 2020, the Adelaide Zero Project should look at options to:

- Source an additional five public housing properties per month.
- Source an additional five community housing properties per month.
- Allocate at least 50 people into private rental.

Adelaide hasn't extensively explored how to access private rental properties. However, options that can be considered include:

- A private rental subsidy program to support people from the By-Name List with low incomes to pay for a rental property for two years, similar to the Doorways program in Victoria.
- Head lease arrangements between private landlords and social housing providers.

Recommendations and Strategies – Discussion

Preventing people falling into homelessness

It is important to understand the role that prevention has in reducing the number of people sleeping rough. Prevention covers multiple levels, from system-level policy to make housing more affordable and accessible through to individual interventions to stop people falling into homelessness. The Adelaide Zero Project data shows that:

- 29% of people on the By-Name List slept rough before they were 25 years old.
- 30% of people on the By-Name List people were evicted from permanent housing.

The Adelaide Zero Project has the capacity through their data collection and analysis to investigate and implement tailored measures for individuals and to advocate for system-wide change. The Adelaide Zero Project could consider opportunities for reducing sleeping rough using the options All Chicago successfully implemented including:

- An Emergency Fund, which can be accessed by service providers to prevent rough sleeping and homelessness. For example paying a one-off utility bill, paying rent in arrears, supporting a family to feed an extra person couch surfing, paying for a car to be serviced so the person remains employed, and
- Connecting people with support at the point of eviction i.e. the South Australian Civil and Administrative Tribunal (SACAT) help desk.

Re-defining the concept of 'housing' and 'home'

The Adelaide Zero Project has the opportunity to influence thinking on what defines 'housing' and 'home' within the local, national and international contexts. Adelaide has a transient population of people from remote Aboriginal communities who stay in the inner-city on a temporary basis. Thinking about housing in a non-traditional sense has the opportunity to create sustainable housing outcomes for all people on the By-Name List, including those who identify as Aboriginal. Adelaide could consider exploring how the current housing stock can be used better to accommodate people from the By-Name List. For example:

- Housing people who have developed a trusting relationship in shared tenancies, and
- Developing culturally appropriate responses to Aboriginal mobility.

Recommendations and Strategies – Discussion



Support

Providing 'wrap-around' support services is a key principle of the Housing First approach. Person-centred and individually tailored support plans are necessary to support people who have been sleeping rough to maintain their tenancies. The Adelaide Zero Project is well-positioned to do this by drawing on unique, individual data in the By-Name List as well as collective knowledge from its diverse range of partners.

Person-centred support

Internationally, it is being realised that time-limited support services are not delivering long-term results for communities aiming for Functional Zero. Each individual has different requirements for support, with regards to the type and duration. Hutt St Centre's Aspire program is demonstrating that long-term support can increase a person's ability to sustain a tenancy (2019 Aspire Social Impact Bond Annual Investor Report). The Adelaide Zero Project can use the learning from other communities and organisations to:

The project can use the learning from other communities and organisations to:

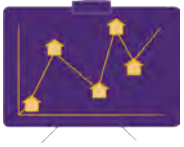
- Implement a person-centred approach, across all sectors.
- Focus on systems change to ensure each person receives the right level and length of support they need.
- Co-design options for improving the support system with services across all sectors interacting with people before, during, or after they are sleeping rough.

Training and technical assistance

Having an appropriately trained and supported workforce increases the capacity of the housing and homelessness system to support people with complex needs. All Chicago developed a training and technical assistance function to provide tools to enable the workforce to provide effective outreach and case management. The Adelaide Zero Project needs to consider:

- How to observe, monitor and evaluate the skill level of current workers, and
- Developing a system-wide training package to increase workers' capacity to support people with complex needs to maintain housing.

Recommendations and Strategies – Discussion



System

A properly-functioning housing and homelessness system increases the ability to make system-wide changes, and meet the goal of Functional Zero. The Adelaide Zero Project has the capacity to reach Functional Zero, however some strategies can be used to make changes more sustainable and effective.

Empowered decision-making

Because Adelaide Zero Project is a Collective Impact initiative, every organisation and individual involved needs to be empowered to make decisions across all levels of the project. Adelaide has the opportunity to engage widely to set effective system goals, and empower the collective to meet them. The Adelaide Zero Project should:

- Work with the Minister for Human Services and the Right Honourable The Lord Mayor of Adelaide to recruit the Ministers responsible for Health, Corrections, Child Protection, Education and Aboriginal Affairs portfolios to sit on the AZP's Strategic Advisory Group.
- Look at decision escalation pathways, for example from Co-ordinated Care through to Strategic Advisory Group to ensure systemic issues are addressed quickly
- Focus on action-orientated meetings including reviewing the roles of each of the governance and working groups in the decision-making process.
- Share actions, and progress across AZP and the wider sectors.

Data-driven decision-making

Using data to make decisions regarding changes to the system is a proven way to make long-term effective changes. The Adelaide Zero Project has improved its data collection and analysis capacity considerably in the last 12 months. This means the data can now be used to inform system-level decisions. Adelaide could look at utilising the data to:

- Set system-level targets based on previous outcomes
- Increase the focus on continuous improvement activities.
- Link with other organisations, for example Government departments responsible for Education, Health, Corrections, to identify ways to prevent people from entering the homelessness system.

Evaluation and monitoring framework

Learning from what has and has not worked is an important step in meeting goals. No organisation has ever met a goal they have not set. Adelaide can learn to go beyond the data, looking at what actions are being taken and how successful the housing outcomes are. The Adelaide Zero Project should:

- Consider developing an evaluation and monitoring process to ensure the project meets its Functional Zero goal.
- Encourage system-wide learning, including from providers who are getting better outcomes at the program level and implementing effective changes.

Closing Remarks

The recommendations included in this Report range widely from those that are relatively quick and straightforward to those systemic changes which will require many partners to fully achieve. This is not uncommon when we begin to address complex issues such as homelessness.

Countries and communities around the world are trying to develop systems that can eradicate the global issue of homelessness. No community wants people living and dying on the street. Homelessness is not a problem of broken people. It is a problem of broken systems.

In many respects, Adelaide is leading the way in developing and implementing strategies that build and support the advancement of a system to end sleeping rough and yet is running the risk of falling short of the targets.

Adelaide needs to urgently divert resources to ending street homelessness, but only for a limited time. An attrition will occur as the system matures but not until those who are at the highest risk have been serviced. This is difficult work, so it is important to continue the momentum by celebrating successes, but also by being honest and flexible when something does not work. This takes genuine will and commitment across a community. Adelaide has already shown it possess the qualities required to make a lasting change and create a community where no one is homeless. Together you can end homelessness in 2020.

More information:

For more information about the Thinkers in Residence program visit <https://dunstan.org.au/thinkers-in-residence/>

For further information about the Adelaide Zero Project, including the latest data, Implementation Plan and the Phase One Research Report, visit www.dunstan.org.au/zeroproject

E-Scooter Update Report

ITEM 5.8 07/04/2020
The Committee

Public
2020/00191

Program Contact:
Rudi Deco, Manager
Governance, 8203 7442

Approving Officer:
Mark Goldstone, Chief Executive
Officer

EXECUTIVE SUMMARY

On 18 December 2019 the City of Adelaide completed an Expression of Interest ('EOI') requesting submissions for obtaining a permit under section 222 of the *Local Government Act 1999* ('the Act') to run a Shared E-scooter Mobility Services business on its public roads. Council received complaints from Lime and Beam requesting a review pursuant to the terms and conditions of the EOI.

External legal advisors on Council's legal provider panel were engaged to consider the EOI process undertaken in the context of the complaints received under the probity provisions of the EOI.

Lime and Beam applied to request a separate review of Council's decision pursuant to Section 270 of the Act.

On 10 March 2020, Council appointed Kain Lawyers to assist in the conduct of the review of the separate applications from Lime and Beam in accordance with section 270 of the Act.

Kain has completed an initial review and has recommended next steps which should be taken by Council.

The purpose of this report is to provide an update to Council in relation to the next steps and scope of the review of the separate applications from Lime and Beam.

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The following recommendation will be presented to Council on 14 April 2020 for consideration:

THAT COUNCIL

1. Notes the report.
-

IMPLICATIONS AND FINANCIALS

City of Adelaide 2016-2020 Strategic Plan	Strategic Alignment - Corporate Activities Council will continually improve both our internal governance and the way we do business with others, always working towards maximising community benefit and social equity.
Policy	Corporate Complaint Handling Operating Guideline
Consultation	Not as a result of this report
Resource	Not as a result of this report
Risk / Legal / Legislative	If Council resolved not to proceed to undertake a full merits review of each separate application, there is risk that such a decision could be challenged and subject to review by the Ombudsman. The Ombudsman would then likely refer the matter back to Council with a request to undertake the full merits review.
Opportunities	Not as a result of this report
19/20 Budget Allocation	The full review and associated advice is estimated at \$46,110 (plus GST and disbursements)
Proposed 20/21 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
19/20 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. On 30 January 2020, Beam applied to request a review per Section 270 of the Act.
2. On 10 February 2020, Lime applied to request a review per Section 270 of the Act.
3. On 10 March 2020, Council in its role as Reviewer determined to engage external legal advice to assist in the conduct of the review and appointed Kain Lawyers.
4. Kain Lawyers undertook an initial review within the following scope:
 - 4.1. Separately advise whether each application should proceed or be refused. That advice will consider:
 - 4.1.1. the City of Adelaide Complaints Handling Guideline
 - 4.1.2. any relevant Ombudsman information
 - 4.1.3. the original complaints made under the Expression of Interest (EoI) process, legal advice, Council Reports and CoA's responses to the complainants
 - 4.1.4. whether the applications are frivolous and/or vexatious in line with Complaints Handling Guideline and other relevant considerations
 - 4.2. Having regard to that advice recommend the next steps which should be taken by Council and a suggested scope of works for those steps.
5. Kain Lawyers have completed the initial review and advised that:
 - 5.1. Under the Complaints Handling Guideline there are, on an objective assessment, insufficient grounds to refuse the Beam Review Request and the Lime Review Request.
 - 5.2. The Complaints Handling Guideline requires a review under section 270 of the *Local Government Act 1999* to include a review of whether the decision was reasonable in the circumstances. This would require a review of whether the decision was reasonable (a review of the merits of the decisions the subject of the application) but not a full re-making of the decision under review.
 - 5.3. Each of the Beam Review Request and the Lime Review Request identify various concerns with the award of e-scooter permits, and Kain Lawyers recommend that a review of the following decisions in accordance with the Complaints Handling Guideline would include an assessment of those concerns:
 - 5.3.1. the decision to award e-scooter permits to Ride and Neuron; and
 - 5.3.2. the decision that no action was required in response to the First Beam Complaint or the First Lime Complaint.
6. Kain Lawyers recommend that the above process be communicated to Beam, Lime, Neuron and Ride prior to the commencement of the review with an opportunity for each to provide all documents and submissions relevant to the decision, in accordance with the procedural fairness requirements of the Complaints Guideline.
7. Kain Lawyers have set out a scope of work and fee estimate (Link 1 view [here](#)).
8. The report to be produced from that scope of work will be submitted to the Council. The Council will then have to consider the outcome of the review and determine whether to affirm, vary or revoke the reviewed decision.

DATA & SUPPORTING INFORMATION

Link 1 – Kain Lawyers Scope of Review

ATTACHMENTS

Nil

- END OF REPORT -

Exclusion of the Public

ITEM 6.1 07/04/2020
The Committee

Program Contact:
Mark Goldstone, Chief
Executive Officer 8203 7234

2018/04291
Public

Approving Officer:
Mark Goldstone, Chief
Executive Officer

EXECUTIVE SUMMARY

It is the recommendation of the Chief Executive Officer that the public be excluded from this Committee meeting for the consideration of the following information and matters contained in the Agenda.

- 7.1 Telstra SmartHub Telephones [s 90(3) (b) & (h)]
- 7.2 Bonython Park Kiosk EOI Results [s 90(3) (d)]
- 7.3 Strategic Property Review [s 90(3) (b) & (d)]

The Order to Exclude for Items 7.1, 7.2 & 7.3:

1. Identifies the information and matters (grounds) from s 90(3) of the *Local Government Act 1999 (SA)* utilised to request consideration in confidence.
 2. Identifies the basis – how the information falls within the grounds identified and why it is necessary and appropriate to act in a meeting closed to the public.
 3. In addition identifies for the following grounds – s 90(3) (b), (d) or (j) - how information open to the public would be contrary to the public interest.
-

ORDER TO EXCLUDE FOR ITEM 7.1

THAT THE COMMITTEE

1. Having taken into account the relevant consideration contained in s 90(3) (b) & (h) and s 90(2) & (7) of the *Local Government Act 1999 (SA)*, this meeting of The Committee dated 7/4/2020 resolves that it is necessary and appropriate to act in a meeting closed to the public as the consideration of Item 7.1 [Telstra SmartHub Telephones] listed on the Agenda in a meeting open to the public would on balance be contrary to the public interest.

Grounds and Basis

This item contains certain information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected to confer a commercial advantage on a person with whom the Council is conducting business, prejudice the commercial position of the Council and prejudice the commercial position of the person who supplied the information.

Council has also sought legal option on the matter and the advice provided requested that the matter should be considered in confidence due to ongoing or potential litigation.

Public Interest

The Council is satisfied that in principle the meeting be conducted in a place open to the public has been outweighed in the circumstances given that information within this update pertains to non-binding commercial negotiations for the Council. The release of such information may severely prejudice the Council's ability to influence a proposal for the benefit of the Council and the community in this matter.

2. Pursuant to s 90(2) of the *Local Government Act 1999 (SA)*, this meeting of The Committee dated 7/4/2020 orders that the public (with the exception of members of Corporation staff and any person permitted to remain) be excluded from this meeting to enable this meeting to receive, discuss or consider in confidence Item 7.1 [Telstra SmartHub Telephones] listed in the Agenda, on the grounds that such item of business, contains information and matters of a kind referred to in s 90(3) (b) & (h) of the Act.

ORDER TO EXCLUDE FOR ITEM 7.2

THAT THE COMMITTEE

1. Having taken into account the relevant consideration contained in s 90(3) (d) and s 90(2) & (7) of the *Local Government Act 1999 (SA)*, this meeting of The Committee dated 7/4/2020 resolves that it is necessary and appropriate to act in a meeting closed to the public as the consideration of Item 7.2 [Bonython Park Kiosk EOI Results] listed on the Agenda in a meeting open to the public would on balance be contrary to the public interest.

Grounds and Basis

This Item contains commercial information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected to prejudice the commercial position of the person who supplied the information and confer a commercial advantage on a third party.

Public Interest

The Committee is satisfied that the principle that the meeting be conducted in a place open to the public has been outweighed in the circumstances because the disclosure of this information may result in release of information prior to the finalisation of 'commercial in confidence' negotiations between the proponent and their suppliers and may materially and adversely affect the financial viability of the proponent in relation to contract negotiations which on balance would be contrary to the public interest.

2. Pursuant to s 90(2) of the *Local Government Act 1999 (SA)*, this meeting of The Committee dated 7/4/2020 orders that the public (with the exception of members of Corporation staff and any person permitted to remain) be excluded from this meeting to enable this meeting to receive, discuss or consider in confidence Item 7.2 [Bonython Park Kiosk EOI Results] listed in the Agenda, on the grounds that such item of business, contains information and matters of a kind referred to in s 90(3) (d) of the Act.

ORDER TO EXCLUDE FOR ITEM 7.3

THAT THE COMMITTEE

1. Having taken into account the relevant consideration contained in s 90(3) (b) & (d) and s 90(2) & (7) of the *Local Government Act 1999 (SA)*, this meeting of The Committee dated 7/4/2020 resolves that it is necessary and appropriate to act in a meeting closed to the public as the consideration of Item 7.3 [Strategic Property Review] listed on the Agenda in a meeting open to the public would on balance be contrary to the public interest.

Grounds and Basis

This Item contains certain information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected to confer a commercial advantage on a person with whom the council is conducting business, prejudice the commercial position of the council and prejudice the commercial position of the person who supplied the information and confer a commercial advantage to a third party.

More specifically, the disclosure of certain information in this report could reasonably prejudice the commercial position of the council including its future commercial dealings given that it contains financial information and further direction with regard to Council's assets and strategic land holdings.

Public Interest

The Committee is satisfied that the principle that the meeting be conducted in a place open to the public has been outweighed in the circumstances given that the information in this report, including certain financial information and further direction, may prejudice its future commercial dealings within regard to its assets and strategic land holdings. On this basis, the disclosure of such information may severely prejudice the City of Adelaide's ability to influence the proposal for the benefit of the City of Adelaide and the community in this matter.

2. Pursuant to s 90(2) of the *Local Government Act 1999 (SA)*, this meeting of The Committee dated 7/4/2020 orders that the public (with the exception of members of Corporation staff and any person permitted to remain) be excluded from this meeting to enable this meeting to receive, discuss or consider in confidence Item 7.3 [Strategic Property Review] listed in the Agenda, on the grounds that such item of business, contains information and matters of a kind referred to in s 90(3) (b) & (d) of the Act.

DISCUSSION

1. s 90(1) of the *Local Government Act 1999 (SA)*, directs that a meeting of a Council Committee must be conducted in a place open to the public.
2. s 90(2) of the *Local Government Act 1999 (SA)*, states that a Council Committee may order that the public be excluded from attendance at a meeting if the Council Committee considers it to be necessary and appropriate to act in a meeting closed to the public to receive, discuss or consider in confidence any information or matter listed in s 90(3).
3. s 90(3) prescribes the information and matters that a Council may order that the public be excluded from.
4. s 90(4) of the *Local Government Act 1999 (SA)*, advises that in considering whether an order should be made under s 90(2), it is irrelevant that discussion of a matter in public may:
 - 4.1 cause embarrassment to the council or council committee concerned, or to members or employees of the council or
 - 4.2 cause a loss of confidence in the council or council committee, or
 - 4.3 involve discussion of a matter that is controversial within the council area, or
 - 4.4 make the council susceptible to adverse criticism.
5. s 90(7) of the *Local Government Act 1999 (SA)* requires that an order to exclude the public:
 - 5.1 Identify the information and matters (grounds) from s 90(3) of the *Local Government Act 1999 (SA)* utilised to request consideration in confidence.
 - 5.2 Identify the basis – how the information falls within the grounds identified and why it is necessary and appropriate to act in a meeting closed to the public.
 - 5.3 In addition identify for the following grounds – s 90(3) (b), (d) or (j) - how information open to the public would be contrary to the public interest.
6. s 87(10) of the *Local Government Act 1999 (SA)* has been utilised to identify in the Agenda and on the Report for the meeting, that the following matters are submitted seeking consideration in confidence.
 - 6.1 Information contained in Item 7.1 – Telstra SmartHub Telephones
 - 6.1.1 Is subject to an Existing Confidentiality Order dated 17/3/2020.
 - 6.1.2 The grounds utilised to request consideration in confidence is s 90(3) (b) & (h)
 - (b) information the disclosure of which—
 - (i) could reasonably be expected to confer a commercial advantage on a person with whom the council is conducting, or proposing to conduct, business, or to prejudice the commercial position of the council; and
 - (ii) would, on balance, be contrary to the public interest
 - (h) legal advice
 - 6.2 Information contained in Item 7.2 – Bonython Park Kiosk EOI Results
 - 6.2.1 Is not subject to an Existing Confidentiality Order.
 - 6.2.2 The grounds utilised to request consideration in confidence is s 90(3) (d)
 - (d) commercial information of a confidential nature (not being a trade secret) the disclosure of which—
 - (i) could reasonably be expected to prejudice the commercial position of the person who supplied the information, or to confer a commercial advantage on a third party; and
 - (ii) would, on balance, be contrary to the public interest;
 - 6.3 Information contained in Item 7.3 – Strategic Property Review
 - 6.3.1 Is subject to an Existing Confidentiality Order dated 23/7/2019
 - 6.3.2 The grounds utilised to request consideration in confidence is s 90(3) (b) & (d)
 - (b) information the disclosure of which—

- (i) could reasonably be expected to confer a commercial advantage on a person with whom the council is conducting, or proposing to conduct, business, or to prejudice the commercial position of the council; and
 - (ii) would, on balance, be contrary to the public interest
- (d) commercial information of a confidential nature (not being a trade secret) the disclosure of which—
- (i) could reasonably be expected to prejudice the commercial position of the person who supplied the information, or to confer a commercial advantage on a third party; and
 - (ii) would, on balance, be contrary to the public interest;

ATTACHMENTS

Nil

- END OF REPORT -

Confidential Item 7.1

Telstra SmartHub Telephones

Section 90 (3) (b) & (h) of the *Local Government Act 1999 (SA)*

Pages 156 to 164

Confidential Item 7.2

Bonython Park Kiosk EOI Results

Section 90 (3) (d) of the *Local Government Act 1999 (SA)*

Pages 165 to 172

Confidential Item 7.3

Strategic Property Review

Section 90 (3) (b) & (d) of the *Local Government Act 1999 (SA)*

Pages 173 to 340
